

## DAILY SERVICE DELIVERY OVERVIEW

**FRIDAY, FEBRUARY 25, 2011**

### 1. RUNS PULLED OUT- IN SERVICE:

	SCHEDULED	PULLED OUT IN SERVICE %	RUNS NON OUT	RUNS WORKED AT OVER TIME
<b>SYSTEM WIDE</b>	<b>1172</b>	<b>97.5</b>	<b>29</b>	<b>47</b>

### 2. VEHICLES AVAILABILITY

	SCHEDULED	AVAILABLE	SPARE RATIO
<b>LRV</b>	<b>114</b>	<b>113</b>	<b>-1%</b>
<b>F LINE</b>	<b>20</b>	<b>20</b>	<b>0%</b>
<b>CABLE CAR</b>	<b>26</b>	<b>30</b>	<b>15%</b>
<b>WOODS</b>	<b>140</b>	<b>173</b>	<b>24%</b>
<b>KIRKLAND</b>	<b>111</b>	<b>128</b>	<b>15%</b>
<b>FLYNN</b>	<b>103</b>	<b>111</b>	<b>8%</b>
<b>POTRERO 40'</b>	<b>49</b>	<b>55</b>	<b>12%</b>
<b>POTRERO 60'</b>	<b>53</b>	<b>40</b>	<b>-25%</b>
<b>PRESIDIO</b>	<b>103</b>	<b>120</b>	<b>17%</b>
<b>TOTAL</b>	<b>719</b>	<b>790</b>	<b>10%</b>

### 3. OPERATORS' ABSENTEEISM:

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
<b>Green</b>	<b>217</b>	<b>64</b>	<b>12</b>	<b>8</b>	<b>24</b>	<b>20</b>
<b>Cable Car</b>	<b>120</b>	<b>31</b>	<b>5</b>	<b>3</b>	<b>15</b>	<b>8</b>
<b>Potrero</b>	<b>234</b>	<b>52</b>	<b>14</b>	<b>1</b>	<b>24</b>	<b>13</b>
<b>Presidio</b>	<b>197</b>	<b>40</b>	<b>9</b>	<b>7</b>	<b>16</b>	<b>8</b>
<b>Kirkland</b>	<b>214</b>	<b>47</b>	<b>11</b>	<b>6</b>	<b>19</b>	<b>11</b>
<b>Woods</b>	<b>325</b>	<b>65</b>	<b>15</b>	<b>6</b>	<b>26</b>	<b>18</b>
<b>Flynn</b>	<b>195</b>	<b>36</b>	<b>6</b>	<b>2</b>	<b>23</b>	<b>5</b>
<b>TOTAL</b>	<b>1,502</b>	<b>335</b>	<b>72</b>	<b>33</b>	<b>147</b>	<b>83</b>

### 4. ACCIDENTS & DELAYS > 20 MINUTES:

#### ACCIDENTS:

TIME DATE	CALL FROM DIVISION	To CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
07:27 02/25/11	R OPERATOR KI	30	1718	676	28	8342	19TH AVENUE BETWEEN ORTEGA & NORIEGA (IB)	ACCIDENT, COACH/AUTO, HIT AND RUN, NO DAMAGE	IB	07:27	07:59	14
						1156904	INSP. B. JOHNSON CLEARED. VIDEO*, S/S*, CLAIMS 6A42*, NO OP 799 VEH DELAY: 00:32					
09:25 02/25/11	R OPERATOR PO	11	0604	330	22	5476	3RD STREET & 20TH STREET (OB)	ALLEGED ACCIDENT, COACH/AUTO, HIT AND RUN	OB	09:20	09:21	14
						1156926	OP CLEARED AND WAS UNSURE WEATHER CONTACT WAS MADE WITH REAR OF COACH. OP TO BE INTERVIEWED AT BAY AND FILLMORE TERMINAL. VEH DELAY: 00:01					
23:12 02/25/11	R OPERATOR KI	21	1529	762	19	8203	FOLSOM & 8TH STREET (OB)	VEHICLE ACCIDENT ( PROPERTY DAMAGE ONLY)	OB	23:12	00:05	21
						1157052	INSP. T. ALDANA, CLAIMS 6-A-42*, VIDEO* VEH DELAY: 00:53					

TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
23:57 02/25/11	R SFPD FL	13				8X	BRYANT & 6TH STREET (IB)	ALLEGED ACCIDENT (HIT & RUN) COACH / AUTO	IB	20:00		16
						1157063	CLAIMS 6A-42*, SFPD CASE # 110-166-299, UNABLE TO IDENTIFY ALLEGED COACH					

**LINE DELAY > 20 MINUTES:**

TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
02:15 02/25/11	R OPERATOR PO	32	3974	480	24	5418	DIVISARDERO & TURK (IB)	BLOCKED BY BIG RIG	IB LD	02:15 02:15	02:30 03:46	32
						1156871	INSP T. ALDANA RESPONDED & CLEARED VEH DELAY: 00:15 LINE DELAY: 01:31					
12:54 02/25/11	R OPERATOR ME	20	2790	014	N	1455	JUDAH ST & 38TH AVENUE (IB,DH)	NO POWER	IB LD	12:54 12:54	13:27 13:27	74
						1156969	[LRV2=1535]SENIOR STAFF* MRU 4S49 & INSP J CHAVEZ RESPONDED AND CLEARED, UTILIZING LRV 1400 FROM RUN 85-N FOR RESCUE. 2 M/C SHUTTLES USED TO COVER THE GAP; LSGP; 311 CENTER* INSP M CONTRERAS* END OF RUN; RELIEF RUN 104-N TO PULL OUT. METRO DISPATCHER* SI METRO EAST YARD N/R [EOR 14:12] VEH DELAY: 01:18 LINE DELAY: 00:33					
18:40 02/25/11	T PATRON @ FHS ME	78	1105	127	L	1462	FOREST HILL STATION (IB)	INTENDING PATRON/LRV COLLISION	IB LD	18:40 18:40	19:15 19:15	74
						1157048	[LRV2=1408]SENIOR STAFF/SYSTEM SAFETY; LSGP; STATION HOLDS; INSP C GONZALEZ RESPONDED AND ASSISTED; A YOUNG INTOXICATED FEMALE IN HER 20^S WALKED IN TO THE SIDE OF THE 2ND CAR (1408) OF A SLOWLY STARTING IN AUTO 2 CAR TRAIN, WHICH THE OPERATOR WAS ABLE TO STOP IMMEDIATELY. MEDICS 74 TRANSPORTED HER TO SFGH WITH MINOR INJURIES TO RIGHT WRIST; 4 M/C SHUTTLES USED; CLAIMS UNIT 6-A-42* VIDEO PULL* POST ACCIDENT 799; 2M4 MGR ANDRE ANDREWS* 4M2 MGR J CASTILLO* SI GREEN N/R [EOR 20:23] VEH DELAY: 01:43 LINE DELAY: 00:35					