

## DAILY SERVICE DELIVERY OVERVIEW

**MONDAY, July 12, 2010**

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

|                        | SCHEDULED   | PULLED OUT<br>IN SERVICE % | RUNS NON<br>OUT | RUNS<br>WORKED<br>AT OVER TIME |
|------------------------|-------------|----------------------------|-----------------|--------------------------------|
| <b>SYSTEM<br/>WIDE</b> | <b>1179</b> | <b>96.4</b>                | <b>42</b>       | <b>48</b>                      |

### 2. VEHICLES AVAILABILITY

|                    | SCHEDULED  | AVAILABLE  | SPARE RATIO |
|--------------------|------------|------------|-------------|
| <b>LRV</b>         | <b>110</b> | <b>114</b> | <b>4%</b>   |
| <b>F LINE</b>      | <b>20</b>  | <b>18</b>  | <b>-10%</b> |
| <b>CABLE CAR</b>   | <b>26</b>  | <b>30</b>  | <b>15%</b>  |
| <b>WOODS</b>       | <b>135</b> | <b>175</b> | <b>30%</b>  |
| <b>KIRKLAND</b>    | <b>111</b> | <b>125</b> | <b>13%</b>  |
| <b>FLYNN</b>       | <b>99</b>  | <b>114</b> | <b>15%</b>  |
| <b>POTRERO 40'</b> | <b>45</b>  | <b>49</b>  | <b>9%</b>   |
| <b>POTRERO 60'</b> | <b>53</b>  | <b>38</b>  | <b>-28%</b> |
| <b>PRESIDIO</b>    | <b>92</b>  | <b>136</b> | <b>48%</b>  |
| <b>TOTAL</b>       | <b>691</b> | <b>799</b> | <b>16%</b>  |

### 3. OPERATORS' ABSENTEEISM:

|              | Scheduled    | Total Unavailable | Sick       | Vacation  | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|------------|-----------|-----------------|---------------|
| Green        | 247          | 57                | 18         | 7         | 19              | 13            |
| Cable Car    | 131          | 27                | 7          | 5         | 7               | 8             |
| Potrero      | 225          | 54                | 26         | 5         | 15              | 8             |
| Presidio     | 192          | 34                | 13         | 5         | 6               | 10            |
| Kirkland     | 229          | 43                | 19         | 3         | 12              | 9             |
| Woods        | 332          | 77                | 17         | 12        | 30              | 18            |
| Flynn        | 201          | 52                | 21         | 4         | 17              | 10            |
| <b>Total</b> | <b>1,557</b> | <b>344</b>        | <b>121</b> | <b>41</b> | <b>106</b>      | <b>76</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 |
| 08:11<br>07/12/10 | R OPERATOR<br>WO   | 14    | 2065 | 75  | 36   | 8501 | DIAMOND & BOSWORTH (IB)    | ACCIDENT COACH & AUTO, HIT & RUN         | IB    | 08:11 | 08:12 | 79 |
|                   |                    |       |      |     |      |      |                            |  |       |       |       |    |
| 08:35<br>07/12/10 | R OPERATOR<br>KI   | 80    | 3596 | 668 | 28   | 8208 | 19TH AVENUE & NORIEGA (OB) | ACCIDENT COACH AND AUTO (HIT AND RUN)    | OB    | 08:35 | 09:09 | 79 |
|                   |                    |       |      |     |      |      |                            |  |       |       |       |    |
| 09:03<br>07/12/10 | R OPERATOR<br>FL   | 17    | 3476 | 425 | 16X  | 6406 | BUSH & KEARNY (IB)         | VEHICLE ACCIDENT COACH/AUTO, NO INJURIES | IB    | 09:03 | 10:29 | 79 |
|                   |                    |       |      |     |      |      |                            |  |       |       |       |    |

| TIME DATE         | CALL FROM DIVISION       | TO CC | OP#  | RUN | LINE | VEH  | LOCATION                    | NATURE OF OCCURRENCE ACTION TAKEN   | DELAY |       |       |    |
|-------------------|--------------------------|-------|------|-----|------|------|-----------------------------|---|-------|-------|-------|----|
|                   |                          |       |      |     |      |      |                             |   | DI    | START | END   | CC |
| 10:29<br>07/12/10 | R OPERATOR<br>KI         | 80    | 1549 | 623 | 28   | 8342 | 19TH STREET & SANTIAGO (IB) | ACCIDENT COACH/AUTO, HIT/RUN, NO INJURY.  | IB    | 10:29 | 10:30 | 79 |
|                   |                          |       |      |     |      |      | 1115472                     | OPERATOR TO BE INTERVIEWED - REFER TO TAG #1115474, VIDEO*, CLAIMS 6A50* VEH DELAY: 00:01           |       |       |       |    |
| 14:11<br>07/12/10 | T INSP<br>RAMOS P.<br>WO | 24    | 3724 | 50  | 48   | 8143 | BRYANT & 24 TH ST. (IB)     | NON INJURY ACCIDENT. COACH / AUTO.  | IB    | 14:11 | 14:43 | 24 |
|                   |                          |       |      |     |      |      | 1115511                     | INSP RAMOS P, VIDEO*, S/S*, CLAIMS #6A50*, NO 799, MINOR. VEH DELAY: 00:32                          |       |       |       |    |
| 14:41<br>07/12/10 | R OPERATOR<br>PR         | 32    | 2131 | 23  | 1    | 5625 | CALIFORNIA & LOCUS (OB)     | NON INJURY ACCIDENT, COACH / AUTO.  | OB    | 14:41 | 15:00 | 24 |
|                   |                          |       |      |     |      |      | 1115512                     | INSP LUM B, S/S*. VIDEO*, CLAIMS #6A46*. MINOR, NO 799. VEH DELAY: 00:19                            |       |       |       |    |
| 15:05<br>07/12/10 | R INSP LUM<br>B.<br>PR   | 24    | 1384 | 93  | 1    | 5633 | CALIFORNIA & PRESIDIO (OB)  | NON INJURY ACCIDENT, COACH / AUTO.  | OB    | 15:05 | 15:38 | 24 |
|                   |                          |       |      |     |      |      | 1115517                     | INSP CHAN Y, S.S*, VIDEO*, CLAIMS #6A46*, MINOR, NO 799. VEH DELAY: 00:33                           |       |       |       |    |
| 17:30<br>07/12/10 | R OPERATOR<br>PO         | 27    | 3229 | 471 | 6    | 5451 | MARKET & 8TH ST. (OB)       | INJURY ACCIDENT, COACH / SUV.   | OB    | 17:30 | 19:04 | 24 |
|                   |                          |       |      |     |      |      | 1115558                     | INSP ALDANA T, 1M4, SFPD #3B61, CASE #100106985, ENGINE #33, MEDIC #87, NO DAMAGE. VEH DELAY: 01:34 |       |       |       |    |

**Line delays > 20 minutes:**

| TIME DATE         | CALL FROM DIVISION | TO CC | OP#  | RUN | LINE | VEH  | LOCATION                   | NATURE OF OCCURRENCE ACTION TAKEN   | DELAY    |                |                |    |
|-------------------|--------------------|-------|------|-----|------|------|----------------------------|---|----------|----------------|----------------|----|
|                   |                    |       |      |     |      |      |                            |   | DI       | START          | END            | CC |
| 07:59<br>07/12/10 | R OPERATOR<br>ME   | 13    | 1201 | 007 | L    | 1475 | TARAVAL ST & 35TH AVE (OB) | MASTER CONTROLLER DEFECTIVE   | OB<br>LD | 07:59<br>07:59 | 08:37          | 87 |
|                   |                    |       |      |     |      |      | 1115498                    | [LRV2=1504]MRU 4S26, INSP W COLLAZOS & MRU 4S31 CLRD, LSGP*, 3-MOTOR COACH SHUTTLES, RESCUE RUN 20/L/1523, INSP B UPCHURCH*, SS/SAFETY & RAILS* BY PHONE & PAGE. SI MUNI METRO EAST 1528<->1424 @10:53 VEH DELAY: 02:54 LINE DELAY: 00:38 |          |                |                |    |
| 16:32<br>07/12/10 | OPERATOR<br>CA     | 32    | 1817 | 20  | 60   | 5    | JACKSON & JONES (OB)       | BLOCKED BY AUTO ON TRACKS   | OB<br>LD | 16:32<br>16:32 | 17:02<br>17:02 | 11 |
|                   |                    |       |      |     |      |      | 1115523                    | INSPECTOR KWONG, J: CABLE CAR TRUCK 665, DPT RESPOND, ONE AUTO TOWED 60 LINE SENT OVER 59 LINE ONE SHUTTLE USED 311 INFORMATION CENTER *KELLY, J.*, ALEJANDRO, F.*, KWAN, Y.* VEH DELAY: 00:30 LINE DELAY: 00:30                          |          |                |                |    |