

## DAILY SERVICE DELIVERY OVERVIEW

### SUNDAY, MARCH 6, 2011

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

|                    | SCHEDULED  | PULLED OUT<br>IN SERVICE<br>% | RUNS<br>NON OUT | RUNS<br>WORKED<br>AT OVER<br>TIME |
|--------------------|------------|-------------------------------|-----------------|-----------------------------------|
| <b>SYSTEM WIDE</b> | <b>773</b> | <b>98.1</b>                   | <b>15</b>       | <b>57</b>                         |

#### 2. VEHICLES AVAILABILITY (MONDAY AM)

|                    | SCHEDULED  | AVAILABLE  | SPARE RATIO |
|--------------------|------------|------------|-------------|
| <b>LRV</b>         | <b>114</b> | <b>107</b> | <b>-6%</b>  |
| <b>F LINE</b>      | <b>20</b>  | <b>19</b>  | <b>-5%</b>  |
| <b>CABLE CAR</b>   | <b>26</b>  | <b>31</b>  | <b>19%</b>  |
| <b>WOODS</b>       | <b>140</b> | <b>165</b> | <b>18%</b>  |
| <b>KIRKLAND</b>    | <b>111</b> | <b>128</b> | <b>15%</b>  |
| <b>FLYNN</b>       | <b>103</b> | <b>112</b> | <b>9%</b>   |
| <b>POTRERO 40'</b> | <b>49</b>  | <b>59</b>  | <b>20%</b>  |
| <b>POTRERO 60'</b> | <b>53</b>  | <b>39</b>  | <b>-26%</b> |
| <b>PRESIDIO</b>    | <b>103</b> | <b>106</b> | <b>3%</b>   |
| <b>TOTAL</b>       | <b>719</b> | <b>766</b> | <b>7%</b>   |

### 3. OPERATORS' ABSENTEEISM:

|                  | Scheduled WF | Total Unavailable | Sick      | Vacation  | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| <b>Green</b>     | <b>117</b>   | <b>26</b>         | <b>6</b>  | <b>4</b>  | <b>6</b>        | <b>10</b>     |
| <b>Cable Car</b> | <b>101</b>   | <b>20</b>         | <b>3</b>  | <b>3</b>  | <b>9</b>        | <b>5</b>      |
| <b>Potrero</b>   | <b>156</b>   | <b>28</b>         | <b>12</b> | <b>4</b>  | <b>6</b>        | <b>6</b>      |
| <b>Presidio</b>  | <b>134</b>   | <b>25</b>         | <b>4</b>  | <b>2</b>  | <b>8</b>        | <b>11</b>     |
| <b>Kirkland</b>  | <b>120</b>   | <b>24</b>         | <b>7</b>  | <b>6</b>  | <b>5</b>        | <b>6</b>      |
| <b>Woods</b>     | <b>176</b>   | <b>34</b>         | <b>13</b> | <b>2</b>  | <b>6</b>        | <b>13</b>     |
| <b>Flynn</b>     | <b>139</b>   | <b>19</b>         | <b>2</b>  | <b>0</b>  | <b>10</b>       | <b>7</b>      |
| <b>TOTAL</b>     | <b>943</b>   | <b>176</b>        | <b>47</b> | <b>21</b> | <b>50</b>       | <b>58</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 |
| 16:31<br>03/06/11 | R OPERATOR PR      | 26    | 3010 | 49  | 1    | 5522    | CALIFORNIA & MAPLE (OB)   | VEHICLE ACCIDENT COACH / AUTO                                      | OB    | 16:31 | 17:43 | 15 |
|                   |                    |       |      |     |      | 1158484 | INSP J GIANG; VIDEO*, . SYSTEM SAFETY*, CLAIMS 6-A-45*, NO INJURIES / NO 799, MINOR DAMAGE TO AUTO VEH DELAY: 01:12   |  |       |       |       |    |
| 17:29<br>03/06/11 | R OPERATOR FL      | 18    | 2223 | 446 | 8X   | 6210    | COLOMBUS & FILBERT (OB)   | PEDESTRIAN WALKED IN FRONT OF COACH AS IT PULLED OUT FROM BUS ZONE | OB    | 17:29 | 18:20 | 05 |
|                   |                    |       |      |     |      | 1158490 | INSP D FONG; 1-L-1; SFPD 3-A-14-D; CASE# 110191785, SENIOR STAFF / SAFETY*, CLAIMS 6-A-45*, VIDEO*, PEDESTRIAN REFUSED AID, NO OPERATOR 799. VEH DELAY: 00:51 |  |       |       |       |    |

**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 |
| 18:07<br>03/06/11 | R OPERATOR ME      | 23    | 3251 | 140 | K/T  | 1479    | OCEAN AVENUE & LEE AVENUE (OB)   | ACCIDENT (FALL ALIGHTING)         | OB    | 18:07 | 19:25 | 74 |
|                   |                    |       |      |     |      | 1158494 | SENIOR STAFF/SYSTEM SAFETY; HEAVILY INTOXICATED MALE WAS TRANSPORTED TO SFGH BY MEDICS 87 WITH MINOR HEAD INJURIES WHEN FALLEN DOWN AFTER GETTING OFF LRV THROUGH THE REAR DOORS. SFPD UNIT# 4B-5D RESPONDED WITH CASE# 110191854; INSP M MCGEHEE & MRU 4S44 ASSISTED; LSGP; 311 CENTER* VIDEO* CLAIMS 6-A-45* POST ACCIDENT 799; K LINE WAS RE-ROUTED OB VIA ^M^ LINE TO METRO TERMINAL; 3 M/C SHUTTLES USED. SI GREEN 1467 @21:20 VEH DELAY: 03:13 LINE DELAY: 01:18 |                                   | LD    | 18:07 | 19:25 |    |
| 21:19<br>03/06/11 | T CABLE MACHINE CA | 18    |      |     | 59   |         | 1201 MASON (IB,OB)   | SPLICE CHECK / REPAIR             | IB    | 21:19 | 23:01 | 16 |
|                   |                    |       |      |     |      | 1158511 | INSP. BEMNET, CABLE MACINERY, SHOP TRUCK 665. 311*, SENIOR STAFF / SAFETY*, VEH DELAY: 01:42 LINE DELAY: 01:42   |                                   | LD    | 21:19 | 23:01 |    |