



**Muni
Service Delivery
Daily Report**

Wednesday, March 24, 2010





Content

| | |
|---|----|
| • Not outs for the a.m. rush hour | 3 |
| • Not outs for the p.m. rush hour | 4 |
| • Daily not outs & RDO report | 5 |
| • Accidents & line delays > 20 minutes | 6 |
| • Vehicles availability and maintenance reports | |
| Light Rail Vehicles Count (chart) | 9 |
| Light Rail Maintenance Hold | 10 |
| Light Rail Maintenance Available | 11 |
| Light Rail Maintenance Count | 12 |
| Motor & Trolley Buses Pull Outs (chart) | 13 |
| Motor & Trolley Buses Pull Outs (details) | 14 |
| • Operators absenteeism report | 15 |

| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Lines affected |
|---------------------------------------|---------------------------------------|---|---|-----------------------|
|---------------------------------------|---------------------------------------|---|---|-----------------------|

Runs Not Out and Late Out for Rush Hours

03 25 2010 THURSDAY MORNING REPORT

| | | | | | |
|------------------|---|---|---|---|---------------|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 2 | 0 | 0 | 0 | 14xL=1, 38l=L |
| Kirkland | 1 | 0 | 0 | 0 | 47=1 |
| Woods | 1 | 0 | 0 | 0 | 18=1 |
| Potrero | 1 | 0 | 0 | 8 | 14=1 |
| Presidio | 0 | 0 | 1 | 0 | |
| Green | 0 | 0 | 0 | 0 | |
| F line | 0 | 0 | 0 | 0 | |
| TOTAL | 5 | 0 | 1 | 8 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

Report data compiled as of - 0740 HOURS (TIME)

| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Afected lines |
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|----------------------|
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|----------------------|

Runs Not Out and Late Out for Rush Hours
WEDNESDAY 03 / 24 /10
 Afternoon report

| | | | | | |
|------------------|-----------|----------|----------|----------|---------------------------------|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 0 | 0 | 0 | 0 | |
| Kirkland | 3 | 0 | 0 | 0 | 2=1 47=1 91=1 |
| Woods | 6 | 0 | 0 | 0 | 9=2 18=1 27=1 29=1 54=1 |
| Potrero | 11 | 4 | 0 | 0 | 6=1 14=6 24=1 30=1 41=3 49=3 |
| Presidio | 0 | 0 | 0 | 0 | |
| Metro | 0 | 0 | 2 | 0 | |
| F line | 0 | 0 | 0 | 0 | |
| TOTAL | 20 | 4 | 2 | 0 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

REPORT DATA COMPILED AS OF - 1600HRS

| | Runs Missed | RDO | Missed Runs % | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Pulled Out Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|-------------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| WEDNESDAY, MAR.24, 2010 | | | | | | | |
| SIGN UP DECEMBER 2009 | | | | | | | |
| Cable Car one-piece | 0 | 0 | 0.0% | 49 | 0 | 0 | 100.0% |
| Cable Car multi-piece | 0 | | 0.0% | | | | |
| Flynn one-piece | 0 | 5 | 0.0% | 155 | 0 | 5 | 100.0% |
| Flynn multi-piece | 0 | | 0.0% | | | | |
| Kirkland one-piece | 2 | 3 | 3.5% | 218 | 2 | 3 | 99.1% |
| Kirkland multi-piece | 0 | | 0.0% | | | | |
| Woods one-piece | 4 | 7 | 4.6% | 260 | 5 | 7 | 98.1% |
| Woods multi-piece | 2 | | 2.0% | | | | |
| Potrero one-piece | 10 | 3 | 14.9% | 202 | 12 | 3 | 94.1% |
| Potrero multi-piece | 4 | | 4.5% | | | | |
| Presidio one-piece | 0 | 10 | 0.0% | 162 | 0 | 10 | 100.0% |
| Presidio multi-piece | 0 | | 0.0% | | | | |
| Metro one-piece | 0 | 8 | 0.0% | 148 | 0 | 8 | 100.0% |
| Metro multi-piece | 0 | | 0.0% | | | | |
| F Line one-piece | 0 | 3 | 0.0% | 33 | 0 | 3 | 100.0% |
| F Line multi-piece | 0 | | 0.0% | | | | |
| System total | | | | 1227 | 19 | 39 | 98.5% |

Accidents

Wed Mar 24, 2010

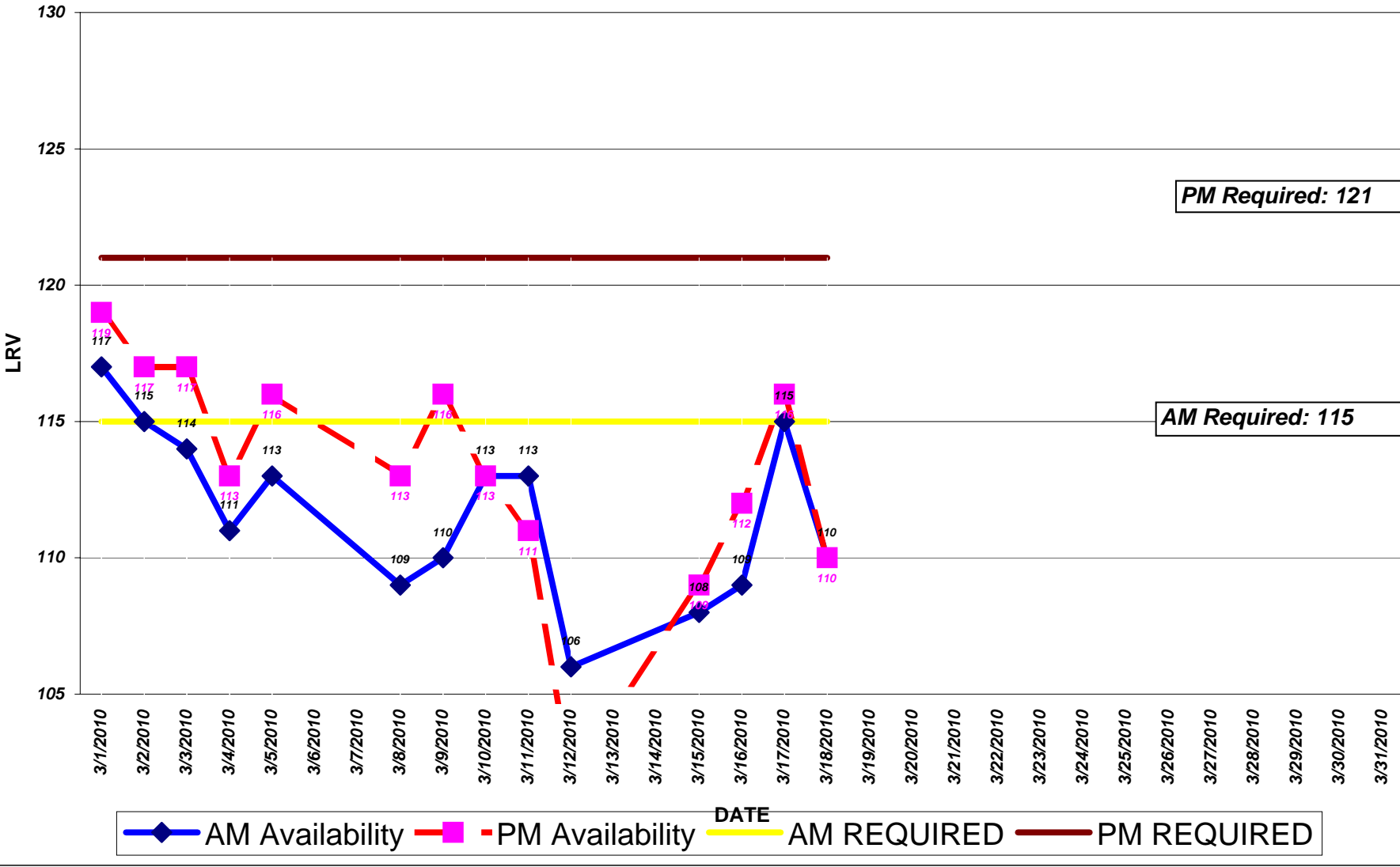
| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|------|----------------------------|---|----------|----------------|----------------|----|
| | | | | | | | | | DI | START | END | CC |
| 06:20 03/24/10 | R OPERATOR KI | 35 | 2092 | 633 | 10 | 8331 | 25TH STREET & DAKOTA (IB) | ACCIDENT COACH AND TRUCK (PARKED) | IB LD | 06:20 06:20 | 10:30 10:30 | 11 |
| | | | | | | | 1098768 | INSPECTORS DAVIS,L;CLARK,J;MGR.STUART,J;CLAIMS 6A48,MEDIC 57,SFPD UNIT 4B1E RESPOND,CASE # 100 276 840,VIDEO DEPT. *,HILL,D. *,TRAVIS- ALLEN,M. *,POPP,N. *,KELLY,J. *,HOLLAND,K. *,ANTONIO,A. *SYSTEM SAFETY*,COACH TOWED,MAJOR DAMAGE,ONE PASSENGER TRANSPORTED SFGH,OPERATOR POST ACCIDENT TESTING,NON DRIVING STATUS,DISPATCHER * 48 LINE,AND 10 LINE REROUTE,INFORMATION CENTER * SI KIRKLAND N/R [EOR 09:38] VEH DELAY: 03:18 LINE DELAY: 04:10 | | | | |
| 08:12 03/24/10 | R OPERATOR FL | 26 | 1447 | 490 | 14L | 6213 | MISSION & 16TH STREET (IB) | VEHICLE ACCIDENT (PROPERTY DAMAGE ONLY), NO INJURIES, MINOR DAMAGE TO COACH, MODERATE DAMAGE TO VEHICLE | IB | 08:12 | 08:46 | 17 |
| | | | | | | | 1098699 | INSP K JOMOK CLEARED, NO 799, VIDEO* SYSTEM SAFETY*, 6-A-48* VEH DELAY: 00:34 | | | | |
| 10:10 03/24/10 | R 11F8 ME | 72 | 893 | 32 | L | 1469 | FOREST HILL (IB) | SWEEP TRAIN(INTRUDER) EUREKA | IB | 10:10 | 10:13 | 85 |
| | | | | | | | 1098743 | SFPD CAD #1111 POP-11F8 CLEARED VEH DELAY: 00:03 | | | | |
| 14:29 03/24/10 | R OPERATOR PO | 18 | 2034 | 415 | 22 | 5428 | UNION & STEINER (OB) | ACCIDENT-COACH AND AUTOMOBILE | OB | 14:29 | 15:25 | 38 |
| | | | | | | | 1098816 | SYSTEM SAFETY*; CLAIMS-6A48-R. HALL*; VIDEO PULLED FROM 406/22/5455 AS POSSIBLE WITNESS COACH*; INSP. V. HOLMES CLEARED. VEH DELAY: 00:56 | | | | |

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|-----------------------|-------|------|-----|------|------|--|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 17:35 03/24/10 | R OPERATOR PO | 18 | 3056 | 441 | 14 | 7007 | MISSION BETWEEN 2ND STREET & 3RD STREET (OB) | ACCIDENT-COACH AND VAN | OB | 17:35 | 18:15 | 38 |
| | | | | | | | 1098845 | INSP. B. HENDERSON REPORTS COACH WAS STOPPED IN TRAFFIC WHEN VAN MADE CONTACT WITH COACH'S L/SIDE MIRROR- CONVEX MIRROR. VAN BELONGS TO FRESNO COUNTY EMS-MEDIC #132; VAN DRIVER ADMITS FAULT; NO POST ACCIDENT TEST REQUESTED. OPERATOR N/R; EOR. SI POTRERO N/R [EOR 17:38] VEH DELAY: 00:03 | | | | |
| 18:49 03/24/10 | R OPERATOR PO | 18 | 3297 | 414 | 14 | 2835 | MISSION & 7TH STREET (IB) | ACCIDENT-COACH AND TRUCK (HIT & RUN) | IB | 18:49 | 19:18 | 38 |
| | | | | | | | 1098867 | INSP. J. FLORES REPORTS MINOR DAMAGE TO COACH L/SIDE MIRROR; TRUCK FLED SCENE WITHOUT LEAVING I.D.; NO POST ACCIDENT TEST; OPERATOR N/R; EOR. SI POTRERO N/R [EOR 19:21] VEH DELAY: 00:32 | | | | |
| 21:44 03/24/10 | T STATION AGENT ME | 88 | N/A | N/A | N/A | N/A | FOREST HILL STATION & (FRONT ENTRANCE) | VANDALISM (DOORGLASS BROKEN) | | 21:44 | | 74 |
| | | | | | | | 1098851 | SENIOR STAFF* INSP H HENLEY; STATION ENGINEER 2W5 & SFPD UNIT 3F-11E RESPONDED AND CLEARED; 1 ARREST; CASE#100279404; STATION OPERATIONS SUPERVISOR 4C94* J MURPHY* CLEARED @ 2155 HRS. | | | | |

Line Delays \geq 20 Minutes

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|------|---|-----------------------------------|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 06:20 03/24/10 | R OPERATOR KI | 35 | 2092 | 633 | 10 | 8331 | 25TH STREET & DAKOTA (IB) | ACCIDENT COACH AND TRUCK (PARKED) | IB | 06:20 | 10:30 | 11 |
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LIGHT RAIL VEHICLES AM/PM Required & Availability



| Date | Day of week | A.M. | | P.M. | |
|---|-------------|-----------|------------|-----------|------------|
| | | SCHEDULED | ACTUAL | SCHEDULED | ACTUAL |
| Light Rail Vehicles (LRVs) Availability - Peak | | | | | |
| March 2010 | | | | | |
| 03/01/10 | MONDAY | 115 | 117 | 121 | 119 |
| 03/02/10 | TUESDAY | 115 | 115 | 121 | 117 |
| 03/03/10 | WEDNESDAY | 115 | 114 | 121 | 117 |
| 03/04/10 | THURSDAY | 115 | 111 | 121 | 113 |
| 03/05/10 | FRIDAY | 115 | 113 | 121 | 116 |
| 03/08/10 | MONDAY | 115 | 109 | 121 | 113 |
| 03/09/10 | TUESDAY | 115 | 110 | 121 | 116 |
| 03/10/10 | WEDNESDAY | 115 | 113 | 121 | 113 |
| 03/11/10 | THURSDAY | 115 | 113 | 121 | 111 |
| 03/12/10 | FRIDAY | 115 | 106 | 121 | 102 |
| 03/15/10 | MONDAY | 115 | 108 | 121 | 109 |
| 03/16/10 | TUESDAY | 115 | 109 | 121 | 112 |
| 03/17/10 | WEDNESDAY | 115 | 115 | 121 | 116 |
| 03/18/10 | THURSDAY | 115 | 110 | 121 | 110 |
| 03/19/10 | FRIDAY | 115 | 107 | 121 | 106 |
| 03/22/10 | MONDAY | 115 | 107 | 121 | 112 |
| 02/23/10 | TUESDAY | 115 | 109 | 121 | 109 |
| 02/24/10 | WEDNESDAY | 115 | 107 | 121 | 106 |
| 02/25/10 | THURSDAY | 115 | 105 | 121 | |
| 02/26/10 | FRIDAY | 115 | | 121 | |
| 03/29/10 | MONDAY | 115 | | 121 | |
| 03/30/10 | TUESDAY | 115 | | 121 | |
| 03/31/10 | WEDNESDAY | 115 | | 121 | |

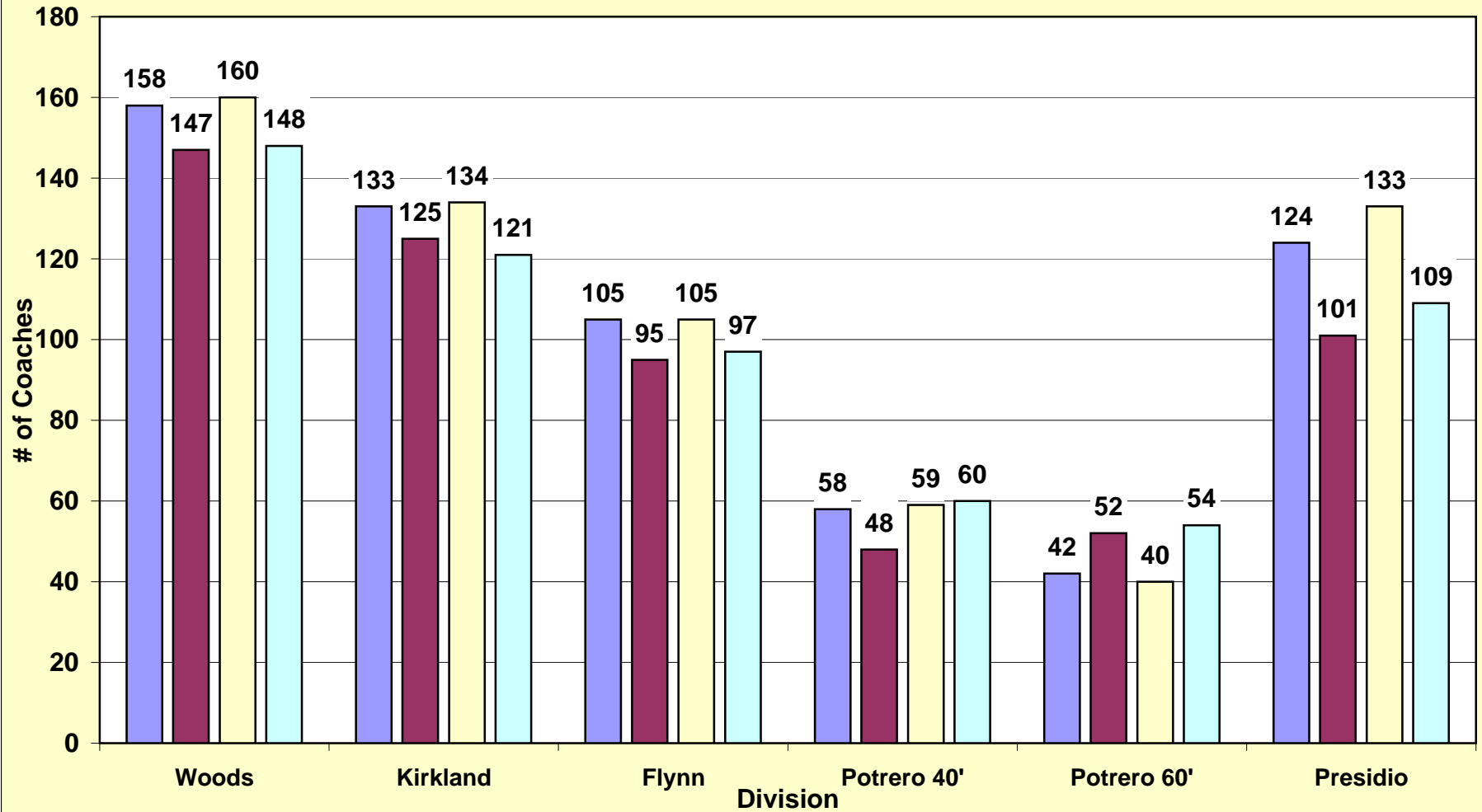
| | |
|---|------------------------------|
| | Maintenance Holds |
| Green Division | |
| Daily Maintenance Morning Status Report | |
| March 25, 2010 | |
| Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

| | |
|---|-----------|
| AIR SUPPLY SYSTEM | 0 |
| AUTOMATIC TRAIN CONTROL SYSTEM (ATCS) | 2 |
| BRAKE SYSTEM | 2 |
| COUPLER | 0 |
| DOORS / STEPS | 0 |
| HEATING/VENTILATION/AIR CONDITIONING (HVAC) | 0 |
| LIGHT / MIRROR/WIPER/ARTIC | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 1 |
| TRUCK RELATED/ FLAT | 0 |
| PREVENTIVE MAINTENANCE | 13 |
| SUPPORT SHOP | 4 |
| BODY/PAINT/LEAKER | 3 |
| FLEET APPEARANCE/CLEANING | 0 |
| AWAITING PARTS | 0 |
| DESTSIGN / ELECTRICAL/ELECTRONIC | 0 |
| ACCIDENT/DERAIL/INVESTIGATION | 1 |
| BREDA / VENDOR | 10 |
| ENGR / PROJECT | 2 |
| LONG TERM HOLDS | 8 |
| QUALITY ASSURANCE | 0 |
| | |
| TOTAL | 46 |

| | LRV2/3 | PCC | Milan | Historic |
|--|------------|-----------|----------|--------------|
| Green Division Daily Maintenance | | | | |
| 25, 2010 | | | | March |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand (AM) | 116 | 13 | 4 | 3 |
| Maintenance Holds | 45 | 7 | 5 | 3 |
| Equipment available for service @ 7:30 a.m. | 106 | 14 | 5 | 5 |

Motor & Trolley Coaches Availability
 A.M. 3/25/10 & 3/24/10 P.M. Peak Time

■ Equipment available for service @ 7:45 a.m.
 ■ Final a.m. pull-out
 ■ Equipment available for service @ 5:30 p.m.
 ■ Final p.m. pull-out



| | Woods | Kirkland | Flynn | Subtotal Diesel | Potrero 40' | Potrero 60' | Presidio | Subtotal Trolley | Totals |
|--|-------|----------|-------|--------------------|----------------|----------------|----------|---------------------|--------|
| Bus Maintenance Morning Status Report | | | | | | | | | |
| Information Reported by Each Division | | | | | | | | | |
| Morning (a.m.) availability | | | | | | | | | |
| 3/25/10 | | | | | | | | | |
| Fleet size | 191 | 145 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 148 | 127 | 97 | 372 | 48 | 53 | 102 | 203 | 575 |
| Extra service | 3 | 0 | 0 | 3 | N/A | N/A | N/A | N/A | 3 |
| Scheduled maintenance | 6 | 1 | 7 | 14 | 3 | 0 | 2 | 5 | 19 |
| Campaigns / retrofits | 1 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 3 |
| Maintenance Holds | 33 | 12 | 19 | 64 | 17 | 31 | 41 | 89 | 153 |
| Awaiting parts | 5 | 1 | 0 | 6 | 3 | 3 | 10 | 16 | 22 |
| Radio | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 |
| Equipment available for service @ 7:45 a.m. | 158 | 133 | 105 | 396 | 58 | 42 | 124 | 224 | 620 |
| Final a.m. pull-out | 147 | 125 | 95 | 367 | 48 | 52 | 101 | 201 | 568 |
| Reserve fleet usage | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 |
| Operator not outs | 1 | 2 | 2 | 5 | 0 | 1 | 1 | 2 | 7 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 3/24/10 | | | | | | | | | |
| Fleet size | 191 | 145 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 149 | 121 | 97 | 367 | 63 | 54 | 109 | 226 | 593 |
| Extra service | 7 | 0 | 0 | 7 | N/A | N/A | N/A | N/A | 7 |
| Scheduled maintenance | 6 | 1 | 4 | 11 | 0 | 0 | 0 | 0 | 11 |
| Campaigns / retrofits | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Maintenance holds | 31 | 11 | 19 | 61 | 16 | 33 | 32 | 81 | 142 |
| Awaiting parts | 6 | 1 | 0 | 7 | 3 | 10 | 10 | 23 | 30 |
| Radio | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Equipment available for service @ 5:30 p.m. | 160 | 134 | 105 | 399 | 59 | 40 | 133 | 232 | 631 |
| Final p.m. pull-out | 148 | 121 | 97 | 366 | 60 | 54 | 109 | 223 | 589 |
| Reserve fleet usage | 7 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 7 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 |
| Operator not outs | 1 | 0 | 0 | 1 | 3 | 0 | 0 | 3 | 4 |

| | Schedul ed | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|--|---------------|----------------------|-----------|-----------|---------------------|-------------------|----------------------|-------------|-------------|---------------------|-------------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: WEDNESDAY, MARCH 24, 2010 | | | | | | | | | | | |
| Green | 237 | 55 | 9 | 8 | 22 | 16 | 23.2 | 3.8 | 3.4 | 9.3 | 6.8 |
| Cable Car | 140 | 18 | 6 | 4 | 6 | 2 | 12.9 | 4.3 | 2.9 | 4.3 | 1.4 |
| Potrero | 242 | 51 | 14 | 5 | 22 | 10 | 21.1 | 5.8 | 2.1 | 9.1 | 4.1 |
| Presidio | 196 | 39 | 9 | 9 | 15 | 6 | 19.9 | 4.6 | 4.6 | 7.7 | 3.1 |
| Kirkland | 253 | 36 | 14 | 4 | 10 | 8 | 14.2 | 5.5 | 1.6 | 4.0 | 3.2 |
| Woods | 319 | 49 | 10 | 7 | 21 | 11 | 15.4 | 3.1 | 2.2 | 6.6 | 3.4 |
| Flynn | 189 | 40 | 16 | 4 | 16 | 4 | 21.2 | 8.5 | 2.1 | 8.5 | 2.1 |
| Total | 1,576 | 288 | 78 | 41 | 112 | 57 | 18.3% | 4.9% | 2.6% | 7.1% | 3.6% |

Summary For The Last 7 Days

| | | | | | | | | | | | |
|---------------------------|------|-----|-----|----|-----|----|-----|----|----|----|----|
| WEDNESDAY 03 17 10 | 1570 | 293 | 92 | 39 | 112 | 54 | 19% | 6% | 3% | 7% | 4% |
| THURSDAY 03 18 10 | 1575 | 298 | 92 | 41 | 112 | 55 | 19% | 6% | 3% | 7% | 4% |
| FRIDAY 03 19 10 | 1594 | 354 | 130 | 42 | 112 | 70 | 22% | 8% | 3% | 7% | 4% |
| SATURDAY 03 20 10 | 1086 | 246 | 88 | 28 | 83 | 47 | 23% | 8% | 3% | 8% | 4% |
| SUNDAY 03 21 10 | 1027 | 232 | 86 | 24 | 79 | 43 | 23% | 8% | 2% | 8% | 4% |
| MONDAY 03 22 10 | 1576 | 319 | 101 | 42 | 111 | 65 | 20% | 6% | 3% | 7% | 4% |
| TUESDAY 03 23 10 | 1570 | 288 | 82 | 41 | 107 | 58 | 18% | 5% | 3% | 7% | 4% |

* **Unplanned leave includes:** absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...
+ **Other reasons includes:** 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.