



**Muni  
Service Delivery  
Daily Report**

Sunday, May 17, 2008





## Content

|   |    |
|---|----|
| • Baseball Game Service Summary                 | 3  |
| • Not outs for the a.m. rush hour               | 4  |
| • Not outs for the p.m. rush hour               | 5  |
| • Daily not outs & RDO report                   | 6  |
| • Accidents & line delays > 20 minutes          | 7  |
| • 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 |

|   | Count     | Time          |
|---|-----------|---------------|
| <b>Baseball Game Service Summary Report<br/>MAY, 17, 2009</b> |           |               |
| <b>ATTENDANCE: 43012</b>                                      |           | <b>NUMBER</b> |
| <b>OF PASSENGERS (appr.): 4765</b>                            |           |               |
| Trains pulled out - scheduled                                 | 6         |               |
| Trains pulled out - actual                                    | 4         |               |
| <b>Pre-game inbound (IB) service</b>                          |           |               |
| Game started  |           | 17:00         |
| First IB trip at Embarcadero                                  |           | 15:21         |
| Last IB trip at Embarcadero                                   |           | 18:13         |
| Number of special IB trips                                    | 9         |               |
| Number of regular IB trips                                    | 21        |               |
| Total pre-game trips  | 30        |               |
| Average IB headway  |           | 5:57          |
| Standard deviation  |           | 5:06          |
| <b>Post-game outbound (OB) service</b>                        |           |               |
| <b>Game ended</b>   |           | <b>19:53</b>  |
| First OB trip at Embarcadero                                  |           | 19:45         |
| Last OB trip at Embarcadero                                   |           | 20:57         |
| <b>Load completed</b>   |           | <b>20:40</b>  |
| Trips to Castro   | 0         |               |
| Trips to Embarcadero  | 2         |               |
| J   | 1         |               |
| KT  | 3         |               |
| L   | 1         |               |
| M   | 1         |               |
| N   | 5         |               |
| <b>Total post-game trips</b>                                  | <b>13</b> |               |
| <b>Average OB headway</b>                                     |           | <b>5:47</b>   |
| Standard deviation  |           | 3:57          |

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

**Runs Not Out and Late Out for Rush Hours**

| <b>Morning Report</b> |           | <b>MONDAY 05 18 2009</b> |          |          |                        |
|-----------------------|-----------|--------------------------|----------|----------|------------------------|
| Cable Car             | 2         | 0                        | 0        | 0        | 59=1, 60=1             |
| Flynn                 | 3         | 0                        | 3        | 2        | 14=3                   |
| Kirkland              | 3         | 0                        | 0        | 0        | 1X=1, 10=1, 28=1       |
| Woods                 | 0         | 0                        | 0        | 0        |                        |
| Potrero               | 5         | 0                        | 2        | 2        | 14=2, 22=1, 24=1, 41=1 |
| Presidio              | 3         | 0                        | 0        | 0        | 5=1, 45=2              |
| Green                 | 9         | 0                        | 0        | 0        | J=1, KT=2, L=2, M=4    |
| F line                | 2         | 0                        | 0        | 0        | F=2                    |
| <b>TOTAL</b>          | <b>27</b> | <b>0</b>                 | <b>5</b> | <b>4</b> |                        |

|  |
|--|
| <b>Special Events</b>                      |
| <b>Emergency Equipment Demand - Reason</b> |
| Division                                   |
| Number of coaches                          |
| <b>0740 HOURS</b>                          |

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

**SUNDAY/5 17 09 /PM NOLO REPORT**

|              |    |   |   |   |                |
|--------------|----|---|---|---|----------------|
| Cable Car    | 0  | 0 | 0 | 0 |                |
| Flynn        | 5  | 0 | 0 | 0 | 1=9 3=9X 1=38  |
| Kirkland     | 5  | 0 | 0 | 0 | 2=28 2=43 1=47 |
| Woods        | 1  | 0 | 0 | 0 | 1=54           |
| Potrero      | 0  | 0 | 0 | 0 |                |
| Presidio     | 3  | 0 | 1 | 0 | 1=21 2=31      |
| Metro        | 4  | 0 | 0 | 0 | 1=J 2 =KT 1=L  |
| F line       | 1  | 0 | 0 | 0 |                |
| <b>TOTAL</b> | 19 | 0 | 1 | 0 |                |

|   |  |  |  |  |
|---|--|--|--|--|
| <b>Special Events</b>                       |  |  |  |  |
| <b>0</b>                                    |  |  |  |  |
| Division                                    |  |  |  |  |
|   |  |  |  |  |
| <b>REPORT DATA COMPILED AS OF - 1600HRS</b> |  |  |  |  |

|   | Runs Missed | RDO |  | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Missed Runs % |
|---|-------------|-----|--|----------------------|-------------------|-----------|---------------------|
| <b>Missed Service By Division Due To No Regular Day Off (RDO)</b> |             |     |  |                      |                   |           |                     |
| <b>SUNDAY 5/17/09</b>   |             |     |  |                      |                   |           |                     |
| Revised 2/21/08   |             |     |  |                      |                   |           |                     |
| <b>Cable Car one-piece</b>  | 1           | 6   |  | 46                   | 2                 | 6         | 4.3%                |
| <b>Cable Car multi-piece</b>                                      | 2           |     |  |                      |                   |           |                     |
| <b>Flynn one-piece</b>  | 4           | 3   |  | 107                  | 9                 | 3         | 8.4%                |
| <b>Flynn multi-piece</b>  | 10          |     |  |                      |                   |           |                     |
| <b>Kirkland one-piece</b>   | 2           | 4   |  | 138                  | 4                 | 4         | 2.9%                |
| <b>Kirkland multi-piece</b>                                       | 4           |     |  |                      |                   |           |                     |
| <b>Woods one-piece</b>  | 0           | 1   |  | 156                  | 1                 | 1         | 0.6%                |
| <b>Woods multi-piece</b>  | 2           |     |  |                      |                   |           |                     |
| <b>Potrero one-piece</b>  | 0           | 2   |  | 136                  | 0                 | 2         | 0.0%                |
| <b>Potrero multi-piece</b>  | 0           |     |  |                      |                   |           |                     |
| <b>Presidio one-piece</b>   | 6           | 4   |  | 113                  | 12                | 4         | 10.6%               |
| <b>Presidio multi-piece</b>                                       | 12          |     |  |                      |                   |           |                     |
| <b>Metro one-piece</b>  | 4           | 18  |  | 79                   | 6                 | 18        | 7.6%                |
| <b>Metro multi-piece</b>  | 4           |     |  |                      |                   |           |                     |
| <b>F Line one-piece</b>   | 1           | 1   |  | 30                   | 2                 | 1         | 6.7%                |
| <b>F Line multi-piece</b>   | 2           |     |  |                      |                   |           |                     |
| <b>System total</b>   |             |     |  | <b>805</b>           | <b>36</b>         | <b>39</b> | <b>4.5%</b>         |

# Accidents

Sun May 17, 2009

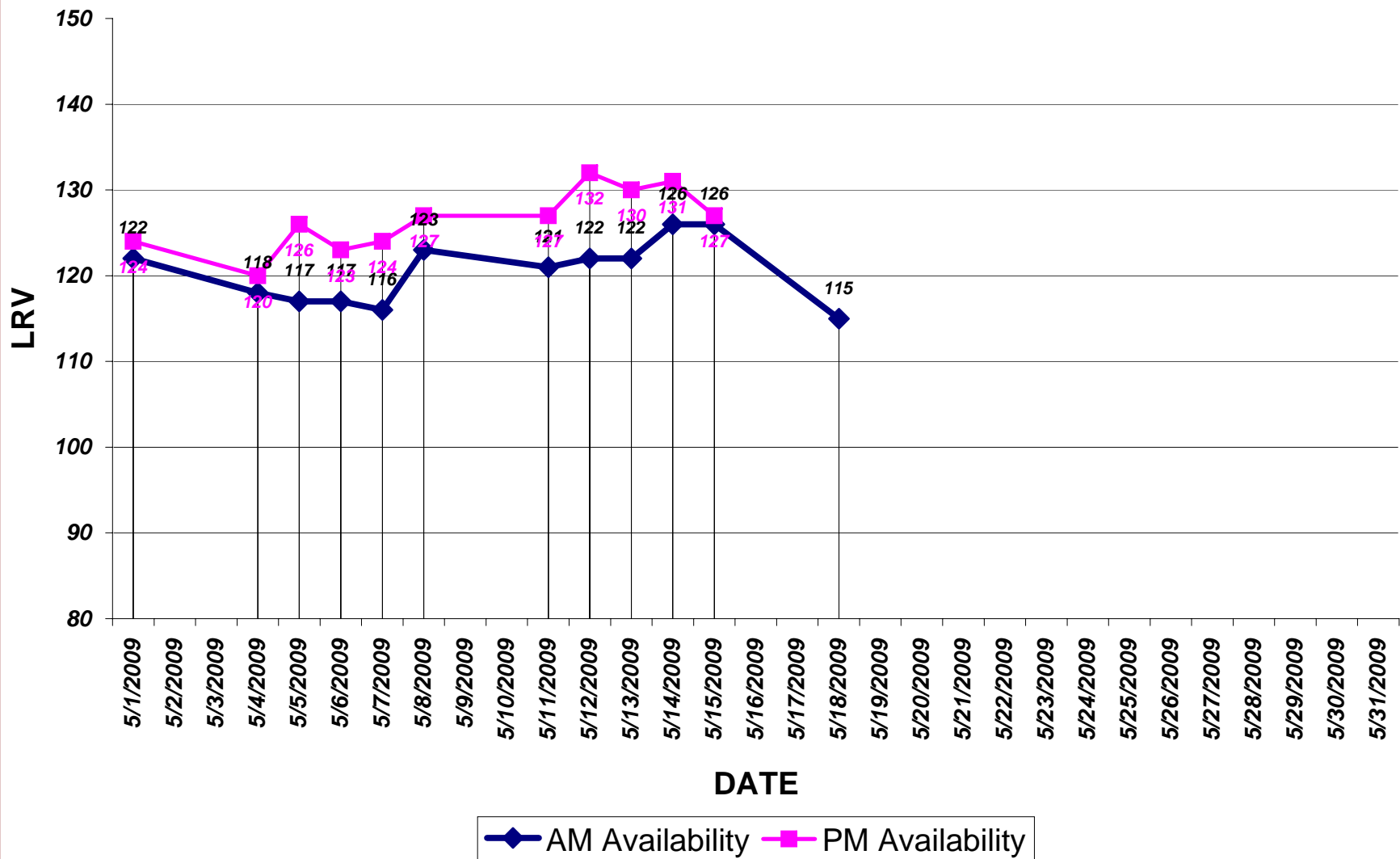
| TIME<br>DATE      | CALL FROM<br>DIVISION       | TO<br>CC | OP# | RUN | LINE | VEH  | LOCATION             | NATURE OF OCCURRENCE<br>ACTION TAKEN                                    | DELAY |       |       |    |
|-------------------|-----------------------------|----------|-----|-----|------|------|----------------------|---|-------|-------|-------|----|
|                   |                             |          |     |     |      |      |                      |   | DI    | START | END   | CC |
| 14:54<br>05/17/09 | T<br>POTRERO<br>TOWER<br>PO | 39       |     | 313 | 24   | 5425 | MARIPOSA & YORK (PO) | NON INJURY ACCIDENT, COACH / AUTO.                                      | PO    | 14:54 | 15:58 | 24 |
|                   |                             |          |     |     |      |      | 1048421              | INSP FISHER R, VIDEO*, CLAIMS #6A42*, MINOR DAMAGE. VEH<br>DELAY: 01:04 |       |       |       |    |
| 14:55<br>05/17/09 | T<br>LINE TRUCK<br>#8       | 26       |     |     |      | 819  | TURK & GOUGH         | NON INJURY ACCIDENT.  |       | 14:55 | 15:05 | 24 |
|                   |                             |          |     |     |      |      | 1048427              | INSP WILLIAMS J, LIPPS T*, MINOR DAMAGE. VEH DELAY: 00:10               |       |       |       |    |

## 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    |    |
| 10:51<br>05/17/09 | R                  | MGR. 4-M-2<br>ME | 74  | 1   | 050  | N   | 1543           | JUDAH STREET & 14TH.<br>AVE. (IB)  | NO GREEN DOOR CLOSE LIGHT          | IB    | 10:51 |       | 23 |
|                   |                    |                  |     |     |      |     | <b>1048362</b> | [LRV2=1515]OPERATOR CONTINUED IN SERVICE WITH SINGLE CAR#<br>1515, 4-S-22 RESP., 4-S-43 RESP., INSP. 4-C-33B CASTILLO*, S. BRITT*<br>CT 1515 @11:05 VEH DELAY: 00:14 LINE DELAY: 00:31 |                                    | LD    | 10:51 | 11:22 |    |
| 18:09<br>05/17/09 | R                  | OPERATOR<br>CA   | 36  |     | 48   | 61  | 52             | CALIFORNIA BETWEEN<br>LARKIN & POLK (IB,OB)  | NON MUNI VEHICLE ACCIDENT BLOCKING | IB    | 18:09 |       | 36 |
|                   |                    |                  |     |     |      |     | <b>1048433</b> | INSP S. GARNICA AND A. BEMNET RESP SFPD E4D AND E49D, SFFD<br>ENG 41, MED 62* TWO SHUTTLE REQUESTED AND NOT USED. LINE<br>DELAY: 00:21   |                                    | LD    | 18:09 | 18:30 |    |



# LIGHT RAIL AM/PM Availability



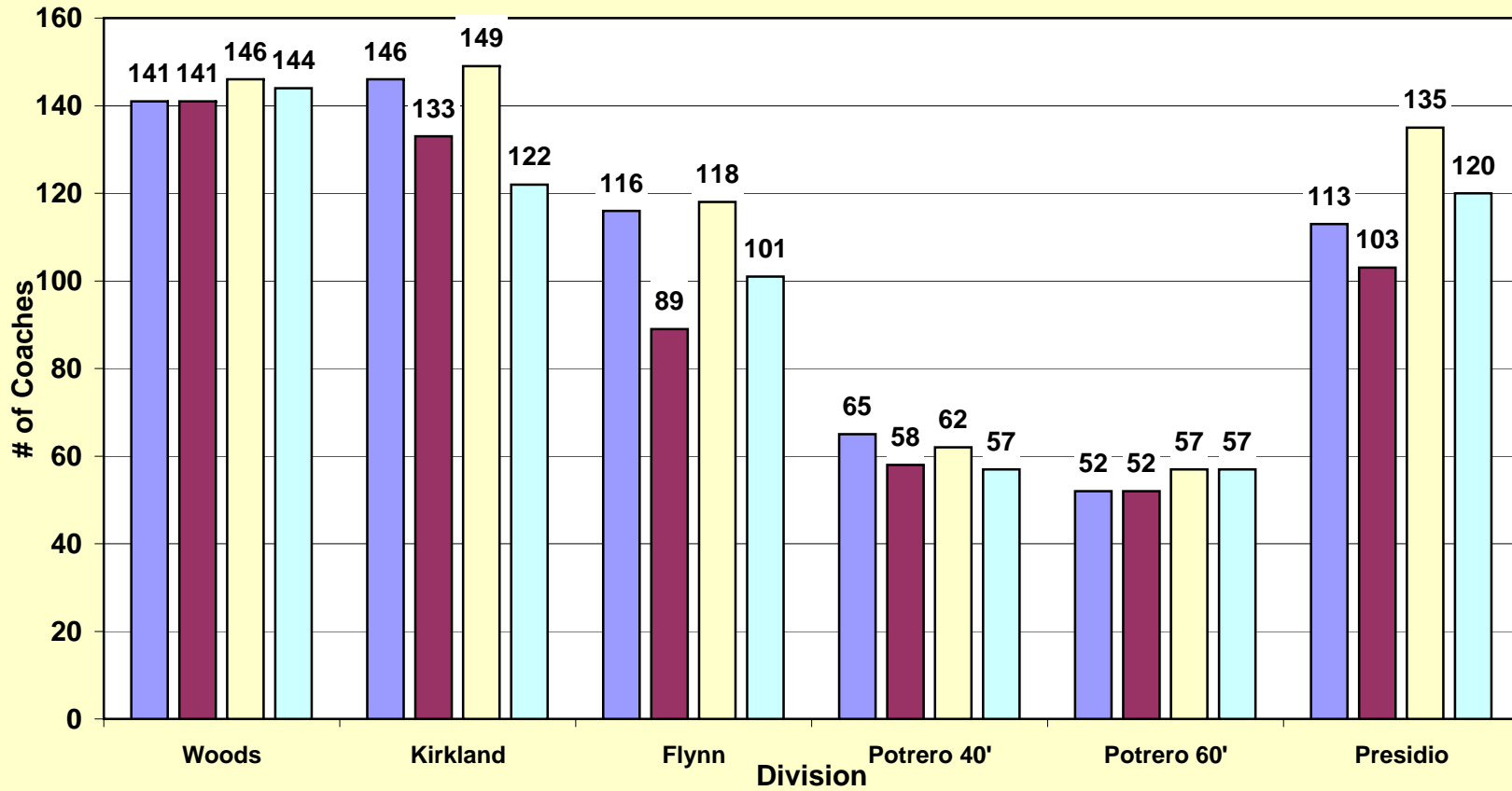
| Date  | Day of week | A.M. | P.M. |
|---|-------------|------|------|
| <b>Light Rail Vehicles (LRVs) Availability - Peak</b> |             |      |      |
| May 2009  |             |      |      |
| 05/01/09  | FRIDAY      | 122  | 124  |
| 05/04/09  | MONDAY      | 118  | 120  |
| 05/05/09  | TUESDAY     | 117  | 126  |
| 05/06/09  | WEDNESDAY   | 117  | 123  |
| 05/07/09  | THURSDAY    | 116  | 124  |
| 05/08/09  | FRIDAY      | 123  | 127  |
| 05/11/09  | MONDAY      | 121  | 127  |
| 05/12/09  | TUESDAY     | 122  | 132  |
| 05/13/09  | WEDNESDAY   | 122  | 130  |
| 05/14/09  | THURSDAY    | 126  | 131  |
| 05/15/09  | FRIDAY      | 126  | 127  |
| 05/18/09  | MONDAY      | 115  |      |
| 05/19/09  | TUESDAY     |      |      |
| 05/20/09  | WEDNESDAY   |      |      |
| 05/21/09  | THURSDAY    |      |      |
| 05/22/09  | FRIDAY      |      |      |
| 05/25/09  | MONDAY      |      |      |
| 05/26/09  | TUESDAY     |      |      |
| 05/27/09  | WEDNESDAY   |      |      |
| 05/28/09  | THURSDAY    |      |      |
| 05/29/09  | FRIDAY      |      |      |

|  | <b>Maintenance Holds</b> |
|--|--------------------------|
| <b>Green Division</b><br><b>Daily Maintenance Morning Status Report</b><br><b>Monday</b><br><b>05/18/09</b><br>Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. |                          |
| <b>Air</b>   | 1                        |
| <b>Automatic Train Control System (ATCS)</b>   | 1                        |
| <b>Brakes</b>  | 4                        |
| <b>Coupler</b>   | 0                        |
| <b>Doors / steps</b>   | 4                        |
| <b>Heating, Ventilation, Air Conditioner (HVAC)</b>  | 6                        |
| <b>Lights</b>  | 1                        |
| <b>Pantographs</b>   | 0                        |
| <b>Propulsion</b>  | 0                        |
| <b>Flats</b>   | 0                        |
| <b>PM</b>  | 4                        |
| <b>Support shop</b>  | 4                        |
| <b>Body/paint shop</b>   | 10                       |
| <b>Glass shop</b>  | 0                        |
| <b>Parts</b>   | 0                        |
| <b>Destination sign/electrical</b>   | 0                        |
| <b>Other</b>   | 1                        |
| <b>Vendor</b>  | 0                        |
| <b>Engineering</b>   | 0                        |
| <b>Total</b>   | <b>36</b>                |

|  | LRV2/3 | PCC | Milan | Historic |
|--|--------|-----|-------|----------|
| <b>Green Division Daily Maintenance</b>            |        |     |       |          |
| <b>Monday 05/18/09</b>                             |        |     |       |          |
| Morning Status Report @ 7:30 a.m.                  |        |     |       |          |
| <b>Fleet size</b>                                  | 151    | 28  | 10    | 8        |
| <b>Present demand</b>                              | 114    | 13  | 4     | 3        |
| <b>Maintenance Holds</b>                           | 36     | 16  | 4     | 4        |
| <b>Equipment available for service @ 7:30 a.m.</b> | 115    | 12  | 6     | 4        |

**Motor & Trolley Coaches Availability**  
**A.M. 5/18/09 & 5/15/09 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 |
|--|-------|----------|-------|-----------------|-------------|-------------|----------|------------------|--------|
| <b>Bus Maintenance Morning Status Report</b>                         |       |          |       |                 |             |             |          |                  |        |
| Information Reported by Each Division                                |       |          |       |                 |             |             |          |                  |        |
| <b>Morning (a.m.) availability POTRERO USED 7 40' FOR 60' RUNS</b>   |       |          |       |                 |             |             |          |                  |        |
| <b>5/18/09</b>   |       |          |       |                 |             |             |          |                  |        |
| Fleet size   | 181   | 155      | 124   | 460             | 75          | 74          | 165      | 314              | 774    |
| Present demand   | 141   | 137      | 95    | 373             | 61          | 56          | 106      | 223              | 596    |
| Extra service  | 0     | 0        | 0     | 0               | N/A         | N/A         | N/A      | N/A              | 0      |
| Scheduled maintenance  | 3     | 1        | 5     | 9               | 1           | 1           | 3        | 5                | 14     |
| Campaigns / retrofits  | 0     | 0        | 1     | 1               | 0           | 0           | 4        | 4                | 5      |
| Maintenance Holds  | 47    | 9        | 8     | 64              | 10          | 29          | 52       | 91               | 155    |
| Awaiting parts   | 16    | 4        | 1     | 21              | 0           | 0           | 20       | 20               | 41     |
| Radio  | 0     | 0        | 0     | 0               | 0           | 1           | 0        | 1                | 1      |
| Farebox  | 0     | 0        | 0     | 0               | 0           | 0           | 0        | 0                | 0      |
| Equipment available for service @ 7:45 a.m.                          | 141   | 146      | 116   | 403             | 65          | 52          | 113      | 230              | 633    |
| Final a.m. pull-out  | 141   | 133      | 89    | 363             | 58          | 52          | 103      | 213              | 576    |
| Reserve fleet usage  | 16    | 0        | 0     | 16              | 0           | 7           | 0        | 7                | 23     |
| Trolley hot body defects   | N/A   | N/A      | N/A   | N/A             | 0           | 0           | 0        | 0                | 0      |
| Operator not outs  | 0     | 4        | 6     | 10              | 3           | 4           | 3        | 10               | 20     |
| <b>Afternoon (p.m.) availability POTRERO USED 5 40' FOR 60' RUNS</b> |       |          |       |                 |             |             |          |                  |        |
| <b>5/15/09</b>   |       |          |       |                 |             |             |          |                  |        |
| Fleet size   | 181   | 155      | 124   | 460             | 75          | 74          | 165      | 314              | 774    |
| Present demand   | 144   | 122      | 101   | 367             | 59          | 59          | 120      | 238              | 605    |
| Extra service  | 0     | 0        | 0     | 0               | N/A         | N/A         | N/A      | N/A              | 0      |
| Scheduled maintenance  | 2     | 1        | 1     | 4               | 0           | 1           | 0        | 1                | 5      |
| Campaigns / retrofits  | 0     | 0        | 0     | 0               | 0           | 0           | 3        | 3                | 3      |
| Maintenance holds  | 35    | 6        | 6     | 47              | 13          | 21          | 30       | 64               | 111    |
| Awaiting parts   | 15    | 4        | 0     | 19              | 2           | 1           | 20       | 23               | 42     |
| Radio  | 0     | 0        | 0     | 0               | 1           | 0           | 0        | 1                | 1      |
| Farebox  | 0     | 0        | 0     | 0               | 0           | 0           | 0        | 0                | 0      |
| Equipment available for service @ 5:30 p.m.                          | 146   | 149      | 118   | 413             | 62          | 57          | 135      | 254              | 667    |
| Final p.m. pull-out  | 144   | 122      | 101   | 367             | 57          | 57          | 120      | 234              | 601    |
| Reserve fleet usage  | 6     | 0        | 0     | 6               | 0           | 5           | 0        | 5                | 11     |
| Trolley hot body defects   | N/A   | N/A      | N/A   | N/A             | 1           | 0           | 0        | 1                | 1      |
| Operator not outs  | 0     | 0        | 0     | 0               | 2           | 2           | 0        | 4                | 4      |

|  | Scheduled   | Total Unavailable | Sick       | Vacation  | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick         | Vacation    | Unplanned Leave* | Other Reasons+ |
|--|-------------|-------------------|------------|-----------|------------------|----------------|-------------------|--------------|-------------|------------------|----------------|
| <b>Full-Time Operators Absenteeism</b>   |             |                   |            |           |                  |                |                   |              |             |                  |                |
| <b>Day: SUNDAY, MAY 17, 2009</b>   |             |                   |            |           |                  |                |                   |              |             |                  |                |
| Green  | 145         | 50                | 23         | 4         | 16               | 7              | 34.5              | 15.9         | 2.8         | 11.0             | 4.8            |
| Cable Car  | 113         | 27                | 13         | 3         | 9                | 2              | 23.9              | 11.5         | 2.7         | 8.0              | 1.8            |
| Potrero  | 172         | 39                | 15         | 2         | 9                | 13             | 22.7              | 8.7          | 1.2         | 5.2              | 7.6            |
| Presidio   | 130         | 33                | 16         | 5         | 4                | 8              | 25.4              | 12.3         | 3.8         | 3.1              | 6.2            |
| Kirkland   | 171         | 44                | 18         | 6         | 10               | 10             | 25.7              | 10.5         | 3.5         | 5.8              | 5.8            |
| Woods  | 206         | 45                | 13         | 4         | 21               | 7              | 21.8              | 6.3          | 1.9         | 10.2             | 3.4            |
| Flynn  | 140         | 45                | 18         | 5         | 18               | 4              | 32.1              | 12.9         | 3.6         | 12.9             | 2.9            |
| <b>Total</b>   | <b>1077</b> | <b>283</b>        | <b>116</b> | <b>29</b> | <b>87</b>        | <b>51</b>      | <b>26.3%</b>      | <b>10.8%</b> | <b>2.7%</b> | <b>8.1%</b>      | <b>4.7%</b>    |
| <b>Summary For The Last 7 Days</b>   |             |                   |            |           |                  |                |                   |              |             |                  |                |
| SUNDAY 5. 10.  | 1,069       | 281               | 115        | 21        | 86               | 59             | 26%               | 11%          | 2%          | 8%               | 5              |
| MONDAY 5. 11   | 1,648       | 347               | 143        | 41        | 108              | 55             | 21%               | 9%           | 3%          | 7%               | 3              |
| TUESDAY 5. 12  | 1,604       | 305               | 103        | 43        | 98               | 61             | 19%               | 6%           | 3%          | 6%               | 4              |
| WEDNESDAY 5. 13  | 1,589       | 297               | 99         | 39        | 97               | 62             | 19%               | 6%           | 3%          | 6%               | 4              |
| THURSDAY 5. 14   | 1,602       | 314               | 118        | 39        | 105              | 52             | 19%               | 7%           | 2%          | 7%               | 3              |
| FRIDAY 5. 15   | 1,640       | 349               | 129        | 43        | 109              | 68             | 21%               | 8%           | 3%          | 7%               | 4              |
| SATURDAY 5. 16   | 1,131       | 273               | 107        | 31        | 86               | 49             | 24%               | 9%           | 3%          | 8%               | 4              |
| <p>* <b>Unplanned leave includes:</b> absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...</p> <p>+ <b>Other reasons includes:</b> 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.</p> |             |                   |            |           |                  |                |                   |              |             |                  |                |