



**Muni
Service Delivery
Daily Report**

Monday, May 18, 2009





Content

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

8:00 AM NOLO REPORT 0519 09

| | | | | | |
|--------------|----|---|---|---|---------------------|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 3 | 0 | 2 | 4 | 9X=1, 14X=1, 38=1 |
| Kirkland | 0 | 0 | 0 | 1 | |
| Woods | 0 | 0 | 0 | 0 | NO 74 X NOT OUT |
| Potrero | 2 | 4 | 1 | 2 | 22=1, 41=1 |
| Presidio | 0 | 0 | 0 | 0 | |
| Metro | 4 | 0 | 0 | 0 | J=1, KT=1, L=1, M=1 |
| F line | 1 | 0 | 0 | 0 | |
| TOTAL | 10 | 4 | 3 | 7 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

REPORT DATA COMPILED AS OF -0745 HRS

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

MONDAY/5 18 09 /PM NOLO REPORT

| | | | | | |
|--------------|-----------|----------|----------|----------|----------------------|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 6 | 0 | 1 | 0 | 1=9 2=9X 1=14X 2=38 |
| Kirkland | 5 | 0 | 0 | 0 | 1=1X 1=2 2=19 1=43 |
| Woods | 0 | 0 | 0 | 0 | |
| Potrero | 6 | 0 | 1 | 0 | 2=7 2=41 1=30 1=49 |
| Presidio | 5 | 0 | 0 | 0 | 3=1 1=21 1=5 |
| Metro | 15 | 0 | 0 | 0 | 4=J 5=KT 2=L 3=M 1=N |
| F line | 0 | 0 | 0 | 0 | |
| TOTAL | 37 | 0 | 2 | 0 | |

Special Events

| |
|----------|
| |
| Division |
| |

REPORT DATA COMPILED AS OF - 1600HRS

| | Runs Missed | RDO | | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Missed Runs % |
|---|-------------|-----|--|----------------------|-------------------|-----------|---------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| MONDAY 5/18/2009 | | | | | | | |
| Revised 2/21/09 | | | | | | | |
| Cable Car one-piece | 1 | 0 | | 49 | 3 | 0 | 6.1% |
| Cable Car multi-piece | 4 | | | | | | |
| Flynn one-piece | 3 | 4 | | 154 | 5 | 4 | 3.2% |
| Flynn multi-piece | 4 | | | | | | |
| Kirkland one-piece | 1 | 4 | | 212 | 3 | 4 | 1.4% |
| Kirkland multi-piece | 4 | | | | | | |
| Woods one-piece | 0 | 0 | | 251 | 0 | 0 | 0.0% |
| Woods multi-piece | 0 | | | | | | |
| Potrero one-piece | 2 | 0 | | 212 | 5 | 0 | 2.4% |
| Potrero multi-piece | 6 | | | | | | |
| Presidio one-piece | 4 | 7 | | 174 | 7 | 7 | 4.0% |
| Presidio multi-piece | 6 | | | | | | |
| Metro one-piece | 9 | 11 | | 146 | 14 | 11 | 9.6% |
| Metro multi-piece | 10 | | | | | | |
| F Line one-piece | 0 | 0 | | 33 | 2 | 0 | 6.1% |
| F Line multi-piece | 4 | | | | | | |
| System total | | | | 1231 | 39 | 26 | 3.2% |

Accidents

Mon May 18, 2009

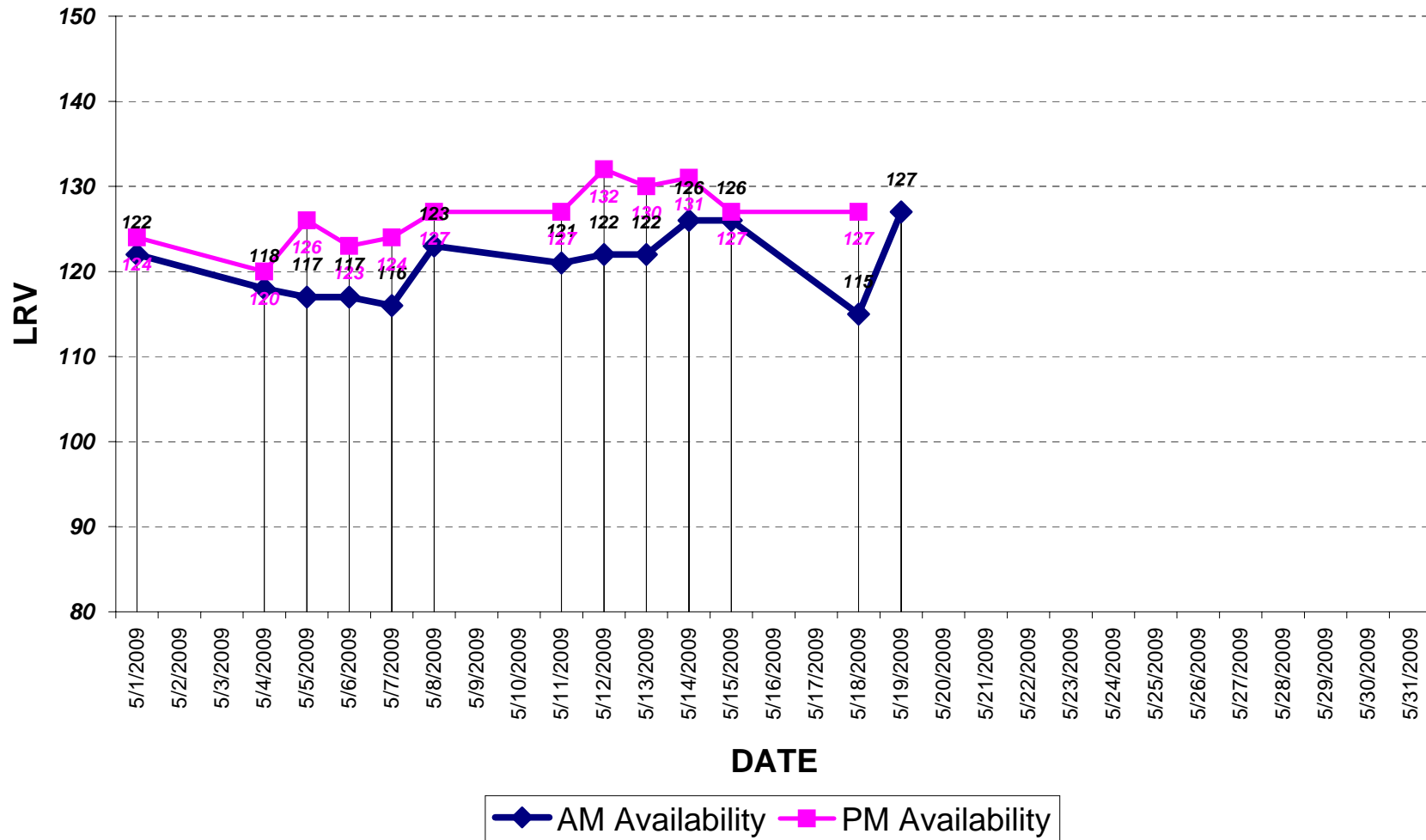
| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|---------|------|--|---|------------------------------------|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 09:50 05/18/09 | R OPERATOR PO | 35 | 2309 | 337 | 6 | 5431 | 400 PARNASSUS (IB) | ACCIDENT COACH/AUTO, NO INJURY. | IB | 09:50 | 10:20 | 30 |
| | | | | 1048448 | | INSP E VICKERS CLEARED. MINOR DAMAGES TO BOTH VEHICLES. NO OP 799. VEH DELAY: 00:30 | | | | | | |
| 10:52 05/18/09 | R OPERATOR WO | 11 | 2776 | 44 | 17 | 8412 | FONT & JUAN BATISTA (OB) | ACCIDENT COACH & AUTO, NO INJURY. | OB | 10:52 | 12:19 | 30 |
| | | | | 1048541 | | INSP TC JOHNSON CLEARED. MINOR DAMAGE TO COACH. MODERATE DAMAGE TO AUTO. NO OP 799. COACH WAS SENT BACK IN SERVICE. VEH DELAY: 01:27 | | | | | | |
| 13:36 05/18/09 | R OPERATOR PR | 39 | 2650 | 88 | 1 | 5578 | CALIFORNIA & 8TH (IB) | NON INJURY ACCIDENT, COACH / AUTO. | IB | 13:36 | 14:15 | 24 |
| | | | | 1048518 | | INSP WONG S, VIDEO*, CLAIMS 6A48*, MINOR DAMAGE TO AUTO, NO DAMAGE TO COACH, NO 799. VEH DELAY: 00:39 | | | | | | |
| 16:29 05/18/09 | R OPERATOR KI | 11 | 2509 | 734 | 47 | 8355 | BRYANT BETWEEN 6TH STREET & 7TH STREET (OB) | NON INJURY ACCIDENT, COACH / AUTO. | OB | 16:29 | 17:38 | 28 |
| | | | | 1048525 | | INSP DAVIS L, VIDEO*, CLAIMS#6A40*, MOTORIST STANDING IN STREET WITH LEFT REAR DOOR OPEN, AS THE COACH WAS PASSING, CONTACT WAS MADE, NO 799. VEH DELAY: 01:09 | | | | | | |

| TIME DATE | CALL FROM DIVISION | To CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|------|------------------------|--|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 17:19 05/18/09 | R MRO 4C33 ME | 74 | 0428 | 071 | J | 1514 | CHURCH & DUBOCE (OB) | MINOR AUTO LRV COLLISION | OB | 17:19 | 17:26 | 23 |
| | | | | | | | 1048556 | MRO 4C33 M. CONTRERAS, MRO 4T41 W. GARCIA INTERVIEW OPERATOR AT METRO TERMINAL, SYSTEM SAFETY*, F. ALEJANDRO. VIDEO NOTIFIED, FORM R FILED VEH DELAY: 00:07 LINE DELAY: 00:07 | LD | 17:19 | 17:26 | |
| 17:52 05/18/09 | R OPERATOR PO | 38 | 3387 | 389 | 30 | 7041 | STOCKTON & SUTTER (OB) | NON INJURY ACCIDENT. COACH / AUTO. | OB | 17:52 | 18:42 | 24 |
| | | | | | | | 1048576 | INSP CHAN Y, MINOR DAMAGE RIGHT REAR SIDE TO COACH, MINOR DAMAGE TO LEFT FRONT BUMPER AND FENDER AUTO, NO 799, VIDEO*, CLAIMS#6A40*. SI POTRERO N/R [EOR 18:10] VEH DELAY: 00:18 | | | | |

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 |
| 05:20 05/18/09 | T CABLE MACH. CA | 36 | | | 60 | | POWELL & GEARY (IB) | POWELL LINE DOWN (STRAND ALARM #0331) | IB | 05:20 | 05:52 | 39 |
| | | | | | | | 1048445 | INSP JAHN, C/M, SHUTTLE CANCELLED, PAGE OUT AT 0557 HOURS VEH DELAY: 00:32 LINE DELAY: 00:32 | LD | 05:20 | 05:52 | |

LIGHT RAIL AM/PM Availability



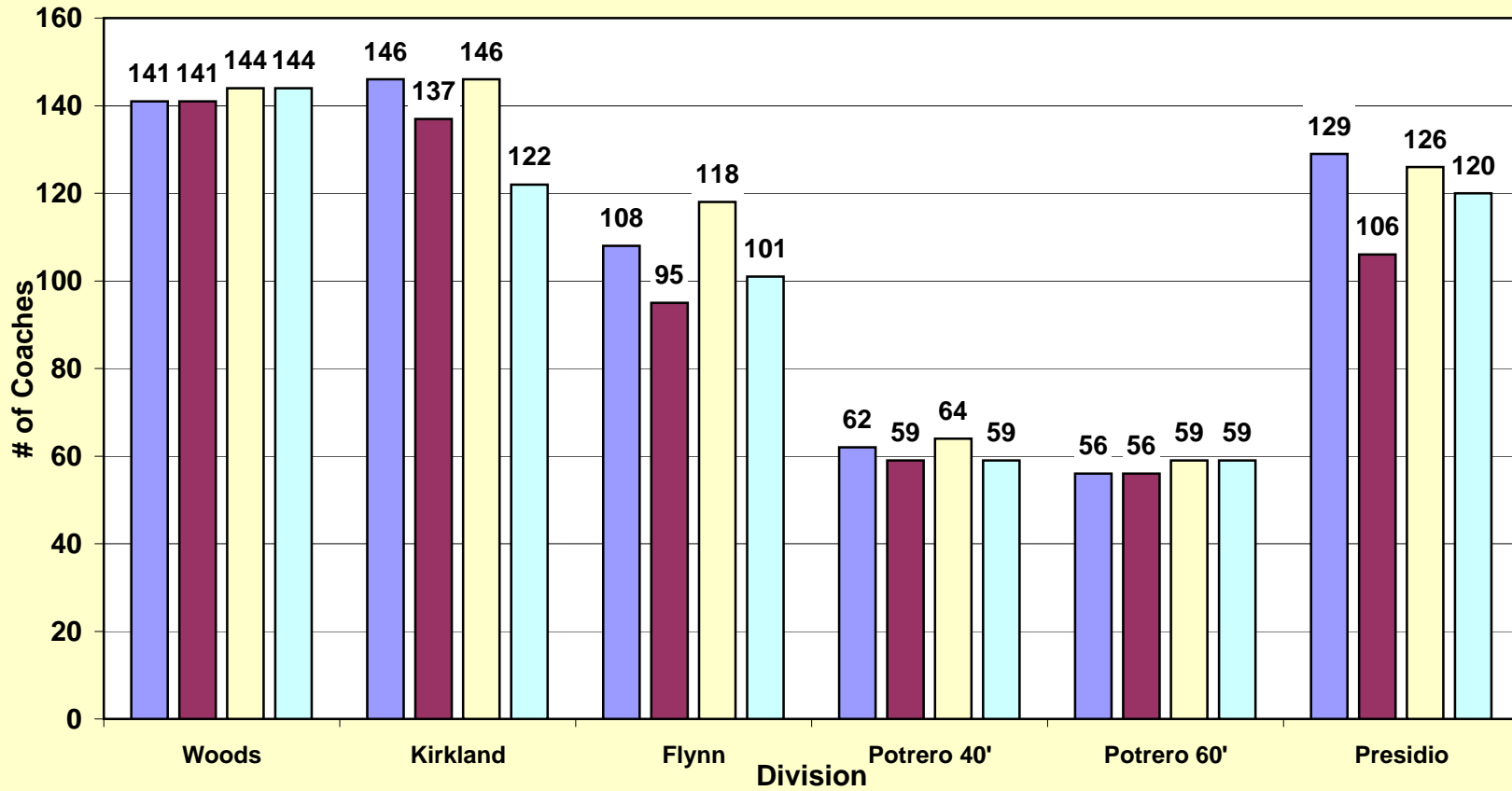
| Date | Day of week | A.M. | P.M. |
|---|-------------|------|------|
| Light Rail Vehicles (LRVs) Availability - Peak | | | |
| May 2009 | | | |
| 05/01/09 | FRIDAY | 122 | 124 |
| 05/04/09 | MONDAY | 118 | 120 |
| 05/05/09 | TUESDAY | 117 | 126 |
| 05/06/09 | WEDNESDAY | 117 | 123 |
| 05/07/09 | THURSDAY | 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 | 127 |
| 05/19/09 | TUESDAY | 127 | |
| 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 | | |

| | Maintenance Holds |
|---|--------------------------|
| Green Division Daily Maintenance Morning Status Report 05/19/09 Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |
| Air | 0 |
| Automatic Train Control System (ATCS) | 1 |
| Brakes | 0 |
| Coupler | 0 |
| Doors / steps | 1 |
| Heating, Ventilation, Air Conditioner (HVAC) | 3 |
| Lights | 1 |
| Pantographs | 0 |
| Propulsion | 1 |
| Flats | 0 |
| PM | 5 |
| Support shop | 1 |
| Body/paint shop | 9 |
| Glass shop | 0 |
| Parts | 0 |
| Destination sign/electrical | 1 |
| Other | 1 |
| Vendor | 0 |
| Engineering | 0 |
| Total | 24 |

| | LRV2/3 | PCC | Milan | Historic |
|--|--------|-----|-------|----------|
| Green Division Daily Maintenance | | | | |
| Tuesday 05/19/09 | | | | |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 28 | 10 | 8 |
| Present demand | 114 | 13 | 4 | 3 |
| Maintenance Holds | 24 | 16 | 4 | 4 |
| Equipment available for service @ 7:30 a.m. | 127 | 12 | 6 | 4 |

Motor & Trolley Coaches Availability
A.M. 5/19/09 & 5/18/09 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



| | Scheduled | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|--|-------------|-------------------|------------|-----------|------------------|----------------|-------------------|-------------|-------------|------------------|----------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: MONDAY, MAY 18, 2009 | | | | | | | | | | | |
| Green | 249 | 67 | 31 | 12 | 15 | 9 | 26.9 | 12.4 | 4.8 | 6.0 | 3.6 |
| Cable Car | 141 | 37 | 12 | 4 | 14 | 7 | 26.2 | 8.5 | 2.8 | 9.9 | 5.0 |
| Potrero | 274 | 56 | 27 | 3 | 11 | 15 | 20.4 | 9.9 | 1.1 | 4.0 | 5.5 |
| Presidio | 210 | 45 | 19 | 6 | 7 | 13 | 21.4 | 9.0 | 2.9 | 3.3 | 6.2 |
| Kirkland | 262 | 55 | 20 | 11 | 15 | 9 | 21.0 | 7.6 | 4.2 | 5.7 | 3.4 |
| Woods | 310 | 44 | 9 | 6 | 21 | 8 | 14.2 | 2.9 | 1.9 | 6.8 | 2.6 |
| Flynn | 207 | 53 | 22 | 7 | 17 | 7 | 25.6 | 10.6 | 3.4 | 8.2 | 3.4 |
| Total | 1653 | 357 | 140 | 49 | 100 | 68 | 21.6% | 8.5% | 3.0% | 6.0% | 4.1% |
| Summary For The Last 7 Days | | | | | | | | | | | |
| 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 |
| SUNDAY 5 17 | 1,077 | 283 | 116 | 29 | 87 | 51 | 26% | 11% | 3% | 8% | 5 |
| <p>* Unplanned leave includes: absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...</p> <p>+ Other reasons includes: 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.</p> | | | | | | | | | | | |