



**Muni
Service Delivery
Daily Report**

Sunday , November 8, 2009





Content

| | |
|---|----|
| • Football game service summary report | 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 |



**SAN FRANCISCO MUNICIPAL RAILWAY
SERVICE DELIVERY DIVISION**

**FOOTBALL GAME: 49ers - TITANS
SERVICE SUMMARY REPORT**

DAY:

DATE:

ATTENDANCE:

BUSES PULLED OUT: **SCHEDULED** **ACTUAL**

PRE GAME SERVICE:

GAME STARTED @

| BUS SERVICE | LINE | COACHES | TRIPS | PASSENGERS | |
|-------------|----------------|-----------|------------|-------------|--|
| | 86 | 2 | 18 | 426 | |
| | 87 / T SHUTTLE | 2 | 22 | 555 | |
| | 75 X | 6 | 17 | 610 | |
| | 77 X | 10 | 20 | 871 | |
| | 78 X | 15 | 16 | 781 | |
| | 79 X | 18 | 28 | 1722 | |
| | TOTAL | 53 | 121 | 4965 | |

| LRV SERVICE | K T LINE | 2 EXTRA TRAINS | 9 | HEADWAY | PASSENGERS |
|-------------|----------|----------------|---|---------|------------|
| | | | | 11:40 | 715 |

POST GAME SERVICE:

GAME ENDED @

| BUS SERVICE | LINE | TRIPS | PASSENGERS |
|-------------------|--------------|--------------------------------|-------------|
| | 86 | 9 | 370 |
| | 87/T SHUTTLE | 10 | 435 |
| | 75X | 9 | 485 |
| | 77X | 13 | 775 |
| | 78X | 11 | 840 |
| | 79X | 19 | 1625 |
| | TOTAL | 71 | 4530 |
| CANCELLED COACHES | | <input type="text" value="0"/> | |

LOADED COMPLETED @:

| LRV SERVICE | K T LINE | 2 EXTRA TRAINS | 5 | HEADWAY | PASSENGERS |
|-------------|----------|----------------|---|---------|------------|
| | | | | 9:40 | 722 |

| 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

Monday 11 09 2009

Morning Report

| | | | | | |
|-------------------------|-----------|----------|----------|----------|---------------------------------|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 6 | 0 | 1 | 2 | 9X=2, 14X=1, 38=3 |
| Kirkland | 2 | 0 | 2 | 0 | 2=1, 10=1 |
| Woods | 4 | 0 | 0 | 0 | 18=1, 26=1, 29=1, 48=1 |
| Potrero | 0 | 0 | 2 | 0 | |
| Presidio | 0 | 0 | 0 | 0 | |
| Green F line | 6 2 | 0 0 | 0 0 | 0 0 | L=1, M=1, N=2, KT=1, S=1 F=2 |
| TOTAL | 20 | 0 | 5 | 2 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

| 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
SUNDAY 11 /08/ 09
 Afternoon report

| | | | | | |
|------------------|-----------|----------|----------|----------|--------------------|
| Cable Car | 1 | 0 | 0 | 0 | 61=1 |
| Flynn | 11 | 0 | 1 | 0 | 9=4 9X=1 38=4 71=2 |
| Kirkland | 0 | 0 | 0 | 0 | |
| Woods | 0 | 0 | 0 | 0 | |
| Potrero | 6 | 0 | 0 | 0 | 14=2 30=2 49=2 |
| Presidio | 0 | 0 | 0 | 0 | |
| Metro | 7 | 0 | 0 | 0 | M=2 KT=2 L=2 N=1 |
| F line | 3 | 0 | 0 | 0 | |
| TOTAL | 28 | 0 | 1 | 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 Missed Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|---------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| SUNDAY 11/08/09 - | | | | | | | |
| Revised 6/18/09 | | | | | | | |
| Cable Car one-piece | 2 | 1 | 9.1% | 46 | 3 | 1 | 6.5% |
| Cable Car multi-piece | 2 | | 33.3% | | | | |
| Flynn one-piece | 12 | 0 | 31.6% | 107 | 21 | 0 | 19.6% |
| Flynn multi-piece | 18 | | 26.5% | | | | |
| Kirkland one-piece | 0 | 0 | 0.0% | 138 | 0 | 0 | 0.0% |
| Kirkland multi-piece | 0 | | 0.0% | | | | |
| Woods one-piece | 0 | 0 | 0.0% | 156 | 0 | 0 | 0.0% |
| Woods multi-piece | 0 | | 0.0% | | | | |
| Potrero one-piece | 3 | 0 | 4.5% | 136 | 5 | 0 | 3.7% |
| Potrero multi-piece | 4 | | 4.5% | | | | |
| Presidio one-piece | 0 | 0 | 0.0% | 113 | 0 | 0 | 0.0% |
| Presidio multi-piece | 0 | | 0.0% | | | | |
| Metro one-piece | 4 | 1 | 6.0% | 79 | 7 | 1 | 8.9% |
| Metro multi-piece | 6 | | 12.2% | | | | |
| F Line one-piece | 5 | 1 | 50.0% | 30 | 7 | 1 | 23.3% |
| F Line multi-piece | 4 | | 44.4% | | | | |
| System total | | | | 805 | 43 | 3 | 5.3% |

Accidents

Sun Nov 08, 2009

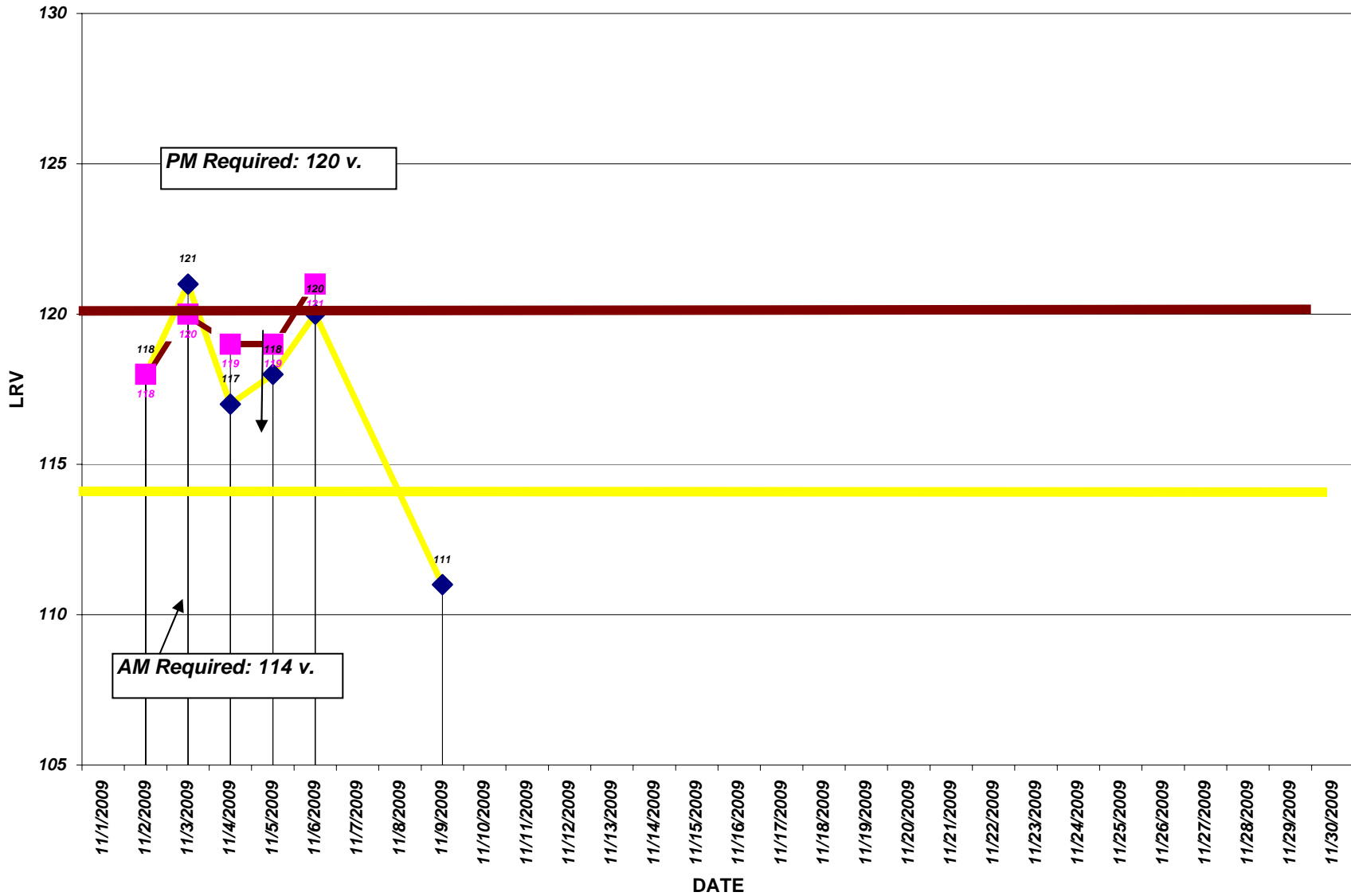
| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|-----------------------|-------|------|-----|------|------|--|--|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 06:44 11/08/09 | T INSP. 4-C-55A GV | 23 | | | | F | 040 BEACH STREET & POWELL STREET (OB) | NON-INJURY ACCIDENT, INSPECTORS TRUCK 735-040 AND AUTO, INSPECTOR STATED HE WAS TRAVELING OUTBOUND ON THE F-LINE FOLLOWING A PCC WHEN AN AUTO TRAVELING SOUTH-BOUND RAN A RED SIGNAL LIGHT MAKING CONTACT WITH THE LEFT SIDE MIDDLE OF THE INSPECTORS TRUCK. MOTORIST MADE STATEMENT ADMITTING RUNNING THE RED SIGNAL LIGHT. MINOR DAMAGE TO INSPECTORS TRUCK, MAJOR DAMAGE TO AUTO. | OB | 06:44 | | 23 |
| | | | | | | | 1076753 INSP. 4-T-42A PINTO RESP. TO INTERVIEW PARTYS. 4-M-3 JULIAN, T. RESP., NO INJURIES. PHOTOS TAKEN, CLAIMS UNIT#06-A-50*, SYSTEM SAFETY JOERN KROLL*, NO 799. | | | | | |
| 11:51 11/08/09 | R OPERATOR WO | 41 | 3474 | 96 | 29 | 8142 | SUNSET & VICENTE (OB) | ACCIDENT COACH & AUTO, NO INJURY. | OB | 11:51 | 12:45 | 30 |
| | | | | | | | 1076771 INSP B JOHNSON CLEARED. COACH WAS REAR ENDED. MODERATE DAMAGES TO FRONT OF THE AUTO. MINOR DAMAGE TO LEFT REAR OF THE COACH. NO OP 799. COACH WAS SENT BACK IN SERVICE. VEH DELAY: 00:54 | | | | | |

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 |

There was no delay $>$ 20 minutes.

LIGHT RAIL VEHICLES AM/PM Required & Availability



◆ AM Availability
 ■ PM Availability

| Date | Day of week | A.M. | P.M. |
|---|-------------|------|------|
| Light Rail Vehicles (LRVs) Availability - Peak | | | |
| November 2009 | | | |
| 11/02/09 | MONDAY | 118 | 118 |
| 11/03/09 | TUESDAY | 121 | 120 |
| 11/04/09 | WEDNESDAY | 117 | 119 |
| 11/05/09 | THURSDAY | 118 | 119 |
| 11/06/09 | FRIDAY | 120 | 121 |
| 11/09/09 | MONDAY | 111 | |
| 11/10/09 | TUESDAY | | |
| 11/11/09 | WEDNESDAY | | |
| 11/12/09 | THURSDAY | | |
| 11/13/09 | FRIDAY | | |
| 11/16/09 | MONDAY | | |
| 11/17/09 | TUESDAY | | |
| 11/18/09 | WEDNESDAY | | |
| 11/19/09 | THURSDAY | | |
| 11/20/09 | FRIDAY | | |
| 11/23/09 | MONDAY | | |
| 11/24/09 | TUESDAY | | |
| 11/25/09 | WEDNESDAY | | |
| 11/26/09 | THURSDAY | | |
| 11/27/09 | FRIDAY | | |
| 11/30/2009 | MONDAY | | |

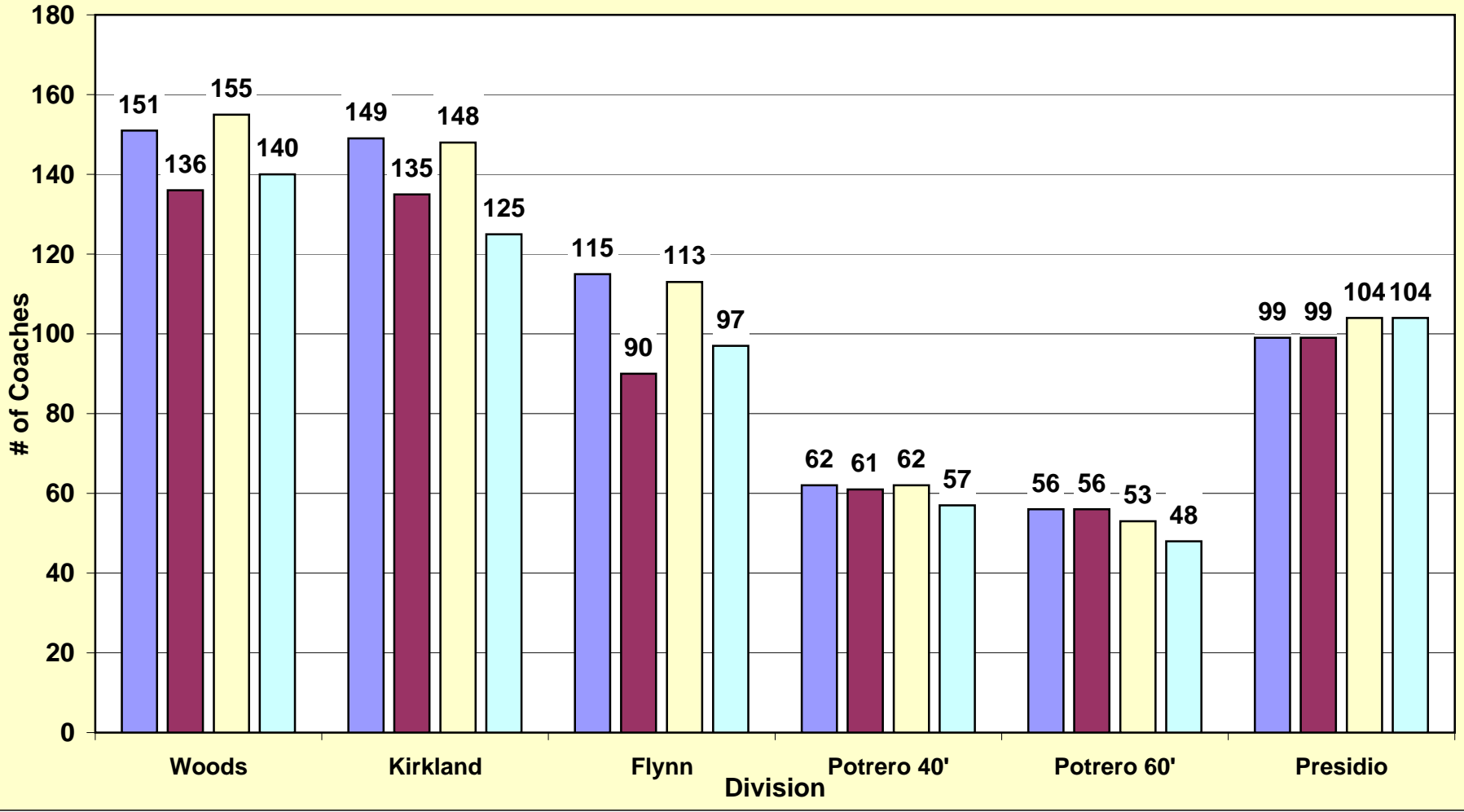
| | |
|---|------------------------------|
| | Maintenance Holds |
| Green Division | |
| Daily Maintenance Morning Status Report | |
| November 9, 2009 | |
| Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

| | |
|---|-----------|
| AIR SUPPLY SYSTEM | 0 |
| AUTOMATIC TRAIN CONTROL SYSTEM (ATCS) | 0 |
| BRAKE SYSTEM | 2 |
| COUPLER | 0 |
| DOORS / STEPS | 4 |
| HEATING/VENTILATION/AIR CONDITIONING (HVAC) | 0 |
| LIGHT / MIRROR | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 2 |
| TRUCK NOISE/ FLAT | 4 |
| PREVENTIVE MAINTENANCE | 3 |
| SUPPORT SHOP | 4 |
| BODY/PAINT/LEAKER | 3 |
| FLEET APPEARANCE/SPECIAL EVENT | 0 |
| AWAITING PARTS | 4 |
| DESTSIGN / ELECTRICAL/ELECTRONIC | 0 |
| ACCIDENT & DERAIL | 0 |
| BREDA / VENDOR | 2 |
| ENGR / PROJECT | 4 |
| LONG TERM HOLDS | 8 |
| QUALITY ASSURANCE | 0 |
| | |
| TOTAL | 40 |

| | LRV2/3 | PCC | Milan | Historic |
|--|------------|-----------|----------|----------|
| Green Division Daily Maintenance | | | | |
| November 9, 2009 | | | | |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand (AM) | 114 | 13 | 4 | 3 |
| Maintenance Holds | 40 | 10 | 3 | 3 |
| Equipment available for service @ 7:30 a.m. | 111 | 11 | 7 | 5 |

Motor & Trolley Coaches Availability
 A.M. 11/9/09 & 11/6/09 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 |
|--|-------|----------|-------|-----------------|-------------|-------------|----------|------------------|--------|
| Bus Maintenance Morning Status Report | | | | | | | | | |
| Information Reported by Each Division | | | | | | | | | |
| Morning (a.m.) availability | | | | | | | | | |
| 11/9/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 141 | 137 | 95 | 373 | 61 | 56 | 102 | 219 | 592 |
| Extra service | 4 | 0 | 0 | 4 | N/A | N/A | N/A | N/A | 4 |
| Scheduled maintenance | 3 | 1 | 6 | 10 | 2 | 0 | 2 | 4 | 14 |
| Campaigns / retrofits | 5 | 0 | 1 | 6 | 0 | 0 | 0 | 0 | 6 |
| Maintenance Holds | 30 | 6 | 9 | 45 | 13 | 23 | 66 | 102 | 147 |
| Awaiting parts | 4 | 0 | 0 | 4 | 4 | 5 | 27 | 36 | 40 |
| Radio | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Equipment available for service @ 7:45 a.m. | 151 | 149 | 115 | 415 | 62 | 56 | 99 | 217 | 632 |
| Final a.m. pull-out | 136 | 135 | 90 | 361 | 61 | 56 | 99 | 216 | 577 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 6 | 6 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 |
| Operator not outs | 5 | 2 | 5 | 12 | 0 | 0 | 7 | 7 | 19 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 11/6/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 143 | 126 | 101 | 370 | 59 | 58 | 118 | 235 | 605 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 2 | 1 | 5 | 8 | 3 | 0 | 0 | 3 | 11 |
| Campaigns / retrofits | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 5 |
| Maintenance holds | 26 | 7 | 11 | 44 | 13 | 20 | 61 | 94 | 138 |
| Awaiting parts | 4 | 0 | 0 | 4 | 4 | 5 | 26 | 35 | 39 |
| Radio | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Equipment available for service @ 5:30 p.m. | 155 | 148 | 113 | 416 | 62 | 53 | 104 | 219 | 635 |
| Final p.m. pull-out | 140 | 125 | 97 | 362 | 57 | 48 | 104 | 209 | 571 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 4 | 4 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 |
| Operator not outs | 3 | 1 | 4 | 8 | 2 | 5 | 14 | 21 | 29 |

| | Schedul ed | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|--|---------------|----------------------|-----------|-----------|---------------------|-------------------|----------------------|-------------|-------------|---------------------|-------------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: SUNDAY, NOVEMBER 8, 2009 | | | | | | | | | | | |
| Green | 135 | 31 | 7 | 5 | 12 | 7 | 23.0 | 5.2 | 3.7 | 8.9 | 5.2 |
| Cable Car | 116 | 23 | 7 | 3 | 9 | 4 | 19.8 | 6.0 | 2.6 | 7.8 | 3.4 |
| Potrero | 178 | 43 | 21 | 2 | 14 | 6 | 24.2 | 11.8 | 1.1 | 7.9 | 3.4 |
| Presidio | 138 | 22 | 7 | 5 | 4 | 6 | 15.9 | 5.1 | 3.6 | 2.9 | 4.3 |
| Kirkland | 174 | 36 | 12 | 3 | 12 | 9 | 20.7 | 6.9 | 1.7 | 6.9 | 5.2 |
| Woods | 214 | 47 | 10 | 12 | 13 | 12 | 22.0 | 4.7 | 5.6 | 6.1 | 5.6 |
| Flynn | 131 | 41 | 16 | 5 | 14 | 6 | 31.3 | 12.2 | 3.8 | 10.7 | 4.6 |
| Total | 1,086 | 243 | 80 | 35 | 78 | 50 | 22.4% | 7.4% | 3.2% | 7.2% | 4.6% |

Summary For The Last 7 Days

| | | | | | | | | | | | |
|-----------------|-------|-----|-----|----|-----|----|-----|-----|-----|----|---|
| SUNDAY 11 01 | 1,090 | 297 | 136 | 28 | 84 | 49 | 27% | 13% | 36% | 8% | 5 |
| MONDAY 11 02 | 1,648 | 403 | 165 | 47 | 122 | 69 | 25% | 10% | 3% | 7% | 4 |
| TUESDAY 11 03 | 1,614 | 354 | 129 | 47 | 99 | 79 | 22% | 8% | 3% | 6% | 5 |
| WEDNESDAY 11 04 | 1,615 | 345 | 118 | 46 | 100 | 81 | 21% | 7% | 3% | 6% | 5 |
| THURSDAY 11 05 | 1,605 | 332 | 104 | 52 | 108 | 68 | 21% | 6% | 3% | 7% | 4 |
| FRIDAY 11 06 | 1,648 | 364 | 135 | 55 | 106 | 68 | 22% | 8% | 3% | 6% | 4 |
| SATURDAY 11 07 | 1,149 | 261 | 82 | 44 | 79 | 56 | 23% | 7% | 4% | 7% | 5 |

* **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.