



**Muni
Service Delivery
Daily Report**

Thursday, November 12, 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) | 8 |
| Light Rail Maintenance Hold | 9 |
| Light Rail Maintenance Available | 10 |
| Light Rail Maintenance Count | 11 |
| Motor & Trolley Buses Pull Outs (chart) | 12 |
| Motor & Trolley Buses Pull Outs (details) | 13 |
| • Operators absenteeism report | 14 |



**SAN FRANCISCO MUNICIPAL RAILWAY
SERVICE DELIVERY DIVISION**

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

DAY: THURSDAY

DATE: NOV 12 2009

ATTENDANCE: 58,643

BUSES PULLED OUT: SCHEDULED 62 ACTUAL 57

PRE GAME SERVICE:

GAME STARTED @ 17:20

| BUS SERVICE | LINE | COACHES | TRIPS | PASSENGERS | |
|-------------|----------------|-----------|------------|-------------|--|
| | 86 | 4 | 25 | 560 | |
| | 87 / T SHUTTLE | 3 | 33 | 1105 | |
| | 75 X | 8 | 19 | 635 | |
| | 77 X | 8 | 26 | 1080 | |
| | 78 X | 14 | 17 | 573 | |
| | 79 X | 20 | 27 | 1735 | |
| | TOTAL | 57 | 147 | 5688 | |

| LRV SERVICE | K T LINE | NO EXTRA TRAINS | 0 | HEADWAY | PASSENGERS |
|-------------|----------|-----------------|---|---------|------------|
| | | | | | |

POST GAME SERVICE:

GAME ENDED @ 20:45

| BUS SERVICE | LINE | TRIPS | PASSENGERS |
|-------------|--------------|-----------|-------------|
| | 86 | 7 | 350 |
| | 87/T SHUTTLE | 7 | 395 |
| | 75X | 5 | 306 |
| | 77X | 14 | 955 |
| | 78X | 8 | 570 |
| | 79X | 21 | 1705 |
| | TOTAL | 62 | 4281 |

| CANCELLED COACHES | 0 |
|-------------------|---|
| | |

LOADED COMPLETED @: 22:15

| LRV SERVICE | K T LINE | NO EXTRA TRAINS | HEADWAY | PASSENGERS |
|-------------|----------|-----------------|---------|------------|
| | | | | |

| 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

Friday 11 13 2009

Morning Report

| | | | | | |
|------------------|----|---|---|---|---|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 10 | 0 | 0 | 1 | 14X=2, 9X=5, 38=3 |
| Kirkland | 7 | 0 | 1 | 0 | 19=1, 28=2, 43=2, 47=2 |
| Woods | 13 | 0 | 0 | 0 | 16X=1, 18=1, 26=1, 29=2, 30X=1,44=1, 48=1, 54=1, 71=3 |
| Potrero | 2 | 0 | 0 | 0 | 30=1, 41=1 |
| Presidio | 4 | 0 | 0 | 1 | 5=2, 3=1, 20=1 |
| Green | 7 | 0 | 0 | 0 | KT=2, L=2, M=1, S=2 |
| F line | 1 | 0 | 0 | 0 | F=1 |
| TOTAL | 44 | 0 | 1 | 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
THURSDAY 11 / 12 / 09
 Afternoon report

| | | | | | |
|------------------|-----------|----------|----------|----------|---|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 9 | 0 | 1 | 0 | 9=1 9X=4 14L=1 38=3 |
| Kirkland | 8 | 0 | 0 | 0 | 2=1 10=2 12=2 43=1 47=2 |
| Woods | 13 | 0 | 0 | 0 | 16X=2 18=1 26=2 27=1 29=2 44=1 48=1 54=3 |
| Potrero | 11 | 2 | 0 | 0 | 7=1 14=4 22=1 30=2 33=2 49=2 41=1 |
| Presidio | 2 | 7 | 0 | 0 | 1=4 3=1 21=2 31=1 45=1 |
| Metro | 7 | 0 | 1 | 0 | L=3 S=2 KT=1 M=1 |
| F line | 1 | 0 | 0 | 0 | |
| TOTAL | 51 | 9 | 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 Missed Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|---------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| THURSDAY 11/12/2009 | | | | | | | |
| Revised 6/15/09 | | | | | | | |
| Cable Car one-piece | 0 | 1 | 0.0% | 49 | 0 | 1 | 0.0% |
| Cable Car multi-piece | 0 | | 0.0% | | | | |
| Flynn one-piece | 7 | 0 | 18.4% | 154 | 11 | 0 | 7.1% |
| Flynn multi-piece | 8 | | 11.8% | | | | |
| Kirkland one-piece | 6 | 0 | 10.5% | 212 | 8 | 0 | 3.8% |
| Kirkland multi-piece | 4 | | 4.0% | | | | |
| Woods one-piece | 9 | 0 | 10.3% | 251 | 13 | 0 | 5.2% |
| Woods multi-piece | 8 | | 8.0% | | | | |
| Potrero one-piece | 5 | 0 | 7.5% | 212 | 8 | 0 | 3.8% |
| Potrero multi-piece | 6 | | 6.7% | | | | |
| Presidio one-piece | 5 | 0 | 9.6% | 174 | 7 | 0 | 4.0% |
| Presidio multi-piece | 4 | | 4.7% | | | | |
| Metro one-piece | 5 | 1 | 7.5% | 146 | 7 | 1 | 4.8% |
| Metro multi-piece | 4 | | 8.2% | | | | |
| F Line one-piece | 3 | 0 | 30.0% | 33 | 5 | 0 | 15.2% |
| F Line multi-piece | 4 | | 44.4% | | | | |
| System total | | | | 1231 | 59 | 2 | 4.8% |

Accidents

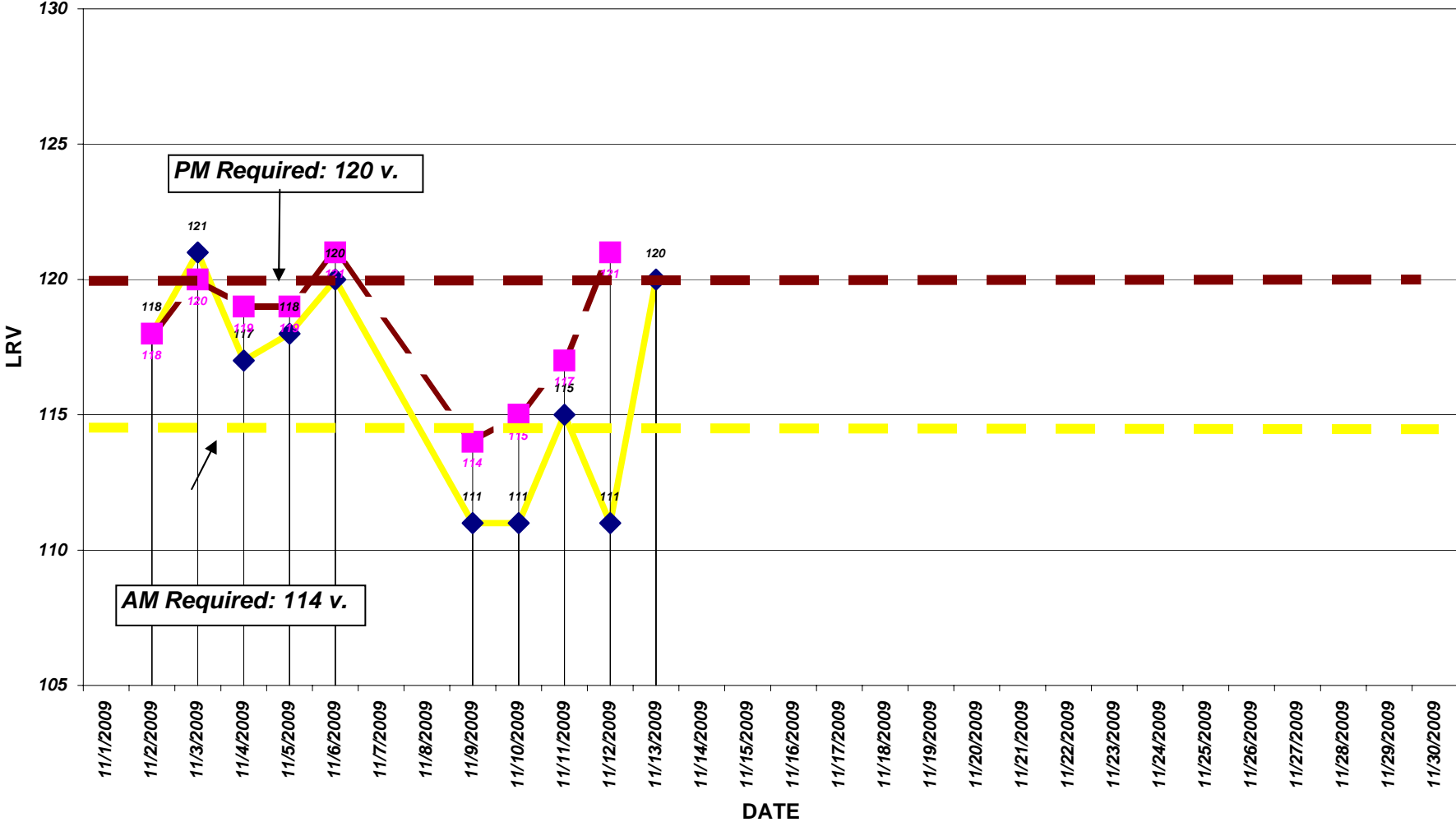
Thu Nov 12, 2009

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|------|----------------------------------|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 07:19 11/12/09 | R OPERATOR PO | 35 | 0692 | 392 | 14 | 7013 | 26TH STREET & S VAN NESS (PO) | ACCIDENT COACH/AUTO MINOR DAMAGE TO BOTH | PO | 07:19 | 08:45 | 32 |
| | | | | | | | 1077417 1C17 MORELLO,A | VEH DELAY: 01:26 | | | | |

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 |
| 09:56 11/12/09 | R OPERATOR CA | 26 | 0722 | 001 | 60 | 0009 | POWELL & MARKET (OB) | GRIP | OB | 09:56 | 10:18 | 26 |
| | | | | | | | 1077481 | SHOP TRUCK 665 CLEARED SI CABLE CAR 0009 @10:56 VEH DELAY: 01:00 LINE DELAY: 00:22 | LD | 09:56 | 10:18 | |
| 11:35 11/12/09 | R CABLE MACHINE CA | 26 | 1221 | 004 | 59 | 0021 | POWELL & CALIFORNIA (OB) | BUMPER BAR | OB | 11:35 | 12:05 | 26 |
| | | | | | | | 1077431 | INSP A. JANH, CABLE MACHINERY RESP; SHOP TRUCK 665 TOWED CAR # 21 IN. J. RANCE*, TOW SHUTTLES RUNNING FROM ON POWELL STREET. PAGE SENT OUT. SI CABLE CAR VEH DELAY: 00:30 LINE DELAY: 00:30 | LD | 11:35 | 12:05 | |

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 | 114 |
| 11/10/09 | TUESDAY | 111 | 115 |
| 11/11/09 | WEDNESDAY | 115 | 117 |
| 11/12/09 | THURSDAY | 111 | 121 |
| 11/13/09 | FRIDAY | 120 | |
| 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 13, 2009 | |
| Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

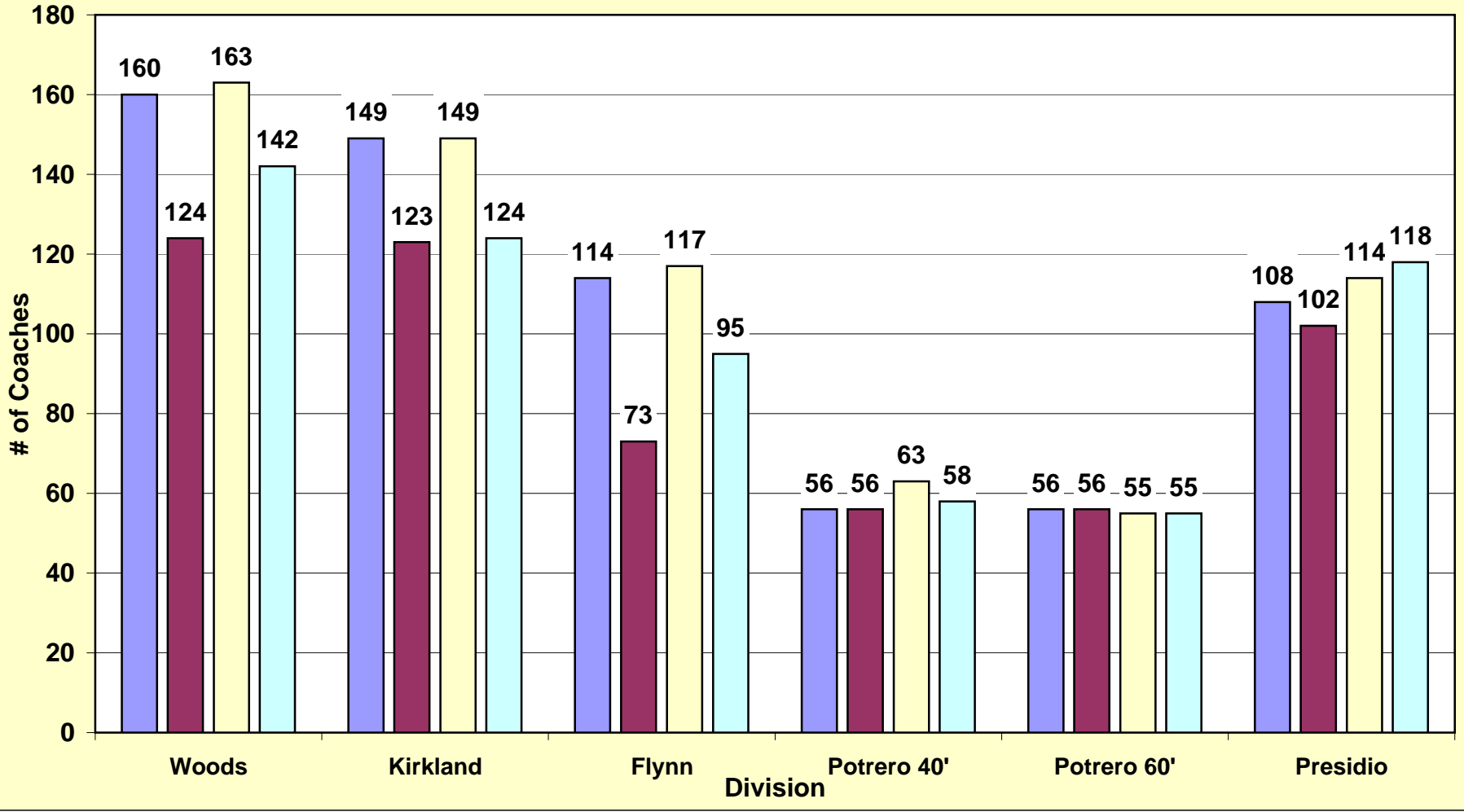
| | |
|---|---|
| AIR SUPPLY SYSTEM | 0 |
| AUTOMATIC TRAIN CONTROL SYSTEM (ATCS) | 1 |
| BRAKE SYSTEM | 1 |
| COUPLER | 0 |
| DOORS / STEPS | 1 |
| HEATING/VENTILATION/AIR CONDITIONING (HVAC) | 0 |
| LIGHT / MIRROR | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 1 |
| TRUCK NOISE/ FLAT | 6 |
| PREVENTIVE MAINTENANCE | 2 |
| SUPPORT SHOP | 0 |
| BODY/PAINT/LEAKER | 1 |
| FLEET APPEARANCE/SPECIAL EVENT | 0 |
| AWAITING PARTS | 3 |
| DESTSIGN / ELECTRICAL/ELECTRONIC | 1 |
| ACCIDENT & DERAIL | 0 |
| BREDA / VENDOR | 2 |
| ENGR / PROJECT | 4 |
| LONG TERM HOLDS | 8 |
| QUALITY ASSURANCE | 0 |

TOTAL **31**

| | LRV2/3 | PCC | Milan | Historic |
|--|---------------|------------|--------------|-----------------|
| Green Division Daily Maintenance | | | | |
| November 13, 2009 | | | | |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand (AM) | 114 | 13 | 4 | 3 |
| Maintenance Holds | 31 | 8 | 4 | 3 |
| Equipment available for service @ 7:30 a.m. | 120 | 13 | 6 | 5 |

Motor & Trolley Coaches Availability
 A.M. 11/13/09 & 11/12/09 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 | | | | | | | | | |
| 11/13/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 146 | 137 | 95 | 378 | 61 | 56 | 102 | 219 | 597 |
| Extra service | 11 | 0 | 0 | 11 | N/A | N/A | N/A | N/A | 11 |
| Scheduled maintenance | 4 | 1 | 6 | 11 | 0 | 1 | 0 | 1 | 12 |
| Campaigns / retrofits | 5 | 0 | 1 | 6 | 0 | 0 | 0 | 0 | 6 |
| Maintenance Holds | 21 | 6 | 10 | 37 | 19 | 26 | 57 | 102 | 139 |
| Awaiting parts | 4 | 0 | 0 | 4 | 3 | 5 | 28 | 36 | 40 |
| Radio | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 2 |
| Farebox | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 3 |
| Equipment available for service @ 7:45 a.m. | 160 | 149 | 114 | 423 | 56 | 56 | 108 | 211 | 634 |
| Final a.m. pull-out | 124 | 123 | 73 | 320 | 56 | 56 | 102 | 214 | 534 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 10 | 10 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 1 | 1 | 1 |
| Operator not outs | 11 | 7 | 11 | 29 | 3 | 0 | 0 | 3 | 32 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 11/12/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 143 | 122 | 101 | 366 | 59 | 58 | 118 | 235 | 601 |
| Extra service | 4 | 11 | 0 | 4 | N/A | N/A | N/A | N/A | 4 |
| Scheduled maintenance | 4 | 1 | 3 | 8 | 0 | 0 | 0 | 0 | 8 |
| Campaigns / retrofits | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 5 |
| Maintenance holds | 18 | 6 | 7 | 31 | 12 | 27 | 51 | 90 | 121 |
| Awaiting parts | 4 | 0 | 0 | 4 | 3 | 5 | 28 | 36 | 40 |
| Radio | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 2 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Equipment available for service @ 5:30 p.m. | 163 | 149 | 117 | 429 | 63 | 55 | 114 | 223 | 652 |
| Final p.m. pull-out | 142 | 124 | 95 | 361 | 58 | 55 | 118 | 231 | 592 |
| Reserve fleet usage | 14 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 14 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 1 | 1 | 1 |
| Operator not outs | 1 | 2 | 6 | 9 | 1 | 3 | 0 | 4 | 13 |

| | Schedul ed | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|---|---------------|----------------------|------------|-----------|---------------------|-------------------|----------------------|-------------|-------------|---------------------|-------------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: THURSDAY, NOVEMBER 12, 2009 | | | | | | | | | | | |
| Green | 240 | 58 | 17 | 6 | 22 | 13 | 24.2 | 7.1 | 2.5 | 9.2 | 5.4 |
| Cable Car | 134 | 25 | 3 | 4 | 14 | 4 | 18.7 | 2.2 | 3.0 | 10.4 | 3.0 |
| Potrero | 269 | 54 | 21 | 0 | 21 | 12 | 20.1 | 7.8 | 0.0 | 7.8 | 4.5 |
| Presidio | 202 | 31 | 17 | 6 | 5 | 3 | 15.3 | 8.4 | 3.0 | 2.5 | 1.5 |
| Kirkland | 252 | 47 | 12 | 8 | 20 | 7 | 18.7 | 4.8 | 3.2 | 7.9 | 2.8 |
| Woods | 297 | 57 | 9 | 11 | 21 | 16 | 19.2 | 3.0 | 3.7 | 7.1 | 5.4 |
| Flynn | 197 | 49 | 22 | 5 | 18 | 4 | 24.9 | 11.2 | 2.5 | 9.1 | 2.0 |
| Total | 1,591 | 321 | 101 | 40 | 121 | 59 | 20.2% | 6.3% | 2.5% | 7.6% | 3.7% |

Summary For The Last 7 Days

| | | | | | | | | | | | |
|-----------------|-------|-----|-----|----|-----|----|-----|----|----|----|---|
| 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 |
| SUNDAY 11 08 | 1,086 | 243 | 80 | 35 | 78 | 50 | 22% | 7% | 3% | 7% | 5 |
| MONDAY 11 09 | 1,645 | 337 | 121 | 41 | 105 | 70 | 21% | 7% | 2% | 6% | 4 |
| TUESDAY 11 10 | 1,607 | 305 | 91 | 32 | 106 | 76 | 19% | 6% | 2% | 7% | 5 |
| WEDNESDAY 11 11 | 1,496 | 229 | 85 | 28 | 61 | 55 | 15% | 6% | 2% | 4% | 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.