



**Muni  
Service Delivery  
Daily Report**

Monday, November 16, 2009





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<b>Not-Outs: No Operators</b>	<b>Not-Outs: No Equipment</b>	<b>Late Pull- outs: No Operators</b>	<b>Late Pull- outs: No Equipment</b>	<b>Lines affected</b>
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**Runs Not Out and Late Out for Rush Hours**

11 17 09 Tuesday

Morning Report

<b>Cable Car</b>	0	0	0	0	
<b>Flynn</b>	5	0	0	0	38=3, 9x=1, 14x=1
<b>Kirkland</b>	10	0	0	0	2=1, 10=1, 12=1, 28=4, 43=2, 47=1
<b>Woods</b>	13	0	0	0	16x=4, 23=1, 30x=1 36=1, 44=1, 48=1 54=1, 71=2, 29=1
<b>Potrero</b>	6	0	0	0	7=1, 22=1, 24=1, 0=1, 41=1, 49=1
<b>Presidio</b>	2	0	0	0	21=1, 30=1
<b>Green</b>	1	0	0	0	kt=1
<b>F line</b>	0	0	0	0	
<b>TOTAL</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	

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

<b>Not-Outs: No Operators</b>	<b>Not-Outs: No Equipment</b>	<b>Late Pull-outs: No Operators</b>	<b>Late Pull-outs: No Equipment</b>	<b>Afected lines</b>
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**Runs Not Out and Late Out for Rush Hours**  
**MONDAY 11 / 16 / 09**  
 Afternoon report

<b>Cable Car</b>	0	0	0	0	
<b>Flynn</b>	11	0	1	0	9=3 9X=3 38=4 1X=1
<b>Kirkland</b>	11	0	0	0	2=2 1X=1 10=1 12=2 19=1 28=1 43=2 47=1
<b>Woods</b>	7	0	1	0	18=1 23=2 29=1 27=1 71=1 94=1
<b>Potrero</b>	13	0	0	0	6=1 7=2 22=4 30=1 33=1 49=4
<b>Presidio</b>	4	0	0	0	1=1 5=1 21=1 31=1
<b>Metro</b>	3	0	0	1	N=1 S=1 M=1
<b>F line</b>	0	0	0	0	
<b>TOTAL</b>	<b>49</b>	<b>0</b>	<b>2</b>	<b>1</b>	

**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 %
<b>Missed Service By Division Due To No Regular Day Off (RDO)</b>							
MONDAY 11/16/2009							
Revised 6/15/09							
<b>Cable Car one-piece</b>	0	2	0.0%	49	0	2	0.0%
<b>Cable Car multi-piece</b>	0		0.0%				
<b>Flynn one-piece</b>	8	0	21.1%	154	12	0	7.8%
<b>Flynn multi-piece</b>	8		11.8%				
<b>Kirkland one-piece</b>	6	0	10.5%	212	8	0	3.8%
<b>Kirkland multi-piece</b>	4		4.0%				
<b>Woods one-piece</b>	6	0	6.9%	251	10	0	4.0%
<b>Woods multi-piece</b>	8		8.0%				
<b>Potrero one-piece</b>	7	0	10.4%	212	10	0	4.7%
<b>Potrero multi-piece</b>	6		6.7%				
<b>Presidio one-piece</b>	4	0	7.7%	174	6	0	3.4%
<b>Presidio multi-piece</b>	4		4.7%				
<b>Metro one-piece</b>	3	8	4.5%	146	4	8	2.7%
<b>Metro multi-piece</b>	2		4.1%				
<b>F Line one-piece</b>	1	2	10.0%	33	2	2	6.1%
<b>F Line multi-piece</b>	2		22.2%				
<b>System total</b>				<b>1231</b>	<b>52</b>	<b>12</b>	<b>4.2%</b>

# Accidents

Mon Nov 16, 2009

TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
07:01 11/16/09	R OPERATOR PR	17	7	002	31	5590	MARKET & STEUART (OB)	PEDESTRIAN KICKED FRONT DOOR^S LOWER WINDOW, BRAKING WINDOW.	OB	06:58	07:21	26
				<b>1077827</b>		INSP P JONES CLEARED SI PRESIDIO 5493 @09:36 VEH DELAY: 02:38						
07:25 11/16/09	R OPERATOR CA	17	5	15	61	50	JACKSON & MASON (OB)	SLOT BLADE DUE TO A JUMP WELD, NO INJURIES.	OB	07:25	08:02	17
				<b>1078038</b>		INSP C ALLEN, MGR K YORK*, MGR J RANCE* (MESSAGE ONLY), CABLE MACHINERY, CABLE SHOP TRUCK 665, SYSTEM SAFETY*, ONE SHUTTLE UTILIZED. SI CABLE CAR 50 @09:17 VEH DELAY: 01:52						
11:11 11/16/09	R INSPECTOR CLA WO	39	6	12	44	8158	MENDELL & EVANS (IB)	VEHICLE ACCIDENT, COACH AND AUTO.	IB	11:11	11:44	32
				<b>1078027</b>		INSPECTOR CLARK, J. RESPONDED, NO 799. MINOR DAMAGE TO COACH, RIGHT LOWER PANEL BEHIND REAR TIRE. SYSTEM SAFETY* VEH DELAY: 00:33						
16:07 11/16/09	R OPERATOR WO	26		138	16X	8159	EDDY & CYRIL MAGNIN (PO)	ACCIDENT, COACH/AUTO, MINOR, NO INJURIES	PO	16:07	17:03	14
				<b>1078102</b>		INSP. B. LIANG CLEARED. NO OP 799. VIDEO* VEH DELAY: 00:56						
17:35 11/16/09	R OPERATOR FL	26		487	9X	6299	STOCKTON & SUTTER (OB)	ACCIDENT COACH & AUTO	OB	17:35	18:45	39
				<b>1078093</b>		INSP B. LIANG, SYSTEM SAFETY*, VIDEO*, NO DAMAGE TO COACH (RIGHT REAR BUMPER OF COACH), NO 799, AID REFUSED VEH DELAY: 01:10						
19:54 11/16/09	T FLYNN DISPATC FL	26	6	501	1X	6277	GOUGH & MARKET (PO)	ALLEGED ACCIDENT COACH & AUTO	PO	19:40	21:02	39
				<b>1078131</b>		INSP L. WILSON, BOTH PARTIES AT FLYNN DIVISION FOR INTERVIEW, NO DAMAGE TO COACH OR AUTO, NO 799, NO INJURY VEH DELAY: 01:22						

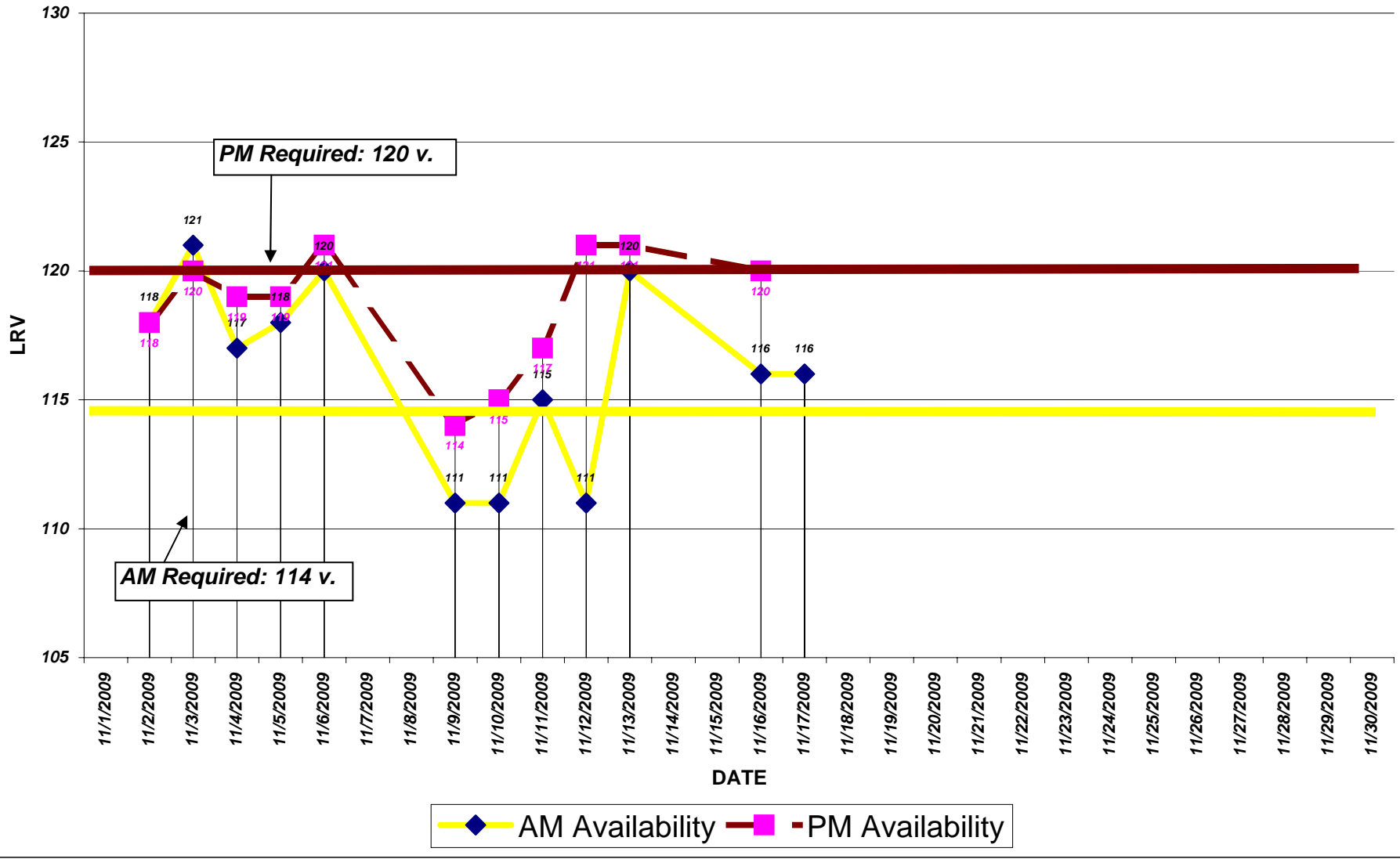
## Line Delays $\geq$ 20 Minutes

TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
04:40 11/16/09	R OPERATOR ME	86	0	2	N	1456	MMT & NEAR POCKET (IB)	OVERHEAD WIRES DOWN ROLLOING DELAY	IB LD	04:40 04:40	04:44 15:02	20
							1078041	[LRV2=1518]SENIOR STAFF & SAFETY*, D. HILL*, 311*, SYSTEM SAFETY*, T. LIPPS*, MGR S BRITT*, MGR G WILLIAMS, MGR T JULIAN, STATION AGENTS*, STATION OPS 4-C-90*, INSP CONTRERAS*, INSP DEBONO*, ISNP CASTRO*, INSP DIAL*, MRU 4-S-23*, MRU 4-S-26*, LINE DEPT, 820, LINE DEPT 818 ON STAND-BY. SS/STAFF*.OH # 859.311,KENNEDY,FRANK A.JUDSONJ.KELLY,PACO*. VEH DELAY: 00:04 LINE DELAY: 10:22				
10:16 11/16/09	R OPERATOR CA	26	8	18	60	11	WASHINTON BETWEEN LEAVENWORTH & JONES (IB)	TAXI CAB BLOCKING ( LEFT KEYS INSIDE VEHICLE )	IB LD	10:16 10:16	10:58 10:58	17
							1077992	INSP C ALLEN, MGR J RANCE*, PAGED 1031, ONE SHUTTLE UTILIZED VEH DELAY: 00:42 LINE DELAY: 00:42				
11:07 11/16/09	T SFWD	1			6/71		HAIGHT & LAGUNA (IB,OB)	NON MUNI ACCIDENT BLOCKING.	IB LD	11:07 11:07	12:54	32
							1078033	INSPECTOR JONES, P., SFFD RESPONDED, MANAGER ESPINOZA*, REROUTE 6 / 71 LINE IB HAIGHT AND BUCHANAN, L-BUCHANAN, R-PAGE, THEN REGULAR ROUTE. REROUTE 71 LINE OB. MARKET AND PAGE, R-PAGE, L-BUCHANAN, R-HAIGHT, REGULAR ROUTE. REROUTE 6 LINE OB. MARKET AND HAYES, R-HAYES, L-BUCHANAN, R-HAIGHT, REGULAR ROUTE. LINE DELAY: 01:47				

TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
11:14 11/16/09	R INSP CADELINA ME	1	3	17	J	1471	EMBARCADERO & FOLSOM (OB)	HELD FOR OVER HEAD LINE DEPT	OB LD	11:14 11:41	11:25 12:05	20
							1078045	USED TO SWEEP, INSP CADELINA CLEARED VEH DELAY: 00:11 LINE DELAY: 00:24				
12:03 11/16/09	R OPERATOR CA	17	2	1	60	9	HYDE & JACKSON (IB)	LINE BLOCKED AT WASHINTON BETWEEN LEAVENWORTH AND JONES BY DISABLE TAXI, SEE TAG # 1077992	IB LD	10:23 10:23	10:58 10:58	17
							1077993	INSP C ALLEN, MGR J RANCE*, PAGED @ 1031 VEH DELAY: 00:35 LINE DELAY: 00:35				
17:56 11/16/09	T CABLE MACHINE CA	38		32	60	13	POWELL LINE (IB,OB)	POWELL LINE DOWN- (STRAND ALARM) NO COMPUTER SIGNAL TO ISOLATE PROBLEM LOCATION.	IB LD	17:56 17:56	19:41 19:24	38
							1078121	8M8-Y. KWAN*; 8M1-J.RANCE*; J. TRUE*; 311 CALL CENTER, INSP. D. FONG; CABLE SHOP TRUCK 665; 1ST PAGE: 1827 HRS.-FINAL PAGE: 8154 HRS. , INTERMITTENT ALARMS CAUSING POWELL LINE CABLE TO BE SHUT-DOWN INTERMITTENTLY; SHUTTLE COACHES FROM ELLIS & POWELL O/B; I/B WASHINGTON & POWELL DEPLOYED; 59 & 60 LINE CARS SWITCHING I/B TO O/B AT WASHINGTON & POWELL; PROBLEM WAS DETERMINED TO BE A BAD GRIP ON RUN 32/60/13 TRIPPING STRAND ALARM #260 O/B AT POWELL & GEARY. CABLE SHOP TRUCK 665 TOWED CAR #13 BACK TO CABLE SHOP FOR NEW GRIP. SI CABLE CAR 3 @20:05 VEH DELAY: 02:09 LINE DELAY: 01:28				



# LIGHT RAIL VEHICLES AM/PM Required & Availability



Date	Day of week	A.M.	P.M.
<b>Light Rail Vehicles (LRVs) Availability - Peak</b>			
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	121
11/16/09	MONDAY	116	120
11/17/09	TUESDAY	116	
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		

	<b>Maintenance Holds</b>
<b>Green Division</b>	
<b>Daily Maintenance Morning Status Report</b>	
<b>November 17, 2009</b>	
Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m.	

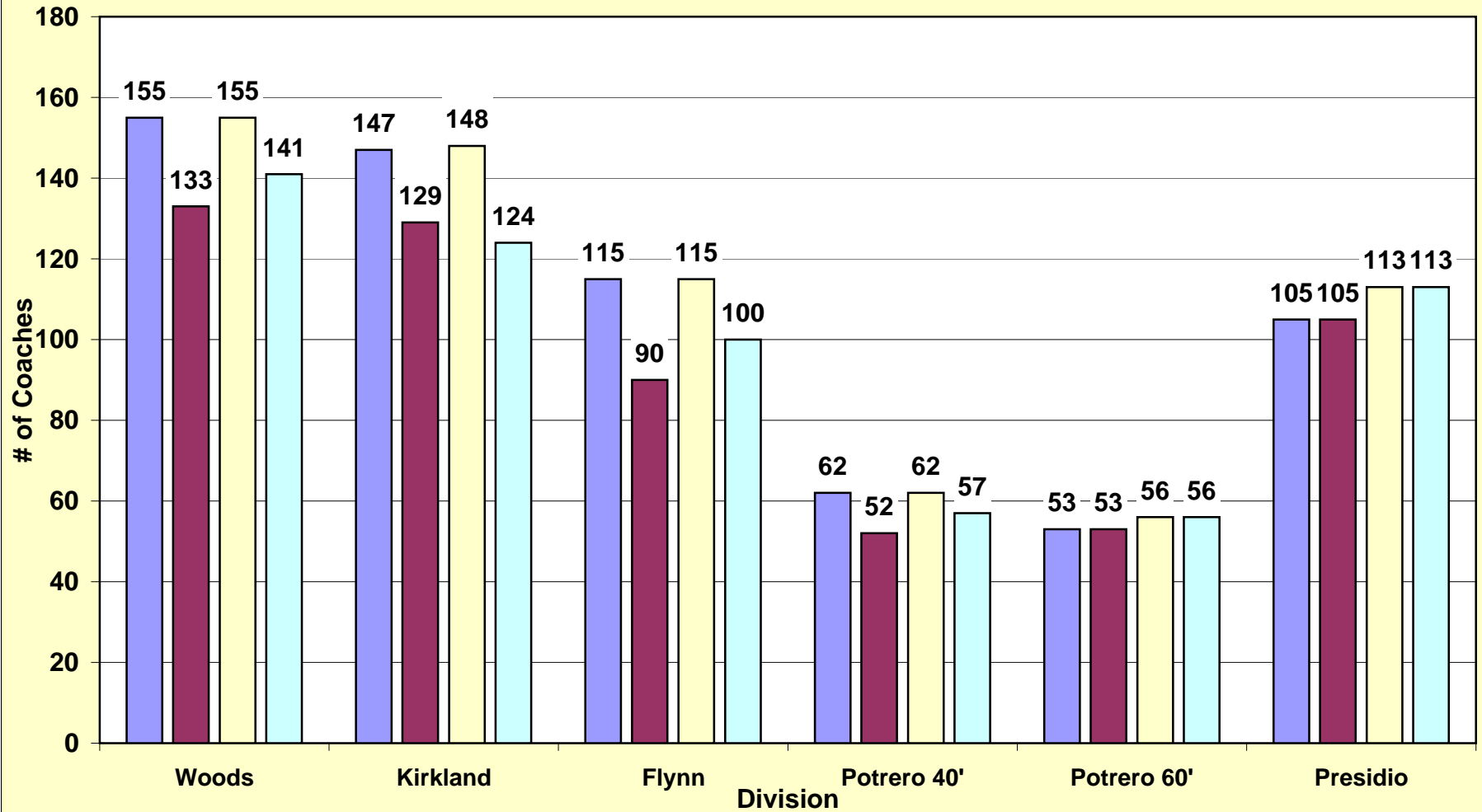
AIR SUPPLY SYSTEM	0
AUTOMATIC TRAIN CONTROL SYSTEM (ATCS)	1
BRAKE SYSTEM	3
COUPLER	0
DOORS / STEPS	2
HEATING/VENTILATION/AIR CONDITIONING (HVAC)	0
LIGHT / MIRROR	0
PANTOGRAPHS	0
PROPULSION	1
TRUCK NOISE/ FLAT	3
PREVENTIVE MAINTENANCE	3
SUPPORT SHOP	0
BODY/PAINT/LEAKER	3
FLEET APPEARANCE/SPECIAL EVENT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

**TOTAL** **35**

	LRV2/3	PCC	Milan	Historic
<b>Green Division Daily Maintenance</b>				
<b>November 17, 2009</b>				
Morning Status Report @ 7:30 a.m.				
<b>Fleet size</b>	151	21	10	8
<b>Present demand (AM)</b>	114	13	4	3
<b>Maintenance Holds</b>	<b>35</b>	<b>9</b>	<b>4</b>	<b>4</b>
<b>Equipment available for service @ 7:30 a.m.</b>	<b>116</b>	<b>12</b>	<b>6</b>	<b>4</b>

**Motor & Trolley Coaches Availability**  
 A.M. 11/17/09 & 11/16/09 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</b>									
<b>11/17/09</b>									
Fleet size	181	155	124	460	75	73	165	313	773
Present demand	146	137	95	378	56	56	102	214	592
Extra service	12	0	0	12	N/A	N/A	N/A	N/A	12
Scheduled maintenance	4	1	5	10	0	1	2	3	13
Campaigns / retrofits	5	0	2	7	0	0	0	0	7
Maintenance Holds	26	8	9	43	13	29	60	102	145
Awaiting parts	4	0	0	4	3	5	28	36	40
Radio	0	0	0	0	0	0	3	3	3
Farebox	1	0	0	1	0	0	0	0	1
Equipment available for service @ 7:45 a.m.	155	147	115	417	62	53	105	211	628
Final a.m. pull-out	133	129	90	352	52	53	105	210	562
Reserve fleet usage	0	0	0	0	0	9	0	9	9
Trolley hot body defects	N/A	N/A	N/A	N/A	0	1	2	3	3
Operator not outs	13	8	5	26	4	3	1	8	34
<b>Afternoon (p.m.) availability</b>									
<b>11/16/09</b>									
Fleet size	181	155	124	460	75	73	165	313	773
Present demand	143	126	101	370	59	58	118	235	605
Extra service	5	0	0	5	N/A	N/A	N/A	N/A	5
Scheduled maintenance	4	1	4	9	0	0	0	0	9
Campaigns / retrofits	5	0	0	5	0	0	0	0	5
Maintenance holds	26	7	9	42	13	31	52	96	138
Awaiting parts	4	0	0	4	3	5	28	36	40
Radio	0	0	0	0	0	1	0	1	1
Farebox	0	0	0	0	0	0	0	0	0
Equipment available for service @ 5:30 p.m.	155	148	115	418	62	56	113	217	635
Final p.m. pull-out	141	124	100	365	57	56	113	226	591
Reserve fleet usage	5	0	0	5	0	14	0	14	19
Trolley hot body defects	N/A	N/A	N/A	N/A	0	1	1	2	2
Operator not outs	2	2	1	5	2	2	5	9	14

	Schedul ed	Total Unavailable	Sick	Vacation	Unplanned Leave*	Other Reasons+	Total Unavailable	Sick	Vacation	Unplanned Leave*	Other Reasons+
<b>Full-Time Operators Absenteeism</b>											
<b>Day: MONDAY, NOVEMBER 16, 2009</b>											
Green	244	64	21	10	19	14	26.2	8.6	4.1	7.8	5.7
Cable Car	143	33	11	1	14	7	23.1	7.7	0.7	9.8	4.9
Potrero	273	65	29	3	23	10	23.8	10.6	1.1	8.4	3.7
Presidio	207	36	16	9	5	6	17.4	7.7	4.3	2.4	2.9
Kirkland	244	64	21	10	19	14	26.2	8.6	4.1	7.8	5.7
Woods	298	52	14	8	21	9	17.4	4.7	2.7	7.0	3.0
Flynn	191	49	15	5	20	9	25.7	7.9	2.6	10.5	4.7
<b>Total</b>	<b>1,600</b>	<b>363</b>	<b>127</b>	<b>46</b>	<b>121</b>	<b>69</b>	<b>22.7%</b>	<b>7.9%</b>	<b>2.9%</b>	<b>7.6%</b>	<b>4.3%</b>

**Summary For The Last 7 Days**

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
THURSDAY 11 12	1,591	321	101	40	121	59	20%	6%	3%	8%	4
FRIDAY 11 13	1,634	374	150	46	108	70	23%	9%	3%	7%	4
SATURDAY 11 14	1,134	294	114	40	80	60	26%	10%	4%	7%	5
SUNDAY 11 15	1,079	278	104	33	84	57	26%	10%	3%	8%	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.