

Edwin M. Lee | Mayor  
 Tom Nolan | Chairman  
 Jerry Lee | Vice-Chairman  
 Leona Bridges | Director  
 Cheryl Brinkman | Director  
 Malcolm Heinicke | Director  
 Bruce Oka | Director  
 Joel Ramos | Director  
 Edward O. Reiskin | Director of Transportation

**DAILY SERVICE DELIVERY OVERVIEW**

**THURSDAY, SEPTEMBER 01, 2011**

**1. RUNS PULLED OUT- IN SERVICE**

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			AM	PM	
<b>SYSTEM WIDE</b>	1,186	97.4%	13	18	72

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	122	7%
<b>F LINE</b>	20	22	10%
<b>CABLE CAR</b>	27	28	4%
<b>WOODS</b>	151	190	26%
<b>KIRKLAND</b>	111	127	14%
<b>FLYNN</b>	103	107	4%
<b>POTRERO 40'</b>	44	60	36%
<b>POTRERO 60'</b>	47	35	-26%
<b>PRESIDIO</b>	105	130	24%
<b>TOTAL</b>	722	821	14%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	107	13	5	6	2	0
Flynn	196	41	17	9	12	3
Green	186	40	17	12	9	2
Kirkland	210	50	17	11	20	2
Potrero	230	52	30	7	13	2
Presidio	182	23	7	9	7	0
Woods	343	71	29	15	20	7
<b>TOTAL</b>	<b>1,454</b>	<b>290</b>	<b>122</b>	<b>69</b>	<b>83</b>	<b>16</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
9:57	373	14	MISSION & MURRAY (IB)	ACCIDENT COACH/ TRUCK, NO INJURY	9:57	10:47
9/1/2011	1189371	INSP E IRBY CLEARED, S/S*, VIDEO*, CLAIM 6A40*, NO 799 Veh delay: 00:50				
10:35	406	38	MARKET & SANSOME (IB)	ALLEGED ACCIDENT COACH & BICYLIST	9:45	
9/1/2011	1189352	OPERATOR TO BE INTERVIEWED AT HOWARD & MAIN.				
10:41	406	38	HOWARD & MAIN (OB)	INTERVIEW FOR ALLEGED ACCIDENT AT MARKET & SANSOME,	11:37	11:57

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
				SEE TAG 1189352.		
9/1/2011	1189373		INSP A LEDBETTER INTERVIEWED OPERATOR. 311 SERVICE #952597. NO 799. COACH WAS SENT BACK IN SERVICE. VIDEO*. CLAIMS 6A40*. SYSTEM SAFETY*. Veh delay: 00:20			
14:48	355	49	VAN NESS & PACIFIC (OB)	NON INJURY MUNI ACCIDENT, COACH / AUTO, HIT & RUN.	14:48	15:02
9/1/2011	1189410		INSP BROWN L, S/S*, VIDEO*, CLAIMS #6A45*. Veh delay: 00:14			
15:15	335	49	VAN NESS & SACRAMENTO (OB)	ACCIDENT COACH/ AUTO (HIT AND RUN), NO INJURY	15:15	15:36
9/1/2011	1189360		INSP L BROWN CLEARED, S/S*. VIDEO*, CLAIM 6A45* Veh delay: 00:21			
15:49	480	38L	GEARY & POWELL (OB)	ALLEGE ACCIDENT COACH/ BICYCLIST	15:49	
9/1/2011	1189427		INTERVIEW AT TERMINAL, S/S*, VIDEO*, CLAIM 6A45*			
20:02	110	KT	3RD ST & 19TH ST (SB)	LRV/AUTO ACCIDENT (MINOR)	20:02	20:12
9/1/2011	1189503		SENIOR STAFF/SYSTEM SAFETY; MRU 4S30 & INSP M MCGEHEE RESPONDED AND CLEARED. LSGP/ADGP. NO DAMAGE TO LRV, MINOR DAMAGE TO OTHER VEHICLE. MOTORIST ATTEMPTED A LEFT TURN IN FRONT OF A LRV. NO INJURIES. CLAIMS 6A49* VIDEO PULLED, Veh delay: 00:10 Line delay: 00:10		20:02	20:12

## Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
21:17	42	60	HYDE & UNION (IB)	HYDE LINE OUT OF SERVICE	21:17	22:46
9/1/2011	1189473		INSP A. BEMNET* C/S TRK 665 RESP TOW CAR INTO BARN BLUE LIGHT DEPLOYED 2215HRS/2222HRS 311* SENIOR MGR PAGED Veh delay: 01:29 Line delay: 04:13		21:17	1:30
21:17	37	60	JACKSON & POWELL (OB)	PUSH	21:17	21:32
9/1/2011	1189474		INSP A. BEMNET* C/S TRK 665 RESP HYDE LINE OUT OF SERVICE Veh delay: 00:15 Line delay: 04:13		21:17	1:30
23:01	45	60	HYDE & BEACH (IB)	HYDE LINE OUT OF SERVICE	23:01	23:35
9/1/2011	1189525		INSP A. BEMNET* C/S 655 TRK TOW CAR TO BARN BLUE LIGHT DEPLOYED 2301HRS-2311HRS, POWELL LINE OUT OF SERVICE 311* SENIOR MGR PAGED SI CABLE CAR N/R Veh delay: 00:34 Line delay: 04:13		21:17	1:30
23:11	30	60	JACKSON & POWELL (PI)	NEED PUSH HYDE LINE OUT OF SERVICE	23:11	
9/1/2011	1189475		INSP A. BEMNET* C/S TRK 665 RESP SENIOR MGRS PAGED Line delay: 04:13		21:17	1:30

## ***N Express***

- 1,397 total daily ridership
- 790 riders in the morning
- 607 afternoon riders

## **Vehicle Availability**

<b>Nx EXPRESS</b>	<b>SCHEDULED DEMAND</b>	<b>AVAILABLE</b>	<b>SPARE RATIO</b>
<b>Morning</b>	<b>9</b>	<b>9</b>	<b>0%</b>
<b>Afternoon</b>	<b>8</b>	<b>12</b>	<b>50%</b>