

**DAILY SERVICE DELIVERY OVERVIEW**

**FRIDAY, DECEMBER 2, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN AM	PM	WORKED ON DAY OFF
<b>SYSTEM WIDE</b>	<b>1,199</b>	<b>97.4%</b>	<b>7</b>	<b>24</b>	<b>45</b>

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	<b>114</b>	<b>112</b>	<b>-2%</b>
<b>F LINE</b>	<b>20</b>	<b>21</b>	<b>5%</b>
<b>CABLE CAR</b>	<b>27</b>	<b>30</b>	<b>11%</b>
<b>WOODS</b>	<b>151</b>	<b>196</b>	<b>30%</b>
<b>KIRKLAND</b>	<b>111</b>	<b>126</b>	<b>14%</b>
<b>FLYNN</b>	<b>103</b>	<b>108</b>	<b>5%</b>
<b>POTRERO 40'</b>	<b>44</b>	<b>68</b>	<b>55%</b>
<b>POTRERO 60'</b>	<b>47</b>	<b>38</b>	<b>-19%</b>
<b>PRESIDIO</b>	<b>105</b>	<b>128</b>	<b>22%</b>
<b>TOTAL</b>	<b>722</b>	<b>827</b>	<b>15%</b>

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
<b>Cable Car</b>	<b>112</b>	<b>12</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>1</b>
<b>Flynn</b>	<b>198</b>	<b>28</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>0</b>
<b>Green</b>	<b>198</b>	<b>34</b>	<b>8</b>	<b>17</b>	<b>8</b>	<b>1</b>
<b>Kirkland</b>	<b>209</b>	<b>36</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>0</b>
<b>Potrero</b>	<b>224</b>	<b>44</b>	<b>17</b>	<b>14</b>	<b>9</b>	<b>4</b>
<b>Presidio</b>	<b>178</b>	<b>35</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>4</b>
<b>Woods</b>	<b>340</b>	<b>69</b>	<b>32</b>	<b>11</b>	<b>24</b>	<b>2</b>
<b>TOTAL</b>	<b>1,459</b>	<b>258</b>	<b>85</b>	<b>81</b>	<b>80</b>	<b>12</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
08:08 12/02/11	486	38	OFARRELL & VAN NESS (IB)	ACCIDENT COACH & TRUCK (HIT & RUN)	08:08	
		<b>1205330</b>	OPERATOR CLEARED, SEE INTERVIEW TAG #1205331			
08:08 12/02/11	486	38	TRANSBAY TERMINAL (OB)	INTERVIEW ACCIDENT	08:27	08:48
		<b>1205331</b>	INSP Y. CHAN, SYSTEM SAFETY*, VIDEO*, 6A40*, MINOR DAMAGE TO LEFT MIRROR VEH DELAY: 00:21			

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
08:31 12/02/11	305	22	16TH STREET & FOLDSOM (IB)	ALLEGED ACCIDENT (COACH / AUTO)	08:31	
			<b>1205178</b>	OPERATOR WILL BE INTERVIEW.		
08:31 12/02/11	305	22	16TH STREET & DOLORES (IB)	OPERATOR INTERVIEW (ALLEGED ACCIDENT)	08:31	09:16
			<b>1205320</b>	INSP WILSON, L ( 1T63) INTERVIEWED OPERATOR, NO DAMAGE TO COACH. NO 799. SYSTEM SAFETY*, VIDEO*, CLAIMS 6A40*. SEE TAG # 1205178 VEH DELAY: <b>00:45</b>		
14:08 12/02/11	433	8X	PHELAN LOOP (IB)	ALLEGED COACH / AUTO ACCIDENT - NO INJURIES, COACH ALLEGEDLY CLIPPED AUTO ON OCEAN AVENUE	14:08	
			<b>1205406</b>	INSPECTOR B. HENDERSON CLEARED, SYSTEM SAFETY*, VIDEO*, CLAIMS (6A40)*, DRIVER OF AUTO LEFT SCENE BEFORE ASSISTANCE ARRIVED AND DID NOT EXCHANGE INFORMATION WITH DRIVER OF COACH, NO DAMAGE TO COACH, NO 799		
15:00 12/02/11			7TH STREET & MISSION (IB,OB)	R,T: OCCUPY SAN FRANCISCO PROTEST MARCH FROM FEDERAL BUILDING TO JUSTIN HERMANN PLAZA	15:00	19:26
			<b>1205474</b>	SFPD RESPONDED AND CLEARED, INSPECTOR J. FLORES RESPONDED, INSPECTOR E. TUCKER RESPONDED, ROLLING DELAYS AFFECTED SERVICE, NO REROUTES, LINE ADJUSTMENT WERE MADE TO RELIEVE CONGESTION BY INSPECTORS ON THE SCENE VEH DELAY: <b>04:26</b>		

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
19:38 12/02/11	132	3	SUTTER BETWEEN STOCKTON & SUTTER (OB)	COACH / SUV (TAXI) ACCIDENT - NO INJURIES	19:38	20:35
		1205481	INSPECTOR E. DENNIS CLEARED, CLAIMS (6A50)*, SYSTEM SAFETY*, VIDEO*, MINOR DAMAGE TO COACH, MINOR DAMAGE TO SUV (TAXI), NO 799 VEH DELAY: 00:57			

### Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
14:41 12/02/11		ALL	EMBARCADERO STATION (IB)	AXLE COUNTER BLOCKS ^EN & MD^ DISTURBED	14:41 14:14	14:46
		1205408	RESET & CLEARED BLOCKS WITH NCT & CCT MODE TRAINS, SIGNAL CREW #501*. LINE DELAY: 00:32			
14:45 12/02/11			POWELL LINE (IB,OB)	OCCUPY SAN FRANCISCO PROTEST	14:45 14:45	19:00 19:00
		1205471	INSP. KWONG (8T54A) WAS NOTIFIED TO START SWITCHING BACK THE CARS AROUND THE HORN AT 1500 HRS. PRIOR TO THE PROTEST, CENTRAL CONTROL SECURED (2) SHUTTLES TO SHUTTLE FROM POWELL AND WASHINGTON STREETS, MGR. CASTILLO (4M2)*, ABOUT 500 PROTESTORS IMPEDING.. D. PUGLISI*, D. BANBURY (8M8)*, 311*, INSP. GARNICA (8T54B) REPORTED FOR WORK AND MADE SOME CALLS AND RESTORED SERVICE BACK TO REGULAR ROUTE, AND ASKED THAT THE SHUTTLES BE SENT BACK TO THIER LINES. VEH DELAY: 04:15 LINE DELAY: 04:15			
15:14 12/02/11	71	J	DUBOCE PORTAL (IB)	ATCS - TIMED OUT IN MOTION	15:12 16:10	15:16 16:42
		1205399	SENT IN FOR DATA DUMP OPERATOR CLEARED SI GREEN 1536 @16:42 VEH DELAY: 01:30 LINE DELAY: 00:32			

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
16:00 12/02/11		F	MARKET ST & 7TH ST BETWEEN MARKET ST & STUART ST (IB,OB)	OCCUPY SF BLOCKING	16:00 16:10	18:00
		1205484	F-LINE SWITCH BACK MARKET ST/11TH ST & FERRY LOOP, MGR J CASTILLO & INSP J CAVEZ ASSISTED, MOTOR COACH RUNS/SHUTTLES ON F-LINE CONTINUED THROUGH AFFECTED AREA TO PROVIDE BUS BRIDGE SERVICE. LINE DELAY: 01:50			
16:58 12/02/11	174	F	17TH & CASTRO (IB)	OPERATOR PERSONAL NECESSITY	16:58 16:58	17:19 17:19
		1205466	OPERATOR CLEARED	VEH DELAY: 00:21 LINE DELAY: 00:21		
19:56 12/02/11	47	61	VAN NESS AVE & CALIFORNIA STREET (IB)	TRAFFIC	19:56 18:56	20:11 20:11
		1205478	INSP. GARNICA (8T54)*	VEH DELAY: 00:15 LINE DELAY: 01:15		

### 5. NX Bus Express

Ridership	Counts
<b>Morning</b>	<b>649</b>
<b>Afternoon</b>	<b>564</b>
<b>TOTAL</b>	<b>1,213</b>

Vehicle Availability	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>Morning</b>	<b>9</b>	<b>9</b>	<b>0%</b>
<b>Afternoon</b>	<b>8</b>	<b>14</b>	<b>75%</b>