

## DAILY SERVICE DELIVERY OVERVIEW

### THURSDAY, JUNE 9, 2011

#### 1. RUNS PULLED OUT- IN SERVICE:

|                    | SCHEDULED | % PULLED OUT IN SERVICE | OPEN RUNS |           | RUNS WORKED AT OVER TIME |
|--------------------|-----------|-------------------------|-----------|-----------|--------------------------|
|                    |           |                         | <u>AM</u> | <u>PM</u> |                          |
| <b>SYSTEM WIDE</b> | 1174      | 96.5%                   | 19        | 22        | 59                       |

#### 2. VEHICLES AVAILABILITY

|                    | SCHEDULED | AVAILABLE | SPARE RATIO |
|--------------------|-----------|-----------|-------------|
| <b>LRV</b>         | 114       | 110       | -4%         |
| <b>F-LINE</b>      | 20        | 25        | 25%         |
| <b>CABLE CAR</b>   | 26        | 30        | 15%         |
| <b>WOODS</b>       | 140       | 182       | 30%         |
| <b>KIRKLAND</b>    | 111       | 127       | 14%         |
| <b>FLYNN</b>       | 103       | 108       | 5%          |
| <b>POTRERO 40'</b> | 49        | 57        | 16%         |
| <b>POTRERO 60'</b> | 53        | 34        | -36%        |
| <b>PRESIDIO</b>    | 103       | 126       | 22%         |
| <b>TOTAL:</b>      | 719       | 799       | 11%         |

### 3. OPERATORS' ABSENTEEISM:

|                  | Scheduled WF | Total Unavailable | Sick      | Vacation  | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| <b>Green</b>     | 198          | 40                | 9         | 9         | 9               | 13            |
| <b>Cable Car</b> | 120          | 28                | 7         | 3         | 11              | 7             |
| <b>Potrero</b>   | 233          | 60                | 16        | 5         | 27              | 12            |
| <b>Presidio</b>  | 194          | 37                | 8         | 5         | 11              | 13            |
| <b>Kirkland</b>  | 222          | 56                | 8         | 10        | 20              | 18            |
| <b>Woods</b>     | 347          | 62                | 13        | 7         | 23              | 19            |
| <b>Flynn</b>     | 207          | 51                | 10        | 11        | 17              | 13            |
| <b>TOTAL:</b>    | <b>1,521</b> | <b>334</b>        | <b>71</b> | <b>50</b> | <b>118</b>      | <b>95</b>     |

### 1. ACCIDENTS & DELAYS > 20 MINUTES:

#### ACCIDENTS

| TIME DATE         | CALL FROM DIVISION | To CC       | OP# | RUN  | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY  |       |       |       |    |
|-------------------|--------------------|-------------|-----|------|------|-----|----------|-----------------------------------|--|-------|-------|-------|----|
|                   |                    |             |     |      |      |     |          |                                   | DI   | START | END   | CC    |    |
| 08:08<br>06/09/11 | R                  | OPERATOR PR | 11  | 1995 | 60   | 3   | 5537     | KEARNY BETWEEN BUSH & SUTTER (IB) | ACCIDENT, TROLLEY POLE AND NEWSPAPER KIOSK/DEFECTIVE RETRIEVER                 | IB    | 08:08 | 09:20 | 14 |
|                   |                    |             |     |      |      |     |          | 1174461                           |  |       |       |       |    |
| 10:55<br>06/09/11 | R                  | OPERATOR PO | 26  | 1827 | 398  | 49  | 7043     | VAN NESS & PINE (OB)              | ACCIDENT, COACH/SUV, MINOR, NO INJURIES  | OB    | 10:55 | 12:02 | 14 |
|                   |                    |             |     |      |      |     |          | 1174787                           |  |       |       |       |    |
| 13:08<br>06/09/11 | R                  | OPERATOR PR | 26  | 1308 | 79   | 30  | 5507     | TOWNSEND & 4TH STREET (OB)        | COACH / COACH COLLISION (TROLLEY POLES / TROLLEY POLES) - NO INJURIES REPORTED | OB    | 12:57 | 14:00 | 34 |
|                   |                    |             |     |      |      |     |          | 1174757                           |  |       |       |       |    |

**ACCIDENTS & DELAYS > 20 MINUTES:**

**ACCIDENTS – CONTINUED**

|                   |   |                |    |      |         |    |      |   |   |    |       |       |    |
|-------------------|---|----------------|----|------|---------|----|------|---|---|----|-------|-------|----|
| 17:44<br>06/09/11 | R | OPERATOR<br>FL | 27 | 2165 | 533     | 38 | 6254 | GEARY &<br>DIVISADERO (IB)  | COACH / AUTO COLLISION (HIT<br>AND RUN) - NO INJURIES                     | IB | 17:44 | 18:29 | 34 |
|                   |   |                |    |      | 1174850 |    |      | INSP A. ESCOBAR CLEARED, VIDEO*, CLAIMS (6S46)*,<br>SYSTEM SAFETY*, NO DAMAGE TO COACH, CAR<br>DROVE AWAY, NO 799 VEH DELAY: 00:45  |   |    |       |       |    |
| 18:07<br>06/09/11 | R | OPERATOR<br>WO | 11 | 2136 | 167     | 27 | 8451 | 5TH STREET &<br>MISSION (IB)  | COACH / AUTO COLLISION<br>(COACH REAR ENDED IN BUS<br>ZONE) - NO INJURIES | IB | 18:07 | 18:36 | 34 |
|                   |   |                |    |      | 1174851 |    |      | INSP J. FLORES CLEARED, VIDEO*, CLAIMS (6A46)*,<br>SYSTEM SAFETY*, MINOR DAMAGE TO COACH, NO<br>799 VEH DELAY: 00:29  |   |    |       |       |    |
| 18:16<br>06/09/11 | R | OPERATOR<br>WO | 11 | 3459 | 203     | 48 | 8170 | PORTOLA &<br>DORCHESTER (OB)  | COACH / AUTO COLLISION -<br>INJURY  | OB | 18:16 | 20:39 | 34 |
|                   |   |                |    |      | 1174908 |    |      | INSP A. GEETER CLEARED, INSP A. ESCOBAR<br>RESPONDED, RESCUE OPERATOR #3569<br>RESPONDED, MEDIC #85 RESPONDED, SFPD UNIT<br>#115E RESPONDED, VIDEO*, CLAIMS (6A46)*, SYSTEM<br>SAFETY*, SENIOR MANAGEMENT PAGED*, TWU-250*,<br>PEER ASSISTANCE*, WORKERS COMP*, C. TURNER<br>(SUPT)*, OPERATOR TRANSPORTED TO ST. FRANCIS<br>MEDICAL, AUTO TOWED, OPERATOR 799 SI WOODS<br>N/R VEH DELAY: 02:23 |   |    |       |       |    |

**DELAYS > 20 MINUTES:**

| TIME<br>DATE      | CALL FROM<br>DIVISION | TO<br>CC       | OP# | RUN | LINE    | VEH | LOCATION   | NATURE OF OCCURRENCE<br>ACTION TAKEN  | DELAY                                      |                   |                   |       |    |
|-------------------|-----------------------|----------------|-----|-----|---------|-----|--|---|--|-------------------|-------------------|-------|----|
|                   |                       |                |     |     |         |     |  |   | DI   | START             | END               | CC    |    |
| 20:54<br>06/09/11 | R                     | OPERATOR<br>WO | 36  |     | 224     | 67  | 8521   | CORTLAND &<br>NEVADA (IB,OB)  | NON MUNI INJURY ACCIDENT, ROLLING<br>DELAY | IB                | 20:54<br>LD 20:54 | 21:18 | 34 |
|                   |                       |                |     |     | 1174909 |     |  | INSP T. ESPINOZA CLEARED LINE DELAY: 00:24  |  |                   |                   |       |    |
| 22:52<br>06/09/11 | T                     | SFFD<br>PR     | 36  |     | 5       |     | MC ALLISTER<br>BETWEEN<br>LEAVENWORTH &<br>HYDE (OB) | BLOCKED BY TWO ALARM FIRE   | OB   | 22:52<br>LD 22:52 | 01:19             | 36    |    |
|                   |                       |                |     |     | 1174928 |     |  | 311* INSP J. GIANG AND A. VELACRUZS RESP 5 LINE<br>REROUTED OB 2 STOPS MISSED SENIOR PAGED LINE DELAY:<br>02:27 |  |                   |                   |       |    |