

**DAILY SERVICE DELIVERY OVERVIEW**

**WEDNESDAY, NOVEMBER 30, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN AM	PM	WORKED ON DAY OFF
<b>SYSTEM WIDE</b>	1,199	99.1%	6	5	44

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	114	0%
<b>F LINE</b>	20	21	5%
<b>CABLE CAR</b>	27	29	7%
<b>WOODS</b>	151	191	26%
<b>KIRKLAND</b>	111	128	15%
<b>FLYNN</b>	103	110	7%
<b>POTRERO 40'</b>	44	72	64%
<b>POTRERO 60'</b>	47	38	-19%
<b>PRESIDIO</b>	105	119	13%
<b>TOTAL</b>	722	822	14%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
<b>Cable Car</b>	<b>114</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>0</b>
<b>Flynn</b>	<b>190</b>	<b>30</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>1</b>
<b>Green</b>	<b>191</b>	<b>28</b>	<b>5</b>	<b>16</b>	<b>7</b>	<b>0</b>
<b>Kirkland</b>	<b>210</b>	<b>38</b>	<b>14</b>	<b>14</b>	<b>9</b>	<b>1</b>
<b>Potrero</b>	<b>223</b>	<b>37</b>	<b>16</b>	<b>8</b>	<b>10</b>	<b>3</b>
<b>Presidio</b>	<b>189</b>	<b>28</b>	<b>9</b>	<b>12</b>	<b>6</b>	<b>1</b>
<b>Woods</b>	<b>345</b>	<b>66</b>	<b>24</b>	<b>8</b>	<b>24</b>	<b>10</b>
<b>TOTAL</b>	<b>1,462</b>	<b>237</b>	<b>81</b>	<b>69</b>	<b>71</b>	<b>16</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
08:05 11/30/11	40	31	BALBOA & 6TH AVE (OB)	ACCIDENT COACH & SHELTER (FIXED OBJECT)	08:05	09:05
		<b>1204979</b>	INSP JONES. MGR ESPINOZA. VIDEO. CLAIMS 6A40*. SS*. OP. BUMPED SHELTER BROKE SAFETY GLASS 50YR OLD FEMALE STANDING NEXT TO SHELTER WHEN GLASS FELL INTO HER HAIR. MEDIC# 88 TRANSP TO KAISER HOSP FOR OBSERVATION. OP 799 SI PRESIDIO N/R [EOR 10:35] <b>VEH DELAY: 02:30</b>			

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
09:18 11/30/11	327	49	OCEAN & HOWTH (OB)	ALLEGED ACCIDENT COACH & BICYCLE	09:00	
			<b>1205009</b>	PASS SERV # 1013512 REPORTS CONTACT MADE SEE INTERVIEW		
09:18 11/30/11	327	49	VAN NESS & NORTH POINT (OB)	OPERATOR INTERVIEW	10:23	10:25
			<b>1205014</b>	INSP FLORES. SS* VIDEO CLAIMS 6A40* OP. STATED A VERBAL CONFRONTATION WITH BICYCLIST NO CONTACT MADE. INSP FOUND NO EVIDENCE OF ANY CONTACT OR INJURY <b>VEH DELAY: 00:02</b>		
12:20 11/30/11	372	49	VAN NESS & TURK (OB)	ACCIDENT COACH/^AUTO	12:20	13:03
			<b>1205031</b>	INSP FLORES MGR STUART SS* VIDEO. CAR OPENED DOOR MINOR DAMAGE TO AUTO NO DAMAGE TO COACH.NO 799 <b>VEH DELAY: 00:43</b>		
18:28 11/30/11	474	14	MISSION BETWEEN 9TH ST & 10TH ST (OB)	ACCIDENT COACH & PARKED AUTO, NO INJURY.	18:28	19:25
			<b>1205077</b>	INSP S WONG CLEARED. NO DAMAGE TO COACH. MINOR DAMAGE TO LEFT SIDE OF AUTO. NO OP 799. COACH WAS SENT BACK IN SERVICE. VIDEO*. SYSTEM SAFETY*. CLAIMS 6A50 PAGED. <b>VEH DELAY: 00:57</b>		
19:01 11/30/11	556	8X	BAY & KEARNY (IB)	ACCIDENT COACH & AUTO, NO INJURY.	19:01	19:26
			<b>1205078</b>	INSP D FONG CLEARED. MINOR DAMAGE TO LEFT SIDE MIRROR OF AUTO. NO DAMAGE TO COACH. NO OP 799. COACH WAS SENT BACK IN SERVICE. VIDEO*. SYSTEM SAFETY*. CLAIMS 6A50 PAGED. <b>VEH DELAY: 00:25</b>		

### Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
08:10 11/30/11		61	CALIFORNIA BETWEEN DRUMM & VAN NESS (IB,OB)	STRAND ALARM, CALIFORNIA CABLE CAR LINE DOWN	08:10	10:18
			<b>1205021</b>	CABLE MACHINERY CLEARED, INSP C ALLEN, INSP A JAHN*, MGR D BANBURY* <b>VEH DELAY: 02:08 LINE DELAY: 02:08</b>		

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
14:37 11/30/11			(IB)	CCO OBSERVED ATCS FAILURE- LOOP 6 DOWN FROM CASTRO TO CHURCH/DUBOCE	14:37 14:37	15:17
		1205054	INSPECTOR J.CHAVEZ 4T40, INSPECTOR R. MCCRAY 4T78 , J. CASTILLO 4M2 AND SIGNAL 501 ALL RESPONDED. AFFECTED TRAINS OPERATED IN CUT OUT. SIGNAL MAINTENANCE LOCATED THE BROKEN LOOP AT TRACK SECTION 174 AND REPAIRED. SERVICE RESTORED. INSPECTORS TO CHECK SANDER HOSES OF LRV^S FOR INCIDENT VEHICLE. LSGP, PA, ADGP. <b>LINE DELAY: 00:40</b>			

### 5. NX Bus Express

Ridership	Counts
<b>Morning</b>	<b>721</b>
<b>Afternoon</b>	<b>633</b>
<b>TOTAL</b>	<b>1,354</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>