

LIFT BUS SERVICE INTERRUPTIONS & RESOULTIONS
[REGULAR –SERVICE]
January 16, 2012 THRU February 15, 2013

DATE INCIDENT START TIME	BUS # Route	LOCATION	PROBLEM & RESOULTION	DELAY	SUPERVISOR UNIT # AND RESPONSE TIME
1-18-13 17:33	4221/ F4	P.G Plaza Station	Lift wont deploy, bus 4257 accommodated patron	35mins	Cleared 18:08, None manage responded
1-21-13 9:55	4216/ T18	Bladensburg Rd. & 42 nd . Ave	Lift failed, strategic bus 2307 was sent to the location. Patron was not at the location.	26mins	167 responded 10:06, clear 10:21
1-28-13 9:40	2221/ E2	Kennedy St. & Georgia Ave. N.W	Lift was stuck out. Service truck 403 responded the bus was cleared; the patron was accommodated by the same bus.	25mins	158 responded 9:49, clear 10:05
1-31-13 13:51	4239/ Y9	Silver Spring Station	Lift will not deploy, 4239 was replaced with bus strategic bus.	0mins	261 responded 13:50, clear 16:16

DATE INCIDENT START TIME	BUS # Route	LOCATION	PROBLEM & RESOLUTION	DELAY	SUPERVISOR UNIT # AND RESPONSE TIME
2-1-13 8:0	4308/ 63	13 th & M St. N.W	Lift was stuck out; operator was able to retract the lift.	15mins	154 responded 8:19, clear 8:15
2-2-13 16:09	4254/ F14	New Carrollton Station	Lift has no power, bus 6180 was extra at New Carrollton, accommodated the patron.	6mins	151 responded 16:12, clear 16:14
2-6-13 6:42	4305/ 96	Union Station	Lift failed, a manager responded to the location. Patron was not at the location.	0mins	151 responded 6:44, clear 7:13
2-9-13 11:07	5307/ 70	7 th & H St. N.W	Lift stuck out, patron was able to exit the bus.	11mins	151 responded 11:14, clear 11:18
2-12-13 16:01	4327/ J12	Addison Rd.	Lift out of order, Addison strategic replaced 4327.	34mins	289 responded 16:10, clear 16:35