

DAILY SERVICE DELIVERY OVERVIEW

FRIDAY, FEBRUARY 17, 2012

1. RUNS PULLED OUT- IN SERVICE

| | SCHEDULED | PULLED OUT IN SERVICE | OPEN | | WORKED ON DAY OFF |
|------------------------|--------------|--------------------------|-----------|-----------|----------------------|
| | | | <u>AM</u> | <u>PM</u> | |
| SYSTEM WIDE | 1,229 | 98.5% | 6 | 12 | 26 |

2. VEHICLES AVAILABILITY

Morning Peak

| | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|------------|-------------|
| LRV | 114 | 114 | 0% |
| F LINE | 24 | 20 | -17% |
| CABLE CAR | 27 | 30 | 11% |
| WOODS | 149 | 185 | 24% |
| KIRKLAND | 119 | 138 | 16% |
| FLYNN | 106 | 110 | 4% |
| POTRERO 40' | 44 | 75 | 70% |
| POTRERO 60' | 46 | 52 | 13% |
| PRESIDIO | 120 | 116 | -3% |
| TOTAL | 749 | 840 | 12% |

3. OPERATORS' ABSENTEEISM

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car | 134 | 28 | 6 | 10 | 12 | 0 |
| Flynn | 194 | 35 | 8 | 7 | 19 | 1 |
| Green | 224 | 39 | 19 | 9 | 10 | 1 |
| Kirkland | 197 | 36 | 11 | 7 | 15 | 3 |
| Potrero | 233 | 31 | 11 | 13 | 6 | 1 |
| Presidio | 220 | 30 | 13 | 6 | 8 | 3 |
| Woods | 357 | 51 | 22 | 10 | 17 | 2 |
| TOTAL | 1,559 | 250 | 90 | 62 | 87 | 11 |

4. ACCIDENTS & DELAYS

Accidents

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | | |
|-------------------|-----|------|-----------|--|---|-------|-------|--|
| | | | | | Action Taken | Start | End | |
| 18:21 02/17/12 | | | | CIVIC CENTER STATION | CIVIC CENTER STATION AGENT (SECONDARY) ASSAULTED. | 18:21 | 19:45 | |
| | | | 1217741 | AGENT CALLED AND REPORTED BEING ASSAULTED BY 2 MALES AND 1 FEMALE, SFPD (UNIT B13D CASE #120135795), S. GARCIA (4C94) RESPONDED. AFTER INITIALLY REFUSING AID, HE WAS TRANSPORTED BY INSP. T. ESPINOZA TO SAINT FRANCIS MEDICAL CENTER FOR SORENESS IN THE CHEST AREA, NO ARRESTS, MGR. W. VALARIS* VIDEO* WORKMENS COMP* VEH DELAY: 01:24 | | | | |

Line Delays > 20 Minutes

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|---------|-----------|---|----------------------|----------------|----------------|
| | | | | | Action Taken | Start | End |
| 10:36 02/17/12 | 80 | 1 | 5553 | SACRAMENTO & STOCKTON (OB) | NO POWER | 10:36 10:36 | 10:49 12:07 |
| | | 1217673 | | INSP. WONG. A. (1T60), PRESIDIO SHOP 092, CABLE SHOP 665, ATLAS TOW RESP. SI TOWED INTO PRESIDIO 5608 @12:34 VEH DELAY: 01:58 LINE DELAY: 01:31 | | | |

5. NX Bus Express

| Ridership | Counts |
|------------------|--------------|
| Morning | 603 |
| Afternoon | 417 |
| TOTAL | 1,020 |

| Vehicle Availability | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|----------------------|------------------|-----------|-------------|
| Morning | 9 | 9 | 0% |
| Afternoon | 8 | 14 | 75% |