

DAILY SERVICE DELIVERY OVERVIEW

WEDNESDAY, MARCH 14, 2012

1. RUNS PULLED OUT- IN SERVICE

| | SCHEDULED | PULLED OUT IN SERVICE | OPEN | | WORKED ON DAY OFF |
|--------------------|--------------|--------------------------|----------|-----------|----------------------|
| | | | AM | PM | |
| SYSTEM WIDE | 1,239 | 98.4% | 8 | 12 | 55 |

2. VEHICLES AVAILABILITY

Afternoon Peak

| | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|------------|-------------|
| LRV | 114 | 110 | -4% |
| F LINE | 24 | 22 | -8% |
| CABLE CAR | 27 | 28 | 4% |
| WOODS | 153 | 177 | 16% |
| KIRKLAND | 115 | 133 | 16% |
| FLYNN | 103 | 106 | 3% |
| POTRERO 40' | 44 | 73 | 66% |
| POTRERO 60' | 47 | 44 | -6% |
| PRESIDIO | 107 | 115 | 7% |
| TOTAL | 734 | 808 | 10% |

3. OPERATORS' ABSENTEEISM

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car | 131 | 29 | 8 | 6 | 14 | 1 |
| Flynn | 194 | 40 | 13 | 6 | 21 | 0 |
| Green | 235 | 43 | 19 | 11 | 10 | 3 |
| Kirkland | 194 | 34 | 16 | 7 | 10 | 1 |
| Potrero | 233 | 31 | 11 | 9 | 9 | 2 |
| Presidio | 217 | 37 | 15 | 15 | 6 | 1 |
| Woods | 354 | 56 | 17 | 11 | 19 | 9 |
| TOTAL | 1,558 | 270 | 99 | 65 | 89 | 17 |

4. ACCIDENTS & DELAYS

Accidents

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|--|---|-------|-------|
| | | | | | Action Taken | Start | End |
| 03:00 03/14/12 | | | | MARKET & DUBOCE NEAR EMERGENCY HATCH (IB) | INTRUSION ALARM / EMERGENCY HATCH OPENED | 03:01 | 04:03 |
| | | | 1221729 | STATIONARY ENGINEER 2W5. SFPD CAD.#257 AND CAD#290. SFPD INSPECTED SUBWAY INTRUSION AND DID NOT FIND ANY TRESPASSER. SFPD UNIT.#3F12E CLEARED. MUNI SECURITY* NOTIFIED. TRACK DEPT.#651*. OPERATOR RUN 3 (SWEEPER) INFORMED. NO SUBWAY DELAY. VEH DELAY: 01:02 | | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|---|---------------------------------|---|--------------|
| | | | | | Action Taken | Start | End |
| 09:55 03/14/12 | 484 | 38 | 6244 | GEARY & SPURCE (IB) | ACCIDENT COACH/AUTO | 09:55 | 10:55 |
| | | | | 1221797 | | | |
| 10:10 03/14/12 | 168 | F | 1010 | EMBARADERO & WASHINGTON (OB) | ACCIDENT CAR DOOR #3 & PLATFORM | 10:10 | 10:16 |
| | | | | 1221816 | | INSP F. CADELINA, 4S48, MANAGER T. JULIAN*, MINOR DAMAGE TO DOOR #3, NO 799, OPERATOR WILL PULL MOTOR COACH OUT SI GREEN VEH DELAY: 00:06 LINE DELAY: 00:06 | 10:10 |
| 11:15 03/14/12 | 401 | 38L | 6417 | GEARY & FILLMORE (OB) | WALKER MADE CONTACT WITH COACH | 11:15 | 11:33 |
| | | | | 1221752 | | | |
| 14:47 03/14/12 | 15 | 61 | 57 | CALIFORNIA BETWEEN POWELL & STOCKTON (IB) | SLOT BLADE | 14:47 | 16:26 |
| | | | | 1221924 | | INSP BEMNET, C/S CLEARED, NO INJURY, CAR WAS SLIDDING, 2 SHUTTLES, D. BANBURY*, D. PUGLISI*, 14/61 WAS TOWED IN BY CABLE SHOP SI CABLE CAR N/R VEH DELAY: 01:39 LINE DELAY: 00:45 | 14:47 |
| 16:08 03/14/12 | 145 | NX | 2803 | BUSH & SANSOME (OB) | COACH SMOKING | 16:08 | 16:56 |
| | | | | 1221913 | | | |
| 16:48 03/14/12 | 037 | 60 | 0017 | WASHINGTON & TAYLOR (IB) | SLOT BLADE (NO INJURY) | 16:48 | 17:26 |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|----------------|-----------|-------------------------|--|-------|-------|
| | | | | | Action Taken | Start | End |
| | | 1221948 | | | INSP BEMNET, A (8T54), CABLE MACHINERY, SHOP TRUCK 665 RESP. 3 SHUTTLES IN PLACE. PAGE SENT OUT. SI CABLE CAR 0024 @18:11 VEH DELAY: 01:23 | | |
| 16:51 03/14/12 | 90 | 41 | 5534 | COLUMBUS & PACIFIC (IB) | ACCIDENT COACH & AUTO, NO INJURY. | 16:51 | 17:40 |
| | | 1221930 | | | INSP S WONG CLEARED. NO DAMAGE TO COACH. MINOR DAMAGE TO LEFT FRONT OF AUTO. NO OP 799. COACH WAS BACK IN SERVICE. SYSTEM SAFETY*. VIDEO*. CLAIMS 6A46*. VEH DELAY: 00:49 | | |
| 18:49 03/14/12 | 201 | 108 | 8366 | FOLSOM & FREMONT (OB) | SFPD REQUEST | 18:49 | 19:00 |
| | | 1221940 | | | SFPD CLEARED. INSP A BANIAS RESP. VEH DELAY: 00:11 | | |

Line Delays > 20 Minutes

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|----------------|-----------|--------------------------|---|-----------------------|-----------------------|
| | | | | | Action Taken | Start | End |
| 08:04 03/14/12 | 7 | 61 | 54 | CALIFORNIA & POWELL (IB) | REQUEST TO BE TOWED TO CALIFORNIA @ DRUMM FOR GRIP CHANGE | 08:04 08:04 | 08:35 08:35 |
| | | 1221831 | | | CABLE SHOP TRUCK 665 CLEARED, INSP C ALLEN, 1 MOTOR COACH CHUTTLE PROVIDED, OCC MRG M MELENDEZ* VEH DELAY: 00:31 LINE DELAY: 00:31 | | |
| 09:07 03/14/12 | 7 | 61 | 54 | CALIFORNIA & DRUMM (OB) | GRIP CHANGE | 09:02 09:02 | 09:23 09:23 |
| | | 1221834 | | | CABLE SHOP TRUCK 665 CLEARED, 1 MOTOR COACH UTILIZED, OCC MGR M MELENDEZ* VEH DELAY: 00:21 LINE DELAY: 00:21 | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|----------------|-----------|---|----------------------|-------|-------|
| | | | | | Action Taken | Start | End |
| 14:47 03/14/12 | 15 | 61 | 57 | CALIFORNIA BETWEEN POWELL & STOCKTON (IB) | SLOT BLADE | 14:47 | 16:26 |
| | | | | | | 14:47 | 15:32 |
| | | 1221924 | | INSP BEMNET, C/S CLEARED, NO INJURY, CAR WAS SLIDDING, 2 SHUTTLES, D. BANBURY*, D. PUGLISI*, 14/61 WAS TOWED IN BY CABLE SHOP SI CABLE CAR N/R VEH DELAY: 01:39 LINE DELAY: 00:45 | | | |