

**DAILY SERVICE DELIVERY OVERVIEW**

**SUNDAY, DECEMBER 11, 2011**

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

|                        | SCHEDULED  | PULLED OUT<br>IN SERVICE | OPEN<br>AM | PM       | WORKED<br>ON DAY OFF |
|------------------------|------------|--------------------------|------------|----------|----------------------|
| <b>SYSTEM<br/>WIDE</b> | <b>788</b> | <b>96.2%</b>             | <b>21</b>  | <b>9</b> | <b>51</b>            |

**2. VEHICLES AVAILABILITY**

|                    | SCHEDULED<br>DEMAND | AVAILABLE  | SPARE RATIO |
|--------------------|---------------------|------------|-------------|
| <b>LRV</b>         | <b>62</b>           | <b>107</b> | <b>73%</b>  |
| <b>F LINE</b>      | <b>20</b>           | <b>19</b>  | <b>-5%</b>  |
| <b>CABLE CAR</b>   | <b>24</b>           | <b>29</b>  | <b>21%</b>  |
| <b>WOODS</b>       | <b>84</b>           | <b>185</b> | <b>120%</b> |
| <b>KIRKLAND</b>    | <b>60</b>           | <b>135</b> | <b>125%</b> |
| <b>FLYNN</b>       | <b>82</b>           | <b>111</b> | <b>35%</b>  |
| <b>POTRERO 40'</b> | <b>42</b>           | <b>67</b>  | <b>60%</b>  |
| <b>POTRERO 60'</b> | <b>39</b>           | <b>35</b>  | <b>-10%</b> |
| <b>PRESIDIO</b>    | <b>68</b>           | <b>126</b> | <b>85%</b>  |
| <b>TOTAL</b>       | <b>481</b>          | <b>814</b> | <b>69%</b>  |

### 3. OPERATORS' ABSENTEEISM

|              | Scheduled WF | Total Unavailable | Sick      | Vacation  | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car    | 94           | 21                | 10        | 7         | 4               | 0             |
| Flynn        | 151          | 23                | 7         | 9         | 7               | 0             |
| Green        | 118          | 24                | 11        | 6         | 5               | 2             |
| Kirkland     | 129          | 20                | 10        | 8         | 2               | 0             |
| Potrero      | 157          | 23                | 10        | 10        | 2               | 1             |
| Presidio     | 118          | 19                | 8         | 6         | 5               | 0             |
| Woods        | 172          | 20                | 10        | 6         | 4               | 0             |
| <b>TOTAL</b> | <b>939</b>   | <b>150</b>        | <b>66</b> | <b>52</b> | <b>29</b>       | <b>3</b>      |

### 4. ACCIDENTS & DELAYS

#### Accidents

| Time Date         | Run | Line    | Location   | Nature of Occurrence    | Delay |       |
|-------------------|-----|---------|--|-------------------------|-------|-------|
|                   |     |         |  | Action Taken            | Start | End   |
| 05:15<br>12/11/11 |     |         | MAIN & MARKET  | PROTEST ( OCCUPY S.F. ) | 05:15 | 06:20 |
|                   |     | 1206690 | INSP. VELACRUZ (1T81), INSP. JONES, R. (1T61), INSP. JOHNSON, B. (1T64), INSP. JIANG, J. (1T60), SFPD RESPONDED, PROTEST BLOCKING, COACHES WERE RE-ROUTED, HALEY, J.*, PUGLISI, D.*, 311* VEH DELAY: 01:05 |                         |       |       |

| Time Date         | Run | Line | Location                   | Nature of Occurrence  | Delay                 |                       |
|-------------------|-----|------|----------------------------|---|-----------------------|-----------------------|
|                   |     |      |                            | Action Taken  | Start                 | End                   |
| 15:10<br>12/11/11 | 038 | M    | 19TH AVE & WINSTON ST (IB) | ACCIDENT, LRV & AUTO, MINOR, NO INJURIES REPORTED   | 15:10<br><b>15:10</b> | 15:23<br><b>15:23</b> |
|                   |     |      | <b>1206783</b>             | AUTO CROSSED INTO PATH OF LRV MAKING CONTACT WITH RIGHT FRONT SKIRT & LEFT FRONT SIDE OF AUTO, INSP F CADELINA INTERVIEWED OPERATOR AUTO DRIVER, CLAIMS(6A42)*, RUN CROSSED OVER AT EMBARCADERO TO RECOVER SOME DELAY TIME, SS/SAFETY & RAILS* BY PHONE & PAGE. <b>VEH DELAY: 00:13 LINE DELAY: 00:13</b> |                       |                       |

### Line Delays > 20 Minutes

| Time Date         | Run | Line | Location                  | Nature of Occurrence  | Delay                 |                       |
|-------------------|-----|------|---------------------------|---|-----------------------|-----------------------|
|                   |     |      |                           | Action Taken  | Start                 | End                   |
| 06:00<br>12/11/11 |     |      | ENTIRE SUBWAY (IB,OB)     | LOOP DOWN   | 08:00<br><b>08:00</b> | 08:25<br><b>08:25</b> |
|                   |     |      | <b>1206724</b>            | WEST PORTAL OPEN 10 MINS LATE, DUBOCE PORTAL OPEN 20 MINS. LATE. FERRY PORTAL OPEN 25 MINS LATE..INSP. `S F.CADELINA*, B.UPCHURCH*,R.AREVALO*.R.NORWOOD*D. PUGLISI* <b>VEH DELAY: 00:25 LINE DELAY: 00:25</b> |                       |                       |
| 07:11<br>12/11/11 | 155 | F    | MARKET & 11TH STREET (OB) | DEFECTIVE CONTROLLER  | 07:11<br><b>07:11</b> | 08:05<br><b>08:05</b> |
|                   |     |      | <b>1206719</b>            | 4S27 AND PCC SHOP RESPONDED AND CLEARED <b>LINE DELAY: 00:54</b>  |                       |                       |