

DAILY SERVICE DELIVERY OVERVIEW

SUNDAY, JANUARY 30, 2011

1. RUNS PULLED OUT- IN SERVICE:

| | SCHEDULED | PULLED OUT IN SERVICE % | RUNS NON OUT | RUNS WORKED AT OVER TIME |
|--------------------|------------|-------------------------------|-----------------|-----------------------------------|
| SYSTEM WIDE | 773 | 99.5 | 4 | 45 |

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2. VEHICLES AVAILABILITY (MONDAY AM)

| | SCHEDULED | AVAILABLE | SPARE RATIO |
|--------------------|------------|------------|-------------|
| LRV | 114 | 117 | 3% |
| F LINE | 18 | 23 | 28% |
| CABLE CAR | 26 | 28 | 8% |
| WOODS | 143 | 174 | 22% |
| KIRKLAND | 111 | 129 | 16% |
| FLYNN | 103 | 112 | 9% |
| POTRERO 40' | 44 | 55 | 25% |
| POTRERO 60' | 47 | 41 | -13% |
| PRESIDIO | 98 | 116 | 18% |
| TOTAL | 704 | 795 | 13% |

3. OPERATORS' ABSENTEEISM:

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Green | 141 | 21 | 3 | 4 | 5 | 9 |
| Cable Car | 102 | 15 | 4 | 2 | 6 | 3 |
| Potrero | 173 | 46 | 3 | 3 | 21 | 19 |
| Presidio | 139 | 18 | 3 | 2 | 6 | 7 |
| Kirkland | 128 | 28 | 4 | 2 | 10 | 12 |
| Woods | 191 | 43 | 1 | 2 | 22 | 18 |
| Flynn | 149 | 27 | 3 | 3 | 12 | 9 |
| TOTAL | 1,023 | 198 | 21 | 18 | 82 | 77 |

4. ACCIDENTS & DELAYS > 20 MINUTES:

ACCIDENTS:

| TIME DATE | CALL FROM DIVISION | To CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|---------|---|-----------------------------------|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 13:43 01/30/11 | R OPERATOR PR | 24 | 3525 | 113 | 3 | 5504 | PRESIDIO & CALIFORNIA (IB) | VEHICLE ACCIDENT COACH/ AUTO | IB | 13:43 | 14:23 | 15 |
| | | | | | | 1152276 | INSP J GIANG; VIDEO*, CLAIMS 6-A-42*, SYSTEM SAFETY*, NO INJURIES / NO 799 VEH DELAY: 00:40 | | | | | |

LINE DELAY > 20 MINUTES:

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|---------|------|--|--|----------|----------------|----------------|----|
| | | | | | | | | | DI | START | END | CC |
| 18:15 01/30/11 | R OPERATOR ME | 87 | | | ALL | | METRO NEAR POCKET & FERRY PORTAL RIGHT (IB) | AXLE COUNTER BLOCKS NG & NH DISTURBED | IB LD | 18:15 16:41 | 18:12 | 87 |
| | | | | | 1152301 | | DISTURBED AXLE COUNTER BLOCKS UNABLE TO BE RESET & CLEARED, JLM & N TRAINS CROSSED OVER AT EMBARCADERO, KT TRAINS ROUTED IN CCT MODE THROUGH AFFECTED AREA, SIGNAL COMM CREW REPAIRED, W TOM*, INSP MJ STALION ASSISTED, INSP R PARKS & M CONTRERAS*. LINE DELAY: 01:31 | | | | | |
| 20:31 01/30/11 | R OPERATOR GV | 74 | 3046 | 178 | F | 1052 | JEFFERSON & TAYLOR (IB) | SFPD ACTIVITY BLOCKING | IB LD | 20:31 20:31 | 21:38 01:30 | 77 |
| | | | | | 1152231 | | DISPATCHED INSPECTOR KENSTEDT TO SCENE. REVERSED CAR TO PIER 39 TO CLEAR AREA. LINE SWITCHED AT PIER 39 FROM 2031 UNTIL END OF REVENUE SERVICE. ONE SHUTTLE. SENIOR STAFF* VIA PAGE. VEH DELAY: 01:07 LINE DELAY: 04:59 | | | | | |