

DAILY SERVICE DELIVERY OVERVIEW

MONDAY, MARCH 7, 2011

1. RUNS PULLED OUT- IN SERVICE:

| | SCHEDULED | PULLED OUT IN SERVICE % | RUNS NON OUT | RUNS WORKED AT OVER TIME |
|--------------------|-------------|-------------------------------|-----------------|-----------------------------------|
| SYSTEM WIDE | 1174 | 97.3 | 32 | 51 |

2. VEHICLES AVAILABILITY

| | SCHEDULED | AVAILABLE | SPARE RATIO |
|--------------------|------------|------------|-------------|
| LRV | 114 | 110 | -4% |
| F LINE | 20 | 20 | 0% |
| CABLE CAR | 26 | 31 | 19% |
| WOODS | 140 | 166 | 19% |
| KIRKLAND | 111 | 128 | 15% |
| FLYNN | 103 | 111 | 8% |
| POTRERO 40' | 49 | 57 | 16% |
| POTRERO 60' | 53 | 37 | -30% |
| PRESIDIO | 103 | 116 | 13% |
| TOTAL | 719 | 776 | 8% |

3. OPERATORS' ABSENTEEISM:

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Green | 210 | 48 | 9 | 6 | 19 | 14 |
| Cable Car | 120 | 27 | 3 | 2 | 15 | 7 |
| Potrero | 235 | 62 | 14 | 8 | 27 | 13 |
| Presidio | 196 | 28 | 5 | 6 | 14 | 3 |
| Kirkland | 215 | 41 | 9 | 6 | 20 | 6 |
| Woods | 326 | 71 | 21 | 7 | 24 | 19 |
| Flynn | 194 | 47 | 10 | 5 | 19 | 13 |
| TOTAL | 1,496 | 324 | 71 | 40 | 138 | 75 |

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 |
| 04:00 03/07/11 | T SFPD WO | 77 | 2820 | 265 | 91 | 8410 | BAYSHORE & BLANKEN (IB) | ACCIDENT (COACH / INTOXICATED PEDESTRIAN) | IB | 04:00 | | 36 |
| | | | | | | 1158516 | INSP A. VELACRUZ RESP. LEAD INSP J. STUART* SYSTEM SAFETY* OPERATOR CLEARED, ^NO MERIT^, PER SFPD 3H-16E VIDEO* TIME (0335HRS), CLAIMS 6A45*, MEDIC #92 RESP.DISPATCHER* CONTINUE TO OCC# 1158517 | | | | | |
| 06:46 03/07/11 | R OPERATOR PO | 17 | 2389 | 348 | 33 | 5420 | ASHBURY & PIEDMONT (OB) | ACCIDENT, COACH/AUTO, NO INJURIES | OB | 06:46 | 07:43 | 14 |
| | | | | | | 1158433 | INSP. J. JIANG, SFPD 3F61 RESP. S/S*, VIDEO*, CLAIMS 6A45*, NO OP 799. MOTORIST OPENS DOOR AND CONTACTS REAR TIRE OF COACH. NO DAMAGE TO COACH, MAJOR DAMAGE TO AUTO. VEH DELAY: 00:57 | | | | | |
| 08:00 03/07/11 | R OPERATOR FL | 39 | 2267 | 417 | 8X | 6223 | GENEVA & PRAGUE (OB) | ACCIDENT, COACH/AUTO, MINOR, HIT AND RUN | OB | 08:00 | 08:01 | 14 |
| | | | | | | 1158524 | OP CLEARED. OP TO BE INTERVIEWED AT TERMINAL VEH DELAY: 00:01 | | | | | |

| TIME DATE | CALL FROM DIVISION | To CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|---------|---|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 11:19 03/07/11 | R OPERATOR PO | 17 | 3441 | 352 | 24 | 5448 | DIVISADERO & PINE (IB) | ACCIDENT, COACH/AUTO, MINOR, HIT AND RUN, NO INJURIES | IB | 11:19 | 11:20 | 14 |
| | | | | | | 1158554 | OP CLEARED. OP TO BE INTERVIEWED AT TERMINAL VEH DELAY: 00:01 | | | | | |
| 15:02 03/07/11 | R OPERATOR KI | 33 | 3627 | 647 | 12 | 8041 | 24TH STREET & SOUTH VAN NESS (OB) | VEHICLE ACCIDENT COACH / AUTO | OB | 15:08 | 16:30 | 15 |
| | | | | | | 1158614 | INSP H VONG; SFPD; CLAIMS 6-A-45*, SYSTEM SAFETY*, NO INJURIES / NO 799, MINOR DAMAGE TO AUTO VEH DELAY: 01:22 | | | | | |
| 18:55 03/07/11 | R OPERATOR WO | 33 | 3922 | 199 | 29 | 8177 | LINCOLN & 25TH AVE (IB) | VEHICLE ACCIDENT COACH / AUTO | IB | 18:55 | | 15 |
| | | | | | | 1158669 | VIDEO*, CLAIMS 6-A-40*, SYSTEM SAFETY*, SEE INTERVIEW TAG | | | | | |
| 19:25 03/07/11 | R OPERATOR PR | 24 | 3942 | 157 | 31 | 5613 | BALBOA & 6TH AVENUE (OB) | VEHICLE ACCIDENT COACH AND BUS SHELTER | OB | 19:25 | 21:05 | 36 |
| | | | | | | 1158688 | INSP E. DENNIS RESP PRES TRK 072 RESP NO DAMAGE TO COACH NO 799 VIDEO*, CLAIMS 6A40* S/SAFETY* VEH DELAY: 01:40 | | | | | |

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 |
| 01:39 03/07/11 | R OPERATOR GV | 77 | 2647 | 182 | F | 1050 | MARKET & TENTH STREET (OB,PI) | BLOCKED BY NON-MUNI ACCIDENT | OB LD | 01:39 01:39 | 02:25 02:25 | 77 |
| | | | | | | 1158428 | OPERATOR CLEARED INSP. ESCOBAR RESP. VEH DELAY: 00:46 LINE DELAY: 00:46 | | | | | |
| 23:01 03/07/11 | R OPERATOR ME | 77 | 1833 | 126 | K | 1421 | EMBARCADERO STATION & MILE MARKER 013L BETWEEN MMT NEAR POCKET & EMBARCADERO STATION (OB) | LOOSE SANDER TUBE / BROKEN LOOP #23 | OB LD | 23:01 23:01 | 23:36 23:36 | 86 |
| | | | | | | 1158657 | MRU 4S30, 4S35 & 4S46 REMOVED SANDER TUBE AND CLEARED DELAY. STATION AGENTS, OPERATOR & PASSENGERS NOTIFIED. STATION & PORTAL HOLDS. INSP.WELLS*, INSP.MCGEHEE*. ALL INBOUND TRAINS SWITCHED BACK AT THE EMBARCADERO CROSSOVER FROM EMR-MOL. OUTBOUND TRAINS FROM THE FERRY PORTAL ROUTED FROM THE FPL-MNP-EMR-MOL. ROLLING SUBWAY DELAY. SIGNAL MAINT.#500, 501 & 502 REPAIRED LOOP AT 0145HRS. SENIOR STAFF/SAFETY/RAILS* UPAGED. SI METRO EAST N/R [EOR 01:27] VEH DELAY: 02:26 LINE DELAY: 00:35 | | | | | |