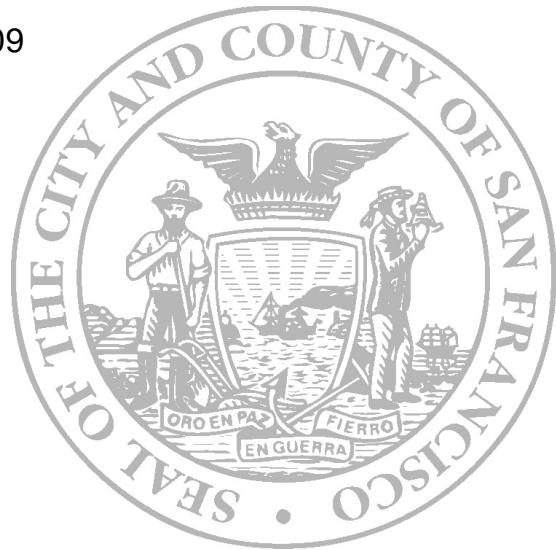




**Muni
Service Delivery
Daily Report**

Wednesday , November 4, 2009





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| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull- outs: No Operators | Late Pull- outs: No Equipment | Lines affected |
|---------------------------------------|---------------------------------------|--|--|-----------------------|
|---------------------------------------|---------------------------------------|--|--|-----------------------|

**Runs Not Out and Late Out for Rush Hours
Thursday 11/05/09
Morning Report**

| | | | | | |
|------------------|----|---|---|---|------------------------------|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 4 | 0 | 0 | 1 | 9=1, 9X=1, 14X=1, 38=1 |
| Kirkland | 5 | 0 | 0 | 0 | 2=1, 12=1, 19=1, 47=1, 1`X=1 |
| Woods | 6 | 0 | 0 | 1 | 16=1, 29=2, 30=2, 44=1 |
| Potrero | 3 | 0 | 1 | 3 | 30=1, 41=2 |
| Presidio | 0 | 0 | 0 | 0 | |
| Green | 0 | 0 | 0 | 0 | K=1, L=1, M=1 |
| F line | 0 | 0 | 0 | 0 | |
| TOTAL | 18 | 0 | 1 | 5 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Afected lines |
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|----------------------|
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|----------------------|

Runs Not Out and Late Out for Rush Hours
WEDNESDAY 11 /04/ 09
 Afternoon report

| | | | | | |
|------------------|-----------|----------|----------|----------|--------------------------------------|
| Cable Car | 1 | 0 | 0 | 0 | 60=1 |
| Flynn | 11 | 0 | 1 | 0 | 9=3 9X=3 14L=3 38=2 |
| Kirkland | 12 | 0 | 0 | 0 | 2=1 10=2 12=3 19=1 28=1 43=3 47=1 |
| Woods | 2 | 0 | 0 | 0 | 54=2 |
| Potrero | 6 | 0 | 2 | 0 | 7=1 14=4 24=1 |
| Presidio | 0 | 0 | 1 | 0 | |
| Metro | 4 | 0 | 1 | 0 | KT=2 M=1 S=1 |
| F line | 1 | 0 | 0 | 0 | |
| TOTAL | 37 | 0 | 4 | 0 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

REPORT DATA COMPILED AS OF - 1600HRS

| | Runs Missed | RDO | Missed Runs % | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Missed Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|---------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| <i>WEDNESDAY 11/04/2009</i> | | | | | | | |
| Revised 6/15/09 | | | | | | | |
| Cable Car one-piece | 1 | 1 | 4.5% | 49 | 1 | 1 | 2.0% |
| Cable Car multi-piece | 0 | | 0.0% | | | | |
| Flynn one-piece | 5 | 5 | 13.2% | 154 | 9 | 5 | 5.8% |
| Flynn multi-piece | 8 | | 11.8% | | | | |
| Kirkland one-piece | 8 | 2 | 14.0% | 212 | 12 | 2 | 5.7% |
| Kirkland multi-piece | 8 | | 7.9% | | | | |
| Woods one-piece | 1 | 10 | 1.1% | 251 | 2 | 10 | 0.8% |
| Woods multi-piece | 2 | | 2.0% | | | | |
| Potrero one-piece | 2 | 0 | 3.0% | 212 | 4 | 0 | 1.9% |
| Potrero multi-piece | 4 | | 4.5% | | | | |
| Presidio one-piece | 0 | 6 | 0.0% | 174 | 0 | 6 | 0.0% |
| Presidio multi-piece | 0 | | 0.0% | | | | |
| Metro one-piece | 3 | 8 | 4.5% | 146 | 5 | 8 | 3.4% |
| Metro multi-piece | 4 | | 8.2% | | | | |
| F Line one-piece | 3 | 2 | 30.0% | 33 | 4 | 2 | 12.1% |
| F Line multi-piece | 2 | | 22.2% | | | | |
| System total | | | | 1231 | 37 | 34 | 3.0% |

Accidents

Wed Nov 04, 2009

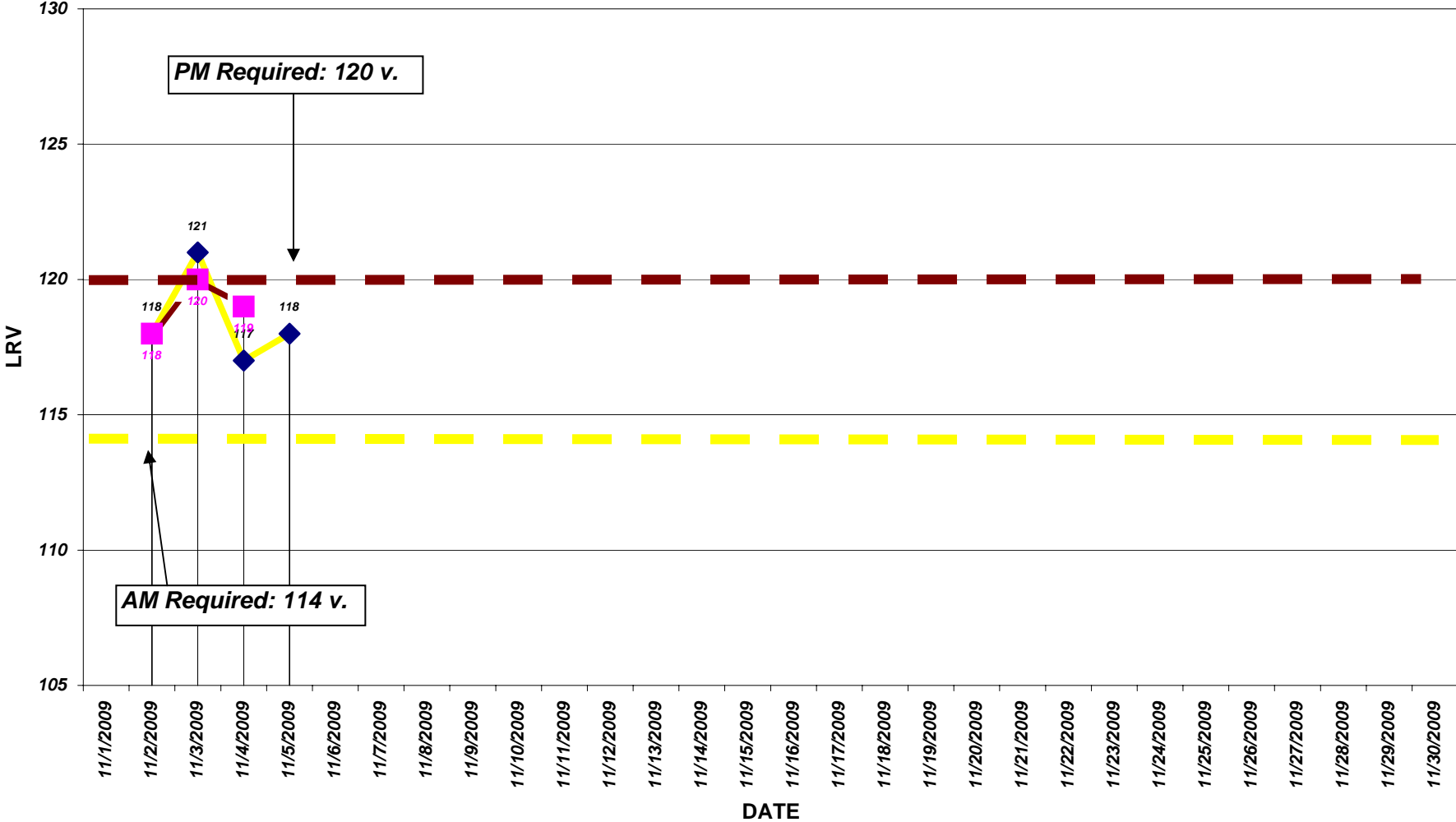
| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|-----|-----|------|------|------------------------|--|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 08:21 11/04/09 | R OPERATOR PO | 30 | 3 | 344 | 22 | 5429 | FILLMORE & OAK (IB) | VEHICLE ACCIDENT COACH & AUTO, COACH STATIONARY, NO INJURIES, TWO AUTOS INVOLVED, NO 799, MODERATE PROPERTY DAMAGE | IB | 08:21 | 09:35 | 17 |
| | | | | | | | 1076001 | INSP V HOLMES, MGR J STUART, SFPD UNIT 3E61K, STAR #43, SFFD ENGINE # 5, CASE # 091136521, SYSTEM SAFETY, 6-A-48, VIDEO* VEH DELAY: 01:14 | | | | |
| 10:44 11/04/09 | R OPERATOR KI | 35 | 4 | 697 | 47 | 8348 | MISSION & 11TH ST (IB) | ACCIDENT COACH & AUTO, NO INJURY. | IB | 10:44 | 11:07 | 30 |
| | | | | | | | 1076022 | INSP T KONG CLEARED. MINOR DAMAGE TO AUTO. NO DAMAGE COACH. NO OP 799. COACH WAS SENT BACK IN SERVICE. VEH DELAY: 00:23 | | | | |
| 12:00 11/04/09 | R OPERATOR KI | 35 | 9 | 632 | 47 | 8212 | VAN NESS & MARKET (IB) | FEMALE PASSENGER CLAIM INJURY, DUE TO COACH MALFUNCTION (STOPPING UPRUPLY). PASSENGER LEFT THE SCENE AID REFUSED. SEE TAG # 1076033 | IB | 12:00 | 12:44 | 17 |
| | | | | | | | 1076031 | INSP C WILCHER, VIDEO*, RCS 853 VEH DELAY: 00:44 | | | | |
| 12:50 11/04/09 | R OPERATOR PR | 40 | 9 | 30 | 30 | 5481 | STOCKTON & CLAY (IB) | VEHICLE ACCIDENT, NO INJURIES, NO DAMAGE TO COACH, MINOR DAMAGE TO AUTO | IB | 12:50 | 13:47 | 17 |
| | | | | | | | 1076089 | INSP P JONES, SYSTEM SAFETY*, VIDEO* VEH DELAY: 00:57 | | | | |

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|---------|------|------|---|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 14:30 11/04/09 | R OPERATOR KI | 30 | 2 | 684 | 19 | 8011 | NAPOLEAN & EVANS (IB) | ACCIDENT-COACH AND AUTOMOBILE | IB | 14:30 | 14:59 | 38 |
| | | | | 1076080 | | | SYSTEM SAFETY*; CLAIMS-6A48-R. HALL*; VIDEO PULL*; INSP. B. HENDERSON CLEARED; NO DAMAGE TO MUNI COACH; OTHER VEHICLE DROVE AWAY AFTER LEAVING I.D. WITH OPERATOR. VEH DELAY: 00:29 | | | | | |
| 18:25 11/04/09 | R OPERATOR WO | 29 | 3591 | 747 | 31X | 8040 | BUSH BETWEEN FRANKLIN & GOUGH (OB) | ACCIDENT-COACH AND AUTOMOBILE | OB | 18:25 | 19:15 | 38 |
| | | | | 1076149 | | | SYSTEM SAFETY*; CLAIMS-6A1*; VIDEO PULLED; INSP. E. DENNIS; NO INJURIES; NO DAMAGE TO COACH; MODERATE DAMAGE TO L/FRONT DOOR OF AUTOMOBILE; NO POST ACCIDENT TEST REQUIRED. VEH DELAY: 00:50 | | | | | |
| 20:12 11/04/09 | R OPERATOR PR | 38 | 3618 | 146 | 30 | 5481 | CHESTNUT & SCOTT (OB) | ACCIDENT-COACH AND AUTOMOBILE (HIT & RUN) | OB | 20:12 | 20:38 | 38 |
| | | | | 1076167 | | | CLAIMS-6A1*; VIDEO PULLED; INSP. D. FONG REPORTS THAT THE RIGHTDIDE OF AN UNIDENTIFIED BLACK BMW SEDAN SIDESWIPE THE RIGHT REAR OF COACH #5481; HEAVY DAMAGE TO AUTOMOBILE; VERY MINOR SCUFFS TO THE LEFT REAR QUARTER OF COACH; NO POST ACCIDENT TEST REQUIRED. VEH DELAY: 00:26 | | | | | |

Line Delays \geq 20 Minutes

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | | |
|-------------------|--------------------|-------------|-----|-----|------|-----|----------|--|--|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC | |
| 06:56 11/04/09 | R | OPERATOR ME | 23 | 6 | 19 | M | 1460 | 19TH AVE & JUNIPERO SERRA (IB) | BRAKE FAULT & TRAINLINE | IB | 06:56 | 07:18 | 88 |
| | | | | | | | 1075956 | [LRV2=1484]MRU 4S46 CLEARED; INSP D CASTRO; DEADHEAD BACK TO METRO; ONE MOTOR COACH SHUTTLE; 2 LRV (CASTRO) SHUTTLES USED OUTBOUND FROM EMBARCADERO ON M LINE; LSGP; INSP W COLLAZOS* SI GREEN 1484 @08:20 VEH DELAY: 01:24 LINE DELAY: 00:22 | | LD | 06:56 | 07:18 | |
| 08:22 11/04/09 | R | OPERATOR ME | 23 | 3 | 052 | KT | 1539 | 3RD ST & 24TH ST (IB) | NO POWER, OVERHEAD WIRE BURNED THROUGH & DOWN, MICHIGAN FEEDER #11 OPEN. | IB | 08:22 | 09:22 | 87 |
| | | | | | | | 1076023 | MRU 4S20, INSP C DEBONO, MGR G WILLIAMS, OVERHEAD LINE TRUCK #820 & 824 ON SCENE, & COMPLETED REPAIRS, LSGP^S, KT-LINE SWITCH BACK O/I AT 3RD/EVANS, I/O AT CALTRAIN, 8-MOTOR COACH SHUTTLE FOR BUS BRIDGE, SS/SAFETY & RAILS* BY PHONE & PAGE SI GREEN 1549 @09:47 VEH DELAY: 01:25 LINE DELAY: 01:00 | | LD | 08:22 | 09:22 | |
| 15:31 11/04/09 | R | OPERATOR ME | 20 | 07 | 87 | K/T | 1404 | 3RD. STREET & UCSF (OB) | OPERATOR RAN OVER BARRIER ON PLATFORM | OB | 15:31 | 15:56 | 75 |
| | | | | | | | 1076107 | INSPECTED AT FOLSOM, MRO 4C53 K. WILLIAMS, T. JULIAN*, MRO 4T40 R. MACCRAE NO POST ACCIDENT DRUG TESTING AS PER 4T40, R. MACCRAE. TRAIN INSPECTED AT METRO EAST, AND RELEASE FOR SERVICE SI FOLSOM STORAGE TRACK VEH DELAY: 00:25 LINE DELAY: 00:25 | | LD | 15:31 | 15:56 | |
| 19:24 11/04/09 | R | OPERATOR PO | 29 | 7 | 474 | 24 | 5420 | 18TH STREET & CASTRO (IB) | DEMONSTRATORS BLOCKING INTERSECTION | IB | 19:24 | 19:50 | 38 |
| | | | | | | | 1076168 | SFPD; M. TRAVIS-ALLEN*; IM4-A. ANDREWS*; INSP. T. ESPINOZA; INSP. E. DENNIS; 1ST PAGE: 1959 HRS; LAST PAGE: 2003 HRS.; UNPLANNED PROTEST CAUSED A DELAY ON THE 24,33, AND 35 LINES. COACHES HELD UNTIL SFPD CLEARED INTERSECTION; 24 LINE DELAYED FROM 1924 TO 2000 HRS.; 33 LINE DELAYED FROM 1924 HRS TO 1950 HRS.; 35 LINE DELAYED FROM 1939 HRS. TO 2000 HRS. VEH DELAY: 00:26 LINE DELAY: 00:26 | | LD | 19:24 | 19:50 | |

LIGHT RAIL VEHICLES AM/PM Required & Availability



◆ AM Availability
 ■ PM Availability

| Date | Day of week | A.M. | P.M. |
|---|-------------|------|------|
| Light Rail Vehicles (LRVs) Availability - Peak | | | |
| November 2009 | | | |
| 11/02/09 | MONDAY | 118 | 118 |
| 11/03/09 | TUESDAY | 121 | 120 |
| 11/04/09 | WEDNESDAY | 117 | 119 |
| 11/05/09 | THURSDAY | 118 | |
| 11/06/09 | FRIDAY | | |
| 11/09/09 | MONDAY | | |
| 11/10/09 | TUESDAY | | |
| 11/11/09 | WEDNESDAY | | |
| 11/12/09 | THURSDAY | | |
| 11/13/09 | FRIDAY | | |
| 11/16/09 | MONDAY | | |
| 11/17/09 | TUESDAY | | |
| 11/18/09 | WEDNESDAY | | |
| 11/19/09 | THURSDAY | | |
| 11/20/09 | FRIDAY | | |
| 11/23/09 | MONDAY | | |
| 11/24/09 | TUESDAY | | |
| 11/25/09 | WEDNESDAY | | |
| 11/26/09 | THURSDAY | | |
| 11/27/09 | FRIDAY | | |
| 11/30/2009 | MONDAY | | |

| | |
|---|------------------------------|
| | Maintenance Holds |
| Green Division | |
| Daily Maintenance Morning Status Report | |
| November 5, 2009 | |
| Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

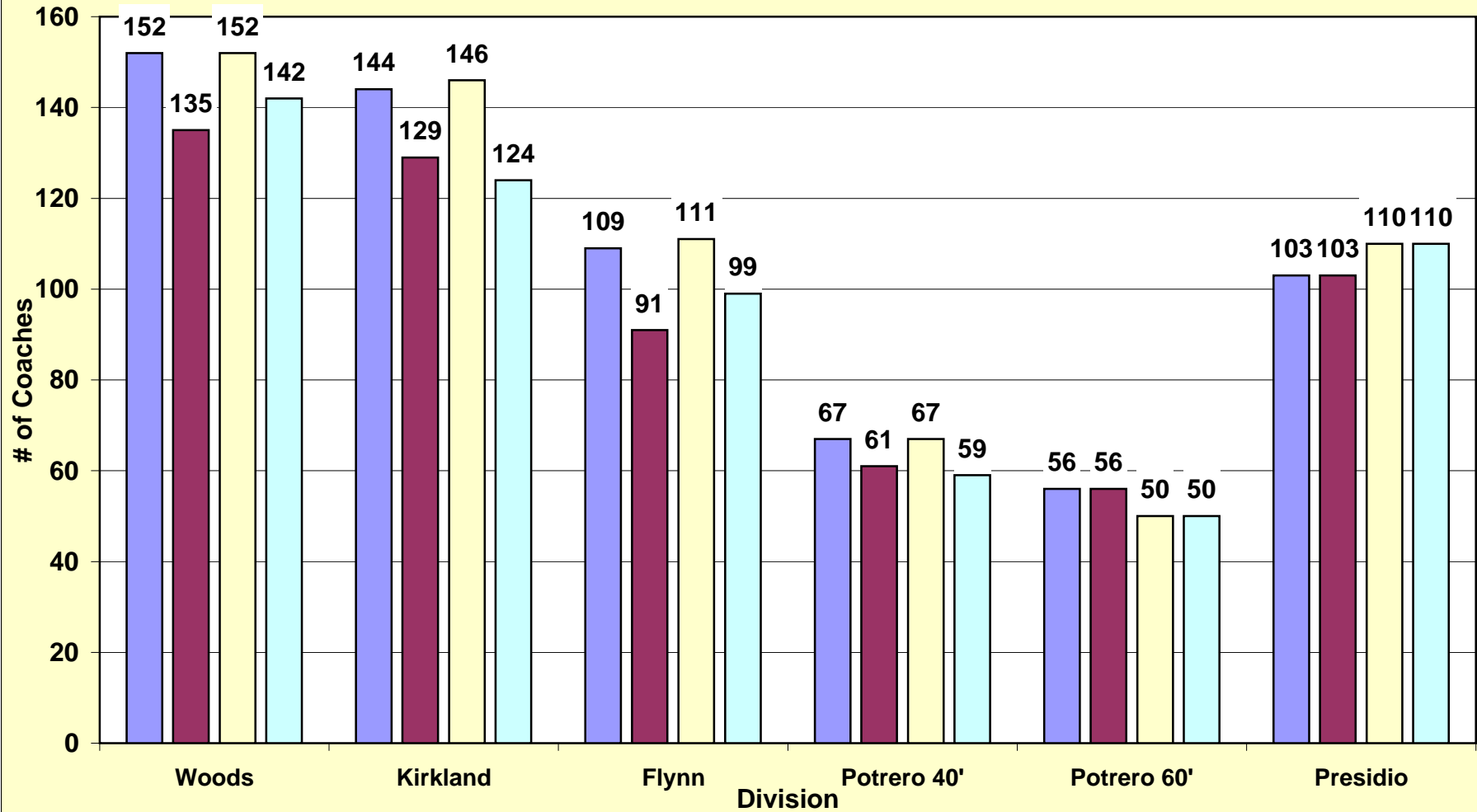
| | |
|---|---|
| AIR SUPPLY SYSTEM | 0 |
| AUTOMATIC TRAIN CONTROL SYSTEM (ATCS) | 0 |
| BRAKE SYSTEM | 0 |
| COUPLER | 0 |
| DOORS / STEPS | 4 |
| HEATING/VENTILATION/AIR CONDITIONING (HVAC) | 0 |
| LIGHT / MIRROR | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 3 |
| TRUCK NOISE/ FLAT | 4 |
| PREVENTIVE MAINTENANCE | 2 |
| SUPPORT SHOP | 1 |
| BODY/PAINT/LEAKER | 2 |
| FLEET APPEARANCE/SPECIAL EVENT | 0 |
| AWAITING PARTS | 4 |
| DESTSIGN / ELECTRICAL/ELECTRONIC | 0 |
| ACCIDENT & DERAIL | 0 |
| BREDA / VENDOR | 2 |
| ENGR / PROJECT | 3 |
| LONG TERM HOLDS | 8 |
| QUALITY ASSURANCE | 0 |

TOTAL **33**

| | LRV2/3 | PCC | Milan | Historic |
|--|---------------|------------|--------------|-----------------|
| Green Division Daily Maintenance | | | | |
| November 5, 2009 | | | | |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand (AM) | 114 | 13 | 4 | 3 |
| Maintenance Holds | 33 | 10 | 4 | 3 |
| Equipment available for service @ 7:30 a.m. | 118 | 11 | 6 | 5 |

Motor & Trolley Coaches Availability
 A.M. 11/5/09 & 11/4/09 P.M. Peak Time

■ Equipment available for service @ 7:45 a.m.
 ■ Final a.m. pull-out
 ■ Equipment available for service @ 5:30 p.m.
 ■ Final p.m. pull-out



| | Woods | Kirkland | Flynn | Subtotal Diesel | Potrero 40' | Potrero 60' | Presidio | Subtotal Trolley | Totals |
|--|-------|----------|-------|--------------------|----------------|----------------|----------|---------------------|--------|
| Bus Maintenance Morning Status Report | | | | | | | | | |
| Information Reported by Each Division | | | | | | | | | |
| Morning (a.m.) availability | | | | | | | | | |
| 11/5/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 141 | 137 | 95 | 373 | 61 | 56 | 102 | 219 | 592 |
| Extra service | 8 | 0 | 0 | 8 | N/A | N/A | N/A | N/A | 8 |
| Scheduled maintenance | 3 | 1 | 7 | 11 | 0 | 2 | 2 | 4 | 15 |
| Campaigns / retrofits | 3 | 0 | 3 | 6 | 0 | 0 | 0 | 0 | 6 |
| Maintenance Holds | 29 | 11 | 15 | 55 | 8 | 25 | 62 | 95 | 150 |
| Awaiting parts | 7 | 0 | 0 | 7 | 4 | 5 | 24 | 33 | 40 |
| Radio | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Equipment available for service @ 7:45 a.m. | 152 | 144 | 109 | 405 | 67 | 56 | 103 | 218 | 623 |
| Final a.m. pull-out | 135 | 129 | 91 | 355 | 61 | 56 | 103 | 220 | 575 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 8 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 |
| Operator not outs | 6 | 8 | 4 | 18 | 0 | 0 | 3 | 3 | 21 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 11/4/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 143 | 126 | 101 | 370 | 59 | 58 | 118 | 235 | 605 |
| Extra service | 5 | 0 | 0 | 5 | N/A | N/A | N/A | N/A | 5 |
| Scheduled maintenance | 3 | 1 | 6 | 10 | 0 | 0 | 0 | 0 | 10 |
| Campaigns / retrofits | 6 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 6 |
| Maintenance holds | 29 | 9 | 13 | 51 | 8 | 23 | 55 | 86 | 137 |
| Awaiting parts | 7 | 0 | 0 | 7 | 4 | 5 | 24 | 33 | 40 |
| Radio | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Equipment available for service @ 5:30 p.m. | 152 | 146 | 111 | 409 | 67 | 50 | 110 | 227 | 636 |
| Final p.m. pull-out | 142 | 124 | 99 | 365 | 59 | 50 | 110 | 225 | 590 |
| Reserve fleet usage | 5 | 0 | 0 | 5 | 0 | 6 | 0 | 6 | 11 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 |
| Operator not outs | 1 | 2 | 2 | 5 | 0 | 2 | 8 | 10 | 15 |

| | Schedul ed | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|---|---------------|----------------------|------------|-----------|---------------------|-------------------|----------------------|-------------|-------------|---------------------|-------------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: WEDNESDAY, NOVEMBER 4, 2009 | | | | | | | | | | | |
| Green | 246 | 63 | 19 | 6 | 15 | 23 | 25.6 | 7.7 | 2.4 | 6.1 | 9.3 |
| Cable Car | 131 | 21 | 5 | 1 | 8 | 7 | 16.0 | 3.8 | 0.8 | 6.1 | 5.3 |
| Potrero | 280 | 61 | 25 | 5 | 21 | 10 | 21.8 | 8.9 | 1.8 | 7.5 | 3.6 |
| Presidio | 213 | 39 | 15 | 10 | 5 | 9 | 18.3 | 7.0 | 4.7 | 2.3 | 4.2 |
| Kirkland | 248 | 50 | 17 | 11 | 13 | 9 | 20.2 | 6.9 | 4.4 | 5.2 | 3.6 |
| Woods | 300 | 56 | 16 | 4 | 20 | 16 | 18.7 | 5.3 | 1.3 | 6.7 | 5.3 |
| Flynn | 197 | 55 | 21 | 9 | 18 | 7 | 27.9 | 10.7 | 4.6 | 9.1 | 3.6 |
| Total | 1,615 | 345 | 118 | 46 | 100 | 81 | 21.4% | 7.3% | 2.8% | 6.2% | 5.0% |

Summary For The Last 7 Days

| | | | | | | | | | | | |
|-----------------|-------|-----|-----|----|-----|----|-----|-----|-----|----|---|
| WEDNESDAY 10 28 | 1,629 | 431 | 173 | 52 | 119 | 87 | 27% | 11% | 3% | 7% | 5 |
| THURSDAY 10 29 | 1,614 | 418 | 172 | 50 | 117 | 79 | 26% | 11% | 3% | 7% | 5 |
| FRIDAY 10 30 | 1,655 | 423 | 181 | 49 | 114 | 79 | 26% | 11% | 3% | 7% | 5 |
| SATURDAY 10 31 | 1,147 | 329 | 136 | 43 | 91 | 59 | 29% | 12% | 4% | 8% | 5 |
| SUNDAY 11 01 | 1,090 | 297 | 136 | 28 | 84 | 49 | 27% | 13% | 36% | 8% | 5 |
| MONDAY 11 02 | 1,648 | 403 | 165 | 47 | 122 | 69 | 25% | 10% | 3% | 7% | 4 |
| TUESDAY 11 03 | 1,614 | 354 | 129 | 47 | 99 | 79 | 22% | 8% | 3% | 6% | 5 |

* **Unplanned leave includes:** absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...

+ **Other reasons includes:** 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.