

DAILY SERVICE DELIVERY OVERVIEW

TUESDAY, NOVEMBER 8, 2011

1. RUNS PULLED OUT- IN SERVICE

| | SCHEDULED | PULLED OUT IN SERVICE | OPEN AM | PM | WORKED ON DAY OFF |
|------------------------|--------------|--------------------------|------------|-----------|----------------------|
| SYSTEM WIDE | 1,199 | 97.1% | 15 | 20 | 64 |

2. VEHICLES AVAILABILITY

Morning Peak

| | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|------------|-------------|
| LRV | 114 | 115 | 1% |
| F LINE | 20 | 28 | 40% |
| CABLE CAR | 27 | 26 | -4% |
| WOODS | 151 | 194 | 28% |
| KIRKLAND | 111 | 122 | 10% |
| FLYNN | 103 | 115 | 12% |
| POTRERO 40' | 44 | 68 | 55% |
| POTRERO 60' | 47 | 39 | -17% |
| PRESIDIO | 98 | 120 | 22% |
| TOTAL | 715 | 827 | 16% |

3. OPERATORS' ABSENTEEISM

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car | 109 | 15 | 4 | 5 | 6 | 0 |
| Flynn | 189 | 41 | 12 | 13 | 14 | 2 |
| Green | 203 | 32 | 13 | 10 | 7 | 2 |
| Kirkland | 215 | 40 | 5 | 21 | 12 | 2 |
| Potrero | 231 | 41 | 19 | 11 | 9 | 2 |
| Presidio | 179 | 30 | 9 | 12 | 9 | 0 |
| Woods | 336 | 67 | 25 | 23 | 17 | 2 |
| TOTAL | 1,462 | 266 | 87 | 95 | 74 | 10 |

4. ACCIDENTS & DELAYS

Accidents

| Time Date | Run | Line | Location | Nature of Occurrence | Delay | |
|-------------------|-----|----------------|--|--------------------------------------|-------|-------|
| | | | | Action Taken | Start | End |
| 08:03 11/08/11 | 382 | 14 | MISSION & 11TH STREET (OB) | NON INJURY ACCIDENT COACH / AUTO | 08:03 | 08:39 |
| | | 1201366 | INSP. LEDBETTER, A. (1T61) RESPONDED, SYS / SAFETY*, CLAIMS 6-A-50*, VIDEO*, NO 799. VEH DELAY: 00:36 | | | |
| 11:02 11/08/11 | 398 | 30 | 2ND STREET & HOWARD (DH) | NON INJURY ACCIDENT COACH / TRUCK | 11:02 | 11:43 |
| | | 1201431 | INSP. LEDBETTER, A. (1T61) RESPONDED, S/S*, CLAIMS 6-A-50*, VIDEO*. VEH DELAY: 00:41 | | | |

| Time Date | Run | Line | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|---------------------------|---|-------|-------|
| | | | | Action Taken | Start | End |
| 11:15 11/08/11 | 380 | 6 | MARKET & 7TH STREET (OB) | VANDALISM (BROKEN FRONT DOOR WINDOW) | 11:15 | 11:38 |
| | | | 1201425 | INSP. JIANG, J. (1T60) RESPONDED, SYS /SAFETY*, CLAIMS 6-A-50*, VIDEO*, NO 799. VEH DELAY: 00:23 | | |
| 12:12 11/08/11 | 697 | 2 | CALIFORNIA & LAUREL (IB) | NON INJURY ACCIDENT COACH / AUTO | 12:12 | 12:33 |
| | | | 1201433 | INSP. LUM, B. (1C14) RESPONDED, S/S*, CLAIMS 6-A-50*, VIDEO*, NO 799. VEH DELAY: 00:21 | | |
| 13:38 11/08/11 | 16 | 54 | 3RD STREET & HUDSON (IB) | ACCIDENT COACH AND AUTO | 13:38 | 14:55 |
| | | | 1201414 | INSPECTOR JOMOCK; CLAIMS* SYSTEM SAFETY* VIDEO* VEH DELAY: 01:17 | | |
| 14:44 11/08/11 | 72 | KT | BAYSHORE & SUNNYDALE (OB) | ILL OPERATOR | 14:51 | 15:10 |
| | | | 1201413 | INSP. S F.CADELINA* & D.KINDSTEAD & MRU 4-S-35 RESPOND, DISPATCH* RESCUE OPERATOR PULL IN CAR 1493.CAD # 237, ENGINE # 44,MEDIC # 60 RESPOND.OPERATOR REFUSE AMBULANCE TRANSPORT BUT TRANSPORTED BY MRO 4-C-53 TO SFGH,D.PUGLISI*,TWU 200*,WORKERS COMP*,E.DELBARRIO*,4-M-2* SI MME N/R [EOR 19:08] VEH DELAY: 04:17 | | |
| 17:13 11/08/11 | 510 | 8X | STOCKTON & CLAY (OB) | ACCIDENT COACH AND AUTO HIT AND RUN | 17:13 | 17:15 |
| | | | 1201513 | SYSTEM SAFETY* CLAIMS 6A48* VIDEO* VEH DELAY: 00:02 | | |
| 18:14 11/08/11 | 514 | 14L | MISSION & 5TH STREET (IB) | VEHICLE ACCIDENT COACH / AUTO - HIT AND RUN | 18:14 | 18:46 |
| | | | 1201477 | INSP B LIANG; SYSTEM SAFETY*, CLAIMS 6-A-48*, VIDEO*, NO INJURIES / NO 799 VEH DELAY: 00:32 | | |

| Time Date | Run | Line | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|--------------------------|--|-----------------------|-----------------------|
| | | | | Action Taken | Start | End |
| 19:15 11/08/11 | 088 | L | FOREST HILL STATION (OB) | R,T: SFPD REQUEST TO SEARCH TRAIN FOR ROBBERY SUSPECT | 19:22 19:22 | 19:32 19:32 |
| | | | 1201523 | TRAIN HELD, STATION HOLDS, SUSPECT NOT FOUND, SFPD UNIT(3F2D) CLEARED, FOREST HILL AGENT ASSISTED. VEH DELAY: 00:10 LINE DELAY: 00:10 | | |
| 19:21 11/08/11 | 40 | 59 | TAYLOR & FRANCISCO (OB) | NON INJURY MUNI ACCIDENT. | 19:21 | 20:02 |
| | | | 1201524 | INSP BEMNET A, S/S*, 8M8*, CLAIMS #6A48*, 4M2*, DISP*, PUGLISI D*, HALEY J*. SI CABLE CAR 17 @21:16 VEH DELAY: 01:55 | | |

Line Delays > 20 Minutes

| Time Date | Run | Line | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|---|--|-----------------------|-------|
| | | | | Action Taken | Start | End |
| 03:23 11/08/11 | | | JUDAH BETWEEN 30TH TO 28TH AVE. & 20TH TO 21TH.AVE (OB) | OVER HEAD WIRES LOW | 03:23 03:23 | 07:20 |
| | | | 1201296 | INSP.'S DEBONO & L.WILSON,G. PINTO RESPOND,MRU'S 4-S-24,4-S-26,4-S-44,31 & 48 RESPOND,LINE TRUCK 818 & 824, CLEARED MADE TEMPORARY REPAIR WILL COME BACK AFTER REVENUE DO PERMANENT REPAIR, 5 MOTOR COACH SHUTTLES USED, PAGE OUT,311*,J.KELLY*,D.PUGLISE*,4-M1*,J.HALEY*,S.SAFETY*@0330 METRO SHOP NOTIFIED TO CHECK PAN ON LAST 3 PULL- INS, SR/130/1550-1426 R/135/N/1462-1534,R/127/N/1442-1445 @0334 MRU'S PROTECTED AREA 30TH.1-T-81 PROTECTED AREA 28TH.@ MRU 4-S-26 CHECK OVERHEAD FROM C&D TO METRO CLEAR @ 0715 HRS, R/1/N/1543-1424 TEST OVERHEAD, CLEARED N-LINE BACK TO REGULAR SERVICE. LINE DELAY: 03:57 | | |