

DAILY SERVICE DELIVERY OVERVIEW

TUESDAY, September 14, 2010

1. RUNS PULLED OUT- IN SERVICE:

| | SCHEDULED RUNS | PULLED OUT IN SERVICE % | RUNS NON OUT | RUNS WORKED AT OVER TIME |
|--------------------|----------------|-------------------------|--------------|--------------------------|
| SYSTEM WIDE | 1172 | 99.2 | 9 | 44 |

2. VEHICLES AVAILABILITY

| | SCHEDULED | AVAILABLE | SPARE RATIO |
|--------------------|------------|------------|-------------|
| LRV | 114 | 121 | 6% |
| F LINE | 20 | 21 | 5% |
| CABLE CAR | 25 | 29 | 16% |
| WOODS | 143 | 176 | 23% |
| KIRKLAND | 111 | 126 | 14% |
| FLYNN | 100 | 112 | 12% |
| POTRERO 40' | 45 | 51 | 13% |
| POTRERO 60' | 47 | 40 | -15% |
| PRESIDIO | 98 | 136 | 39% |
| TOTAL | 703 | 812 | 16% |

3. OPERATORS' ABSENTEEISM:

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Green | 230 | 55 | 14 | 8 | 20 | 13 |
| Cable Car | 118 | 20 | 4 | 4 | 8 | 4 |
| Potrero | 235 | 53 | 9 | 7 | 31 | 6 |
| Presidio | 191 | 25 | 6 | 8 | 4 | 7 |
| Kirkland | 230 | 44 | 8 | 8 | 17 | 11 |
| Woods | 366 | 57 | 11 | 9 | 25 | 12 |
| Flynn | 193 | 37 | 11 | 5 | 14 | 7 |
| TOTAL | 1,563 | 291 | 63 | 49 | 119 | 60 |

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 |
| 12:50 09/14/10 | R OPERATOR KI | 39 | 1663 | 614 | 2 | 8371 | CALIFORNIA & CHERRY (OB) | ACCIDENT, PARKED COACH/AUTO, MINOR | OB | 12:50 | 13:31 | 14 |
| | | | | | | 1125980 | INSP. B. LUM CLEARED. SYS. SAFETY*, CLAIMS 6A45*, VIDEO*. NO OP 799 VEH DELAY: 00:41 | | | | | |
| 17:19 09/14/10 | R OPERATOR ME | 23 | 1135 | 79 | M | 1534 | 19TH AVENUE & EUCALYPTUS (IB) | ACCIDENT, LRV & PEDESTRAIN | IB LD | 17:41 17:41 | 19:00 | 20 |
| | | | | | | 1126017 | SENIOR STAFF & SAFETY*, SYSTEM SAFETY*, J HALEY, JR.* , J KELLY*, F ALEJANDRO*, CPUC*, E DELBARRIO*, VIDEO PULLED, SHUTTLES, EOR, OPERATOR 799, INSP C GONZALEZ, INSP R MC CRAY, MRU 4-S-51 CLEARED SI GREEN N/R [EOR 20:25] VEH DELAY: 02:44 | | | | | |

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 |
| 07:03 09/14/10 | R OPERATOR GV | 75 | 1717 | 162 | F | 1811 | CHURCH & 24TH ST. (IB,PO) | NO POWER | IB | 07:03 | 07:41 | 72 |
| | | | | | | | 1125934 PCC SHOP, MRU-4S48, INSP. G. WILLIAMS CLEARED. VEH DELAY: 00:38 LINE DELAY: 00:38 | | | | | |
| 08:45 09/14/10 | R OPERATOR CA | 40 | 480 | 6 | 61 | 59 | CALIFORNIA & DRUMM (OB) | BROKEN WOOD | OB | 08:35 | 09:11 | 40 |
| | | | | | | | 1125878 TRUCK 665 VEH DELAY: 00:36 LINE DELAY: 00:36 | | | | | |
| 23:33 09/14/10 | R 475/24/5454 PO | 16 | | 475 | 24 | 5454 | PALOU & RANKIN (OB) | SFPD ACTIVITY / BLOCKING | OB | 23:33 | 23:55 | 16 |
| | | | | | | | 1126073 INSPS. ESCOBAR, WILSON, SENIOR STAFF*, 311*, 24-LINE SWITCHED BACK AT CORTLAND / BAYSHORE, ONE SHUTTLE USED FROM CORTLAND / BAYSHORE TO PALOU / 3RD STREET UNTILL THE END OF REGULAR SERVICE, OWL SERVICE NOT AFFECTED VEH DELAY: 00:22 LINE DELAY: 01:36 | | | | | |