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 Tom Nolan | Chairman  
 Jerry Lee | Vice-Chairman  
 Leona Bridges | Director  
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 Malcolm Heinicke | Director  
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**DAILY SERVICE DELIVERY OVERVIEW**

**SUNDAY, SEPTEMBER 18, 2011**

**1. RUNS PULLED OUT- IN SERVICE**

|                        | SCHEDULED  | PULLED OUT<br>IN SERVICE | OPEN      |           | WORKED<br>ON DAY OFF |
|------------------------|------------|--------------------------|-----------|-----------|----------------------|
|                        |            |                          | <u>AM</u> | <u>PM</u> |                      |
| <b>SYSTEM<br/>WIDE</b> | <b>775</b> | <b>97.3%</b>             | <b>14</b> | <b>7</b>  | <b>109</b>           |

**2. VEHICLES AVAILABILITY**

|                    | SCHEDULED<br>DEMAND | AVAILABLE  | SPARE RATIO |
|--------------------|---------------------|------------|-------------|
| <b>LRV</b>         | <b>64</b>           | <b>100</b> | <b>56%</b>  |
| <b>F LINE</b>      | <b>19</b>           | <b>22</b>  | <b>16%</b>  |
| <b>CABLE CAR</b>   | <b>25</b>           | <b>30</b>  | <b>20%</b>  |
| <b>WOODS</b>       | <b>89</b>           | <b>204</b> | <b>129%</b> |
| <b>KIRKLAND</b>    | <b>62</b>           | <b>124</b> | <b>100%</b> |
| <b>FLYNN</b>       | <b>75</b>           | <b>110</b> | <b>47%</b>  |
| <b>POTRERO 40'</b> | <b>42</b>           | <b>79</b>  | <b>88%</b>  |
| <b>POTRERO 60'</b> | <b>39</b>           | <b>62</b>  | <b>59%</b>  |
| <b>PRESIDIO</b>    | <b>68</b>           | <b>139</b> | <b>104%</b> |
| <b>TOTAL</b>       | <b>483</b>          | <b>870</b> | <b>80%</b>  |

### 3. OPERATORS' ABSENTEEISM

|              | Scheduled WF | Total Unavailable | Sick      | Vacation  | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car    | 97           | 19                | 7         | 9         | 3               | 0             |
| Flynn        | 160          | 32                | 13        | 8         | 8               | 3             |
| Green        | 127          | 31                | 10        | 11        | 8               | 2             |
| Kirkland     | 127          | 29                | 12        | 7         | 9               | 1             |
| Potrero      | 186          | 41                | 19        | 16        | 5               | 1             |
| Presidio     | 119          | 18                | 2         | 14        | 2               | 0             |
| Woods        | 183          | 27                | 11        | 9         | 6               | 1             |
| <b>TOTAL</b> | <b>999</b>   | <b>197</b>        | <b>74</b> | <b>74</b> | <b>41</b>       | <b>8</b>      |

### 4. ACCIDENTS & DELAYS

#### Accidents

| Time Date | Run     | Line | Location  | Nature of Occurrence                           | Delay |      |
|-----------|---------|------|---|--|-------|------|
|           |         |      |   | Action Taken                                   | Start | End  |
| 5:21      | 412     | 71   | 8TH STREET & HARRISON (PO)  | ACCIDENT, COACH/VAN, MAJOR DAMAGE, NO INJURIES |       |      |
| 9/18/2011 | 1192202 |      | INSP. R. JONES CLEARED. S/S*, CLAIMS 6A42*, VIDEO*, DISP.* NEIL POPP*. OP 799. INSP. J. JIANG TO TRNSP RESCUE OP FROM FLYNN TO PULL-IN COACH. NEW OP TO FINISH RUN. SI FLYNN 6211 @08:15 Veh delay: 02:54 |  | 5:21  | 6:25 |

## Line Delays > 20 Minutes

| Time Date | Run     | Line | Location   | Nature of Occurrence | Delay |      |
|-----------|---------|------|--|----------------------|-------|------|
|           |         |      |  | Action Taken         | Start | End  |
| 9:07      | 167     | F    | SAN JOSE AVENUE & SENECA (PO)  | BROKEN ROPE          | 9:07  | 9:32 |
| 9/18/2011 | 1192228 |      | PCC SHOP RESPONDED AND CLEARED. OPERATOR INSTRUCTED TO SWITCH BACK IB TO OB @ THE FERRIES FOR TIME & PLACE. INSP B UPCHURCH* Veh<br>delay: 00:25 Line delay: 00:25 |                      | 9:07  | 9:32 |