

DAILY SERVICE DELIVERY OVERVIEW

FRIDAY, JANUARY 20, 2012

1. RUNS PULLED OUT- IN SERVICE

| | SCHEDULED | PULLED OUT IN SERVICE | OPEN AM | PM | WORKED ON DAY OFF |
|------------------------|-----------|--------------------------|------------|----|----------------------|
| SYSTEM WIDE | 1,203 | 97.3% | 8 | 25 | 51 |

2. VEHICLES AVAILABILITY

Afternoon Peak

| | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|-----------|-------------|
| LRV | 114 | 110 | -4% |
| F LINE | 24 | 21 | -13% |
| CABLE CAR | 27 | 30 | 11% |
| WOODS | 151 | 193 | 28% |
| KIRKLAND | 111 | 135 | 22% |
| FLYNN | 103 | 112 | 9% |
| POTRERO 40' | 44 | 70 | 59% |
| POTRERO 60' | 47 | 45 | -4% |
| PRESIDIO | 105 | 121 | 15% |
| TOTAL | 726 | 837 | 15% |

3. OPERATORS' ABSENTEEISM

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|------------|-----------|-----------------|---------------|
| Cable Car | 114 | 18 | 8 | 5 | 5 | 0 |
| Flynn | 181 | 24 | 3 | 9 | 10 | 2 |
| Green | 226 | 35 | 19 | 8 | 6 | 2 |
| Kirkland | 192 | 41 | 15 | 9 | 12 | 5 |
| Potrero | 203 | 36 | 22 | 5 | 8 | 1 |
| Presidio | 215 | 29 | 8 | 7 | 14 | 0 |
| Woods | 307 | 67 | 34 | 6 | 21 | 6 |
| TOTAL | 1,438 | 250 | 109 | 49 | 76 | 16 |

4. ACCIDENTS & DELAYS

Accidents

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|---|------------------------------------|-------|-------|
| | | | | | Action Taken | Start | End |
| 07:00 01/20/12 | 34 | 54 | 8444 | HUDSON & 3RD ST (IB) | ACCIDENT COACH & TRUCK, NO INJURY. | 07:00 | 07:53 |
| | | | 1212790 | INSP K JOMOC CLEARED. TRUCK MADE CONTACT WITH THE LEFT SIDE MIRROR. NO DAMAGE TO NEITHER VEHICLE. NO OP 799. COACH WAS SENT BACK IN SERVICE. SYSTEM SAFETY*. VIDEO*. CLAIMS 6A40*. VEH DELAY: 00:53 | | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|-----------------------------------|--|-------|-------|
| | | | | | Action Taken | Start | End |
| 10:42 01/20/12 | 062 | M | 1455 | SAN JOSE AVE & GENEVA AVE (IB) | LRV & AUTO ACCIDENT, HIT & RUN, MINOR SCRATCH, NO INJURIES | 10:42 | 10:49 |
| | | | | 1212856 | INSP B UPCHURCH* TO INTERVIEW OPERATOR, SYSTEM SAFETY & VIDEO DEPT.*, SS/SAFETY & RAILS* BY PHONE & PAGE. VEH DELAY: 00:07 | | |
| 12:13 01/20/12 | 359 | 24 | 5463 | CORTLAND & HILTON (IB) | ALLEGED GUN SHOTS FIRED | 12:13 | 13:06 |
| | | | | 1212882 | SFPD 3C12B RESP. INSP H VONG RESP. INSP A CHAU RESP. NO ARREST. CASE #120-053-824. NO SHOTS WERE FIRED AT THE COACH. NEW OPERATOR PULLED THE COACH IN. CLAIMS 6A40*. DISP*. VIDEO PULLED FROM 307/24/5478. SI POTRERO N/R [EOR 13:23] VEH DELAY: 01:10 | | |
| 17:17 01/20/12 | 211 | 23 | 8142 | BOSWORTH & DIAMOND (OB) | VEHICLE ACCIDENT COACH / TOUR BUS | 17:17 | 18:05 |
| | | | | 1212961 | INSP B. HENDERSON RESP CLAIMS 6A46*, S/SAFETY*, VIDEO*, A. ANDREWS*, NO INJURIES REPORTED AT SCENE, (DRIVER OF TOUR BUS WAS TAKEN AWAY FROM THE SCENE BY THE TOUR BUS COMPANY / COACH AMERICA SAFETY MGR # 415-642-9400 EXT 33919) NO 799, LEFT SIDE MIRROR OF TOUR COACH DAMAGE, RIGHT SIDE REAR WINDOW OF SFMTA COACH DAMAGE, VEH DELAY: 00:48 | | |
| 20:08 01/20/12 | 718 | 10 | 8232 | KANSAS & 23RD STREET (OB) | ALLEGED COACH / PEDESTRAIN | 20:08 | 21:18 |
| | | | | 1212965 | INSP A. MC DANIEL RESP VIDEO* CLAIMS 6A46*, S/SAFETY* SFPD 3C109 RESP, CASE 120-055-278, MEDICAL AID REFUSED, NO 799 VEH DELAY: 01:10 | | |

Line Delays > 20 Minutes

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|----------------|---|---------------------------------|----------------|----------------|
| | | | | | Action Taken | Start | End |
| 07:15 01/20/12 | 10 | 5 | 5564 | FULTON & 48TH AVE (IB) | OVERHEAD DOWN (FEEDER B-2 OPEN) | 07:15 07:35 | 09:12 08:34 |
| | | | 1212802 | INSP B JOHNSON; INSP C SOLINGER RESP. LINE TRUCK 820 REPAIRED THE OVERHEAD. REVENUE 84; PRESIDIO SHOP 092 SENT THE COACH IN DUE TO FAREBOX SMOKING. MGR M ESPINOZA*. VIDEO*. SI PRESIDIO VEH DELAY: 01:57 LINE DELAY: 00:59 | | | |
| 08:05 01/20/12 | 61 | 5 | 5597 | FULTON & 48TH AVE (OB) | OVERHEAD DOWN; FEEDER B-2 OPEN. | 08:05 07:35 | 08:34 |
| | | | 1212803 | INSP B JOHNSON RESP. PRESIDIO SHOP 092 RESP. NO DEFECT FOUND ON THE COACH. VIDEO*. LINE DELAY: 00:59 | | | |
| 11:16 01/20/12 | 169 | F | 1058 | MARKET ST & 11TH ST (OB) | SLUGGING | 11:16 11:16 | 12:13 |
| | | | 1212722 | MRU 4S27 SENT-IN, PCC SHOP SENT-IN FROM MINT YARD, INSP F CADELINA*, RELIEF RUN 153/F TO P/O. SI MINT YARD N/R [EOR 14:09] VEH DELAY: 02:53 LINE DELAY: 00:57 | | | |
| 12:01 01/20/12 | 164 | F | 1079 | MARKET & NOE (OB) | SFFD BLOCKING (FIRE) | 12:01 12:01 | 13:25 13:25 |
| | | | 1212883 | INSP. F. CADELINA, C. CARBONO, SFFD CLEARED, D. PUGLISI*, 311 CALL CTR.* TWO SHUTTLES IB / OB FROM CASTRO / 17TH STREET TO MARKET / 11TH STREET, ADDITIONAL CARS BLOCKED;159/F/1078,163/F/1060, 166/F/1818, 160/F/1063, 152/F/1062, VEH DELAY: 01:24 LINE DELAY: 01:24 | | | |
| 23:25 01/20/12 | | 60 | | POWELL & ELLIS (OB) | ILLEGALLY PARKED VEHICLE | 23:25 23:25 | 23:50 |
| | | | 1212999 | INSP S. GARNICA RESP DPT*, VEHICLE CITED AND TOWED LINE DELAY: 00:25 | | | |