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DAILY SERVICE DELIVERY OVERVIEW

TUESDAY, JUNE 19, 2012

1. RUNS PULLED OUT- IN SERVICE

| | SCHEDULED | PULLED OUT IN SERVICE | OPEN | | WORKED ON DAY OFF |
|--------------------|-----------|--------------------------|------|----|----------------------|
| | | | AM | PM | |
| SYSTEM WIDE | 1,245 | 95.3% | 34 | 24 | 52 |

2. VEHICLES AVAILABILITY

Afternoon Peak

| | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|-----------|-------------|
| LRV | 114 | 115 | 1% |
| F LINE | 24 | 24 | 0% |
| CABLE CAR | 27 | 27 | 0% |
| WOODS | 154 | 173 | 12% |
| KIRKLAND | 115 | 129 | 12% |
| FLYNN | 103 | 110 | 7% |
| POTRERO 40' | 49 | 57 | 16% |
| POTRERO 60' | 40 | 41 | 3% |
| PRESIDIO | 123 | 138 | 12% |
| TOTAL | 749 | 814 | 9% |



3. OPERATORS' ABSENTEEISM

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|------------|-----------|-----------------|---------------|
| Cable Car | 125 | 25 | 5 | 11 | 9 | 0 |
| Flynn | 202 | 43 | 11 | 15 | 14 | 3 |
| Green | 229 | 41 | 20 | 9 | 12 | 0 |
| Kirkland | 224 | 28 | 4 | 13 | 9 | 2 |
| Potrero | 223 | 38 | 17 | 11 | 7 | 3 |
| Presidio | 216 | 43 | 20 | 9 | 13 | 1 |
| Woods | 366 | 62 | 29 | 17 | 14 | 2 |
| TOTAL | 1,585 | 280 | 106 | 85 | 78 | 11 |

4. ACCIDENTS & DELAYS

Accidents

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|---|----------------------|-------|-------|
| | | | | | Action Taken | Start | End |
| 08:03 06/19/12 | 564 | 8X | 6419 | MARKET & 4TH STREET (OB) | FALL ON BOARD | 08:03 | 19:15 |
| | | | 1236648 | INSP L WILSON; SFFD MEDIC87; TREAT AND RELEASE, 1-M-1*, SYSTEM SAFETY*, VIDEO*, CLAIMS 6-A-42*, NO 799 VEH DELAY: 11:12 | | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|----------------|--|--|-----------------------|-----------------------|
| | | | | | Action Taken | Start | End |
| 08:15 06/19/12 | 74 | 5 | 5563 | MARKET & GRANT (IB) | VEHICLE ACCIDENT COACH / BICYCLIST / NO INJURIES | 08:15 | 09:27 |
| | | | 1236645 | INSP H VONG; CLAIMS 6-A-42*, VIDEO*, SYSTEM SAFETY*, CONTACT WAS NEVER MADE WITH COACH, BICYCLIST FELL DUE TO GROOVE IN STREET, NO INJURIES / NO 799 VEH DELAY: 01:12 | | | |
| 08:22 06/19/12 | 67 | 71 | 8428 | FREDERICK & STANYAN (OB) | ACCIDENT COACH & AUTO, NO INJURY, HIT & RUN | 08:22 | 08:40 |
| | | | 1236628 | INSP B LUM CLEARED. COACH WAS STOPPED. MINOR DAMAGE TO LEFT REAR OF COACH. NO OP 799. COACH WAS SENT BACK IN SERVICE. VIDEO*. CLAIMS 6A42*. SYSTEM SAFETY*. VEH DELAY: 00:18 | | | |
| 10:00 06/19/12 | 23 | 54 | 8416 | NORTHRIDGE & HARBOR (IB) | VEHICLE ACCIDENT COACH / AUTO - HIT AND RUN | 10:00 | 10:50 |
| | | | 1236663 | INSP E IRBY; SFPD*, CLAIMS 6-A-42*, SYSTEM SAFETY*, VIDEO*, NO INJURIES / NO 799 VEH DELAY: 00:50 | | | |
| 12:03 06/19/12 | 161 | F | 1079 | THE EMBARCADERO BETWEEN SANSOME ST & CHESNUT ST (OB) | ACCIDENT (PCC / AUTO) NO INJURIES | 12:03 12:03 | 12:50 12:50 |
| | | | 1236617 | SENIOR STAFF/SYSTEM SAFETY; MRU 4S48 & INSP L HAYNES RESPONDED AND CLEARED. PCC SHOP & INSP G PINTO* 311 CENTER* F LINE SWITCHED BACK IB TO OB @ THE FERRIES AND 2 M/C SHUTTLES UTILIZED TO COVER THE GAP. NO INJURIES. POST ACCIDENT 799 INVOLVED. CLAIMS UNIT 6A42* END OF RUN.N/R [EOR 14:04] VEH DELAY: 02:01 LINE DELAY: 00:47 | | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|----------------|--|--|-------|-------|
| | | | | | Action Taken | Start | End |
| 14:22 06/19/12 | 665 | 47 | 8016 | VAN NESS & MARKET (IB) | ACCIDENT COACH & AUTO, NO INJURY. | 14:22 | 15:13 |
| | | | 1236688 | INSP A BANIAS CLEARED. MINOR DAMAGE TO COACH. NO OP 799. COACH WAS SENT BACK IN SERVICE. SYSTEM SAFETY*. CLAIMS 6A42*. NO VIDEO. VEH DELAY: 00:51 | | | |
| 16:02 06/19/12 | 391 | 6 | 5497 | MARKET & 5TH STREET (OB) | ACCIDENT COACH/BIKE, TREATMENT REFUSED | 16:03 | 17:00 |
| | | | 1236719 | INSP E DENNIS CLEARED, INSP A BANIS RESP, S/S RESP, 6A47 RESP, VIDEO*, DISP*, SFPD 4N1C CLEARED, MEDIC #8 RESP, CASE # 120-482-148 VEH DELAY: 00:57 | | | |
| 16:55 06/19/12 | 538 | 8X | 6254 | BRYANT & 5TH STREET (IB) | ROBBERY ON BOARD | 16:55 | 17:54 |
| | | | 1236716 | INSP A BANIAS RESP, SFPD 3B2C CLEARED, CASE# 120-482-273, 4M1*, S/S*, VIDEO*, 6A47* VEH DELAY: 00:59 | | | |
| 17:01 06/19/12 | 395 | 6 | 5402 | 14TH AVE & QUNTARA (IB) | OPERATOR, | 17:01 | 17:44 |
| | | | 1236713 | INSP B HENDERSON RESP, MED 79 CLEARED, T/R, DISP* VEH DELAY: 00:43 | | | |
| 20:44 06/19/12 | 139 | 1 | 5587 | CALIFORNIA & LAUREL (OB) | TROLLEY POLE HIT STREET POLE | 20:44 | 22:10 |
| | | | 1236738 | SYS.SAFETY* CLAIMS#6A47* PRESIDIO SHOP & INSP.GEETER CLEARED VEH DELAY: 01:26 | | | |

Line Delays > 20 Minutes

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|--|--|--------------|--------------|
| | | | | | Action Taken | Start | End |
| 12:03 06/19/12 | 161 | F | 1079 | THE EMBARCADERO BETWEEN SANSOME ST & CHESNUT ST (OB) | ACCIDENT (PCC / AUTO) | 12:03 | 12:50 |
| | | | | 1236617 | SENIOR STAFF/SYSTEM SAFETY; MRU 4S48 & INSP L HAYNES RESPONDED AND CLEARED. PCC SHOP & INSP G PINTO* 311 CENTER* F LINE SWITCHED BACK IB TO OB @ THE FERRIES AND 2 M/C SHUTTLES UTILIZED TO COVER THE GAP. NO INJURIES. POST ACCIDENT 799 INVOLVED. CLAIMS UNIT 6A42* END OF RUN.N/R [EOR 14:04] VEH DELAY: 02:01 LINE DELAY: 00:47 | 12:03 | 12:50 |
| 16:02 06/19/12 | 167 | F | 1060 | MARKET ST & 5TH ST (OB) | BLOCKED BY MUNI ACCIDENT | 16:02 | 16:50 |
| | | | | 1236692 | INSP R MCCRAY RESPONDED AND MONITOR. ^F^ LINE SWITCHED BACK IB TO OB @ MARKET & 11TH ST. OB TO IB @ THE FERRIES. LSGP; INSP K WILLIAMS* VEH DELAY: 00:48 LINE DELAY: 00:48 | 16:02 | 16:50 |
| 20:04 06/19/12 | 90 | N | 1505 | CHURCH BETWEEN 19TH ST. & 18TH ST. (OB,PI) | PROPULSION | 20:04 | 20:45 |
| | | | | 1236735 | [LRV2=1493]INSPS. R. MCCRAY, J. CHAVEZ & H. HENLEY, MRU-4S35, 4S44 CLEARED USING A RESCUE CAR 129/J/1465, J-CARS SWITCHBACK OB TO IB AT CHURCH & 16TH ST. AND IB TO OB AT CHURCH & 22ND ST., 1 MOTOR COACH SHUTTLE 531/38/6210. SI GREEN N/R [EOR 20:05] VEH DELAY: 00:01 LINE DELAY: 00:41 | 20:04 | 20:45 |