

DAILY SERVICE DELIVERY OVERVIEW

WEDNESDAY, MARCH 30, 2011

1. RUNS PULLED OUT- IN SERVICE:

| | SCHEDULED | PULLED OUT IN SERVICE % | RUNS NON OUT | RUNS WORKED AT OVER TIME |
|--------------------|-------------|-------------------------------|-----------------|-----------------------------------|
| SYSTEM WIDE | 1174 | 96.0 | 47 | 45 |

2. VEHICLES AVAILABILITY

| | SCHEDULED | AVAILABLE | SPARE RATIO |
|--------------------|------------|------------|-------------|
| LRV | 114 | 114 | 0% |
| F LINE | 20 | 21 | 5% |
| CABLE CAR | 26 | 30 | 15% |
| WOODS | 140 | 178 | 27% |
| KIRKLAND | 111 | 123 | 11% |
| FLYNN | 103 | 112 | 9% |
| POTRERO 40' | 49 | 62 | 27% |
| POTRERO 60' | 53 | 38 | -28% |
| PRESIDIO | 103 | 107 | 4% |
| TOTAL | 719 | 785 | 9% |

3. OPERATORS' ABSENTEEISM:

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Green | 201 | 54 | 5 | 11 | 16 | 22 |
| Cable Car | 115 | 24 | 3 | 4 | 12 | 5 |
| Potrero | 233 | 58 | 16 | 6 | 24 | 12 |
| Presidio | 192 | 33 | 6 | 5 | 13 | 9 |
| Kirkland | 218 | 40 | 11 | 10 | 14 | 5 |
| Woods | 329 | 78 | 15 | 8 | 42 | 13 |
| Flynn | 201 | 39 | 8 | 6 | 17 | 8 |
| TOTAL | 1,489 | 326 | 64 | 50 | 138 | 74 |

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 |
| 18:27 03/30/11 | R OPERATOR ME | 83 | 2487 | 096 | N | 1475 | IRVING ST & 9TH AVE (IB) | OPERATOR REPORTING PERSON RIDING ON COUPLER & REFUSES TO ALIGHT. | IB | 18:26 | 18:29 | 87 |
| | | | | | | 1162536 | [LRV2=1489]INSP J CHAVEZ & SFPD*, OPERATOR WAS ABLE TO CLEAR INCIDENT, SFPD CANCELLED. VEH DELAY: 00:03 LINE DELAY: 00:03 | LD | 18:26 | 18:29 | | |

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 |

There was not line delay > 20 minutes!