

Edwin M. Lee | Mayor
 Tom Nolan | Chairman
 Jerry Lee | Vice-Chairman
 Leona Bridges | Director
 Cheryl Brinkman | Director
 Malcolm Heinicke | Director
 Bruce Oka | Director
 Joël Ramos | Director
 Debra A. Johnson | Acting Executive Director/CEO

DAILY SERVICE DELIVERY OVERVIEW

TUESDAY, JULY 5, 2011

1. RUNS PULLED OUT- IN SERVICE:

| | SCHEDULED | % PULLED OUT IN SERVICE | OPEN RUNS | | RUNS WORKED AT OVER TIME |
|--------------------|-----------|-------------------------|-----------|----|--------------------------|
| | | | AM | PM | |
| SYSTEM WIDE | 1174 | 92.7% | 33 | 53 | 86 |

2. VEHICLES AVAILABILITY

| | SCHEDULED | AVAILABLE | SPARE RATIO |
|--------------------|-----------|-----------|-------------|
| LRV | 114 | 120 | 5% |
| F-LINE | 20 | 24 | 20% |
| CABLE CAR | 26 | 29 | 12% |
| WOODS | 140 | 182 | 30% |
| KIRKLAND | 111 | 126 | 14% |
| FLYNN | 103 | 110 | 7% |
| POTRERO 40' | 49 | 62 | 27% |
| POTRERO 60' | 53 | 30 | -43% |
| PRESIDIO | 103 | 136 | 32% |
| TOTAL: | 719 | 819 | 14% |

3. OPERATORS' ABSENTEEISM:

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|------|----------|-----------------|---------------|
| Green | 192 | 55 | 13 | 10 | 18 | 14 |
| Cable Car | 114 | 26 | 3 | 5 | 12 | 6 |
| Potrero | 234 | 53 | 10 | 9 | 25 | 9 |
| Presidio | 182 | 31 | 5 | 7 | 14 | 5 |
| Kirkland | 226 | 47 | 15 | 7 | 21 | 4 |
| Woods | 339 | 63 | 12 | 13 | 24 | 14 |
| Flynn | 204 | 52 | 17 | 9 | 20 | 6 |
| TOTAL: | 1,491 | 327 | 75 | 60 | 134 | 58 |

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 |
| 12:52 07/05/11 | R OPERATOR KI | 18 | 3167 | 645 | 28 | 8206 | 19TH AVE & TARAVAL (OB) | ACCIDENT COACH/AUTO, NO INJURY | OB | 12:52 | 13:45 | 18 |
| | | | | | | 1179572 | INSP T KONG CLEARED, S/S*, VIDEO*, CLAIM 6A42* VEH DELAY: 00:53 | | | | | |
| 13:05 07/05/11 | R OPERATOR PO | 14 | 2801 | 368 | 33 | 5401 | 16TH STREET & FOLSOM (IB) | ALLEGED ACCIDENT COACH/AUTO, NO INJURY, NO MERIT | IB | 13:05 | 13:30 | 18 |
| | | | | | | 1179585 | INSP K JOMOC CLEARED, S/S*, VIDEO*, CLAIM 6A42* VEH DELAY: 00:25 | | | | | |
| 18:34 07/05/11 | R OPERATOR WO | 27 | 2322 | 177 | 9 | 8174 | MARKET BETWEEN SUTTER & SANSOME (IB) | ACCIDENT COACH & AUTO | IB | 18:34 | 19:25 | 25 |
| | | | | | | 1179650 | INSP.DENNIS CLEARED VEH DELAY: 00:51 | | | | | |

DELAYS > 20 MINUTES:

| TIME DATE | CALL FROM DIVISION | To CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|---------|---|-----------------------------------|----------|----------------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 15:40 07/05/11 | R SFPD ME | 83 | 1428 | 81 | M | 1424 | SAN JOSE & LAKEVIEW (IB) | OPERATOR ASSAULTED | IB LD | 15:40 15:40 | 16:37 | 83 |
| | | | | | | 1179617 | SFPD 3H38; INSP CADELINA AND 4M3 RESPONDED. ONE ARRESTED; CASE#110539793. LINE DELAY: 00:57 | | | | | |