

TRANSIT OPERATIONS RECOGNITION & ACCOUNTABILITY

Too often employees do not get regular feedback or only get feedback as the result of a negative incident (e.g., 311 complaint or safety violation) and daily achievements may go unrecognized. To address, Transit Operations is working to improve how we measure performance and celebrate staff achievements.

ASSESSMENT

We aim to improve workplace culture, job satisfaction and transportation outcomes through:

- Transparent and measurable goals for each employee
- A collaborative feedback approach rooted in performance improvement
- Recognition of achievements

Performance Appraisals using KPIs: Our new KPI Performance Rating system is a data-driven approach to staff performance and focuses on transparent communication of expectations .

Putting our Money where our Mouth is: The SFMTA has worked with our Union Partners to ensure that MOUs include opportunities for financial incentives based on job performance.

Celebrating our Staff: We are always looking for more ways to share staff success! We are doing this through celebrations, displays, and public recognitions.

KPI = Key Performance Indicators
+
Keep People Interested
Keep People Informed
Keep People Involved
Keep People Inspired



Transit Operations Staff Appreciation "Wall of Fame"



Operator of the Month Recognition Event

Next Steps – KPI Program

We are creating a collaborative performance appraisal environment where supervisors and staff can discuss objective success and identify specific improvements. We will develop objective feedback using new and existing performance tracking tools.

