

2003-04 Civil Grand Jury Report:

On-Time Performance And Service Goals Remain A Fiction: Muni's Mismanagement And Worker Problems

California Penal Code Sections 933.05(a) and (b) requires the responding party to report for each recommendation of the Civil Grand Jury **one** of the following actions:

<p>1. Recommendation Implemented</p> <ul style="list-style-type: none"> - Date Implemented - Summary of Implemented Action 	<p>2. Will Be Implemented in the Future</p> <ul style="list-style-type: none"> - Anticipated Timeframe for Implementation 	<p>3. Requires Further Analysis</p> <ul style="list-style-type: none"> - Explanation - Timeframe <p>(Not to exceed six months from date of publication of grand jury report)</p>	<p>4. Will Not Be Implemented: Not Warranted or Not Reasonable</p> <ul style="list-style-type: none"> - Explanation
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For each recommendation below, indicate which action you have taken or plan to take and provide the required information.

Recommendation	Responses Required From:	Response: 1, 2, 3, or 4
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<p>1a. MUNI management should prepare detailed plans to attain the on-time performance of 85% and service delivery of 98.5% mandated by Proposition E.</p> <p>1b. The Executive Director of MTA, the General Manager of MUNI, and other senior management personnel should adopt proactive and highly visible leadership roles, establish accountability at all levels of management, ensure that all policies are enforced, and inform all employees of policies and the consequences of failing to adhere to them. In order to enhance morale and job satisfaction, the administration should encourage open communication between workers and management.</p> <p>1c. Management should determine where MUNI ranks, <i>vis-a-vis</i> other agencies, in terms of the cost/benefits of its light-duty and battery-pay plans and workers' compensation benefits.</p> <p>1d. Management should ensure that MUNI's training and accident prevention programs are consistent with current industry standards.</p> <p>1e. Management should consider employee comments and recommendations at all levels. Such action can lead to improved working conditions and morale and, ultimately, to improved service.</p>	<p>San Francisco Municipal Transportation Agency Board of Directors San Francisco Municipal Railway San Francisco Board of Supervisors</p>	<p>The Board of Supervisors' City Services Committee held a hearing August 12, 2004 on the Civil Grand Jury Report, On-Time Performance and Service Goals Remain a Fiction: MUNI's Mismanagement and Worker Problems. Representatives from the Civil Grand Jury addressed their findings and recommendations, and the Municipal Transportation Agency addressed certain disagreements with the Civil Grand Jury Report. Per Michael Burns, Executive Director, Municipal Transportation Agency, a formal written response to the Civil Grand Jury will be submitted within the required deadlines.</p>
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<p>2a. Management should determine and control the cost of its benefit plans and act to prevent abuses.</p> <p>2b. Management should consider basing pay under the light-duty plan on hours actually worked.</p> <p>2c. Management must establish controls to ensure that those employees assigned to light-duty are eligible under the conditions of the plan and are actually performing their assigned tasks.</p> <p>2d. The managers of the departments to which light-duty personnel are assigned should be responsible for their presence and performance.</p> <p>2e. The Office of the Controller and the Budget Analyst's Office should conduct independent audits of the light-duty and battery pay plans and workers' compensation benefit programs to determine the actual costs of the plans and benefits and the feasibility of determining ways to reduce the overall costs of those programs.</p> <p>2f. Compensatory plans should be examined to ensure that, although they may provide similar assistance, they do not duplicate the benefits.</p>	<p>San Francisco Municipal Transportation Agency Board of Directors San Francisco Municipal Railway San Francisco Board of Supervisors Office of the Controller</p>	<p>See above response.</p>

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<p>3a. MUNI should establish a program to record and analyze the causes of all incidents/accidents. The system would categorize each incident/accident by type, operator, transit line, division, claims and/or settlement costs and whether avoidable or unavoidable. The system should be designed to prevent multiple accident entries. The data should be readily available so that it can be used to establish procedures to reduce claims and their associated costs.</p> <p>3b. MUNI should evaluate the effectiveness of the current training program with an emphasis on accident prevention.</p>	<p>San Francisco Municipal Transportation Agency Board of Directors San Francisco Municipal Railway San Francisco Board of Supervisors</p>	<p>See above response.</p>

