Memorandum

Metropolitan Transportation Authority
State of New York

Date September 30, 2026

To Philip Valenti, President Transportation Supervisors Organization (TSO) 106

From Michael Morales, Acting SVP, Maintenance Support & Engineering
NYCT DoB / MTA Bus Co

Re **Termination of the 2016 pilot Productivity Incentive Program (PIP)**

Management acknowledges the TSO 106 request and agrees to the termination of the 2016 pilot PIP. Accordingly, we will revert to the original Productivity Incentive Program established in January 2003. As you noted, the original PIP provides quarterly evaluation and a $700 incentive payment, along with the eligibility criteria and parameters mutually agreed upon by the parties at that time.

This reversion will take effect beginning with the fourth quarter evaluation period of 2026, and we will ensure that the Department of Buses takes the necessary steps to transition back to the original PIP structure.

Regarding your inquiry about the MTA Bus Company, Management has reviewed the matter and determined that the MTA Bus unit will not be grandfathered into the original 2003 PIP and will terminate concurrently with the termination of the broader pilot PIP. The TSO may pursue a PIP for MTA Bus unit at contract bargaining.

cc: F. Farrel
A. Abelrahman
S. Bogerd
K. Daube
C. Libassi

.

Attachments

Line Supervisors' Bus Bonus Performance Standards

Line Supervisor : _____ Review Period: From:_____ To: _____ Reviewer's Name: _____

Pass Number: _____ Date of Review: _____ Final Quarterly Review: Y/N Monitor's Name: _____

Function	Task/Activity	Goal	Performance Measure	Method fo Measurement	Description of Rating				Rating	Comment
					Excellent (4)	Good (3)	Marginal (2)	Poor (1)	(1-4)	
Human Resource Management	1. Time and Attendance	Ensure that workers report and are ready to work during productive hours	On time reporting for duty at the start of shift and after breaks	Audit deviation sheet in MIDAS / SPEAR and management monitor arrival time	100% on time	>95% on lime	90%-95% on time	<90%on time		
	2. Disciplinary Action	Take appropriate corrective action by followtng appropriate NYCTs disciplinary policy and procedures	Percent of time disciplinary action is taken for offenders	Audit of dlsciplinary actions	100% of lateness ls documented	>95% of lateness is documented	90%-95% of lateness is documented	<90% of lateness is documented		
	3. Employee Availablliy	Plan and control employee availability to maximize production by coordinating workers leave time nd schdueled work load	Compare employee availability lo DOB availability goal	Compare deviation sheet In MIDAS / SPEAR to DOB availability goal	Availability meets or exceeds goal	Availability meets >95% of goal	Availability meets 90%-95% of goal	Availability meets<90% of goal		
	4. Employee Training	Assess workers skills and training needs and arrange for proper training or reclassification if needed	Percent of workers that can't meet SRTs and that don't receive tranining or reclassificatin	Audit SRTs In MIDAS/ SPEAR	100% of deviation receives corrective action	>95% of deviation receives corrective action	90%-95% of deviation receives corrective action	<90% of deviation receives corrective action		
Leadership Skills	5. Communication	Effective verbal and communication of ideas and to workers and management	Degree to which supervisor	Observation by management	Communications highly structured clear. Writing little revision	Most are acceptableand generally well organized and	Significant Improvement is required in oral or written communication	Communications are consistently misunderstood and require significant intervention		
	6. Teambuilding	Develop a cohesive and effective team by communicating goals and establishing standards within workgroup	Degree to which supervisor	Observation by management	Has insights into team dynamics has developed a cohesive work team	Sound team player capable of dealing olhers and requires little guidance	Has difficulty relating with others and being a team player and requires extensive guidance	Works alone avoids dealing with others and little concern for leaders, team members and colleagues		
	7. Coaching	Communicates standards for performance, monitors that and when a deviation for the occurs, intervenes through coaching	Degree to which supervisor	Observation by management	Clearly communlc.tes standards and devlatlon ts cited, coaches lo pertonnance	Mostly standards and to achieve good performance - little guidance	Needs improvement to communicating standards of performance coaching to develop	Does not follow coaching process; fails to communicate standards - does not coach or develop workers		
	8. Labor Relations / Conflict Resolution	Interpret and enforce personnel and procedures across job titles union affiliations	Degree to which supervisor by not being over ruled by upper management or arbitration.	Observation by management	Management is required to clarify re-interpret decisions	Management is required to clarify interpret his /her decisions rarely.	Management is required to or re-interpret his/her sometimes.	Management is required to clarify re-interpret his/her decisions often.		
	9 Initiative	Independently and consistently follows through on a plan of action and ls resourceful In solving daily problems	Degree to which supervisor meets goal	Observation by management	Require little or no direction or support in solving problems	Requires direction and support from management rarely	Requires direction and support from management sometimes.	Requires direction and support from management often.		
Productivity Planning & Management	10. Productive Work Assignmens	Assign each maintainer lo primary maintenance functions for 95% of the productive work time.	Percent of time that supervisor meets goal	Audit by SPEAR / MIDAS	Assigns work 95% of productive time	Assigns work >90% of productive time	Assigns work 85%-90% of productive time	Assigns work >85% of productive time.		
	11. Monitors SRTs &	Ensure that SOs and SRTs are performed In specified times and exceptions are property	Percent of time that worker, meets goal	Audit by SPEAR/ MIDAS	Hourly and/or corrective actions >95% w/ exceptions documented	Hourly compliance and/or corrective actions >90% w/ all exceptions documented	Hourly and /or actions >85%-90% w/all exceptions documented	Hourly and /or corrective actions <85% exceptions documenled		
	12. Corrective Action lor Non-Compliance	Assess workers' skills and training needs and arrange for proper training or reclassification if needed	Percent of workers that can't meet SRTs and that don't receive training or reclassification	Audit SRTs in MIDAS / SPEAR	100% of deviation receives corrective action	>95% of deviation receives corrective action	90%-95% of deviation recieves corrective action	<90% of deviation receives corrective action		
Non-Personnel Resource Planning & Management	13. Material/Facility/Equipment Planning	Ensures that time lost due to the parts, unavailable tools or equipment or buses shall not exceed 5% of productive time.	Percent of time that supervisor meets goal	Audit by SPEAR / MIDAS	Time lost de to exceptions is 5% or or loss of productive time	Time lost due to exceptions is <10% of productive time	Time lost due to exceptions is <15% of productive time	Time lost due to exceptions is <20% of productive time.		

Function	Task/Activity	Goal	Performance Measures	Method of Measurement	Description of Rating				Rating	Comment
					Excellent (4)	Good (3)	Marginal (2)	Poor (1)	(1 - 4)	
	14. Warranty Items	Ensure that material and units for exhange under warranty are properly tagged, stored and documented.	Degree to which superisor meets goal	Observation by management	100% of warranty	**>95%** of warranty items are properly handled	90%-85% of warranty items are properly handled	<90% of warranty items are properly handled		
	15. Utilization of Work Stations	Ensures effective use of lifts, bays tools and support equipment to ensure maximum productivity and that equipment is available to following shifts.	Degree to which superisor meets goal	Observation by management	100% of work stations are 100 operational or/and defects logged and reported to P&E	**>95%** of work stations are 100% operational orand defects logged and reported to P&E	**>90%** of work stations are 100% operational orand defects logged and reported to P&E	**<90%** of work stations are 100% operational orand defects logged and reported to P&E		
Fleet Planning & Management	16. Disposition of Buses	Maximizes the amount of time that buses are available for revenue service	Shop dwell time / make service / avoid tows	Observation by management	Service met 100% of time.	Service met >95% of time.	Service met >90% of time.	Service met <90% of time.		
Quality Control	17. Quality Work	Responsible for the quality of work performed on their shift - eliminate repeats	Percent of repeat work on a bus within 45 days period.	Audit by SPEAR / MIDAS	0% of repeat work	<5% of repeat work	<10% of repeat work	>10% of repeat work		
	18. Documentation	Ensures that all prescribed documention (e.g. pass on, deviation sheet, work assignments, exeptions to SRTs) and data entry in SPEAR/MIDAS is accurate, complete and timely.	Number of occasions when data entry is inaccurate, incomplete and untimely.	Audit by SPEAR / MIDAS	100% of all reequlred documentation Is accurale and on lime.	>95% ol required documentation Is accurate and on time	>90% of all required documentation is accurate and on tlme.	<90% of all required documentatlon Is accurate and on time.		
Safety	19. Accident Prevention	Avoids all preventable accidents by ensuring that all applicable safey procedures are followed, work environment is orderly and clean, and that personal protective equipment is utilized.	Number of accidents (IODs-injuries on duty) compared to DOB goal.	Observation by management	Numbet of accidents (IODs) meets goal	Number of accidents (IODs) meets >95% of goal	Number of accidents (IODs) meets 90%-95% of goal	Number of accidents (IODs) meet-<90% of goal		

Signatures:

Line Supervisor: _____ Manager:_____

L/S Under Protest: _____ Monitor: _____

Score: 0

A total of at least 324 points are required per quarter to receive the PIP bonus. Each of the 19 Task/Activities and 6 rating periods per quarter are weighted equally.

• Each of the 19 Task/Activities must contain a numertcat rating (1-4).

Depot Training Supervisor's Performance Standards for Bonus Program

Name: _____ **Review Period From:** _____ **Review Date:** _____

Pass Number: _____ **Reviewer:** _____

Function	Task/Activity	Goal	Performance Measure	Method of Measurement	Description of rating				Rating	Comments
					Excellent (4)	Good (3)	Marginal (2)	Poor (1)	(1-4)	
#1 Human resource_Training	**Employee Training Availability**	Effectively plan and schedule employee(s) training to maximize training sessions by coordinating with personnel's' leave time	Accomplished employee training verses depots needs	IARs/Dialog between local and school management/audit MIDAS/SPEAR	Training availability meets or exceed goal	Training availability meets >95% of goal	Training availability meets 90%-95% of goal	Training availability meets <90% of goal		
#2 Human resource_Training	**Training Time and Trainee's Attendance**	Ensure that appropriate personnel are notified and are ready for training during scheduled sessions.	Trainees supervised to report on time for training at start of shift and after breaks.	IARs/Dialog between local and school management/audit MIDA/SPEAR	100% of scheduling is accomplished and timely training	95% of scheduling is accomplished and timely training	90 - 95% of scheduling is accomplished and timely training	<90% of scheduling is accomplished and timely training		
#3 Human resource_Training	**Employee Training Assessment**	Access personnel skills sets and training needs and arrange for proper training or recommend to reclassification if needed.	Percent of personnel that have not been accessed on SRT skill sets	IAR's/Dialog between local and school management/audit MIDA/SPEAR	100% of variance receives remedial action.	>95% of variance receives remedial action.	90 - 95% of variance receives remedial action.	<90% of variance receives remedial action.		
#4 Human resource_Training	**Initiative**	Independently and consistently follows through on a training plan and is resourceful to satisfy daily training needs	Degree to which Depot Training Supervisor meets goal..	IAR's/Dialog between local and school management/audit MIDA/SPEAR	Requires little or no direction or support to resolve training problems.	Rarely requires direction and support from management	Often requires direction and support from management.	Continually requires direction and support from management.		
#5 Human resource_Training	**Incumbent Training**	Perform required training on personnel to aid them to perform and satisfy SRT tasks.	Percent of personnel that cannot meet the SRT's and that did not receive training to enhance their skills.	IAR's/Dialog between local and school management/audit MIDA/SPEAR	100% of incumbent employee population receives required SRT training.	>95% of incumbent employee population receives required SRT training	90 - 95% of Incumbent employee population receives required SRT training	90% of incumbent employee population receives required SRT training.		
#6 Human resource_Training	**Focused Training**	Responsible for the quality of training provided to help personnel eliminate repeaters.	Percent of repeat work on a bus used to train within 45 days period.	IAR's/Dialog between local and school management/audit MIDA/SPEAR	0% of repeat work on buses used for training	5% of repeat work on buses used for training.	<10% of repeat work on buses used for training	>10% of repeat work on buses used for training		
#7 Human resource_Training	**Successful/Productive "OJT" Training Assignment**	Coordinate with local management to ensure that primary maintenance function for 95% of the productive work time are accomplished during	Percent of time that Depot Training Supervisor meet goal.	IAR's/Dialog between local and school management/audit MIDA/SPEAR	95% of productive time is maintained OJT	>90% of productive times is maintained during OJT	85% - 90% of productive time is maintained during OJF	<85% of productive time is maintained during OJF		
#8 Human resource_Training	**Utilization of Work Stations for Training**	Ensure effective use of lifts, bays, tools and support equipment to ensure for training sessions is maximized	Degree to which Depot Training Supervisor meets goal.	IAR's/Dialog between local and school management/audit MIDA/SPEAR	100% of effective use of lifts, bays, tools and support equipment during training sessions.	>95% of effective use of lifts, bays, tools and support equipment during training sessions.	>90% of effective use of lifts, bays, tools and support equipment during training sessions.	<90% of effective use of lifts, bays, tools and support equipment during training sessions.		
#9 Human resource_Training	**Probationary Employee Training**	Ensure that all Probationary employees are tracked and properly trained in SRT process.	Percent of probationary meet SRT's and that did not receive training or reclassification.	Audit by school management via IARs/Probationary Reports.	100% of Probationary employee population receives required SRT training.	>95% of Probationary employee population receives required SRT training.	90 - 95% of Probationary employee population receives required SRT training.	<90% of Probationary employee population receives required SRT training.		
#10 Leadership/Guidance	**Communication**	Effective verbal and written/computer communication of ideas and provide information of trainees and management	Degree to which Depot Training Supervisor meets goal.	Observation by local and dialogue with school management.	Communications are highly structured and clear. Writing requires little revision.	Most communications are highly structured and clear. Writing requires little revision	Significant improvement is required in oral or written communication.	Communications are consistently misunderstood and requires significant intervention		

Depot Training Supervisor's Performance Standards for Bonus Program

Name: _____ **Review Period From:** _____ **Review Date:** _____

Pass Number: _____ **Reviewer:** _____

Function	Task/Activity	Goal	Performance Measure	Method of Measurement	Description of rating				Rating	Comments
					Excellent (4)	Good (3)	Marginal (2)	Poor (1)	(1-4)	
#11 Leadership/Guidance	**Teambuilding**	Develop a cohesive and effective work-learn by communicating goals and establishing standards within workgroups.	Degrees to which Depot Training Supervisor meets goal.	Observation by local and dialogue with school management.	Has insights into team dynamics and has developed a cohesive training relationship.	Sound team player capable of dealing with others and requires little guidance	Has difficulty relating with others and being a team player and requires extensive guidance.	Works alone - avoids dealing with others and little concern for leaders, team members and		
#12 Leadership/Guidance	**Coaching**	Communicates standards for performance, monitors that performance and when a deviation for the standard occurs intervenes through	Degree to which Depot Training Supervisor makes goal.	Observation by local and dialogue with school management.	Clearly Communicate standards and when deviation is citied, coaches to improve performance .	Mostly communicates standards and coaches to improve performance.	Needs improvement in communicating standards of performance and coaching to	Does not follow coaching process, fails to communicate standards - does not coach or		
#13 Leadership/Guidance	**Monitors Training Characteristics of SRT's SO's**	Ensure that SO and Unscheduled Personnel are familiar with recommended SRT processes to aid them to satisfy requirements.	Percent that personnel that can not perform SRTs due to lack of training	IAR's/Dialog between local management/audit MIDA/SPEAR	>95% of identified training is completed on time w/all documentation	>90% of identified training is completed on time w/all documentation	>85 - 90% of identified training is completed on time w/all documentation	<85% of identified training is completed on time w/all documentation		
#14 Leadership/Guidance	**Recommendations for Non-Compliance**	Access personnel's skills sets and training needs and arrange for proper training or recommend to reclassification if needed.	Percent of personnel that can not perform SRTs due to lack of training.	IAR's/Dialog between local and school management/audit MIDA/SPEAR	100% of variance receives recommendation and required documentation.	>95% of variance receives recommendation and required documentation.	90 - 95% of variance receives recommendation and required documentation	<90 % of variance receives recommendation and required documentation.		
#15 Administration	**Notation/Records**	Ensure IAR notes is complete with data/WO nos. on training for all related SRT MIDAS/Spear work orders.	Number of occasions when data entry including (work order numbers) is inaccurate, incomplete.	IARs/Dialog between local and school management/audit MIDAS/SPEAR	100% of all required notation and records in IAR notes are accurate and on time.	>95% of all required notation and records in IAR notes are accurate and on time	>90% of all required notation and records in IAR notes are accurate and on time	<90 % of all required notation and records in IAR notes are accurate and on time		
#16 Administration	**Documentation**	Ensure that instructor Actively reports (IARs) OT database and daily MIDAS/Spear is complete and submitted in required intervals.	Number of occasions when data entry including (work order numbers) is inaccurate, incomplete.	IAR audited and reviewed by School management	100% of all required IAR documentation is accurate on time.	>95% of all required IAR documentation is accurate on time.	>90% of all required IAR documentation is accurate on time.	<90% of all required IAR documentation is accurate on time.		
#17 Administration	**Reports**	Ensue that appropriate Probationary Personnel reports are complete and submitted in required intervals to local and school management.	Number of occasions when probationary employee reports are delinquent, inaccurate, or incomplete or	Probationary reports audited and reviewed by School management	100% of all required probationary documentation is submitted on time and accurate.	>95% of all required probationary documentation is submitted on time and accurate.	>90% of all required probationary documentation is submitted on time and accurate.	<90% of all required probationary documentation is submitted on time and accurate.		
# 18 Resource/Training Aids Planning and Strategy	**Training Material/Equipment/Planni ng**	Ensure that training time is not lost due to the lack of parts, unavailable tools, equipment, buses or training aids.	Percent of time that Depot Training Supervisor meet goal.	IARs/Dialog between local and school management/audit MIDAS/Spear	5% of less of training time is lost due to exceptions.	<10% of training time is lost due to exceptions.	<15% of less of training time is lost due to exceptions.	<20% of training time is lost due to exceptions.		
#19 Safety	**Accident Prevention Modeling**	Constantly advocates and incorporates safety in al training sessions to aid in preventive accidents by example	Number of accidents (IODs-Injuries on duty) compared to DOB goal for assigned location.	IARs/Dialog between local and school management/audit MIDAS/Spear	Number of accidents (IODs) meets DOB goal.	Number of accidents (IODs) meets >95% of DOB goal.	Number of accidents (IODs) meets 90% - 95% of DOB goal.	Number of accidents (IODs) meets <90% of DOB goal.		
Depot Training Supervisor: _____				**Manager:** _____				**Score**		A total of at least 324 points are required per quarter to receive the PIP bonus. Each of the 19 Task/Activity and six (6) rating periods per quarter are weighed equally. Each of the 19 Task/Activities must contain a numerical rating (1-4)
DTS Disagree with Eval: _____				**Monitor:** _____						

APPENDIX A

Whereas, NYC Transit has entered into agreements with the unions representing the hourly workforce concerning productivity/work quality standards in the maintenance, repair and inspection of buses.

Whereas, NYC Transit and the Transit Supervisors Organization agree that Maintenance Supervisors have an important role in overseeing and implementing these productivity/quality standards; and

The parties agree to the following:

1. The Maintenance Supervisor shall assign each maintainer under their supervision to primary maintenance functions for 95% of the productive work time on each shift. Productive work-time includes all work hours absent contractual breaks and the scheduled lunch period. Primary maintenance functions include the following: removing disassembling, cleaning, inspecting, machining, installing and adjusting vehicle parts, components or systems, fabrication, painting and structural work.
2. Such assignments will be based upon the quality/productivity standards agreed upon by the unions representing the hourly workforce, i.e. the flat rate manual times or the times established by the Work Procedure Review Teams for certain core jobs.
3. Time lost due to the lack of parts, unavailable tools or equipment or the unavailability of buses shall not exceed 5% of productive time on any shift.
4. Maintenance Supervisors shall help to monitor the work performance of the hourly workforce and will be responsible for helping to identify, counsel and train

maintainers who fail to meet normal productivity/quality standards as agreed upon by the hourly unions with NYC Transit.

5. Daily work assignments will be made to reflect the following two principles:

   a) To fairly distribute work assignments among all employees to develop the overall skill level of all maintainers; and

   b) To achieve maximum productivity with a quality work product recognizing that some employees have different skill levels.

6. Maintenance Supervisors who meet the standards outlined in the above provisions at least 90% of the time in each quarter shall receive a $600 bonus to be paid within 20 work days from the end of the quarter.

   After the first two (2) full quarters, a supervisor must achieve 95% compliance to receive the bonus. Commencing in the second quarter of the year 2002, the bonus will be increased to $700.

7. In order to receive the bonus, the supervisor must actually work eight (8) weeks in the quarter in which the bonus is to be paid. Paid vacation shall count as time actually worked.

8. Management and the Union will monitor the program on a daily basis. Compliance will be measured and monitored utilizing NYC Transit's work order system.

9. The above-mentioned bonus program will commence when the hourly program commences. In addition, the maintenance supervisors will receive a one time $300 payment to be paid within 60 days of the full ratification of this agreement.

10. The intent of this program is to reward superior performance. However, no punitive or disciplinary action resulting from individual non-achievement of this incentive will be taken based upon this agreement.

11. The agreement shall be reviewed every six months by management and the Union to address problems. Any changes, amendments or modifications to this agreement must be agreed to by both parties.

Memorandum

New York City Transit
Department of Buses

TO: All concerned

FROM: John P. Walsh, Chief Maintenance Officer

SUBJECT: Line Supervisors' Productivity Incentive Program (PIP)

DATE: January 13, 2003

This correspondence is for the purpose of distributing the three documents attached that are pertinent to the line supervisors' PIP. They are: (1) Overview of the Line Supervisors' Productivity Incentive Program (PIP), (2) Line Supervisors' Bus Bonus Performance Standards and (3) Depot Training Supervisor's Performance Standards for Bonus Program.

I hope this proves to be a helpful reference to all concerned. If there are any further questions, please, direct them to Marisol Simón, ACMO, Industrial Standards, at (347) 643-5105 or myself.

Attachments

Distribution:
R. Agritelley
T. Basta
R. Cuomo
S. Olderman
S. Martin
M. Murphy
B. Patel
M. Simón
M. Seay
Z. Lateef
W. Livingston
S. Vidal
General Managers
TSO
SSSA

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Overview of the Line Supervisors' Productivity Incentive Program (PIP)

1. Purpose and Participation

The intent of the Line Supervisors' PIP (the PIP) is to reward superior performance. All Line Supervisors (supervisors) working in the depots, shops and Support Fleet Services and all depot training instructors are eligible for the PIP.

2. Qualification for the PIP Bonus

All qualifying supervisors will receive a separate $700 incentive check on the pay date following the end of each quarter. There are two major qualifying criteria:

2.1. Supervisor must actually work a minimum of 40 days in the quarter in which the bonus is to be paid. Paid vacation will count as time actually worked. All other types of leave (including, but not limited to, sick, jury, military and family medical) will not count as time worked.

2.2. Supervisors' final quarterly evaluation on the *Line Supervisors' Bus Bonus Performance Standards Form* (PIP form) must have a minimum score of 324.

3. Evaluation Process

The evaluation process consists of the following three-step process:

3.1. **Daily Discourse** - Supervisor's manager (usually the superintendent) talks to the supervisor about his performance on a daily basis. For example, the superintendent might say, "There were a couple of omissions on your pinball last night. Please, be more thorough." Or he might say, "That was very diplomatic, the way you handled that conflict between the two cleaners last night. You completely diffused the situation and they seem to be getting along today." Daily discourse between management and the supervisor is a crucial part of the PIP as it allows supervisors an opportunity to improve their performance.

3.2. **Biweekly Evaluation** - Every two weeks, the superintendent completes the PIP form with the information about what has happened over the previous two-week period. Each quarter has six two-week marking periods. Superintendent reviews the completed PIP form with each supervisor and provides the unions' monitor with copies.

3.3. **Quarterly Evaluation** - At the end of the quarter, the score for each of the six biweekly evaluation is added, the sum must be at least 324 points (6x54) to receive the $700 PIP bonus.

4. PIP Form Scoring Issues

4.1. Each task/activity must contain a numerical rating (1-4).

4.2. An Excellent is four points, Good is three, Marginal is two and Poor is one.

4.3. Each of the 19-task/activity areas and six biweekly rating periods are weighed equally.

4.4. Comments must accompany any activity/task rating score of two or less. The comment should be specific and justify the corresponding score.

4.5. In the event that a supervisor is not at work for the full two-week evaluation period a score of 54 will be assigned for that time period.

4.6. In the event that a supervisor is out for a portion of the two-week evaluation period he will be evaluated based on his performance for the days he worked.

4.7. Supervisors will receive a score of 57 points for each of the first three two-week evaluation periods in the fourth quarter 2002. This one time automatic scoring will be used to compensate for any inconsistencies in the initial PIP implementation.

5. PIP Form Signature Issues

5.1. Supervisors should sign the PIP form when they review it with management unless they are assigned to a decentralized location. If the supervisor disagrees with the scoring and/or comments they may sign under protest.

5.2. The unions' monitor will be copied on the evaluations at the end of each quarter. This ensures supervisors the opportunity to challenge evaluations with which they disagree.

5.3. The general superintendent or his designee will sign the PIP form within seven-days of the supervisor's review and signoff.

5.4. These signatures will be electronic when the PIP evaluation process is available on the IC.

6. PIP Form Appeal Issues

If a supervisor disagrees with his PIP form evaluation, the following appeals process should be followed:

6.1. Supervisor's monitor should discuss the issue directly with the reviewer, usually the superintendent.

6.2. If the issue is not resolved between the monitor and the reviewer, the monitor should discuss the issue directly with the general superintendent.

7. PIP Evaluation Schedule

The program has started in different areas at different times over the year. Most recently, the depots and training supervisors' PIP started in the fourth quarter of 2002. The following identifies the PIP evaluation periods for the fourth quarter 2002 and the first quarter 2003:

L/S PIP Evaluation Periods

Review Period	4th Quarter 2002		1st Quarter 2003	
	Start	End	Start	End
1	Automatic 57 Points		1/1/03	1/18/03
2	Automatic 57 Points		1/19/03	2/1/03
3	Automatic 57 Points		2/2/03	2/15/03
4	11/17/02	11/30/02	2/16/03	3/1/03
5	12/1/02	12/14/02	3/2/03	3/15/03
6	12/15/02	12/28/02	3/16/03	3/29/03

- The fourth quarter 2002 incentive checks should be ready on January 30, 2003.
- The first quarter of 2003 incentive checks should be ready on the April 24 pay date.

Payment Schedule

Quarter Close	Check Date	Submission Date
12/31/02	1/30/03	1/17/03
3/31/03	4/24/03	4/14/03
6/30/03	7/31/03	7/18/03
9/30/03	10/23/03	10/12/03

8. Additional Applications for the PIP Form's Data

As previously stated, the purpose of the PIP form is to reward line supervisors for superior performance. The data contained in the PIP form will be used for the following purposes:

8.1. The data will go to the Training School so they can better design their line supervisor training programs or perhaps prepare refresher courses, if required in a certain area. The school can also keep track of how their graduates fare after the one-year probation is over. A fairly new line supervisor who may be struggling in an area may reap benefits from some personal one on one intervention or training from a former trainer.

8.2. The data can also be used if and when a line supervisor decides he wants to move into management. Currently a positive or negative recommendation by his current boss is one of the criteria used to determine whether or not he gets an interview. Depot and/or division management may use these evaluation data to make the recommendation for or against the supervisor once these data are easily available electronically.

9. Electronic PIP Form

DoB's Operations Support Division will develop an electronic version of the PIP form that will be accessible on DoB's *Information Center* Intranet site (IC). This enhancement will significantly reduce the workload required to process the handwritten PIP form. Specifically, the electronic form will facilitate completing, viewing, transmitting, analyzing, archiving the data contained in the PIP form and transmitting the data to payroll for printing and distribution of the checks.

The IC's Supervisor PIP icon's introductory window will contain two evaluation forms, one for depot supervisors and a second for DTSs. Once the form is completed and sent, the form will be routed electronically to the appropriate parties for compilation, review and archiving. A supervisor will have access to his own forms, managers will have access to all the forms in their depots and/or divisions and Training and CMF will have universal access.

There will also be a "default" form for supervisors who have been absent for any two-week evaluation period. It will automatically score the supervisors review period with 54 points.

Line Supervisors' Bus Bonus Performance Standards

Line Supervisor : _____ Review Period: From: _____ To: _____ Reviewer's Name: _____

Pass Number: _____ Date of Review: _____ Final Quarterly Review: Y/N Monitor's Name: _____

Function	Task/Activity	Goal	Performance Measure	Method of Measurement	Description of Rating				Rating	Comment
					Excellent (4)	Good (3)	Marginal (2)	Poor (1)	(1 - 4)	
Human Resource Management	1. Time and Attendance	Ensure that workers report and are ready to work during productive hours	On time reporting for duty at the start of shift and after breaks	Audit deviation sheet in MIDAS / SPEAR and management monitor arrival time	100% on time	>95% on time	90%-95% on time	<90% on time		
	2. Disciplinary Action	Take appropriate corrective action by following appropriate NYCT's disciplinary policy and procedures	Percent of time disciplinary action is taken for offenders	Audit of disciplinary actions	100% of lateness is documented	>95% of lateness is documented	90%-95% of lateness is documented	<90% of lateness is documented		
	3. Employee Availability	Plan and control employee availability to maximize production by coordinating workers' leave time with scheduled work load	Compare employee availability to DOB availability goal	Compare deviation sheet in MIDAS / SPEAR to DOB availability goal	Availability meets or exceeds goal	Availability meets >95% of goal	Availability meets 90%-95% of goal	Availability meets <90% of goal		
	4. Employee Training	Assess workers' skills and training needs and arrange for proper training or reclassification if needed	Percent of workers that can't meet SRTs and that don't receive training or reclassification	Audit SRTs in MIDAS / SPEAR	100% of deviation receives corrective action	>95% of deviation receives corrective action	90%-95% of deviation receives corrective action	<90% of deviation receives corrective action		
Leadership Skills	5. Communication	Effective verbal and written/computer communication of ideas and information to workers and management	Degree to which supervisor meets goal	Observation by management	Communications are highly structured and clear. Writing requires little revision	Most communications are acceptable and are generally well organized and logical	Significant improvement is required in oral or written communication	Communications are consistently misunderstood and require significant intervention		
	6. Teambuilding	Develop a cohesive and effective work-team by communicating goals and establishing standards within workgroup	Degree to which supervisor meets goal	Observation by management	Has insights into team dynamics and has developed a cohesive work team	Sound team player capable of dealing with others and requires little guidance	Has difficulty relating with others and being a team player and requires extensive guidance	Works alone -- avoids dealing with others and little concern for leaders, team members and colleagues		
	7. Coaching	Communicates standards for performance, monitors that performance and when a deviation for the standard occurs, intervenes through coaching	Degree to which supervisor meets goal	Observation by management	Clearly communicates standards and when deviation is cited, coaches to improve performance	Mostly communicates standards and coaches to achieve good performance -- needs little guidance	Needs improvement in communicating standards of performance and coaching to develop workers	Does not follow coaching process, fails to communicate standards -- does not coach or develop workers		
	8. Labor Relations/Conflict Resolution	Interpret and enforce personnel policies and procedures across job titles and union affiliations	Degree to which supervisor meets goal by not being over ruled by upper management or arbitration.	Observation by management	Management is not required to clarify or re-interpret his/her decisions.	Management is required to clarify or re-interpret his/her decisions rarely.	Management is required to clarify or re-interpret his/her decisions some times.	Management is required to clarify or re-interpret his/her decisions often.		
	9. Initiative	Independently and consistently follows through on a plan of action and is resourceful in solving daily problems	Degree to which supervisor meets goal	Observation by management	Require little or no direction or support in solving problems.	Requires direction and support from management rarely	Requires direction and support from management some times.	Requires direction and support from management often.		
Productivity Planning & Management	10 Productive Work Assignments	Assign each maintainer to primary maintenance functions for 95% of the productive work time	Percent of time that supervisor meets goal	Audit by SPEAR / MIDAS	Assigns work 95% of productive time	Assigns work >90% of productive time	Assigns work 85%-90% of productive time	Assigns work <85% of productive time		
	11. Monitors SRTs & SOs	Ensure that SOs and SRTs are performed in specified times and that all exceptions are properly documented	Percent of time that worker meets goal	Audit by SPEAR / MIDAS	Hourly compliance and/or corrective actions >95% w/ all exceptions documented	Hourly compliance and/or corrective actions >90% w/ all exceptions documented	Hourly compliance and/or corrective actions >85%-90% w/ all exceptions documented	Hourly compliance and/or corrective actions <85% w/ all exceptions documented		
	12. Corrective Action for Non-Compliance	Assess workers' skills and training needs and arrange for proper training or reclassification if needed	Percent of workers that can't meet SRTs and that don't receive training or reclassification	Audit SRTs in MIDAS / SPEAR	100% of deviation receives corrective action	>95% of deviation receives corrective action	90%-95% of deviation receives corrective action	<90% of deviation receives corrective action		
Non-Personnel Resource Planning & Management	13. Material/Facility/Equipment Planning	Ensures that time lost due to the lack of parts, unavailable tools or equipment or buses shall not exceed 5% of productive time	Percent of time that supervisor meets goal	Audit by SPEAR / MIDAS	Time lost due to exceptions is 5% or less of productive time	Time lost due to exceptions is <10% of productive time	Time lost due to exceptions is <15% of productive time	Time lost due to exceptions is <20% of productive time		
	14. Warranty Items	Ensure that material and units for exchange under warranty are properly tagged, stored, and documented	Degree to which supervisor meets goal	Observation by management	100% of warranty items are properly handled	>95% of warranty items are properly handled	90%-95% of warranty items are properly handled	<90% of warranty items are properly handled		

Line Supervisors' Bus Bonus Performance Standards

Function	Task/Activity	Goal	Performance Measure	Method of Measurement	Description of Rating				Rating	Comment
					Excellent (4)	Good (3)	Marginal (2)	Poor (1)	(1 - 4)	
	15. Utilization of Work Stations	Ensures effective use of lifts, bays, tools and support equipment to ensure maximum productivity and that equipment is available to following shifts	Degree to which supervisor meets goal	Observation by management	100% of work stations are 100% operational or/and defects logged and reported to P&E	>95% of work stations are 100% operational or/and defects logged and reported to P&E	>90% of work stations are 100% operational or/and defects logged and reported to P&E	<90% of work stations are 100% operational or/and defects logged and reported to P&E		
Fleet Planning & Management	16. Disposition of Buses	Maximizes the amount of time that buses are available for revenue service	Shop dwell time / make service / avoid tows	Observation by management	Service met 100% of time.	Service met >95% of time.	Service met >90% of time.	Service met <90% of time.		
Quality Control	17. Quality Work	Responsible for the quality of work performed on their shift -- eliminate repeats	Percent of repeat work on a bus within 45 days period.	Audit by SPEAR / MIDAS	0% of repeat work	<5%of repeat work	<10% of repeat work	>10% of repeat work		
	18. Documentation	Ensures that all prescribed documentation (e.g., pass on, deviation sheet, work assignments, exceptions to SRTs) and data entry in SPEAR / MIDAS is accurate, complete and timely	Number of occasions when data entry is inaccurate, incomplete and untimely	Audit by SPEAR / MIDAS	100% of all required documentation is accurate and on time.	>95% of all required documentation is accurate and on time.	>90% of all required documentation is accurate and on time.	<90% of all required documentation is accurate and on time.		
Safety	19. Accident Prevention	Avoids all preventable accidents by ensuring that all applicable safety procedures are followed, work environment is orderly and clean, and that personal protective equipment is utilized	Number of accidents (IODs-Injuries on duty) compared to DOB goal	Observation by management	Number of accidents (IODs) meets goal	Number of accidents (IODs) meets >95% of goal	Number of accidents (IODs) meets 90%-95% of goal	Number of accidents (IODs) meets <90% of goal		

Signatures:

Line Supervisor _____ Manager _____

L/S Under Protest _____ Monitor _____

Score:	0	A total of at least 324 points are required per quarter to receive the PIP bonus. Each of the 19 Task/Activities* and 6 rating periods per quarter are weighted equally.

* Each of the 19 Task/Activities must contain a numerical rating (1-4).

Depot Training Supervisor's Performance Standards for Bonus Program

Name: BUS

Review Period From: 12/29/02 To: 1/11/03

Review Date: 1/11/03

Pass Number: M99999

Reviewer: MARTIN

					Description of rating					
Function	Task/Activity	Goal	Performance Measure	Method of Measurement	Excellent(4)	Good(3)	Marginal(2)	Poor(1)	Rating (1-4)	Comments
#1 Human resource-Training	Employee Training Availability	Effectively plan and schedule employee(s) training to maximize training sessions by coordinating with personnels' leave time.	Accomplished employee training verses depots needs.	IARs/Dialog between local and school management/audit MIDAS/Spear.	Training availability meets or exceeds goal	Training availability meets >95% of goal	Training availabillty meets 90%-95% of goal	Training availability meets <90% of goal	3	
#2 Human resource-Training	Training Time and Trainee's Attendance	Ensure that appropriate personnel are notified and are ready for training during scheduled sessions.	Trainees supervised to report on time for training at the start of shift and after breaks.	IARs/Dialog between local and school management/audit MIDAS/Spear.	100% of scheduling is accomplished and timely training	95% of scheduling is accomplished and timely training	90%-95% of scheduling is accomplished and timely training	<90% of scheduling is accomplished and timely training	3	
#3 Human resource-Training	Employee Training Assessment	Assess personnel' skill sets and training needs and arrange for proper training or recommend to reclassification if needed.	Percent of personnel that have not been accessed on SRT skill sets.	IARs/Dialog between local and school management/audit MIDAS/Spear.	100% of variance receives remedial action.	>95% of variance receives remedial action	90%-95% of variance receives remedial action	<90% of variance receives remedial action	3	
#4 Human resource-Training	Initiative	Independently and consistently follows through on a training plan and is resourceful to satisfy daily training needs.	Degree to which Depot Training Supervisor meets goal	IARs/Dialog/ interaction between local and school management/audit MIDAS/Spear.	Requires little or no direction or support to resolve training problems.	Rarely requires direction and support from management .	Often requires direction and support from management .	Continually requires direction and support from management .	2	
#5 Human resource-Training	Incumbent Training	Perform required training on personnel to aid them to perform and satisfy SRT tasks.	Percent of personnel that cannot meet the SRTs and that did not receive training to enhance their skills.	IARs/Dialog between local and school management/audit MIDAS/Spear.	100% of Incumbent employee population receives required SRT training.	>95%of Incumbent employee population receives required SRT training.	90-95%of Incumbent employee population receives required SRT training.	90%of Incumbent employee population receives required SRT training.	3	
#6 Human resource-Training	Focused Training	Responsible for the quality of training provided to help personnel eliminate repeaters.	Percent of repeat work on a bus used to train within 45 days period.	IARs/Dialog between local and school management/audit MIDAS/Spear.	0% of repeat workon buses used for training.	<5%of repeat work on buses used for training.	<10% of repeat work on buses used for training.	>10% of repeat work on buses used for training.	3	
#7 Human resource-Training	Successful/Productive "OJT" Training Assignments	Coordinate with local management to ensure that primary maintenance functions for 95% of the productive work time are accomplished during	Percent of time that Depot Training Supervisor meets goal.	IARs/Dialog between local and school management/audit MIDAS/Spear.	95% of productive time is maitained during OJT.	>90% of productive time is maintained during OJT.	85%-90% of productive time is maintainted during OJT.	<85% of productive time is maintained during OJT.	3	
#8 Human resource-Training	Utilization of Work Stations for Training	Ensures effective use of lifts, bays, tools and support equipment to ensure for training sessions is maximized.	Degree to which Depot Training Supervisor meets goal.	IARs/Dialog between local and school management/audit MIDAS/Spear.	100% of effective use of lifts, bays, tools and support equipment during training sessions.	>95% of effective use of lifts, bays, tools and support equipment during training sessions.	>90% of effective use of lifts, bays, tools and support equipment during training sessions.	<90% of effective use of lifts, bays, tools and support equipment during training sessions.	3	
#9 Human resource-Training	Probationary Employee Training	Ensure that all Probationary employees are tracked and properly trained in SRT process.	Percent of probationary meet SRTs and that did not receive training or reclassification.	Audit by School management via IARs/Probationary Reports.	100% of Probationary employee population receives required SRT training.	>95%of Probationary employee population receives required SRT training.	90-95%of Probationary employee population receives required SRT training.	<90%of Probationary employee population receives required SRT training.	3	
#10 - Leadership/Guidance	Communication	Effective verbal and written/computer communication of ideas and provide information to trainees and management.	Degree to which Depot Training Supervisor meets goal.	Observation by local and dialogue with school management.	Communications are highly structured and clear. Writing requires little revision.	Most communications are acceptable and are generally well organized and logical.	Significant improvement is required in oral or written communication.	Communications are consistently misunderstood and require significant intervention	3	
#11 - Leadership/Guidance	Teambuilding	Develop a cohesive and effective work-team by communicating goals and establishing standards within workgroups.	Degree to which Depot Training Supervisor meets goal	Observation by local and dialogue with school management	Has insights into team dynamics and has developed a cohesive training relationship.	Sound team player capable of dealing with others and requires little guidance.	Has difficulty relating with others and being a team player and requires extensive guidance	Works alone -- avoids dealing with others and little concern for leaders, team members and	3	

Depot Training Supervisor's Performance Standards for Bonus Program

Name: BUS

Review Period From: 12/29/02 To: 1/11/03

Review Date: 1/11/03

Pass Number: M99999

Reviewer: MARTIN

Function	Task/Activity	Goal	Performance Measure	Method of Measurement	Description of rating				Rating (1-4)	Comments
					Excellent(4)	Good(3)	Marginal(2)	Poor(1)		
#12 - Leadership/Guidance	Coaching	Communicates standards for performance, monitors that performance and when a deviation for the standard occurs, intervenes through	Degree to which Depot Training Supervisor meets goal	Observation by local and dialogue with school management.	Clearly communicates standards and when deviation is cited, coaches to improve performance	Mostly communicates standards and coaches to achieve good performance --	Needs improvement in communicating standards of performance and coaching to develop	Does not follow coaching process, fails to communicate standards -- does not coach or develop	3	
#13 - Leadership/Guidance	MonitorsTraining Characterstics of SRTs .SOs	Ensure that SO and Unscheduled Personnel are familiar with recommended SRT processes to aid them to satisfy the requirements.	Percent that personnel requires training to aid them to meet goal.	IARs/Dialog with local management/audit MIDAS/Spear.	>95% of identified training is completed on time w/ all documentation.	>90% of identified training is completed on time w/all documentation.	>85%-90% of identified training is completed on time w/all documentation.	<85% of identified training is completed on time w/all documentation.	3	
#14 - Leadership/Guidance	Recommendations for Non-Compliance	Access personnel's' skills and training needs and arrange for proper training or reclassification if needed.	Percent of personnel that can not perform SRTs due to lack of training.	IARs/Dialog between local and school management/audit MIDAS/Spear.	100% of variance receives recommendation and required documentation .	>95% of variance receives recommendation and required documentation .	90%-95% of variance receives recommendation and required documentation .	<90% of variance receives recommendation and required documentation .	3	
#15 - Administration	Notations/Records	Ensures IAR notes is complete with data/Wo nos. on training for all related SRT MIDAS/Spear work orders.	Number of instances when training data is not entered in "Notes" section of IAR or that it is inaccurate,	IARs/Dialog between local and school management/audit MIDAS/Spear.	100% of all required notation and records in IAR notesr are accurate and on time.	>95% of all required notation and records in IAR notes are accurate and on time.	>90% of all required notation and records in IAR notesr are accurate and on time.	<90% of all required notation and records in IAR notes are accurate and on time.	3	
#16 - Administration	Documentation	Ensures that Instructor Activity Reports (IARs), OT data base and daily MIDAS/Spear is complete and submitted in required intervals.	Number of occasions when data entry including (work order numbers) is inaccurate, incomplete	IAR audited and reviewed by School management.	100% of all required IAR documentation is accurate and on time.	>95% of all required IAR documentation is accurate and on time.	>90% of all required IAR documentation is accurate and on time.	<90% of all required IAR documentation is accurate and on time.	3	
#17 - Administration	Reports	Ensures that appropiate Probationary Personnel reports are complete and submitted in required intervals to local and school management.	Number of occasions when probationary employee reports are delinquent, inaccurate, incomplete or	Probationary reports audited and reviewed by School management.	100% of all required probationary documentation is submitted on time and accurate.	>95% of all required probationary documentation is submitted on time and accurate.	>90% of all required probationary documentation is submitted on time and accurate.	<90% of all required probationary documentation is submitted on time and accurate.	3	
#18 - Resource/Training Aids-Planning and Strategy	Training Material/Equipment/Planning	Ensures that training time lost due to the lack of parts, unavailable tools, equipment, buses or training aids.	Percent of time that Depot Training Supervisor meets goal.	IARs/Dialog between local and school management/audit MIDAS/Spear	5% or less of training time is lost due to exceptions.	<10% of training time is lost due to exceptions.	<15% of training time is lost due to exceptions.	<20% of training time is lost due to exceptions.	3	
#19 - Safety	Accident Prevention-Modeling	Constantly advocates and incorporates safety in all training sessions to aid in preventable accidents by example.	Number of accidents (IODs-Injuries on duty) compared to DOB goal for assigned location.	IARs/Dialog between local and school management/audit MIDAS/Spear.	Number of accidents (IODs) meets DOB goal.	Number of accidents (IODs) meets >95% of DOB goal.	Number of accidents (IODs) meets 90%-95% of DOB goal.	Number of accidents (IODs) meets <90% of DOB goal.	3	

2 pages

Receipts:

Depot Training Supv: _____ Manager: _____

DTS Disagree with Eval: _____ Monitor: _____

Score: 56

A total of at least 324 points are required per quarter to receive the PIP bonus. Each of the 19 Task/Activitivities* and six (6) rating periods per quarter are weighted equally.

*Each of the 19 Task/Activities must contain a numerical rating (1-4)