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Nathaniel P. Ford Sr. | Executive Director/CEO

TO: All SFMTA

FROM: Kenneth A. McDonald  
Chief Operating Officer

DATE: August 4, 2009

SUBJECT: Resignation



It is with mixed emotions that I inform you I submitted my resignation to the ED/CEO yesterday morning, Monday, August 3, 2009. My last day at the SFMTA will be Friday, October 9, 2009.

When I joined the SFMTA in October 2006, I made a firm commitment to the ED/CEO that I would serve the SFMTA for a minimum of three years and I am holding true to that commitment.

During my three-year tenure, we have had many successes, as well as some challenges. I truly believe that those successes outweigh the challenges and from an operational vantage point the Agency is in better position than it was three years ago. I want to thank each and every one of you at the SFMTA for your contribution to those successes because we did it as a team.

Such successes include:

- The highest ever on-time performance (OTP) since the implementation of Proposition E in 1999 which resulted in OTP for Muni 74.5 percent in the third quarter of Fiscal Year 2009.
- The reduction of missed runs from 9.5 percent to less than 2 percent.
- An increase in daily rail car availability from an average of 100 to more than 120 rail cars; and an increase in daily bus availability from an average of 785 to 850 buses.

- The implementation of the first-ever six-week supervisory training program, which resulted in a much more hands-on and informed street supervisor.
- The implementation of an Operations Division week-long "Management & Leadership Enhancement Training" which resulted in the management training expanding Agency-wide.
- The enhancement of accountability for Muni transit employees as relating to attendance management, i.e., absenteeism and employee performance which resulted in improved daily service delivery.
- The implementation of a track way replacement project in the Twin Peaks tunnel that resulted in the removal of more than 30 slow orders dating back more than six years.
- The introduction of the DriveCam system, a driver risk management system that is designed to capture audio and video inside and outside the vehicle when triggered by unusual motion, such as hard braking, swerving or a collision; the goal is to prevent collision-related injuries to employees and other people.
- The implementation of the farebox rehabilitation project which was needed due to the expiration of the equipment's useful life, i.e., this equipment was no longer reliable as it was consistently failing in revenue system. This project has vast potential to address revenue collection and enhance the Agency's financial picture.
- The implementation of the first-ever, stand alone Fleet Management Plan.
- The negotiation of two highly needed maintenance contracts for the Automatic Train Control System and NextBus Real Time Transit Management System to improve Muni long-term reliability and customer service.
- An overall improvement in system-wide safety performance measured categories over a two-year period comparing January 2008-June 2008 to January 2009-June 2009 which decreased by 18 percent:
  - Collisions decreased 28 percent
  - Pedestrian collisions decreased 46 percent

- Derailments decreased 46 percent

My experience has been memorable. I wish all of you success as you continue to strive to make the SFMTA the premier transportation agency it is destined to be.