



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No.	1190	Date Issued:	December 16, 1993
Section:	1000 – Personnel Policies	Date Revised:	February 26, 2015
SUBJECT: EMPLOYEE PERFORMANCE APPRAISAL			
APPROVED: _____ Board Chairperson			

- 1.0 The employee performance appraisal process is of prime importance to both the employee and the supervisor and should serve the following purposes:
 - 1.1 To inform the employee of performance on the job and to encourage the development of the employee's strong points and areas of needed improvement.
 - 1.2 To compare the employee's performance to the performance standards for the position.
 - 1.3 Can be used to determine Authority development goals and objectives common to all employees and how successful each employee is in contributing to those goals and objectives.
 - 1.4 To furnish necessary substantiated information for an employee to be retained beyond the end of the probationary period.
 - 1.5 To provide a forum for an individual employee to collaborate with their supervisor in developing his/her own specific performance and/or career development goals and objectives.
 - 1.6 To assist in making appraisals for the filling of vacant positions with/by present or former employees.
 - 1.7 To document meritorious performance, sub-standard performance in need of improvement, or disciplinary action.

2.0 The employee evaluation appraisal process is divided into three (3) parts as follows:

2.1 **Performance Standards** consists of key elements of job performance standards rated by the supervisor.

2.1.1 There are eleven (11) key elements for Dispatcher Performance Standards, established as follows:

- 2.1.1.1 Work Ethic
- 2.1.1.2 Interpersonal Skills
- 2.1.1.3 Acceptance of Supervision
- 2.1.1.4 Customer Service/Professionalism
- 2.1.1.5 Call Taking
- 2.1.1.6 Multi-Tasking
- 2.1.1.7 Emergency Medical Call Taking
- 2.1.1.8 Radio Dispatching
- 2.1.1.9 Police Dispatching
- 2.1.1.10 Fire/EMS Dispatching
- 2.1.1.11 Lead Dispatcher

2.1.2 There are six (6) key elements for Systems and Business Division Performance Standards, established as follows:

- 2.1.2.1 Work Ethic
- 2.1.2.2 Interpersonal Skills
- 2.1.2.3 Acceptance of Supervision
- 2.1.2.4 Customer Service/Professionalism
- 2.1.2.5 Job Expertise
- 2.1.2.6 Leadership

2.1.3 Employees are rated in each key element as follows:

- 2.1.3.1 Exceeds Standards (E)
- 2.1.3.2 Meets Standards (M)
- 2.1.3.3 Needs Improvement (N)

2.1.4 Each key element for section 2.1.1 and the three (3) ratings are defined within Policy No. 1191 (Dispatcher Performance Standards) so that each employee and supervisor (rater) has a consistent standard to apply to employee performance.

2.2 **Awards and Accolades.** This section lists any commendations, awards, achievements the employee was recognized for during the rating period.

2.3 **Assessment of Goals for this rating period:** Each employee will be evaluated in this section based upon their individual contributions towards the accomplishment of the Authority's goals and objectives as set forth in the

annual report. Employees will have personal performance goals established and those will also be evaluated in this section.

- 2.4 **Statement of Goals for next rating period:** Employees' personal performance goals shall be established annually in collaboration with the supervisor and include performance objectives, measurement criteria and time frames.
- 2.5 **General Comments and Recommendation.** General comments may be used to provide an overview summary of the employee's performance as well as to comment on any unique circumstances not covered in the performance rating system. The recommendation may be used to indicate a probationary employees' status or to provide comments to support a step increase.
- 3.0 Special performance appraisals shall be conducted by a supervisor at any time during an employee's rating period when:
 - 3.1 The supervisor believes that the meritorious performance of an employee should be brought to the General Manager's attention in order that the employee may receive proper recognition.
 - 3.2 The employee's performance has significantly deteriorated from previous appraisals.
- 4.0 Approximately fifteen (15) days prior to the completion of the employee performance appraisal rating period, the employee will submit goals (per section 2.4 of this policy) in draft form to the supervisor for review.
- 5.0 A performance appraisal meeting will be held between the employee and the supervisor upon conclusion of the rating period. This meeting will be generally structured as follows:
 - 5.1 The employee and the supervisor will discuss and work towards agreement of the specific goals and objectives to be set for the up-coming rating period.
 - 5.1.1 In cases where agreement can not be reached, the supervisor will consult with the General Manager, who has the exclusive right to set position specific and employee specific goals and objectives.
 - 5.2 The supervisor will offer verbal feedback for the employee regarding the progress and/or observed results towards accomplishment of the goals and objectives outlined in the previous appraisal and the performance standards as outlined on the form.
 - 5.2.1 The employee is encouraged to actively participate in this discussion process.
 - 5.2.2 Efforts will be made by both parties to build consensus in areas of initial disagreement.

- 5.2.3 In cases where agreement can not be reached, the supervisor's assessment of performance will prevail and will be documented in the written appraisal.
- 6.0 Upon completion of the performance appraisal meeting, the supervisor will prepare a written performance appraisal which summarizes and captures the essence of the meeting discussions and present the appraisal to the employee for signature.
 - 6.1 The employee's signature does not necessarily indicate agreement with the appraisal content.
 - 6.2 Within ten (10) days following the sign-off, the employee may prepare comments and have them attached to the original appraisal in the employee's personnel file.
 - 6.3 The General Manager will review and sign the completed appraisal and provide a complete copy to the employee.
- 7.0 New employees will be evaluated according to the following schedule:
 - 7.1 The first probationary appraisal will take place at the completion of six (6) months of employment and the final probationary appraisal will take place at the completion of eleven (11) months.
 - 7.1.1 The General Manager may extend the due date for the final probationary appraisal by one (1) month.
 - 7.2 New employees undergoing dispatcher training will be evaluated on training progress appraisal forms at a frequency prescribed by the training program but no less than weekly by their trainer(s). The training progress appraisal form, to the extent applicable, becomes the basis of the employee appraisal.
- 8.0 Regular, non-probationary employees will receive a performance appraisal at the completion of twelve (12) months following the end of their probation, and every twelve (12) months thereafter.
 - 8.1 Special performance appraisals may be conducted as required in accordance with Section 3.0 of this Policy.