




**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No. 2011	Date Issued: December 10, 2003
Section: 2000 – Personnel Procedures	Date Revised: March 15, 2017
SUBJECT: PREPARATION OF PERFORMANCE APPRAISALS	
APPROVED:	
	Dennis Kidd, General Manager

1.0 Purpose

The performance appraisal processes are contained in Policies No. 1190 (Employee Performance Appraisal), No. 1200 (Management Performance Appraisals), No. 8810 (Probationary Entry-level Appraisals), and MOU Section 6.4 (Performance Evaluations). Performance appraisal measurement definitions are contained in Policies No. 1191 (Dispatcher Performance Standards) and No. 1200 (Management Performance Appraisals). All performance appraisals will be completed in accordance with these directives and the following procedure.

2.0 Procedure

- 2.1 All performance appraisals will be specific to the assignment of the employee and prepared using the appropriate form, the *Employee Performance Evaluation* form, the *Management Evaluation Appraisal* form, or the *Probationary Appraisal* form. The appropriateness of the form is determined by the position held by the employee being evaluated.
 - 2.1.1 For convenience, an electronic version of these forms is available from the Senior Administrative Assistant. These forms are official forms and will not be altered in any way.
- 2.2 The *Team Member Feedback* form will be utilized by supervisory personnel to assist them with preparing employee performance evaluations. The purpose of this form is to solicit feedback from peers of the employee being evaluated and provide the evaluator with an enhanced understanding of the

employee's team based performance throughout the reporting period. The process for utilizing the form is as follows:

- 2.2.1 The *Team Member Feedback* form will be distributed by the supervisor writing the evaluation to a minimum of 3 peers of the employee being evaluated.
 - 2.2.2 Supervisors will ensure the employees filling out the form have worked directly with the employee being evaluated for some portion of the evaluation period.
 - 2.2.3 Supervisors will specify the name of the employee being reviewed, the employee that is to fill out the form, the date the form was issued, and the date that it needs to be returned to the supervisor in an email.
 - 2.2.4 Supervisors will distribute the *Team Member Feedback* form directly to the employees assigned to fill out the form and provide any additional instructions at that time.
 - 2.2.5 *Team Member Feedback* form content is confidential information, including the identities of the employees completing the form and should not be discussed.
- 2.3 The *Probationary Appraisal Lead Input* form will be utilized by both Senior Dispatchers and Trusty Assistants to assist supervisory personnel in completing *Probationary Appraisal* forms for entry-level probationary employees.
- 2.3.1 The *Probationary Appraisal Lead Input* form should be completed by the Senior Dispatcher and/or Trusty Assistant(s) who are most knowledgeable as to the probationary employee's performance.
 - 2.3.2 Once completed, the responsible Senior Dispatcher and the Trusty Assistant(s) should meet with the Supervisor to discuss their comments.
 - 2.3.3 Supervisory personnel will utilize the written document as well as the discussion to develop the *Probationary Appraisal* form
- 2.4 The use of the *Management Evaluation Appraisal* and *Employee Performance Evaluation* forms is self explanatory.
- 2.4.1 Supervisors and managers will refer to the performance measurement definitions contained in the above cited policies every time they prepare a performance appraisal.
 - 2.4.2 Written comments are required for every rating of Exceeds" or "Needs Improvement" when using the *Employee Performance Evaluation* form.

- 2.4.3 Written comments are required for every rating of “Exceeds” ” or “Needs Improvement”” when using the *Management Evaluation Appraisal* form.
- 2.4.4 “Needs Improvement” ” ratings on annual performance appraisals of permanent (non-probationary) employees will be substantiated by documentation given to employees during the course of the rating period notifying them of their deficiencies. This documentation will have been given to employees at least ninety (90) days prior to the end of the rating period.
- 2.4.5 Supervisors and managers will inform employees who wish to contest their performance evaluations that they may appeal their evaluations to the General Manager and that such appeals will be final.
- 2.5 The General Manager will ensure that managers and supervisors responsible for preparing performance appraisals have received appropriate training.
- 2.6 Managers and supervisors responsible for preparing performance appraisals will be evaluated by their supervisors regarding the quality of the appraisals they prepare. Such an evaluation will consider the quality of ratings given employees, their participation in counseling rated employees, and their ability to carry out the rater’s role in the performance evaluation system. Typically, this evaluation is accomplished during the managers and supervisors performance appraisal.