

**CITY OF WAUKESHA
HUMAN RESOURCES POLICY/PROCEDURE**

POLICY D-3 – Employee Performance & Development Appraisals

WHEREAS, The City of Waukesha is desirous of establishing a written policy in regard to employee development and job performance evaluation, and;

WHEREAS, to improve on traditional performance based compensation programs it is necessary to increase the responsibility and accountability of Department Directors for salary decisions while providing adequate training and on-going support from policy makers, and;

WHEREAS, performance based compensation systems can only work when there is a commitment to grant superior compensation and recognition to high level performers and minimize or forgo increases to poor performers.

NOW, THEREFORE, BE IT RESOLVED, that from the date of this resolution the following Employee Performance and Development Appraisal Policy is adopted:

I. Policy

The City of Waukesha will continuously strive to develop employee potential through a systematic and equitable employee performance evaluation program. The program will be multi-level to focus on different aspects of performance. It will provide accurate and timely recognition of employee performance. It will build a performance feedback environment and integrate managing employee performance into everyday operations. Such a program is valuable to both the employee and City and supports the City's philosophy of fairness and honesty in dealing with all persons.

II. Objectives

The City performance feedback system provides for the timely recognition of an employee's job performance based upon certain predetermined factors. This program helps to assure that all employees are appraised on the basis of characteristics contributing to job accomplishment. It assists management in making decisions related to definite job related factors, rather than those that may be related to subjective general impressions, assumptions, or casual opinions.

The Performance Feedback System will:

- Build a performance feedback environment
- Integrate managing employee performance into everyday operations
- Create a learning environment
- Support supervisors/managers in developing skills for performance evaluation discussions

III. Feedback Performance Model

The Feedback Performance Model is designed to create a work culture that encourages employees and teams to perform at their best as we strive to improve the quality of life for the citizens of the City of Waukesha. It is a continuous, ongoing process that:

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- Aligns the employees' and supervisors' goals with those of the City
- Promotes ongoing dialogue between employees and supervisors
- Increases employee engagement by creating a sense of personal ownership and accountability for success
- Builds trust by using a system that is fair and transparent
- Aligns employee performance with employee job descriptions and defined performance goals

Per policy, each supervisor is directed to provide continuous feedback and coaching throughout the year. The accomplishment of these tasks is established through creating a feedback loop. Each employee and supervisor shall perform the following functions each year:

1. Set Expectations through the creation of S.M.A.R.T Goals.
S.M.A.R.T. goals are Specific, Measurable, Accurate, Realistic and Timebound goals. 30 Days prior to the beginning of the fiscal year (January 1) the supervisor and employee are to collaborate on a set of individual goals that align with the department and city's overall goals.
2. Support Growth and Development.
The supervisor and employee will discuss learning needs and training based upon the individual's skill gaps, career interests and the organization's needs
3. Observe and Note Performance.
The supervisor is responsible for observing and noting the employee's performance based upon the goals established above and the organizational expectations. Objective performance observations shall be the only consideration in evaluating performance. The consideration of existing biases, general feelings or undocumented concerns shall not be considered when evaluating employee performance.
4. Summarize Performance Observations
The Supervisor and Employee are required to meet, discuss and summarize performance behaviors and goal progression in a formalized setting no less than quarterly and no more than 6 times per year. Each performance discussion must be summarized and retained by both the employee and supervisor.

IV. Salary and Performance Relationship Policy:

~~As set forth in Policy F-2, there are three basic segments within each salary range. In addition, there is one sub-segment.~~ Through the combination of this policy and Policy F-2, it is intended that the job performance of an employee be a significant factor in determining their position within the salary range. Other factors that may be considered when making this determination are the job market and relevant training and experience.

~~Following is a definition of the range segments:~~

- A. Entry **Level Segment**. **The beginning level** ~~This segment~~ of the salary range is **the lower 20% of the range and** is reserved for those employees who are at a developmental level of performance. This could include newly hired, **reclassified** or promoted employees. ~~or employees that have not demonstrated a level of performance which justifies a salary at a standard level of knowledge and ability.~~ Persons in this **level segment** of the salary range are expected to demonstrate a sufficient level of knowledge and ability within a specific, predetermined period that will allow them to advance to the standard **level segment** of the salary range.

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- B. Standard **Level Segment**. This **level segment** of the range is reserved for employees who demonstrate a standard level of knowledge and ability. This is the broadest **level segment** of the range suggesting there is a variety of standard **salaries salary levels** that are indicative of an acceptable level of performance. The breadth of this **level segment** still allows room for development, however. Movement and position within this **level segment** of the range indicates a relative performance level and change in performance, but does not indicate an unusual level of performance. Employees whose level of performance is consistent from year to year will remain at the same relative position on the range.
- ~~C. Market Rate and Range. This sub-segment of the standard segment of the salary range is the position on the range that is equivalent to similar jobs in comparable communities. A salary that falls within this sub-segment of the range indicates the demonstration of knowledge and ability that is considered to be at the full performance level.~~
- D. **C. Advanced Level Segment**. This **level is the top 20%** segment of the range **and** is reserved for those employees who consistently exhibit a level of performance that demonstrates a superior job knowledge and ability resulting in enhancement to or improvement in the services provided to the community or the clientele served. Such performance should exceed expectations and show unusual interest in the work product. Employees whose performance remains at a high level will remain at the assigned level but may be reduced in level should performance over a period that includes two consecutive annual performance certifications not continue to justify placement in the advanced segment.

V. Types of Evaluation:

- A. Initial Performance Feedback Reports. Newly hired, **reclassified** or promoted employees will have their performance appraised at the end of the first six (6) months of such employment action, and a written report **will** be made and placed in their Human Resources file. Such appraisal will be based on a determination of acceptable and non-acceptable performance in essential areas of accountability. The appraisal will include an analysis of the employee's developmental and training needs. The appraisal will be completed on a form provided by the Human Resources Department.
- B. Performance Feedback Reports. It will be the responsibility of Department Directors and supervisors to recognize and report on notable employee job performance related activities or incidents in accordance with the format and procedures promulgated by the Human Resources Department. Reporting will be on an ongoing basis as an activity or incident occurs. Each recognized activity or incident will be reported separately. Performance Feedback Reports are required to be filed not less than four times per year. Additional feedback reports are to be filed to record job performance related activities.
- C. Annual Performance Feedback Report. Annually on or before December 15, each Department Director will certify the acceptability of each affected employee's performance. The feedback will be provided in the form of a formal evaluation report. The formal evaluation report will include a section for an employee self-evaluation, as well as a written report of the employee's performance. The feedback reports are subject to review by Department Directors, the Human Resources office, and the City Administrator.

VI. Effect of Evaluations – Salary and Pay.

- A. Initial Adjustments Program. All new hires and employees **reclassified or** promoted to a higher job classification shall receive a performance review of their work the end of a six (6) month evaluation time period. (Initial Performance Feedback Report). The employee will be evaluated in accordance

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with the procedures outlined above. Based on the employee's documented work performance, they may be considered for salary advancement within the established salary range. Salary advancement will take place upon the Department Director's recommendation and after approval by the City Administrator.

1. Three-Year Performance Adjustment Program. All new hires and employees promoted or reclassified to a higher job classification shall be eligible for performance based adjustments each year on the anniversary date of their hire based upon their acceptable performance. Each adjustment shall be no more than 2% of their annual salary, and shall only be awarded upon an acceptable level of performance as indicated on their annual performance feedback evaluation. All increases shall be recommended by a Department Director and approved by the City Administrator. Upon completion of the third year of employment, promotion or reclassification, employees shall move into an open range merit based system. The increases can be adjusted by the City Administrator in consideration of the economic condition of the city and budgetary constraints at any time.
- B. Annual Market Adjustment Program. The Department Director, based upon ~~the acceptable, non-acceptable~~ **performance ratings** ~~standard noted in Sec. IV., Sub. C. above,~~ shall certify employees, other than those demoted, for receipt of a market adjustment to their base salary. Those employees receiving an acceptable overall evaluation shall receive this adjustment effective January 1 **or such other date as determined by the Common Council**. The adjustment amount will be determined by application of the Market Adjustment percentage. Per Policy F-2, Section E.1 the Annual Market Adjustment is an adjustment to an individual's base salary in accordance with general economic conditions in the comparable market area and certification of minimal performance standards within the job. This component is not to be considered an automatic adjustment. This adjustment may be wholly or partially withheld based on performance.
- C. Merit Based Adjustment Program. All employees after their third year of employment, promotion or reclassification shall be eligible for merit based increases in salary based upon their level of performance during the previous evaluation period. Merit based increases will range from 0 to a maximum of 4%. The maximum percentage increase can be adjusted by the City Administrator in consideration of the economic condition of the city and budgetary constraints. The salary adjustments will be based upon the outcome of the annual employee feedback report, of which the evaluation form and scoring criteria will be distributed by the Human Resources office. Merit increases shall be included in the employee's base salary.
- D. **Bonus Payment Program. All employees after their third year of employment, promotion or reclassification shall be eligible for a bonus increase based upon their level of performance during the previous evaluation period. Bonus increases will range from 0 to a maximum of 4%. The maximum percentage increase can be adjusted by the City Administrator in consideration of the economic condition of the City and budgetary constraints. Bonus payments will be based upon the outcome of the annual employee feedback report, of which the evaluation form and scoring criteria will be distributed by the Human Resources office. Bonus payments are not included in the employee's base salary but are a one-time lump sum payment given in recognition of an employee's superior performance in a particular assignment or project.**

VII. Preparation of Performance Feedback Forms

Employee performance evaluation is most effective when conducted by a properly trained immediate supervisor of the employee; by a properly trained Department Director for directly supervised employees and by the City Administrator for Department Directors, etc. The City of Waukesha will place a premium on providing the proper training and supervision of evaluators to assure the goals of this policy are achieved.

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Just as importantly, employee input is an important part of the evaluation process. Employees shall be trained in goal setting and self evaluations. Employees will be trained on the expectations of an employee feedback meeting and their role in their annual employee performance evaluation.

VIII. Appeals of Performance Evaluations

Employees who feel that an evaluation or report is not a true reflection of their work performance, should try to resolve differences in discussions with their supervisor and, if necessary, the reviewer (the rater's supervisor). If agreement cannot be reached informally, the employee will be given the opportunity of appeal by utilizing the procedure outlined in City Policy G-56.

IX.. Performance and Development Appraisal Forms

All evaluating supervisors shall use the forms and format promulgated by the Human Resources Department.

Passed this _____ day of August 2018.

Approved this _____ day of August 2018.

Mayor

ATTEST:

City Clerk/Treasurer