

City of Milpitas

Exempt Management Performance Appraisal Report

Employee Name _____

Classification _____

Department _____

Date _____

Probationary _____ Months Annual

Special

Performance Period _____ to _____

Performance standards are derived from the City of Milpitas Strategic Plan Values, Goals, and Objectives. Each individual standard is to be rated as follows:

Rating	Summary Statement
NA	Not observed or not applicable.
5-Outstanding	Exemplary performance far exceeding performance standards.
4-Exceeds Expectations	Performance which exceeds the level normally expected.
3-Satisfactory	Generally meets expectations on all performance standards.
2-Conditional*	Falls short of expectations. Requires remedial action.
1-Unsatisfactory*	Unacceptable performance which requires immediate attention.

Customer Service	Rating*
Treats others with respect and courtesy; uses tact and diplomacy in dealing with people. Maintains and continuously improves on providing superior customer service to our customers. Seeks out and promotes efficiencies and streamlining efforts. Cooperates and partners with neighboring communities and cities, regional and state agencies.	
Open Communication	Rating*
Listens openly and speaks candidly when interacting with others. Shows sensitivity and concern for others. Promotes two-way communication at all levels of the organization. Keeps management aware of problems and occurrences. Ensures employees are informed and have access to important information.	
Trust and Respect	Rating*
Takes responsibility and accountability for actions. Is honest, ethical, and transparent when dealing with others. Establishes expectations and adheres to standards of conduct for self and others.	
Integrity and Accountability	Rating*
Completes work assignments and meets deadlines. Treats everyone fairly. Protects confidentiality of City information. Fosters and maintains a standard of respect for all employees' abilities and encourages their initiative. Embraces diverse views and experiences. Demonstrates work habits that contribute to a safe work environment.	
Recognition and Celebration	Rating*
Acknowledges contributions and celebrates accomplishments. Shows support and care for all employees. Makes Milpitas an enjoyable and fun place to work.	
Leadership and Supervision	Rating*
Effectively plans and controls work activities of department. Successfully guides employees to work toward common goals. Challenges employees to perform at their highest level and inspires them to succeed. Encourages training and career development for staff. Demonstrates a high regard for personal ethics. Completes performance appraisals on time.	

Policy Administration	
Understands the laws and ordinances of the city. Shows initiative and creativity in dealing with issues and problems. Anticipates needs of the City and department. Properly handles grievances and harassment complaints from employees. Enforces policies and procedures consistently and fairly.	
Community Relations	
Maintains a professional image of the position and positively represents the City of Milpitas. Works well with citizens and promptly handles their inquiries and/or complaints. Ensures public has adequate and accurate information. Willing to meet with members of the public to deal with individual problems and issues.	
Financial Management / Budget	
Operates in a fiscally responsible and sustainable manner. Ensures budget is prepared based on appropriate financial analyses and the city's monies are managed properly. Conserves City resources through proper utilization of staff, materials, and equipment. Controls costs and explores opportunities for recovery.	
Presentation Style	
Presentations are thoughtful, clear, and to the point. Presentations are relatively free of errors and omissions. Makes effective oral presentations to Council, Commissions, and Committees. Prepares effective written supporting documents based on adequate information and sound decisions. Completes agenda reports in a timely manner.	

Assessment of progress towards goals and objectives established in the last evaluation period, major accomplishments this rating period, and overall employee performance.

Goals and Objectives developed with employee for upcoming performance period.

*Developmental activities to improve performance or to meet expectations. NOTE: This section is mandatory if performance is conditional or unsatisfactory.

RATER: This report is based on my observation and/or knowledge. It represents my best judgment of the employee's performance and I have discussed it with the employee on this date.

SIGNED	TITLE	DATE
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EMPLOYEE: This report has been discussed with me and I have been given the opportunity to submit comments. Employees may comment on the content of the PAR within ten (10) calendar days or submit separately within 30 calendar days. Signature here does not indicate agreement with ratings.

SIGNED	TITLE	DATE
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