



## Mission, Vision, Values, Principles

Employee Name:	Lisa Moore
Job Title:	Parks & Rec Maintenance Technician
Department:	Park & Recreation
Supervisor:	Ronnie Jones
Performance Period:	10/2018-10/2019
Date of Evaluation:	10/4/19

Employees are expected to commit to the City's mission statement, adhere to City principles, provide public service and contribute to a positive workplace environment that includes Emergency Management / Responsibilities, and diversity appreciation.

### Purpose

The purpose of the Employee evaluation is for the employee to receive constructive input from their immediate supervisor on how they performed during the performance period in the following areas:

- Establish Workplan Objectives for next review period (unwavering guide)
- City Core Values
- Project deliverables/work assignments – Key Result Objectives
- Employee Core Evaluation Factors
- Expected/desirable performance behaviors and training necessary to accomplish their performance goals over the next 12 months.

Performance Categories: The performance plan for employees consist of three major categories: 1) City Core Values; 2) Project deliverables/work assignments – Key Results Objectives; and 3) Core Evaluation Factors. All three areas are equally important for ensuring values- based effective values at the City. As such, these three categories apply to all employees as described below.

1. City Core Values: Our values are the fundamental beliefs of The City of Bunnell. These guiding principles dictate behavior and can help employees understand the difference between right and wrong. Core values also helps the City of Bunnell to determine if we are on the right path and fulfilling our goals by creating an unwavering guide. Thus, our values are our core principles or standards that guide the way we provide exemplary services.

The decisions we make are reflections of our values and beliefs, and they are always directed towards a specific purpose. That purpose is the satisfaction of our individual or collective (organizational) needs. When we use our values to make decisions, we make a deliberate choice to focus on what is important to us.

### **City of Bunnell Values:**

1. Loyalty to the team, the objectives, the mission.
2. Teamwork. Cultivate a "we environment."-Be a passionate team Player.
3. Communication. Share information freely, maintain an ongoing dialog throughout the organization.
4. Respect individual strengths; Embrace diversity.
5. Empathy. Care about people.
6. Always determine what is important to team members.
7. Honor everyone. Demonstrate respect for all persons.
8. Say "Thank You." Show appreciation in every way possible.
9. Self-Control. Stay open, ask questions, and maintain calm demeanor in the face of every challenge.
10. Have a forgiving spirit.
11. Professionalism Always maintain a positive attitude and a pleasing personality.
12. Cultivate creativity.
13. Seek great personal satisfactions in helping others succeed.
14. Be an active listener—quick to hear, slow to speak.
15. Be a person of fairness and justice to all.
16. Have an action plan, results oriented with measurable outcomes.
17. Create a culture of warmth & belonging, where everyone is welcome.
18. Have fun-create an environment where employees can think big and excel.
19. Integrity: to be honest, open, ethical, and fair.
20. Fiscal accountability: to be good stewards of agency funds.

# Annual Employee Performance Evaluation/Work Plan – Competency-Based

A best practice in preparing to complete this form is to review, and if necessary update, the job description to reconfirm the expectations for performance for the employee. As you complete this form, also consider goals established for this year.

## I. PERFORMANCE COMPETENCIES

**Core Assessments:** Check the rating that most closely represents your overall assessment of the employee's performance. Comments in support of each rating are recommended. If performance in a competency requires improvement or is exceptional, **comments are required**.

Requires Improvement:	Effective:	Exceptional:	Requires Improvement	Effective	Exceptional
Demonstrates satisfactory performance in some areas; however, does not perform or meet expectations consistently. Employee needs to acquire and/or develop necessary skills and build/sustain acceptable standard of performance.	Consistently meets requirements of the position. At times employee may exceed expectations. Overall, employee makes solid, reliable and meaningful contributions to the department.	Delivers exceptional results in performance against goals and core functions. Demonstrates innovation and initiative in all aspects of the position. Excellent work is widely recognized and positively and significantly impacts department operations.			
<p>1. <b>Job Knowledge:</b> Possesses and continually updates requisite knowledge and understanding of assigned duties, responsibilities, policies, procedures and compliance requirements to perform the position. Demonstrates technical skills required for the position. Understands business needs and desired outcomes.</p> <p><i>Comments, Examples and Measurables:</i></p> <p>Lisa has good job knowledge and knows what needs to be done.</p>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>2. <b>Work Product:</b> Demonstrates quality product including accuracy and thoroughness in work required for the position. Plans and completes acceptable quantity of work within deadlines. Works with diligence and identifies opportunities to streamline or improve processes.</p> <p><i>Comments, Examples and Measurables:</i></p> <p>Lisa works with little oversight. At times there are slight lapses in attention to detail: 4/16/19 &amp; 4/22/19 the City Manager &amp; other staff found problems with the state of cleanliness of the Chamber building; 8/1/19 the AC unit in the Chamber was leaking water from its closet onto the main floor, but there was no report of an issue in the building during that week.</p>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>3. <b>Customer Focus:</b> Consistently exhibits professional demeanor with internal and external constituents and peers through verbal and written customer focused communication. This includes listening, understanding customer expectations/perspective and acknowledging and responding to concerns in a timely and helpful manner. Demonstrates commitment to exceptional service, timely problem resolution.</p> <p><i>Comments, Examples and Measurables:</i></p> <p>Lisa communicates well with the public. In February, she stayed with a citizen involved in a bicycle accident until help arrived. She frequently rescues Pauly the opossum from trash cans at the JB King Park.</p>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Requires Improvement:	Demonstrates satisfactory performance in some areas; however, does not perform or meet expectations consistently. Employee needs to acquire and/or develop necessary skills and build/sustain acceptable standard of performance.	Requires Improvement	Effective	Exceptional
Effective:	Consistently meets requirements of the position. At times employee may exceed expectations. Overall, employee makes solid, reliable and meaningful contributions to the department.			
Exceptional:	Delivers exceptional results in performance against goals and core functions. Demonstrates innovation and initiative in all aspects of the position. Excellent work is widely recognized and positively and significantly impacts department operations.			
<p>4. <u>Dependability/Accountability/Professionalism</u>: Follows through on assignments. Takes ownership of work. Is reliable, professional and responsible. Adheres to procedures, practices, and work schedule. Work is completed in a timely manner and within established deadlines effectively using resources. Demonstrates commitment to professional development.</p> <p><i>Comments, Examples and Measurables:</i></p> <p>Lisa has a sense of responsibility for her regular duties. But, she has frequently be heard by staff complaining about things happening in City. If required to deal with a situation outside her routine, she complains: 8/26/19 she asked where her extra pay was for dealing with the failed AC at the VLMCC on 8/24/19</p>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. <u>Equipment Stewardship</u>: persons entrusted with the management of equipment owned by, or on loan to, the City of Bunnell have a special stewardship obligation for safeguarding that property. Equipment is properly cleaned and maintained. Employee takes care to ensure all equipment/vehicles is used in the manner it was intended.</p> <p><i>Comments, Examples and Measurables:</i></p>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>6. <u>Collaboration/Teamwork</u>: Demonstrates cooperation and teamwork. Values and seeks input and expertise of others. Contributes to the team environment by working effectively with others on the team to accomplish work. Treats co-workers with respect, honesty and fairness. Resolves issues effectively and is viewed as a positive team member and/or colleague.</p> <p><i>Comments, Examples and Measurables:</i></p> <p>Lisa has worked with her crew leader to make repairs to facilities when needed. However, Lisa prefers to work alone.</p>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>7. <u>Communication</u>: Communicates effectively and respectfully verbally and in writing. Follows instructions and shares information appropriately. Engages in meaningful two-way conversations. Listens attentively and clarifies information when necessary.</p> <p><i>Comments, Examples and Measurables:</i></p> <p>Lisa is good at remaining in contact with her crew leader, but does not always communicate professionally: 4/16/19 argued with her crew leader in the hall in front of other staff; 4/22/19 she was argumentative &amp; disrespectful to her crew chief &amp; City Clerk; 9/17/19 when speaking to City Clerk she started the conversation with "I reported this before but obviously you weren't listening..." this is an inappropriate way to talk to a Director.</p>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Requires Improvement:</b>	Demonstrates satisfactory performance in some areas; however, does not perform or meet expectations consistently. Employee needs to acquire and/or develop necessary skills and build/sustain acceptable standard of performance.	<b>Requires Improvement</b>	<b>Effective</b>	<b>Exceptional</b>
<b>Effective:</b>	Consistently meets requirements of the position. At times employee may exceed expectations. Overall, employee makes solid, reliable and meaningful contributions to the department.			
<b>Exceptional:</b>	Delivers exceptional results in performance against goals and core functions. Demonstrates innovation and initiative in all aspects of the position. Excellent work is widely recognized and positively and significantly impacts department operations.			
<p>8. <u>Commitment to/Demonstration of Inclusion &amp; Welcoming Behavior in the Community:</u> Creates a welcoming learning and working environment with productive and positive workplace relationships. Builds and supports a diverse and inclusive community by demonstrating respect in the workplace. Proactively identifies opportunities to increase awareness and hold self and others accountable for acting in a way which breaks down barriers between groups of difference and creates an inclusive climate that accepts and welcomes diversity.</p> <p><i>Comments, Examples and Measurables:</i></p> <p>Lisa is good with customer interactions. However, she does not always communicate well with co-workers, supervisors or directors &amp; has been heard &amp; observed to be disrespectful in word &amp; tone. Other directors have reported her complaining, reliance on gossip &amp; spreading of rumor has caused morale issues among other employees.</p>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## II. ACHIEVEMENT OF GOALS

Identify the employee's major achievements and progress toward meeting established goals.

No goals were set in the previous evaluation, but the importances of dependability and accountability was stressed. Lisa did go above and beyond in her duties by choosing to paint the doors at New City Hall, the kitchen area and restrooms at Old City Hall (Coquina Building) and the entire inside of VLMCC.

## III. OVERALL PERFORMANCE RATING AND SUMMARY COMMENTS

Provide an overall performance rating based on the ratings assigned to core, and if appropriate managerial, competencies in this evaluation.

Points Total: 14 ÷ 8 Factors Evaluated = Average Rating: 1.75 Overall Performance Rating: **Effective**

Summarize the employee's performance for this period paying particular attention to performance strengths and weaknesses and note areas and opportunities for professional development for the upcoming year. Clearly address performance that may require improvement or may be especially strong or exceptional.

- Requests time off in advance
- Follows schedule well
- Has not started use of the facility rental work order system established in April
- Does not appear to be using the City e-mail provided to her to help communicate information to City employees
- When changes to duties were made (2/20/19) to deal with reported situation, she did not follow the plan set & continued to work in the Public Works yard (2/27/19, 2/28/19, 3/13/19). On 2/20/19, 2/28/17, 3/2/19, & 3/13/19 she was told/reminded her duties at the Public Works yard had been reassigned to address her reported issue.

Areas of Strength:

Lisa is a capable worker. She makes sure to provide plenty of notice when needing time off. She can work without direct oversight.

Employee consistently demonstrates leadership, sets direction, gains commitment for actions consistent with City values. The establishment of department values that link to the City values and mission and vision was exemplary.

Area's for Improvement:

- Respectful & appropriate communication with other staff
- Ask for information rather than relying on gossip or spreading gossip; utilize the e-mail provided to get information that is being sent to employees
- Follow directions given on tasks, work orders or new processes; ask for clarification or make a suggestion if a better way to do a project may be created
- Move forward with a positive attitude & don't dwell on past events or experiences

Effective \_\_\_\_\_

Not Effective \_\_\_\_\_

IV. **EMPLOYEE COMMENTS (Optional)**

The employee may comment on the performance review in the space provided below.

Employee's Signature: Lisa M. Moore Date: 10-15-19  
Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Director Signature: [Signature] Date: 10/14/19  
City Manager Signature: [Signature] Date: 10/14/19  
Merit Increase Amount: \_\_\_\_\_

Project Deliverables/ Work Assignments- Key Results Objectives: Specific projects, task or work assignments that the employee will be responsible for during the next review period. Identify performance measures that will be used to determine if the employee successfully met the Key Results Objectives aligning with City's Strategic Plan. Performance Measures may include completion dates, customer service satisfaction and a measure of quality for the specific project, task or work assignment.

#### Work Plan Next Review Period

Key Results Objectives	Performance Measures
1. Meet with crew leader bi-monthly to review policies, discuss issues & make plans to address reported problems or concerns. 2. Start using the Facility Rental Work Order system & tablet provided to her in April. Directly upload inspection reports & pictures to the system to document conditions following rentals. 3. Regularly check & monitor e-mail lmoore@bunnellcity.us to have the information being shared with all City employees. 4. Complete Trainings attached	

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Attachment: L. Moore Annual Evaluation

Trainings to be completed:

**Target Solutions**

- The Change Process [complete by: 11/18/19]
- Business Communication Fundamentals [complete by: 11/18/19]
- Communicating to Your Manager [complete by: 12/18/19]
- Characterizing Conflict [complete by: 1/29/20]
- Know Your Conflict Behavior [complete by: 1/29/20]
- Listening [complete by: 2/19/20]
- Nonverbal Behavior [complete by: 2/19/20]





# City of Bunnell

## Employee Performance Evaluation

<b>Employee Name:</b>	<b>Department:</b>	<b>Date:</b>
Lisa Moore	Parks & Recreation	08/17/2018

<b>Title:</b>	<b>Time in years City / Present Job:</b>	<b>Date range this eval covers:</b>
Custodian	3 Yr. / Yr.	From: 08/24/2017 To: 08/24/2018

**Evaluation Type:** Annual

Mark the box below which best describes the employee's performance for each factor. Provide an explanation in the "Comments" space below. Using the numerical scale below, compare the performance of the employee against the performance criteria listed. Place a number in each "Performance Factors" box according to the following:

Below Standards 1 to 2      Meets Standards 3 to 4      Above Standards 5 to 6      Outstanding 7 to 8

### PERFORMANCE FACTORS

1. Knowledge of Work	Below Standards	Meets Standards	Above Standards	Outstanding
7.0 Professional Knowledge	Lacks or fails to apply basic knowledge or possess	Sound knowledge of job techniques and procedures.	Excellent professional job knowledge. Consistently	Excellent professional job knowledge.
5.0 Technical Skills	technical skills to perform	Has technical skills to perform	introduces and implements new	Has been instrumental in obtaining self-
6.0 Operating Procedures / Codes	tasks effectively. Shows little	routine and new tasks. Often	methods and improved	initiated higher education and/or training
7.0 Desire/Ability to Learn	ability or desire to learn job	suggests new	procedures. Actively pursues	to enhance their job performance. Also
	requirements or procedures.	methods/procedures. Broadens	learning opportunities to improve	participated in City committees &
		knowledge through	knowledge and skills.	initiatives. Brings additional
		training/conferences.		skills/abilities to job.
6.25 Average	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Comments/Explanation:**

- Forward thinker
- Conscientious and detailed oriented
- Performs above standards in making sure work is complete
- Work with team leader on learning new technical skills related to groundskeepers and procedures

2. Productivity	Below Standards	Meets Standards	Above Standards	Outstanding
7.0 Meeting Goals & Objectives	Work volume does not meet	Makes productive use of time in	Excellent professional job	Excellent professional job knowledge.
7.0 Meeting Work Schedule	job requirements. Fails to	completing work tasks; meets	knowledge. Consistently	Has been proactive in self-initiated work
7.0 Volume of Work	meet work schedules or make	most goals and work schedules.	introduces and implements new	responsibilities. Is self motivated and
7.0 Initiative/Resourcefulness	adequate progress toward	Work tasks are accomplished.	methods and improved	finds practical solutions to maximize
	goals and objectives. Lacks		procedures. Actively pursues	efficiency.
	initiative to meet schedules or		learning opportunities to improve	
	to perform without prompting.		knowledge and skills.	
7.00 Average	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Comments/Explanation:**

- Volunteered for weekend schedule to allow team to perform more effectively

3. <u>Quality of Work</u>		Below Standards	Meets Standards	Above Standards	Outstanding
7.0	Thoroughness	Inconsistent work product results; work lacks thoroughness, accuracy, or effectiveness. Frequent corrections needed.	Good work with consistent quality of thoroughness and effectiveness. Work rarely needs review/corrections.	Excellent professional job knowledge. Consistently introduces and implements new methods and improved procedures. Actively pursues learning opportunities to improve knowledge and skills.	Outstanding professional job knowledge. Consistently evaluates performance and finds practical methods to enhance efficiency. Always provides a work product of professional standards.
7.0	Accuracy				
7.0	Effective Results				
7.0	Consistency				
7.00 Average		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Comments/Explanation:

- Shows a lot of initiative
- Extremely motivated and does well with resources provided
- A seasoned professional

4. <u>Work Habits</u>		Below Standards	Meets Standards	Above Standards	Outstanding
7.00	Attendance	Frequent absences affects work. Does not use time effectively or does not devote time necessary to meet deadlines/goals.	Maintains good work habits; seldom missing work. Observes work hours and rules. Effectively uses time to accomplish goals and meets work schedules.	Very conscientious in attendance and observance of work rules; devotes time necessary in order to exceed goals and work schedules. Is punctual.	Outstanding dedication to his/her job. Can be entrusted with any assignment and completes deadlines in a prompt, professional and efficient manner
6.00	Observance of Work Hours/Rules				
7.00	Effective Use of Time				
6.67 Average		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments/Explanation:

- Professional and efficient
- Seldom misses work
- Goes the extra mile to improve work areas
- Great improvement in following chain of command, please continue these efforts

5. <u>Dependability</u>		Below Standards	Meets Standards	Above Standards	Outstanding
6.00	Follows Directions	Often fails to carry out assignments and complete work tasks promptly. Cannot be relied on to exercise good judgment or make sound decisions in order to accomplish job responsibilities.	Follows supervisor's directions, and exercises good judgment. Can always be relied upon to complete work assignments timely with little supervision. Makes sound decisions and willingly accepts responsibility.	Unusual sense of responsibility and dependability. Works independently and justifies complete confidence. Readily accepts directions and uses strong initiative to anticipate problems and proposes creative ideas.	Outstanding sense of responsibility and dependability. Does not require supervision and demonstrates complete confidence in work and person. Readily accepts direction and uses self-initiative to anticipate problems and possesses creative ideas.
6.00	Accepts Responsibility				
6.00	Judgment				
7.00	Decision Making				
6.25 Average		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments/Explanation:

- Shows a lot of responsibility
- Strives for maximum effectiveness
- Continued improvement in conflict resolution and avoidance
- Continue to follow directions and ask to clarify if not understood

6. Employee/Public Relations		Below Standards	Meets Standards	Above Standards	Outstanding
5.00	With Public	Has difficulty working with others. May resist supervision and lack customer service attitude when dealing with the public. Has little enthusiasm for job and overly critical of the city.	Works well with employees and the public. Accepts supervision and shows interest in work. Promotes the City and its interests.	Actively cooperates with supervision. Goes out of way to assist others. Exhibits an extremely positive attitude toward work and the City. Accepts criticism and is a strong force in group morale.	Outstanding ability to communicate and cooperate with his/her supervisors, co-workers and citizens. Exhibits positive attitude toward work and the City. Welcomes positive criticism and is a contributor to positive morale with his peers.
7.00	With Supervision				
7.00	With Employees				
7.00	Attitude Toward Job				
6.50	Average	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments/Explanation

-Communicates very well with employees and supervisor  
 -Be gracious with the public, avoid conflict and continue to take the high road

### SUPERVISORS ONLY

7. Supervisory Ability		Below Standards	Meets Standards	Above Standards	Outstanding
<input type="checkbox"/> Delegating	Supervisory ability needs improvement. Work results of work unit below standards. Lack of adequate control over costs or work results. Poor planning and leadership skills. Poor employee motivation and communications.	<input type="checkbox"/>	Obtains good results from subordinates. Shows good leadership and motivation skills. Plans assignments well and delegates effectively. Very effective at handling personnel issues, solving problems and meeting assignments. Employee morale high.	Outstanding leadership qualities. Acquires maximum from unit with available resources. Effective at motivating employees, delegating with follow-up, and planning assignments. Maintains high employee morale.	Outstanding leadership qualities. Leads by example and contributes to the efficiency and training of subordinates. Outstanding ability to motivate employees, maintaining follow-up, planning and dealing with disciplinary issues.
<input type="checkbox"/> Motivating					
<input type="checkbox"/> Planning & Assigning					
<input type="checkbox"/> Evaluating Performance					
<input type="checkbox"/> Leadership					
<input type="checkbox"/> Controlling Operating Costs					
<input type="checkbox"/> Communication					
<input type="checkbox"/> Employee Development					
<input type="checkbox"/> Goal Setting	0.00 Average	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Interpersonal Skills					

Comments/Explanation:

### Overall Evaluation

Describe action the employee should take to improve performance, and/or explain overall rating. List goals for employee to accomplish for next evaluation period. Give justification for merit increase recommendation.

-Patience while working with others has improved greatly  
 -Continue to be productive and perform your job with quality and dependability  
 -Continue to take control of your assignments  
 -Stay your course, for it is teammates like you that make team Parks and Recreation stronger

# Merit Increase Recommendation

## Performance Factors Summary

6.25	1. Knowledge of Work
7.00	2. Productivity
7.00	3. Quality of Work
6.67	4. Work Habits
6.25	5. Dependability
6.50	6. Employee/Public Relations
0.00	7. Supervisory Ability
6.6	Total Average

Director Recommended Merit Increase: Yes: ☒ No: ☐ If Yes, percentage amount (2% max): 2.0%

City Manager Approve Recommendation: Yes: ☒ No: ☐

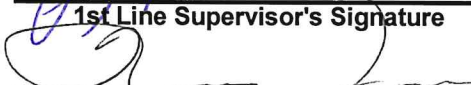
Review signatures must go through Chain of Command before presentation to Employee. Merit Increase recommendations must be communicated by the Director to the City Manager. City Manager's approval must be obtained before presentation to Employee.

  
1st Line Supervisor's Signature

8/17/18  
(date)

Perry Mitrano

Please print name

  
2nd Line Supervisor's Signature

8-28-18  
(date)

Ronnie Jones  
Please print name

I   
(Employee Signature)

acknowledge receipt of the evaluation on 8-28-18

☐ Employee Refused to Sign

## Employee Comments

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(Department Director Signature)

(date)

Perry Mitrano

Please print name

  
(City Manager Signature)

8/27/18  
(date)

T. Fosson  
Please print name