



City of Waco Progress Review

Employee Name: _____
Job Title: _____ Department: _____
Period Reviewed: From: _____ To: _____ Date of Evaluation: _____
Evaluator Name: _____
(Supervisor/Manager)

Current Pay Grade: _____ **Pay Grade Quartile:** _____

RATING LEVELS

Exceeds Expectations (EE): Employee's performance exceeds the expectations for this job; performance levels are consistently and significantly above the established skill levels associated with the position.

Fulfills Expectations (FE): Employee's performance consistently meets the expectations for this job; performance levels are solid and demonstrate a mastering of established skill levels associated with the position.

Below Expectations (BE): Employee's performance does not meet the expectations for this job; performance levels are weak and definitely require immediate improvement.

Unobserved (UN): Performance in this area has not been observed during this review period.

FIELD/MAINTENANCE PERFORMANCE DIMENSIONS	
<i>Exceeds Expectations (EE) Fulfills Expectations (FE) Below Expectations (BE) Unobserved (UN)</i>	
ONLY PROVIDE COMMENTS IN OVERALL PERFORMANCE RATING SECTION	
1. Leadership	Motivates coworkers to achieve excellent performance levels; sets high standards for others to follow; motivates others to work well together through effective decision making, positive communication, and negotiation.
<i>Choose one of the following: EE <input type="checkbox"/> FE <input type="checkbox"/> BE <input type="checkbox"/> UN <input type="checkbox"/></i>	
2. Knowledge, Skills and Expertise	Enhances knowledge by attending relevant technical training and cross training; uses specialized skills to work independently; effectively uses and maintains specialized equipment necessary for the job; performs work in a professional and safe manner.
<i>Choose one of the following: EE <input type="checkbox"/> FE <input type="checkbox"/> BE <input type="checkbox"/> UN <input type="checkbox"/></i>	

3. Time Management - Completes tasks within timelines by setting priorities; works assigned hours and is available to meet customer needs; anticipates scheduling difficulties and is flexible in coordinating with supervisor on the scheduling of work assignments.

Choose one of the following: EE FE BE UN

4. Customer Service: Demonstrates an enthusiastic, positive, and helpful demeanor in dealing with both internal and external customers; effectively handles difficult customers; continually looks for ways to implement improvements to services and tasks.

Choose one of the following: EE FE BE UN

5. Productivity - Provides high quality service; works effectively despite adverse environmental conditions; plans for and prepares for assigned tasks; develops realistic options and practical solutions in solving problems.

Choose one of the following: EE FE BE UN

OVERALL PERFORMANCE RATING

(Please check one of the following three choices to evaluate the employee's overall performance for this rating period.)

Exceeds Expectations (EE) **Fulfills Expectations (FE)** **Below Expectations (BE)**

Comments (Please provide brief justification of employee's overall rating):

**KEY ACCOMPLISHMENTS, AREAS FOR IMPROVEMENT, AND
RECOMMENDED TRAINING/DEVELOPMENT**

[Attach additional sheet(s) of paper if more space is required.]

ACKNOWLEDGEMENTS

Individual Signing Form	Printed Name/Title and Signature	Date
Employee: (Acknowledges Employee's Receipt of Form from Supervisor)	Name: (Print) Job Title: (Print)	
	Signature:	
Supervisor Conducting Review	Name: (Print) Job Title: (Print)	
	Signature:	
Signatures of Other Departmental Supervisors Within the Chain of Command:		
	Name: (Print) Job Title: (Print)	
	Signature:	
	Name: (Print) Job Title: (Print)	
	Signature:	
	Name: (Print) Job Title: (Print)	
	Signature:	
Department Director	Name: (Print) Job Title: (Print)	
	Signature:	

EMPLOYEE

(Please check one of the following boxes.) **I do** or **I do not** agree with my rating.

Comments: [Attach additional sheet(s) of paper if more space is required.]

Career Development Goals: [Attach additional sheet(s) of paper if more space is required.]