



Success Strategy Performance Review

Performance Rating Criteria

City of Austin Performance Appraisal System

1	2	3	4	5
Unsatisfactory Performance	Performance Needs Improvement	Successful Performance	Commendable Performance	Outstanding Performance

Rating Major Responsibilities –

Unsatisfactory Performance

- Performance fails to meet documented performance expectations for major responsibilities.
- Performance is below what is expected of an employee normally working in this area.
- Employee requires a high level of supervision or assistance to accomplish work results.
- Immediate improvement is necessary to meet the standard or acceptable levels of performance.

In order to receive an Overall Rating of **Unsatisfactory**, the employee must have at least one *Individual* performance rating of **Unsatisfactory** in major responsibilities. The supervisor will weigh the relative importance of the individual **Unsatisfactory** rating(s) against the other services and responsibilities being evaluated and determine the impact on the Overall Performance Rating. The supervisor must have documentation to support their rating.

The supervisor may initiate a Performance Improvement Plan (PIP) for any **Unsatisfactory** Performance rating. The Performance Improvement Plan (PIP) must be in place for at least 3 months. The employee must achieve a rating of **Successful** at his/her next evaluation following the completion of the PIP or be subject to reassignment, demotion, or termination of employment.

Performance Needs Improvement

- Performance is below standard expectations in one or more major job responsibilities.
- Employee requires more than a normal level of supervision or assistance to accomplish work results.
- Improvement is necessary to meet satisfactory levels of performance.

In order to receive an Overall Rating of **Needs Improvement**, the employee must have at least one *Individual* performance rating of **Unsatisfactory** or **Needs Improvement** in major responsibilities. The supervisor will weigh the relative importance of the individual **Unsatisfactory** or **Needs Improvement** rating(s) against the other responsibilities being evaluated and determine the impact on the Overall Performance Rating. The supervisor must have documentation to support their rating.

The supervisor may initiate a Performance Improvement Plan (PIP) for any Performance Rating of **Needs Improvement**. The Performance Improvement Plan (PIP) must be in place for at least 3 months. The employee must achieve a rating of **Successful** at their next evaluation following the completion of the PIP or receive an **Unsatisfactory** performance rating or be subject to reassignment, demotion, or termination of employment.

Successful Performance

- Performance fully meets standards and achieves all expectations and requirements in major job responsibilities
- Performance contributes what is expected of a qualified employee performing in this position.
- Performance requires a normal level of supervision and follow-up.
- Employee acquires or maintains knowledge, skills, or abilities to perform successfully.

In order to receive an Overall Performance Rating of **Successful**, the *Individual* performance ratings in nearly all major job responsibilities must be at a **Successful** level or higher. There must be no more than one individual

performance rating of **Needs Improvement** and no rating of **Unsatisfactory Performance**. The supervisor must have documentation to support their rating.

Commendable Performance

- Performance consistently and regularly exceeds performance expectations and requirements for major responsibilities. Performance is superior and commendable.
- Performance contributes more than what is expected of a qualified employee performing in this position.
- Employee requires minimal supervision to consistently produce results that exceed expectations.
- Employee learns both on-the-job and through their own initiative, acquires additional knowledge or skills, and applies additional knowledge or skills to his/her regular job performance.

In order to receive an Overall Performance Rating of **Commendable**, the *Individual* performance ratings in most major job responsibilities are at an **Commendable** level. There can be no individual performance ratings below **Successful**. The supervisor must have documentation to support their rating.

Outstanding Performance

- Performance is noticeably outstanding; employee always demonstrates outstanding performance for major responsibilities. Employee is a role model and far exceeds expectations.
- Employee requires minimal supervision in order to always produce exceptional results in their job responsibilities.
- Employee always learns both on-the-job and independently to acquire additional knowledge and or skills, and regularly applies new knowledge/skills to their regular job performance. Employee inspires, assists, trains, or helps develop other employees in work-related skills initiatives.
- Performance always demonstrates initiative to plan and anticipate problems. Employee always takes appropriate action.

In order to receive an Overall Performance Rating of **Outstanding**, the *Individual* performance ratings in most major job responsibilities must be at an **Outstanding** level and no ratings below the **Commendable** level. The supervisor must have documentation to support their rating.