

**Goals for Operations Staff:**

1. Performance Standards – 5% of work to be audited each quarter by staff’s supervisor:

Exceeds	Performs quality work that meets all performance standards with no mistakes. Responds in the required timeframe to all issues while assigned to primary on-call position.
Fully Meets	Meets all performance standards with corrections needed for less than 25% of quarterly audited tasks. Responds in the required timeframe to all issues while assigned to primary on-call position.
Does Not Meet	More than 50% of audited tasks require corrections. Responds in the required timeframe to all issues while assigned to primary on-call position.

2. Safety Program:

Exceeds	Complies with all requirements of updated Safety Program. Completes training as required and in advance of deadlines. Takes initiative when asked to train staff on safety issues. Work area & vehicles kept clean consistently. No careless or negligent work observed. All accidents reported to supervisor immediately.
Fully Meets	Complies with all requirements of updated Safety Program. Completes training as required. Work area & vehicles kept clean with occasional direction from supervisor. No careless or negligent work observed. All accidents reported to supervisor immediately.
Does Not Meet	Occasional corrections needed regarding requirements of Safety Program. Reminders needed to complete required training. Frequent direction needed regarding cleanliness of workspace. Careless/negligent work occasionally observed.

3. District Procedures:

Exceeds	All District policies and procedures are understood and followed. Actively participates in procedure reviews and provides constructive suggestions during tabletop and field exercises. Suggests improvements for current procedures and develops process updates when requested.
Fully Meets	All District policies and procedures are understood and followed. Participates in procedure reviews and tabletop/field exercises.
Does Not Meet	Occasional corrections needed regarding compliance District policies and procedures. Needs prompting to participate in procedure reviews and tabletop/field exercises.

4. Attendance and punctuality:

Exceeds	Consistently requests leave in compliance with procedures in Employee Handbook. All notices for unexpected absences are provided prior to start of shift.
Fully Meets	Frequently requests leave in compliance with procedures in Employee Handbook. Two (2) or less instances of notice for unexpected absence provided in a delayed manner (i.e. after the start of scheduled shift).
Does Not Meet	Rarely requests leave in compliance with procedures in Employee Handbook. More than two (2) instances of notice for unexpected absence provided in a delayed manner (i.e. after the start of scheduled shift).

5. Personal goal #1

6. Personal goal #2

7. Other factors to consider: Assists others as required. Accepts suggestions and supervision without issue. Works well with other employees and any problems in workplace are quickly resolved. Work orders are completed in a timely manner. Necessary information is conveyed in a clear, understandable manner. Reports are rarely returned for correction. Overall positive attitude in the workplace. Accepts overtime requests without complaint. Always represents the District professionally with customers.