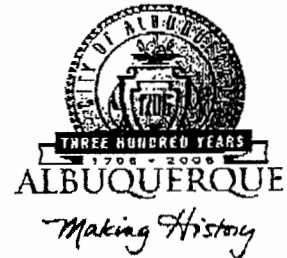


# CITY OF ALBUQUERQUE



August 17, 2005

## ADMINISTRATIVE INSTRUCTION NO. 7-32-1

### SUBJECT: EMPLOYEE WORK PLAN (Performance and Evaluation) NON-BARGAINING UNIT EMPLOYEES

#### Background:

This Administrative Instruction is being amended to limit its application to non-bargaining unit employees effective July 1, 2005.

The Merit System Ordinance requires the Chief Administrative Officer (CAO) to establish a system to evaluate annually the work performance of city employees in the classified service. The Ordinance makes clear that performance evaluations shall not be the subject of a grievance and that a major focus of employee performance evaluations shall be on communication of standards and critical elements for successful performance of the employee's position, as well as on opportunities for improvement and results of attempts to improve.

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In recent years the City has implemented an effort to measure and improve the overall performance of City services relative to customer-oriented standards and needs, as reflected in the City Charter-mandated Five-Year Goals and Annual Objectives. This includes efficient delivery of services. This service performance system has been integrated with the City budget process.

Albuquerque

New Mexico 87103

The City of Albuquerque wishes to connect and align these systematic approaches in order to provide management with a tool to improve governmental accountability and results and to provide a focus for the organization. This will help employees understand their roles in continuously improving services for City of Albuquerque customers and meeting the important goals of the organization.

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#### Policy:

At least once each fiscal year, each City of Albuquerque non-bargaining unit employee in the classified service shall confer with his or her supervisor and develop an Employee Work Plan. Thereafter, each supervisor and employee shall evaluate the performance of the respective employee pursuant to the prior year work plan and actual results achieved. The work plan shall relate to and be guided by the relevant Five Year Goal, Program Strategy mission and metrics, and Service Activity(s) purpose and metrics in which the employee is budgeted. It shall reflect the employee's contributions to those organizational results, as well as specific, anticipated achievements in improving the quality of the employee's work and work relationships. This annual process shall provide each employee with the opportunity to demonstrate improvement in performance pursuant to the plan developed by the employee and supervisor.

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The development of and evaluation of results of the Employee Work Plan shall form the core employee performance evaluation process for the City of Albuquerque's non-bargaining unit employees. Individual departments may decide to augment this process with established or new processes not in conflict with the core process. All augmented Department processes shall be reviewed in advance by the Human Resources Director and approved by the Chief Administrative Officer. While not required by ordinance, unclassified, professional employees are encouraged to participate in this process, just as non-bargaining unit employees participate. This is consistent with the intent of linking organizational performance and employee performance and produces the same benefits of communication and alignment intended by these systems. Seasonal and temporary unclassified employees are not subject to the Merit System Ordinance or this Administrative Instruction.

The Chief Administrative Officer will establish a Task Force of three members, chaired by the Human Resources Director, to address implementation issues and to annually review this process and make recommendations for continuous improvement. This task force will be supported by the Office of Management and Operations Improvement and the Training and Organizational Excellence Division.

**Implementation:**

For FY/06, any non-bargaining unit employees who do not have an EWP in place as of July 1, 2005, shall meet with their supervisor and develop an EWP no later than December 31, 2005. Any non-bargaining unit employee who with their supervisor developed an EWP prior to July 1, 2005 shall meet with their supervisor no later than December 31, 2005 to determine if any changes or adjustments are necessary or desired. Prior to June 30, 2006, all non-bargaining unit employees will meet with their supervisors to review the results of their FY/06 EWP and develop a plan for FY/07 that aligns with the priority objectives of the City, their work unit and their personal goals.

Any person newly hired, transferred or promoted in or into a position in a non-bargaining unit shall meet with their supervisor within thirty days of hire, transfer or promotion to develop their EWP for the balance of the fiscal year. At least once during their probationary period, the new employee and supervisor shall meet to determine that the EWP developed in the first thirty days does not need further adjustment or refining or to clarify performance expectations.

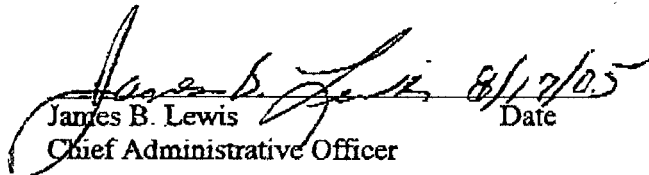
Any person in a non-bargaining unit who is transferred or promoted into a position in a bargaining unit shall meet with their supervisor prior to their transfer or promotion to review the results of the EWP in effect at the time of the transfer or promotion. Following the transfer or promotion, the provisions of Administrative Instruction 7-32-2 shall apply.

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Annually, on or before June 30 of each year, each non-bargaining unit employee shall meet with their supervisor to review the results of their current fiscal year EWP and develop an EWP for the following fiscal year that aligns with the priority objectives of the City, their work unit and their personal goals.

**Procedures:**

1. Any supervisor shall receive training if requested in this process prior to collaborating with employees to develop annual EWPs.
2. All EWPs will use the Work Plan format, approved by the task force appointed by the CAO.
3. All EWPs will be signed by the respective supervisor and employee and copies given to both.
4. All EWPs will be routed through appropriate levels to the Department Director.
5. Each Department Director will be responsible for collecting and maintaining annual EWPs and assuring the schedule outlined in this Administrative Instruction is maintained.
6. The task force will annually assess this process by soliciting information from supervisors and employees and will recommend changes in this process to the CAO.

  
James B. Lewis      8/17/05  
Chief Administrative Officer      Date