



General Manager Annual Performance Evaluation

Summary

The General Manager's performance evaluation consists of an annual appraisal by the Board of Trustees, as provided per the Sun Valley GID's Personnel Manual.

The purpose of the evaluation process is to maintain a strong Board/Manager team by ensuring open and productive communication on an annual basis. During this formal review process, there is an opportunity to identify areas of satisfaction and items needing change or improvement as identified by the Board.

The evaluation and review discussion is scheduled for June 22nd, 2017, during the regularly scheduled Board of Trustees meeting.

Attached please find your evaluation form, employee evaluation guidelines, evaluation process, my report on performance, accomplishments, goals, and a copy of last year's minutes on the 2016 General Manager evaluation. Please rate the General Manager in the areas provided. You may also provide narrative comments, and/or additional information to be considered.

PERFORMANCE EVALUATION: GENERAL MANAGER

Probation

Semi-annual

Annual

EMPLOYEE

DATE:

(Adopted May 2013)

1. QUALITY & QUANTITY OF WORK:	Rating:
At Expectations: Meets expectations for quantity and quality of work; completes daily and monthly quantity of work as required; consistently accurate and thorough; necessary follow through is completed in a timely manner; regularly reports work progress and problems; accepts responsibility for successes and failures; proposes ideas for different goals, methods, or techniques of operation to improve work outcomes with limited risks and greater potential benefits.	5
	4
	3
	2
Cite Examples:	1
2. INTERACTIONS AND COMMUNICATIONS:	Rating:
At Expectations: Interacts professionally and courteously with the public, supervisors, coworkers, customers, and others. Readily shares information and provides assistance; verbally communicates information in an understandable manner; written communications are consistently clear and accurate; demonstrates understanding of instructions; demonstrates tolerance in working with coworkers and others, and with changes in job conditions; encourages and is receptive to new ideas and procedures.	5
	4
	3
	2
	1
Cite Examples:	

3. PLANNING AND ORGANIZATION:		Rating:
At Expectations: Uses time effectively; completes assignments on time; discerns priority assignments; identifies and selects appropriate alternatives; demonstrates problem-solving abilities for levels or work/assignments; completes assignments and follows through; understands relationships between his/her position and other jobs, departments, agencies, and public; uses resources effectively; identifies and takes action to reduce the need for duplicate actions and for future resources.		5 4 3 2 1
Cite Examples:		
4. DECISION MAKING AND PROBLEM SOLVING:		Rating:
At Expectations: Uses good and a common-sense approach to situations, particularly during stressful situations; requires minimal supervision; determines appropriate course of action and takes same; does not allow situations to further deteriorate; recognizes when to ask for assistance; anticipates situations and prepares for them; applies safe working practices in daily job duties is capable of changing way of thinking and performing in conjunction with the needs of the department and community; recognizes when circumstances dictate a change is necessary.		5 4 3 2 1
Cite Examples:		
5. PERSONAL BEHAVIOR:		Rating:
At Expectations: Behavior is a positive example for other staff; is present at work and meetings in a consistent and timely manner; dress, grooming and language is appropriate to position; is fair and impartial in dealing with others; responds appropriately to adverse and stressful situations; shows good judgment in a variety of circumstances; effectively adjusts to changing priorities and circumstances; demonstrates tolerance with work associates and job conditions; interactions with others are of the highest level of integrity and ethical conduct; demonstrates respect for others and their ideas.		5 4 3 2 1
Cite Examples:		

6. ATTENDANCE AND PUNCTUALITY:		Rating:
At Expectations: Arrives promptly and is ready to work at beginning of shift; takes appropriate meal times and breaks within the time limits established; sets a positive example for others; absents by the General Manager is for acceptable reasons.		5 4 3 2 1
Cite Examples:		
7. EDUCATION AND JOB KNOWLEDGE:		Rating:
At Expectations: Shows imitative through continuing education including workshops, conferences and on the job training; demonstrates pride in enhancing expertise in all aspects of job duties; recognizes need for and takes action to update skills and knowledge pertinent to profession.		5 4 3 2 1
Cite Examples:		
8. LEADERSHIP:		Rating:
At Expectations: Demonstrates effective direction and control of employees. Motivates employees to meet and/or exceed the expectation performance for their positions. Encourages imitative and delegates appropriately. Communicates effectively with employees through verbal, non-verbal, and written skills. Is available to employees for counseling and guidance.		5 4 3 2 1
Cite Examples:		

9. EVALUATION & OBJECTIVITY:		Rating:
At Expectations: Timely preparation and administration of meaningful, accurate and fair performance evaluations. Suggests opportunities to enhance performance for employees who are "At Expectations or above. Sets standards of improvement & consequences for employees who are "Below Expectation".		5 4 3 2 1
Cite Examples:		
10. GOVERNING BOARD RELATIONSHIPS:		Rating:
At Expectations: Effectively implements policies and programs approved by the governing Board; carries out directives of the governing Board as a whole, rather than those of any one member of the Board; reporting to the governing Board is timely, clear, concise, thorough, and disseminated equally; accepts direction/instructions in a positive manner; keeps the governing Board informed of current plans and activities of the Sun Valley GID and new developments in technology, legislation, governmental, practices and regulations, etc.; provides the governing Board with clear report of anticipated issues that could come before the governing Board.		5 4 3 2 1
Cite Examples:		
11. FISCAL MANAGEMENT:		Rating:
At Expectations: Prepares realistic balanced annual budget; controls expenditures in accordance with approved budget; provides accurate reports/information in a timely manner; makes the best possible use of available funds, conscious of the need to operate the local government efficiently and effectively; the prepared/recommended budget is in an intelligent and accessible format; possesses awareness of the importance of financial planning and accounting controls.		5 4 3 2 1
Cite Examples:		

SUMMARY AND OVERALL EVALUATION			Overall Rating:
			5
			4
			3
Total points _____ / ____11____ * = Overall Rating			2
*(number of categories rated)			1
SUGGESTIONS FOR IMPROVEMENT:			
EMPLOYEE COMMENTS:			

Additional pages may be attached.

EVALUATED BY: _____ DATE: _____

EMPLOYEE: _____ DATE: _____

Employee signature acknowledges receipt of review and does not necessarily indicate agreement.

EMPLOYEE EVALUATION GUIDELINES

Rate an employee's competency in each of the seven areas of his/her job performance and in accomplishment of each work goal by circling the number that summarizes your evaluation of the employee for this item. Assess each competency and performance of each work goal independently.

Use definitions below to determine the most appropriate rating. Cite examples describing competency displayed or goals attained/missed for each area rated. A detailed explanation of the basis for a rating of 1 or 5 is required.

Employee's performance during rating period demonstrates possession of substantial knowledge and ability. Performance clearly and consistently exceeds the performance expectations for this position and the employee's performance serves as a role model for other employees. No training or assistance is needed in this area. It is unlikely that any employee in this position could perform better. This level demonstrates exemplary performance.	SIGNIFICANTLY ABOVE EXPECTATIONS 5
Employee's performance demonstrates knowledge and ability that is stronger than expected. Performance consistently meets expectations and is frequently above expectations. The employee does not need assistance in performing work, rarely makes mistakes, and works with minimum supervision.	ABOVE EXPECTATIONS 4
Employee demonstrates sufficient breadth of knowledge and/or ability in their work to meet job expectations. Areas of weakness are balanced by areas of strength. Failures in meeting expectations and errors in performance do not interfere with the overall productivity of the work unit. The employee typically meets expectations and generally corrects errors with limited instruction or assistance.	MEETS EXPECTATIONS 3
Some aspects of the employee's performance are acceptable; however, significant weakness in performance occurs. Failures in meeting expectations and errors in performance that interfere with the overall productivity of the work unit occur often. Deficiencies may be corrected through a combination of increased efforts on the part of the employee, remedial training, and/or increased supervision. Close monitoring of performance is necessary. Improvement is required if the employee is to remain employed in the current position or is serving a probationary period and is required to meet the "Meet EXPECTATIONS" expectations of the position.	BELOW EXPECTATIONS 2
Performance is so poor the employee's continued employment is in immediate jeopardy. The employee frequently fails to meet job expectations. Failures are so consistent and serious that they frequently interfere with the ability of the work unit to complete its work or provide its service. Employee does not apply a level of knowledge and/or ability sufficient to allow continued employment. A score of "Significantly Below EXPECTATIONS" on any competency indicates the employee's performance must improve significantly within a limited period of time. It is often accompanied by disciplinary action.	SIGNIFICANTLY BELOW EXPECTATIONS 1

I. EVALUATION PROCESS

A. EVALUATION FORM (copy attached):

1. MANAGEMENT EVALUATIONS: The SVGID Board completes evaluations and review with the management staff semi-annually using the schedule in 2(a & b):

2. NON-MANAGEMENT EVALUATIONS: Managers/Supervisors are to complete evaluations with input from other management staff and review with the employee semi-annually using the following schedule:

a) Mid-Point (December):

(1) This mid-point evaluation gives the employee guidance on how they are doing and an opportunity to improve any areas of concern. (Sample form attached).

b) Annual (June):

(1) This annual evaluation rates the employee's performance for the entire past year and will be used to determine possible raises or corrective measures necessary. (Sample form is attached).

B. Evaluation scores:

1. During June of each year, the SVGID Board will determine the percentage calculations on which raises are to be based. Evaluation scores as set by the Manager/Supervisor will determine the individual employees raise based on the following criteria.

Score Rating	Raise%
1-1.9 Significantly Below Expectations	0%
2-2.9 Below Expectations	0%
3-3.9 At Expectations	% set by Board
4-4.9 Above Expectations Expectations %	1.25% times the at

Set by the Board*

5 Significantly Above Expectations 1.50% times the at
Expectations %

Set by the Board*

*These percentages are minimums. During years the Board is unable to give any raises they will consider alternate incentives for employees who are Above Expectations or Significantly Above Expectations.

C. BELOW EXPECTATIONS EVALUATIONS:**1. Below Expectations**

a) Employee is placed on a 3 month probationary period. The employee must bring performance up to the “At Expectations” rating on this 3 month evaluation or the termination process will be implemented.

2. Significantly Below Expectations

a) Employee is placed on a 1 month probationary period. The employee must show significant improvement and bring their performance up to at least a “Below

Expectations” rating by the end of the month period or the termination process will be implemented.

b) . If they meet this first benchmark they will be evaluated at the end of the next 2 months, by which time their performance must be brought up to the “At Expectations” rating or the termination process will be implemented.

D. APPEALS:

1. Employees have the right of appeal to the SVGID Board if they feel they have been unfairly evaluated in their Anniversary Date evaluation. It is the employee’s responsibility to request a closed personnel session to discuss their grievance. Employees have 15 days from their evaluation date to request an appeal.

E. DISCIPLINE PROCEDURES:

1. See Personnel Manual, Section 8.2 for additional disciplinary measures that may be taken at any time.

SUN VALLEY G.I.D.

General Manager

Darrin Price

Performance and Accomplishments
for Fiscal Year 2016 - 2017

&

Goals for the Fiscal Year

2017 - 2018

Performance and Accomplishments

Overview

My job as the Sun Valley GID's General Manager is to keep the Board of Trustees informed on all local and regional developments, legislation and regulatory changes that affect or are related to the function, goals, and objectives of the District, and to assist the Board in formulating short and long term strategic plans and their implementation.

I am also tasked with ensuring the success and development of all employees and the continued efficient and economical operation of the District's business operations.

Over the last fiscal year 2016 - 2017, the District continued to expand its role in the community. I spent the majority of last year ensuring the continued leadership role in the community by researching laws, preparing reports, meeting with elected officials, attending public meetings, and testifying on all matters for Sun Valley.

I am also proud to say that by keeping expenses and spending down, the District has strengthened its budget positions. Staff had an exceptional year maintaining and operating the District facilities, and we had another successful recreation season.

I have included in this report as much information as possible to give the board indicators to my performance. My hope is that it will help the board focus attention on my successes and the efficient and effective use of District resources while also enabling you to raise any issues related to my performance and to identify any appropriate changes needed. Also included are my goals for the upcoming fiscal year 2017 – 2018.

Performance

The District's mission and vision statements were successfully accomplished and maintained this last fiscal year. I have ensured through my management responsibilities that as stated in the vision statement, "we provide exceptional value and service in providing important life necessities for our customers and community". With the assistance of District staff, I have kept all cost under control and to a minimum. Over the last year we have received numerous positive and thankful comments on both office and field staff and myself regarding service.

The District's mission statement was also accomplished successfully. As stated "maintaining water quality as directed by federal, state, and local ordinances and laws". I am proud to report to you once again this year that the District has zero violations on regulations for water quality. This accomplishment speaks for itself on the overall operation and maintenance of our facilities. I have ensured that

public service is a constant theme in all District activities. I instill in the staff the importance of excellent customer service and the timeliness of service response.

Accomplishments

Public Service and Representation:

- I have authored articles for District's Pipeline newsletter that is distributed to our customers.
- I organized several meetings throughout the year with Washoe County Commissioners to discuss various issues.
- The District held its annual Veterans Day Appreciation event. This event was well attended and brought the Sun Valley community together to honor veterans.
- I participated and helped promote the KTMB Sun Valley clean-up day. The District was well represented by staff and received good media exposure.
- The District partnered with the Community Services Agency on the annual Easter Egg Hunt that was held at the Sun Valley Park. This event was well attended and successful.
- We partnered with the Registrar of Voters to use District facilities for voting both at the District's main offices and at the Sun Valley Neighborhood Center.
- Sheriff's Office:
 - Ø Meetings and coordination of additional patrols at Sun Valley Parks.
- Oversight of the planning, organization and implementation of the District's "Movie in the Park" events. These events are well attended and enjoyed by the Sun Valley community.
- I attended the Sun Valley Citizen Advisory Board meetings and reported on various issues and gave reports on District activities.
- And everyday contact with customers, engineers, planners, developers, contractors, consultants, and of course our own board meetings.

Regional Service and Representation:

- I presented and testified to the Washoe County Commissioners on various District issues. This included contesting to the Washoe County Board of Adjustment on the new Electronic Sign and ultimately to the BCC whereas the District was granted a variance to install and operate the sign.
- I attended and testified at TMWA's Board of Trustees meetings on various issues including:
 - Ø Water Rates.

- Ø Water conservation partnerships.
- Ø And to ensure the District is properly represented and we are included in regional issues that affect our boundaries and operations.
- I represent the District on the Nevada Recreation and Parks Society Executive Board as the Northern Nevada Member at Large.
- I attended various RTC meetings that potentially impact Sun Valley and the District.
- I represented the California/Nevada American Water Works Association during the Washington DC fly-in on water related issues with emphasis on both federal and Nevada regulations.
- I represent the District on the Illegal Dumping Task Force and attend those meetings to make certain that the Board's objectives are heard.
- I represent the District on the American Water Works Association California Nevada Section, as the Assistant Certification Director.
- I attended Washoe County Parks and Recreation Commission meetings to ensure continued partnerships with our own parks, facilities, and programs.
- I represent and am a board member on the Joint Coordinating Committee that oversees the budget and operation of the Truckee Meadows Water Reclamation Facility. We have controlled costs that directly affect the District's budget.
- I represent the District on the Northern Nevada Water Planning Commission. This representation ensures our voice is heard on all regional water issues and protects the District's interest in Sun Valley.
- I am a representative staff member to the Western Regional Water Commission and attend these meetings.
- Attended and represented the District at various Pool/Pact events including trainings, board meetings, and conferences.
- I met monthly with both representatives of the City of Reno, City of Sparks, Washoe County, and many other agencies to discuss issues related to our region. The issues ranged from legal regulatory, environmental, health, infrastructure, planning, development etc.
- I represented the District in Federal Court regarding the slide incident. The District ultimately won this case.
- I attended the State of Nevada Operator Forum meetings to stay apprised of operator certification issues as they may impact field staff operations.
- I attended the Nevada League of Cities conference in Sparks for trainings and networking.

- Meetings with west coast waste companies for “Waste Reduction and Recycling Strategies” (with Chairwomen Ainsworth and BCC representatives).
- Represented the District during the 2017 State of Nevada Legislative Session. This included:
 - Ø Registering as a lobbyist.
 - Ø Attending Committee hearings.
 - Ø Meeting with both Assembly and Senate representatives
 - Ø Compiling and reporting to the board these activities.

Internal Accomplishments

- Further promoted discount program for seniors, disabled, and low income customers for both the recreational fee and garbage fee.
- Oversight of the District’s audit and auditor for compliance with State and Federal laws.
- Handled calls and answered questions relating to District business with special emphasis on parks and recreation.
- Held employee meetings throughout the year to ensure that employees were kept aware and informed on policies, training, events, and board activities.
- Through oversight and control measures I was able to negotiate a minimal increase to the District’s liability insurance cost.
- Through proactive programs and training the employees continue to receive training and work safely including:
 - Ø CPR and AED training.
 - Ø Flagging Certification.
- Field and Office staff has been trained and updated on safe practices. They are aware of policies and an environment of team work has staff looking out for one another. As a manager, I am proud of this accomplishment and acknowledge the excellent safe work of all staff.
- Continued investigation and enhancement of policies and procedures for recreation.
- Monthly marketing meetings with the staff and the District’s Public Relations consultant to strategize on all PR related issues and enhance communications to the public on the District.
- The District also held a Tariff meeting to discuss and ultimately enhance operations and business.

- Meetings throughout the year with the District's engineer on the proposed Middle School, subdivisions, and upgrading the water and sewer master plans.
- Implemented the change in the overtime rule to comply with Federal law.
- Met continuously throughout the year with board members to answer questions on District activities and keep the board apprised of issues and challenges.

GOALS FOR 2017 – 2018 FISCAL YEAR

1. Continue to apply for grants to assist the District and community on projects and programs.
2. Research, propose, and request changes to the District's Tariffs.
3. Enhance the District's bookkeeping operations and look for opportunities for better efficiency.
4. Any additional task or goals that the Board of Trustees directs me to do.

doing what is best for the company. If a company doesn't have any money it's because employees are not doing their job. Based upon the District employees' performance they deserve a raise.

Vice Chair Severt considered the report provided by management regarding the proposed compensation increases, prior increases, and how the District is able to provide a General Improvement District that it does. She stated the District doesn't receive a lot of complaints; the District isn't experiencing a lot of infrastructure problems. She took in consideration increases to the employees of out-of-pocket benefit expenses. The CPI is not true number that reflects reality, it goes up and down. She considers the cost of living versus reality; cost of consumables, gas/travel, healthcare, daycare, etc.; sometimes that needs to be looked at and added in as a factor even if an employee is not subject to all of them. She also likes to look at maintaining continuity with experienced employees that the District has. The District has experienced employees that can cover other positions and can be promoted within and plan for succession. When a public entity starts falling apart, it is when they don't have employees with institutional knowledge to keep an organization going. She stated she is pretty sure District employees can go somewhere else and make more money, but they stay because they are committed to the District because they like their job and culture. She stated that the District sets the example with its customer service. The little complaints that she has received are regarding the customer's bill, usually because the customer owes money, she has never heard a complaint about any District employee being rude.

After discussion the motion carried by the following;

Ayes – Trustee Barstow, Secretary Reinhardt, Vice Chair Severt, Chairperson Ainsworth

Noes – Treasurer Elliott

Mr. Price thanked the Board on behalf of all the employees.

There were no public comments.

Item# 17. Discussion and possible motion per the District personnel policy 9.3.1; Board evaluation of the General Manager.

Mr. Price provided a Performance and Accomplishments report for fiscal year 2015-2016. He gave a brief report on some of his accomplishments; he stated his accomplishments are the employees' accomplishments. He gets to direct them and when they shine he shines. As directed, he has built upon the District's recreation programs and the District events are becoming more popular. The District has filled all of its vacant facilities and has initiated lease agreements with all of the tenants for them to help pay for their use of the facilities. The District has a responsibility to the Sun Valley community for water, sewer and recreation, but has also played a big role to the community as a government agency. He has represented the District in various capacities; Nevada Recreation and Parks Society of which he was elected to its Executive Board as the Northern Nevada member at large, Keep Truckee Meadows Beautiful Illegal Dumping Task Force to make certain that the Board's objectives are heard, American Water Works Association, California Nevada Section, as the Certification Director. He has attended various meetings held by Truckee Meadows Water Authority, Western Regional Water Commission, Northern Nevada Water Planning Commission, Washoe County Board of Commissioners and Parks and Recreation, as well as meeting monthly with the City of Reno, City of Sparks, Washoe County, and other agencies to discuss issues related to the region. He complimented District staff for doing an outstanding job looking out for the District and being mindful with expenses. Both the office and field continue to find efficiencies with their daily duties and updating procedures. He

reported on some of its upcoming goals that include continuing to apply for grants to assist the District and community on projects and programs. Research, propose, and request changes to the District's Tariff. Continue to develop standard operating procedures for the office and field.

Chairperson Ainsworth complimented Mr. Price on his leadership and how he has saved the District on its operating expenses.

Treasurer Elliott is appreciative in the different directions the District has gone, especially taking on recreation and making it successful. He also commented when an experienced employee leaves for whatever reason, it really pushes the supervisors to conduct cross-training. He appreciated the opportunity to review some of the evaluations of the supervisors and see what improvements are suggested and/or needed.

Vice Chair Severt appreciated Mr. Price fulfilling the role as the Public Works Director when it became vacant and recognizing Mr. Combs as a good replacement for the position. The transition with the promotion was almost seamless having experienced employees to refer to for assistance. She stated that there is a difference in managing employees and leading employees, Mr. Price has mastered the leadership component.

Trustee Barstow stated he has seen positive changes over the last year in Mr. Price. He encouraged Mr. Price to keep up the good work and continue to encourage staff and helping them meet their goals.

Chairperson Ainsworth collected all of the evaluation forms for Mr. Price and reported his average score is a 4.35.

Mr. Price stated per the District personnel policy the Board performs the evaluation of the General Manager and recommends if the General Manager be included with the employees for the increase. Mr. Price appreciates all the comments that have been provided and responded to an off the record question by Secretary Reinhardt. Secretary Reinhardt inquired with him what areas he needed to improve on; he stated he can improve on his communication skills with the board members. He also stated he appreciates his evaluation score and respectfully requested not to be included in the 1.5% multiplier, he only requested for the same 3% increase as the rest of the employees.

Vice Chair Severt made a motion to approve a 3% increase in compensation based on his annual evaluation. Chairperson Ainsworth seconded the motion.

During discussion Secretary Reinhardt commented the Board has stiffed Mr. Price numerous years in a row regarding his raises, since he became a salary employee.

Treasurer Elliott commented no disrespect or reflection on Mr. Price, he cannot support a 3% increase but would support a 2% increase. He stated he continues to always go to bat with the rate payers regarding the General Manager's salary. The Trustees know that the General Manager does a good job, it is sometimes difficult to convey that to rate payers who are experiencing financial hardships.

After discussion the motion carried by the following;

Ayes – Trustee Barstow, Secretary Reinhardt, Vice Chair Severt, Chairperson Ainsworth

Noes – Treasurer Elliott