

Chapter 8: Performance Reviews and Training

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8.01 Performance Reviews

The City of Toledo is committed to fostering open communication between employees and their supervisors to ensure job performance meets expectations and employees receive the support they need to succeed. To accomplish this, the City has established a structured **performance review process**.

Working Trial Period

- During an employee's **working trial period**, the supervisor and employee will meet periodically to discuss progress, expectations, and any concerns.
- If performance issues arise, the supervisor will provide a **written evaluation** outlining areas for improvement and a plan for corrective action.
- Employees who **successfully complete** their working trial period (typically **six months**) will receive a **final written evaluation** at the end of the trial period.
- If performance deficiencies continue beyond the working trial period, the employee may be subject to **disciplinary action**, up to and including termination.

Scheduled Reviews

Employees receive performance reviews each year on their performance review date. Normally this [remove add](#)

All employees will receive a **formal performance review** annually, typically at the end of the **3rd quarter**. This review will be conducted by the employee's **Department Head and the Mayor** will be informed, these will be documented in the employee's **personnel file**.

Review Process & Purpose

- **Annual Requirement:** The written performance review is a **mandatory** evaluation of employee performance.
- **Documentation:** All reviews will be **added to the employee's file** and will be considered when determining **pay increases**.
- **Ongoing Feedback:** While the formal review occurs annually, **continuous performance discussions** between supervisors and employees are encouraged throughout the year.

Factors Considered in Performance Reviews

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To ensure all employees perform their jobs to the best of their ability, it is important the employee and his/her supervisor communicate openly and frequently about the job and any concerns or problems the employee may be experiencing. To accomplish this, the City of Toledo has established a performance review process.¶

¶ Working Trial Period¶

During the working trial period, the supervisor and the employee will meet to discuss the employee's progress. If there are performance problems, the supervisor shall prepare a written evaluation, and a plan for improvement. All employees who have successfully completed their working trial period will receive a written evaluation at the end of the trial period normally six months.

Deleted: occurs in the 3rd quarter; however, the formal performance review date may be delayed or be accelerated by the City of Toledo administrator based on the employee's performance (see "Merit Increases" in Section 5.03). The annual written review is the required minimum. Supervisors and employees are expected throughout the year to discuss performance issues and progress on mutual set annual goals.¶

¶ The primary purpose of the performance review is to ensure employees understand what is required of them for successful performance of their job duties and requirements. Additionally, evaluations may be used as a factor in pay increase decisions, performance improvement counseling efforts, career growth and determination of training needs.

- Job performance and fulfillment of **duties and responsibilities**.
- Achievement of **annual goals** set by the employee and supervisor.
- **Potential for career growth**, training needs, and performance improvement.
- **Impact on merit-based pay increases**.

The **City Administrator** may adjust the review schedule in **special cases** based on **employee performance**.

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8.02 Training Policy

The City of Toledo values continuous learning and professional development. Within budgetary and operational limits, the City supports employees in enhancing their **job knowledge and skills** through various training opportunities. These may include, but are not limited to:

- **On-the-job training**
- **In-house workshops**
- **Seminars sponsored by external agencies or organizations**
- **Programmed learning courses**

Training Approval & Scheduling

- **All training must be pre-approved** by the employee's supervisor and must align with job-related duties and City budget allocations.
- Training assigned by the City of Toledo **typically occurs during work hours** and is paid for by the City.
- As part of the **performance review process**, supervisors and employees may establish **employee development goals** to identify training priorities for the next review period.

8.03 Tuition Reimbursement Program

To encourage continued education and professional growth, the City of Toledo may offer a **tuition reimbursement program** for regular employees, subject to budget availability. Employees may be eligible for **partial or full reimbursement** of tuition costs for job-related coursework, provided they successfully complete the course.

Eligibility & Guidelines

- **Reimbursement applies to tuition costs only**; books, lab fees, and travel expenses are not covered.

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The City of Toledo seeks, within the limits of available resources, to develop staff by offering training opportunities that will increase employee job knowledge and skills. Opportunities may include, but are not limited to on-the-job training, in-house workshops, seminars sponsored by other agencies or organizations, and programmed learning courses. Training assigned by the City of Toledo usually occurs during employee work time and is paid for by the City of Toledo.¶

¶ As part of the performance review process, the employee and his/her supervisor may set employee development goals that identify training priorities for the next review period. All training should be job related and be within budget allocations.¶

¶ Tuition Reimbursement Program¶

To promote the continued education and professional growth of City of Toledo employees, a tuition reimbursement benefit program may be available to regular employees. Depending on budget capacity, an employee may have tuition costs for a job-related course reimbursed by the City of Toledo, all or in part, following successful completion of the course.¶

Reimbursement is for tuition only. No reimbursement is made for books, lab fees or travel costs.¶

Reimbursement is limited to the prevailing rate for undergraduate tuition established by the University of Washington.¶

To qualify for reimbursement, the employee must submit a tuition reimbursement application and must receive prior approval from the department head and City of Toledo administrator. In addition, the employee must complete each course with a minimum grade of "pass" or "C".¶

¶ The City of Toledo's commitment shall be established in advance and in writing, using the following guidelines:¶

Courses directly benefiting current duties and assignments but not considered training - _50% subject to the limits set forth above.¶

Courses in a degree path directly benefiting future promotional opportunities with the City of Toledo – 50% subject to the limits set forth above.¶

Courses of a personal development nature or in a degree path indirectly benefiting the City of Toledo or future promotional opportunities with the City of Toledo – 50%. However, the City of Toledo will attempt to make reasonable accommodations to the work schedule to allow the employee to participate in the educational opportunity. Employee acknowledges that education is on the employee's time and is not training, and as

- **Reimbursement is capped** at the prevailing undergraduate tuition rate of the **University of Washington**.
- Employees must submit a **tuition reimbursement application** and receive **prior approval** from their department head and the City Administrator.
- A minimum passing grade of **"C" or "Pass"** is required for reimbursement.

Reimbursement Levels

The City's financial commitment will be established in writing before enrollment, following these guidelines:

1. **Courses directly benefiting current duties** – *50% reimbursement, subject to program limits.*
2. **Courses in a degree path leading to future promotional opportunities within the City** – *50% reimbursement, subject to program limits.*
3. **Courses for personal development or indirectly benefiting the City** – *50% reimbursement.* The City will attempt to accommodate work schedules for such courses, but employees acknowledge that participation is on **personal time** and does not count as training.