

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session. Torrance Municipal Code Section 14.47.10 allows the Civil Service Commission to delegate hearing discipline appeals to a Committee of the Commission.

**TORRANCE COMMITTEE OF THE
CIVIL SERVICE COMMISSION AGENDA
MONDAY, JANUARY 27, 2025
REGULAR MEETING
12:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
AT 3031 TORRANCE BL.**

**COMMITTEE OF THE CIVIL SERVICE COMMISSION
MAY TAKE ACTION ON ANY ITEM LISTED ON THE AGENDA**

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Adelsman, Kohus, Lohnes

2. FLAG SALUTE:

3. REPORT OF STAFF ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Thursday, January 23, 2025.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS

This portion of the meeting is reserved for comment on items that are not on the agenda. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment, but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 1 minute per speaker. Speakers please turn off or leave your cellular phone when you come to the podium to speak.

6. HEARINGS

6A. Appeal of Discipline of a Reprographic Specialist.

Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.

7. CLOSED SESSION

7A. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):

- 1) Appeal of Discipline of a Reprographic Specialist.

8. ADJOURNMENT

8A. Adjournment of Committee of the Civil Service Commission Meeting to Wednesday, January 29, 2025, at 11:00 a.m. in the West Annex Meeting Room.



Honorable Members
of the Committee of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: CONDUCT OPEN HEARING ON THE APPEAL OF DISCIPLINE OF A REPROGRAPHIC SPECIALIST. Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.

RECOMMENDATION

Recommendation of the Civil Service Manager that the Committee of the Civil Service Commission conduct an open hearing to consider the appeal of discipline of a Reprographic Specialist.

BACKGROUND/ANALYSIS:

Under the provisions of Torrance Municipal Code Section 14.47.10, the Civil Service Commission may delegate the holding of the hearing to a Committee of the Commission. The Civil Service Commission delegated the holding of the hearing to the Committee of the Civil Service Commission on July 22, 2024. Counsel for the employee requested an open hearing at the pre-hearing conference on September 30, 2024.

The Committee of the Civil Service Commission heard the appeal of discipline of a Reprographic Specialist on January 7, 8, and 9, 2025 and set additional dates to continue the hearing on January 27, 29, 30, and 31, 2025, after which time the findings of fact, conclusions of law, and a recommendation will be transmitted to the Civil Service Commission as a whole.

Respectfully submitted,



Brianne Cohen
Civil Service Manager

Attachments: A) Civil Service Commission Hearing and Exhibits Memo dated December 17, 2024
B) Appeal of Discipline dated October 12, 2022
C) Appellant Exhibit Binder
D) Department Exhibit Binder

CITY OF TORRANCE INTEROFFICE COMMUNICATION

DATE: December 17, 2024

TO: Civil Service Committee of the Commission Members
FROM: Brianne Cohen, Civil Service Manager
SUBJECT: Civil Service Commission Hearing and Exhibits

Jaysen Surber has submitted an appeal of discipline before the Civil Service Commission in open session. Your Honorable Body commenced the hearing on October 24, 2022. The hearing was continued to March 27, 2023, then to a date to be determined. The hearing was brought back on July 22, 2024 and delegated to a Committee of the Commission to a date to be determined. On October 14, 2024, a Committee of the Commission was set with Commissioners Adelsman, Kohus, and Lohnes, with Chair Herring delegated as a backup if needed, for the hearing dates of January 7, 8, and 9, 2025 from Noon – 4 p.m.

The Committee of the Commission has been provided with exhibit binders, which contain the following:

Appellant Exhibit Binder

- Appeal of Discipline dated October 12, 2022
- Appellant Witness List
- Appellant Exhibit List
- Appellant Exhibits 202, 209, and 210

Department Exhibit Binder

- Department Witness List
- Department Exhibit List
- Department Exhibits 1 – 13

If you have questions, please contact me at BCohen@TorranceCA.Gov.

Thank you.


Brianne Cohen
Civil Service Manager

Cohen, Brianne

From: Surber, Jaysen
Sent: Wednesday, October 12, 2022 11:06 AM
To: Cohen, Brianne
Subject: Appeal

Follow Up Flag: Flag for follow up
Flag Status: Flagged

Hi Brianne,

I would like to appeal the suspension I have received from General Services Director Shant megerdichian. Thank you.

Jaysen Surber

Attachment B

JAYSEN SURBER

BOOK OF APPELLANT EXHIBITS PRESENTED BEFORE
THE COMMITTEE OF THE CIVIL SERVICE COMMISSION

Prepared by:
City of Torrance
Civil Service Division

Attachment C

Surber Witness List

Witness 200:		Elliot Kolesnik	(Deceased)
Witness 201:	R	Mike Grabowski	Central Services Graphic Coordinator
Witness 202:		William Urquilla	Current Central Services Coordinator
Witness 203:	R	Rick Gonzalez	Reprographic Specialist
Witness 204:		Erik Hernandez	Reprographic Specialist
Witness 205:		Gail Shota	Graphic Designer
Witness 206:	R	Christine Hamayasu	Graphic Designer
Witness 207:		Allen Teng	Graphic Designer
Witness 208:		Carl Hildalgo	Mail/Delivery
Witness 209:		Anthony Marcello	Reprographic Specialist
Witness 210:	R	Dorothy Ellis	CMNGR Administrative Assistant
Witness 211:		Leslie Cortez	Administrative Assistant
Witness 212:		Chris Lehr	Former Water Technician
Witness 213:		Fernando Zepeda	Bus Operator
Witness 214:		Jesus Dela Paz	Bus Operator
Witness 215:		Carlos Romero	Central Services Supervisor
Witness 216:		Myisha Phillips	Former HR Technician
Witness 216:		Inshira Mabson	Former HR Technician
Witness 217:		Amanda Krugh	Former Reprographic Operator
Witness 218:	R	Sheryl Ballew	General Services Director
Witness 219:		Shant Megerdichian	General Services Director
Witness 220:		Geraldo Pinella	Facility Operations Manager
Witness 221:		Darin Smith	Airport Maintenance
Witness 222:		Mark Knight	Canon Representative
Witness 223:		Viet Hoang	Deputy City Manager
Witness 224:		Robert Weinmeister	Human Resources Supervising Analyst

Exhibit 200: Harassment Complaint, City Response & my Rebuttal

Exhibit 201: Emails 8-4-2021 to 6-6-2024

Exhibit 202: Disciplinary Action 6-17-2021, Appeal & Rebuttal

Exhibit 203: Threat Assessment email & Photos

Exhibit 204: A&K Consulting re: Dry Blood Investigation & Rebuttal

Exhibit 205: C&D Consulting re: Dry Blood Investigation part 2 & Rebuttal

Exhibit 206: Shaw Consulting Report and Questionnaire

Exhibit 207: Supplemental Medical Questionnaire

Exhibit 208: Emails 8-31-2000 to 7-16-2008

Exhibit 209: Notice of Intent to Suspend 8-9-2022 & Rebuttal

Exhibit 210: Evaluations

Exhibit 211: Transit Ticket Request

Exhibit 212: Positive Emails

Exhibit 213: Spot Awards and Thank you notes

Exhibit 214: Management Misconduct

CITY OF TORRANCE
INTER-OFFICE COMMUNICATION

Date: June 17, 2021

To: Jaysen Surber, Reprographic Specialist
From: Carlos Romero, Central Services Supervisor
Subject: Written Reprimand

This memo shall serve as a written reprimand to you for engaging in behavior that violated Department of General Services Employee Rules and Regulations. On Thursday, May 20, 2021, you came into my office and exhibited a loud, angry outburst. You yelled about how your files for the agenda keep on being deleted on the computer when you are on machines.

Prior to entering my office, you were working on processing the City Council Agenda when an employee from the City Clerk's office called to notify you that item 6A was not on the flash drive given to them earlier for review. That is when you became really angry, and entered my office and yelled that we don't do anything about how someone keeps deleting your files. With an angry voice, you kept saying that you were tired of it and you do not know how much you can take anymore. You stated that no other reprographic specialist gets files deleted when they are on machines but as soon as it is your turn files are deleted.

While you walked away from my office door, you slammed a stack of papers that you were holding on the bindery table, very hard. You then kept walking to the printing machines and continued yelling about how Carlos, Gerry and Shant have not done anything to fix this issue of files being deleted. You said it only happens to you and you want management to fix it.

I asked you to calm down, and told you this behavior was not acceptable. There was no reason to be angry, and no reason to be slamming papers on the table the way you did. I also told you that yelling on the floor is not necessary. You looked at me and denied that you had slammed anything on the bindery table and that you were very frustrated about the files being deleted. One employee witnessed you slam the stack of papers on the bindery table and at least two others overheard it.

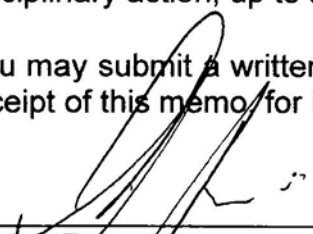
I asked you to calm down a few times because you were getting more upset as you talked more about the files being deleted. When you became a little more calm, I told you I was going to ask CIT to check the computer to find out if someone had been logged in while you were scanning the agenda item. You calmed down when I explained to you that I would have CIT look into it. You said you had a list of the times and files names that have been deleted since September 2020. You handed me the list as you kept repeating, "Management has not done anything to fix it". I responded to you that we have called the Canon technician multiple times to check on the software and computers. The technician has not found any issues with the software or computer. In addition, I shared that we have created a new procedure using a shared folder with the City Clerk's Office that we can save files to. You did not want to hear it.

Your actions are a violation of the Department of General Services Employee Rules and Regulations, Section V.C., which states "In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible."

Based on the above record you must take corrective measures to behave professionally with your supervisor and your co-workers. The appropriate response is to notify your supervisor of the problem in a calm, professional manner.

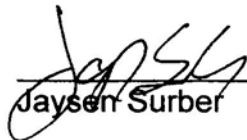
You must take immediate action to comply with General Services department rules and regulations. You are advised that future conduct of this nature may result in further disciplinary action, up to and including termination.

You may submit a written response to this reprimand to me, within 10 calendar days of receipt of this memo for inclusion in your personnel file.



Carlos Romero,
Central Services Supervisor

My signature acknowledges I have received this memo.



Jaysen Surber

4-22-21

Date

*I Do Not agree with this discription
of events described in this written reprimand.*

To: Carlos Romero

From: Jaysen Surber

Subject: Written Reprimand

This memo shall serve as my response to the detail deprived written reprimand I received on June 21, 2021 from Carlos Romero with General Services Director Shant Megerdichian in attendance. This written reprimand was in response to our ongoing issue of city agenda files missing/being deleted for over a year now with no change.

I was not informed of the meeting being a disciplinary action and given the opportunity for any representation on my behalf to be in the meeting by either Carlos or Mr. Megerdichian. Mr. Megerdichian has done so in the past but neglected to on this occasion. I chose to say nothing at the time and take the meeting as I have nothing to hide and am honest about any work issue that I am involved with giving my stated facts.

Being a 26 year city employee, I scan, prepare and print the agenda items, some in particular will somehow become deleted or missing from my file folder as you know, due to my multiple reports to you that I have made over the previous year. I have even made a claim of harassment to Human Resources about how serious I feel about the issue and was denied moving forward with any investigation due to harassment filing logistics by Viet Hoang of the City Manager's office.

On May 20, 2021 there was another instance of my files being deleted and I came to your office door way, not entering as I stood at the threshold to inform you that another item has gone missing/deleted from my files. Your immediate response to me was "Well did you save it correctly? How did you process the file? How do you know it was saved properly?" I was in the threshold for less than 30 seconds.

For fact sake, I believe you have no idea how to even get to the proper files on the equipment I use so you would not even understand my answers because just the other day you asked me how to find the scan jobs folder, which I did show you. I have told you no less than 5 times how this process works and how I know I saved my files. To have to tell you again is very frustrating to me. I stated to you that I did not misplace, delete or not save each file as explaining the process once again to you.

I became overly frustrated as my blood sugar was in the 400 range (I can prove it when necessary) and climbing due to the lunch you purchased for the staff that day and I undertook insulin necessary to cover the meal.

I also told you that I don't know how much more I can take of the continuance of this issue and won't work the agenda overtime any longer to prevent this frustration as I turned and walked away. I was not yelling, nor screaming but I was seriously frustrated by your accusations of how I handled the agenda item with insinuating that I deleted or keep making the mistake to have them go missing. I took the copy of 6A that I had to re-scan to save, placed it back into the 3 inch thick agenda items book and flipped it back over on the table...since it is thick it was a thud but in no way, shape or form did I slam it on the table...Just as light duty employee Jesus has agreed with me.

You followed me to the back stating that I was inappropriate for slamming the agenda down which and I went about explaining to you, again, not yelling, not angry but it was utter frustration, on how the process works as how I know the items were saved properly. Stating again that no other Repro has their files missing/deleted and it is only the agenda items that vanish. Am I frustrated? Absolutely. Why? Because I do not feel I am believed at what I am stating and nothing can or will be done to show me how I am the one making the mistake, even though it only happens on the Agenda and no other work.

I explained my frustrations (no yelling or screaming) that nothing has been done as the city clerk file folder is waiting to be finished but since emails are never returned, it still waits. This file folder is a management idea and it seems to take a long time to set up a folder that coexists between 2 departments.

I supplied you with all the dates to just a small list of the missing/deleted agenda files that I have had for some time and you left the area with a copy.

The next day I apologized to you for my frustrations as my blood sugar was super high and this missing agenda file issue is still an issue for me and feels like I am the only one that is affected or concerned. You stated that we will talk about it later and never heard another word until you approached me for this meeting to serve me a factually limited document on the words that both of us had used.

I will state it again for the written record just as I informed Mr. Megerdichian and yourself, the supervisory skills of Carlos Romero are a continuing element of frustration for the majority of employees in Central Services. That is why many wanted a meeting with Mr. Megerdichian because of all the frustrations. I chose not to meet with Mr. Megerdichian as I know he believes me to be untruthful and knew nothing would come of my words to him to mean anything factual.

In this meeting for my written reprimand, General Services Director Shant Megerdichian made a few statements that I find very disturbing.

I explained what was edited out of this reprimand and I specifically remember Mr. Megerdichian saying in a frustrated/angry tone to me that he is "Sick and tired of you not taking responsibility for this issue...its operator error". I do not ever remember seeing this technique shown in the training videos of how this would be proper and professional, which is not the first time it has happened between Mr. Megerdichian and myself when I am reporting factual statements in meetings with him.

I do not find this statement to be professional and is very personal as I have a long history of issues here in Central Services that Mr. Megerdichian was lead for determining truth of cause. Mr. Megerdichian has been very consistent with believing anything opposite of what I have stated in any formal meeting setting just as his predecessor Sheryl Ballew always did when she was in charge of Central. It has become standard practice the last 24 years for my statements to be ignored or not believable for some reason, that bothers me to this day.

Mr. Megerdichian then stated that when the majority of Central Services staff came to his office to complain, I was a main topic and that each coworker was afraid when I would have a "temper tantrum" as I was the one causing the majority of the frustrations of Central services. This is news to me and sounds serious enough to investigate our Division for fact finding. I informed Mr. Megerdichian that anything I say to him has never been believed and nothing will change that fact and there was no disagreement by Mr. Megerdichian as he nodded yes. Mr. Megerdichian informed me if there are any more issues he will move to suspend me for 30 days then terminate. "Deal with any issues professionally". This is when Mr. Megerdichian said he had nothing further and I agreed, so I got up and walked out of the office.

In conclusion, I will keep all my communications with you about work related subjects or with any regards to any further missing files will be professionally communicated to you in email format.

Jaysen Surber



DEPARTMENT OF
GENERAL SERVICES

SHANT MEGERDICHIAN
DIRECTOR

CITY OF
TORRANCE

August 9, 2022

Jaysen Surber



Re: Notice of Intent to Suspend

Dear Mr. Surber:

You are hereby notified that on this date a recommendation that you be suspended for 5 days, for just cause, has been filed with the General Services Director. The recommendation is being made pursuant to:

- **Torrance Municipal Code, Section 14.47.1**, which states: "A department head, with the approval of the City Manager, for misconduct, incompetency, inefficiency, failure to perform duties or to observe the rules and regulations of his department or of the City:
 - A) May suspend any employee in his department without pay for a period not to exceed thirty (30) consecutive days." (Attachment A)
- **Torrance City Employees Association (TCEA) – Section 7.2 Disciplinary Provisions:**
 - A) An employee may be suspended without pay, demoted or discharged for just cause. Employees, other than probationary, shall have the right of appeal provided under Civil Service Rules and Regulations and the Torrance Municipal Code. (Attachment B)

Rules, Regulations and/or Policy Violated

My recommendation is based upon the following grounds, any of which, standing alone, would be sufficient to warrant the proposed discipline:

1. General Services Department Work Rule, 1991 Edition, Assignment of Work, Section 2.1:

All department employees are expected to diligently perform their assigned work tasks in a professional manner to satisfactory completion. Employees will be subject to disciplinary action for any of the following:

D. Insubordination to division supervisor(s) or higher level of supervision.
(Attachment C)

2. General Services Department Work Rule, 1991 Edition, Employee Conduct on the Job, Section 5.1:

B. Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public. (Attachment C)

C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible. (Attachment C)

Specifically, the department is charging you with failure to adhere to the Department's work rules and regulations due to the following incidents, which have occurred over the last 12 months:

- On May 20, 2021, you were notified by the City Clerk's Office that agenda item 6A was missing from their files. In response, you became visibly upset, had a verbal outburst, and slammed printing materials on the department's printing machine. On June 17, 2021, you were issued a written reprimand for your behavior. (Attachment G)
- On May 2, 2022, you refused to complete a task assigned to you by Central Services Supervisor, Carlos Romero, which required you to individually cut stickers distributed from the department's printing machine.
- On June 6, 2022, at approximately 7:00pm, you were informed by Deputy City Clerk I, Samantha Cerda, that agenda items 6A, 9H, 10A, 11A, and 12B were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work.

Facts Upon Which Proposed Discipline is Based

My recommendation is based upon the following facts and circumstances:

On May 20, 2021, your division received a call from the City Clerk's Office to notify you that agenda item 6A was missing from their flash drive. Upon hearing this information from Central Services Supervisor, Carlos Romero, you became visibly upset, slammed a stack of papers on the printing machine, and blamed Mr. Romero, Facility Operations Manager, Gerry Pinela, and General Services Director, Shant Megerdichian, for not previously correcting this issue with the printing machine. You were repeatedly asked to calm down by Mr. Romero and instructed to stop slamming papers. You replied that you did not slam any papers but continued to express your frustration. You began to calm down once Mr. Romero stated that he would contact the Communications and Information Technology (CIT) Department to look further into the matter. On June 17, 2021 (Attachment G), you were issued a written reprimand due to the behavior you exhibited on May 20, 2021, as you were informed your behavior violated General Services Work Rule: Employee Conduct on the Job, Section 5.1, item C.

On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." Prior to this task being assigned, you and your co-workers were trained on how to use the

machine on March 8, 2022 by CB Solutions vendor representative Paul Meadow. All staff, as well as yourself, were made aware of the expectation to use this machine when assigned a printing project. When Mr. Romero again asked you to work on the assignment, you refused and did not participate in the work with your co-workers.

Last, on June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 12B were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. To assist you with calming down, Mr. Urquilla offered several times that it was okay for you to leave work because he did not want you to continue being upset over the matter, however, you continued to stay in the workplace expressing your frustration. After a few minutes, you then began to work on restoring the missing agenda items as Mr. Urquilla returned to the Bindery area to continue collating the agenda. Shortly thereafter you let out a loud scream, and then left the worksite. When Mr. Urquilla and Reprographic Specialist, Erick Hernandez, realized you left the worksite, they contacted the City Clerk's Office to confirm if the missing items you had been working on were received. The City Clerk's Office confirmed that agenda items 6A and 12B were still missing from their files.

Analysis

In *Skelly v. State Personnel Board* (1975) 15 Cal.3d 194, the California Supreme Court stated that the "overriding consideration" when considering whether a public employer has imposed an appropriate level of discipline is "the extent to which the employee's conduct resulted in, or if repeated, is likely to result in, 'harm to the public service.'" (*Id.* at p. 218.) "Other relevant factors include the circumstances surrounding the misconduct and the likelihood of its recurrence." (*Ibid.*) With these principles in mind, I believe there is ample evidence supporting the proposed discipline.

General Services Work Rules violated:

1. Employee Conduct on the Job, Section 5.1, item C was violated when you had a verbal outburst, slammed a stack of papers on the Department's printing machine, subsequently disrupting the work environment.
2. Assignment of Work, Section 2.1, item D was violated when you refused to participate in the work assignment of the day, directly assigned to you by your supervisor, Carlos Romero, which required you to individually cut-out the stickers distributed from the Department's printing machine. Your direct refusal to participate in the assignment with your co-workers is considered insubordination.
3. Employee Conduct on the Job, Section 5.1, item B was violated when you did not refrain from using obscene language and repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" in response to your frustration regarding

the City Clerk's missing agenda items. Your behavior and language was observed by William Urquilla and Erick Hernandez while you were working in the production area (Prisma/Canon Workstation – Repro area)

As a Reprographic Specialist, indicated in your job description (Attachment H), you must be able to establish and maintain effective working relationships with the general public, co-workers, and those contacted during the course of work. Additionally, you must possess the ability to learn and utilize new skills and information to improve job performance and efficacy as well as perform work in accordance with specifications on work requests.

Your direct insubordination and outbursts on May 2, 2022, and June 6, 2022, in response to receiving notice about missing agenda items and receiving direction on completing new tasks demonstrates an inability to maintain effective working relationships with your staff and management. This behavior disrupts the work environment not only for those around you, but for yourself as well, impacting the productivity of your department.

Work History

You were hired by the City on December 27, 1994, as a Reprographic Equipment Operator. Your personnel file indicates the following regarding your job performance record that you have been rated:

- You received a "Satisfactory" on your probationary performance review for the period of 12/27/1994 to 04/30/1994;
- You received a "Satisfactory" on your probationary performance review for the period of 05/01/1994 to 07/31/1994;
- You received a "Standard" on your employee appraisal review for the period of 11/1/1997 to 02/22/1999;
- You received a "Below Standard" on your employee appraisal review for the period of 02/23/1999 to 04/06/2000;
- You were issued a written reprimand on 03/16/2000 for the use of obscene language in front of others, which is in violation of the General Services Department's Rules and Regulations Section V, item B. (Attachment D)
- You participated in a performance improvement conference on 08/10/2000;
- You were issued a written reprimand on 01/24/2001 for refraining from inappropriate and non-work related discussions during work hours.(Attachment E)
- You received a "Below Standard" on your employee appraisal review for the period of 07/01/2000 to 06/30/2001;
- You were placed on a performance improvement plan (PIP) for the period of 06/30/2001 to 01/18/2002
- You received a "Standard" on your employee appraisal review for the period of 12/16/2003 to 12/16/2004;
- You received a "Standard" on your employee appraisal review for the period of 03/29/2003 to 12/16/2004;
- You received a "Standard" on your employee appraisal review for the period of 03/29/2005 to 03/29/2006;
- You were issued a written reprimand on 02/13/2007 for failure to adhere to the department's workplace health safety protocols under Cal/Osha regulation Title 8,

Section 5193, regarding the potential exposure of blood borne pathogens to employees in the workplace. (Attachment F)

- You received a "Standard" on your employee appraisal review for the period of 04/11/2006 to 04/11/2007;
- You received a "Standard" on your employee appraisal review for the period of 12/27/2007 to 12/27/2008;
- You received a "Standard" on your employee appraisal review for the period of 01/09/2011 to 11/09/2012;
- You received an "Above Standard" on your employee appraisal review for the period of 07/17/2012 to 07/17/2013;
- You received a "Standard" on your employee appraisal review for the period of 01/09/2011 to 11/09/2012;
- You received a "Standard" on your employee appraisal review for the period of 06/10/2014 to 06/10/2015;
- You received a "Standard" on your employee appraisal review for the period of 12/28/2015 to 12/28/2016;
- You received a "Standards" on your employee appraisal review for the period of 11/28/2017 to 02/28/2018;
- You received a "Standard" on your employee appraisal review for the period of 06/14/2018 to 06/14/2019;
- You were issued a written reprimand on 06/17/2021.

Materials Upon Which The Proposed Discipline Is Based

Except for the items in your personnel file, all materials upon which this disciplinary action is based are attached to this notice. These materials include the following:

- A. Torrance Municipal Code Section 14.47.1
- B. Torrance City Employees Association MOU- Section 7.2 Disciplinary Provision A.
- C. General Services Work Rules, Sections 2.1 5, 5.1 B and C
- D. Written Reprimand Issued March 16, 2000
- E. Written Reprimand Issued January 24, 2001
- F. Written Reprimand Issued February 13, 2007
- G. Written Reprimand Issued June 17, 2021
- H. Reprographic Specialist Job Description
- I. Performance Reviews

Warning Against Retaliation

Per City of Torrance Anti-Harassment Policy 34, Section 34.20, retaliation is strictly prohibited. Retaliation against any employee who participated in or provided information related to this matter will not be tolerated and will lead to disciplinary action, up to and including termination.

Pre-Disciplinary Rights

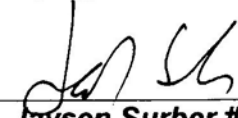
An administrative conference will be held virtually on **August 18th, 2022, at 2:00p.m.** You have the right to have an attorney and/or authorized organizational representative present to represent your interest. Documents upon which this recommendation is being made are attached hereto. Your personnel file is available for your review at the Human Resources Division during business hours, by appointment.

Sincerely,



Carlos Romero
Central Services Supervisor

My signature below acknowledges receipt of this document.



Jaysen Surber #14219
Reprographic Specialist

8-9-22

Date

cc: Human Resources Department – Personnel File
Shant Megerdichian, General Services Director

City of Torrance

To: Payroll **Date:** 10/24/2022
From: Carlos Romero/ Central Services
Subject: Disciplinary Suspension – Statement of Financial Impact

As provided for in Section 14.47.1 of the Torrance City Code, you are hereby notified that effective the end of your regular work schedule, October 18th 2022 you will be suspended from October 19th, 2022 through October 25th, 2022, which encompasses 4 working days/shifts of 4/9 hours each. This suspension has been reviewed by the City Manager and has received this concurrence.

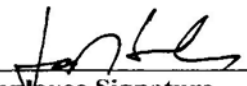
The suspension will result in a loss of: 1) 36 hours of pay, amounting to \$ 915.12; 2) 1.25 hours of earned sick leave: 3) 3.60 hours of vacation; and 4) \$ 64.06 in other compensation consisting of: (Fin Data Cert.) Erin Aoki

Insurance: You will continue to receive the monthly City insurance contribution. You are advised that you are still responsible for paying your portion of any City insurance premiums that would normally be deducted from your paycheck. If the amount you owe cannot be deducted from your paycheck the Finance Payroll Division will send you an invoice bill for the amount of your monthly City insurance deductions. If you have any questions regarding your insurance plan deductions you may contact the Payroll Division. If you receive an invoice bill and do not pay, your coverage may be cancelled and the City will not be liable for the cancellation or any inconvenience you may incur.



Department Head

I have reviewed the forgoing and understand this action affects my earning and benefits, without indicating concurrence in the action.



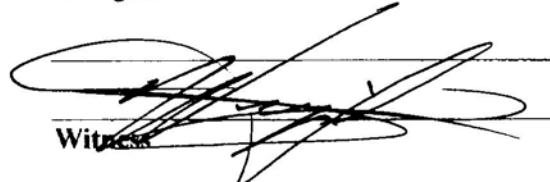
Employee Signature

CONCUR:



Aram Chaparyan, City Manager

The foregoing was submitted to the employee for signature on:



Witness

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 12/31/21 to: 12/31/22
 Position: Reprographic Specialist Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	
Neatness of work product	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Work Habits:		Supervisory Ability: Not Applicable	
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings

See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Carlos Romero	21813	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#		<u>1-31-23</u>
	<u>1-31-2023</u>	Employee Signature	Date
Rater Signature	Date		<u>1-26-23</u>
	<u>1/31/2023</u>	Department Head Signature	Date
Reviewer Signature	Date		

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine cleaning or maintenance on high speed reprographic equipment and related bindery equipment used in the production and binding of forms, correspondence, reports and other materials in the central reprographic section/division of the City; and to perform related work as required. As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed.

On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." Prior to this task being assigned, you and your co-workers were trained on how to use the machine on March 8, 2022 by CB Solutions vendor representative Paul Meadow. All staff, as well as yourself, were made aware of the expectation to use this machine when assigned a printing project. When Mr. Romero again asked you to work on the assignment, you refused and did not participate in the work with your co-workers.

On June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 128 were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. To assist you with calming down, Mr. Urquilla offered several times that it was okay for you to leave work because he did not want you to continue being upset over the matter, however, you continued to stay in the workplace expressing your frustration. After a few minutes, you then began to work on restoring the missing agenda items as Mr. Urquilla returned to the Bindery area to continue collating the agenda. Shortly thereafter you let out a loud scream, and then left the worksite. When Mr. Urquilla and Reprographic Specialist, Erick Hernandez, realized you left the worksite, they contacted the City Clerk's Office to confirm if the missing items you had been working on were received. The City Clerk's Office confirmed that agenda items 6A and 128 were still missing from their file.

Jaysen was issued a notice of intent to suspend for 5 days on August 9, 2022. An administrative conference was then held virtually on August 25, 2022.

Lastly, an administrative findings letter was issued to you on October 5, 2022, where it was determined that the behavior you demonstrated toward your supervisor and co-workers violated the General Services Department Work Rule: Employee Conduct on the Job, Section 5.1. This policy specifically states "(B) Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public" and "(C) In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible."

Furthermore, your discourteous and insubordinate conduct towards your supervisor when provided with a sticker assignment, which required use of the printing machine violated the General Services Department Work Rule: Assignment of Work, Section 2.1.

When your conduct was addressed during the Administrative Conference you acknowledged your behavior and expressed remorse.

City of Torrance Employee Appraisal Review

Page 3

After carefully considering your statements and documents provided at the Administrative Conference, the facts upon which the recommendation was based, and your entire work history, the determination was made to reduce the recommended five (5) work day suspension to a four (4) work day suspension.

Jaysen served his suspension on October 19, 20, 24 and 25, 2022. Jaysen has also appealed the suspension to the Civil Service Commission.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen Surber logged packages accurately and inspected them for damage.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

A performance improvement plan with specific goals and objectives is being developed. This will be presented and discussed separately.

Rater Initial:

Employee Initial:

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days a written request to the Civil Service Commission for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

8/17/2022

Re: Intent to Suspend

This is in response to the meeting that took place on August 9, 2022 at 9 am. In attendance was my supervisor, Carlos Romero, Principal Human Resource Analyst Inshirah Mobson, and Senior Administrative Analyst Leslie Cortez sat in as witness to the meeting taking place as I was not given adequate time to bring in a representative, nor was I given any indication of what the meeting was about.

Without preface, Mr. Romero served me with an intent to suspend letter, and asked that I review it. Not only was I completely blindsided by the letter, as I read through it I noted details and statements contained in the letter were not only inaccurate but contradictory. The details of the incident that allegedly occurred on May 20, 2021 are misleading and confusing and erroneous, and the information detailing the incident did not include facts to support my account of what took place that day.

On May 20, 2021 I was assigned agenda items to scan, print, save, and send to the City Clerk. As always, I did my job and performed this assignment to the best of my ability. It should not go unnoticed that I have performed this function for many years. However, on this day, when I went to send the items I noticed that some agenda items were missing or somehow deleted. This was not the first time I've encountered this, and despite the fact I have brought this up numerous times to the Managers, Supervisors and other staff, instances of missing/deleted agenda items have been occurring for almost 2 years with no resolution. I even went as far as to file a formal complaint about the missing/deleted files to Viet Hoang in the City Manager's office, who in response, informed me that nothing could be done and that Gerry Pinela was to be in charge of any issues moving forward. However, having to constantly bring up this very same situation constantly with no solution has caused much frustration, and anxiety, which is not conducive to my health, especially because I take insulin daily and my blood sugar escalates under extreme stress. However, my Management does not seem to acknowledge or accept the fact that I have a medical condition.

To recount what actually happened that day, I explained to my supervisor Carlos that as I was processing the Agenda, an item disappeared and that Gerry needs to be informed. I turned to walk back to my work station as I hear Carlos exclaiming "*What did you do?*" "*How did you save them?*" "*Did you save them properly?*" "*Are you sure they aren't in another file folder?*" These are questions that he continually verbalizes. What's so disconcerting about this situation is that it is hard pressed for someone as my Supervisor to provide instruction to me on something they have little to no training on, for instance, a reprographic machine. Despite Mr. Romero's questions, I explained to him that I did my job appropriately and if necessary, can show the proof of the printed items on the print engine computer.

I walked back towards my work station in the bindery area to replace the item in the 3 inch agenda book. While doing this, I had to ensure that the pages did not get out of order as I flipped the book over to the front page, since the book contained 500 pages and was heavy. I flipped the book over onto the bindery table. There was no machine or equipment involved as noted in the letter served to me.

I was literally shocked and caught off guard when Carlos came out of his office yelling at me. He called me insubordinate for "slamming" down the Agenda; there is a witness to attest that this did not occur.

His accusation was unfounded and unwarranted. Rather than react or respond, I proceeded to my station, but Carlos followed me while continuing to berate me, call me insubordinate, and accuse me of slamming the 500 page Agenda item down. As this was occurring, I was unaware that my blood sugar rose to over 400. I am a diabetic. Despite the account of the truth, I was given a written reprimand by the Department Head and my Supervisor. It should be noted that the process was not followed correctly as related progressive discipline. It was a month later when I was informed that a meeting was scheduled, and there was no mention of me needing to get representation, even though I had not received any verbal warnings about any prior incidents.

There are two sides to every story. While in the meeting I tried explaining my side of the situation to the Department Director Mr. Megerdichian, and expressed my frustration about the lack of communication and respect between the Central Service staff and Management. However, any time I made any kind of statement or attempted to relay the complaints and concerns expressed by my co-workers regarding Carlos, I was cut off immediately by Mr. Megerdichian. Rather than having a professional and civilized conversation, Mr. Megerdichian told me verbatim in a very callous tone, *"I am sick and tired of you not taking responsibility for what you do"*. I responded, *"You'll never believe anything I say anyway"*, and he affirmatively nodded his head. In disbelief I ended the conversation there.

This was not the first instance the Director he has treated me in an unprofessional manner. After constantly being scolded, berated, and criticized, I had no other recourse but to file a complaint against Mr. Megerdichian. I recognize my faults, admit when I'm wrong and apologize for my mistakes. I may become agitated or frustrated as anyone else would in a stressful situation. However, to be the only one in the Department being singled out and reprimanded is upsetting and disparaging.

I was even accused of bleeding all over our equipment and called irresponsible. Making an assumption that just because I'm a diabetic I bleed all over the place is not only presumptuous, but it is shocking, and extremely upsetting. There was no evidence or proof of blood being on the machine or equipment, but this so called "blood" was allegedly seen on a "right-handed mouse". I only test my blood on my left hand and to be clear, I do not test my blood sugars anywhere near or around equipment or other employees.

On May 2, 2022 an accusation was made that I refused to do an assigned task. This cannot be further from the truth. I was not assigned that task, it was Tony Marcello who printed out that job and Eric Hernandez assisted him, along with Fernando, the light duty worker. Tony, along with Jerry and Carlos made the decision to complete the job differently than it has always been done, resulting in a normally two hour job becoming a two week job.

The letter of suspension makes note of an incident that allegedly occurred on June 6, 2022. This came as a complete shock to me as it was the first time I had even heard of a complaint, I did not receive any type of warning, verbal, or written reprimand for this said incident. However, I am happy to discuss the events occurring on that day to the best of my knowledge.

Carlos is a new Supervisor and may not have been aware of or provided training on the progressive discipline process. Incidents mentioned in the letter were not followed up by a verbal warning or written reprimand, nor was Jaysen put on any Performance Improvement Plans. Additionally, Jaysen has not received an employee evaluation for the past four years. If he was performing poorly or being

insubordinate, this should have been reflected on his employee evaluations, and his overall performance rating would be marked Unsatisfactory or Below Standard.

Central Services staff will not speak up or bring their concerns or complaints to Management, for fear of retaliation. The fact that the Supervisor is incapable of performing his own job duties without assistance, yet criticizing his own employees, coupled with the fact that he comes in to work late every day not only sets a bad example, but creates a hostile work environment and this has lowered employee morale. How can you be an effective Supervisor when you are rarely in the office? Why isn't his poor attendance or his inability to communicate with his staff and other City employees being addressed?

Upon reviewing the letter of intent to suspend handed to me by Mr. Romero, I strongly disagree that a suspension is warranted or appropriate.



DEPARTMENT OF
GENERAL SERVICES

SHANT MEGERDICHIAN
DIRECTOR

CITY OF
TORRANCE

October 5, 2022

Jaysen Surber
[REDACTED]

Re: Administrative Conference Findings

Dear Mr. Surber:

Pursuant to City of Torrance Disciplinary Action Policy 39, Procedure 139.15, an Administrative Conference was held on Thursday, August 25, 2022, at 2:30 pm. The purpose of the conference was to provide you the opportunity to respond to the recommendation of the Central Services Supervisor that you be suspended for five (5) working days, for just cause. The recommendation was made pursuant to:

- **Torrance City Employees Association (TCEA) – Section 7.2 Disciplinary Provisions:**
 - A) "An employee may be suspended without pay, demoted or discharged for just cause. Employees, other than probationary, shall have the right of appeal provided under Civil Service Rules and Regulations and the Torrance Municipal Code." (Attachment A)
- **Torrance Municipal Code Section 14.47.1 of the City of Torrance ("City") Municipal Code, which states:**
 - "A department head, with the approval of the City Manager, for misconduct, incompetency, inefficiency, failure to perform duties or to observe the rules and regulations of his department or of the City:
 - A) May suspend any employee in his department without pay for a period not to exceed thirty (30) consecutive days." (Attachment B)

In attendance were the following individuals:

- Shant Megerdichian, General Services Director
- Carlos Romero, Central Services Supervisor
- Kenny Evans, AFSCME Employee Representative
- Inshirah Mabson, Principal Human Resources Analyst

Rules, Regulations and/or Policy Violated

The recommendation by the Central Services Supervisor that you be suspended for five (5) working days, was upon the following grounds, any of which, standing alone, would be sufficient to warrant the proposed discipline:

- 1) General Services Department Work Rule, 1991 Edition, Assignment of Work, Section 2.1
 - All department employees are expected to diligently perform their assigned work Tasks in a professional manner to satisfactory completion. Employees will be subject to disciplinary action for any of the following:
 - D) Insubordination to division supervisor(s) or higher level of supervision. (Attachment C)

- 2) General Services Department Work Rule, 1991 Edition, Employee Conduct on the Job, Section 5.1:
 - B. Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public.

 - C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible. (Attachment D)

Specifically, the department is charging you with failure to adhere to the Department's work rules and regulations due to the following incidents, which have occurred over the last 12 months:

- On May 20, 2021, you were notified by the City Clerk's Office that agenda item 6A was missing from their files. In response, you became visibly upset, had a verbal outburst, and slammed printing materials on the department's printing machine. On June 17, 2021, you were issued a written reprimand for your behavior. (Attachment G)
- On May 2, 2022, you refused to complete a task assigned to you by Central Services Supervisor, Carlos Romero, which required you to individually cut stickers distributed from the department's printing machine.
- On June 6, 2022, at approximately 7:00pm, you were informed by Deputy City Clerk I, Samantha Cerda, that agenda items 6A, 9H, 10A, 11A, and 128 were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work.

Facts Upon Which Proposed Discipline Was Based

The recommendation that you be suspended for five (5) working days, was based upon the following facts and circumstances.

On May 20, 2021, your division received a call from the City Clerk's Office to notify you that agenda item 6A was missing from their flash drive. Upon hearing this information from Central Services Supervisor, Carlos Romero, you became visibly upset, slammed a

stack of papers on the printing machine, and blamed Mr. Romero, Facility Operations Manager, Gerry Pinela, and General Services Director, Shant Megerdichian, for not previously correcting this issue with the printing machine. You were repeatedly asked to calm down by Mr. Romero and instructed to stop slamming papers. You replied that you did not slam any papers but continued to express your frustration. You began to calm down once Mr. Romero stated that he would contact the Communications and Information Technology (CIT) Department to look further into the matter. On June 17, 2021 (Attachment G), you were issued a written reprimand due to the behavior you exhibited on May 20, 2021, as you were informed your behavior violated General Services Work Rule: Employee Conduct on the Job, Section 5.1, item C.

On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." Prior to this task being assigned, you and your co-workers were trained on how to use the machine on March 8, 2022 by CB Solutions vendor representative Paul Meadow. All staff, as well as yourself, were made aware of the expectation to use this machine when assigned a printing project. When Mr. Romero again asked you to work on the assignment, you refused and did not participate in the work with your co-workers.

Last, on June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 128 were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. To assist you with calming down, Mr. Urquilla offered several times that it was okay for you to leave work because he did not want you to continue being upset over the matter, however, you continued to stay in the workplace expressing your frustration. After a few minutes, you then began to work on restoring the missing agenda items as Mr. Urquilla returned to the Bindery area to continue collating the agenda. Shortly thereafter you let out a loud scream, and then left the worksite. When Mr. Urquilla and Reprographic Specialist, Erick Hernandez, realized you left the worksite, they contacted the City Clerk's Office to confirm if the missing items you had been working on were received. The City Clerk's Office confirmed that agenda items 6A and 128 were still missing from their file.

Analysis

In *Skelly v. State Personnel Board* (1975) 15 Cal.3d 194, the California Supreme Court stated that the "overriding consideration" when considering whether a public employer has imposed an appropriate level of discipline is "the extent to which the employee's conduct resulted in, or if

repeated, is likely to result in, 'harm to the public service.'" (*Id.* at p. 218.) "Other relevant factors include the circumstances surrounding the misconduct and the likelihood of its recurrence." (*Ibid.*) With these principles in mind, I believe there is ample evidence supporting the proposed discipline.

General Services Work Rules violated:

1. Employee Conduct on the Job, Section 5.1, item C was violated when you had a verbal outburst, slammed a stack of papers on the Department's printing machine, subsequently disrupting the work environment.
2. Assignment of Work, Section 2.1, item D was violated when you refused to participate in the work assignment of the day, directly assigned to you by your supervisor, Carlos Romero, which required you to individually cut-out the stickers distributed from the Department's printing machine. Your direct refusal to participate in the assignment with your co-workers is considered insubordination.
3. Employee Conduct on the Job, Section 5.1, item B was violated when you did not refrain from using obscene language and repeatedly made the comments, "Fucking tired of this bullshit...this is bullshit, it's fucking ridiculous" in response to your frustration regarding the City Clerk's missing agenda items. Your behavior and language was observed by William Urquilla and Erick Hernandez while you were working in the production area (Prisma/Canon Workstation - Repro area)

As a Reprographic Specialist, indicated in your job description (Attachment H), you must be able to establish and maintain effective working relationships with the general public, co-workers, and those contacted during the course of work. Additionally, you must possess the ability to learn and utilize new skills and information to improve job performance and efficacy as well as perform work in accordance with specifications on work requests.

Your direct insubordination and outbursts on May 2, 2022, and June 6, 2022, in response to receiving notice about missing agenda items and receiving direction on completing new tasks demonstrates an inability to maintain effective working relationships with your staff and management. This behavior disrupts the work environment not only for those around you, but for yourself as well, impacting the productivity of your department.

Findings

Based on the review of the incidents noted above and your acknowledgment of what took place during the Administrative Conference, I find the behavior you demonstrated toward your supervisor and co-workers violated the General Services Department Work Rule: Employee Conduct on the Job, Section 5.1. This policy specifically states "(B) Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public" and "(C) In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible."

Furthermore, I find that your discourteous and insubordinate conduct towards your supervisor when provided with a sticker assignment, which required use of the printing machine violated the General Services Department Work Rule: Assignment of Work, Section 2.1.

When your conduct was addressed during the Administrative Conference you acknowledged your behavior and expressed remorse.

After carefully considering your statements and documents provided at the Administrative Conference, the facts upon which the recommendation was based, and your entire work history, I have made the determination to reduce the recommended five (5) work day suspension to a four (4) work day suspension.


Warning Against Retaliation

Retaliation is strictly prohibited. Retaliation against any employee who participated in this investigation or provided information related to this matter will not be tolerated and will lead to disciplinary action, up to and including termination.

Appeal Rights

You have the right to appeal this decision to the Civil Service Commission pursuant to Section 14.47.8 of the Torrance Municipal Code. A request to have this matter reviewed must be submitted to the Civil Services Manager, within ten (10) calendar days of the date of this letter.

Sincerely,



Shant Megerdichian
General Services Director

My signature below acknowledges receipt of this document.

Jaysen Surber #14249
Reprographic Specialist

Date

cc: Human Resources Department – Personnel File

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: June 22, 2023

TO: Jaysen Surber, Reprographics Specialist
FROM: Carlos Romero, Central Services Supervisor
SUBJECT: Performance Improvement Plan Monthly Follow Up

As you recall, on March 07, 2023 you were placed on a Performance Improvement Plan which resulted from your below standard evaluation. The evaluation covered the period from 12/31/21-12/31/22. The following summary is a result of our meeting on April 10, 2023 regarding progress from the first month of observation.

PERFORMANCE IMPROVEMENT PLAN FOR: JAYSEN SURBER

March 07, 2023

1. Accuracy/Thoroughness/Oral Expression

Problem: Jaysen does not review his work for accuracy and thoroughness before completing and/or submitting.

Goal:

1. Improve accuracy and thoroughness of work product:
 - Critically review all your reprographic jobs for any errors or omissions of information. This includes all City Council Agenda items and any work performed for City Departments.
 - Ensure to transfer the files to the proper digital folder.
 - Double check your work and confirm that the files have transferred successfully and received by the City Clerk's Office for City Council Agenda jobs.

Problem: Jaysen has inappropriate outbursts in the workplace, gets visibly upset, raises his voice, and uses foul language.

Goal: Eliminate outbursts in the workplace by speaking in a normal tone of voice and not using foul language. Attend customer service training course or similar course in order to gain the necessary tools on how to behave appropriately in the workplace.

- During the two weeks Jaysen worked on the reprographic equipment, there were no agendas assigned for his 2 weeks on this rotation, therefore City Council Agenda jobs were not evaluated for Jaysen. Jaysen has not had any outbursts during this time.

- It is still recommended for Jaysen to take customer service training courses.
- Jaysen has performed accurately and thoroughly regarding work for the city departments.

2nd Month Update:

- During May 1st and 2nd, Jaysen was scheduled on his rotation for the Reprographics equipment area covering the processing and printing of the City Council Agenda. Jaysen requested vacation for May 1st and 2nd therefore, there is no evaluation regarding his rotation of the City Council Agenda. Vacation was granted.
- Customer service training opportunity was presented to Jaysen on April 13th, 2023. The class is scheduled for May 17, 2023 at the Human Resources building. I followed up with Jaysen on April 18, 2023 and again May 3rd, 2023 to find out if he had registered for the customer service training class. To this date, I have not received confirmation that Jaysen has signed up for the class.

3rd Month Update:

- During normal working hours, Jaysen assisted on city council material available and supplemental materials .
- Jaysen has not had any outbursts during this time.
- Jaysen is scheduled to work the City Council Agenda June 13, 2023.
- Jaysen completed the requested City customer service class on May 17th, 2023.

2. Compliance with work instructions

Problem: Jaysen refused to comply with work instructions provided by his supervisor.

Goal: Improve communication with his Coordinator and Supervisor regarding work output with new projects.

- If unsure, ask questions about the work order.
 - If given specific direction, complete tasks as assigned.
 - Be courteous and professional.
- Jaysen is asking more questions about projects and orders, improving his communication with the coordinator and supervisor.
 - Jaysen is completing tasks as assigned.
 - Jaysen is being courteous and professional with customers and staff.

2nd Month Update:

- Jaysen continues communication with the coordinator regarding jobs.
- Jaysen is completing printing assignments on time that are assigned to him by the coordinator. Job tickets are being completed and finished on time.
- Jaysen is being courteous and professional with customers and staff.

3rd Month Update:

- Jaysen was tasked with last minute oversize orders for the week of June 5 to June 9th. Jaysen completed all orders on time and finished them to the customer's expectations.

- Jaysen needs to continue to improve his communication by asking for clarification of instructions before the project is started.

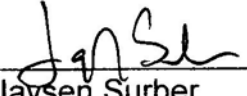


Carlos Romero
Central Services Supervisor

6-22-23

Date

I have read and understand the contents of this Performance Improvement Plan.



Jaysen Surber
Reprographics Specialist

6-22-23

Date

Cc: Department File
Human Resources Department

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: May 12, 2023

TO: Jaysen Surber, Reprographics Specialist
FROM: Carlos Romero, Central Services Supervisor
SUBJECT: Performance Improvement Plan Monthly Follow Up

As you recall, on March 07, 2023 you were placed on a Performance Improvement Plan which resulted from your below standard evaluation. The evaluation covered the period from 12/31/21-12/31/22. The following summary is a result of our meeting on April 10, 2023 regarding progress from the first month of observation.

PERFORMANCE IMPROVEMENT PLAN FOR: JAYSEN SURBER

March 07, 2023

1. **Accuracy/Thoroughness/Oral Expression**

Problem: Jaysen does not review his work for accuracy and thoroughness before completing and/or submitting.

Goal:

1. Improve accuracy and thoroughness of work product:
 - Critically review all your reprographic jobs for any errors or omissions of information. This includes all City Council Agenda items and any work performed for City Departments.
 - Ensure to transfer the files to the proper digital folder.
 - Double check your work and confirm that the files have transferred successfully and received by the City Clerk's Office for City Council Agenda jobs.

Problem: Jaysen has inappropriate outbursts in the workplace, gets visibly upset, raises his voice, and uses foul language.

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- Be courteous and professional.

- Jaysen is asking more questions about projects and orders, improving his communication with the coordinator and supervisor.
- Jaysen is completing tasks as assigned.
- Jaysen is being courteous and professional with customers and staff.

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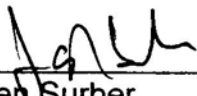


 Carlos Romero
 Central Services Supervisor

5-12-23

Date

I have read and understand the contents of this Performance Improvement Plan.



 Jaysen Surber
 Reprographics Specialist

5-12-23

Date

Cc: Department File
Human Resources Department

CITY OF TORRANCE

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Carlos Romero
Central Services Supervisor

Date

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Jaysen Surber
Reprographics Specialist

Date

Cc: Department File
Human Resources Department

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

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 Carlos Romero
 Central Services Supervisor

4-10-23
 Date

I have read and understand the contents of this Performance Improvement Plan.



 Jaysen Surber
 Reprographics Specialist

4-10-23
 Date

Cc: Department File
 Human Resources Department

CITY OF TORRANCE

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Carlos Romero
Central Services Supervisor

Date

I have read and understand the contents of this Performance Improvement Plan.

Jaysen Surber
Reprographics Specialist

Date

Cc: Department File
Human Resources Department

PUBLIC EMPLOYEES LEGAL, LLP

Oshea V. Orchid, Partner
 Ronald P. Ackerman, Partner

3415 S. Sepulveda Blvd., Suite 660
 Los Angeles, CA 90034
 P 310.649.5300
 F 310.853.6945
 publicemployees.legal

September 9, 2023

Sent via Email

Shant Megerdichian
 City of Torrance
 General Services Department
 3031 Torrance Blvd
 Torrance, CA 90503
 Email: gpinella@torranceca.gov

RE: JAYSEN SURBER - APPEAL OF EMPLOYEE APPRAISAL REVIEW

Dear Mr. Megerdichian,

Jaysen Surber hereby submits the following appeal of the Employee Appraisal Review received on January 31, 2023:

The City alleges that Mr. Surber's work has been below standard by referring to specific dates and instances. First, the City alleges that on May 2, 2022, Mr. Surber refused to complete an assignment. In response, Mr. Surber notes that on May 2, 2022, he was assigned to the printing equipment and made sure to do all the work assigned to that area and to meet all deadlines. Regarding the assignment to cut out stickers, the task was altered to include taking the poster printer and plotter to cut a fine line around the stickers, unbeknownst to Mr. Surber. Around this time, Tony Marcello was in the Production area as Mr. Surber watched him struggle to get the equipment to work properly. After a week, the printing and plotting was being done with the help of Erik Hernandez, Fernando Zepeda, as well as Mr. Surber when he was not otherwise occupied with assigned printing work. The transit sticker job is always a rush and always wanted in a quick turnover of time. However, due to the change from using 8.5x11 sticker paper to the 56-inch roll and then plotting it, the job grew from a two-person, four-hour job to a team of five people and more than two weeks required to accomplish the task.

Mr. Surber was told by Erik Hernandez that the change was suggested to the Department head by Tony Marcello with the intention of saving money, but the time it took and the fact that the final product was not nearly as neat forced the team to go to the old sticker method after receiving this transit ticket job. Mr. Surber asked Carlos Romero why the job had been changed to this inefficient method, but was merely told it was changed to save money. Mr. Surber pointed out the time and man-power involved would be even more costly than the traditional method and does not result in a better end product. Mr. Surber indicated that the team should not do the job this way but should go back to the 8.5x11 sticker sheets. In response, Mr. Romero asked, "You would refuse to do the job?" Mr. Surber reiterated that the team should refuse to do it on the roll and go back to the sticker sheets. Mr. Surber then heard nothing further from that point on about

his comment until he received a Notice of Intent to Suspend on August 9, 2022, which misrepresented what had actually transpired on May 2, 2022. Mr. Surber also notes that after doing the job one time, Transit went back to the old way of producing the stickers as it was a cleaner look and easier to take the stickers off the back peel off sheet as it has separation creases to help with that task.

Next, the City alleges that on June 6, 2022, Mr. Surber failed to include agenda items in the City Clerk's file and then became irate when asked to include them. In response, Mr. Surber contends that he was done printing everything that needed to be printed and was in the warehouse when William Urquilla told him that the City had "another Item missing." have been trying to figure out how and why for over 3 years time with no help from anyone. Mr. Surber then went back in to scan the item as Mr. Urquilla was telling him to just go home. Nevertheless, Mr. Surber scanned the item with the exact process he has used for all the other items that are in the file. Mr. Surber contends that Mr. Urquilla told him about the missing item and that he did not speak to anyone on the phone as he does not answer the calls when scanning and printing the agenda, contrary to the assertions made in his Employee Appraisal Review. Mr. Surber denies using foul language directed at anyone, but was merely extremely frustrated with the continuation of "missing agenda files" that no one has been able to figure out as to how or why it happens despite utilizing the same process for scanning, saving, and processing for years now. Mr. Surber was never informed he could give his position on what occurred on June 6, 2022 until he received the Notice of Intent to Suspend on August 9 2022, more than two months later.

With regards to the "Below Standard" rating in his Appraisal Review, no deficiencies in his performance had ever been discussed with him prior to receiving the Notice of Intent to Suspend. Mr. Surber does the same amount of work as everyone else and not once has anyone told him that his work performance is not neatly or professionally completed. Any deficiencies in compliance with work instructions and orderliness of new work assignments have not been communicated to Mr. Surber, as can be ascertained by the fact that he has not received an evaluation in three and a half years prior to this current one. In fact, on three different occasions, Mr. Surber's supervisor has come to him for help in understanding how to open up certain jobs to print. Each time Mr. Surber has given him the correct information to complete job tasks. Moreover, Mr. Surber questions why he is the only employee in Central to have received an evaluation in years and how a proper evaluation could be conducted by a supervisor who has not been present to monitor Mr. Surber's performance for considerable amounts of time in the three and half years he has been employed by the City.

The City notes that Mr. Surber was issued a Notice of Intent to Suspend that Mr. Surber received on August 9, 2022 and that an administrative conference was held on August 25, 2022. Mr. Surber wishes to clarify that the Notice of Intent alleged that Mr. Surber had slammed papers down on a printing computer, whereas the initial written reprimand alleged he had slammed papers on the bindery table, which is in a completely different room than the printing computer. Such inconsistencies only illuminate the falsity in the allegations raised against Mr. Surber. Moreover, during the administrative conference, the City made accusatory and derogatory comments about Mr. Surber's diabetes, alleging that Mr. Surber used his medical condition as a "crutch" to get out of performing his job duties. Such mistreatment not only constitutes unlawful discrimination against a protected activity under the Fair Employment and Housing Act, but further highlights the uphill battle Mr. Surber faces in receiving a fair and accurate evaluation of his job performance.

As such, Mr. Surber appeals his Employee Appraisal Review on the grounds that it does not accurately represent his job performance. Mr. Surber has responded to each allegation in the

review to the best of his ability to provide an accurate understanding of the instances in question with the intent that he be reappraised and that the appraisal in question be removed from his file. If you have any questions or concerns which Mr. Surber can address, please feel free to submit them to this office and we will respond. Thank you in advance for your consideration in this matter.

Sincerely,

Vasili Brasinikas
Attorney for Jaysen Surber

To Whom it May Concern:
From: Jaysen Surber
Subject: Work place harassment

On Monday, 11-6-23 at approximately 10 am I witnessed Supervisor Carlos Romero, come in at his usual time of around 930, going to his office and then making his way to the cubicle of Coordinator William Urquilla . Carlos proceeds to ask William questions about the stickers that are in high demand and that are causing some difficulties running on our equipment due to the size and material of the label stock. It can be frustrating to figure out the exact problem of the machines as I hear Carlos and Tony discussing calling in for repairs of the equipment. Tony was unconcerned and said it was not the machine, it was the stock. Carlos said they were calling it in, and Tony said "Fine" and walked away. Carlos on the way back towards the cubicle of William tells him that "we need to meet in the office with Tony". Carlos was upset and I could tell by his change in demeanor and tone.

I am sitting at the computer doing the UPS, FEDEX and Amazon packages that just arrived which is right next to the cubicle of Coordinator William Urquilla.

I then see William, Tony and Carlos go into the office of our Supervisor Carlos Romero and shut the door.

For the next 5 minutes or so I could hear Supervisor Carlos Romero yelling in an angry tone but could not hear specifically what was being yelled. I walked over to the front desk area and saw Jennifer S. sitting there with wide eyes of shock. I asked her if that was yelling, and she said yes.

At this point and time William Urquilla exited the office and was exasperated as he was put in the middle of these types of meetings once again that are unprofessional and misleading with anger and frustration.

After Carlos came out of the meeting, he immediately pulled me off the packages as he needed me to do a poster that was due later that day and Tony was too busy doing the agenda. I did what I was told to do but could tell Carlos was still agitated. I then had to warn him that his office is not soundproof, and I could hear him yelling. Carlos responded with denial and a defensive attitude telling me to go ask Tony about what happened. I reiterated what I had said," Carlos, all I am telling you is that your office is not soundproof and you need to be made aware of that fact" and walked away with a feeling of disgust because I know what I heard and I know I heard Carlos yelling through a wall and heavy wooden door. I have heard this type of yelling before in my history here in Central and to tell me what I heard or didn't hear was very aggravating to me.

I have experienced this form of surprise attack meetings from Carlos Romero as well multiple times. Once when he pulled me into his office with William Urquilla present to accuse me of leaving early 2 days in a row without permission for a total of 10 minutes. William was able to stand up for the truth and backed up my story of what had transpired, and I did not leave early without permission. Another time I was called into his office as General Services Director Shant Megerdichian was present and proceeded to give me a written reprimand without any warning of the meeting being disciplinary in nature and to have Representation with me. As I tried to defend myself in the accusations Director Megerdichian cut me off by saying "Jaysen, I am sick and tired of you not taking responsibility for what you do"! I felt completely bullied and alone with only the truth on my side that no one will listen to or

even accept as a possibility. I tried to report this to Management Viet Hoang, HR through Myisha Phillips and then Inshira Mabson but nothing came of it. Shortly after my complaint, a third meeting was with Inshira Mabson and I was given a 5 day suspension with descriptions of my work issues that were 100% fabricated and misleading at best. The meeting was supposed to be with General Director Megerdichian but Ms. Mabson took his place at the last minute without any prior notification to me. Leslie Cortez was my witness to the unprofessional substance of this meeting and the facts of how it was presented to me as it seemed to be instigator by nature to get me to respond poorly to further along my discipline actions. As soon after that my computer was examined, and I was put through a threat assessment due to 2 files that were in question to Human Resources. I was not given any time to collect my representation and was threatened with termination if I did not attend this threat assessment meeting with a clinical psychologist.

I feel these meetings with Management should be held in a manner that is more professional in the setting free of anger or frustration or surprise attacks of employee character or work issues from a Director/Manager/Supervisor/Coordinator who have professional issues with that employee. Any personal ill will should be left out of the equation of discipline. In my experience, personal ill will is what is held onto at this point by General Services Management as Carlos Romero has affected each employee of Central Services in a negative manner in his 4 years and is very stressful, for me and others to have to walk on eggshells around him. 6 of our employees met with Director Megerdichian to complain about Carlos Romero's performance and left each employee with lower morale afterwards as nothing was done. I did not go meet with Director Megerdichian as this tactic was used by myself and others back when Phil Tilden was Director and it only made things worse as a group in Central.

I feel this atmosphere of Central Services has been ignored and abused for as long as I remember and have made statements to management (Email to Mary Giordano in 2007) about such feelings only to be ignored or just not believed in what I report.

I did not choose to report this to Facility Operations Manager Gerry Pinella or General Services Director Shant Megerdichian or to Human Resources myself as my statements are never taken seriously or not believable to anyone and I feel I receive retaliation from doing what my training tells me to do as a city employee.

This is why I am choosing to go through my Representation to submit this complaint to Human Resources and prevent any further retaliation towards me for doing what I have been trained to do by the City of Torrance, report any possible misconduct or policy not followed.

Jaysen Surber



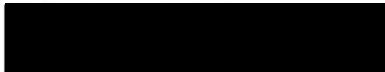
DEPARTMENT OF
GENERAL SERVICES

SHANT MEGERDICHIAN
DIRECTOR

CITY OF
TORRANCE

August 9, 2022

Jaysen Surber



Re: Notice of Intent to Suspend

Dear Mr. Surber:

You are hereby notified that on this date a recommendation that you be suspended for 5 days, for just cause, has been filed with the General Services Director. The recommendation is being made pursuant to:

- **Torrance Municipal Code, Section 14.47.1**, which states: "A department head, with the approval of the City Manager, for misconduct, incompetency, inefficiency, failure to perform duties or to observe the rules and regulations of his department or of the City:
 - A) May suspend any employee in his department without pay for a period not to exceed thirty (30) consecutive days." (Attachment A)
- **Torrance City Employees Association (TCEA) – Section 7.2 Disciplinary Provisions:**
 - A) An employee may be suspended without pay, demoted or discharged for just cause. Employees, other than probationary, shall have the right of appeal provided under Civil Service Rules and Regulations and the Torrance Municipal Code. (Attachment B)

Rules, Regulations and/or Policy Violated

My recommendation is based upon the following grounds, any of which, standing alone, would be sufficient to warrant the proposed discipline:

1. General Services Department Work Rule, 1991 Edition, Assignment of Work, Section 2.1:

All department employees are expected to diligently perform their assigned work tasks in a professional manner to satisfactory completion. Employees will be subject to disciplinary action for any of the following:

D. Insubordination to division supervisor(s) or higher level of supervision.
(Attachment C)

2. General Services Department Work Rule, 1991 Edition, Employee Conduct on the Job, Section 5.1:

B. Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public. (Attachment C)

C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible. (Attachment C)

Specifically, the department is charging you with failure to adhere to the Department's work rules and regulations due to the following incidents, which have occurred over the last 12 months:

- On May 20, 2021, you were notified by the City Clerk's Office that agenda item 6A was missing from their files. In response, you became visibly upset, had a verbal outburst, and slammed printing materials on the department's printing machine. On June 17, 2021, you were issued a written reprimand for your behavior. (Attachment G)
- On May 2, 2022, you refused to complete a task assigned to you by Central Services Supervisor, Carlos Romero, which required you to individually cut stickers distributed from the department's printing machine.
- On June 6, 2022, at approximately 7:00pm, you were informed by Deputy City Clerk I, Samantha Cerda, that agenda items 6A, 9H, 10A, 11A, and 12B were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work.

Facts Upon Which Proposed Discipline is Based

My recommendation is based upon the following facts and circumstances:

On May 20, 2021, your division received a call from the City Clerk's Office to notify you that agenda item 6A was missing from their flash drive. Upon hearing this information from Central Services Supervisor, Carlos Romero, you became visibly upset, slammed a stack of papers on the printing machine, and blamed Mr. Romero, Facility Operations Manager, Gerry Pinela, and General Services Director, Shant Megerdichian, for not previously correcting this issue with the printing machine. You were repeatedly asked to calm down by Mr. Romero and instructed to stop slamming papers. You replied that you did not slam any papers but continued to express your frustration. You began to calm down once Mr. Romero stated that he would contact the Communications and Information Technology (CIT) Department to look further into the matter. On June 17, 2021 (Attachment G), you were issued a written reprimand due to the behavior you exhibited on May 20, 2021, as you were informed your behavior violated General Services Work Rule: Employee Conduct on the Job, Section 5.1, item C.

On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." Prior to this task being assigned, you and your co-workers were trained on how to use the

machine on March 8, 2022 by CB Solutions vendor representative Paul Meadow. All staff, as well as yourself, were made aware of the expectation to use this machine when assigned a printing project. When Mr. Romero again asked you to work on the assignment, you refused and did not participate in the work with your co-workers.

Last, on June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 12B were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. To assist you with calming down, Mr. Urquilla offered several times that it was okay for you to leave work because he did not want you to continue being upset over the matter, however, you continued to stay in the workplace expressing your frustration. After a few minutes, you then began to work on restoring the missing agenda items as Mr. Urquilla returned to the Bindery area to continue collating the agenda. Shortly thereafter you let out a loud scream, and then left the worksite. When Mr. Urquilla and Reprographic Specialist, Erick Hernandez, realized you left the worksite, they contacted the City Clerk's Office to confirm if the missing items you had been working on were received. The City Clerk's Office confirmed that agenda items 6A and 12B were still missing from their files.

Analysis

In *Skelly v. State Personnel Board* (1975) 15 Cal.3d 194, the California Supreme Court stated that the "overriding consideration" when considering whether a public employer has imposed an appropriate level of discipline is "the extent to which the employee's conduct resulted in, or if repeated, is likely to result in, 'harm to the public service.'" (*Id.* at p. 218.) "Other relevant factors include the circumstances surrounding the misconduct and the likelihood of its recurrence." (*Ibid.*) With these principles in mind, I believe there is ample evidence supporting the proposed discipline.

General Services Work Rules violated:

1. Employee Conduct on the Job, Section 5.1, item C was violated when you had a verbal outburst, slammed a stack of papers on the Department's printing machine, subsequently disrupting the work environment.
2. Assignment of Work, Section 2.1, item D was violated when you refused to participate in the work assignment of the day, directly assigned to you by your supervisor, Carlos Romero, which required you to individually cut-out the stickers distributed from the Department's printing machine. Your direct refusal to participate in the assignment with your co-workers is considered insubordination.
3. Employee Conduct on the Job, Section 5.1, item B was violated when you did not refrain from using obscene language and repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" in response to your frustration regarding

the City Clerk's missing agenda items. Your behavior and language was observed by William Urquilla and Erick Hernandez while you were working in the production area (Prisma/Canon Workstation – Repro area)

As a Reprographic Specialist, indicated in your job description (Attachment H), you must be able to establish and maintain effective working relationships with the general public, co-workers, and those contacted during the course of work. Additionally, you must possess the ability to learn and utilize new skills and information to improve job performance and efficacy as well as perform work in accordance with specifications on work requests.

Your direct insubordination and outbursts on May 2, 2022, and June 6, 2022, in response to receiving notice about missing agenda items and receiving direction on completing new tasks demonstrates an inability to maintain effective working relationships with your staff and management. This behavior disrupts the work environment not only for those around you, but for yourself as well, impacting the productivity of your department.

Work History

You were hired by the City on December 27, 1994, as a Reprographic Equipment Operator. Your personnel file indicates the following regarding your job performance record that you have been rated:

- You received a "Satisfactory" on your probationary performance review for the period of 12/27/1994 to 04/30/1994;
- You received a "Satisfactory" on your probationary performance review for the period of 05/01/1994 to 07/31/1994;
- You received a "Standard" on your employee appraisal review for the period of 11/1/1997 to 02/22/1999;
- You received a "Below Standard" on your employee appraisal review for the period of 02/23/1999 to 04/06/2000;
- You were issued a written reprimand on 03/16/2000 for the use of obscene language in front of others, which is in violation of the General Services Department's Rules and Regulations Section V, item B. (Attachment D)
- You participated in a performance improvement conference on 08/10/2000;
- You were issued a written reprimand on 01/24/2001 for refraining from inappropriate and non-work related discussions during work hours.(Attachment E)
- You received a "Below Standard" on your employee appraisal review for the period of 07/01/2000 to 06/30/2001;
- You were placed on a performance improvement plan (PIP) for the period of 06/30/2001 to 01/18/2002
- You received a "Standard" on your employee appraisal review for the period of 12/16/2003 to 12/16/2004;
- You received a "Standard" on your employee appraisal review for the period of 03/29/2003 to 12/16/2004;
- You received a "Standard" on your employee appraisal review for the period of 03/29/2005 to 03/29/2006;
- You were issued a written reprimand on 02/13/2007 for failure to adhere to the department's workplace health safety protocols under Cal/Osha regulation Title 8,

Section 5193, regarding the potential exposure of blood borne pathogens to employees in the workplace. (Attachment F)

- You received a "Standard" on your employee appraisal review for the period of 04/11/2006 to 04/11/2007;
- You received a "Standard" on your employee appraisal review for the period of 12/27/2007 to 12/27/2008;
- You received a "Standard" on your employee appraisal review for the period of 01/09/2011 to 11/09/2012;
- You received an "Above Standard" on your employee appraisal review for the period of 07/17/2012 to 07/17/2013;
- You received a "Standard" on your employee appraisal review for the period of 01/09/2011 to 11/09/2012;
- You received a "Standard" on your employee appraisal review for the period of 06/10/2014 to 06/10/2015;
- You received a "Standard" on your employee appraisal review for the period of 12/28/2015 to 12/28/2016;
- You received a "Standards" on your employee appraisal review for the period of 11/28/2017 to 02/28/2018;
- You received a "Standard" on your employee appraisal review for the period of 06/14/2018 to 06/14/2019;
- You were issued a written reprimand on 06/17/2021.

Materials Upon Which The Proposed Discipline Is Based

Except for the items in your personnel file, all materials upon which this disciplinary action is based are attached to this notice. These materials include the following:

- A. Torrance Municipal Code Section 14.47.1
- B. Torrance City Employees Association MOU- Section 7.2 Disciplinary Provision A.
- C. General Services Work Rules, Sections 2.1 5, 5.1 B and C
- D. Written Reprimand Issued March 16, 2000
- E. Written Reprimand Issued January 24, 2001
- F. Written Reprimand Issued February 13, 2007
- G. Written Reprimand Issued June 17, 2021
- H. Reprographic Specialist Job Description
- I. Performance Reviews

Warning Against Retaliation

Per City of Torrance Anti-Harassment Policy 34, Section 34.20, retaliation is strictly prohibited. Retaliation against any employee who participated in or provided information related to this matter will not be tolerated and will lead to disciplinary action, up to and including termination.

Pre-Disciplinary Rights

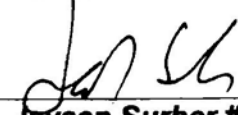
An administrative conference will be held virtually on **August 18th, 2022, at 2:00p.m.** You have the right to have an attorney and/or authorized organizational representative present to represent your interest. Documents upon which this recommendation is being made are attached hereto. Your personnel file is available for your review at the Human Resources Division during business hours, by appointment.

Sincerely,



Carlos Romero
Central Services Supervisor

My signature below acknowledges receipt of this document.



Jaysen Surber #14219
Reprographic Specialist

8-9-22

Date

cc: Human Resources Department – Personnel File
Shant Megerdichian, General Services Director

8/17/2022

Re: Intent to Suspend

This is in response to the meeting that took place on August 9, 2022 at 9 am. In attendance was my supervisor, Carlos Romero, Principal Human Resource Analyst Inshirah Mobson, and Senior Administrative Analyst Leslie Cortez sat in as witness to the meeting taking place as I was not given adequate time to bring in a representative, nor was I given any indication of what the meeting was about.

Without preface, Mr. Romero served me with an intent to suspend letter, and asked that I review it. Not only was I completely blindsided by the letter, as I read through it I noted details and statements contained in the letter were not only inaccurate but contradictory. The details of the incident that allegedly occurred on May 20, 2021 are misleading and confusing and erroneous, and the information detailing the incident did not include facts to support my account of what took place that day.

On May 20, 2021 I was assigned agenda items to scan, print, save, and send to the City Clerk. As always, I did my job and performed this assignment to the best of my ability. It should not go unnoticed that I have performed this function for many years. However, on this day, when I went to send the items I noticed that some agenda items were missing or somehow deleted. This was not the first time I've encountered this, and despite the fact I have brought this up numerous times to the Managers, Supervisors and other staff, instances of missing/deleted agenda items have been occurring for almost 2 years with no resolution. I even went as far as to file a formal complaint about the missing/deleted files to Viet Hoang in the City Manager's office, who in response, informed me that nothing could be done and that Gerry Pinela was to be in charge of any issues moving forward. However, having to constantly bring up this very same situation constantly with no solution has caused much frustration, and anxiety, which is not conducive to my health, especially because I take insulin daily and my blood sugar escalates under extreme stress. However, my Management does not seem to acknowledge or accept the fact that I have a medical condition.

To recount what actually happened that day, I explained to my supervisor Carlos that as I was processing the Agenda, an item disappeared and that Gerry needs to be informed. I turned to walk back to my work station as I hear Carlos exclaiming *"What did you do?" "How did you save them?" "Did you save them properly?" "Are you sure they aren't in another file folder"?* These are questions that he continually verbalizes. What's so disconcerting about this situation is that it is hard pressed for someone as my Supervisor to provide instruction to me on something they have little to no training on, for instance, a reprographic machine. Despite Mr. Romero's questions, I explained to him that I did my job appropriately and if necessary, can show the proof of the printed items on the print engine computer.

I walked back towards my work station in the bindery area to replace the item in the 3 inch agenda book. While doing this, I had to ensure that the pages did not get out of order as I flipped the book over to the front page, since the book contained 500 pages and was heavy. I flipped the book over onto the bindery table. There was no machine or equipment involved as noted in the letter served to me.

I was literally shocked and caught off guard when Carlos came out of his office yelling at me. He called me insubordinate for "slamming" down the Agenda; there is a witness to attest that this did not occur.

insubordinate, this should have been reflected on his employee evaluations, and his overall performance rating would be marked Unsatisfactory or Below Standard.

Central Services staff will not speak up or bring their concerns or complaints to Management, for fear of retaliation. The fact that the Supervisor is incapable of performing his own job duties without assistance, yet criticizing his own employees, coupled with the fact that he comes in to work late every day not only sets a bad example, but creates a hostile work environment and this has lowered employee morale. How can you be an effective Supervisor when you are rarely in the office? Why isn't his poor attendance or his inability to communicate with his staff and other City employees being addressed?

Upon reviewing the letter of intent to suspend handed to me by Mr. Romero, I strongly disagree that a suspension is warranted or appropriate.

PERFORMANCE REPORT
12/94 through 4/95

In the xerox area of operations, Jaysen follows instructions well and executes them quickly. He has the ability to recognize priorities and meet important deadlines on the various jobs he has worked on. He has an excellent general understanding of the sophisticated equipment (both Docutech and 5775) that is used in the xerox operation of the Central Services Division.

Jaysen also works well in the warehouse area of the Division. He understands and follows the proper procedures for verifying and checking in stationary supplies for the Division's stockroom. Additionally, he is efficient filling user departments stock supply requests and subsequent electronic notification.

During this reporting period, Jaysen has proven to be a reliable employee. His attendance and attitude regarding work assignments has been excellent. However, there are two areas that need to show some improvement. One area is the participation in excessive conversations with other employees in the office that can be disruptive to other staff in the Division completing their work. At this point, no significant problems have been created, but the tendency to participate in these conversations is noticeable and he should be aware and take steps to improve this behavior. The other area that needs some attention is his application to duties in the bindery area. Jaysen needs to develop a better understanding of the priorities and the timeframes for work to be completed in this area.

Overall Jaysen is a good, reliable employee. It is anticipated that if his performance continues to be consistent, and improvements are made in the noted areas, he will be an asset to the Division and the City.

Michael Grabowski
Coordinator, Central Services

MONTHLY REPORT ON PROBATIONER

NAME Surbac, Jayson N. DEPT. Central Services
 POSITION Repro. Equipment Operator ON COMPLETION OF 12-94 - 4/95
 MONTHS OF PROBATIONARY PERIOD, ENDING _____

	Very Good	Good	Fair	Poor
1. <u>QUANTITY:</u> Amount of work performed Completion of work on schedule		✓		
2. <u>QUALITY:</u> Accuracy Neatness of work product Thoroughness Oral Expression Written Expression	✓	✓		
3. <u>WORK HABITS:</u> Observance of working hours Attendance Observance of safety rules Compliance with work instructions Orderliness in work Application to duties	✓	✓		
4. <u>PERSONAL RELATIONS:</u> Getting along with fellow employees Meeting and handling the public Personal Appearance	✓	✓		
5. <u>ADAPTABILITY:</u> Performance in new situations Performance in emergencies Performance with minimum instructions		✓		
6. <u>SUPERVISORY ABILITY:</u> Planning and assigning Training and instructing Disciplinary control Evaluating performance Leadership Making decisions Fairness and impartiality Approachability				

REMARKS: See Attached Comments

I do find this employee satisfactory.

Employee Signature

Department Head

PERFORMANCE REPORT
12/94 through 4/95

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Overall Jaysen is a good, reliable employee. It is anticipated that if his performance continues to be consistent, and improvements are made in the noted areas, he will be an asset to the Division and the City.

Michael Grabowski
Coordinator, Central Services

MONTHLY REPORT ON PROBATIONER

NAME Surber, Jaysen N. DEPT. Central Services
 POSITION Repro. Equipment Operator ON COMPLETION OF 12-94 - 4¹/₁95
 MONTHS OF PROBATIONARY PERIOD, ENDING _____

	Very Good	Good	Fair	Poor
1. <u>QUANTITY:</u>				
Amount of work performed		✓		
Completion of work on schedule		✓		
2. <u>QUALITY:</u>				
Accuracy		✓		
Neatness of work product	✓			
Thoroughness		✓		
Oral Expression		✓		
Written Expression		✓		
3. <u>WORK HABITS:</u>				
Observance of working hours		✓		
Attendance	✓			
Observance of safety rules		✓		
Compliance with work instructions		✓		
Orderliness in work			✓	
Application to duties			✓	
4. <u>PERSONAL RELATIONS:</u>				
Getting along with fellow employees	✓			
Meeting and handling the public		✓		
Personal Appearance		✓		
5. <u>ADAPTABILITY:</u>				
Performance in new situations		✓		
Performance in emergencies		✓		
Performance with minimum instructions		✓		
6. <u>SUPERVISORY ABILITY:</u>				
Planning and assigning				
Training and instructing				
Disciplinary control				
Evaluating performance				
Leadership				
Making decisions				
Fairness and impartiality				
Approachability				

REMARKS: See Attached Comments

I Do find this employee satisfactory.

Jaysen N. Surber
Employee Signature

[Signature]
Department Head

MONTHLY REPORT ON PROBATIONER

NAME JAYSEN SERBER DEPT. CENTRAL SERVICES
 POSITION REPROGRAPHIC OPERATOR ON COMPLETION OF _____
 MONTHS OF PROBATIONARY PERIOD, ENDING July 31, 1995

	Very Good	Good	Fair	Poor
1. <u>QUANTITY:</u> Amount of work performed Completion of work on schedule		✓ ✓		
2. <u>QUALITY:</u> Accuracy Neatness of work product Thoroughness Oral Expression Written Expression		✓ ✓ ✓ ✓	✓	
3. <u>WORK HABITS:</u> Observance of working hours Attendance Observance of safety rules Compliance with work instructions Orderliness in work Application to duties		✓ ✓ ✓ ✓	✓ ✓	
4. <u>PERSONAL RELATIONS:</u> Getting along with fellow employees Meeting and handling the public Personal Appearance	✓	✓ ✓		
5. <u>ADAPTABILITY:</u> Performance in new situations Performance in emergencies Performance with minimum instructions		✓ N/A ✓		
6. <u>SUPERVISORY ABILITY:</u> Planning and assigning Training and instructing Disciplinary control Evaluating performance Leadership Making decisions Fairness and impartiality Approachability				

REMARKS: NEEDS TO SHOW IMPROVEMENT IN ABILITY TO PRIORITIZE

WORK WHEN ASSIGNED TO BINDERY AREA. NEEDS TO USE DOCUTECH MORE EFFICIENTLY I.E. SCANNING JOBS WHILE PRINTING OTHER JOBS

I DO find this employee satisfactory

[Signature]
Employee Signature

[Signature]
Department Head

Distribution: White - Personnel; Yellow - Employee; Pink - Department

City of Torrance EMPLOYEE APPRAISAL REVIEW

Employee Name: **Jaysen Surber**

Review Period: **11/1/97** to: **2/22/99**

Position: **Reprographic Equipment Operator**

Department: **Central Services
General Services**

I.D. # **14219**

Work Performance Standards:	Work Performance Standards:
EXCEEDS MEETS BELOW	EXCEEDS MEETS BELOW
<p>Quantity of Work:</p> <p>Amount of work performed <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Completion of work on schedule <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Quality of Work:</p> <p>Accuracy <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Neatness of work product <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Thoroughness <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Oral Expression <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>Written expression → <i>N/A</i> → <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Work Habits:</p> <p>Observance of working hours <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Attendance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Observance of rules and regulations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Observance of safety rules <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Compliance with work instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Orderliness in Work <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Application to duties <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p>	<p>Personal Relations:</p> <p>Getting Along with fellow employees <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>Meeting and handling the public <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Personal appearance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Adaptability:</p> <p>Performance in new situations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance in emergencies <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance with minimum instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Supervisory Ability: Not Applicable</p> <p>Planning and delegating <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Training and instructing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Disciplinary control <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Evaluating performances <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Leadership <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Decision making <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Fairness and impartiality <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Approachability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>


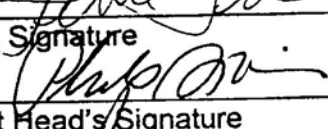
Overall Rating

- Overall Rating Should be Consistent with Job Factor Ratings -

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory	Below Standard		Standard		Above Standard		Outstanding		

COMMENTS: Examples of work done well or suggestions for improvements in work performance

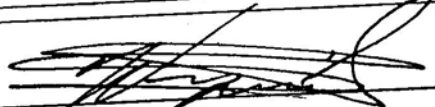
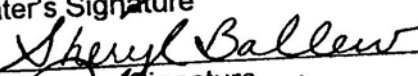
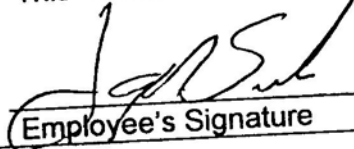
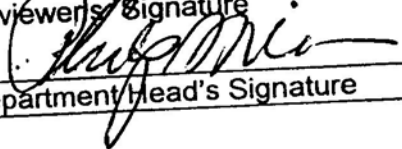
Jaysen has a high degree of technical skill as a Docutech operator. He would be a greater asset to the division if he would manage his workload in a more efficient manner. He is skilled enough to do other tasks while a large Docutech job is running, but is usually reluctant to do so. This reluctant attitude effects other employees in the division. Jaysen has an outgoing personality and is well liked by his co-workers

	Date	<i>2/24/99</i>	<i>I DO NOT ABREE WITH DELICE FROMM'S COMMENTS TO MY WORK HABITS SINCE SHE IS NEVER PRESENT WITHIN WORKING CONDITIONS</i>
<i>Delice Fromm</i>	Date	<i>2/24/99</i>	This review has been discussed with me.
	Date	<i>2/24/99</i>	<i>Jaysen Surber</i>
Department Head's Signature	Date		Employee's Signature
			Date
			<i>2-24-99</i>

City of Torrance
EMPLOYEE APPRAISAL REVIEW
 Page 2

Jaysen is an experienced employee, and has the potential to be an important asset to Central Services. During this next review period, the following goals and objectives have been identified for Jaysen:

1. To develop positive working relations, mutual support & respond favorably to suggested actions for improvement.
2. Avoid becoming defensive or argumentative when discussing a problem or situation.
3. Exercise self-control in difficult situations.
4. Eliminate use of offensive or inappropriate language in the workplace, behaving in a professional manner at all times.

	5/2/00		
Rater's Signature	Date	This review has been discussed with me.	
	4-25-00		
Reviewers' Signature	Date		5-2-00
	4/25/00	Employee's Signature	Date
Department Head's Signature	Date		

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

- OUTSTANDING:** Total work performance is definitely superior and well above the standards of performance required for the position.
- ABOVE STANDARD:** Total work performance is definitely above the standards of performance required for the position.
- STANDARD:** Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.
- BELOW STANDARD:** Total work performance is below the standards of performance required for the position. Definite improvement is needed.
- UNSATISFACTORY:** Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

I DO NOT AGREE WITH WILLIAMS DISCUSSION OF THE EVENTS IN THIS EVALUATION. I WILL PROVIDE A REBUTTAL IN DUE TIME.

City of Torrance

EM. LOYEE APPRAISAL REVIEW

Employee Name: **Jaysen Surber**
 Position: **Repro. Equip. Oper.**

Review Period: **02/23/99** to: **04/06/00**
 Department: **General Services** I.D. # **14219**

Work Performance Standards:	Work Performance Standards:
EXCEEDS MEETS BELOW	EXCEEDS MEETS BELOW
Quantity of Work: Amount of work performed <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Completion of work on schedule <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Personal Relations: Getting Along with fellow employees <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Meeting and handling the public <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Personal appearance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work: Accuracy <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Neatness of work product <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Thoroughness <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Oral Expression <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Written expression <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability: Performance in new situations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Performance in emergencies <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Performance with minimum instructions <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Work Habits: Observance of working hours <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Attendance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Observance of rules and regulations <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Observance of safety rules <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Compliance with work instructions <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Orderliness in Work <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Application to duties <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable Planning and delegating <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Training and instructing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Disciplinary control <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Evaluating performances <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Leadership <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Decision making <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fairness and impartiality <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Approachability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

- Overall Rating Should be Consistent with Job Factor Ratings -

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory			Below Standard		Standard		Above Standard		Outstanding	

COMMENTS: Examples of work done well or suggestions for improvements in work performance

As a Reprographic Operator, Jaysen's duties include: Operating and maintaining high speed photocopying and related bindery equipment used in the reproduction and binding of forms, correspondence, reports and other materials for the City. Jaysen demonstrates competency in the skills and knowledge required. He completes his work in a timely manner and meets most deadlines. However, Jaysen sometimes needs to be encouraged to put forth extra effort. He could do more to demonstrate his commitment to increasing productivity, by doing the work as assigned and not deviating from the work schedule. His attendance and punctuality record is within guidelines.

Jaysen can be difficult to work with because he displays negative and rude behavior. There have been a number of occasions when he exhibited a lack of tact or consideration for others. Examples of this include:

1. May 18, 1999 - A fellow employee was frightened by Jaysen's angry outburst, and upset by his physical contact. Jaysen was counseled by his immediate supervisor and informed that these outbursts are not acceptable, and instructed him to discuss any frustrations or concerns with his immediate supervisor.
2. September 20, 1999 - Jaysen had an angry outburst and used profanity towards his immediate supervisor. The supervisor counseled Jaysen informing him his behavior was not appropriate and his language not acceptable.
3. March 9, 2000 - In response to additional material for the City Council Agenda, Jaysen demonstrated discourteous behavior including an angry outburst and inappropriate language, in the presence of an employee from the City Manager's Office. As a result of this incident, Jaysen has received a written reprimand.

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City of Torrance
EMPLOYEE APPRAISAL REVIEW
Page 4

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance EMPLOYEE APPRAISAL REVIEW

Page 3

him and has been a continuing problem for him. Rush/emergency jobs are just the nature of the job. This has been an on going subject in one-on-one meetings and discussed with coordinators.

- Jaysen tends to be very argumentative with co-workers. Whether he's doing this as a joke it disrupts his working relationship with his co-workers. They just walk away and say "I don't want to talk about this anymore with you." He keeps bring back past experiences to employees.
- He is unwilling to participate in group meetings or demonstration of equipment. Some essential training was missed on the new bindery equipment that was purchased for the department. He would claim that he was too busy to participate. He will now have to be trained by his coordinator to catch up. He is not a team player. He was unwilling participate in the photo sessions for the Department/Division display presentation for City Council Meeting to the general public. He got angry with Graphics Coordinator for using his photo.
- Spends a lot of time on the phone, not work related. He gets many personal outside calls and the way he talks and the way the conversations is carried on. He has been told during staff meetings and one-on-one meetings. This has been addressed many times in staff meetings.

While Jaysen has improved in areas of productivity and job knowledge, he still needs improvement in the area of appropriate behavior in the work environment. During the next review period, the goals and objectives identified for Jaysen are:

- Must participate and attend in-house service courses, or demonstrations, as required for new reprographic or bindery equipment. This training is necessary in order for Jaysen to be up to date on the latest equipment.
- Be more receptive to positive and negative feedback from coordinators and supervisor. Learn from positive and negative feedback.
- Keep focused on the work at hand. When issues or conflicts arise with work assignments or co-workers, discuss them with your coordinator, so the problem may be resolved as soon as possible.
- Communicate with co-workers, coordinators, and supervisor in a courteous and respectful manner, do not make personal comments which are sarcastic, demeaning, or hurtful.

I DO NOT AGREE WITH THIS EVALUATION. I WILL PROVIDE MY

<i>REBUITAL</i>			
<i>[Signature]</i>	07/31/01		
Rater's signature	Date		
<i>[Signature]</i>	07/31/01		
Reviewer's signature	Date		
<i>Sheryl Ballew</i>	7/31/01	<i>[Signature]</i>	7-31-01
Department Head's Signature	Date	Employee's Signature	Date

This review has been discussed with me.

APPEAL PROCEDURE

(Form: cvs-ape) DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee

City of Torrance EMPLOYEE APPRAISAL REVIEW

Page 2

related to his behavior, which included:

- Communicate with peers and supervisor in a courteous and respectful manner, do not make personal comments which are sarcastic, demeaning or hurtful.
- During staff meetings do not display body language that non-participatory or disrespectful.
- Refrain from inappropriate and non-work related discussions during working hours.

Since that time Jaysen has shown inconsistent improvement. Jaysen continues to be difficult to work with because of his negative statements and behavior that creates a disruptive work environment. There have been a number of occasions when he vocalizes negative statements, excessively focusing on past issues, and upsetting coworkers. Examples of this include:

- Jaysen has not been receptive to feedback from his coordinators and supervisor, whether the feedback has been positive or negative. When approached for discussion he often walks away. He tends to over react to constructive criticism and has stated he has a distrust for management. Jaysen refuses to meet individually with me to discuss operational or job performance issues, unless he has a witness. This behavior is especially disruptive when I am attempting to provide Jaysen with instructions for a particular work order. Although Jaysen does not have a right to have a witness present in these situations, I have allowed this to occur in the hope that he would see that it is not necessary and only serves to disrupt and delay the meeting.
- Jaysen has been advised that his unwillingness to communicate (he needs to focus on the direction being address) with his coordinator and/or his supervisor is inappropriate in the working environment. Difficulties arise when instructions need to be passed on to him and are not sure he is listening (he turns and walks away and does other things to distract the overall conversation) to directions because of his unwillingness to communicate (doesn't talk to his coordinator). This has been discussed many past staff meetings.
- Throughout this period Jaysen has continued to focus on the past issues and incidents that led to the below standards evaluation he received last year. Because some of these incidents involve current coworkers it is particularly upsetting to them as they hear Jaysen continually explain his perception of the events that led to the rating. He needs to move on and forget about the past experiences. I would like to eliminate negative comments, past incidents and focus on today and future to make our working environment healthier and happier.
- On January 24, 2001, Jaysen received a written reprimand for inappropriate discussions during working hours. On several occasions I observed Jaysen discussing his religious beliefs during working hours with co-workers. Jaysen was advocating his beliefs over the beliefs of others and referred to members of a particular religion as sinners. This was upsetting to some coworkers, distractive and inappropriate in the working environment. This has also been discussed in staff meetings.
- Jaysen continues to express his unhappiness with *rush/emergency* job requests. He continues to ask his coordinator to talk to the requestors to get an extension of the due dates. He says that he is unhappy with rush jobs. He doesn't like to work under these pressures. He does not try to process improve on his job but rather do it the same old way. This has always bothered

City of Torrance EMPLOYEE APPRAISAL REVIEW

Employee Name: **Jaysen Surber**

Review Period: **07/01/00** to: **06/30/01**

I.D. # **14219**

Position: **Repro. Equip. Oper.**

Department: **General Services**

Work Performance Standards:	Work Performance Standards:
<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">EXCEEDS</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">MEETS</div> <div style="border: 1px solid black; padding: 2px;">BELOW</div>	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">EXCEEDS</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">MEETS</div> <div style="border: 1px solid black; padding: 2px;">BELOW</div>
<p>Quantity of Work:</p> <p>Amount of work performed <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Completion of work on schedule <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Quality of Work:</p> <p>Accuracy <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Neatness of work product <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Thoroughness <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Oral Expression <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Written expression <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Work Habits:</p> <p>Observance of working hours <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Attendance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Observance of rules and regulations <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Observance of safety rules <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Compliance with work instructions <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Orderliness in Work <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Application to duties <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p>	<p>Personal Relations:</p> <p>Getting Along with fellow employees <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Meeting and handling the public <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Personal appearance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Adaptability:</p> <p>Performance in new situations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance in emergencies <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance with minimum instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Supervisory Ability: Not Applicable</p> <p>Planning and delegating <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Training and instructing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Disciplinary control <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Evaluating performances <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Leadership <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Decision making <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Fairness and impartiality <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Approachability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

Overall Rating

- Overall Rating Should be Consistent with Job Factor Ratings -

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory		Below Standard		Standard		Above Standard		Outstanding	

COMMENTS: Examples of work done well or suggestions for improvements in work performance

As a Reprographic Equipment Operator, Jaysen continues to produce a standard amount of work within the normal scope of supervision. Due to vacancies within the Central Services Section, Jaysen's work assignments have primarily been in the reprographics area during this review period. This has allowed his skills and knowledge of our new Digital Reprographic and Color Copying Equipment to improve dramatically. Jaysen is learning to simplify components of the reprographic process to help reduce paper usage. An example of this is his help in converting the City Council Agenda on to CD's.

In his last evaluation Jaysen received an overall rating of "below standards", with the primary problem area being personal relations with coworkers. As a result, Jaysen was given specific goals to assist him in improving his interactions with fellow employees. Since receiving his last evaluation Jaysen has showed little improvement in this area. On August 9, 2000, I met with Jaysen to discuss his performance to date and how his behavior continued to negatively impact his performance, as well as his coworkers. Jaysen was again provided with specific instructions

City of Torrance Employee Appraisal Review

Page 3

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine or maintenance on high speed programmable photocopying and related equipment used in the reproduction and binding of forms, correspondence, reports and other materials in the centralized reprographic Section/Division of the City; and to do related work as required. Jaysen continues to produce a standard amount of work. Jaysen is an asset to the daily operation of Central Services. Jaysen has made progress, but is strongly recommended to maintain his level of performance & follow thru on all assignments. Jaysen has the capability to continue & maintain his overall performance & understand the demands of in-house print shop. Jaysen has improved in handling last minute Rush/Emergency job requests. He did not complete the Certification training for the Heidelberg copier regarding minor repairs and troubleshooting.

Accomplishments of performance goals/objectives established during last evaluation period

N/A

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue the receptiveness of both positive & negative feedback from Coordinator/Supervisor.
3. Minimize non work related conversations.
4. Communicate with co-worker, Coordinator & Supervisor in a respectful & courteous manner.
5. Improve on handling of last minute Rush/Emergency work requests.

Rater Initial: W.C.

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 12/16/03 to: 12/16/04

Position: Reprographic Equipment Operator Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW		EXCEEDS MEETS BELOW	Work Performance Standards
Quantity of Work:				Personal Relations:
Amount of work performed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Getting Along with fellow employees
Completion of work on schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meeting and handling the public
Quality of Work:				Personal appearance
Accuracy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adaptability:
Neatness of work product	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in new situations
Thoroughness	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in emergencies
Oral Expression	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance with minimum instructions
Written expression	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Supervisory Ability: Not Applicable
Work Habits:				Planning and delegating
Observance of working hours	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training and instructing
Attendance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Disciplinary control
Observance of rules and regulations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluating performances
Observance of safety rules	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Leadership
Compliance with work instructions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Decision making
Orderliness in Work	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fairness and impartiality
Application to duties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Approachability

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

- Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

William Urquilla		This review has been discussed with me.	
Rater Name (type or print)			
	12/16/04		12-16-04
Rater Signature	Date	Employee Signature	Date
	12-16-04		12-15-04
Reviewer Signature	Date	Department Head Signature	Date

City of Torrance Employee Appraisal Review

Page 3

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine or maintenance on high speed programmable photocopying and related equipment used in the reproduction and binding of forms, correspondence, reports and other materials in the centralized reprographic Section/Division of the City; and to do related work as required. Jaysen continues to produce the required amount of work and has proven to be an important asset to the daily operation of Central Services. Jaysen has made progress, but is strongly recommended to maintain his level of performance & follow thru on all assignments. Jaysen has the capability to continue & maintain his overall performance & understand the demands of in-house print shop. Jaysen has improved in handling last minute Rush/Emergency job requests. Jaysen has also shown extra effort in helping to distribute flyers to various neighborhoods for the Community Development Department, which was conducted primarily after hours.

Accomplishments of performance goals/objectives established during last evaluation period

Jaysen has improved upon receiving instruction and feedback from his supervisors, and has attempted to minimize the amount of non work related conversations. He continues to improve his communication skills with his supervisors and understands the necessity of prioritizing certain jobs. Jaysen should complete the Heidelberg certification training for minor repairs and troubleshooting.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue the receptiveness of both positive & constructive feedback from Coordinator/Supervisor.
2. Continue to improve on minimizing non work related issues.
3. Continue to improve on communication with supervisors and co-workers.
4. Complete the Certification training for the Heidelberg copier regarding minor repairs and troubleshooting.

Rater Initial: W.U.

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

I WILL SUBMIT E-MAIL ON CONCERNS OF # 4 GOAL/OBJECTIVE.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 03/29/05 to: 03/29/06

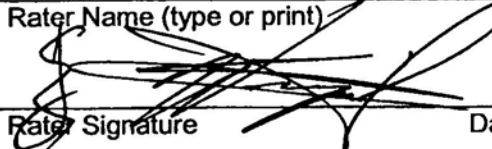
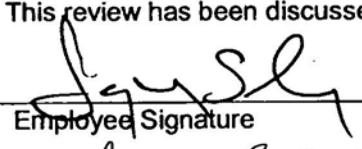
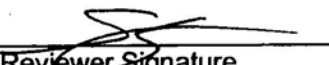
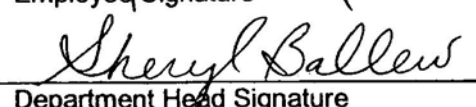
Position: Reprographic Equipment Operator Department: General Services

Work Performance Standards		EXCEEDS MEETS BELOW		Work Performance Standards		EXCEEDS MEETS BELOW
Quantity of Work:				Personal Relations:		
Amount of work performed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/>	<input checked="" type="checkbox"/>
				Personal appearance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Quality of Work:				Adaptability:		
Accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in new situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Neatness of work product	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thoroughness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Oral Expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Written expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Work Habits:				Supervisory Ability: Not Applicable		
Observance of working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Planning and delegating	<input type="checkbox"/>	<input type="checkbox"/>
Attendance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training and instructing	<input type="checkbox"/>	<input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Disciplinary control	<input type="checkbox"/>	<input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluating performances	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Leadership	<input type="checkbox"/>	<input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Decision making	<input type="checkbox"/>	<input type="checkbox"/>
Application to duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/>	<input type="checkbox"/>
				Approachability	<input type="checkbox"/>	<input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

- | | | | | |
|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Unsatisfactory | Below Standard | Standard | Above Standard | Outstanding |

William Urquilla		This review has been discussed with me.	
Rater Name (type or print)		Employee Signature	
	<u>3/30/06</u>		
Rater Signature	Date	Employee Signature	
	<u>3-30-06</u>		<u>3-30-06</u>
Reviewer Signature	Date	Department Head Signature	Date

City of Torrance Employee Appraisal Review

Page 3

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

During his 12th year as a Reprographic Equipment Operator, Jaysen has produced a standard amount of work within the normal scope of supervision. While completing his work in a timely manner to meet most deadlines, Jaysen has also demonstrated an improvement in handling large jobs, which routinely require overtime to complete.

While maintaining a standard level of productivity and job knowledge, Jaysen still needs improvement in the area of appropriate behavior in the work environment. Examples include:

- During the course of this evaluation period, Jaysen was reminded that Union business should be handled during non-work hours, which include before work, after work, or lunch periods, and should be conducted outside the work area.
- On October 24, 2006, Jaysen was counseled by his supervisor not to wipe or leave any blood drops on any desk or machine surface after administering his blood sugar test. On February 20, 2007, Jaysen received a written reprimand because blood drops were again noticed on the Heidelberg copy machine. Jaysen was again instructed to take the necessary steps to ensure that it did not happen again. Since that time there have been no further incidents.

Accomplishments of performance goals/objectives established during last evaluation period

Goals and objectives that were established during the last evaluation period were partially completed as follows:

1. In receiving constructive feedback from his supervisor or manager, Jaysen often displayed a defensive and negative attitude during discussions relating to his job performance or appropriate behavior in the workplace.
2. Jaysen did make an attempt to minimize non work related issues, however there continued to be several reminders of items that needed to be handled during non work hours, examples include Union business, and personal conversations that caused distractions and delays to his normal duties.
3. In his effort to improve communication with co-workers, Jaysen received an Employee Spot Award from the City Manager's Office in accomplishing a large complicated printing project with a "positive attitude."
4. Jaysen initially refused direction to attend Certification for the Heidelberg copier. The delay in arranging for the training resulted in Jaysen not being trained as the class was eventually discontinued.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Must participate and attend service courses, or demonstrations, as required for new reprographic or bindery equipment.
2. Attend at least one training course related to work place communication skills.
3. Maintain sanitary conditions in the workplace.

Rater Initial: R.L.U.

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 4/11/06 to: 4/11/07
 Position: Reprographics Equipment Operator Department: General Services

	EXCEEDS	MEETS	BELOW		EXCEEDS	MEETS	BELOW
Quantity of Work:				Personal Relations:			
Amount of work performed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Work:				Personal appearance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adaptability:			
Neatness of work product	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in new situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thoroughness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Oral expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Written expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Supervisory Ability: Not Applicable			
Work Habits:				Planning and delegating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training and instructing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attendance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Disciplinary control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluating performances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application to duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Approachability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

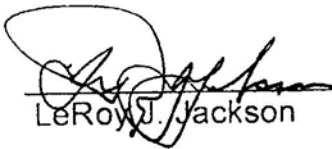
Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

William Urquilla	12430	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#	<i>Jaysen Surber</i>	<i>4-16-07</i>
<i>[Signature]</i>	<i>4/16/07</i>	Employee Signature	Date
<i>[Signature]</i>	<i>4-16-07</i>	<i>Sheryl Ballew</i>	<i>4-15-07</i>
Reviewer Signature	Date	Department Head Signature	Date

City of Torrance Employee Appraisal Notification

Employee Name: Jaysen Surber I.D.# 14219 Period: 12/27/2007 to: 12/27/2008
Position: Reprographic Equipment Operator Department: General Services

This is to notify you that your performance evaluation record is being updated. Be advised that for the period noted above your performance record will reflect that you have met the standards of performance required of the position. This notification will be included in your personnel file.


LeRoy J. Jackson

May 28, 2009
Date

CC: Personnel File

dyt hd.

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

As a Reprographic Equipment Operator, Jaysen has produced a standard amount of work within the normal scope of supervision. While completing his work in a timely manner to meets his deadlines.

Jaysen has improved in the area of appropriate behavior in the work environment by being friendlier and open to new ideas. He also assists with the Mail/Driver Delivery position when needed. Jaysen is very helpful with deliveries of large items to administrative staff that are limited to lifting and carrying large items.

Jaysen has shown an improvement in attitude. He has controlled his emotions and negative outbursts and has maintained a positive outlook toward his job and fellow employees. He has also attended and completed Torrance University, CORE Classes.

1. Track time spent on jobs in Reprographics and Bindery for each job ticket in EDU/Printshop Pro.
2. Organize and Back up of City documents to external Hard drive.
3. Take initiative to maintain paper shelving during downtime and when switching to bindery.
4. Apply more attention to detail on projects for a more refined result through color calibration on the color copier and bindery equipment troubleshooting.
5. Do not exceed 15 minute breaks twice a day.
6. Login packages into the package tracking system as soon as they arrive.

Rater Initial: JP

Employee Initial: JAS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 1/9/11 to: 11/9/12
 Position: Reprographic Operator Department: General Services

Work Performance Standards	MEETS	Work Performance Standards	MEETS
Quantity of Work:		Personal Relations:	
Amount of work performed	<input checked="" type="checkbox"/>	Getting Along with fellow employees	<input checked="" type="checkbox"/>
Completion of work on schedule	<input checked="" type="checkbox"/>	Meeting and handling the public	<input checked="" type="checkbox"/>
		Personal appearance	<input checked="" type="checkbox"/>
Quality of Work:		Adaptability:	
Accuracy	<input checked="" type="checkbox"/>	Performance in new situations	<input checked="" type="checkbox"/>
Neatness of work product	<input checked="" type="checkbox"/>	Performance in emergencies	<input checked="" type="checkbox"/>
Thoroughness	<input checked="" type="checkbox"/>	Performance with minimum instructions	<input checked="" type="checkbox"/>
Oral expression	<input checked="" type="checkbox"/>		
Written expression	<input checked="" type="checkbox"/>		
Work Habits:		Supervisory Ability: Not Applicable	
Observance of working hours	<input checked="" type="checkbox"/>	Planning and delegating	<input type="checkbox"/>
Attendance	<input checked="" type="checkbox"/>	Training and instructing	<input type="checkbox"/>
Observance of rules and regulations	<input checked="" type="checkbox"/>	Disciplinary control	<input type="checkbox"/>
Observance of safety rules	<input checked="" type="checkbox"/>	Evaluating performances	<input type="checkbox"/>
Compliance with work instructions	<input checked="" type="checkbox"/>	Leadership	<input type="checkbox"/>
Orderliness in Work	<input checked="" type="checkbox"/>	Decision making	<input type="checkbox"/>
Application to duties	<input checked="" type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/>
		Approachability	<input type="checkbox"/>

Overall Rating Should be Consistent with Job Factor Ratings
 See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerardo Pinela	18612	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#	<i>Jash</i>	<i>1-9-12</i>
<i>Gerardo Pinela</i>	<i>1/9/12</i>	Employee Signature	Date
Rater Signature	Date	<i>Sheryl Baller</i>	<i>1-9-12</i>
<i>[Signature]</i>	<i>1-9-12</i>	Department Head Signature	Date
Reviewer Signature	Date		

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

As a Reprographic Equipment Operator, Jaysen contributes to meeting division deadlines on reprographic and bindery projects consistently.

Jaysen has made suggestions to help customers be more accurate with their project submissions via the online ordering system to meet their deadlines. He also assists with the Mail/Driver Delivery position when needed. Jaysen is very helpful with deliveries of large items to administrative staff that are limited to lifting and carrying large items. He also participated in the CPR Training program and is now certified. He also completed NPDES training.

Accomplishments of performance goals/objectives established during last evaluation period

Jaysen has been continuously tracked time on Jobs in the Reprographics and Bindery for each job ticket in EDU/Printshop Pro. Continues to maintain his 15 minute breaks twice a day.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs in Reprographics and Bindery for each job ticket in EDU/PrintshopPro.
2. Continue to organize and Back up of City documents to external Hard drive.
3. Continue to maintain paper shelving during downtime and when switching to bindery.
4. Continue Login of packages into the package tracking system as soon as they arrive.
5. Evaluate reprographic and bindery equipment being researched.

Rater Initial: 

Employee Initial: 

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

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COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 7/17/12 to: 7/17/13
 Position: Reprographic Operator Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable	
Work Habits:		Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

<p>Gerardo Pinela 18612 Rater Name (type or print) Rater ID#</p> <p><i>Gerardo Pinela</i> 7/18/13 Rater Signature Date</p> <p><i>[Signature]</i> 7-17-13 Reviewer Signature Date</p>	<p>This review has been discussed with me.</p> <p><i>Jaysen Surber</i> 7-18-13 Employee Signature Date</p> <p><i>Sheryl Baller</i> 7-17-13 Department Head Signature Date</p>
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City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber **I.D. #** 14219

Comments to support overall rating

As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen has contributed in evaluating reprographic equipment and software.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs in Reprographics and Bindery for each job ticket in EDU/PrintshopPro.
2. Continue to organize and Back up of City documents to external hard drives.
3. Continue to maintain paper shelving during downtime and when switching to bindery.
4. Jaysen will continue to undergo training to rotate from the Reprographics area to the Bindery area and the large format and inkjet printing area.

Rater Initial: GP

Employee Initial: JNS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 6/10/14 to: 6/10/15
 Position: Reprographic Specialist Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable	
Work Habits:		Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerardo Pinela	18612
Rater Name (type or print)	Rater ID#
<i>Gerardo Pinela</i>	6/10/15
Rater Signature	Date
<i>[Signature]</i>	6-11-15
Reviewer Signature	Date
This review has been discussed with me.	
<i>Jaysen Surber</i>	6-10-15
Employee Signature	Date
<i>Sheryl Ballou</i>	6-11-15
Department Head Signature	Date

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed. A verbal reprimand was issued to Jaysen on February 10, 2016 regarding an incident confronting a citizen at the City Yard. A rebuttal to the reprimand was received. No further incidents have occurred.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen has been trained and is rotating from Reprographics area to the bindery and the large format and inkjet printing area..

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs for each job ticket in EDU/PrintshopPro.
2. Needs to organize and Back up City documents to external hard drives.
3. Continue to maintain paper shelving during downtime and when switching to bindery.
4. Jaysen will continue to undergo training to rotate from the Reprographics area to the Bindery area and the large format and inkjet printing area.

Rater Initial: LR

Employee Initial: Jns

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

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COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

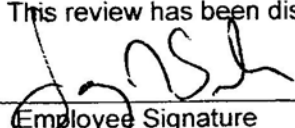
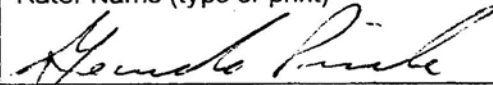
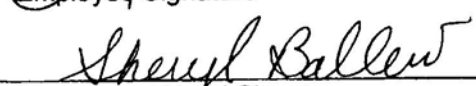

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 12/28/15 to: 12/28/16
 Position: Reprographic Specialist Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Quality of Work:		Adaptability:	
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable	
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Work Habits:		Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerardo Pinela	18612	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#		12-28-16
	12/28/16	Employee Signature	Date
Rater Signature	Date		12-27-16
	12-27-16	Department Head Signature	Date
Reviewer Signature	Date		

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine cleaning or maintenance on high speed reprographic equipment and related bindery equipment used in the production and binding of forms, correspondence, reports and other materials in the central reprographic section/division of the City; and to perform related work as required. As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen has been trained and is rotating from Reprographics area to the bindery and the large format /Xante envelope printer.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs for each job ticket in EDU/PrintshopPro.
2. Organize and Back up City documents to external hard drives at the end of his rotation.
3. Become proficient in the operation of the new Xante envelope and letterhead printer.
4. Continue to maintain paper shelving during downtime and when switching to bindery.
5. Clear the top of reprographics equipment of paper daily.
6. Complete forklift training.

Rater Initial: AS

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days a written request to the Civil Service Commission for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 6/14/18 to: 6/14/19
 Position: Reprographic Specialist Department: General Services

Work Performance Standards EXCEEDS MEETS BELOW	Work Performance Standards EXCEEDS MEETS BELOW
<p>Quantity of Work:</p> <p>Amount of work performed <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Completion of work on schedule <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Quality of Work:</p> <p>Accuracy <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Neatness of work product <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Thoroughness <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Oral expression <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Written expression <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Work Habits:</p> <p>Observance of working hours <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Attendance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Observance of rules and regulations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Observance of safety rules <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Compliance with work instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Orderliness in Work <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Application to duties <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p>	<p>Personal Relations:</p> <p>Getting Along with fellow employees <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Meeting and handling the public <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Personal appearance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Adaptability:</p> <p>Performance in new situations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance in emergencies <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance with minimum instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Supervisory Ability:</p> <p>Planning and delegating <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Training and instructing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Disciplinary control <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Evaluating performances <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Leadership <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Decision making <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Fairness and impartiality <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Approachability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerry Pinela	18612	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#		<u>6-28-19</u>
	<u>6/28/19</u>	Employee Signature	Date
	<u>6/28/19</u>		<u>6-20-19</u>
Reviewer Signature	Date	Department Head Signature	Date

ESTABLISHED/REVISED DATE:

Revised Date: October 2014

- Paper stock, inks, and toners used in reproduction work;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including goals and objectives; and General City operations.

Ability to

- Operate high speed digital printing equipment;
- Perform simple routine maintenance on a variety of mechanical equipment used in conjunction with reprographic and bindery related duties;
- Understand and carry out oral and written instructions of average complexity;
- Make simple mathematical calculations involving addition, subtraction, multiplication and division;
- Measure and weigh;
- Learn and follow stockroom procedures;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Shift priorities and work under pressure to meet multiple and simultaneous deadlines;
- Meet schedules and timelines;
- Perform work in accordance with specifications on work requests;
- Learn and utilize general and specialized computer applications;
- Learn to operate and utilize a powered forklift and pallet jack/truck;
- Establish and maintain effective work relationships with the general public, co-workers, and those contacted during the course of work;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS:

Performance of the essential duties of this position include the following physical demands and/or working conditions:

Work is regularly performed indoors in a print shop, mail room environment. Work is performed among large printing machines. Constant exposure to noise, vibrations, odors, chemicals, and ink. Physical demands include lifting, carrying and standing for long periods of time. Lifting of stationary boxes and printed materials weighing up to 55 lbs is required.

Positions in this classification may be required to work overtime to ensure that deadlines are met to produce documents such as City Council Agenda, City Budget or other documents for special events.

CAREER LADDER INFORMATION:

Experience gained in this classification in addition to training and course work may serve to meet the minimum qualification guidelines for Central Services Coordinator.

Revised Date: October 2014

The following duties represent the principal job duties; however, they are not all inclusive.

- Operates speed reprographic equipment to reproduce various documents according to specific requirements which may include: paper size, color, or reduction of oversize originals to specified dimension;
- Operates a variety of equipment used to bind, punch, staple or cut reproduced materials accordance written requests;
- Performs bindery work such as paper collating, folding, letter inserting and stamping equipment to prepare such items as newsletters, licenses, public notices or a variety of other documents for mailing;
- Reproduces documents from original hardcopy, electronic files, or other media;
- Operates large format equipment to print and finish material to create posters, displays, banners, photo enlargements, plans and other related media as requested;
- Performs document scanning and digital file backup/archiving;
- Restock paper in warehouse and reprographic area shelves according to color, weight and size;
- Operates pallet jack/truck and powered forklift;
- Verifies the amounts indicated on invoices received, and assists City employees in filling their office material supply requests;
- Sets up, monitors, cleans and provides basic maintenance to equipment;
- Orders parts needed to make minor repairs; contacts service representatives regarding major repairs and service;
- Changes and adds chemicals/solutions to equipment, as needed;
- Keeps work areas orderly, clean, and safe; ensures proper care in the use of equipment and supplies;
- Updates electronic job ticket information;
- Logs receiving of shipments for notification, and distributes them to customers;
- Maintains proper records and digital files on computer systems;
- Uses digital media applications to perform assigned duties;
- Work overtime as requested.

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Provides customer service duties requiring knowledge of the printing industry;
- Answers telephones and greets customers at the front counter, as needed.

QUALIFICATION GUIDELINES:

Education and Experience

Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

One year of experience with digital printing equipment and commercial bindery equipment. Knowledge of stockroom and inventory procedures preferred.

License or Certificate

Possess and maintain a valid Class C California Driver license. Obtain and maintain forklift certification within 6 months of hire.

Knowledge of

- Operation of high speed *digital* reprographic equipment;
- Operating features of computer equipment;



REPROGRAPHIC SPECIALIST

Class Code:
1112

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Oct 1, 2014

SALARY RANGE

\$19.88 - \$25.42 Hourly
\$3,445.87 - \$4,406.13 Monthly
\$41,350.40 - \$52,873.60 Annually

DEFINITION:

Under general supervision, operates high speed digital reprographic, inkjet, and duplicating equipment. Operates a variety of equipment used to bind, hole-punch, staple, cut, or laminate reproduced/printed materials per request in the centralized reprographic section/unit of the City. Performs routine cleaning and/or maintenance on all equipment used and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Delivery Driver/Clerk in that collecting and transporting materials and goods is not the primary work assignment. An incumbent's primary work assignment consists of operating high speed digital reprographic equipment, ink jet, duplicator and related bindery equipment. Distinguished from Central Service Coordinator in that the Coordinator oversees and coordinates the work of the Reprographic Specialist.

Receives supervision from the Central Services Coordinator and the Central Services Supervisor.

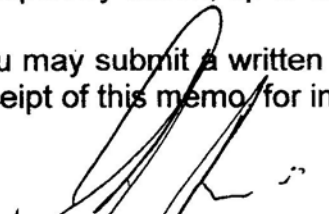
EXAMPLES OF ESSENTIAL DUTIES:

Your actions are a violation of the Department of General Services Employee Rules and Regulations, Section V.C., which states "In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible."

Based on the above record you must take corrective measures to behave professionally with your supervisor and your co-workers. The appropriate response is to notify your supervisor of the problem in a calm, professional manner.

You must take immediate action to comply with General Services department rules and regulations. You are advised that future conduct of this nature may result in further disciplinary action, up to and including termination.

You may submit a written response to this reprimand to me, within 10 calendar days of receipt of this memo for inclusion in your personnel file.



Carlos Romero,
Central Services Supervisor

My signature acknowledges I have received this memo.



Jaysen Surber

4-22-21

Date

*I Do Not agree with this discription
of events described in this written reprimand.*

CITY OF TORRANCE
INTER-OFFICE COMMUNICATION

Date: June 17, 2021

To: Jaysen Surber, Reprographic Specialist
From: Carlos Romero, Central Services Supervisor
Subject: Written Reprimand

This memo shall serve as a written reprimand to you for engaging in behavior that violated Department of General Services Employee Rules and Regulations. On Thursday, May 20, 2021, you came into my office and exhibited a loud, angry outburst. You yelled about how your files for the agenda keep on being deleted on the computer when you are on machines.

Prior to entering my office, you were working on processing the City Council Agenda when an employee from the City Clerk's office called to notify you that item 6A was not on the flash drive given to them earlier for review. That is when you became really angry, and entered my office and yelled that we don't do anything about how someone keeps deleting your files. With an angry voice, you kept saying that you were tired of it and you do not know how much you can take anymore. You stated that no other reprographic specialist gets files deleted when they are on machines but as soon as it is your turn files are deleted.

While you walked away from my office door, you slammed a stack of papers that you were holding on the bindery table, very hard. You then kept walking to the printing machines and continued yelling about how Carlos, Gerry and Shant have not done anything to fix this issue of files being deleted. You said it only happens to you and you want management to fix it.

I asked you to calm down, and told you this behavior was not acceptable. There was no reason to be angry, and no reason to be slamming papers on the table the way you did. I also told you that yelling on the floor is not necessary. You looked at me and denied that you had slammed anything on the bindery table and that you were very frustrated about the files being deleted. One employee witnessed you slam the stack of papers on the bindery table and at least two others overheard it.

I asked you to calm down a few times because you were getting more upset as you talked more about the files being deleted. When you became a little more calm, I told you I was going to ask CIT to check the computer to find out if someone had been logged in while you were scanning the agenda item. You calmed down when I explained to you that I would have CIT look into it. You said you had a list of the times and files names that have been deleted since September 2020. You handed me the list as you kept repeating, "Management has not done anything to fix it". I responded to you that we have called the Canon technician multiple times to check on the software and computers. The technician has not found any issues with the software or computer. In addition, I shared that we have created a new procedure using a shared folder with the City Clerk's Office that we can save files to. You did not want to hear it.

CITY OF TORRANCE**INTEROFFICE COMMUNICATION****DATE: February 13, 2007**

Attachment F

TO: Jaysen Surber, Reprographics Equipment Operator
FROM: Shant Megerdichian, Facility Operations Manager
SUBJECT: Written Reprimand

As you recall, on January 23, 2007, I spoke to you regarding a concern about your blood being found on one of the copy machines as a result of your performing your blood sugar test. This matter was first discussed with you by Eugene Inouye on October 24, 2006, where you were instructed to discontinue wiping your blood under your desk after performing your blood sugar tests.

This issue is an ongoing problem as it causes an unsanitary condition and poses a potential workplace hazard. It is disruptive to other employees who feel uncomfortable when office equipment is exposed to blood. The use of a bandage has been presented to you, in which you have refused.

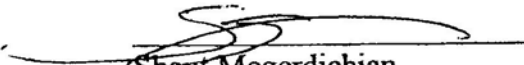
As a result of the above situations, this memo shall serve as a written reprimand; a copy of which will be placed in your personnel file.


Repeated actions of this nature could result in further disciplinary action.

You are hereby directed to:

1. Perform your blood sugar test in private
2. Do not leave any used or bloody test materials at your workstation or any common areas. The materials must be properly discarded in a trash can.
3. You must take necessary steps to ensure that following your test, bodily fluids are contained on your person. An example of this would be to wear a bandage on the affected area.

You may submit a written response to me, within 10 days of receipt of this memo, for inclusion in your personnel file.


Shant Megerdichian
Facilities Operations Manager

Received by: 

Employee's Signature


Date

Cc: Human Resources Department
Department File

Concur:

Sheryl Ballew
Sheryl Ballew
Facility Operations Manager

I have received a copy of this memo:

[Signature]
Signature

1/24/08
Date

I DO NOT AGREE WITH THIS REPRIMAND.

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: January 24, 2001

TO: Jaysen Surber, Reprographics Equipment Operator
FROM: Eugene K. Inouye, Central Services Supervisor
SUBJECT: Written Reprimand

As you recall on August 10, 2000, I met with you to discuss areas of your performance that needed improvement. During the conference you were instructed to refrain from inappropriate and non-work related discussions during work hours. You were advised that this type of behavior was negatively impacting your performance and was distracting to your co-workers.

Over the last several weeks on numerous occasions you have been actively discussing your religious beliefs during working hours with your co-workers. The discussions were very disturbing to some employees. Advocating your religious beliefs to change the beliefs of others by placing your views above theirs was upsetting, distracting, and inappropriate in the working environment. These discussions can be done on your break time, lunchtime, or after working hours.

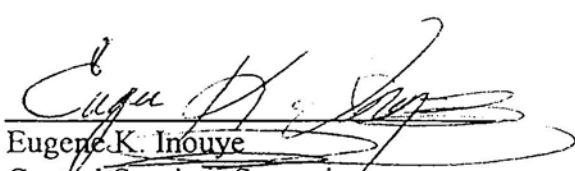
As a result of the above situations, this memo shall serve as a written reprimand: a copy of which will be placed in your personnel file.

Further actions of this nature could result in further disciplinary actions up to, and including, dismissal.

As per our meeting on August 10, 2000, and the subsequent memo you received regarding our conversation you are again advised to:

- Refrain for inappropriate and non-work related discussions during working hours
- If there are issues or conflicts that arise discuss them with your immediate coordinator that they can be resolved early.
- Keep focused on the work at hand
- Keep negative conversations out of the work environment.

You have the right to respond to this reprimand in writing, within 10 days of receipt of this memo, and submit your response to me for inclusion in your personnel file.


Eugene K. Inouye
Central Services Supervisor

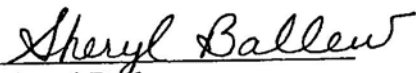
As a result of the above situation, this memo shall serve as a written reprimand; a copy of which will be placed in your permanent personnel file.

Further actions of this nature could result in further disciplinary action up to, and including, dismissal.

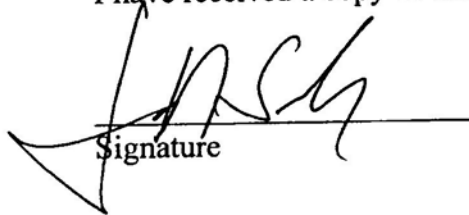
You have the right to respond to this reprimand in writing and submit your response to me for inclusion in your personnel file.


William Urquilla
Central Services Coordinator

Concur:


Sheryl Ballew
Facility Operations Manager

I have received a copy of this memo:


Signature

3-17-00
Date

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: March 16, 2000

TO: Jaysen Surber, Reprographic Equipment Operator
FROM: William Urquilla, Central Services Coordinator
SUBJECT: Written Reprimand

This memo is to serve as a written reprimand for your recent conduct which resulted in your failure to comply with the following Department of General Services Employee Rules and Regulations under Section V: Employee Conduct, Item 1, Employee conduct on the job:

- B. Employees are to refrain from the use of obscene language which might be overheard and be offensive to the public.
- C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible.

On Thursday afternoon, March 2, 2000, we had a discussion regarding the work schedule for Thursday, March 9, 2000. I asked if you would be able to work late to help process the Council Agenda. You confirmed that it would not be a problem unless you were out sick.

On Thursday evening, March 9, 2000, we were working late processing the Council Agenda as scheduled when an employee of the City Managers office came in with the final information for the agenda. When you saw the volume of information, you broke into an angry outburst and began yelling. I apologized to the employee for your hostile behavior and after the employee left, you continued yelling and used profanity.

On prior occasions, you were verbally advised that such conduct by an employee is unacceptable. Further, you were advised to cease such offensive acts. Failure to comply is an act of insubordination.

SECTION V: EMPLOYEE CONDUCT

1. EMPLOYEE CONDUCT ON THE JOB:

- A. Employees of the City of Torrance are direct representatives of the City and should conduct themselves accordingly in their dealings with the public.
- B. Employees are to refrain from the use of obscene language which might be overheard and be offensive to the public.
- C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible.
- D. No employee will accept gratuities from the public for any City services rendered.

2. REPORTING OF CONSEQUENTIAL INCIDENTS AND TRAFFIC ACCIDENTS:

- A. It is important that employees report to their supervisor any accident or injury involving city property which occurs between an employee of the Department of General Services and a member of the public or another employee of another department, and report any traffic accident involving a City vehicle, no matter how small or inconsequential the accident.
- B. In case of a traffic accident involving a City owned vehicle, the operator of that vehicle will be required to comply with the following rules:
 - 1. Employees are to contact the Police Department immediately, regardless of how serious or how small the accident is, and wait for their arrival so that a police report can be completed. If anyone involved in the accident is injured, Torrance Fire Department paramedics shall also be called.
 - 2. Employees are not to leave the scene of the accident until the police investigation is completed or until the employee is told he can leave by the investigating officer in charge.
 - 3. In addition, the employee is to fill out in detail the City Accident Report Form in its entirety, listing time of the accident, date, location, and who was involved, along with other pertinent information.

SECTION II: WORK RESPONSIBILITIES

1. ASSIGNMENT OF WORK:

All department employees are expected to diligently perform their assigned work tasks in a professional manner to satisfactory completion. Employees will be subject to disciplinary action for any of the following:

- A. Employees who exercise poor work habits.
- B. Employees found sleeping during working hours.
- C. Employees who are frequently tardy or absent from work.
- D. Insubordination to division supervisor(s) or higher level of supervision.
- E. Any employee who is found to be driving around the city or "hanging out" in a location which results in the wasting of time and/or gasoline shall be subject to immediate disciplinary action, including suspension without pay. Repeat offenses will be dealt with progressively utilizing more serious levels of discipline.
- F. If an employee completes their assigned work, they shall contact their immediate supervisor by the best means possible to secure a new assignment.
- G. If the employee is unable to locate his immediate supervisor, they shall contact the work division office for reassignment or the General Services administrative office for assistance in contacting their division supervisor.

2. PICKING UP MATERIALS:

- A. Employees shall make every effort to plan their work assignments with regards to materials needed before starting a job. They shall make every effort to secure needed work materials before the work begins.
- B. When an employee is required to pick up materials from a local store, they shall pick up the required materials with minimum amount of delay and travel required, using the established department petty cash system or advanced purchase authorization to secure the needed materials. The employee shall then proceed to his assigned work site to perform his work. Should the employee need to leave the city boundary to obtain necessary supplies, he must contact and advise his supervisor of this need prior to leaving the city. No exceptions!

Shop Pro - Internet Explorer

http://cswebdesk.torranceca.gov/PSP/appNET/PrintStaff/OrdersList.aspx?SID=148&PLID=-1&FROM=Dash

Shop Pro

Administration Orders Website

to Dashboard

Print Orders

(Current) Confirmed Site: -- All Sites -- Req# Contains: Priority: -- All Priorities --

Category: -- All Status Categories -- Acct# Contains: Job Name Contains: # Records: 200

Status Date: End Status Date: Sort By: Due Date Ascending

Every Bundle: -- All Delivery Bundles -- Bundle Name Contains:

Include Orders with No Equipment Filter by Equipment

Apply Filter 8 Records Returned (out of 8) Clear Selections Export Results

OrderID	Due Date	Status	Qty	Total	Priority	Category	Finished Size	JobName	
48866	Tue 2/14/2023	Confirmed	10,000	\$6,329.40	High	Print	8-1/2 x 11	Compliments of Torrance Transit Stickers 5/25/2022 5/26/2022 2/9/2023 9410	
48872	Wed 2/15/2023	Confirmed	425	\$555.70	High	Print	8-1/2 x 11	TOCA Friendship Festival Playbill 5308 C	
48897	Fri 2/17/2023	Confirmed	591	\$246.36	Medium	Print	8-1/2 x 11	2023 AFD Letters to Donors (excel spreadsheet) 7007 Pe	
48894	Fri 2/17/2023	Confirmed	700	\$289.90	Medium	Print	8-1/2 x 11	2023 AFD Donor Letter Enclosure 7007 Po	
48893	Fri 2/17/2023	Confirmed	700	\$289.90	Medium	Print	8-1/2 x 11	2023 AFD Donor Letter 7007 Pol	
48875	Fri 2/17/2023	Confirmed	300	\$2,886.41	High	Print	8-1/2 x 11	MARIE CURIE -REVISED- PROGRAM 2/14/2023 9307 Com	
48905	Tue 2/21/2023	Confirmed	1	\$4.45	Medium	Print	11 x 17	11 x 14 art CSD 9301 Com	
48877	Fri 3/3/2023	Confirmed	5,000	\$499.00	Medium	Print	11 x 17	Sea Aire Golf Course Score Card 9305 Comm	
				\$6,097.12					

EliteDisplay E241

hp

Urguilla, William

Hi Crystal,

You are so right. I did not update the total when I adjusted, adding Com

Total copies for Supplementals is 11.

Oral Communications

Supplemental Materials, and

Members, City Treasurer, and staff the following

Supplemental Materials

This distribution will be effective starting

Herdcogy



City of Torrance - Central Services
3031 Torrance Blvd
Torrance, CA 90503

Job Ticket
48866

Ph: 310-618-2890 Fax:

Priority: High



48866

Created Date **2/9/2023** Requisition # _____ Originator **Ferlecia Richards (781-6923)**

Status **In Bindery (2/15/2023)** Needed by **2/14/2023** Designer _____

Job Name **Compliments of Torrance Transit Stickers 5/25/2022 5/26/2022 2/9/2023** Ship to Phone **781-6923** Recipient **Ferlecia Richards (781-6923)**

Site/Dept **9410 Transit Admin-Motorbus (Ferlecia Richards)**

Account #('s) **6201-94-9410-941001-3777** Approval: Copyright Approved

ORDER

of copies **10000** Proof Required Sheets per Set **1**
Category **Print** Graphics Work Required Collate # Pads **0**
Finish Size **8-1/2 x 11** **Color Printing** Score Perforate
Add-ons: **1 Hr. Reprographics Specialist (0.25); Bindery/Manual Labor (1 Hr.) (1)**

BINDING CUT FOLD DRILLING

None **4 up (Quartered) (2)** None None

STOCKS

Sheets	#UP	Originals	Stock	2Sided	Resource	Color	Imp's
1 sheets/set (2,500 sheets)	4-up	1	60# Mattelitho White Permanent adhesive 8-1/2 x 11	<input type="checkbox"/>	Canon Color C800	<input checked="" type="checkbox"/>	2500

(Main Paper)

INSTRUCTIONS SHIPPING

Packaging **None** Distribution **None**
Notes **10,000 Total Stickers 4X4 - See Attached File.** Ship To **Hold for Pickup**
******PLEASE GO BACK TO ORIGINAL STICKER PAPER WHERE IT OPENS FROM THE BACK Again, 10,000 Copies (NO RUSH)**
Check Scanjobs / Transit Folder Original on File

**Questions please contact
 Destinee at 6935 - Thanks
 (Cloned From Order#45139)
 (Cloned From Order#46575)
 (Cloned From Order#46591)**

Delivery Note

FILE ATTACHMENTS

File Name	Type	Approval	#Originals	Stock
\ord\2023\Feb\48866_WorkOrderDestinee_03112021_FNR.pdf 2,000 Stickers 4X4 - See Attached File Questions please contact Destinee at 6935 - Thanks	Document	Original File	1	

APPROVED BY

Signature	Date	Price \$1,329.40
Print	Date	

JAYSEN SURBER

BOOK OF DEPARTMENT EXHIBITS PRESENTED BEFORE
THE COMMITTEE OF THE CIVIL SERVICE COMMISSION

Prepared by:
City of Torrance
Civil Service Division

1 CITY OF TORRANCE
2 OFFICE OF THE CITY ATTORNEY
3 By: Jocelyn N. Sarigumba, Deputy City Attorney
4 Galen W. Bean, Deputy City Attorney
5 Telephone: (310) 618-5810
6
7
8

9 TORRANCE CIVIL SERVICE COMMISSION

10 IN THE MATTER OF
11 JAYSEN SURBER
12
13
14

CITY OF TORRANCE – GENERAL
SERVICES DEPARTMENT WITNESS
LIST

Pre-hearing Date: September 30, 2024
Hearing Date: Pending
Time: Pending
Place: Council Chambers

15
16 WITNESS LIST

17 The City of Torrance General Services Department may call the following witnesses:
18

- 19 1. Jaysen Surber - Appellant
- 20 2. Shant Megerdichian – General Services Department Director
- 21 3. Carlos Romero – General Services Supervisor – Central Services
- 22 4. Gerardo Pinela – General Services Facilities Operations Manager
- 23 5. William Urquilla – General Services Coordinator – Central Services
- 24 6. Erick Hernandez – General Services - Reprographic Specialist
- 25 7. Robert Weinmeister – Human Resource Analyst – Human Resources
- 26 8. Inshirah Mabson – Principal Analyst – Human Resources
- 27 9. Samantha Cerda – Deputy City Clerk I – City Clerk’s Office
- 28


1 10. Eugene Inouye – Former General Services Supervisor – Central Services

2 11. Sheryl Ballew – General Services – Former Facility Operations Manager

3 The City reserves the right to call additional witnesses for rebuttal purposes.

4
5 Dated: September 20, 2024

CITY OF TORRANCE

7
8 By: 
9 Galen W. Bean
Deputy City Attorney

SUBPOENA WITNESS LIST

Jaysen Surber Civil Service Commission Disciplinary Appeal

GENERAL SERVICES DEPARTMENT

Eugene Inouye

Former General Services Supervisor

Central Services

General Services Department

[REDACTED]

[REDACTED]

Sheryl Ballew

Former Facility Operations Manger

General Services Department

[REDACTED]

[REDACTED]

HUMAN RESOURCES DEPARTMENT

Inshirah Mabson

Former Principal Analyst

Human Resources Department

[REDACTED]

[REDACTED]

[REDACTED]

OFFICE OF THE CITY CLERK

Samantha Cerda

Former Deputy City Clerk III

Office of the City Clerk

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1 **CITY OF TORRANCE**
2 **OFFICE OF THE CITY ATTORNEY**
3 **By: Jocelyn N. Sarigumba, Deputy City Attorney**
4 **Galen W. Bean, Deputy City Attorney**
5 **Telephone: (310) 618-5810**

6 **TORRANCE CIVIL SERVICE COMMISSION**

7
8 **IN THE MATTER OF**
9
10 **JAYSEN SURBER**

**CITY OF TORRANCE GENERAL
SERVICES DEPARTMENT EXHIBIT
LIST**

Pre-hearing Date: September 30, 2024
Hearing Date: Pending
Time: Pending
Place: Council Chambers

11
12
13 **EXHIBIT LIST**

14
15 The City of Torrance General Services Department may introduce the following
16 exhibits:

- 17
18 1. Notice of Intent to Suspend Dated August 9, 2022
19 2. Administrative Conference Findings Letter Dated October 5, 2022
20 3. Torrance Municipal Code Section 14.47.1 – Powers of Department Heads
21 4. Torrance Municipal Employees AFSCME, Local 1117 Memorandum of
22 Understanding Section 7.2 – Disciplinary Provisions
23 5. General Services Department Work Rule - Assignment of Work – Section II
24 6. General Services Department Work Rule – Employee Conduct – Section V
25 7. Written Statement from William Dated June 7, 2022
26 8. Written Reprimand Dated March 16, 2000
27 9. Written Reprimand Dated January 24, 2001
28

1 10. Written Reprimand Dated February 13, 2007

2 11. Written Reprimand Dated June 17, 2021

3 12. Reprographic Specialist Job Description

4 13. Performance Evaluations

5 The City reserves the right to introduce additional exhibits for rebuttal purposes.

6
7 Dated: September 30, 2024

CITY OF TORRANCE

8
9 By: 

10 Galen W. Bean
11 Deputy City Attorney
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CITY OF TORRANCE

DEPARTMENT OF
GENERAL SERVICES

SHANT MEGERDICHIAN
DIRECTOR

August 9, 2022

Jaysen Surber
[REDACTED]
[REDACTED]

Re: Notice of Intent to Suspend

Dear Mr. Surber:

You are hereby notified that on this date a recommendation that you be suspended for 5 days, for just cause, has been filed with the General Services Director. The recommendation is being made pursuant to:

- **Torrance Municipal Code, Section 14.47.1**, which states: "A department head, with the approval of the City Manager, for misconduct, incompetency, inefficiency, failure to perform duties or to observe the rules and regulations of his department or of the City:
 - A) May suspend any employee in his department without pay for a period not to exceed thirty (30) consecutive days." (Attachment A)

- **Torrance City Employees Association (TCEA) – Section 7.2 Disciplinary Provisions:**
 - A) An employee may be suspended without pay, demoted or discharged for just cause. Employees, other than probationary, shall have the right of appeal provided under Civil Service Rules and Regulations and the Torrance Municipal Code. (Attachment B)

Rules, Regulations and/or Policy Violated

My recommendation is based upon the following grounds, any of which, standing alone, would be sufficient to warrant the proposed discipline:

1. General Services Department Work Rule, 1991 Edition, Assignment of Work, Section 2.1:

All department employees are expected to diligently perform their assigned work tasks in a professional manner to satisfactory completion. Employees will be subject to disciplinary action for any of the following:

D. Insubordination to division supervisor(s) or higher level of supervision.
(Attachment C)

2. General Services Department Work Rule, 1991 Edition, Employee Conduct on the Job, Section 5.1:

B. Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public. (Attachment C)

C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible. (Attachment C)

Specifically, the department is charging you with failure to adhere to the Department's work rules and regulations due to the following incidents, which have occurred over the last 12 months:

- On May 20, 2021, you were notified by the City Clerk's Office that agenda item 6A was missing from their files. In response, you became visibly upset, had a verbal outburst, and slammed printing materials on the department's printing machine. On June 17, 2021, you were issued a written reprimand for your behavior. (Attachment G)
- On May 2, 2022, you refused to complete a task assigned to you by Central Services Supervisor, Carlos Romero, which required you to individually cut stickers distributed from the department's printing machine.
- On June 6, 2022, at approximately 7:00pm, you were informed by Deputy City Clerk I, Samantha Cerda, that agenda items 6A, 9H, 10A, 11A, and 12B were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work.

Facts Upon Which Proposed Discipline is Based

My recommendation is based upon the following facts and circumstances:

On May 20, 2021, your division received a call from the City Clerk's Office to notify you that agenda item 6A was missing from their flash drive. Upon hearing this information from Central Services Supervisor, Carlos Romero, you became visibly upset, slammed a stack of papers on the printing machine, and blamed Mr. Romero, Facility Operations Manager, Gerry Pinela, and General Services Director, Shant Megerdichian, for not previously correcting this issue with the printing machine. You were repeatedly asked to calm down by Mr. Romero and instructed to stop slamming papers. You replied that you did not slam any papers but continued to express your frustration. You began to calm down once Mr. Romero stated that he would contact the Communications and Information Technology (CIT) Department to look further into the matter. On June 17, 2021 (Attachment G), you were issued a written reprimand due to the behavior you exhibited on May 20, 2021, as you were informed your behavior violated General Services Work Rule: Employee Conduct on the Job, Section 5.1, item C.

On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." Prior to this task being assigned, you and your co-workers were trained on how to use the

machine on March 8, 2022 by CB Solutions vendor representative Paul Meadow. All staff, as well as yourself, were made aware of the expectation to use this machine when assigned a printing project. When Mr. Romero again asked you to work on the assignment, you refused and did not participate in the work with your co-workers.

Last, on June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 12B were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. To assist you with calming down, Mr. Urquilla offered several times that it was okay for you to leave work because he did not want you to continue being upset over the matter, however, you continued to stay in the workplace expressing your frustration. After a few minutes, you then began to work on restoring the missing agenda items as Mr. Urquilla returned to the Bindery area to continue collating the agenda. Shortly thereafter you let out a loud scream, and then left the worksite. When Mr. Urquilla and Reprographic Specialist, Erick Hernandez, realized you left the worksite, they contacted the City Clerk's Office to confirm if the missing items you had been working on were received. The City Clerk's Office confirmed that agenda items 6A and 12B were still missing from their files.

Analysis

In *Skelly v. State Personnel Board* (1975) 15 Cal.3d 194, the California Supreme Court stated that the "overriding consideration" when considering whether a public employer has imposed an appropriate level of discipline is "the extent to which the employee's conduct resulted in, or if repeated, is likely to result in, 'harm to the public service.'" (*Id.* at p. 218.) "Other relevant factors include the circumstances surrounding the misconduct and the likelihood of its recurrence." (*Ibid.*) With these principles in mind, I believe there is ample evidence supporting the proposed discipline.

General Services Work Rules violated:

1. Employee Conduct on the Job, Section 5.1, item C was violated when you had a verbal outburst, slammed a stack of papers on the Department's printing machine, subsequently disrupting the work environment.
2. Assignment of Work, Section 2.1, item D was violated when you refused to participate in the work assignment of the day, directly assigned to you by your supervisor, Carlos Romero, which required you to individually cut-out the stickers distributed from the Department's printing machine. Your direct refusal to participate in the assignment with your co-workers is considered insubordination.
3. Employee Conduct on the Job, Section 5.1, item B was violated when you did not refrain from using obscene language and repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" in response to your frustration regarding

the City Clerk's missing agenda items. Your behavior and language was observed by William Urquilla and Erick Hernandez while you were working in the production area (Prisma/Canon Workstation – Repro area)

As a Reprographic Specialist, indicated in your job description (Attachment H), you must be able to establish and maintain effective working relationships with the general public, co-workers, and those contacted during the course of work. Additionally, you must possess the ability to learn and utilize new skills and information to improve job performance and efficacy as well as perform work in accordance with specifications on work requests.

Your direct insubordination and outbursts on May 2, 2022, and June 6, 2022, in response to receiving notice about missing agenda items and receiving direction on completing new tasks demonstrates an inability to maintain effective working relationships with your staff and management. This behavior disrupts the work environment not only for those around you, but for yourself as well, impacting the productivity of your department.

Work History

You were hired by the City on December 27, 1994, as a Reprographic Equipment Operator. Your personnel file indicates the following regarding your job performance record that you have been rated:

- You received a "Satisfactory" on your probationary performance review for the period of 12/27/1994 to 04/30/1994;
- You received a "Satisfactory" on your probationary performance review for the period of 05/01/1994 to 07/31/1994;
- You received a "Standard" on your employee appraisal review for the period of 11/1/1997 to 02/22/1999;
- You received a "Below Standard" on your employee appraisal review for the period of 02/23/1999 to 04/06/2000;
- You were issued a written reprimand on 03/16/2000 for the use of obscene language in front of others, which is in violation of the General Services Department's Rules and Regulations Section V, item B. (Attachment D)
- You participated in a performance improvement conference on 08/10/2000;
- You were issued a written reprimand on 01/24/2001 for refraining from inappropriate and non-work related discussions during work hours.(Attachment E)
- You received a "Below Standard" on your employee appraisal review for the period of 07/01/2000 to 06/30/2001;
- You were placed on a performance improvement plan (PIP) for the period of 06/30/2001 to 01/18/2002
- You received a "Standard" on your employee appraisal review for the period of 12/16/2003 to 12/16/2004;
- You received a "Standard" on your employee appraisal review for the period of 03/29/2003 to 12/16/2004;
- You received a "Standard" on your employee appraisal review for the period of 03/29/2005 to 03/29/2006;
- You were issued a written reprimand on 02/13/2007 for failure to adhere to the department's workplace health safety protocols under Cal/Osha regulation Title 8,

Section 5193, regarding the potential exposure of blood borne pathogens to employees in the workplace. (Attachment F)

- You received a "Standard" on your employee appraisal review for the period of 04/11/2006 to 04/11/2007;
- You received a "Standard" on your employee appraisal review for the period of 12/27/2007 to 12/27/2008;
- You received a "Standard" on your employee appraisal review for the period of 01/09/2011 to 11/09/2012;
- You received an "Above Standard" on your employee appraisal review for the period of 07/17/2012 to 07/17/2013;
- You received a "Standard" on your employee appraisal review for the period of 01/09/2011 to 11/09/2012;
- You received a "Standard" on your employee appraisal review for the period of 06/10/2014 to 06/10/2015;
- You received a "Standard" on your employee appraisal review for the period of 12/28/2015 to 12/28/2016;
- You received a "Standards" on your employee appraisal review for the period of 11/28/2017 to 02/28/2018;
- You received a "Standard" on your employee appraisal review for the period of 06/14/2018 to 06/14/2019;
- You were issued a written reprimand on 06/17/2021.

Materials Upon Which The Proposed Discipline Is Based

Except for the items in your personnel file, all materials upon which this disciplinary action is based are attached to this notice. These materials include the following:

- A. Torrance Municipal Code Section 14.47.1
- B. Torrance City Employees Association MOU- Section 7.2 Disciplinary Provision A.
- C. General Services Work Rules, Sections 2.1 5, 5.1 B and C
- D. Written Reprimand Issued March 16, 2000
- E. Written Reprimand Issued January 24, 2001
- F. Written Reprimand Issued February 13, 2007
- G. Written Reprimand Issued June 17, 2021
- H. Reprographic Specialist Job Description
- I. Performance Reviews

Warning Against Retaliation

Per City of Torrance Anti-Harassment Policy 34, Section 34.20, retaliation is strictly prohibited. Retaliation against any employee who participated in or provided information related to this matter will not be tolerated and will lead to disciplinary action, up to and including termination.

Pre-Disciplinary Rights

An administrative conference will be held virtually on **August 18th, 2022, at 2:00p.m.** You have the right to have an attorney and/or authorized organizational representative present to represent your interest. Documents upon which this recommendation is being made are attached hereto. Your personnel file is available for your review at the Human Resources Division during business hours, by appointment.

Sincerely,



Carlos Romero
Central Services Supervisor

My signature below acknowledges receipt of this document.



Jaysen Surber #14219
Reprographic Specialist

8-9-22

Date

cc: Human Resources Department – Personnel File
Shant Megerdichian, General Services Director



CITY OF TORRANCE

DEPARTMENT OF
GENERAL SERVICES

SHANT MEGERDICHIAN
DIRECTOR

October 5, 2022

Jaysen Surber
[REDACTED]
[REDACTED]

Re: Administrative Conference Findings

Dear Mr. Surber:

Pursuant to City of Torrance Disciplinary Action Policy 39, Procedure 139.15, an Administrative Conference was held on Thursday, August 25, 2022, at 2:30 pm. The purpose of the conference was to provide you the opportunity to respond to the recommendation of the Central Services Supervisor that you be suspended for five (5) working days, for just cause. The recommendation was made pursuant to:

- **Torrance City Employees Association (TCEA) – Section 7.2 Disciplinary Provisions:**
 - A) "An employee may be suspended without pay, demoted or discharged for just cause. Employees, other than probationary, shall have the right of appeal provided under Civil Service Rules and Regulations and the Torrance Municipal Code." (Attachment A)

- **Torrance Municipal Code Section 14.47.1 of the City of Torrance ("City") Municipal Code, which states:**
 - "A department head, with the approval of the City Manager, for misconduct, incompetency, inefficiency, failure to perform duties or to observe the rules and regulations of his department or of the City:
 - A) May suspend any employee in his department without pay for a period not to exceed thirty (30) consecutive days." (Attachment B)

In attendance were the following individuals:

- Shant Megerdichian, General Services Director
- Carlos Romero, Central Services Supervisor
- Kenny Evans, AFSCME Employee Representative
- Inshirah Mabson, Principal Human Resources Analyst

Rules, Regulations and/or Policy Violated

The recommendation by the Central Services Supervisor that you be suspended for five (5) working days, was upon the following grounds, any of which, standing alone, would be sufficient to warrant the proposed discipline:

- 1) General Services Department Work Rule, 1991 Edition, Assignment of Work, Section 2.1
 - All department employees are expected to diligently perform their assigned work Tasks in a professional manner to satisfactory completion. Employees will be subject to disciplinary action for any of the following:
 - D) Insubordination to division supervisor(s) or higher level of supervision. (Attachment C)

- 2) General Services Department Work Rule, 1991 Edition, Employee Conduct on the Job, Section 5.1:
 - B. Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public.

 - C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible. (Attachment D)

Specifically, the department is charging you with failure to adhere to the Department's work rules and regulations due to the following incidents, which have occurred over the last 12 months:

- On May 20, 2021, you were notified by the City Clerk's Office that agenda item 6A was missing from their files. In response, you became visibly upset, had a verbal outburst, and slammed printing materials on the department's printing machine. On June 17, 2021, you were issued a written reprimand for your behavior. (Attachment G)
- On May 2, 2022, you refused to complete a task assigned to you by Central Services Supervisor, Carlos Romero, which required you to individually cut stickers distributed from the department's printing machine.
- On June 6, 2022, at approximately 7:00pm, you were informed by Deputy City Clerk I, Samantha Cerda, that agenda items 6A, 9H, 10A, 11A, and 128 were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work.

Facts Upon Which Proposed Discipline Was Based

The recommendation that you be suspended for five (5) working days, was based upon the following facts and circumstances.

On May 20, 2021, your division received a call from the City Clerk's Office to notify you that agenda item 6A was missing from their flash drive. Upon hearing this information from Central Services Supervisor, Carlos Romero, you became visibly upset, slammed a

stack of papers on the printing machine, and blamed Mr. Romero, Facility Operations Manager, Gerry Pinela, and General Services Director, Shant Megerdichian, for not previously correcting this issue with the printing machine. You were repeatedly asked to calm down by Mr. Romero and instructed to stop slamming papers. You replied that you did not slam any papers but continued to express your frustration. You began to calm down once Mr. Romero stated that he would contact the Communications and Information Technology (CIT) Department to look further into the matter. On June 17, 2021 (Attachment G), you were issued a written reprimand due to the behavior you exhibited on May 20, 2021, as you were informed your behavior violated General Services Work Rule: Employee Conduct on the Job, Section 5.1, item C.

On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." Prior to this task being assigned, you and your co-workers were trained on how to use the machine on March 8, 2022 by CB Solutions vendor representative Paul Meadow. All staff, as well as yourself, were made aware of the expectation to use this machine when assigned a printing project. When Mr. Romero again asked you to work on the assignment, you refused and did not participate in the work with your co-workers.

Last, on June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 128 were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. To assist you with calming down, Mr. Urquilla offered several times that it was okay for you to leave work because he did not want you to continue being upset over the matter, however, you continued to stay in the workplace expressing your frustration. After a few minutes, you then began to work on restoring the missing agenda items as Mr. Urquilla returned to the Bindery area to continue collating the agenda. Shortly thereafter you let out a loud scream, and then left the worksite. When Mr. Urquilla and Reprographic Specialist, Erick Hernandez, realized you left the worksite, they contacted the City Clerk's Office to confirm if the missing items you had been working on were received. The City Clerk's Office confirmed that agenda items 6A and 128 were still missing from their file.

Analysis

In *Skelly v. State Personnel Board* (1975) 15 Cal.3d 194, the California Supreme Court stated that the "overriding consideration" when considering whether a public employer has imposed an appropriate level of discipline is "the extent to which the employee's conduct resulted in, or if

repeated, is likely to result in, 'harm to the public service.'" (*Id.* at p. 218.) "Other relevant factors include the circumstances surrounding the misconduct and the likelihood of its recurrence." (*Ibid.*) With these principles in mind, I believe there is ample evidence supporting the proposed discipline.

General Services Work Rules violated:

1. Employee Conduct on the Job, Section 5.1, item C was violated when you had a verbal outburst, slammed a stack of papers on the Department's printing machine, subsequently disrupting the work environment.
2. Assignment of Work, Section 2.1, item D was violated when you refused to participate in the work assignment of the day, directly assigned to you by your supervisor, Carlos Romero, which required you to individually cut-out the stickers distributed from the Department's printing machine. Your direct refusal to participate in the assignment with your co-workers is considered insubordination.
3. Employee Conduct on the Job, Section 5.1, item B was violated when you did not refrain from using obscene language and repeatedly made the comments, "Fucking tired of this bullshit...this is bullshit, it's fucking ridiculous" in response to your frustration regarding the City Clerk's missing agenda items. Your behavior and language was observed by William Urquilla and Erick Hernandez while you were working in the production area (Prisma/Canon Workstation - Repro area)

As a Reprographic Specialist, indicated in your job description (Attachment H), you must be able to establish and maintain effective working relationships with the general public, co-workers, and those contacted during the course of work. Additionally, you must possess the ability to learn and utilize new skills and information to improve job performance and efficacy as well as perform work in accordance with specifications on work requests.

Your direct insubordination and outbursts on May 2, 2022, and June 6, 2022, in response to receiving notice about missing agenda items and receiving direction on completing new tasks demonstrates an inability to maintain effective working relationships with your staff and management. This behavior disrupts the work environment not only for those around you, but for yourself as well, impacting the productivity of your department.

Findings

Based on the review of the incidents noted above and your acknowledgment of what took place during the Administrative Conference, I find the behavior you demonstrated toward your supervisor and co-workers violated the General Services Department Work Rule: Employee Conduct on the Job, Section 5.1. This policy specifically states "(B) Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public" and "(C) In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible."

Furthermore, I find that your discourteous and insubordinate conduct towards your supervisor when provided with a sticker assignment, which required use of the printing machine violated the General Services Department Work Rule: Assignment of Work, Section 2.1.

When your conduct was addressed during the Administrative Conference you acknowledged your behavior and expressed remorse.

After carefully considering your statements and documents provided at the Administrative Conference, the facts upon which the recommendation was based, and your entire work history, I have made the determination to reduce the recommended five (5) work day suspension to a four (4) work day suspension.

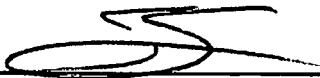
Warning Against Retaliation

Retaliation is strictly prohibited. Retaliation against any employee who participated in this investigation or provided information related to this matter will not be tolerated and will lead to disciplinary action, up to and including termination.

Appeal Rights

You have the right to appeal this decision to the Civil Service Commission pursuant to Section 14.47.8 of the Torrance Municipal Code. A request to have this matter reviewed must be submitted to the Civil Services Manager, within ten (10) calendar days of the date of this letter.

Sincerely,



Shant Megerdichian
General Services Director

My signature below acknowledges receipt of this document.



Jaysen Surber #14249
Reprographic Specialist

10-5-22

Date

cc: Human Resources Department – Personnel File

ARTICLE 47 - SUSPENSION, DEMOTION AND DISCHARGE

(Added by O-2534; Amended by O-2562)

14.47.1 POWERS OF DEPARTMENT HEADS.

Attachment A

(Amended by O-3020; O-3100)

A department head, with the approval of the City Manager, for misconduct, incompetency, inefficiency, failure to perform duties or to observe the rules and regulations of his department or of the City:

- a) May suspend any employee in his department without pay for a period not to exceed thirty (30) consecutive days; or
- b) May demote any such employee to a classification which he is qualified to fill; or
- c) May discharge any such employee.

SECTION 6.2 CALL OUT

The City and TCEA jointly recognize and commit to resolving the problem regarding employee response to call out.

An employee called out after regular working hours to respond immediately for emergency work shall be compensated at double time rate for the first two (2) hours with a guaranteed minimum of two (2) hours. Such minimum shall be increased to three (3) hours if an employee is called out after 12:00 midnight and before 5:00 a.m.; provided, however, that call out work in excess of the first two (2) hours will be compensated at the regular overtime rate. Availability for emergency call out shall be determined by Departmental Rules and Regulations.

Such shall not apply to scheduled holiday work as prescribed under Section 4.1.D.2, Holiday Work Pay - Scheduled Work.

ARTICLE 7 – CONDITIONS OF EMPLOYMENT

SECTION 7.1 PROBATIONARY PERIOD

- A. For all classifications covered by this Agreement, there shall be a probationary period which shall be one (1) year of service for original, non-promotional appointments and a probationary period of six (6) months of service for all promotional appointments.
- B. An employee's probationary period shall be extended if the employee is absent from the performance of his/her normally assigned duties in excess of ten (10) cumulative working days during his/her probationary period for any leave of absence (except approved vacation), including, but not limited to, industrial injury, extended illness/injury, or light duty. The probationary period will be extended by the amount of time equal to the time absent.

SECTION 7.2 DISCIPLINARY PROVISIONS

- A. An employee may be suspended without pay, demoted or discharged for just cause. Employees, other than probationary, shall have the right of appeal provided under Civil Service Rules and Regulations and the Torrance Municipal Code.

SECTION II: WORK RESPONSIBILITIES

1. ASSIGNMENT OF WORK:

All department employees are expected to diligently perform their assigned work tasks in a professional manner to satisfactory completion. Employees will be subject to disciplinary action for any of the following:

- A. Employees who exercise poor work habits.
- B. Employees found sleeping during working hours.
- C. Employees who are frequently tardy or absent from work.
- D. Insubordination to division supervisor(s) or higher level of supervision.
- E. Any employee who is found to be driving around the city or "hanging out" in a location which results in the wasting of time and/or gasoline shall be subject to immediate disciplinary action, including suspension without pay. Repeat offenses will be dealt with progressively utilizing more serious levels of discipline.
- F. If an employee completes their assigned work, they shall contact their immediate supervisor by the best means possible to secure a new assignment.
- G. If the employee is unable to locate his immediate supervisor, they shall contact the work division office for reassignment or the General Services administrative office for assistance in contacting their division supervisor.

2. PICKING UP MATERIALS:

- A. Employees shall make every effort to plan their work assignments with regards to materials needed before starting a job. They shall make every effort to secure needed work materials before the work begins.
- B. When an employee is required to pick up materials from a local store, they shall pick up the required materials with minimum amount of delay and travel required, using the established department petty cash system or advanced purchase authorization to secure the needed materials. The employee shall then proceed to his assigned work site to perform his work. Should the employee need to leave the city boundary to obtain necessary supplies, he must contact and advise his supervisor of this need prior to leaving the city. No exceptions!

SECTION V: EMPLOYEE CONDUCT

1. EMPLOYEE CONDUCT ON THE JOB:

- A. Employees of the City of Torrance are direct representatives of the City and should conduct themselves accordingly in their dealings with the public.
- B. Employees are to refrain from the use of obscene language which might be overheard and be offensive to the public.
- C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible.
- D. No employee will accept gratuities from the public for any City services rendered.

2. REPORTING OF CONSEQUENTIAL INCIDENTS AND TRAFFIC ACCIDENTS:

- A. It is important that employees report to their supervisor any accident or injury involving city property which occurs between an employee of the Department of General Services and a member of the public or another employee of another department, and report any traffic accident involving a City vehicle, no matter how small or inconsequential the accident.
- B. In case of a traffic accident involving a City owned vehicle, the operator of that vehicle will be required to comply with the following rules:
 - 1. Employees are to contact the Police Department immediately, regardless of how serious or how small the accident is, and wait for their arrival so that a police report can be completed. If anyone involved in the accident is injured, Torrance Fire Department paramedics shall also be called.
 - 2. Employees are not to leave the scene of the accident until the police investigation is completed or until the employee is told he can leave by the investigating officer in charge.
 - 3. In addition, the employee is to fill out in detail the City Accident Report Form in its entirety, listing time of the accident, date, location, and who was involved, along with other pertinent information.

Tuesday, June 7, 2022

(Re: Monday, June 6th 2022 - Council Agenda Printing Night for the upcoming Council Meeting schedule for June 14th 2022)

At about 4:30pm on Monday, June 6th Jaysen came over to the Bindery area to call me to come Over to the Production area (Prisma/ Cannon Workstation – Repro Area)

To show me / point out that there were 3 items missing from the City Council Agenda (first 3 items received

The previous Thursday). I, immediately told Jaysen... Maybe the City Clerk's extracted Them already. So, I called the City Clerk's Office – Samantha...& it was confirmed.

Samantha had already extracted the 3 items. At that point, I sensed that he wanted to Put blame. Jaysen also mention to me that He was trying to put the council items directly Into the City Clerk's Folder. This is not an approved procedure and not one practiced by the other operators.

The day went on with no more concerns...until about past 7pm...when the 3rd. floor will Bring more items...& quickly call back to retrieve for double checking of such item(s).

When telling Jaysen that they have called & wanted to take back certain item(s) Jaysen got excited & said loudly "why don't they have everything ready...why do they take items back &

Continue making changes". Again, I started sensing a little frustration...Jaysen was having an outburst, saying...This is bullshit! a couple of times in a tone of frustration.

The night went on...busy, printing away...trying to complete the agenda printing process. So, far...it's been a bigger agenda than usual, & taking a bit longer to receive items.

Finally, we received all the items, Jaysen scanned & printed them all...now, we are waiting for the final piece of the agenda...the Agenda cover. It was at this time, when Samantha brought the agenda cover & told Mr. Hernandez that she was missing a few items on their City Clerk's

Agenda folder (items...6A, 9H, 10A, 11A, & 12B) Now, this is when Jaysen, became more frustrated, stating why is this only happens to him...directly blaming Gerry for all of this occurrence's/missing of files/items. Again, Jaysen calls me to come & see the printer side & to show me that the items have been printed/saved...but, they don't appear in the Work station computer/Prisma side. Anyways, at this time Jaysen is very frustrated & continuously blaming

Gerry for All the missing items...saying that someone is intentionally deleting his work (agenda items...because it only happens to him.) Jaysen kept saying I know its Gerry, I know it's him. Jaysen is repeatedly telling me to let Gerry know that He's no longer willing to stay for the agenda unless they get rid of the equipment or fix the problem. Jaysen continues to have another loud outburst and with no self control stating that he's fucking tired of this bullshit. I assured Jaysen that in no way anyone is doing any deletions intentionally, I just don't see it. I also told Jaysen, that it was okay...for him to leave...that I did not want him to continue to aggravate himself over the agenda. I offered several times, but Jaysen continue to just complaint & getting frustrated. Jaysen continue to say...this is Bullshit, it's fucking ridiculous.

I walked away to give him space & for him to continue to re-scan & save the items missing for the City Clerk's office. Again, Jaysen calls me back to continue to show me & continue his frustration. Jaysen appeared frustrated grabbing his head pushing his hands behind his head.

Again & again I kept telling Jaysen that it's not worth his frustration & that I do care for his wellbeing/health. Jaysen did not leave, he continue to work on the missing items. I walked back to the Bindery area to continue collating the agenda. A few minutes later, Jaysen was on his way out saying...I'll see you guys tomorrow. Immediately after opening the warehouse door

Jaysen lets out a very loud scream...unable to make out what exactly he was yelling but, was very loud. Jaysen did not say anything else prior to leaving. Erick & I were a bit shocked that Jaysen just walked out without saying anything regarding the agenda. Right after he left...I asked Erick to called the Clerk's office & find out if, they had received the missing items. Unfortunately, there were 2 items still missing (items 6A & 12B)

Just to come to find out the machines were already turned-off & Jaysen had left without saying

Anything else's except...I'll see you guys tomorrow. At this point...we, Erick & I, just wanted to make sure everything was scanned & received by the clerk's office. (Samantha) who was still waiting for us to re-scan & put on the City Clerk's agenda folder.

Finally, the agenda was all completed, delivered.

Wm

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: March 16, 2000

TO: Jaysen Surber, Reprographic Equipment Operator
FROM: William Urquilla, Central Services Coordinator
SUBJECT: Written Reprimand

This memo is to serve as a written reprimand for your recent conduct which resulted in your failure to comply with the following Department of General Services Employee Rules and Regulations under Section V: Employee Conduct, Item 1, Employee conduct on the job:

- B. Employees are to refrain from the use of obscene language which might be overheard and be offensive to the public.
- C. In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible.

On Thursday afternoon, March 2, 2000, we had a discussion regarding the work schedule for Thursday, March 9, 2000. I asked if you would be able to work late to help process the Council Agenda. You confirmed that it would not be a problem unless you were out sick.

On Thursday evening, March 9, 2000, we were working late processing the Council Agenda as scheduled when an employee of the City Managers office came in with the final information for the agenda. When you saw the volume of information, you broke into an angry outburst and began yelling. I apologized to the employee for your hostile behavior and after the employee left, you continued yelling and used profanity.

On prior occasions, you were verbally advised that such conduct by an employee is unacceptable. Further, you were advised to cease such offensive acts. Failure to comply is an act of insubordination.

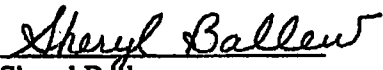
As a result of the above situation, this memo shall serve as a written reprimand; a copy of which will be placed in your permanent personnel file.

Further actions of this nature could result in further disciplinary action up to, and including, dismissal.

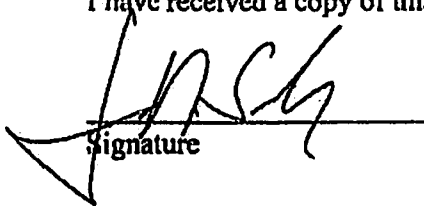
You have the right to respond to this reprimand in writing and submit your response to me for inclusion in your personnel file.


William Urquilla
Central Services Coordinator

Concur:


Sheryl Ballew
Facility Operations Manager

I have received a copy of this memo:


Signature

3-17-00
Date

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: January 24, 2001

TO: Jaysen Surber, Reprographics Equipment Operator
FROM: Eugene K. Inouye, Central Services Supervisor
SUBJECT: Written Reprimand

As you recall on August 10, 2000, I met with you to discuss areas of your performance that needed improvement. During the conference you were instructed to refrain from inappropriate and non-work related discussions during work hours. You were advised that this type of behavior was negatively impacting your performance and was distracting to your co-workers.

Over the last several weeks on numerous occasions you have been actively discussing your religious beliefs during working hours with your co-workers. The discussions were very disturbing to some employees. Advocating your religious beliefs to change the beliefs of others by placing your views above theirs was upsetting, distracting, and inappropriate in the working environment. These discussions can be done on your break time, lunchtime, or after working hours.

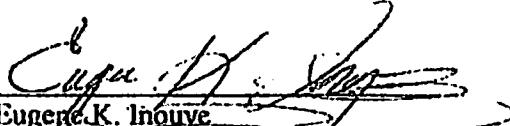
As a result of the above situations, this memo shall serve as a written reprimand: a copy of which will be placed in your personnel file.

Further actions of this nature could result in further disciplinary actions up to, and including, dismissal.

As per our meeting on August 10, 2000, and the subsequent memo you received regarding our conversation you are again advised to:

- Refrain for inappropriate and non-work related discussions during working hours
- If there are issues or conflicts that arise discuss them with your immediate coordinator that they can be resolved early.
- Keep focused on the work at hand
- Keep negative conversations out of the work environment.

You have the right to respond to this reprimand in writing, within 10 days of receipt of this memo, and submit your response to me for inclusion in your personnel file.


Eugene K. Inouye
Central Services Supervisor

Concur:

Sheryl Balléw
Sheryl Balléw
Facility Operations Manager

I have received a copy of this memo:

[Signature]
Signature

1/24/08
Date

I DO NOT AGREE WITH THIS REPRIMAND.

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: February 13, 2007

Attachment F

TO: Jaysen Surber, Reprographics Equipment Operator
FROM: Shant Megerdichian, Facility Operations Manager
SUBJECT: Written Reprimand

As you recall, on January 23, 2007, I spoke to you regarding a concern about your blood being found on one of the copy machines as a result of your performing your blood sugar test. This matter was first discussed with you by Eugene Inouye on October 24, 2006, where you were instructed to discontinue wiping your blood under your desk after performing your blood sugar tests.

This issue is an ongoing problem as it causes an unsanitary condition and poses a potential workplace hazard. It is disruptive to other employees who feel uncomfortable when office equipment is exposed to blood. The use of a bandage has been presented to you, in which you have refused.


As a result of the above situations, this memo shall serve as a written reprimand; a copy of which will be placed in your personnel file.

Repeated actions of this nature could result in further disciplinary action.

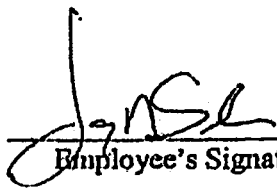
You are hereby directed to:

1. Perform your blood sugar test in private
2. Do not leave any used or bloody test materials at your workstation or any common areas. The materials must be properly discarded in a trash can.
3. You must take necessary steps to ensure that following your test, bodily fluids are contained on your person. An example of this would be to wear a bandage on the affected area.

You may submit a written response to me, within 10 days of receipt of this memo, for inclusion in your personnel file.


Shant Megerdichian
Facilities Operations Manager

Received by:


Employee's Signature


Date

Cc: Human Resources Department
Department File

COT000022

**CITY OF TORRANCE
INTER-OFFICE COMMUNICATION**

Date: June 17, 2021

To: Jaysen Surber, Reprographic Specialist
From: Carlos Romero, Central Services Supervisor
Subject: Written Reprimand

This memo shall serve as a written reprimand to you for engaging in behavior that violated Department of General Services Employee Rules and Regulations. On Thursday, May 20, 2021, you came into my office and exhibited a loud, angry outburst. You yelled about how your files for the agenda keep on being deleted on the computer when you are on machines.

Prior to entering my office, you were working on processing the City Council Agenda when an employee from the City Clerk's office called to notify you that item 6A was not on the flash drive given to them earlier for review. That is when you became really angry, and entered my office and yelled that we don't do anything about how someone keeps deleting your files. With an angry voice, you kept saying that you were tired of it and you do not know how much you can take anymore. You stated that no other reprographic specialist gets files deleted when they are on machines but as soon as it is your turn files are deleted.

While you walked away from my office door, you slammed a stack of papers that you were holding on the bindery table, very hard. You then kept walking to the printing machines and continued yelling about how Carlos, Gerry and Shant have not done anything to fix this issue of files being deleted. You said it only happens to you and you want management to fix it.

I asked you to calm down, and told you this behavior was not acceptable. There was no reason to be angry, and no reason to be slamming papers on the table the way you did. I also told you that yelling on the floor is not necessary. You looked at me and denied that you had slammed anything on the bindery table and that you were very frustrated about the files being deleted. One employee witnessed you slam the stack of papers on the bindery table and at least two others overheard it.

I asked you to calm down a few times because you were getting more upset as you talked more about the files being deleted. When you became a little more calm, I told you I was going to ask CIT to check the computer to find out if someone had been logged in while you were scanning the agenda item. You calmed down when I explained to you that I would have CIT look into it. You said you had a list of the times and files names that have been deleted since September 2020. You handed me the list as you kept repeating, "Management has not done anything to fix it". I responded to you that we have called the Canon technician multiple times to check on the software and computers. The technician has not found any issues with the software or computer. In addition, I shared that we have created a new procedure using a shared folder with the City Clerk's Office that we can save files to. You did not want to hear it.

Your actions are a violation of the Department of General Services Employee Rules and Regulations, Section V.C., which states "In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible."

Based on the above record you must take corrective measures to behave professionally with your supervisor and your co-workers. The appropriate response is to notify your supervisor of the problem in a calm, professional manner.

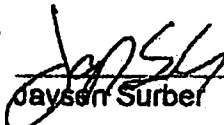
You must take immediate action to comply with General Services department rules and regulations. You are advised that future conduct of this nature may result in further disciplinary action, up to and including termination.

You may submit a written response to this reprimand to me, within 10 calendar days of receipt of this memo for inclusion in your personnel file.



Carlos Romero,
Central Services Supervisor

My signature acknowledges I have received this memo.

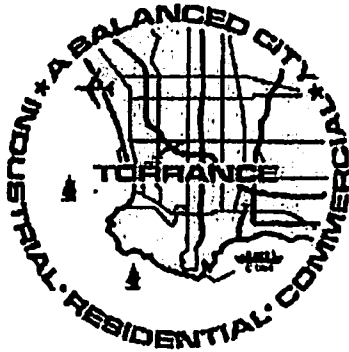


Jayson Surber

4-22-21

Date

*I Do Not agree with this description
of events described in this written reprimand.*



REPROGRAPHIC SPECIALIST

Class Code:
1112

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Oct 1, 2014

SALARY RANGE

\$19.88 - \$25.42 Hourly
\$3,445.87 - \$4,406.13 Monthly
\$41,350.40 - \$52,873.60 Annually

DEFINITION:

Under general supervision, operates high speed digital reprographic, inkjet, and duplicating equipment. Operates a variety of equipment used to bind, hole-punch, staple, cut, or laminate reproduced/printed materials per request in the centralized reprographic section/unit of the City. Performs routine cleaning and/or maintenance on all equipment used and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Delivery Driver/Clerk in that collecting and transporting materials and goods is not the primary work assignment. An incumbent's primary work assignment consists of operating high speed digital reprographic equipment, ink jet, duplicator and related bindery equipment. Distinguished from Central Service Coordinator in that the Coordinator oversees and coordinates the work of the Reprographic Specialist.

Receives supervision from the Central Services Coordinator and the Central Services Supervisor.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties represent the principal job duties; however, they are not all inclusive.

- Operates speed reprographic equipment to reproduce various documents according to specific requirements which may include: paper size, color, or reduction of oversize originals to specified dimension;
- Operates a variety of equipment used to bind, punch, staple or cut reproduced materials accordance written requests;
- Performs bindery work such as paper collating, folding, letter inserting and stamping equipment to prepare such items as newsletters, licenses, public notices or a variety of other documents for mailing;
- Reproduces documents from original hardcopy, electronic files, or other media;
- Operates large format equipment to print and finish material to create posters, displays, banners, photo enlargements, plans and other related media as requested;
- Performs document scanning and digital file backup/archiving;
- Restock paper in warehouse and reprographic area shelves according to color, weight and size;
- Operates pallet jack/truck and powered forklift;
- Verifies the amounts indicated on invoices received, and assists City employees in filling their office material supply requests;
- Sets up, monitors, cleans and provides basic maintenance to equipment;
- Orders parts needed to make minor repairs; contacts service representatives regarding major repairs and service;
- Changes and adds chemicals/solutions to equipment, as needed;
- Keeps work areas orderly, clean, and safe; ensures proper care in the use of equipment and supplies;
- Updates electronic job ticket information;
- Logs receiving of shipments for notification, and distributes them to customers;
- Maintains proper records and digital files on computer systems;
- Uses digital media applications to perform assigned duties;
- Work overtime as requested.

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Provides customer service duties requiring knowledge of the printing industry;
- Answers telephones and greets customers at the front counter, as needed.

QUALIFICATION GUIDELINES:

Education and Experience

Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

One year of experience with digital printing equipment and commercial bindery equipment. Knowledge of stockroom and inventory procedures preferred.

License or Certificate

Possess and maintain a valid Class C California Driver license. Obtain and maintain forklift certification within 6 months of hire.

Knowledge of

- Operation of high speed *digital* reprographic equipment;
- Operating features of computer equipment;

- Paper stock, inks, and toners used in reproduction work;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including goals and objectives; and General City operations.

Ability to

- Operate high speed digital printing equipment;
- Perform simple routine maintenance on a variety of mechanical equipment used in conjunction with reprographic and bindery related duties;
- Understand and carry out oral and written instructions of average complexity;
- Make simple mathematical calculations involving addition, subtraction, multiplication and division;
- Measure and weigh;
- Learn and follow stockroom procedures;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Shift priorities and work under pressure to meet multiple and simultaneous deadlines;
- Meet schedules and timelines;
- Perform work in accordance with specifications on work requests;
- Learn and utilize general and specialized computer applications;
- Learn to operate and utilize a powered forklift and pallet jack/truck;
- Establish and maintain effective work relationships with the general public, co-workers, and those contacted during the course of work;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS:

Performance of the essential duties of this position include the following physical demands and/or working conditions:

Work is regularly performed indoors in a print shop, mail room environment. Work is performed among large printing machines. Constant exposure to noise, vibrations, odors, chemicals, and ink. Physical demands include lifting, carrying and standing for long periods of time. Lifting of stationary boxes and printed materials weighing up to 55 lbs is required.

Positions in this classification may be required to work overtime to ensure that deadlines are met to produce documents such as City Council Agenda, City Budget or other documents for special events.

CAREER LADDER INFORMATION:

Experience gained in this classification in addition to training and course work may serve to meet the minimum qualification guidelines for Central Services Coordinator.

Revised Date: October 2014

ESTABLISHED/REVISED DATE:

Revised Date: October 2014

City of Torrance Employee Appraisal Review

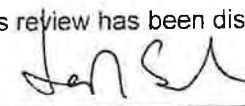
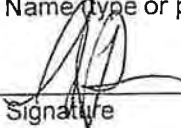

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 12/31/21 to: 12/31/22
 Position: Reprographic Specialist Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Accuracy	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable	
Work Habits:		Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Carlos Romero	21813	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#		3-7-23
	3-7-23	Employee Signature	Date
Rater Signature	Date		3-6-23
Reviewer Signature	Date	Department Head Signature	Date

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed and performs additional related work as required.

Jaysen has produced a standard amount of work within the normal scope of supervision. While completing his work in a timely manner to meet most deadlines, Jaysen also demonstrated an improvement in handling large printing jobs. However Jaysen still needs improvement in the area of appropriate behavior in the workplace. Jaysen was counseled and provided with corrective action on the following items over the past 12-months:

- On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." You were verbally counseled on this matter as it was in direct violation of General Services Work Rules – Assignment of Work, Section 2:1, subsection (D) Insubordination.
- On June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00 pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 128 were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. In addition to engaging in behavior unbecoming of a City employee, which is in violation of the General Services Work Rule - Conduct on the Job, Section 5:1: subsections (B) and (C), you also left the workplace early without fully completing the assigned task and without approval from your supervisor.

Based on the incidents outlines above, Jaysen was issued a Notice of Intent to Suspend for five (5) days on August 9, 2022. On August 25, 2022, the administrative hearing took place, and on October 9, 2022, he was issued a findings letter with the determination that he would serve a four (4) day suspension. Jaysen served his suspension on the following dates: October 19, 2022 through October 25, 2022.

While the majority of Jaysen's work has been standard, he has routinely expressed and experienced trouble producing the City Council agenda. Files have consistently gone missing or have been deleted for reasons Jaysen cannot explain. He has been counseled and re-trained on how to save files and produce the agenda, yet the issues continue to arise. When this happens, Jaysen gets very frustrated and behaves inappropriately in the workplace. This includes the aforementioned angry outbursts accompanied with foul language.

As a long term employee, Jaysen has the knowledge to perform his job at a competent level. He should continue to reach out to his Coordinator or Supervisor when he is unsure of a task or encounters problems so that we can work together towards a resolution.

Accomplishments of performance goals/objectives established during last evaluation period

1. Provide good customer service to all internal customers – Goal not met as outlined in this evaluation and will be addressed through a performance improvement plan (PIP).
2. Proofed jobs before printing the entire run, and get approval from the coordinator - Ongoing
3. Performed pre-trip inspection of forklift at beginning of shift daily – Performed as needed
4. Logged packages accurately and inspect for damage.
5. Organize and back up City documents to external hard drives at the end of his rotation – Will be addressed in PIP.
6. Kept paper off reprographic equipment daily.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to proof jobs before printing the entire run, and get approval from the coordinator
2. Continue to perform pre-trip inspection of forklift at beginning of shift daily (In Binding Area (section) 2 weeks)
3. Continue to log packages accurately and inspect for damage
4. Organize and Back up City documents to external hard drives at the end of his rotation

In addition to the goals and objectives listed, a separate performance improvement plan with specific goals and objectives is attached.

Rater Initial: OR

Employee Initial: JMS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days a written request to the Civil Service Commission for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 12/31/21 to: 12/31/22
 Position: Reprographic Specialist Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Neatness of work product	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable	
Work Habits:		Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Carlos Romero	21813	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#		<u>1-31-23</u>
	<u>1-31-2023</u>	Employee Signature	Date
	<u>1/31/2023</u>		<u>1-26-23</u>
Reviewer Signature	Date	Department Head Signature	Date

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine cleaning or maintenance on high speed reprographic equipment and related bindery equipment used in the production and binding of forms, correspondence, reports and other materials in the central reprographic section/division of the City; and to perform related work as required. As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed.

On May 2, 2022, you, along with your co-workers, were tasked with cutting out stickers printed from the department's printing machine. Once you were reminded of the new process, which required you to individually cut-out each sticker printed from the machine, you refused to complete the assignment, and made the statement, "No one asked me about this assignment." Prior to this task being assigned, you and your co-workers were trained on how to use the machine on March 8, 2022 by CB Solutions vendor representative Paul Meadow. All staff, as well as yourself, were made aware of the expectation to use this machine when assigned a printing project. When Mr. Romero again asked you to work on the assignment, you refused and did not participate in the work with your co-workers.

On June 6, 2022, you were assigned to scan and print agenda items in preparation for the June 14, 2022, City Council Meeting. During the course of completing your assignment, around 7:00pm, you received a call from Deputy City Clerk I, Samantha Cerda, to notify you that agenda items 6A, 9H, 10A, 11A, and 128 were missing from the City Clerk's file. In response you became visibly upset, alleged that Facility Operations Manager, Gerry Pinela, was intentionally removing agenda items from the scan folder to delay the progression of your work. Additionally, in expressing your frustration, you repeatedly made the comments, "Fucking tired of this bullshit... this is bullshit, it's fucking ridiculous" while in the presence of Central Services Coordinator, William Urquilla, and Reprographic Specialist, Erick Hernandez. You also commented to William that you were no longer willing to stay for the agenda assignment unless Mr. Pinela gets rid of the equipment or fixes the problem. To assist you with calming down, Mr. Urquilla offered several times that it was okay for you to leave work because he did not want you to continue being upset over the matter, however, you continued to stay in the workplace expressing your frustration. After a few minutes, you then began to work on restoring the missing agenda items as Mr. Urquilla returned to the Bindery area to continue collating the agenda. Shortly thereafter you let out a loud scream, and then left the worksite. When Mr. Urquilla and Reprographic Specialist, Erick Hernandez, realized you left the worksite, they contacted the City Clerk's Office to confirm if the missing items you had been working on were received. The City Clerk's Office confirmed that agenda items 6A and 128 were still missing from their file.

Jaysen was issued a notice of intent to suspend for 5 days on August 9, 2022. An administrative conference was then held virtually on August 25, 2022.

Lastly, an administrative findings letter was issued to you on October 5, 2022, where it was determined that the behavior you demonstrated toward your supervisor and co-workers violated the General Services Department Work Rule: Employee Conduct on the Job, Section 5.1. This policy specifically states "(B) Employees are to refrain from the use of obscene language, which might be overheard, and be offensive to the public" and "(C) In dealing with other City personnel, or the public, employees shall be as helpful and courteous as possible."

Furthermore, your discourteous and insubordinate conduct towards your supervisor when provided with a sticker assignment, which required use of the printing machine violated the General Services Department Work Rule: Assignment of Work, Section 2.1.

When your conduct was addressed during the Administrative Conference you acknowledged your behavior and expressed remorse.

City of Torrance Employee Appraisal Review

Page 3

After carefully considering your statements and documents provided at the Administrative Conference, the facts upon which the recommendation was based, and your entire work history, the determination was made to reduce the recommended five (5) work day suspension to a four (4) work day suspension.

Jaysen served his suspension on October 19, 20, 24 and 25, 2022. Jaysen has also appealed the suspension to the Civil Service Commission.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen Surber logged packages accurately and inspected them for damage.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

A performance improvement plan with specific goals and objectives is being developed. This will be presented and discussed separately.

Rater Initial: OR

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days a written request to the Civil Service Commission for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: June 22, 2023

TO: Jaysen Surber, Reprographics Specialist
FROM: Carlos Romero, Central Services Supervisor
SUBJECT: Performance Improvement Plan Monthly Follow Up

As you recall, on March 07, 2023 you were placed on a Performance Improvement Plan which resulted from your below standard evaluation. The evaluation covered the period from 12/31/21-12/31/22. The following summary is a result of our meeting on April 10, 2023 regarding progress from the first month of observation.

PERFORMANCE IMPROVEMENT PLAN FOR: JAYSEN SURBER

March 07, 2023

1. Accuracy/Thoroughness/Oral Expression

Problem: Jaysen does not review his work for accuracy and thoroughness before completing and/or submitting.

Goal:

1. Improve accuracy and thoroughness of work product:
 - Critically review all your reprographic jobs for any errors or omissions of information. This includes all City Council Agenda items and any work performed for City Departments.
 - Ensure to transfer the files to the proper digital folder.
 - Double check your work and confirm that the files have transferred successfully and received by the City Clerk's Office for City Council Agenda jobs.

Problem: Jaysen has inappropriate outbursts in the workplace, gets visibly upset, raises his voice, and uses foul language.

Goal: Eliminate outbursts in the workplace by speaking in a normal tone of voice and not using foul language. Attend customer service training course or similar course in order to gain the necessary tools on how to behave appropriately in the workplace.

➤ During the two weeks Jaysen worked on the reprographic equipment, there were no agendas assigned for his 2 weeks on this rotation, therefore City Council Agenda jobs were not evaluated for Jaysen. Jaysen has not had any outbursts during this time.

- It is still recommended for Jaysen to take customer service training courses.
- Jaysen has performed accurately and thoroughly regarding work for the city departments.

2nd Month Update:

- During May 1st and 2nd, Jaysen was scheduled on his rotation for the Reprographics equipment area covering the processing and printing of the City Council Agenda. Jaysen requested vacation for May 1st and 2nd therefore, there is no evaluation regarding his rotation of the City Council Agenda. Vacation was granted.
- Customer service training opportunity was presented to Jaysen on April 13th, 2023. The class is scheduled for May 17, 2023 at the Human Resources building. I followed up with Jaysen on April 18, 2023 and again May 3rd, 2023 to find out if he had registered for the customer service training class. To this date, I have not received confirmation that Jaysen has signed up for the class.

3rd Month Update:

- During normal working hours, Jaysen assisted on city council material available and supplemental materials .
- Jaysen has not had any outbursts during this time.
- Jaysen is scheduled to work the City Council Agenda June 13, 2023.
- Jaysen completed the requested City customer service class on May 17th, 2023.

2. Compliance with work instructions

Problem: Jaysen refused to comply with work instructions provided by his supervisor.

Goal: Improve communication with his Coordinator and Supervisor regarding work output with new projects.

- If unsure, ask questions about the work order.
 - If given specific direction, complete tasks as assigned.
 - Be courteous and professional.
- Jaysen is asking more questions about projects and orders, improving his communication with the coordinator and supervisor.
 - Jaysen is completing tasks as assigned.
 - Jaysen is being courteous and professional with customers and staff.

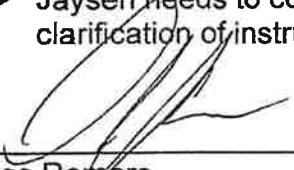
2nd Month Update:

- Jaysen continues communication with the coordinator regarding jobs.
- Jaysen is completing printing assignments on time that are assigned to him by the coordinator. Job tickets are being completed and finished on time.
- Jaysen is being courteous and professional with customers and staff.

3rd Month Update:

- Jaysen was tasked with last minute oversize orders for the week of June 5 to June 9th. Jaysen completed all orders on time and finished them to the customer's expectations.

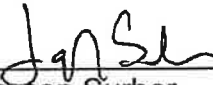
- Jaysen needs to continue to improve his communication by asking for clarification of instructions before the project is started.



Carlos Romero
Central Services Supervisor

6-22-23
Date

I have read and understand the contents of this Performance Improvement Plan.



Jaysen Surber
Reprographics Specialist

6-22-23
Date

Cc: Department File
Human Resources Department

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: May 12, 2023

TO: Jaysen Surber, Reprographics Specialist
FROM: Carlos Romero, Central Services Supervisor
SUBJECT: Performance Improvement Plan Monthly Follow Up

As you recall, on March 07, 2023 you were placed on a Performance Improvement Plan which resulted from your below standard evaluation. The evaluation covered the period from 12/31/21-12/31/22. The following summary is a result of our meeting on April 10, 2023 regarding progress from the first month of observation.

PERFORMANCE IMPROVEMENT PLAN FOR: JAYSEN SURBER

March 07, 2023

1. **Accuracy/Thoroughness/Oral Expression**

Problem: Jaysen does not review his work for accuracy and thoroughness before completing and/or submitting.

Goal:

1. Improve accuracy and thoroughness of work product:
 - Critically review all your reprographic jobs for any errors or omissions of information. This includes all City Council Agenda items and any work performed for City Departments.
 - Ensure to transfer the files to the proper digital folder.
 - Double check your work and confirm that the files have transferred successfully and received by the City Clerk's Office for City Council Agenda jobs.

Problem: Jaysen has inappropriate outbursts in the workplace, gets visibly upset, raises his voice, and uses foul language.

Goal: Eliminate outbursts in the workplace by speaking in a normal tone of voice and not using foul language. Attend customer service training course or similar course in order to gain the necessary tools on how to behave appropriately in the workplace.

➤ During the two weeks Jaysen worked on the reprographic equipment, there were no agendas assigned for his 2 weeks on this rotation, therefore City Council Agenda jobs were not evaluated for Jaysen. Jaysen has not had any outbursts during this time.

- It is still recommended for Jaysen to take customer service training courses.
- Jaysen has performed accurately and thoroughly regarding work for the city departments.

2nd Month Update:

- During May 1st and 2nd, Jaysen was scheduled on his rotation for the Reprographics equipment area covering the processing and printing of the City Council Agenda. Jaysen requested vacation for May 1st and 2nd therefore, there is no evaluation regarding his rotation of the City Council Agenda. Vacation was granted.
- Customer service training opportunity was presented to Jaysen on April 13th, 2023. The class is scheduled for May 17, 2023 at the Human Resources building. I followed up with Jaysen on April 18, 2023 and again May 3rd, 2023 to find out if he had registered for the customer service training class. To this date, I have not received a confirmation that Jaysen has signed up for the class.

2. Compliance with work instructions

Problem: Jaysen refused to comply with work instructions provided by his supervisor.

Goal: Improve communication with his Coordinator and Supervisor regarding work output with new projects.

- If unsure, ask questions about the work order.
- If given specific direction, complete tasks as assigned.
- Be courteous and professional.

- Jaysen is asking more questions about projects and orders, improving his communication with the coordinator and supervisor.
- Jaysen is completing tasks as assigned.
- Jaysen is being courteous and professional with customers and staff.

2nd Month Update:

- Jaysen continues communication with the coordinator regarding jobs.
- Jaysen is completing printing assignments on time that are assigned to him by the coordinator. Job tickets are being completed and finished on time.
- Jaysen is being courteous and professional with customers and staff.



 Carlos Romero
 Central Services Supervisor

5-12-23

 Date

I have read and understand the contents of this Performance Improvement Plan.



 Jaysen Surber
 Reprographics Specialist

5-12-23

 Date

Cc: Department File
 Human Resources Department

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: April 10, 2023

TO: Jaysen Surber, Reprographics Specialist
FROM: Carlos Romero, Central Services Supervisor
SUBJECT: Performance Improvement Plan Monthly Follow Up

As you recall, on March 07, 2023 you were placed on a Performance Improvement Plan which resulted from your below standard evaluation. The evaluation covered the period from 12/31/21-12/31/22. The following summary is a result of our meeting on March 07, 2023 regarding progress from the first month of observation.

PERFORMANCE IMPROVEMENT PLAN FOR: JAYSEN SURBER

April 10, 2023

1. Accuracy/Thoroughness/Oral Expression

Problem: Jaysen does not review his work for accuracy and thoroughness before completing and/or submitting.

Goal:

1. Improve accuracy and thoroughness of work product:
 - Critically review all your reprographic jobs for any errors or omissions of information. This includes all City Council Agenda items and any work performed for City Departments.
 - Ensure to transfer the files to the proper digital folder.
 - Double check your work and confirm that the files have transferred successfully and received by the City Clerk's Office for City Council Agenda jobs.

Problem: Jaysen has inappropriate outbursts in the workplace, gets visibly upset, raises his voice, and uses foul language.

Goal: Eliminate outbursts in the workplace by speaking in a normal tone of voice and not using foul language. Attend customer service training course or similar course in order to gain the necessary tools on how to behave appropriately in the workplace.

- During the two weeks Jaysen worked on the reprographic equipment, there were no agendas assigned for his 2 weeks on this rotation, therefore City Council

COT000040

Agenda jobs were not evaluated for Jaysen. Jaysen has not had any outbursts during this time.

- It is still recommend for Jaysen to take customer service training courses.
- Jaysen has performed accurately and thoroughly regarding work for the city departments.

2. Compliance with work instructions

Problem: Jaysen refused to comply with work instructions provided by his supervisor.

Goal: Improve communication with his Coordinator and Supervisor regarding work output with new projects.

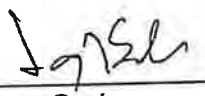
- If unsure, ask questions about the work order.
 - If given specific direction, complete tasks as assigned.
 - Be courteous and professional.
- Jaysen is asking more questions about projects and orders improving his communication with the coordinator and supervisor.
 - Jaysen is completing tasks as assigned.
 - Jaysen is being courteous and professional with customers and staff.



Carlos Romero
Central Services Supervisor

4-10-23
Date

I have read and understand the contents of this Performance Improvement Plan.



Jaysen Surber
Reprographics Specialist

4-10-23
Date

Cc: Department File
Human Resources Department

CITY OF TORRANCE

INTEROFFICE COMMUNICATION

DATE: March 7, 2023

TO: Jaysen Surber, Reprographic Specialist
FROM: Carlos Romero, Central Services Supervisor
SUBJECT: Performance Improvement Plan


Upon completing your current performance evaluation for the period 12/31/21 to 12/31/22, you received an overall rating of "Below Standard". Your failure to meet the minimum job standards is unacceptable and a concerted effort on your part is necessary to improve your performance.

To help you improve your performance, a Performance Improvement Plan has been developed specifically for you. The following areas have been identified as needing special attention:

1. Accuracy/Thoroughness/Oral Expression
2. Compliance with work instructions

Problems within these areas and achievable goals are outlined in the attached Performance Improvement Plan. These will be discussed thoroughly with you, and you will be provided an opportunity to ask questions regarding the plan.

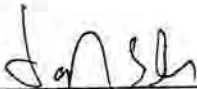
Your performance will be closely monitored over the next three months and reviewed with you on a regular basis. You are advised that failure to show improvement may result in disciplinary action, up to and including termination.



Carlos Romero
Central Services Supervisor

3-07-23
Date

I have read and understand the contents of this Performance Improvement Plan.



Jaysen Surber
Reprographic Specialist

3-7-23
Date

Cc: Department File
Human Resources Department

PERFORMANCE IMPROVEMENT PLAN FOR: JAYSEN SURBER

February 27, 2023

1. Accuracy/Thoroughness/Oral Expression

Problem: Jaysen does not review his work for accuracy and thoroughness before completing and/or submitting.

Goal: Improve accuracy and thoroughness of work product:

- Critically review all of your reprographic jobs for any errors or omissions of information. This includes all City Council Agenda items and any work performed for City Departments.
- Ensure to transfer the files to the proper digital folder.
- Double check your work and confirm that the files have transferred successfully and received by the City Clerk's Office for City Council Agenda jobs.

Problem: Jaysen has inappropriate outbursts in the workplace, gets visibly upset, raises his voice, and uses foul language.

Goal: Eliminate outbursts in the workplace by speaking in a normal tone of voice and not using foul language. Attend customer service training course or similar course in order to gain the necessary tools on how to behave appropriately in the workplace.

2. Compliance with work instructions

Problem: Jaysen refused to comply with work instructions provided by his supervisor.

Goal: Improve communication with his Coordinator and Supervisor regarding work output with new projects.

- If unsure, ask questions about the work order.
- If given specific direction, complete tasks as assigned.
- Be courteous and professional.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 6/14/18 to: 6/14/19

Position: Reprographic Specialist Department: General Services

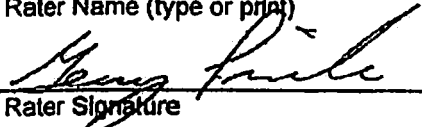
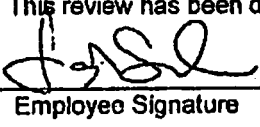


Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability:	
Work Habits:		Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings

See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerry Pinela	18612		
Rater Name (type or print)	Rater ID#	This review has been discussed with me.	
	<u>6/28/19</u>		<u>6-28-19</u>
Rater Signature	Date	Employee Signature	Date
	<u>6/28/19</u>		<u>6-20-19</u>
Reviewer Signature	Date	Department Head Signature	Date

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine cleaning or maintenance on high speed reprographic equipment and related bindery equipment used in the production and binding of forms, correspondence, reports and other materials in the central reprographic section/division of the City; and to perform related work as required. As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen has been trained and is rotating from Reprographics area to the bindery and the large format /Xante envelope printer.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs for each job ticket in EDU/PrintshopPro.
2. Organize and Back up City documents to external hard drives at the end of his rotation.
3. Become proficient in the operation of the new Xante envelope and letterhead printer.
4. Continue to maintain paper shelving during downtime and when switching to bindery.
5. Clear the top of reprographics equipment of paper daily.
6. Complete forklift training.

Rater Initial: JS

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days a written request to the Civil Service Commission for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 12/28/15 to: 12/28/16
 Position: Reprographic Specialist Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable	
Work Habits:		Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerardo Pinela		18612	
Rater Name (type or print)		Rater ID#	
<i>Gerardo Pinela</i>		<i>12/28/16</i>	
Rater Signature		Date	
<i>[Signature]</i>		<i>12-27-16</i>	
Reviewer Signature		Date	
This review has been discussed with me.			
<i>[Signature]</i>		<i>12-28-16</i>	
Employee Signature		Date	
<i>Sheryl Ballen</i>		<i>12-27-16</i>	
Department Head Signature		Date	

DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee
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City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed. A verbal reprimand was issued to Jaysen on February 10, 2016 regarding an incident confronting a citizen at the City Yard. A rebuttal to the reprimand was received. No further incidents have occurred.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen has been trained and is rotating from Reprographics area to the bindery and the large format and inkjet printing area..

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs for each job ticket in EDU/PrintshopPro.
2. Needs to organize and Back up City documents to external hard drives.
3. Continue to maintain paper shelving during downtime and when switching to bindery.
4. Jaysen will continue to undergo training to rotate from the Reprographics area to the Bindery area and the large format and inkjet printing area.

Rater Initial: LR

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 6/10/14 to: 6/10/15
 Position: Reprographic Specialist Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Adaptability:	
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		
Work Habits:		Supervisory Ability: Not Applicable	
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerardo Pinela	18612	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#		
<i>Gerardo Pinela</i>	6/10/15	<i>Jaysen Surber</i>	6-10-15
Rater Signature	Date	Employee Signature	Date
<i>[Signature]</i>	6-11-15	<i>Sheryl Ballou</i>	6-11-15
Reviewer Signature	Date	Department Head Signature	Date

DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee
(Form: cvs-ape - Rev. 01/08)

City of Torrance Employee Appraisal Review
Page 2

Employee Name: Jaysen Surber **I.D. #** 14219

Comments to support overall rating

As a Reprographic Specialist, Jaysen contributes to meeting division deadlines on reprographic and bindery projects. Jaysen also assists with the Mail/Driver Delivery position when needed.

Accomplishments of performance goals/objectives established during last evaluation period

1. Jaysen has contributed in evaluating reprographic equipment and software.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs in Reprographics and Bindery for each job ticket in EDU/PrintshopPro.
2. Continue to organize and Back up of City documents to external hard drives.
3. Continue to maintain paper shelving during downtime and when switching to bindery.
4. Jaysen will continue to undergo training to rotate from the Reprographics area to the Bindery area and the large format and inkjet printing area.

Rater Initial: SP **Employee Initial:** JNS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 7/17/12 to: 7/17/13
 Position: Reprographic Operator Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW	Work Performance Standards	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/>
Quality of Work:		Adaptability:	
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral expression	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>		
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		
Work Habits:		Supervisory Ability: Not Applicable	
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
 See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerardo Pinela		18612		This review has been discussed with me.	
Rater Name (type or print)		Rater ID#			
		7/18/13			
Rater Signature		Date		Employee Signature	
		7-17-13			
Reviewer Signature		Date		Department Head Signature	
				Date	

DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee
 (Form: cvs-ape - Rev. 01/08)

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

As a Reprographic Equipment Operator, Jaysen contributes to meeting division deadlines on reprographic and bindery projects consistently.

Jaysen has made suggestions to help customers be more accurate with their project submissions via the online ordering system to meet their deadlines. He also assists with the Mail/Driver Delivery position when needed. Jaysen is very helpful with deliveries of large items to administrative staff that are limited to lifting and carrying large items. He also participated in the CPR Training program and is now certified. He also completed NPDES training.

Accomplishments of performance goals/objectives established during last evaluation period

Jaysen has been continuously tracked time on Jobs in the Reprographics and Bindery for each job ticket in EDU/Printshop Pro. Continues to maintain his 15 minute breaks twice a day.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue to track time spent on jobs in Reprographics and Bindery for each job ticket in EDU/PrintshopPro.
2. Continue to organize and Back up of City documents to external Hard drive.
3. Continue to maintain paper shelving during downtime and when switching to bindery.
4. Continue Login of packages into the package tracking system as soon as they arrive.
5. Evaluate reprographic and bindery equipment being researched.

Rater Initial: 

Employee Initial: 

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

(Form: cvs-ape) DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee

COT000051

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 1/9/11 to: 11/9/12
 Position: Reprographic Operator Department: General Services

	EXCEEDS	MEETS	BELOW		EXCEEDS	MEETS	BELOW
Quantity of Work:				Personal Relations:			
Amount of work performed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Work:				Personal appearance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adaptability:			
Neatness of work product	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in new situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thoroughness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Oral expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Written expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Supervisory Ability: Not Applicable			
Work Habits:				Planning and delegating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training and instructing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attendance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Disciplinary control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluating performances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application to duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Approachability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
 See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

Gerardo Pinela		18612		This review has been discussed with me.	
Rater Name (type or print)		Rater ID#			
		<u>1/9/12</u>			
Rater Signature		Date		Employee Signature	
		<u>1-9-12</u>			
Reviewer Signature		Date		Department Head Signature	
				<u>1-9-12</u>	
				Date	

DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee
 (Form: cvs-ape - Rev. 01/08)

City of Torrance Employee Appraisal Review
Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

As a Reprographic Equipment Operator, Jaysen has produced a standard amount of work within the normal scope of supervision. While completing his work in a timely manner to meets his deadlines.

Jaysen has improved in the area of appropriate behavior in the work environment by being friendlier and open to new ideas. He also assists with the Mail/Driver Delivery position when needed. Jaysen is very helpful with deliveries of large items to administrative staff that are limited to lifting and carrying large items.

Accomplishments of performance goals/objectives established during last evaluation period

Jaysen has shown an improvement in attitude. He has controlled his emotions and negative outbursts and has maintained a positive outlook toward his job and fellow employees. He has also attended and completed Torrance University, CORE Classes.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Track time spent on jobs in Reprographics and Bindery for each job ticket in EDU/Printshop Pro.
2. Organize and Back up of City documents to external Hard drive.
3. Take initiative to maintain paper shelving during downtime and when switching to bindery.
4. Apply more attention to detail on projects for a more refined result through color calibration on the color copier and bindery equipment troubleshooting.
5. Do not exceed 15 minute breaks twice a day.
6. Login packages into the package tracking system as soon as they arrive.

Rater Initial: JS

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

(Form: cvs-ape) DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee

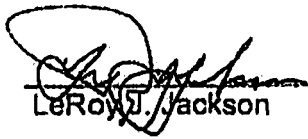
COT000053

City of Torrance Employee Appraisal Notification

Employee Name: Jaysen Surber I.D.# 14219 Period: 12/27/2007 to: 12/27/2008

Position: Reprographic Equipment Operator Department: General Services

This is to notify you that your performance evaluation record is being updated. Be advised that for the period noted above your performance record will reflect that you have met the standards of performance required of the position. This notification will be included in your personnel file.



LeRoy J. Jackson

May 28, 2009
Date

CC: Personnel File

dyt hd.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 4/11/06 to: 4/11/07
 Position: Reprographics Equipment Operator Department: General Services

Work Performance Standards	EXCEEDS MEETS BELOW			Work Performance Standards	EXCEEDS MEETS BELOW		
Quantity of Work:				Personal Relations:			
Amount of work performed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Work:				Personal appearance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adaptability:			
Neatness of work product	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in new situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thoroughness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Oral expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Written expression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Supervisory Ability: Not Applicable			
Work Habits:				Planning and delegating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training and instructing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attendance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Disciplinary control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluating performances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application to duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Approachability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

William Urquilla	12430	This review has been discussed with me.	
Rater Name (type or print)	Rater ID#		
	4/16/07		4-16-07
Rater Signature	Date	Employee Signature	Date
	4-16-07		4-16-07
Reviewer Signature	Date	Department Head Signature	Date

DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee
(Form: cvs-ape - Rev. 07/04)

City of Torrance Employee Appraisal Review

Page 2

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

During his 12th year as a Reprographic Equipment Operator, Jaysen has produced a standard amount of work within the normal scope of supervision. While completing his work in a timely manner to meet most deadlines, Jaysen has also demonstrated an improvement in handling large jobs, which routinely require overtime to complete.

While maintaining a standard level of productivity and job knowledge, Jaysen still needs improvement in the area of appropriate behavior in the work environment. Examples include:

- During the course of this evaluation period, Jaysen was reminded that Union business should be handled during non-work hours, which include before work, after work, or lunch periods, and should be conducted outside the work area.
- On October 24, 2006, Jaysen was counseled by his supervisor not to wipe or leave any blood drops on any desk or machine surface after administering his blood sugar test. On February 20, 2007, Jaysen received a written reprimand because blood drops were again noticed on the Heidelberg copy machine. Jaysen was again instructed to take the necessary steps to ensure that it did not happen again. Since that time there have been no further incidents.

Accomplishments of performance goals/objectives established during last evaluation period

Goals and objectives that were established during the last evaluation period were partially completed as follows:

1. In receiving constructive feedback from his supervisor or manager, Jaysen often displayed a defensive and negative attitude during discussions relating to his job performance or appropriate behavior in the workplace.
2. Jaysen did make an attempt to minimize non work related issues, however there continued to be several reminders of items that needed to be handled during non work hours, examples include Union business, and personal conversations that caused distractions and delays to his normal duties.
3. In his effort to improve communication with co-workers, Jaysen received an Employee Spot Award from the City Manager's Office in accomplishing a large complicated printing project with a "positive attitude."
4. Jaysen initially refused direction to attend Certification for the Heidelberg copier. The delay in arranging for the training resulted in Jaysen not being trained as the class was eventually discontinued.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Must participate and attend service courses, or demonstrations, as required for new reprographic or bindery equipment.
2. Attend at least one training course related to work place communication skills.
3. Maintain sanitary conditions in the workplace.

Rater Initial: A.W.

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

City of Torrance Employee Appraisal Review

Page 3

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 03/29/05 to: 03/29/06

Position: Reprographic Equipment Operator Department: General Services

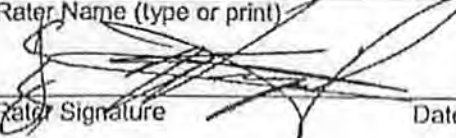
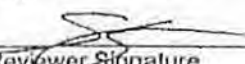
	EXCEEDS MEETS BELOW		EXCEEDS MEETS BELOW
Work Performance Standards		Work Performance Standards	
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability:	
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral Expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable	
Work Habits:		Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

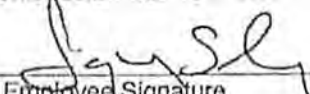
Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

William Urquilla

Rater Name (type or print) _____
 Rater Signature  Date 3/30/06
 Reviewer Signature  Date 3-30-06

This review has been discussed with me.

Employee Signature 
 Department Head Signature Sheryl Ballew Date 3-30-06

DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee
(Form: cvs-ape - Rev. 03/04)

City of Torrance Employee Appraisal Review

Page 3

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine or maintenance on high speed programmable photocopying and related equipment used in the reproduction and binding of forms, correspondence, reports and other materials in the centralized reprographic Section/Division of the City; and to do related work as required. Jaysen continues to produce the required amount of work and has proven to be an important asset to the daily operation of Central Services. Jaysen has made progress, but is strongly recommended to maintain his level of performance & follow thru on all assignments. Jaysen has the capability to continue & maintain his overall performance & understand the demands of in-house print shop. Jaysen has improved in handling last minute Rush/Emergency job requests. Jaysen has also shown extra effort in helping to distribute flyers to various neighborhoods for the Community Development Department, which was conducted primarily after hours.

Accomplishments of performance goals/objectives established during last evaluation period

Jaysen has improved upon receiving instruction and feedback from his supervisors, and has attempted to minimize the amount of non work related conversations. He continues to improve his communication skills with his supervisors and understands the necessity of prioritizing certain jobs. Jaysen should complete the Heidelberg certification training for minor repairs and troubleshooting.

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue the receptiveness of both positive & constructive feedback from Coordinator/Supervisor.
2. Continue to improve on minimizing non work related issues.
3. Continue to improve on communication with supervisors and co-workers.
4. Complete the Certification training for the Heidelberg copier regarding minor repairs and troubleshooting.

Rater Initial: H.U.

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

I WILL SUBMIT E-MAIL ON CONCERNS OF #4 GOAL/OBJECTIVE.

City of Torrance Employee Appraisal Review

Employee Name: Jaysen Surber I.D. # 14219 Review Period: 12/16/03 to: 12/16/04

Position: Reprographic Equipment Operator Department: General Services

Work Performance Standards ↓	EXCEEDS MEETS BELOW	Work Performance Standards ↓	EXCEEDS MEETS BELOW
Quantity of Work:		Personal Relations:	
Amount of work performed	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Getting Along with fellow employees	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Completion of work on schedule	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Meeting and handling the public	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
		Personal appearance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work:		Adaptability:	
Accuracy	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in new situations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Neatness of work product	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance in emergencies	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Thoroughness	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Performance with minimum instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Oral Expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		
Written expression	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		
Work Habits:		Supervisory Ability: Not Applicable	
Observance of working hours	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Planning and delegating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendance	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Training and instructing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of rules and regulations	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Disciplinary control	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Observance of safety rules	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Evaluating performances	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliance with work instructions	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Leadership	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Orderliness in Work	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Decision making	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Application to duties	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Fairness and impartiality	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		Approachability	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

Overall Rating Should be Consistent with Job Factor Ratings
See comments on next page

Unsatisfactory
 Below Standard
 Standard
 Above Standard
 Outstanding

William Urquilla		This review has been discussed with me.	
Rater Name (type or print)		Employee Signature	
	12/16/04		12-16-04
Rater Signature	Date	Employee Signature	Date
	12-16-04		12-15-04
Reviewer Signature	Date	Department Head Signature	Date

DISTRIBUTION: Original to Human Resources Department - Copy to Employee Department - Copy to Employee
(Form: cvs-ape - Rev. 03/04)

City of Torrance Employee Appraisal Review

Page 3

Employee Name: Jaysen Surber I.D. # 14219

Comments to support overall rating

Under supervision, to operate and perform routine or maintenance on high speed programmable photocopying and related equipment used in the reproduction and binding of forms, correspondence, reports and other materials in the centralized reprographic Section/Division of the City; and to do related work as required. Jaysen continues to produce a standard amount of work. Jaysen is an asset to the daily operation of Central Services. Jaysen has made progress, but is strongly recommended to maintain his level of performance & follow thru on all assignments. Jaysen has the capability to continue & maintain his overall performance & understand the demands of in-house print shop. Jaysen has improved in handling last minute Rush/Emergency job requests. He did not complete the Certification training for the Heidelberg copier regarding minor repairs and troubleshooting.

Accomplishments of performance goals/objectives established during last evaluation period

N/A

Employee performance goals/objectives for the next evaluation period (objectives should be concrete and specific)

1. Continue the receptiveness of both positive & negative feedback from Coordinator/Supervisor.
3. Minimize non work related conversations.
4. Communicate with co-worker, Coordinator & Supervisor in a respectful & courteous manner.
5. Improve on handling of last minute Rush/Emergency work requests.

Rater Initial: W.C.

Employee Initial: JS

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance EMPLOYEE APPRAISAL REVIEW

Employee Name: **Jaysen Surber**
Position: **Repro. Equip. Oper.**

Review Period: **07/01/00** to: **06/30/01**
Department: **General Services** I.D. # **14219**

Work Performance Standards:	Work Performance Standards:
EXCEEDS MEETS BELOW	EXCEEDS MEETS BELOW
Quantity of Work: Amount of work performed <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Completion of work on schedule <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Personal Relations: Getting Along with fellow employees <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Meeting and handling the public <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Personal appearance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work: Accuracy <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Neatness of work product <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Thoroughness <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Oral Expression <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Written expression <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Adaptability: Performance in new situations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Performance in emergencies <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Performance with minimum instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Work Habits: Observance of working hours <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Attendance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Observance of rules and regulations <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Observance of safety rules <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Compliance with work instructions <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Orderliness in Work <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Application to duties <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable Planning and delegating <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Training and instructing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Disciplinary control <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Evaluating performances <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Leadership <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Decision making <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fairness and impartiality <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Approachability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

- Overall Rating Should be Consistent with Job Factor Ratings -

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory			Below Standard		Standard		Above Standard		Outstanding	

COMMENTS: Examples of work done well or suggestions for improvements in work performance

As a Reprographic Equipment Operator, Jaysen continues to produce a standard amount of work within the normal scope of supervision. Due to vacancies within the Central Services Section, Jaysen's work assignments have primarily been in the reprographics area during this review period. This has allowed his skills and knowledge of our new Digital Reprographic and Color Copying Equipment to improve dramatically. Jaysen is learning to simplify components of the reprographic process to help reduce paper usage. An example of this is his help in converting the City Council Agenda on to CD's.

In his last evaluation Jaysen received an overall rating of "below standards", with the primary problem area being personal relations with coworkers. As a result, Jaysen was given specific goals to assist him in improving his interactions with fellow employees. Since receiving his last evaluation Jaysen has showed little improvement in this area. On August 9, 2000, I met with Jaysen to discuss his performance to date and how his behavior continued to negatively impact his performance, as well as his coworkers. Jaysen was again provided with specific instructions

City of Torrance
EMPLOYEE APPRAISAL REVIEW

Page 2

related to his behavior, which included:

- Communicate with peers and supervisor in a courteous and respectful manner, do not make personal comments which are sarcastic, demeaning or hurtful.
- During staff meetings do not display body language that non-participatory or disrespectful.
- Refrain from inappropriate and non-work related discussions during working hours.

Since that time Jaysen has shown inconsistent improvement. Jaysen continues to be difficult to work with because of his negative statements and behavior that creates a disruptive work environment. There have been a number of occasions when he vocalizes negative statements, excessively focusing on past issues, and upsetting coworkers. Examples of this include:

- Jaysen has not been receptive to feedback from his coordinators and supervisor, whether the feedback has been positive or negative. When approached for discussion he often walks away. He tends to over react to constructive criticism and has stated he has a distrust for management. Jaysen refuses to meet individually with me to discuss operational or job performance issues, unless he has a witness. This behavior is especially disruptive when I am attempting to provide Jaysen with instructions for a particular work order. Although Jaysen does not have a right to have a witness present in these situations, I have allowed this to occur in the hope that he would see that it is not necessary and only serves to disrupt and delay the meeting.
- Jaysen has been advised that his unwillingness to communicate (he needs to focus on the direction being address) with his coordinator and/or his supervisor is inappropriate in the working environment. Difficulties arise when instructions need to be passed on to him and are not sure he is listening (he turns and walks away and does other things to distract the overall conversation) to directions because of his unwillingness to communicate (doesn't talk to his coordinator). This has been discussed many past staff meetings.
- Throughout this period Jaysen has continued to focus on the past issues and incidents that led to the below standards evaluation he received last year. Because some of these incidents involve current coworkers it is particularly upsetting to them as they hear Jaysen continually explain his perception of the events that led to the rating. He needs to move on and forget about the past experiences. I would like to eliminate negative comments, past incidents and focus on today and future to make our working environment healthier and happier.
- On January 24, 2001, Jaysen received a written reprimand for inappropriate discussions during working hours. On several occasions I observed Jaysen discussing his religious beliefs during working hours with co-workers. Jaysen was advocating his beliefs over the beliefs of others and referred to members of a particular religion as sinners. This was upsetting to some coworkers, distractive and inappropriate in the working environment. This has also been discussed in staff meetings.
- Jaysen continues to express his unhappiness with *rush/emergency* job requests. He continues to ask his coordinator to talk to the requestors to get an extension of the due dates. He says that he is unhappy with rush jobs. He doesn't like to work under these pressures. He does not try to process improve on his job but rather do it the same old way. This has always bothered

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COT000063

City of Torrance EMPLOYEE APPRAISAL REVIEW

Page 3

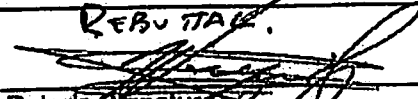

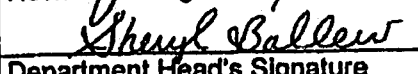
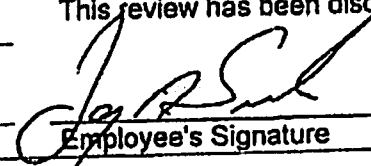
him and has been a continuing problem for him. Rush/emergency jobs are just the nature of the job. This has been an on going subject in one-on-one meetings and discussed with coordinators.

- Jaysen tends to be very argumentative with co-workers. Whether he's doing this as a joke it disrupts his working relationship with his co-workers. They just walk away and say "I don't want to talk about this anymore with you." He keeps bring back past experiences to employees.
- He is unwilling to participate in group meetings or demonstration of equipment. Some essential training was missed on the new bindery equipment that was purchased for the department. He would claim that he was too busy to participate. He will now have to be trained by his coordinator to catch up. He is not a team player. He was unwilling participate in the photo sessions for the Department/Division display presentation for City Council Meeting to the general public. He got angry with Graphics Coordinator for using his photo.
- Spends a lot of time on the phone, not work related. He gets many personal outside calls and the way he talks and the way the conversations is carried on. He has been told during staff meetings and one-on-one meetings. This has been addressed many times in staff meetings.

While Jaysen has improved in areas of productivity and job knowledge, he still needs improvement in the area of appropriate behavior in the work environment. During the next review period, the goals and objectives identified for Jaysen are:

- Must participate and attend in-house service courses, or demonstrations, as required for new reprographic or bindery equipment. This training is necessary in order for Jaysen to be up to date on the latest equipment.
- Be more receptive to positive and negative feedback from coordinators and supervisor. Learn from positive and negative feedback.
- Keep focused on the work at hand. When issues or conflicts arise with work assignments or co-workers, discuss them with your coordinator, so the problem may be resolved as soon as possible.
- Communicate with co-workers, coordinators, and supervisor in a courteous and respectful manner, do not make personal comments which are sarcastic, demeaning, or hurtful.

I DO NOT AGREE WITH THIS EVALUATION. I WILL PROVIDE MY

<i>REBU TAG</i>		
	07/26/01	
Rater's signature	Date	
	07/31/01	
Reviewer's signature	Date	
	7/31/01	
Department Head's Signature	Date	
		7-31-01
	Employee's Signature	Date

This review has been discussed with me.

APPEAL PROCEDURE

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City of Torrance EMPLOYEE APPRAISAL REVIEW

Page 4

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

City of Torrance

EM. LOYEE APPRAISAL REVIEW

Employee Name: **Jaysen Surber**

Review Period: **02/23/99** to:

04/06/00

Position: **Repro. Equip. Oper.**

Department: **General Services**

I.D. # **14219**

Work Performance Standards:	Work Performance Standards:
EXCEEDS MEETS BELOW	EXCEEDS MEETS BELOW
<p>Quantity of Work:</p> <p>Amount of work performed <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Completion of work on schedule <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Quality of Work:</p> <p>Accuracy <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Neatness of work product <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Thoroughness <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Oral Expression <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Written expression <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Work Habits:</p> <p>Observance of working hours <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Attendance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Observance of rules and regulations <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Observance of safety rules <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Compliance with work instructions <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Orderliness in Work <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Application to duties <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Personal Relations:</p> <p>Getting Along with fellow employees <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Meeting and handling the public <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Personal appearance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Adaptability:</p> <p>Performance in new situations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance in emergencies <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Performance with minimum instructions <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Supervisory Ability: Not Applicable</p> <p>Planning and delegating <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Training and instructing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Disciplinary control <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Evaluating performances <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Leadership <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Decision making <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Fairness and impartiality <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Approachability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

Overall Rating

- Overall Rating Should be Consistent with Job Factor Ratings -

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory	Below Standard		Standard			Above Standard		Outstanding		

COMMENTS: Examples of work done well or suggestions for improvements in work performance

As a Reprographic Operator, Jaysen's duties include: Operating and maintaining high speed photocopying and related bindery equipment used in the reproduction and binding of forms, correspondence, reports and other materials for the City. Jaysen demonstrates competency in the skills and knowledge required. He completes his work in a timely manner and meets most deadlines. However, Jaysen sometimes needs to be encouraged to put forth extra effort. He could do more to demonstrate his commitment to increasing productivity, by doing the work as assigned and not deviating from the work schedule. His attendance and punctuality record is within guidelines.

Jaysen can be difficult to work with because he displays negative and rude behavior. There have been a number of occasions when he exhibited a lack of tact or consideration for others. Examples of this include:



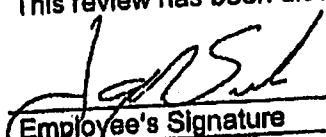
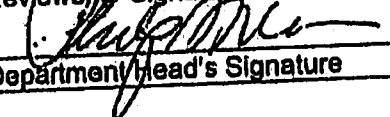
1. May 18, 1999 - A fellow employee was frightened by Jaysen's angry outburst, and upset by his physical contact. Jaysen was counseled by his immediate supervisor and informed that these outbursts are not acceptable, and instructed him to discuss any frustrations or concerns with his immediate supervisor.
2. September 20, 1999 - Jaysen had an angry outburst and used profanity towards his immediate supervisor. The supervisor counseled Jaysen informing him his behavior was not appropriate and his language not acceptable.
3. March 9, 2000 - In response to additional material for the City Council Agenda, Jaysen demonstrated discourteous behavior including an angry outburst and inappropriate language, in the presence of an employee from the City Manager's Office. As a result of this incident, Jaysen has received a written reprimand.

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City of Torrance
EMPLOYEE APPRAISAL REVIEW
 Page 2

Jaysen is an experienced employee, and has the potential to be an important asset to Central Services. During this next review period, the following goals and objectives have been identified for Jaysen:

1. To develop positive working relations, mutual support & respond favorably to suggested actions for improvement.
2. Avoid becoming defensive or argumentative when discussing a problem or situation.
3. Exercise self-control in difficult situations.
4. Eliminate use of offensive or inappropriate language in the workplace, behaving in a professional manner at all times.

	5/2/00		
Rater's Signature	Date	This review has been discussed with me.	
	4-25-00		5-2-00
Reviewer's Signature	Date	Employee's Signature	Date
	4/25/00		
Department Head's Signature	Date		

APPEAL PROCEDURE

Within ten (10) business days after receipt or mailing of a copy of the performance report, the employee may file a written request with the Department Head for reconsideration of any specific item or items, including the overall rating. The Department Head, within ten (10) business days from the request for review is filed, shall either approve the rating as originally prepared or direct a new rating to be prepared and shall notify the employee of the decision.

If no change in the rating has been made by the end of the ten (10) day period, and if the employee still feels it to be incorrect, he/she may file within ten (10) business days, on a form provided by the Civil Service Commission, a request for reconsideration of the overall rating by the Commission. Per Section 14.22.6 only evaluations in which the overall rating is below the mid-point can be appealed to the Civil Service Commission.

COMPLETING THE APPRAISAL REVIEW

Overall Rating: This represents a judgment of the total work performance for the entire rating period. Indicate the rating by placing an "X" in the appropriate space. Justification must be provided in the comments section to substantiate the rating.

OUTSTANDING: Total work performance is definitely superior and well above the standards of performance required for the position.

ABOVE STANDARD: Total work performance is definitely above the standards of performance required for the position.

STANDARD: Total work performance meets the standards of performance required for the position. Improvement may be needed in some aspects of performance.

BELOW STANDARD: Total work performance is below the standards of performance required for the position. Definite improvement is needed.

UNSATISFACTORY: Total work performance is inadequate and definitely inferior to the standards of performance required for the position.

I DO NOT AGREE WITH WILLIAMS DISCUSSION OF THE EVENTS IN THIS EVALUATION. I WILL PROVIDE A REBUTAL IN DUE TIME.

City of Torrance EMPLOYEE APPRAISAL REVIEW

Employee Name: **Jaysen Surber**

Review Period: **11/1/97** to: **2/22/99**

Position: **Reprographic Equipment Operator**

Department: **Central Services
General Services**

I.D. # **14219**

Work Performance Standards:	Work Performance Standards:
EXCEEDS MEETS BELOW	EXCEEDS MEETS BELOW
Quantity of Work: Amount of work performed <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Completion of work on schedule <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Personal Relations: Getting Along with fellow employees <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Meeting and handling the public <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Personal appearance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Quality of Work: Accuracy <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Neatness of work product <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Thoroughness <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Oral Expression <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Written expression → <i>N/A</i> → <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Adaptability: Performance in new situations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Performance in emergencies <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Performance with minimum instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Work Habits: Observance of working hours <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Attendance <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Observance of rules and regulations <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Observance of safety rules <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Compliance with work instructions <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Orderliness in Work <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Application to duties <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supervisory Ability: Not Applicable Planning and delegating <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Training and instructing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Disciplinary control <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Evaluating performances <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Leadership <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Decision making <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fairness and impartiality <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Approachability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Overall Rating

- Overall Rating Should be Consistent with Job Factor Ratings -

Unsatisfactory Below Standard Standard Above Standard Outstanding

COMMENTS: Examples of work done well or suggestions for improvements in work performance

Jaysen has a high degree of technical skill as a Docutech operator. He would be a greater asset to the division if he would manage his workload in a more efficient manner. He is skilled enough to do other tasks while a large Docutech job is running, but is usually reluctant to do so. This reluctant attitude effects other employees in the division. Jaysen has an outgoing personality and is well liked by his co-workers

<i>[Signature]</i>	Date	<i>2/24/99</i>
Rater's Signature	Date	<i>2/24/99</i>
<i>[Signature]</i>	Date	<i>2/24/99</i>
Reviewer's Signature	Date	<i>2/24/99</i>
<i>[Signature]</i>	Date	<i>2-24-99</i>
Department Head's Signature	Date	Employee's Signature

I DO NOT AGREE WITH JELICE FROMM'S COMMENTS TO MY WORK HABITS SINCE SHE IS NEVER PRESENT WITHIN WORKING CONDITIONS

This review has been discussed with me.

MONTHLY REPORT ON PROBATIONER

NAME JAYSEN SERBER DEPT. CENTRAL SERVICES
 POSITION REPROGRAPHIC OPERATOR ON COMPLETION OF _____
 MONTHS OF PROBATIONARY PERIOD, ENDING July 31, 1995

	Very Good	Good	Fair	Poor
1. <u>QUANTITY:</u> Amount of work performed Completion of work on schedule		✓		
2. <u>QUALITY:</u> Accuracy Neatness of work product Thoroughness Oral Expression Written Expression		✓ ✓ ✓	✓	
3. <u>WORK HABITS:</u> Observance of working hours Attendance Observance of safety rules Compliance with work instructions Orderliness in work Application to duties		✓ ✓ ✓ ✓	✓ ✓	
4. <u>PERSONAL RELATIONS:</u> Getting along with fellow employees Meeting and handling the public Personal Appearance	✓	✓ ✓		
5. <u>ADAPTABILITY:</u> Performance in new situations Performance in emergencies Performance with minimum instructions		✓ N/A ✓		
6. <u>SUPERVISORY ABILITY:</u> Planning and assigning Training and instructing Disciplinary control Evaluating performance Leadership Making decisions Fairness and impartiality Approachability				

REMARKS: NEEDS TO SHOW IMPROVEMENT IN ABILITY TO PRIORITIZE
WORK WHEN ASSIGNED TO BINDERY AREA. NEEDS TO USE DOCUTECH MORE
EFFICIENTLY I.E. SCANNING JOBS WHILE PRINTING OTHER JOBS

I DD find this employee satisfactory
 _____ Employee Signature
 _____ Department Head

Distribution: White - Personnel; Yellow - Employee; Pink - Department

MONTHLY REPORT ON PROBATIONER

NAME Surber, Jaysen N. DEPT. Central Services
 POSITION Repro. Equipment Operator ON COMPLETION OF 12-94 - 4-95
 MONTHS OF PROBATIONARY PERIOD, ENDING _____

	Very Good	Good	Fair	Poor
1. QUANTITY:				
Amount of work performed		✓		
Completion of work on schedule		✓		
2. QUALITY:				
Accuracy		✓		
Neatness of work product	✓			
Thoroughness		✓		
Oral Expression		✓		
Written Expression		✓		
3. WORK HABITS:				
Observance of working hours		✓		
Attendance	✓			
Observance of safety rules		✓		
Compliance with work instructions		✓		
Orderliness in work			✓	
Application to duties			✓	
4. PERSONAL RELATIONS:				
Getting along with fellow employees	✓			
Meeting and handling the public		✓		
Personal Appearance		✓		
5. ADAPTABILITY:				
Performance in new situations		✓		
Performance in emergencies		✓		
Performance with minimum instructions		✓		
6. SUPERVISORY ABILITY:				
Planning and assigning				
Training and instructing				
Disciplinary control				
Evaluating performance				
Leadership				
Making decisions				
Fairness and impartiality				
Approachability				

REMARKS: See Attached Comments

I Do find this employee satisfactory.
 _____ Employee Signature _____ Department Head

Distribution: White - Personnel; Yellow - Employee; Pink - Department

PERFORMANCE REPORT
12/94 through 4/95

In the xerox area of operations, Jaysen follows instructions well and executes them quickly. He has the ability to recognize priorities and meet important deadlines on the various jobs he has worked on. He has an excellent general understanding of the sophisticated equipment (both Docutech and 5775) that is used in the xerox operation of the Central Services Division.

Jaysen also works well in the warehouse area of the Division. He understands and follows the proper procedures for verifying and checking in stationary supplies for the Division's stockroom. Additionally, he is efficient filling user departments stock supply requests and subsequent electronic notification.

During this reporting period, Jaysen has proven to be a reliable employee. His attendance and attitude regarding work assignments has been excellent. However, there are two areas that need to show some improvement. One area is the participation in excessive conversations with other employees in the office that can be disruptive to other staff in the Division completing their work. At this point, no significant problems have been created, but the tendency to participate in these conversations is noticeable and he should be aware and take steps to improve this behavior. The other area that needs some attention is his application to duties in the bindery area. Jaysen needs to develop a better understanding of the priorities and the timeframes for work to be completed in this area.

Overall Jaysen is a good, reliable employee. It is anticipated that if his performance continues to be consistent, and improvements are made in the noted areas, he will be an asset to the Division and the City.

Michael Grabowski
Coordinator, Central Services

PERFORMANCE REPORT
12/94 through 4/95

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Michael Grabowski
Coordinator, Central Services

Honorable Members
of the Committee of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: COMMITTEE OF THE CIVIL SERVICE COMMISSION CLOSED SESSION

The Committee of the Civil Service Commission will meet in Closed Session for the following purpose:

a. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):

- 1) Appeal of Discipline of a Reprographic Specialist.

Respectfully submitted,



Brianne Cohen
Civil Service Manager