



MEMORANDUM

Council Agenda
Item No. IX. M
4/9/2024

The City of OKLAHOMA CITY

TO: Mayor and City Council

FROM: Craig Freeman, City Manager

Request for Proposals to be advertised, multi-rater feedback assessment system (RFP24404).

Purpose:

This assessment is to gather feedback using a comprehensive multi-rater feedback assessment system, including coaching tools and calibration tools for our police officers and civilian employees from various stakeholders, including supervisors, peers, and subordinates, to foster professional development, enhance performance, and improve community interactions.

Proposal Receipt Date:

May 8, 2024 - 4:00:00 p.m.

Background:

The Police Department has used the same performance evaluation for over 20 years. The current performance evaluation is antiquated and no longer aligns with the organizational goals of the Oklahoma City Police Department. The current performance evaluation lacks key features to ensure employee evaluations are comprehensive, adaptable to different ranks, and reduce raters bias. Furthermore, the current evaluation method provides no clear path for improvement by the rated employee.

The Multi-Rater Feedback Assessment provides a holistic view of an individual's performance by gathering insights from multiple perspectives. This will include feedback on interpersonal skills, leadership skills, communication, community engagement, ethical conduct, and more. Calibration tools will ensure consistency and fairness in the assessment processes by reducing potential raters bias and discrepancies in the feedback data.

The Multi-Rater Feedback Assessment will enhance self-awareness by providing an employee with a deeper understanding of their strengths and weaknesses. The increase in self-awareness facilitates personal and professional development leading to improved performance over time. The evaluation will also provide coaching tools that assist supervisors create and implement personalized developmental plans for each employee under their command. Aggregated reports can be generated to identify overreaching trends within the police department and areas for targeted improvement initiatives.

The Multi-Rater Feedback Assessment offers a comprehensive and balanced assessment, promoting employee development, fairness, and collaboration. This approach will enhance our performance evaluation process and align it with our core values to ensure the continued success of our organization.

Source of Funds:

Various funds and accounts

Review:

Finance Department

Recommendation: Request for Proposals be approved and the City Clerk be authorized to advertise for proposals.