

Guidelines and Procedures For  
Exceptional Service Increments

An Exceptional Service Increment shall be granted by awarding an amount of 5 or 10 percent of an employee's base rate which may be authorized for a period of 3, 6, 9 or 12 months and will automatically terminate on the expiration of the authorized time unless extended by the same procedure as is required for the original approval.

The factors, procedures, form and measurable criteria substantiating how and to what degree the employee's performance merits an Exceptional Service Increment are indicated below:

- I. A. The employee has developed or discovered a concept, technique, practice or procedure related to the work of his or her classification which has demonstrably improved the quality of service rendered by the department or has resulted in monetary savings to the City.
- B. The employee consistently demonstrated ingenuity in the solution of difficult problems related to work in his or her classification and the resulting improvement in services and/or financial savings can be documented.
- C. The employee's work in his or her classification is performed at a standard consistently above that normally expected of the class and has resulted in an improvement of service or a financial savings which can be documented.

(It should be noted that criteria outlined above, which are unrelated to the employee's own classification, are recognized through the Suggestion Award Program).

- II. The employee is assigned for a limited period of 3 or 6 months to work requiring the performance of significantly higher level duties and responsibilities for which there is no existing classification. An Exceptional Service Increment under this factor may be requested if either one of the following conditions is met:
  - A. A new class specification is being developed by the Director of Personnel and the employee may be a qualified competitor for the promotion to this classification.

- B. The work to be performed is temporary and of such limited duration that the development of a new class specification is not warranted.

(It should be noted that criteria outlined in number 2 should not be confused with a temporary assignment to a higher class where the department head requests approval from the Director of Personnel justifying the need for such temporary assignment and documenting that the employee meets the minimum qualifications of the classification).

- III. The employee has performed an individual act of heroism beyond the call of duty.
- IV. A. The employee consistently produces higher quality or quantity of work than other employees within the same classification and is not eligible for promotion.
- B. The employee, through improved efficiency, time management or work techniques takes on additional work that, although is not required, results in a more effective work product or program.
- V. An entire work unit may be eligible for Exceptional Service Increments when there is a measurable productivity improvement of the entire unit that can be documented when compared to other units.

The amount and the period of time for Exceptional Service Increment must be directly related to the factors indicated in the procedures and guidelines with supporting documentation on the Exceptional Service Increment Request Form. Two completed Forms 4 should accompany each request for Exceptional Service; one for initiating the ESI and the other for terminating it. The yellow copies will be returned to you with any necessary modifications made.

NO REQUEST FOR AN ESI WILL BE REVIEWED WITHOUT THE BENEFIT OF THE ESI REQUEST FORM.

**Guidelines and Procedures For**  
**Exceptional Service Increments For Non-Union and Unclassified Employees**

Exceptional Service Increment shall be granted by awarding an amount of 2.5 or 10 percent of an employee's base rate which may be authorized for a period of 3, 6, 9 or 12 months and will automatically terminate on the expiration of the authorized time unless extended by the same procedure as required for the original approval. With the approval of the Mayor or his designee an employee can be issued a 2.5, 5, 7.5 or 10 percent bonus lump sum bonus.

The factors, procedures, for and measurable criteria substantiating how and to what degree the employee's performance merits an Exceptional Service Increment as indicated below:

- I. A. The employee has developed or discovered a concept, technique, practice or procedure related to the work of his or her classification which has demonstrably improved the quality of service rendered by the department or has resulted in monetary savings to the City.
- B. The employee consistently demonstrated ingenuity in the solution of difficult problems related to work in his or her classification and the resulting improvement in services and/or financial savings can be documented.
- C. The employee's work in his or her classification is performed at a standard consistently above that normally expected of the class and has resulted in an improvement of services and/or financial savings which can be documented.
- II. The employee is assigned for a limited period of 3 or 6 months to work requiring the performance of significantly higher-level duties and responsibilities for which there is no existing classification. An Exceptional Service Increment under this factor may be requested if either one of the following conditions is met:
  - A. A new class specification is being developed by the Director of Human Resources and the employee may be a qualified competitor for the promotion to this classification.
  - B. The work to be performed is temporary and of such limited duration that the development of a new class specification is not warranted.
- III. The employee has performed an individual act of heroism beyond the call of duty.
- IV. A. The employee consistently produced higher quality or quantity of work than other employees within the same classification and is not eligible for promotion.

- B. The employee, through improved efficiency, time management or work techniques takes on additional work that, although is not required, results in a more effective work product or program.
  
- V. An entire work unit may be eligible for Exceptional Service Increments when there is a measurable productivity improvement of the entire unit that can be documented when compared to other units.

The amount and the period of time for Exceptional Service Increment must be directly related to the factors indicated in the procedures and guidelines with supporting documentation on the Exceptional Service Increment Request Form. Two completed Exceptional Service Forms should accompany each request for Exceptional Service one for initiating the ESI and the other for terminating it. In cases of lump sum bonus payments only one form needs to be submitted.

**NO REQUEST FOR AN ESI WILL BE REVIEWED WITHOUT THE BENEFIT OF THE ESI REQUEST FORM.**