



ATTENDANCE

I. PURPOSE

To be accountable to our customers by ensuring the effective, prompt, and uninterrupted delivery of our services.

II. SCOPE

This attendance policy applies to all City employees.

III. POLICY

Attendance Goal

Every employee has the responsibility to maintain a good attendance record. The City seeks to achieve an overall record for each employee of greater than 97% attendance in scheduled working hours for all employees combined, measured over a one year period.

IV. SUPERVISOR'S RESPONSIBILITY

Supervisors will exercise the primary management-level responsibility to control employee attendance. Excessive employee absence or lateness are undesirable performance factors and will be managed by supervisors according to the procedures below.

V. DEFINITIONS

A. Absence

1. An absence is defined as any absence from work during scheduled working hours (including overtime).



2. Excluding absence for:

- work-incurred injuries,
- vacation,
- FMLA related absence,
- approved leave of absence without pay,
- administrative leave, and
- any special absence. (See [Special Absence #316](#))

B. Lateness

Unavoidable tardiness may be excused for adequate reason. However, if this privilege is abused, the employee may be subject to corrective action.

C. Abuse of Leave Time

Evidence of abuse of leave privileges can include, but is not limited to:

- Frequent unapproved absences on Friday and/or Monday
- Maintaining low or zero paid leave balances
- Frequent unapproved absences prior to or following a holiday; and/or
- Any pattern of absences that can be identified by a review of leave usage.

VI. PROCEDURE

Supervisors will administer the attendance standards and procedures outlined below, regardless of employee position, eligibility for sick leave benefits, or length of service.

A. Attendance Standards

Supervisors will seek to maintain an attendance level among employees which, when measured City-wide, results in an average of no more than seven days absence per employee, measured over a year.

B. Notification

1. *Advance Notice*

Supervisors will require employees to give advance notice, when possible, of lateness or absence. If advance notice is not possible, notification by phone must be given by the employee to his or her supervisor.



2. *Timing of Notice*

Notification calls must be made within one hour following the start of the employee's assigned shift. *Exception: if coverage must be obtained, the employee must contact his/her supervisor one-hour before the start of the employee's assigned shift.*

3. *Employee to Maintain Contact*

Supervisors will require employees to maintain contact for any period of absence beyond one day, unless the employee has provided a doctor's certification covering a specified period. Frequency of contact between employee and supervisor will be by mutual agreement.

4. *Departmental and/or Divisional Guidelines*

Each division and/or department may set their own specific notification procedures that exceed requirements by the City. Employees are responsible for knowing and following departmental or divisional procedures.

C. Absence Without Leave

1. No employee may be absent from duty from a single day or any part of a day without proper permission or notice.
2. Any such absence shall be without pay and may be subject to corrective action up to and including termination.
3. Two consecutive days of an unauthorized absence will be considered by the supervisor as a voluntary resignation. See [Employee Separation #810](#).
4. The employee will be eligible for reinstatement, at the discretion of the supervisor in consultation with Human Resources, only if exceptional circumstances explain why the employee could not have provided notice.



D. Scheduling Absences

When the need for being absent from work is known in advance, the employee will notify the supervisor immediately.

F. Performance Appraisal

1. Supervisors are required to monitor and review employee attendance record on a regular basis.
2. The records of employees with attendance problems will be reviewed more frequently.
3. Employee attendance will be evaluated annually by each supervisor in connection with employee performance appraisals.

G. City Action

Chronic absenteeism, lateness or other unusual infractions of attendance standards will be subject to disciplinary action up to and including termination.