



## Assessing Staff Performance

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Dear Reader:

The following document was created from the MTAS website ([mtas.tennessee.edu](https://www.mtas.tennessee.edu)). This website is maintained daily by MTAS staff and seeks to represent the most current information regarding issues relative to Tennessee municipal government.

We hope this information will be useful to you; reference to it will assist you with many of the questions that will arise in your tenure with municipal government. However, the *Tennessee Code Annotated* and other relevant laws or regulations should always be consulted before any action is taken based upon the contents of this document.

Please feel free to contact us if you have questions or comments regarding this information or any other MTAS website material.

Sincerely,

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**Reference Number:** MTAS-1448

Many cities give citizens a chance to evaluate the service by providing pre-addressed, paid response cards. These may be automatically mailed when a request or complaint is received, or mailed or left at the citizen's door after the work is complete. Citizens are sometimes asked to return the cards to individual departments, but they're usually sent to the city administrator or mayor's office. Some local governments send evaluation cards periodically to a set number of randomly selected citizens to get a reading on community satisfaction.

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*DISCLAIMER: The letters and publications written by the MTAS consultants were written based upon the law at the time and/or a specific sets of facts. The laws referenced in the letters and publications may have changed and/or the technical advice provided may not be applicable to your city or circumstances. Always consult with your city attorney or an MTAS consultant before taking any action based on information contained in this website.*

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