

WEST PALM BEACH POLICE DEPARTMENT

IV-30 PERFORMANCE EVALUATIONS

EFFECTIVE: 12/20/2007

CALEA Standards: 35.1.1 – 35.1.14

CFA Standards: 16.01 – 16.09

I. POLICY: This policy establishes guidelines for assessing the job performance of Department personnel. An effective evaluation system serves both management and the individual member.

II. PERFORMANCE EVALUATION SYSTEM:

A. The objectives of the performance evaluation system are:

1. To allow supervisors to review how well members are carrying out their duties.
2. To help members recognize their own performance strengths and weaknesses.
3. To improve performance, increase understanding of the job duties and improve communication between members and supervision.
4. To provide an objective and fair means for measurement and recognition of individual performance in accordance with prescribed guidelines
5. To identify training needs.

B. All sworn and non-sworn supervisory personnel will receive on the job training for the criteria used for the completion of performance evaluations.

1. Supervisors will rate members in a fair and impartial manner noting the member's strengths and areas of deficiency.
2. Members who are raters must be evaluated by their supervisors regarding the quality of ratings given employees.
 - a) Members who are raters must receive rater training prior to a rating period during which they will be rating someone.
3. Supervisors will use the evaluation forms provided by Human Resources as a guide when preparing evaluations.

C. The performance evaluation will:

1. Be based on the member's performance only during that rating period.
2. Be based on job-related factors specific to the position occupied during the period.
3. Be completed by the member's immediate supervisor(s) and/or contain input from all supervisory personnel directly familiar with the member's performance.
4. Be completed on an annual basis.

D. When completing performance evaluations, the following job summary dimensions will be used when evaluating members:

1. Unsatisfactory - Performance is definitely inferior to the standards required of the position. It is very inadequate or undesirable performance which cannot be tolerated. An "Unsatisfactory" rating must be thoroughly discussed with the member.
2. Needs Improvement/Below Expectations - A level of performance less than that expected of a fully competent member and less than standards required of the position. A "Needs Improvement" rating must be thoroughly discussed with the member.
3. Satisfactory/Meets Expectations - The performance of a fully competent member, i.e. performance which meets the standards required of the position.
4. Excellent/Exceeds Expectations - Represents performance which is better than expected of a fully competent member. It is superior to what is expected, but is not of such rare nature to warrant outstanding.
5. Outstanding - Actual performance well beyond that required for the position.

E. When evaluating members, a rating for any job dimension other than Satisfactory requires written comments supporting the rating.

1. When evaluating sworn members, an overall rating of Outstanding or Unsatisfactory must be substantiated in writing.

F. The following evaluation schedule will be used so Department personnel are aware of when performance evaluations are to be completed:

1. Sworn Probationary Personnel - The probationary period for new recruits is one (1) year from the date of completion of the Field Training Program. During training, recruits will be evaluated daily by their Field Training Officers. On a biweekly basis the new recruit, his or her Field Training Officer and F.T.O. Supervisor will meet and a Supervisor's Trainee/F.T.O. Evaluation Report will be completed. Upon completion of the Field Training Program, the recruit will be evaluated by their supervisor on a quarterly basis, Appendix (A). With the successful completion of the probationary period, the member is placed on regular Civil Service status.

- a. Copies of quarterly evaluations will be maintained by Staff Services and Platoon File.

2. Civilian Personnel - Civilian personnel will be subject to a six (6) month probationary period during which three (3) evaluations are made at bimonthly intervals.

3. Non-Probationary Personnel - Those members who have received regular Civil Service status will be evaluated annually. Annual evaluations will be prepared during the month that regular Civil Service status was obtained.

4. Promotion- The member will enter a six (6) month probationary period in the new grade and position. At the end of this probationary period, the member will be evaluated and then annually thereafter.

5. Transfer- When a member is transferred from one assignment to another in the middle of an evaluation period and more than 50% of the days have transpired in that period, an evaluation will be completed by the member's immediate supervisor before the transfer was made.

6. Special - A special evaluation may be completed any time a supervisor and his or her superior feels one is necessary due to member performance deemed less than standard. Generally, the special evaluation will be used to demonstrate those areas of performance deemed sub standard and when follow-up action is planned (an action plan, remedial training, retraining, etc.). The evaluation form and all necessary documentation will be submitted as one package.

G. It may be used to provide information to supervisors concerning suitability for assignment, training needs, ability to assume more responsibilities, and effectiveness in an assigned position.

H. Performance Evaluation Reports will be maintained in compliance with State Record Retention Schedules.

III. DOCUMENTATION OF PERFORMANCE EVALUATIONS:

A. At the conclusion of each rating period a supervisor will:

1. Counsel the member on the results of the performance evaluation just completed;
2. Counsel the member on the tasks associated with the position for the new reporting period;
3. Advise the member of the level of performance expected for the new reporting period;
4. State the rating criteria or goals for the new reporting period; and
5. Provide career counseling relative to such topics as advancement, specialization, or training appropriate for the employee's position.

B. When a member's job performance falls below the established standards of the job, the supervisor will, as soon as practical, advise the member in writing in order to provide an opportunity for the member to improve his or her performance. The written notification may be in memorandum form or may be verbal counseling documented in the member's platoon or section file. Non-probationary employees must be advised in writing whenever their performance is deemed to be unsatisfactory. The written notification should be given to them at least 90 days prior to the end of the annual rating period.

C. When evaluating sworn members, supervisors will provide written comments supporting each rating on the evaluation form.

D. Upon completion of the performance evaluation, the initiating supervisor will submit it through the chain of command within the member's assigned division. The Division Commander and the Bureau Commander will review it for fairness, impartiality, uniformity, and consistency. Below the supervisor's signature, the reviewing staff officers will sign the evaluation indicating concurrence, non-concurrence, and counseling for any changes that were made. The Division Commander will evaluate the immediate supervisor on the quality of the ratings given.

IV. REVIEW OF EVALUATION AND APPEAL PROCESS:

A. When the performance evaluation has been completed, the supervisor will arrange for a private discussion of the evaluation with the member. If the member has a valid and reasonable protest to any of the ratings, the rating should be changed accordingly.

1. The member will sign the evaluation indicating he or she has reviewed it.
2. The member will have an opportunity to make written comments on the evaluation form.
3. The original will be placed in the member's personnel jacket on file with Human Resources. Copies of the evaluation will be presented to the member, placed in the member's personnel jacket which is maintained in the Staff Services Division and the member's platoon or section jacket.

B. Regular Sworn Civil Service members may formally appeal an overall rating of 20 points or lower for Police Officers, Police Sergeants, or Police Lieutenants to the Chief of Police pursuant to Civil Service Rules. An overall rating of 2.49 or lower for any other Department member may be formally appealed in writing to the Chief of Police pursuant to Civil Service Rules.

1. If the appeal is not resolved by the Chief of Police to the satisfaction of the member the Chief of Police will immediately notify the Human Resources Department.
2. A Performance Appraisal Panel will be established. The panel will hear the appeal and submit a recommendation to the Director of Human Resources who will provide the member with a written decision on the matter.
3. The member may appeal the decision of the Director of Human Resources to the City Administrator, who is the final authority on the appeal.
4. A member on probation does not have access to the formal appeal process.

V. REFERENCE:

- Civil Service Rules and Regulations.

Delsa R. Bush, Chief of Police

Original issue: 09/15/89
Revised: 12/20/2007
I.D. # 1160

History: SOP # changed to IV-30 on 01/01/2005; SOP # changed 06/01/1999
Old SOP # 6.050.006, 16.01
Revision Dates: 06/01/99, 12/15/1999, 01/01/2005, 12/20/2007

Job Title Task Files: All Supervisors