

GENERAL ORDER

April 2016

Immediately

V.5:14

Distribution: All Employees

Subject: **PERFORMANCE EVALUATION**

Index as:	Annual Performance Evaluation	Performance Evaluations
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	Employee Performance Evaluation	Probationary Sworn Supervisors
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Accreditation Standards: 16.3.8, 35.1.1, 35.1.2, 35.1.3, 35.1.4, 35.1.5, 35.1.6, 35.1.7, 35.1.8, CFA 16.04

Cross Reference: I.O. V.5:13, Career Development Program
PBA Contract, Officers and Technicians
PBA Contract, Lieutenants
City Rule and Regulation 3-6

Replaces: I.O. V.5:1, Performance Evaluations (April 28, 2016)

This Order establishes criteria and procedures for the performance evaluation of Police Department personnel and consists of the following sections:

- I. Purpose
- II. Evaluation Of Probationary Employees
- III. Annual Evaluation of Permanent Employees
- IV. Evaluation of Reserve Officers
- V. Unacceptable Performance
- VI. Contesting Evaluations
- VII. Retention/Filing of Evaluations
- VIII. Review of Evaluation Forms

I. PURPOSE

- A. The performance evaluation process is important and should be valued as such at all levels of the Department.
- B. Performance evaluations are tools that will be used by Department supervisors and managers to:
 - 1. Make well-informed promotional decisions;
 - 2. Select employees for transfers to other units and/or special assignments;
 - 3. Provide meaningful and constructive feedback for employees regarding their job performance;
 - 4. Provide meaningful career development counseling for employees;
 - 5. Enhance the level of communication between employees and their supervisors;

6. Identify training needs;
7. Identify candidates for awards offered by the Department and/or external organizations; and
8. Identify and remedy performance deficiencies in a timely manner.

C. All Department employees will be evaluated in accordance with the provisions of the Department's performance evaluation program.

D. Employee performance evaluations are further described in Section 3 of the *City Rules and Regulations of the Personnel Management System*.

II. EVALUATION OF PROBATIONARY EMPLOYEES

A. Civilian Employees

1. All civilian probationary employees, except Emergency Communications Center personnel, will be evaluated in writing every three months upon initial employment, promotion or demotion using the appropriate evaluation form.

2. Probationary Emergency Communications Division personnel shall also be evaluated as described in the *Emergency Communications Center Training and Evaluation Program Manual* during their training and evaluation period.

B. Police Officers

1. Cadets/New Hires

- a. All Cadets/New Hires are assigned to the Training Division.
- b. All Cadets/New Hires will be evaluated every three (3) months and at the end of their assignment in the Training Division, prior to being reassigned to Field Training, Uniform Services Bureau.
- c. New Hires whose assignment to the Training Division is less than three (3) months, will be evaluated at the end if that assignment, prior to being reassigned to Field Training, Uniform Services Bureau.

2. Probationary Sworn Police Officers

a. Probationary Police Officers shall be evaluated as described in the *Field Training and Evaluation Manual* during their Field Training assignment.

3. Probationary Sworn Supervisors

a. Probationary Sworn Supervisors shall be evaluated monthly on the *Monthly Evaluation for Probationary Supervisors* form which can be found on <J:\Forms\Performance Evaluations>.

4. Probationary Reserve Officers

- a. Probationary Reserve Police Officers, who have retired from the St. Petersburg Police Department, shall also be evaluated in writing every three months upon initial employment.
- b. Probationary Reserve Police Officers who have not previously worked for the St. Petersburg Police Department shall be evaluated as described in the *Field Training and Evaluation Manual* during their field training assignment.

C. Evaluation Format

1. The evaluator will use the City of St. Petersburg Performance Evaluation form specific to the position, available on <J:\Forms\Performance Evaluations>, except as indicated below.

2. The format of evaluation documents for probationary Emergency Communications Center personnel will be developed by the Emergency Communications Division Training Unit, Administrative Services Bureau, (i.e. Daily Observation Report, Bi-weekly Report, Monthly Report).

3. The format of evaluation documents for probationary Police Officers assigned to Filed Training will be developed by the Field Training Unit, Uniform Services Bureau, (i.e. Daily Observation Report, Bi-weekly Probationary Office Report, Monthly Report).

III. ANNUAL EVALUATION OF PERMANENT EMPLOYEES

A. A performance evaluation of each full-time employee will be conducted and documented at least annually with the exception of the Chief of Police.

B. Fiscal Services shall provide timely notice to Supervisors/Managers of upcoming annual performance evaluations.

C. Supervisors/Managers shall ensure that annual performance evaluations are completed and submitted through the Chain of Command no later than one month following the employee's anniversary date. Under exceptional circumstances, the Bureau Assistant Chief may grant a stay on the completion of the annual performance evaluation to a later date.

D. The completed annual performance evaluation shall be electronically forwarded to Fiscal Services via Chain of Command for inclusion in the employee's personnel file.

E. When an employee has worked for more than one Supervisor during the rating period, the current Supervisor is responsible for completing the evaluation form and shall solicit input from any previous Supervisor(s) during the rating period. The rater should consider input from other Supervisors who worked the same hours, or who were assigned to the same Unit or geographic area as the employee. The names of all Supervisors providing input will be noted on the completed evaluation form.

F. Upon completion of the evaluation:

1. The evaluation is discussed with the employee.
2. The employee is provided the opportunity to electronically sign the evaluation form. Signing the form does not denote agreement/non-agreement.
3. The evaluation is then electronically signed by the rater.
4. Following the evaluation conference with the employee, the rater will electronically send the evaluation to their Assistant Chief through the Chain of Command for review, approval, and signature of each reviewer.
5. The evaluation will be electronically reviewed, approved and signed by the rater's Supervisor
6. The Assistant Chief's office will electronically send the evaluation, with all required signatures, to the Personnel Clerk in the Fiscal Services Division for distribution.
7. The evaluation document will be sent electronically to Employee Relations.
8. The evaluation will be electronically sent to the employee and will also be maintained in the employee's personnel file in the Fiscal Services Division.

G. Supervisors are encouraged to devise a method for obtaining periodic feedback from the employees they supervise. This mechanism can be custom crafted by the Supervisor to afford a comfort level for both the employee and the Supervisor.

H. Raters will be evaluated by their Supervisors concerning the quality and timeliness of performance evaluations for employees under the rater's supervision.

IV. EVALUATION OF RESERVE OFFICERS

A. Reserve Officers provide a valuable service to the Department and to the community.

B. While they provide only a limited number of hours in their capacity, they will be evaluated in a manner similar to any other sworn Police Officer.

1. Reserve Officers shall be evaluated:

a. New members, if in a probationary status, of the Police Reserve Unit, are evaluated quarterly, during their first year.

b. Annually, each year thereafter.

c. Evaluation forms shall be those used for the evaluation of sworn Police Officers.

2. Evaluations shall be prepared by the Reserve Unit Liaison Officer or by the Reserve Unit Captain, at the specific direction of the Liaison Officer.

a. Unacceptable performance shall be brought to the attention of the Reserve Officer being evaluated and handled as it would be with any other Officer.

b. Completed evaluations shall be routed, filed and retained in a manner similar to those for other sworn personnel.

c. Reserve Officers may contest the content of their evaluation through the Liaison Officer to the Assistant Chief, Uniform Services Bureau, whose decision shall be final.

C. Reserve Officers receiving unacceptable performance evaluations may be subject to documented counseling, additional training and reevaluation and may be subject to removal from their position.

V. UNACCEPTABLE PERFORMANCE

A. Supervisors/Managers charged with evaluating personnel shall not wait until the end of an employee's annual evaluation period to note unacceptable work performance or attitude. Whenever possible, employees shall be notified in writing at least ninety (90) days before their annual evaluation if their performance is to be considered unacceptable.

B. Any employee, whose work performance or attitude is unacceptable, shall be counseled and notified in writing of the deficiency when it is observed by and/or becomes known to the Supervisor. The employee notification shall be documented by the completion of an *Employee Notice* or a *Memorandum of Counseling*.

C. The employee and the Supervisor shall set a reasonable time period when expected improvement should be demonstrated. This will afford the employee an opportunity to take action to improve performance or correct deficiencies prior to the end of the rating period.

D. Supervisors/Managers noting no improvement after the identified time period are expected to again counsel the employee, set performance improvement goals, and document the process as described in this Order, so as to provide information for use during the annual evaluation.

E. If unacceptable performance continues, this information should be documented in the annual evaluation form.

F. If, at the conclusion of the rating period, a non-management sworn member has three (3) or more unacceptable ratings, the rater must complete an explanatory cover memorandum and the applicable sections of the *Performance Evaluation* form and send it to the Human Resources Department. The form is available on the network at <J:\Forms\Performance Evaluations>. The memorandum should be placed on top of the evaluation documents as they are sent through the Chain of Command.

G. Nothing in this Order precludes the responsible Supervisor from immediately recommending additional training or disciplinary action, should either be appropriate, when considering the nature and seriousness of the employee's unacceptable performance.

VI. CONTESTING EVALUATIONS

A. The employee has an informal review process for contesting evaluation reports. Contesting performance evaluations is not part of the grievance process (as described by Section 8-7 of the *City Rules and Regulations of the Personnel Management System*). To contest a performance evaluation:

1. An employee may request a conference with the rater's immediate Supervisor;

2. Consistent with the time frame given by the City for initiating a grievance, the employee may submit, within ten (10) days of their evaluation, a written and signed refutation of any material the employee considers to be detrimental. The submitted document shall be placed in the employee's personnel record (in accordance with Section 1-4 of the *City Rules and Regulations of the Personnel Management System*).

VII. RETENTION / FILING OF EVALUATIONS

A. All City performance evaluations required by Section 3 of the *City Rules and Regulations* will be forwarded to the Fiscal Services Division. Copies of the evaluation will be distributed and maintained as detailed in this Order.

B. All other performance evaluations will be for Department use only and will be retained at the Bureau/Division level for a period of time as dictated by state law.

VIII. REVIEW OF EVALUATION FORMS

A. Assistant Chiefs and/or the Chief of Police shall review and process all evaluations in a timely manner, monitoring them for proper completion, accuracy and fairness.

B. During the processing of the evaluation forms, reviewers should be alert for instances of extreme ratings and incidents of contested appraisals, which may indicate a pattern of supervisory review out of the norm.

Anthony Holloway
Chief of Police