

Hamden Police Department

General Orders

Policy Number: 010-001

Effective Date: August 01, 2005

Section: Evaluations

Rescinds:

Title: Performance Evaluations

Approved By:

Approval Date:

PURPOSE

To establish procedures and a format for evaluating the performance of all employees of the Hamden Police Department.

POLICY

The Performance Evaluation System will be utilized to identify training needs and facilitate proper decisions regarding employees of the Department.

Procedures

A. Administrative Procedures.

1. Each permanent employee of the Department will be subjected to an annual rating of their performance.
2. Each probationary employee of the Department will be subjected to a monthly rating of their performance.
3. At the beginning of the rating period, Division Commanders will assign each Supervisor the responsibility of evaluating a specific number of employees.
 - a. Employees will normally be evaluated by the immediate Supervisor for whom they work most often during the evaluation period.
 - b. A list of the assigned employees will be distributed to each Supervisor.
4. During the evaluation period, Supervisors will comment on performances of employees other than those assigned to them and may advise the employees assigned evaluator in writing.
 - a. Evaluators receiving the above mentioned information will file it for utilization as a reference during the completion of the Employee

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Proficiency Rating Report at the end of the evaluation period.

5. The evaluation will be conducted at the end of the evaluation period by the employee's immediate Supervisor in accordance with the Evaluator Instructions listed on the respective Performance Evaluation Report. Evaluations will be based on performances during the evaluation period.
6. The report will be reviewed and signed by the evaluator's immediate Supervisor.
7. The completed evaluation report, including the required signatures, will be maintained in the employee's training file in accordance with Schedule 13 of the State of Conn. Records Retention Schedules.
8. Evaluators observing continual unsatisfactory performances are required to:
 - a. Provide the available counseling or assistance to attempt to remedy the situation.
 - b. Advise the Training Division of the unsatisfactory performance so they may assist in correcting the problem.

Supervisors evaluating employees will be evaluated at the end of each rating period by their immediate Supervisors regarding the fairness of the evaluation. The Training Division will be responsible for providing both initial and remedial training for evaluators as deemed necessary.

B. Employee Proficiency Rating Report.

1. Sworn Employees.
 - a. Each permanent employee of the Hamden Police Department, up to and including the rank of Lieutenant, will be subjected to an annual evaluation of their performance utilizing the Department's Employee Proficiency Rating Report.
 - b. Each probationary sworn employee of the Hamden Police Department will be subjected to a monthly evaluation of their performance utilizing the F.T.O Evaluation Report.
2. Command Staff
 - a. Command Staff personnel (Captains, Deputy Chiefs) will be subjected to an annual evaluation of their performance.

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- b. The evaluation will be conducted by the respective Commander's immediate Supervisor.

3. Civilian Employees.

- a. Civilian employees will be evaluated utilizing the following respective reports:
 - i. Dispatchers, Records Personnel, secretaries will be evaluated using the Employee Proficiency Rating Report.

C. Review Process.

- 1. If an employee has a disagreement with his/her overall evaluation or with an individual factor that could not be resolved during the discussion with the evaluator, he/she may request to have the report reviewed by a Supervisor above the rank of the evaluator's Supervisor. The request will be reduced to writing and should include any comments.
 - a. If the employee has a disagreement with the results of the review process he/she may appeal the decision through the grievance procedures established in the respective Collective Bargaining Agreements.

D. Annual Inspection.

- 1. The Performance Evaluation System will be reviewed at the end of each rating period by the Division Commanders and the Deputy Chief.
- 2. The objective of the review will be to insure that the system is being administered in a fair and impartial manner, to incorporate any necessary changes, and that criteria used for performance evaluations are specific to the positions occupied by the employee during the evaluation period, and that performance evaluations are based on performances during the evaluation period.

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EMPLOYEE PROFICIENCY RATING REPORT

HAMDEN POLICE DEPARTMENT

Employee's Name _____

Division Assigned _____

Period Covered: From _____ To: _____

Evaluators Instruction

1. Use pen or typewrite

2. Ratings

An employee must be rated on each applicable factor. The scale is from 1 to 5, with 1 representing unsatisfactory performance and 5, superior performance. The ratings can be roughly defined as follows:

- a. This rating reflects continual serious problems in performance.
- b. This rating indicates that the employee is contributing to the unit, but that his or her performance is below what is expected and should be improved.

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- c. This is the standard rating used for performance that is in accordance with expectations; an employee rated 3 should be contributing to unit goals with only rare or minor problems.
 - d. This rating indicates that the employee is contributing to the Unit above what is expected for the position.
 - e. This rating reflects performance that clearly exceeds expectations for the position or performance representing significant personal contribution by an employee.
3. Explanatory comments are required for each factor rated. Use additional paper if necessary.
4. Supervisors (Sgt. and Lt.) will be rated on Factors F&G in addition to Factors A, B, C, D & E.
5. Dispatchers will be rated on Factors A, B, C, D & E.
6. Records personnel and secretaries will be rated on Factors A, C & D.
7. Maintenance personnel will be rated on Factors C & D.
8. The supervisor must sign and date the form.
9. The Supervisor must meet with the employee to discuss the report, including strengths, weaknesses, and methods of improving performance. The Supervisor must also give the officer a copy of the form.
10. After the conference, the employee must sign and date the form.
11. The Supervisor must submit the form to his/her Supervisor, who must sign and date the report.

Performance Factors

These are separate elements of performance which can be identified in the actions of every employee. Each is to be viewed as a single distinct aspect of performance and rated individually. The factors should not overlap. The definitions provided with each factor are examples of typical types of behavior that should be evaluated for that factor. Not all examples will apply to every employee. In rating employees, evaluators may identify other specific examples that better apply to their departments within that factor.

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A. Oral Communications- is the ability to verbally express ideas, information, and/or instructions clearly and concisely.

(Speaks clearly, is able to get to the point, is usually a good listener, can be easily understood, is responsive to requests for information and interviewer.)

Rating: 1 2 3 4 5

Explanation:

B. Written Communications - is the ability to express ideas, information, and/or instructions clearly and concisely in writing.

(Writing is legible and coherent, is able to get to the point, grammar, spelling, punctuation and sentence structure are correct.)

Rating: 1 2 3 4 5

Explanation:

C. Job Knowledge - is the information concerning work duties which an individual should know in order to perform satisfactorily on the job.(Adequately informed, can answer most common questions, knows enough to satisfactorily perform job, knowledgeable in departmental rules and procedures, laws, ordinances, court rulings, arrest and search warrant procedures, telephone and radio procedures, accident and crime scene management)

Rating: 1 2 3 4 5

Explanation:

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D. Interpersonal Relations - is the employee's ability to work harmoniously and cooperatively with co workers, members of other Departments, supervisors and general public.

(Tactful, courteous, friendly and helpful; responsive to suggestions, criticism and instructions from Supervisor, keeps Supervisors informed of situations as required.)

Rating: 1 2 3 4 5

Explanation:

E. Decision Making Ability - is the analysis of information in order to act logically in any situation.

(Makes acceptable decisions within a reasonable amount of time, uses good judgment, completes work accurately in a reasonable amount of time, is able to notice and define a problem quickly by noting and recalling details, and remain in control in crisis situations.)

Rating: 1 2 3 4 5

Explanation:

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F. Supervisory Ability - is the ability to influence others and to assert firm, effective control in leadership situations.

(Is ethical, fair, respected and promotes teamwork, delegates and monitors work properly, able to take charge of a situation, accurately and properly completes evaluations, satisfactorily assists in employee development through training and learning opportunities, and assists in resolving conflicts.)

Rating: 1 2 3 4 5

Explanation:

G. Management Ability - is the planning and scheduling of work in order to coordinate activities and anticipate problems.

(Develops goals, is organized, plans conscientiously, uses time effectively, adequately handles changes in plans, meets deadlines, delegates tasks properly, and monitors plans and implementation.)

Rating: 1 2 3 4 5

Explanation:

Supervisor: _____ Date _____

Employee: _____ Date _____

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Evaluator's Supervisor: _____ Date _____

The employee's signature confirms that he/she has seen the Performance Evaluation Report and discussed it with the Supervisor, and also received a copy. Signing the form does not indicate agreement with the conclusions.