

# DALTON POLICE DEPARTMENT

<i>Effective Date</i> <b>July 26, 2005</b>		<i>Number</i> <b>GO05-3.17</b>
<i>Subject</i> <b>Performance Evaluations</b>		
<i>Reference</i> <b>CALEA Standards – 35.1.1, 35.1.2, 35.1.4, 35.1.5, 35.1.6, 35.1.7, 35.1.8</b>		<i>Revised</i> <b>August <del>27, 2019</del> 24, 2021</b>
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## I. Policy

It is the policy of the Dalton Police Department to conduct annual, and more often if necessary, evaluations of the work performance of all employees in order to assess proficiency and provide employees with feedback to improve work performance.

## II. Definitions

- A. *Performance evaluation* – The process of periodically evaluating an employee’s job performance.
- B. *Performance tracking software* – Computer software used to track employee job performance. Guardian Tracking is the performance tracking software used by the Department.
- C. *Job Task Analysis* – The process of determining essential employee job tasks, their criticality, and the frequency of which they are performed.
- D. *Task* – An essential function the employee is expected to perform as part of his / her regular duties.
- E. *Rating* – The level of efficiency to which an employee performs a job task or a related function of that task.
- F. *Rater* – A Department Supervisor.

## III. Procedures

- A. Rater Training
  - 1. All Department Supervisors and System Administrators ~~will~~ shall receive training on the proper operation of the performance tracking software.
  - 2. Supervisors shall review the performance evaluation process and performance tracking software at the beginning of each evaluation period with each employee they will be evaluating.

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B. Measurement Criteria

1. Employee job performance ~~will~~ shall be measured against pre-established standards in the areas of job tasks, policy compliance, and proficiency.
2. The pre-established standards are based on a job task analysis completed for each respective position.
3. All employees ~~will~~ shall be notified in writing concerning the performance standards for his / her position.
4. All criteria used in the performance evaluation ~~must~~ shall be specific to the assignment(s) of the employee for the rating period.

C. Measurement Definitions

Supervisors ~~will~~ shall enter the appropriate rating on the evaluation for each area according to the following scale:

1. Excellent (EX): An employee who receives this rating has consistently demonstrated performance which rises to a level of excellence that, when demonstrated, sets him / her apart from others in that he / she deserves special praise or recognition. When this rating is assigned, the employee's Supervisor shall provide explanatory comments on the evaluation form as to why the employee received the rating.
2. Above Standard (AS): An employee who receives this rating has consistently demonstrated effective performance above and beyond the normal, expected level of achievement. When this rating is assigned, the employee's Supervisor shall provide explanatory comments on the evaluation form as to why the employee received the rating.
3. Meets Standard (MS): An employee who receives this rating meets the standard for this area according to the position and assignment during the evaluation period. The standard required for this rating ~~will~~ shall be defined in each task area.
4. Below Standard (BS): An employee who receives this rating has demonstrated performance that is below the normal expectations, but not requiring formal corrective action beyond supervisory guidance. When this rating is assigned, the employee's Supervisor shall provide explanatory comments on the evaluation form as to why the employee received the rating.
5. Requires Improvement (RI): This rating is assigned when an employee fails to perform a task or proficiency according to the standard. When this rating is assigned, the employee's Supervisor shall provide explanatory comments on the evaluation form as to why the employee received the rating to include, at a minimum:

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- a. The date(s) of the incident(s) that caused the rating
  - b. Any remedial training provided to the employee
  - c. The date of expected improvement
  - d. The resolution plan
  - e. Whether the resolution plan was accomplished and, if so, when
6. Not Observed (NO): Supervisors ~~will~~ shall assign this rating to areas where the employee did not complete the task during the rating period or the Supervisor did not observe and / or cannot verify the employee performed the task.
7. Not Applicable (NA): Supervisors ~~will~~ shall assign this rating when the task or dimension being evaluated does not apply to the employee's position and / or assignment. Note: If this rating is assigned, the System Administrator should be notified to modify the job position description.

D. Notations and Entries to the Performance Tracking Software

1. A fair and equitable evaluation relies on the observations and notations into the performance tracking software by Department Supervisors.
2. Supervisors ~~will~~ shall constantly monitor employee performance and make corresponding entries into the performance tracking software when employees are observed performing a task or other evaluated dimension.
3. Comments or information entered by Supervisors or peers ~~will~~ shall be placed into the comments section of any created entry within the performance tracking software.
4. These entries ~~will~~ shall include the date the duty or task was performed and specific comments or facts surrounding the entry.
5. Any Supervisor or peer may make entries and / or notations to the performance tracking software for any other employee.

E. Frequency of Evaluation

1. Formal evaluations ~~will~~ shall be conducted with all full-time and part-time ~~Departmental~~ personnel at least annually, with the exception of the Chief of Police. Except for probationary employees, the evaluation period ~~will~~ shall cover one year, beginning and ending on the employment anniversary.
2. Probationary employees and Department members on promotional probation shall have a quarterly performance report completed and signed

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each quarter and entered into the performance tracking software by their current Supervisor.

3. Supervisors ~~will~~ shall conduct documented quarterly performance meetings with employees to provide feedback on work performance and career development.
4. Supervisors ~~will~~ shall notify employees in a timely manner whenever performance is deemed to be unsatisfactory. In addition to providing this notice, Supervisors ~~will~~ shall make an entry in the performance tracking software explaining the problem(s) that currently exists and detailing the plan to improve performance.

F. Conclusion of Rating Period

1. At the conclusion of each rating period, and at least annually, employees ~~will~~ shall be counseled by their Supervisor on matters to include the following:
  - a. Results of the performance evaluation just completed
  - b. Level of performance expected and rating criteria or goals used for the new evaluation period
  - c. Career counseling relative to such topics as advancement, specialization, or training appropriate for the employee's position
2. The employee shall sign and date the evaluation. This signature does not necessarily mean that the employee agrees with the evaluation, only that it has been discussed with him / her.
3. Space shall be provided on the performance evaluation for the employee to write any comments concerning the evaluation. Additional sheets may be attached, if required.
4. After final approval by the Chief of Police, the completed and signed evaluation form ~~will~~ shall be scanned and attached to an entry made in the performance tracking software. All employees shall have access within the performance tracking software to view and print the completed evaluation.
5. All formal evaluations ~~will~~ shall be reviewed and signed by the rater's Supervisor prior to becoming final.
6. All performance evaluations shall be retained in accordance with the State of Georgia's retention guidelines.
7. To ensure uniform, fair, and impartial evaluations, raters shall be monitored and evaluated by their Supervisors. Raters ~~will~~ shall be evaluated on their ability to be fair and impartial, as well as their ability to carry out their role as a rater.

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G. Contested Evaluations

An employee who disagrees with his / her evaluation, either in its entirety or any portion, may appeal the evaluation through his / her chain of command. The employee shall use the procedures outlined in policy GO11-3.18, Grievance Procedures.

H. System Maintenance

1. The System Administrator(s) is responsible for adding or changing an employee's status within the performance tracking software.
2. The System Administrator(s) is responsible for updating job tasks and other dimensions, as job duties and position descriptions are changed.
3. All Supervisors are responsible for notifying a System Administrator when changes, additions, or deletions need to be made to job position descriptions.

*This policy supersedes any previous policies issued.*

**BY ORDER OF**

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**CHIEF OF POLICE**

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