



CHEVY CHASE
VILLAGE
POLICE
DEPARTMENT

Police Chief: John Fitzgerald

GENERAL ORDER: 4-10 PERFORMANCE EVALUATIONS

DATE: 11/18/2016 Pages: 2 ◇ New ◇ Amended ◆ Revised 4-10

I. POLICY

The Department's evaluation system is performance-based. At a minimum, employees are expected to maintain a "Satisfactory" performance evaluation overall. Merit pay increases are dependent on performance: poor performance may result in no increase. Employees who receive an "Unsatisfactory" performance evaluation may receive additional time (decided by the supervisor and Chief of Police) to correct any deficiencies or be disciplined if warranted. Repeated "Unsatisfactory" performance evaluations will result in dismissal from the agency.

II. DEFINITIONS

- A. SATISFACTORY Performance – meets requirements and expectations – the employee's performance is consistently satisfactory and meets the job requirements and performance guidelines for the position. This rating category is the equivalent of two (2) points.
- B. EXCEEDS Performance – the employee's performance exceeds expectations and performance guidelines for the position. This rating category is the equivalent of five (5) points.
- C. UNSATISFACTORY Performance – the employee's performance demonstrates a less-than satisfactory level of performance and fails to meet the expectations and performance guidelines for the position. Improvement is necessary to reach a satisfactory level of performance. This rating category is the equivalent of zero (0) points.
- D. NOT OBSERVED Performance – the employee's performance (e.g. court testimony) was not observed by the rater/supervisor during the evaluation period.
- E. NOT APPLICABLE Performance – the employee's performance is not applicable to the job expectations or performance guidelines, e.g. the quality of evaluations given to subordinates, (only applies to supervisors).

III. EMPLOYEE EVALUATIONS

- A. Permanent, full-time employees of the Department shall be evaluated every six months from their date-of-hire (DOH). Entry-level probationary employees will be evaluated quarterly. The annual evaluation will include a recommendation for a Step Increase if warranted, based on the criteria established in this general order.
- B. Supervisors/Raters will only use Department approved forms for evaluations of sworn and non-sworn personnel. Evaluation forms will be signed by the supervisor and the employee.
- C. Supervisors shall document all meetings with subordinates regarding performance issues.
- D. Supervisors are responsible for identifying the strengths and weaknesses of their subordinates and developing a work plan to address areas for improvement in the next evaluation period.
- E. All completed forms and documentation that are a part of the evaluation process shall become part of the officer's personnel files and a copy maintained in the Office of the Chief.

IV. RATER RESPONSIBILITIES

- A. Supervisors will rate employees fairly and objectively in accordance with established Department General Orders.
- B. Overall performance rated as unsatisfactory or exceeds expectations shall be supported in the narrative section by explanatory comments citing specific reasons or examples of such performance.
- C. Completed evaluations shall be submitted to the Chief of Police for review, comment, and signature.
- D. The Chief of Police will return the completed evaluation to the supervisor/rater who will review the evaluation with the rated employee. The rater will discuss with the employee:

1. the results of the performance evaluation;
2. the level of performance expected and the goals for the next reporting period; and
3. any advancement, specialization, and training opportunities available to the employee.

- E. The employee will be given a copy of the evaluation and he/she will be afforded the opportunity to comment in writing on the evaluation before signing it.
- F. Annual evaluations will be returned to the Chief of Police for forwarding to the Village Manager for his/her endorsement as appropriate. Semi-annual evaluations will remain with the Chief of Police.

V. PERFORMANCE EVALUATION APPEALS

Any employee who feels that his evaluation does not accurately reflect the employee's performance during the specified evaluation period may contest the evaluation through the following process:

1. The employee shall first bring their concerns to the attention of the supervisor who authored the evaluation to see if the concerns can be resolved through mutual discussion.
2. If the employee is unsatisfied with the results of the meeting with the supervisor/rater, the employee shall put their concerns in writing in the comment section of the evaluation form or on a separate memorandum via the chain-of-command.
3. The supervisor/rater is responsible for communicating these remarks through the chain-of-command.
4. The Chief of Police shall interview the employee and may include the employee's supervisor in the interview process for the purpose of discussing the evaluation and any remarks made by the employee.
5. Any further appeal shall be in accord with the Village Personnel Code (Village Manager/Personnel Commission/Board of Managers).

VI. LIEUTENANTS/SERGEANTS/SUPERVISORS EVALUATION

Lieutenants/Sergeants/Supervisors will be evaluated by the Chief of Police based on their performance, job requirements, the expectations given to them previously, and the quality of ratings given employees under their command.

VII. RETENTION OF EVALUATIONS

All completed evaluations shall remain a permanent part of the employee's personnel record and maintained for the period of time required by the Village retention schedule (currently 5 years following the employee's separation from the Department).

This directive voids the previous version dated 2/11/2008 .