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Effective Date	November 30, 2009		



Wilkesboro Police Department

Electronic Written Directives Document

I. PURPOSE

The purpose of this directive is to provide employees and supervisors with the guidelines and procedures for conducting employee performance evaluations.

II. POLICY

A. The policy of the Wilkesboro Police Department is to administer a fair and impartial performance appraisal system for its employees and establish written directives for the administration of the system.

B. To achieve department objectives an agency must be able to depend upon satisfactory work performance from all its employees. Performance evaluation is the measurement of the workers' on-the-job performance of assigned duties by the employee's supervisor. The nature and the quality of a person's performance have a bearing on their working relationships within the agency, on the manner in which they relate to management, assignments, and promotions. It is important that principles of evaluating job performance be applied to optimize personnel. Performance evaluations are necessary to serve both management and the employee by insuring that the following concepts are adhered to:

1. Allow fair and impartial personnel decisions;
2. Maintain and improve performance;
3. Identify individual training needs;
4. Provide a medium for personnel counseling;
5. Facilitate proper decisions regarding probationary employees;
6. Provide an objective and fair means for recognition and measurement of individual performance in accordance with prescribed guidelines.

III. MEASUREMENT DEFINITIONS

A. The performance evaluation system shall use the following measurements:

1. For Probationary Employees or recently promoted employees

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- a. **Recommends the employee for permanent status:** The employee has demonstrated they have the ability, knowledge and skills to perform the task required for the position to which they have been hired or promoted.
 - b. **Do not recommend the employee for permanent status:** The employee has not demonstrated they have the ability, knowledge and skills to perform the task required for the position to which they have been hired or promoted.
 - c. **Recommend additional probationary time:** The employee has demonstrated they have the potential to develop the ability, knowledge and skills necessary to perform the tasks with additional time.
2. For annual performance reviews, the following ratings shall be used:
- a. **Unacceptable/Needs Improvement:** Performance is below the standards established for the job in all or most areas. Significant improvement must occur or termination or employment could result.
 - b. **Needs improvement:** Occasionally fails to meet job requirements; performance must improve to meet expectations of position.
 - c. **Meets Expectations:** The employee performance meets the standards established for the job in all or most areas. He/she does what is expected. The employee does a capable job of providing services which are required and expected for the position.
 - d. **Exceeds Expectations:** Performance exceeds work standards established for the job in many areas: the employee's performance for the rating period is exemplary.
 - e. **Superior:** Performance at the present level clearly exceeds most or all of the objectives or prevailing work standards for the position: the employee on his/her own initiative has done a superior job providing services which exceed most expectations for this position.
- B. Employees are required to maintain an average overall score of 3 on annual performance evaluations.
- C. The Wilkesboro Police Department will utilize the Annual Employee Performance Evaluation Booklet (Blue Book) for employee evaluations.

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IV. PROCEDURES

- A. The performance review shall be for a 12 months period based upon a schedule maintained by the Personnel Department. Employees shall be rated on task specific to the employee during the rating period.
- B. The following procedures are used for probationary employees with the Town of Wilkesboro:
 1. Employees receive a probationary evaluation quarterly within their first year of employment with the Wilkesboro Police Department.
 2. Supervisors shall complete the Performance Evaluation in written form utilizing the Wilkesboro Police Evaluation Form.
 3. Supervisors completing the employee evaluation shall counsel the employee in the following areas:
 - a. Results of the performance evaluation
 - b. Level of performance expected and the goals for the next evaluation period.
 - c. Career advancement relative to specialization, training and advancement.
 4. The Supervisor completing the probationary evaluation can make one of the following three recommendations:
 - a. Recommend the employee for permanent status
 - b. Do not recommend the employee for permanent status
 - c. Recommend additional probationary time.
 5. A recommendation for additional probationary time or not recommending the employee for permanent status requires a written explanation detailing the reasons for the recommendation.
 6. The employee is given the opportunity to make written comments on the evaluation form and sign the completed form.
 7. Probationary evaluations are passed through the chain-of-command for approval.

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8. The employee shall be provided a copy of the signed performance evaluation.
 9. Employees receiving a recommendation for permanent status receive a one step increase in the payroll system and their annual evaluation is scheduled 12 months from the date of the probationary evaluation.
 10. Police employees are in a probationary status for one year and shall receive an evaluation at three months, six months, nine months and twelve months. Probationary status may be extended beyond the 12 months time period.
 11. Performance evaluations shall be retained in the personnel file.
- C. The Town of Wilkesboro operates under a merit pay system. Employees must receive an overall rating of meets standard on their annual performance evaluation to advance to the approved pay schedule. An Employee not receiving an overall rating of meets standard may be placed on a probationary period determined by the Chief of Police. The following procedures are used for annual performance evaluations:
1. The Chief of Police maintains the schedule for annual performance evaluations and forwards the proper forms to the Division Commanders prior to the due date of evaluation.
 2. The Chief of Police assigns the performance evaluation to the proper supervisor(s) and passes the forms through the chain-of-command to the assigned level.
 3. Supervisors shall complete the Performance forms provided by Chief of Police utilizing the defined rating scales and providing documentation. When ratings are below average, above average or outstanding the supervisor must provide written comments and justifications for the rating.
 4. The Chief of Police will make one of the following recommendations on the Town Employee Performance Rating form:
 - a. Below Standard
 - b. Meets Standard
 - c. Above Standard

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d. Outstanding

D. The rating must be justified in the performance evaluation.

1. Supervisors completing the employee evaluation shall counsel the employee in the following areas:
 - a. Results of the performance evaluation
 - b. Level of performance expected and the goals for the next evaluation period.
 - c. Career advancement relative to specialization, training and advancement.
2. The employee is given the opportunity to make written comments on the evaluation form and sign the completed form.
3. The completed and signed evaluation form is passed through the chain-of-command for approval at all levels. Any disapproval by a supervisor is documented in writing and passed back to the appropriate supervisor. Any changes in the performance evaluation must be discussed with the employee and an opportunity for written comments provided along with another signature sheet verifying the changes have been discussed with the employee.
4. The employee is shall be provided a copy of the signed performance evaluation.
5. Any employee desiring to appeal a Performance Evaluation shall use the Town of Wilkesboro's Grievance Procedures.
6. Approved Performance Evaluations and a Personnel Action Form are forwarded to Town Personnel and the employee is moved to the appropriate pay schedule.
7. Performance evaluations shall be retained in the personnel file.

E. The words Appraisal and Evaluation are synonymous and either word may be used to describe the function of rating the work performance of employees.

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V. RATERS

- A. All raters shall follow the policy and procedures of this document so that employees and administration are informed of the level of performance of individual employees. It should be the mission of each rater to train and counsel employees to help them achieve a satisfactory level of job performance for their position.
- B. Newly promoted Supervisors will be provided a copy of the Performance Evaluation Guidelines and shall discuss and review their initial performance evaluations with their supervisor prior to meeting with the employee

VI. APPEALS AND RETENTION

- A. Employees may contest an evaluation report through the procedures set forth in the Town of Wilkesboro Personnel Policy, Article IX Grievance Procedure.
- B. Performance evaluation reports shall be maintained in the employee's permanent personnel file for a period of no less than three years.

VII. PROGRAM REVIEW

The Chief of Police or his/her designate will review the performance evaluation system at least once annually to identify any inconsistencies such as the following:

- A. Extreme ratings and the reasons for them; and
- B. The number of contested evaluation reports and the reasons for the appeals.

VIII. REFERENCES

Town of Wilkesboro Personnel Policy
 CALEA 35.1.1, 35.1.2, 35.1.3, 35.1.4, 35.1.5