




# Cocoa Beach Police Department

## Standard Operating Procedure



<b>Effective Date:</b> January 28, 2024	<b>Replaces:</b> <b>Amends:</b> February 25, 2018	<b>Number:</b> 034.00
<b>Subject:</b> Performance Evaluations	<b>Re-Evaluation:</b> 2027	
<b>Distribution:</b> All Members	<b>Related CFA Standards:</b> 9.03, 12.01, 12.02, 12.03, 12.04, 12.05, 12.06	
<b>Approving Authority:</b> Wes Mullins Chief of Police		
<b>Approval Date:</b> January 14, 2024		

### 1. PURPOSE

The purpose of this standard operating procedure is to provide an objective and fair means for measurement and recognition of individual work performance evaluation for all Department employees.

### 2. SCOPE

This standard operating procedure shall apply to all members of the Cocoa Beach Police Department.

### 3. POLICY

It shall be the policy of the Cocoa Beach Police Department for all supervisory personnel to conduct timely and accurate performance evaluations for all members in accordance with City policy.

### 4. PROCEDURES

#### A. PURPOSE AND OBJECTIVES

The purpose and objectives of the evaluation system shall include, but are not limited, to the following:

(CFA 12.01A)

1. To maintain, improve, and document employee performance
2. To give credit and recognition for good performance
3. Improve communication between the member and supervisor
4. Ensure that objective, impartial decisions are made regarding performance, and to facilitate the decision-making process regarding all members.
5. Identify remedial training needs, if any

#### B. EVALUATION SYSTEM COMPONENTS

1. The evaluation system process shall involve an interview between the rater and member and include the [City of Cocoa Beach Employee Performance Evaluation Form](#) containing specific categories to be measured. (CFA 12.02A)
2. Full and part-time members and supervisors will be evaluated on an annual basis using the [City of Cocoa Beach Employee Performance Evaluation Form](#) that may include a [Managers & Supervisors Performance Evaluation Supplement](#). (CFA 12.01D)
3. Measurement of such categories shall be based upon the following definitions: (CFA 12.01B)
  - a. Exceeds Requirements - the member's performance exceeds the requirements of the Position Description and/or previously issued Performance Objectives. (CFA 12.01B)
  - b. Meets All Requirements - the member's performance meets the requirements of the Position Description and/or previously issued Performance Objectives. (CFA 12.01B)
  - c. Does Not Meet Requirements - the member's performance falls short of the requirements of the Position Description and/or previously issued Performance Objectives. (CFA 12.01B)

4. Supervisors responsible for conducting performance evaluations shall be given training regarding the use of the evaluation forms, rater responsibilities, and proper procedures to follow. Rater's responsibilities include, but are not limited to: (CFA 12.01F)
    - a. Familiarization with members' job requirements
    - b. List and describe specific ways for the member to improve
    - c. List specific skills the member should require
    - d. Encourage members' participation and be supportive
- C. Evaluation System Protocol
1. A review will be conducted with each member at the beginning of the rating period with an explanation of the member's assigned duties and job requirements to include:
    - a. Tasks of the position occupied (CFA 12.04A)
    - b. Level of performance expected (CFA 12.04B)
    - c. The rating criteria to be utilized in the [City of Cocoa Beach Member Performance Evaluation](#) (CFA 12.04C)
  2. The [City of Cocoa Beach Member Performance Evaluation](#) will be based only on the performance during the rating period which begins on the member's date of hire.
    - a. The member's immediate supervisor or the supervisor who had primary responsibility for the member will be assigned as the rater for the evaluation period. (CFA 12.01G)
    - b. Career counseling relative to promotional aspirations, specialization and on-going and future training may be provided.
    - c. The evaluation criteria will be specific to the position(s) occupied by the member during the rating period. (CFA 12.01E)
    - d. The supervisor will sign the evaluation and forward to Major or designee through the Chain of Command prior to issuing to the member.
    - e. A Major or designee will review the evaluation and upon approval, forward back to the issuing supervisor. Any rating discrepancies between the evaluation and the Major or designee shall be brought before the Chief of Police or designee prior to issuing to the member.
    - f. The member will be permitted to provide written comments on the evaluation within the designated area. If the member disagrees with the evaluation, he/she will be permitted to indicate such on the form. (CFA 12.02B)
    - g. The rater shall provide explanatory comments when performance evaluations fall in either the "Exceeds Requirements" or "Does Not Meet Requirements" categories. (CFA 12.01C)
    - h. The member will sign the evaluation. Signing the evaluation is an acknowledgement of receipt only and is not a confirmation of the member's agreement or disagreement with the findings. (CFA 12.02C)
    - i. A copy of the completed evaluation is available to the member upon request. (CFA 12.01H)
    - j. The results of the performance evaluation shall be used to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss positive, purposeful approaches for meeting goals. (CFA 12.03)
  3. The [City of Cocoa Beach New Hire/Transfer Form](#) will be used to evaluate the work performance of all probationary members, to include new hires, promotions and transfers. Probationary evaluation periods are as follows: (CFA 9.03)
    - a. Sworn and Telecommunications Officer – six (6) months
    - b. Non-sworn full/part time – 60 days and 180 days
- D. SUBSTANDARD PERFORMANCE

1. Supervisors who observe substandard work performance or patterns which may result in a negative performance evaluation shall provide the member with written notice of the observation prior to the end of the rating period. (CFA 12.05)
  2. The supervisor must identify the specific areas needing improvement and include recommendations and/or counseling given to the member.
  3. The supervisor may provide an outline of steps to follow for personal improvement or development in specific areas.
- E. **CONTESTING EVALUATIONS** (CFA 12.011)
1. Members wishing to dispute the evaluation may write the basis for disputing the report.
  2. The supervisor should view the disagreement objectively and should attempt to resolve any conflict before the evaluation process is concluded.
    - a. If a conflict cannot be resolved between the parties at this step, a meeting will be arranged between the parties and their next level of supervision in the chain of command.
    - b. If the parties still cannot reach an agreement, the process will continue through the chain of command. The decision of the Chief of Police is final.

## **5. APPENDICES**

- A. [City of Cocoa Beach Member Performance Evaluation](#)
- B. [Managers & Supervisors Performance Evaluation Supplement](#)
- C. [City of Cocoa Beach New Hire/Transfer Form](#)