

DEPARTMENTAL GENERAL ORDER

**OLIVETTE POLICE DEPARTMENT
OFFICE OF THE CHIEF OF POLICE**

Index as:

Employee Performance Evaluations

Scheduled Performance Evaluations

Evaluation Coaching Session

Appeals of Evaluation Reports

Rater Evaluations

EMPLOYEE PERFORMANCE EVALUATIONS

I. PURPOSE:

It is the mission of the Olivette Police Department to provide the highest quality law enforcement services to the citizens we serve. Our mission necessitates that we recognize, encourage, and develop in our members those attributes which promote the professional completion of our mission.

To assist us in meeting the high standards to which we subscribe, we have adopted a performance evaluation system. This system was not designed simply to sanction poor performers, but to recognize and reward the many members of the Department who excel at the work they do. This evaluation system has been designed to provide a means by which the Department can document and gauge its performance while simultaneously providing employees with a means to develop themselves professionally.

For the performance evaluation system to work its best, it needs to provide as accurate a gauge of the employee's performance as possible. Supervisors should therefore strictly adhere to the following guidelines when evaluating their employees.

The evaluation system is designed to be used Department-wide, and the rating factors listed are believed to be important qualities of performance in all Department personnel regardless of assignment. Supervisors should recognize, however, that each assignment is different, carrying different responsibilities and tasks. Employees should be rated on each factor as it relates to their assignment during the rating period.

Supervisors should try to avoid the several types of bias that can occur with rating systems. One type of bias occurs when an employee performs very poorly or very well

OPD - 12.1

on one factor and the supervisor rates them similarly on all other factors as well. This common error can be avoided by attempting to consider each individual factor independent of the others. It is quite possible for an employee to perform very well on one factor while only performing adequately on others. Another type of bias occurs when an employee is rated solely on performance during one particularly recent period or one recent incident. This can be avoided by being certain to consider the employee's behavior over the entire rating period. Supervisors should also be certain not to allow personal likes or dislikes to affect their rating ability. Employees should be rated only on their performance and not on their personality.

II. EVALUTORS:

A. Performance evaluations will be conducted by the employee's commander with additional relevant comments by other immediate supervisors. The Chief of Police must sign off on all performance evaluations.

B. All supervisors will receive training in performance evaluations as a component of basic supervision training provided through the Missouri State Highway Patrol Law Enforcement Academy, the St. Louis County and Municipal Police Academy, or other P.O.S.T. approved provider.

III. SCHEDULED PERFORMANCE EVALUATIONS:

A. Probationary employees are evaluated by their direct supervisor monthly, until the end of their probationary period.

B. After the initial probationary period, employees are evaluated annually by their commander.

IV. DOCUMENTATION OF PERFORMANCE:

A. Coaching Report – Form #OPD – F1058

1. The purpose of the Coaching Report is to assist supervisors in continually monitoring, evaluating, and appraising employees of their performance. In addition, the record will provide the supervisor and employee with material upon which to reflect when preparing the Performance Evaluation Form. The Coaching Report may be used to assist the evaluator during the current evaluation period. Other records of behavior may be used in addition to the Coaching Report. The Coaching Report will be uploaded by the administering supervisor and maintained in Guardian Tracking as a confidential document.

2. At any time, the supervisor feels that any aspect of an employee's performance is unsatisfactory, the supervisor will document the incident on the Coaching Report. This documentation will be made on the date of the occurrence or as soon after as possible.

OPD - 12.1

3. In cases of unsatisfactory performance, the supervisor will counsel the employee in private about the incident and should explore and indicate ways in which the employee may correct the behavior. After discussion, both the supervisor and the employee will sign the Coaching Report acknowledging the conversation.
4. Whenever possible, counseling for unsatisfactory performance will be made prior to ninety (90) days before the next scheduled evaluation of the employee. This will allow the employee the opportunity to correct their behavior. This provision does not preclude a supervisor from counseling an employee on unsatisfactory behavior when counseling becomes necessary during the ninety (90) days prior to the evaluation.
5. In cases of superior performance, the supervisor may choose to compliment the employee in private or in the presence of the work unit. After discussion of the incident, the supervisor should document the compliment and create a record of the superior performance in Guardian Tracking.
6. Prior to the employee's scheduled evaluation, the Coaching Report and any superior performance documentation may be reviewed by the employee's supervisor. The employee's supervisor may refer to the documents when completing the Performance Evaluation Form.

V. PERFORMANCE EVALUATION:

Officers are rated by their commander on the Performance Evaluation Form. The patrol commander and bureau commander will use and sign the Evaluation Comment section to appraise and comment on the officer's performance. The completed original Performance Evaluation Form will be forwarded to the Deputy Chief, Chief of Police and filed in accordance with applicable procedure and law.

Each rating area contains descriptions used to describe levels of performance and is weighted to reflect a certain percentage of the overall rating score. These descriptions are not all inclusive but are intended to serve as characteristics and examples of the employee's performance. For each rating area, the employee can be rated on a scale of one (1) through five (5), where 5 is the highest score available. Most employees will most likely be rated three (3) for most rating areas. An area that is rated other than three (3) means that the employee is recognized as being better or worse than the average officer in that rating area and requires explanatory comments in that rating area. While the following list is not exhaustive, rating areas may include:

- OPERATIONAL RESPONSIBILITIES
- ORGANIZATIONAL FUNCTIONS
- MANAGEMENT OF STAFF
- COMMUNITY OUTREACH AND

- COMMUNICATION

VI. EVALUATION COUNSELING SESSION:

A. Once the evaluation is complete, it should be discussed with the employee by the employee's commander. Without this exchange of information, the evaluation cannot serve as the development tool it was meant to be. The evaluation counseling session should be structured freely, and the employee should be urged to discuss anything they wish. At a minimum, however, the following four (4) areas should be discussed:

1. Tasks of the position occupied.
2. The level of performance expected.
3. The evaluation rating criteria; and
4. The expectations of the employee for the next rating period.

B. The officer will be given the opportunity to make written comments to supplement the completed performance evaluation.

C. The employee should sign and date the evaluation form in the space provided. The commander should explain to the employee that his/her signature does not indicate agreement with the rating, but only acknowledgment of the counseling session. The employee will be provided with a copy of the completed performance evaluation.

VII. APPEALS OF EVALUATION REPORTS:

After discussing the evaluation with the rater, should the officer or employee not agree with the rater's appraisal, the following procedures shall be used to appeal the evaluation:

1. The employee may submit, within ten (10) days following the conference with the commander, a written statement, which shall be attached to the Performance Evaluation Form and forwarded through the Chief of Police to the City Manager.

VIII. RATER EVALUATIONS:

Command and supervisory personnel should note that the evaluation of their subordinate's performance is one of their key supervisory responsibilities. Command Staff will evaluate raters regarding their fairness and impartiality of ratings given, their participation in counseling rated employees, and their ability to carry out the rater's role in the performance evaluation system. Command Staff will ensure that the raters apply ratings uniformly.

This General Order supersedes all prior directives and orders inconsistent therewith.

BY ORDER OF:

Signature on File

Beth M. Andreski

Chief of Police

Effective Date: 11/16/2009

Revised: 8/27/2013

Revised: 4/7/2014

Revised: 7/13/2016

Revised: 2/24/2020

Revised: 1/15/2021

Revised: 12/18/2023

Revised: 2/18/2025

Expiration: Indefinite