

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 35.1

PERFORMANCE EVALUATION

ACCREDITATION STANDARDS: CALEA – 35.1.2, 35.1.5, 35.1.6; CFA 9.03, 12.01, 12.02, 12.03, 12.04, 12.05

EFFECTIVE DATE: April 15, 1996

RESINDS: G.O. 35.1, March 18, 2020 and all applicable Amended/Temporary Order prior to June 13, 2025

LAST REVISED DATE: June 13, 2025

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POLICY

It shall be the policy of the Winter Haven Police Department to maintain and administer a fair and objective performance evaluation system for all members.

PURPOSE

The purpose of this order is to establish standards and guidelines for measuring performance of Department members.

SCOPE

This order shall apply to all Department members

DISCUSSION

A well-designed system should improve the performance and working environment for members, increase morale through recognition and measurement of individual performance and enhance commitment to Department objectives.

Performance evaluation promotes better communication between supervisors and members that result in improved productivity. Performance planning and appraisal are integral parts of career development, providing management with the information necessary to avoid challenges to its personnel decisions as a valuable tool in promotion and training needs.

The evaluation shall be based solely on the performance during the rating period. At the beginning of each rating period, each member shall be informed concerning tasks of the position held, the level of performance expected and the evaluation criteria.

PROCEDURE

I. Evaluation Purpose (CFA 12.01a)

- A.** The purpose for an evaluation system is to serve management members by ensuring that the following concepts are adhered to:
 - 1. Foster fair and impartial personnel decisions.
 - 2. Maintain and improve individual member performance.
 - 3. Provide a medium for personnel counseling.
 - 4. Facilitate proper decisions regarding probationary members.
 - 5. Provide an objective and fair means for recognition and measurement of individual performance in accordance with prescribed guidelines.
 - 6. Identify training needs.

II. Evaluation Schedule

- A.** Recruit Police Officer-The probationary period for recruit police officers is one (1) year. During the Field Training and Evaluation Program, recruit police officers shall be evaluated daily by a Field Training Officer utilizing the Daily Recruit Evaluation Report. Upon successful completion of the Field Training and Evaluation Program, recruit police officers shall be evaluated quarterly while on probation by their immediate supervisor. This shall be done using the Probationary Member Quarterly Performance Evaluation Report. (CFA 9.03)
- B.** All probationary members shall be evaluated quarterly by their immediate supervisor. At the conclusion of their probation members shall be evaluated utilizing a City of Winter Haven Performance Evaluation Report which includes a written recommendation on the status of the member's probation.
- C.** Civilian members shall serve a probationary period of six (6) months, (with the exception of Community Service Officer (CSO), Crime Scene, and civilian Supervisors) and shall be evaluated quarterly by their immediate supervisor utilizing the Quarterly Performance Evaluation Report.
- D.** Community Service Officer (CSO), Crime Scene, and Civilian Supervisors shall serve a probationary period of one (1) year. CSO and Crime Scene shall complete the Field Training and Evaluation Program, during the Field Training and Evaluation Program; they shall be evaluated daily by a Field Training Officer utilizing the Daily Recruit Evaluation Report. Upon successful completion of the Field Training and Evaluation

Program, shall be evaluated quarterly while on probation by their immediate supervisor. This shall be done using the Probationary Member Quarterly Performance Evaluation Report.

1. Civilian Supervisors shall receive training specific to their position through a designated training program. At a minimum they shall be evaluated quarterly using the Quarterly Performance Evaluation Report.

E. All non-probationary members shall be evaluated semi-annually and annually at their anniversary date by their immediate supervisor. This evaluation shall be conducted by using the applicable City of Winter Haven Semi-Annual performance Assessment Report or the City of Winter Haven Performance Evaluation Report and its evaluation guidelines. (CALEA 35.1.2, 35.1.5a) (CFA 12.01d,g)

F. In accordance with General Order 34.1 (Promotions of Sworn Members), all members promoted shall be placed on probation for a period of one (1) year.

G. Prior to the end of a member's probation, a written evaluation of the member's work performance shall be completed. This evaluation shall be conducted by using the City of Winter Haven Performance Evaluation Report and its evaluation guidelines. This evaluation must be completed and returned to the Human Resources Division prior to the expiration of the member's probationary period.

III. Rating Categories (CFA 12.04c)

A. The rating categories are as follows: (CALEA 35.1.5b)(CFA 12.01b,c)

1. **Unacceptable** – Performance is consistently substandard; Member shows no attempt to overcome inadequacies. Substantial improvement is necessary to meet minimum job requirements (requires explanatory comments on the evaluation).

2. **Marginal** – Inconsistent in meeting job requirements. Work is acceptable in some areas but overall does not meet minimum standards on a regular basis; fails to meet performance expectations (Ratings may apply to members who are new to a position and still developing their skill set.)

3. **Meets Expectations** – Meets job requirements. Member is consistently effective in achieving expected results.

4. **Exceeds Expectations** – Job requirements are met in all areas and more often than not are surpassed. Shows innovation and creativity.

5. **Exceptional** – Extraordinary performance. Work is expert and exemplary; greatly exceeds job requirements and results expected. Sets standards for best practices (requires explanatory comments on the evaluation).

IV. Performance Evaluation Report Form

A. Evaluations of members shall be documented on the City of Winter Haven Performance Evaluation Report as distributed by the Human Resources Division of the City of Winter Haven.

- B.** The form shall be completed in its entirety. There shall be no omissions unless a specific topic or criteria is not applicable to a particular member.
- C.** Members will be rated on quality and quantity of work, job knowledge and skills, attendance and punctuality, cooperation with others, dependability, safety consciousness (awareness), treatment of equipment, tools, and supplies and any other unique duties to the position held. (CFA 12.01e, 12.04b)
- D.** Additional factors are included in evaluations of members of the exempt classification to include: judgment and decisions, professional development, leadership and supervisory skills, planning and organizing, operational economy, training and instructing subordinates and evaluating subordinates.

V. Responsibility of Rater (CFA 12.01f)

- A.** All members who will perform performance evaluations (raters) shall receive specialized training in the use of the performance evaluation system prior to conducting any evaluations.
- B.** The rater shall ensure that a member's evaluation is based only on performance during a specific period of time, e.g., annual evaluations will be only for the previous year. The time period will be designated on the performance evaluation report.
- C.** The rater shall ensure that a member's evaluation is based on criteria specific to the position occupied by the member during the rating period, as delineated on the evaluation form. (CFA 12.04a)
- D.** The rater shall be judicious, fair and open minded to the member being rated.
- E.** The rater shall use the following criteria when conducting an evaluation: (CFA 12.04c)
 - 1.** Fulfillment of duties and responsibilities of the member's position.
 - 2.** Daily work production and work quality.
 - 3.** Observations of the member's attendance/punctuality, dependability, dress, demeanor, attitude, cooperation, and condition of equipment.
- F.** Through the rating period, raters shall monitor their member's activities to ensure satisfactory performance. Should a member's performance be rated unsatisfactory during the rating period, they shall be provided written notice from the rater (supervisor) prior to the end of the evaluation period that such a condition exists. This is to allow each member to raise the level of their performance to a satisfactory level. (CALEA 35.1.6) (CFA 12.01g, 12.03, 12.05)
- G.** In conducting a member's performance evaluation, the rater shall: (CFA 12.04c)
 - 1.** Conduct personal inspection to ensure compliance with existing procedures regarding appearance, fitness, etc.
 - 2.** Inspect Department issued equipment to include assigned patrol vehicle, weapons, etc.

3. Review documentation and personnel file records of the member to include I.A. files regarding behavior for period being rated.
- H. Raters are to check off the appropriate performance level of the member and further justify the rating with written comments on the evaluation report.
- I. The immediate supervisor/rater shall sign the evaluation.
- J. Once the evaluation has been completed by the rater they shall schedule a meeting with the member and complete career counseling utilizing the Annual Career Counseling and Evaluation Review Form (WHPD-401). Once completed it shall be attached to the member's evaluation and forwarded thru the chain of command to the Chief. (CFA 12.02a, 12.04c)

VI. Responsibility of Reviewer

- A. A rater's immediate supervisor shall review the Performance Evaluation Report for consistency, fairness, objectivity and completeness. Upon approval, the reviewer shall place their signature in the appropriate location. (CALEA 35.1.5c)
- B. The reviewer shall evaluate all raters regarding the fairness and impartiality of ratings given, their participation in counseling and guidance for rated members. Raters are also evaluated on their ability to properly perform their role in the performance evaluation process.
- C. Once the evaluation has been completed the evaluation will be forwarded thru the chain of command to the Chief. After their review, the evaluation will be forwarded to the Human Resources Division for the City Manager to review. After the City Manager reviews the evaluation it will be returned to the reviewer to schedule a meeting with the member for final review.

VII. Responsibility of Member (CFA 12.02 b,c)

- A. During the meeting, the member's overall job performance is to be discussed and the performance evaluation report is to be finalized. Relevant rater and member comments resulting from the discussion should also be noted on the performance evaluation report.
- B. The member should be given the opportunity to sign the evaluation. The signature shall only indicate that the member has read the report, and shall not imply agreement or disagreement with the report's content. If the member refuses to sign the evaluation report, the rater shall note the refusal and record the reason(s) given, if any. (CALEA 35.1.5d)

VIII. Evaluation Conclusion Responsibilities

- A. At the conclusion of each rating period, each member will be counseled to include the following areas: (CFA 12.03)
 1. Results of the performance evaluation just completed;
 2. Level of performance expected, rating criteria or goals for the new reporting period; and

3. Career counseling relative to such topics as advancement, specialization or training appropriate for the member's position.
4. The completed Performance Evaluation Report, once reviewed, along with any attachments or comments by the member shall be submitted for review by the member's chain of command. (CFA 12.02b)
5. In the event any of the member's chain of command writes additional comments after the member has reviewed the performance evaluation report, it shall be returned to the member for review and acknowledgment of those comments.
6. Upon review by the Chief of Police, the members shall be given a copy of the performance evaluation. (CALEA 35.1.5e)(CFA 12.01h)
7. A copy of the performance evaluation shall be included in the member's personnel file and the original copy shall be forwarded to the City of Winter Haven Human Resources Division.
8. The retention of Performance Evaluation Reports shall be as outlined in the Florida Division of Archives History Records Management for a minimum of three (3) years. (CALEA 35.1.5g)

IX. Contested Evaluations (CALEA 35.1.5f) (CFA 12.01i)

- A. Members may attach comments or other pertinent documentation to their performance evaluation report as a permanent part of the evaluation.
- B. Members may contest their evaluations through informal means by conferring with the next level within their chain of command.
- C. Members shall be given the opportunity to clarify their position and voice opinions regarding the evaluation. The reviewing supervisor shall discuss the evaluation with the member, and may supplement the findings.
- D. If the informal review process does not resolve the contested issue, the grievance process (General Order 25.1) may be utilized as a formal response by aggrieved members.



APPROVED

**Vance Monroe Jr.
CHIEF OF POLICE**