



# GENERAL ORDER

## MINOCQUA POLICE DEPARTMENT

**SUBJECT: PERFORMANCE EVALUATIONS**

SCOPE: All Department Personnel  
DISTRIBUTION: General Orders Manual

REFERENCE:

NUMBER: 2.07  
ISSUED: 01/31/2020  
EFFECTIVE: 02/10/2020  
 RESCINDS  
 AMENDS  
WILEAG 5<sup>TH</sup> EDITION  
STANDARDS: 2.5.1, 2.5.2, 2.5.3,  
2.5.4, 2.5.5, 2.5.6, 2.5.7

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INDEX AS: Evaluation System  
Performance Evaluations  
Performance Standards

PURPOSE: This General Order sets forth Department policy with respect to the performance evaluation of each member of the Department. This policy recognizes that the type, frequency and method of evaluation will vary depending on the classification and specific job assignment of the member being evaluated, although there are general principles which are intended to apply to all members. The Department's Performance Evaluation Manual, as well as established Town practices; provide procedures and measurement definitions to be utilized with respect to specific job assignments within the Department.

This General Order consists of the following numbered sections:

- I. POLICY
- II. ADMINISTRATIVE GUIDELINES
- III. RATER RESPONSIBILITIES
- IV. GENERAL GUIDELINES FOR COMPLETION OF PERFORMANCE EVALUATION REPORTS
- V. PERFORMANCE EVALUATION INTERVIEWS
- VI. PERFORMANCE EVALUATION APPEAL PROCEDURES
- VII. RETENTION OF PERFORMANCE EVALUATION REPORTS

I. POLICY

- A. To achieve its operational mission, the Minocqua Police Department must be able to depend on the satisfactory work performance of all Departmental employees.

It is the policy of this Department to provide for the regular evaluation of all employees to ensure that the best use is made of this Department's personnel resources, that personnel problems are identified and promptly dealt with in a fair and equitable manner and that each employee experiences optimum job satisfaction.

In furtherance of this goal, the objectives of the employee performance evaluation system are intended to serve both management and the individual employee. Essentially, those objectives are to provide for and foster fair and impartial personnel decisions, to maintain and improve the performance of all Department employees, to provide a medium for personnel counseling, to facilitate proper decisions regarding the appointment of probationary employees to permanent status, to provide an objective and fair means for measurement and recognition of individual performance in accordance with established Department standards, goals and objectives and to identify both individual and Departmental training needs.

The Chief of Police, or his/her designee, will review all completed performance evaluations and provide for the annual inspection of the Department's performance evaluation system to determine how well the system is functioning and to ensure that stated goals and objectives are being achieved.

## II. ADMINISTRATIVE GUIDELINES

- A. A performance evaluation report shall be conducted on each Department employee at least annually, with the exception of probationary employees who shall be evaluated at least quarterly.
- B. Employee performance evaluation reports shall be utilized as a resource for obtaining information concerning an employee's suitability for promotional assignments or positions, their ability to assume additional responsibility, effectiveness and competency in their present assignment and training needs.
- C. The evaluation of each employee's performance shall be documented on the respective form established for the evaluation and completed performance evaluation reports shall be retained consistent with applicable legislation.
- D. Employee performance evaluations shall cover a specific period of time and evaluations shall be based only on the employee's performance during that specific rating period.
- E. Criteria used for performance evaluations shall be specific to the position occupied by the employee during the rating period and based on a complete position description for the position being evaluated. Whenever appropriate an additional description of duties and responsibilities will be implemented and furnished to all affected employees.
- F. To ensure that employees have read and reviewed all completed evaluation reports, employees shall be given the opportunity to sign the completed report as well as indicate any written comments as are deemed appropriate. In addition, a copy of the completed evaluation report shall be provided to each employee evaluated during the rating period.
- G. Each supervisor shall have the principle responsibility to evaluate each of the immediate employees under his/her control (see Chart below). Command level personnel shall have the responsibility to review and sign all performance evaluation reports completed by supervisors under their control and evaluate those supervisors to ensure the quality of ratings that are given to employees.

## III. RATER RESPONSIBILITIES

- A. Immediate supervisors shall have the primary responsibility for evaluating employees under his/her control. The Department's Performance Evaluation Manual or Town practices establish the specific evaluation chain for all Departmental employees.
- B. All command and supervisory rating personnel shall be familiar with and periodically review the following guidelines to ensure that all written performance evaluation reports are completed in a fair, impartial and meaningful manner.

1. All performance evaluation documentation that has been accumulated during the rating period should be reviewed prior to the evaluation of the employee.
2. All rating supervisors shall be held responsible for understanding the scope and contents of the performance evaluation report and the specific duties and responsibilities of the position held by the employee to be evaluated. The Chief shall ensure that rating supervisors under his/her control are thoroughly trained in and understand all aspects of the employee performance evaluation system prior to rating any employee.
3. Evaluations on employee behavior or action should be based on observations made during the specific rating period. To ensure that all evaluations are conducted in a fair and meaningful manner, employees shall be evaluated objectively and without personal prejudice, bias or favoritism.

#### IV. GENERAL GUIDELINES FOR COMPLETION OF PERFORMANCE EVALUATION REPORTS

- A. Rating supervisors shall enter the numerical score or descriptive phrase for the area of performance related to the duties and responsibilities of that position which most accurately represents the employee's performance.
- B. Ratings which constitute above or below standard require the rating supervisor to provide explanatory comments which indicate the specific reasons(s)/event(s) that form the justification for the rating. This information should be noted in the appropriate section established and labeled for supervisory comments.

#### V. PERFORMANCE EVALUATION INTERVIEWS

- A. A performance evaluation interview shall be conducted with each employee by the immediate supervisor responsible for the evaluation as soon as possible after the end of each rating period.
- B. The following guidelines shall be utilized by rating supervisors for the implementation and planning of employee evaluation report interviews:
  1. In order to ensure that employees are afforded the opportunity to adequately discuss their performance evaluation report, each employee shall receive a copy of their completed report prior to the time of their interview.
  2. Rating supervisors should, during the course of the interview, fully review performance evaluation documentation accumulated during the performance period with the employee and encourage participation by the employee as to his/her strengths and/or weaknesses and goals or objectives to be achieved by the next rating period. If necessary, problem areas should be discussed and a mutual agreement reached as to the best possible solution for the problem.
  3. Job tasks and assignments for the position occupied by the employee should be reviewed with the employee to ensure that each employee is aware of his/her expected performance.
  4. The level of performance that is expected during the next rating period should be discussed and a verbal commitment sought from the employee.
  5. Examples of rating criteria and measurement definitions should be reviewed to ensure that each employee is aware of how specific examples of performance will relate to scored performance evaluation ratings.
  6. Employees shall be given the opportunity to sign the completed evaluation report as well as indicate in writing any comments felt to be appropriate in the space provided for such on the form.
- C. The performance evaluation interview also provides an opportunity for supervisors to have discussion with employees and provide career counseling relative to such topics as advancement, specialization or training appropriate for the employee's position.

VI. PERFORMANCE EVALUATION APPEAL PROCEDURES

- A. In the event a disagreement cannot be resolved as to an evaluation report or entry prepared by a rating supervisor, any employee, including those on probation, may request a review by either the Chief or a supervisor other than the rating supervisor who prepared the evaluation.
- B. A request for such a review should be submitted in writing to the ranking supervisor within 48 hours of the employee's interview from which the disputed evaluation arose.
- C. The supervisor chosen for appeal shall schedule an interview to review the contested performance evaluation with the employee within a reasonable period of time.
- D. Based on the written comments, reports and any other applicable information, as well as rebuttal by the rating supervisor, the supervisor chosen for appeal shall attempt to reconcile the matter and may amend any rating/score on the evaluation report believed to be unjust or otherwise erroneous.

VI. RETENTION OF PERFORMANCE EVALUATION REPORTS

- A. All performance evaluation reports will be permanently maintained in each member's personnel file located in the Office of the Chief of Police.

PERFORMANCE EVALUATION ROSTER

POSITION	RATER	EVALUATION FORM
Chief of Police	Minocqua Town Board	N/A
Lieutenant	Chief of Police	Narrative Evaluation
Detective SGTs	Lieutenant	Narrative Evaluation
Lead Tele-communicator	Lieutenant	Narrative Evaluation Form
Department Confidential Secretary	Chief of Police	MPD Performance Evaluation
Patrol Officer	Lieutenant/Detective SGTs	MPD Performance Evaluation
School Resource Officer (SRO)	Lieutenant/Detective SGTs	MPD Performance Evaluation
Tele-communicator	Lead Tele-communicator	MPD Tele-communicator Evaluation Form
Boat Patrol Officer	Lieutenant/Detective SGTs	MPD Performance Evaluation
Community Service Officer (CSO)	Lieutenant/Detective SGTs, Lead Tele-communicator, Department Confidential Secretary	MPD Performance Evaluation

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Chief of Police

This General Order cancels and supersedes any and all written directives relative to the subject matter contained herein.

Initial 02/02/2017