



# ACTON POLICE DEPARTMENT

DEPARTMENT MANUAL; P&P: Administration		
POLICY & PROCEDURE # 4.22	DATE OF ISSUE: 9/29/2020	EFFECTIVE DATE: 10/6/2020
SUBJECT: Performance Evaluations	ISSUING AUTHORITY: Chief Richard Burrows	
REFERENCE(S): Massachusetts Police Accreditation Commission # 35.1.1; 35.1.2; 35.1.4; 35.1.5 35.1.6; 35.1.7	___NEW    __X__AMENDS    ___RESCINDS	

## I. POLICY

Employee evaluations are conducted on an annual basis to document an employee's performance, identify special skills, weaknesses, needed remedial action, provide a medium for personnel counseling, and provide an objective and fair means for recognition. These evaluations objectively evaluate an employee's progress and make employees aware of their responsibilities and the objectives of their position. These evaluations also serve to open and maintain channels of communication between employees and supervisors. Performance evaluations will be conducted on full-time sworn, part-time sworn, and full-time non-sworn employees of the Acton Police Department. **[35.1.2(1A)(2A)(3A)]**

## II. PROCEDURE

- A. Full-time sworn, part-time sworn, and full-time non-sworn employees of the Acton Police Department shall be evaluated using the Town of Acton Performance Review Forms. The forms will be differentiated between Non-Exempt Hourly Paid Employees and Exempt Salaried Employees. **[35.1.1(2B)] [35.1.2(1B)(2B)(3B)]**
- B. The evaluation ratings and definitions for all employees are as follows: **[35.1.1(2A)]**
- Generally Exceeds Job Requirements - Generally exceeds established expectations for major job responsibility area(s).
  - Sometimes Exceeds Job Requirements – Sometimes exceeds established expectations for major job responsibility area(s).
  - Meets Job Requirements – Meets established expectations for major job responsibility area(s).
  - Requires Improvements - Does not consistently meet established expectations for major job responsibility area(s).
  - Inadequate - Does not meet established expectations for major job responsibility area(s).

1. All personnel of the same rank performing the same tasks shall be evaluated with the same measuring instrument.
2. The rating period shall be conducted at least once annually, within a twelve-month period for all employees. **[35.1.4(1)]**
3. Evaluations shall be job-related to accurately measure the performance of employees in the areas of their responsibility.
4. Performance standards shall be fair and obtainable.
5. Performance standards shall be concise and understandable.
6. The Chief of Police or his/her designee shall issue all forms that are needed in the review process. He/she will also collect and disseminate, completed evaluation reports on each employee. Official performance reviews are stored in the employee's personnel file located in the Town's Human Resources Department.
7. The supervisor will evaluate the employee using the evaluation form for a given position following standard instructions. The supervisor will reference the position standards in performing the evaluation. **[35.1.1 (2B)]**
8. The supervisor is required to use the "Comments" section to clarify or elaborate on any aspect of their rating of a particular factor and also on the overall rating of the employee they are reviewing. **[35.1.4(5)]**
9. The supervisor will discuss the evaluation in detail with the employee. The employee may comment and give a written rebuttal to the evaluation. The said rebuttal shall be filed with the evaluation. The employee shall sign the evaluation form - not indicating agreement, but indicating that the evaluation has been reviewed with the employee. **[35.1.4(13A)(13B)]**
10. The supervisor is expected to provide documentation and/or justification to support all performance factor ratings. When completed, the rater/evaluator and their supervisor shall sign the performance evaluation. **[35.1.4(5)(9)]**
11. The employee shall be given a copy of the evaluation. All original evaluations are kept and maintained in a secure file in the Human Resources Office at Town Hall. All evaluations are retained in accordance with the Massachusetts Records retention schedule located at: **[35.1.4(13)(17)(20)]**  
[https://www.sec.state.ma.us/arc/arcpdf/MA\\_Statewide\\_Records\\_Schedule\\_updated2022-10-31.pdf](https://www.sec.state.ma.us/arc/arcpdf/MA_Statewide_Records_Schedule_updated2022-10-31.pdf)
12. Each person charged with the responsibility of rating or evaluating a subordinate shall do so in compliance with all Department guidelines. He/she shall become acutely familiar with all aspects of the instrument and system. He/she shall rate subordinates as fairly and uniformly as possible. **[35.1.1 (C)]**
13. All Employees shall be reviewed by their direct supervisor.
14. Any employee who has the responsibility of evaluating subordinates shall receive training in that area prior to any evaluations. The Chief of Police shall ensure that this type of training is provided. **[35.1.1(D)]**

- C. At the conclusion of the rating period and after his or her evaluation, his /her supervisor will counsel each employee. This counseling will include but is not limited to, performance expectations, the rating criteria, and the goals for the upcoming reporting period. The employee will also be given the opportunity to be counseled about advancement, specialization, or training after his/her review has been completed. **[35.1.6 (a) (b) (c)]**
- D. The rater/evaluator shall be evaluated by their direct supervisor. The raters/evaluators will also be evaluated regarding the quality of the ratings they gave the employees they supervise and rate. The “Rater/Evaluator Skills and Quality” section will be completed using the same performance review form. **[35.1.7]**
- E. An employee who is not on their probationary period and deemed to be performing inadequately will be notified (in writing) of said inadequate performance. This notification will be given at least ninety (90) days prior to the end of the annual rating period in order for the employee to have time to correct the deficiency(s). If the inadequate performance is within ninety (90) days of the annual rating period, the employee’s annual evaluation will be delayed for three (3) months to allow the employee the aforementioned ninety (90) days corrective period. **[35.1.5]**
- F. Any employee who disagrees with their evaluation may file a written appeal to the Chief of Police for review within ten (10) business days of signing their evaluation. Said appeal shall contain the reasons for review, areas, subjects, or matter(s) that they are in disagreement with, along with any other pertinent information (such as a supervisor’s bias or motivation, or mitigating circumstances). The Chief of Police will review the appeal and decide whether to re-evaluate the officer by assigning another supervisor to complete the evaluation. An appeal filed by the Deputy Chief will be made to the Town Manager. **[35.1.4(18)(19)]**

## **PERFORMANCE EVALUATIONS INFORMATION**

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**History:**      **Manual I, Section I.**

### **Policy 4.22 Performance Evaluations**