

	Administrative General Order	2.10 Performance Feedback	ORIGINATOR/REVIEW Chief's Staff
	SUBJECT Virginia Beach Police Department General Order Chapter 2 – Personnel Information		DISTRIBUTION ALL
	CALEA: 31.5.8, 34.1.6, 35.1.1, 35.1.2, 35.1.3, 35.1.5, 35.1.7, 35.1.8, 82.3.5		
BY THE AUTHORITY OF THE POLICE CHIEF: PWN			

Purpose:

To provide for a performance feedback system that incorporates the City of Virginia Beach Performance Management Policy, No. 6.07, while supplementing the city policy to meet the needs of the Virginia Beach Police Department and its employees.

Policy:

The following supplements and specifies how the Virginia Beach Police Department will apply the City of Virginia Beach [Performance Management Policy, 6.07](#) in evaluating the job performance of Department employees.

Performance Feedback Report Frequency (CALEA 31.5.8, 35.1.2, 35.1.3)

In keeping with the City of Virginia Beach Performance Management Policy, No. 6.07, all full-time employees will have a performance feedback report completed annually. In addition to the requirements of the City of Virginia Beach Performance Management Policy, probationary employees will be evaluated as follows:

- A. All newly hired non-sworn police officers other than those listed below will be evaluated quarterly as follows during the twelve month probationary period. The first and third quarter review requirements shall be met through using the PD-195 (On the Job Training Template/Civilian) for one quarter and through a meeting between the supervisor and employee for the other quarter. The six month and annual evaluations required by City policy shall fulfill the second and fourth quarter requirements. Note: the annual City evaluation must include references to the first and third quarter meetings as well as a summary of what was discussed.
 - 1. Employees transferring to the Virginia Beach Police Department from another city Department will have an interim performance feedback report completed six months following the date of the transfer.
 - 2. Employees transferred to new job positions within the Virginia Beach Police Department will have an interim performance feedback report completed six months following the date of the transfer.

Non-Sworn Matrix

Quarter	Time Frame	Method
First	3 months from hire	PD-195 OR informal meeting between supervisor and employee
Second	6 months from hire	Required City performance evaluation
Third	9 months from hire	PD-195 OR informal meeting between supervisor and employee
Fourth	12 months from hire (end of probationary period)	Required City performance evaluation, including reference to 1 st and 3 rd quarter meetings

- A. Sworn police officers will be evaluated as follows: **(CALEA 35.1.2)**
1. While attending the Virginia Beach Police Academy – Mid-term and Final intervals
 2. While under the supervision of a Police Training Officer – Monthly (End of phase), as well as at the midterm and final intervals.
 3. After certification for the remainder of the probationary period – semi-annually
 - a. For Officers hired as recruits an additional review will occur at approximately the eighteenth month of employment (merit date).
 - b. For officers hired as certified officers, quarterly evaluations are required and are to be done as follows and as shown in the chart below: for the first twelve months of employment (length of probationary period). The first quarter requirement will be done at LETA and recorded on (Employee Performance and Development Plan) The six month and annual evaluations required by City policy shall fulfill the second and fourth quarter requirements. The third quarter requirement will be met through a meeting between the supervisor and employee. This meeting must be documented in the annual evaluation done at the end of the probationary period.
 4. Sworn photo safe investigators who work in the Red-light camera office shall receive annual performance feedback reports.

Certified Officer Matrix

Quarter	Time Frame	Method
First	3 months from hire	Done by LETA on the PD-194 Transfer Training Template
Second	6 months from hire	Required City performance evaluation
Third	9 months from hire	Informal meeting between supervisor and employee
Fourth	12 months from hire (end of probationary period)	Required City performance evaluation, including reference to the 3rd quarter meeting.

The links for both forms can be found here:

<https://beachnet.vbgov.com/benefits-services/career/Pages/performance-management.aspx>

Personnel Notes (P-Notes) (CALEA 82.3.5)

Personnel Notes are intended to provide supervisory personnel with a standardized process for documenting performance throughout the evaluation period of employees under their supervision.

Personnel Notes will be utilized by supervisory personnel in documenting notable events relating to the performance of employees. Supervisory personnel will document Personnel Notes by utilizing the “Make Note” web based software module accessible by all employees via the city intra net. Performance Note entries in Make Note are automatically removed from view after 18 months. Access to view entries is restricted to the employee, their supervisors in their current chain of command, up to and including the Chief of Police, the police Human Resources Coordinator and the system administrator(s).

Transfer Performance Evaluations

Transfer evaluations on the official “Employee Performance and Development Plan” are intended to ensure that relevant performance information is maintained when the employee’s command assignment changes for a period of three months or more. A transfer evaluation will be completed on the transferring employee by the supervisor relinquishing responsibility for the employee within thirty days following the transfer. In addition, the transfer performance evaluation will be shared with the employee and processed as an attachment to the annual performance evaluation, with appropriate signatures. Transfer performance feedback reports will be completed utilizing the City of Virginia Beach Employee Performance and Development Plan, recognizing that the narrative will only reflect the period observed.

Promotional Performance Evaluations (CALEA 34.1.6)

Promotional evaluations on the official “Employee Performance and Development Plan” are intended to assess the progress of employees who are promoted into supervisory or progressively responsible positions. A promotional evaluation will be completed six months after the promotion by the supervisor assuming responsibility for the newly promoted employee. Promotional evaluations will be completed utilizing the City of Virginia Beach Employee Performance and Development Plan.

Feedback Process (CALEA 35.1.1, 35.1.5 A, 35.1.6)

Supervisors are to follow the procedure detailed in the City of Virginia Beach Performance Management Policy, in evaluating employee job performance. The performance feedback report is based only on the length of the rating period.

Supervisors are responsible for monitoring the performance of employees and providing ongoing feedback to employees throughout the evaluation period. In the event that an employee’s job performance continues to be a concern after counseling, supervisors are encouraged to address the matter by utilizing a written performance improvement plan (Refer to Written Action Plan for Improved Performance Field Guide), an interim performance evaluation, or other formal notification such as disciplinary action. Supervisors should not use the annual performance feedback report as the employee's first notice that a performance problem exists. Except in those extenuating circumstances when a performance concern occurs in the final quarter of the performance year, employees should receive notice of their performance deficiencies at least 90 days before the end of the evaluation period. In cases where improvement has not been demonstrated or sustained after supervisory intervention, the merit increase, if any is provided, may be denied when a performance improvement plan, approved by the Human Resources Coordinator, is in place. The employee’s subsequent performance in response to the performance improvement plan will be documented in interim performance evaluations until fully acceptable performance is sustained for a reasonable time period (typically 3-4 months).

Feedback Interview (CALEA 35.1.7 A, B, C, 35.1.5 B, E)

In accordance with the City of Virginia Beach Employee Performance Management Policy, supervisors will conduct a feedback interview with the employee. In addition to the requirements of the city policy, Virginia Beach Police Department supervisors will:

- A. Explain in detail the results of the performance evaluation just completed;
- B. Explain the level of performance expected, rating criteria, or goals for the new reporting period;
- C. Provide career counseling relative to such topics as advancement, specialization, or training appropriate for the employee’s position, and;
- D. Provide a copy of the completed performance evaluation with appropriate signatures (employee and supervisor) to the employee. All completed performance evaluations shall be reviewed and signed by the rater’s supervisor in the “additional authorized signature”

Rater Training and Evaluation (CALEA 35.1.1 D, 35.1.8)

All individuals who are responsible for completing employee evaluations shall attend training, provided by the City of Virginia Beach Department of Human Resources/Learning and Development division.

Supervisory employees who complete performance evaluations on subordinate employees will be evaluated on their ability to provide quality feedback to those under their supervision.

Records Retention and Maintenance (CALEA 35.1.5 G)

Performance evaluations conducted on probational sworn police officers while attending the Virginia Beach Police Academy and while under the supervision of a Police Training Officer will be maintained by the Training Bureau.

Employee performance evaluations that are completed quarterly and annually are maintained by the Virginia Beach Police Department as long as the department employs the employee. Copies of the performance evaluation will be maintained in the employee's personnel file (maintained in the organizational component to which the employee is assigned), and the official personnel file maintained by the City of Virginia Beach Department of Human Resources. Supervisors may use these reports to aid in determining training needs, assignments, discipline, advancement, and any other areas of career progression and development as deemed appropriate.