Orange County Sheriff's Office
Supervisory Performance Appraisal Form
LE Communications Officer

Name:_____ Employee #:_____
Hire Date:_____
Period Covered: From _____To _____

Evaluation and Criteria

Using the following numerical scale, assign the appropriate value to the tasks listed below. Select the number which best reflects your appraisal of the incumbent's performance and place it in the box. A rating of 5 or 1 must be justified in writing. Comments are encouraged for each section.

5-Exceptional
4-Above Satisfactory
3-Satisfactory
2-Below Satisfactory
1-Unsatisfactory
N/A – Not applicable

LEADERSHIP ABILITY

____Subordinates see the supervisor as a role model, and are able to get the correct answers to the questions sought after.
____Supervisor is up to date on new laws, policies, procedures, and equipment.
____Creates a proactive environment among subordinates.
____Effectively manages the office and delegates where appropriate.
____Acknowledges areas of weakness in the office and works towards corrective measures.
____Job knowledge is passed down to those less experienced.

Comments:_____

ANSWERING CALLS

____Answers 911calls promptly unless on an emergency call or working a critical incident.
____Handles fair share of calls within the shift/position and workload.
____Properly refers administrative and or non-dispatch calls for service.
____Answers calls on hold as quickly as possible.
____Does not let personal activities or calls interfere with job performance.

Comments:_____

CALL MANAGEMENT AND CONTROL

____Takes control and elicits information necessary and appropriate for call per guidelines.
____Elicits information necessary for responder's safety and effectiveness.
____Avoids voice intonations, expressions that erect barriers.
____Finds ways to calm angry, hostile or hysterical callers.
____Keeps callers on the line when necessary.

Comments:_____

CALL CAD ENTRY

____Accurately classify and prioritize incidents, enter accurate and pertinent information into CAD in a clear and concise manner.
____Time from answering a call to entering the preliminary information on a priority call is done immediately.
____Understands CAD screen, data fields, computer commands and utilizes the same to full potential.

Comments:_____

DATA ENTRY/RETREIVAL

____Able to accurately enter/retrieve data and interpret responses for a variety of systems including CAD, VCIN, NLETS and other programs in an efficient and effective manner.
____Avoids errors when entering data. Maintains 100% accuracy on VCIN/NCIC entries.
____Does his/her fair share of VCIN/NCIC entries.

Comments:_____

SAFETY

____Avoids conversations, loud background noises and activities which may interfere with safe dispatching and call taking activities.
____Avoids unsafe conduct or actions which could result in accidents, utilizes equipment as directed to promote safe working conditions.
____Takes necessary action to prevent, correct or report unsafe conditions which are observed.
____Reviews Communication Procedures and Sheriff's Office SOP Manuel for updates and changes. Reviews CAD and Pass Over to keep current on events.

Comments:_____

INTERPERSONAL SKILLS

____Finds constructive ways to handle differences when they arise and does not allow differences to disrupt their work or the work of others.
____Treats other employees with respect.
____Does not use racist, ethnic, sexual slurs, profanity, verbal abuse and avoids behavior seen as discourteous, arrogant or unprofessional.
____Complies with sexual harassment policy.
____Does fair share of work so that others do not have to carry an additional load.
____Follows chain of command as directed.
____Promotes teamwork by sharing information with and assisting others.

Comments:_____

EXTERNAL RELATIONS

____Treats others with respect.
____Does not use racist, ethnic, religious, sexual slurs, profanity, verbal abuse and avoids behavior seen as discourteous, arrogant or unprofessional.
____Shows genuine interest in callers by using appropriate voice intonations. Is empathetic and is aware of diverse cultures.
____Provides accurate information as appropriate, refers others to LE unit or appropriate outside agency personnel.

Comments:_____

WORK HABITS

____Arrives on time for work with appropriate attire and equipment and is prepared for duty.
____Signs on and off when arriving or leaving a computer station.
____Briefs on-coming shift of any problems or work that needs to be done.
____Maintains acceptable attendance pattern.
____Keeps work area neat, clean, free of debris, food and drinks. Cleans and puts away items used in the kitchen/break area.

Comments:_____

EQUIPMENT USE AND MAINTENANCE

____Immediately reports damaged or malfunctioning equipment to a supervisor.
____Returns all equipment to its proper place at the end of use or shift.
____Exercises appropriate care in use of equipment and furniture.
____Understands how the phone transfer system works in a complete phone failure.

Comments:_____

RADIOS

____Follows policy for "Plain talk" on the radio.
____Calls are dispatched in appropriate time frames based on the incident type and priority. Advises a patrol supervisor or "senior LE unit" of pending calls.
____Transmits messages clearly. Avoids requests to repeat the transmission.
____Dispatches in a clear, concise manner so as to avoid information errors/omissions which would place responders or citizens in unnecessary danger.
____Concentrates on radio traffic from responders so that repeat transmissions do not unnecessarily occur.
____Dispatcher is able to process and document a request in a timely manner.
____Appropriately manages and dispatches field units and equipment, maintains accurate CAD status log.
____Effectively multi-tasks.

Comments:_____

TRAINING

____Willingness to assist with training when requested.
____Provides instruction in a manner to provide the trainee with the necessary knowledge, skills and abilities to be a successful public safety call taker/dispatcher
____Identifies trainee skill deficiencies and provides appropriate training or requests it through the proper channels.

Comments:_____

QUALITY OF WORK

____Work is consistently accurate and notes are detailed and understandable.
____Tasks are completed in a timely and thorough manner.
____If a mistake is made, it is used as a learning tool and the same errors are not continually recurring.
____Has the ability to remain focused under stress and can effectively handle multi-tasking including phone calls and radio traffic.
____Maintains self-control in difficult situations.
____Displays and maintains a solid knowledge of SOP's.
____Demonstrates good working knowledge of the geographical make-up and boundaries of our "member" agencies.

Comments:_____

COMPLIANCE TO POLICIES, PROCEDURES AND REGULATONS

____Sheriff's Office policies, general orders, procedures, etc., are followed as prescribed or exceptions are approved by a supervisor.
____Sick leave is not abused.
____Leave time is used only as authorized or specified.

Comments:_____

PROMOTION OF DEPARTMENTAL GOALS, PROGRAMS AND ACTIVITIES

____Is an active participant in the goal setting, project planning and needs assessments of the department.
____Supports and responds to the department's goals, programs and activities.
____The department's needs, plans and goals are communicated to subordinates.
____Plans, projects and work activities are understood by subordinates, implemented as scheduled and product intended results.
____Creative and innovative ideas are encouraged for subordinates and advanced whenever possible.

Comments:_____

SELECTION, TRAINING AND EVALUATION OF PERSONNEL

____New employees are hired based upon their job related qualifications.
____New employees receive complete orientation, on-the-job training, state mandated training plus continuing feedback on performance.
____Evaluations and counseling of employees are done on an objective basis.
____Unsatisfactory performance is called to the attention of the employee, documented and corrective action taken.
____Accomplishments are recognized and employee is commended for a job well done.
____All employees are given equal opportunity to train for both improved job skill levels and promotional positions.

Comments:_____

INTERNAL COMMUNICATION AND COOPERATION

____Problems which arise in working relationships are quickly and professionally resolved.
____Few and only minor problems occur because of poor communication or coordination of activities.
____Corrective action is quickly taken on substantiated complaints.

Comments:_____

PERSONNEL ASSIGNMENT AND SUPERVISION

____Assignments are made in a fair and impartial manner considering the needs of the department and its capabilities of employee.
____Subordinates understand instructions and job assignments with few and only minor problems occurring.
____Problems or deviations arising in established schedules, procedures and work activities are promptly confronted and corrected.
____Supervision is provided periodic feedback on subordinate's performance.
____Desired results are accomplished through subordinate personnel.

Comments:_____

POLICY ADMINISTRATION

____All policies and procedures are documented, communicated and made available to all subordinate personnel; are understood by subordinates and are consistently and fairly applied.
____Grievances and potential grievances receive early attention and are thoroughly documented.
____Employee suggestions are encouraged and responded to promptly.
____Individual reports to work on time and as scheduled.
____Personal leave is used only as authorized and sick leave is not abused.

Comments:_____

EQUIPMENT AND FACILITY MANAGEMENT

____Few and only minor losses due to faulty care and maintenance of equipment and supplies.
____Prescribed maintenance is performed as scheduled.
____Loss or damage of equipment due to carelessness is rare.
____Equipment wear of malfunctions are reported and/or corrective action is taken.

Comments:_____

ADDITIONAL TASKS

____Keeps all paperwork current and prepared for VCIN/NCIC audits by VSP or FBI.
____Schedules personnel to provide best coverage.
____Attends area meetings to stay in touch with growing communications issues.
____Maintains training on Communications Officers, make sure they are current on their training.
____Performs final check on all entries into VCIN/NCIC system to insure accuracy.
____Does monthly audit of entries and checks with Commonwealth and Courts to insure entry is supported by the proper documentation.

Comments:_____

CORE VALUES: Assign a numeric to each box, then list examples or actions that demonstrate how the employee embodies each core value. Complete all sections.

____Integrity: Employee's actions are guided by ethical and honest conduct.

____Leadership: Employee is an example to others.

____Service: Employee is responsive and service-oriented to meet customer needs.

Comments:_____

County Policy

____Is well versed in applicable county policies, knows where to find the most updated policy
____Follows all applicable county policies
____Makes appropriate inquiries as to the meaning or directives included in county policy before acting.
____Completes all county policy required forms and documents in a timely matter.

Comments:_____

CALCULATION OF RATING

A. **TOTAL SCORES** _____
B. **NUMBER OF CATEGORIES** _____
C. **RATING DETERMINATION (A/B)** _____

PERFORMANCE RATING _____

4.5-5.00 and no ratings below satisfactory –Exceptional
3.5-4.49 and no ratings below satisfactory – Above Satisfactory
2.5-3.49 and no unsatisfactory ratings – Satisfactory
1.5-2.49 – Below Satisfactory
0.0 – 1.49 – Unsatisfactory

Development and growth potential:
Include comments on employee's major strengths, accomplishments made during this review period and development achieved since the last performance evaluation.

Completed goals and objectives:
Review the results of goals and objectives completed within this performance cycle.

New goals and objectives:
List the objectives to be accomplished within the next performance cycle. Arrange in order of priority.

Additional comments by rating official:

Comments by rated employee:

By my signature, I acknowledge that I have received this performance evaluation. I understand that I may respond in writing if I disagree with any part of this evaluation.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Approved by Sheriff: _____ Date: _____