



**Department of Emergency Services
Fire-EMS Division
Standard Operating Procedures**

General Policies

Subject: Personnel Evaluations
Revised: 8-21-02
Section: 215.00

215.01 Purpose

- A. To provide policy and guidelines relative to the personnel evaluation process.
- B. To provide a means of measuring and documenting employee performance and development as compared to specific job requirements.

215.02 Policy

- A. All members of the Ocean City Fire-EMS Division shall be evaluated a minimum of two (2) times yearly – evaluation periods end March 31 and September 30. Pay increases will be based on the average of these two evaluations.
- B. Probationary members will be evaluated midway through their probation period and at any other times deemed appropriate by their supervisor.
- C. Evaluations of seasonal and temporary employees will also be required. These will be done monthly in June, July, and August. Field Training Officers who have worked with the seasonal personnel will fill out the evaluations and turn them over to their Shift Lieutenant. The Shift Lieutenants will distribute the evaluation forms to their shift.
- D. Shift Lieutenants who are charged with preparing a formal performance evaluation shall conduct a performance evaluation interview with the member being evaluated at the time that the formal evaluation is presented to the involved member.
- E. Shift Lieutenants shall communicate with their shift members regularly and shall establish a constructive dialogue with their shift members relative to their job performance. If necessary, regular informal performance evaluation interviews should be established to maximize communication. There should be no surprises for the member being evaluated; problems and/or deficiencies in performance should be addressed prior to formal evaluation.
- F. Formal personnel evaluations shall be written on designated Ocean City Fire-EMS Division Employee Evaluation Forms.
- G. Fire-EMS Division Captain and Fire-EMS Shift Lieutenants will be evaluated based on a designated Ocean City Fire-EMS Division Employee Evaluation Form and a written performance contract, with each contract tailored to include

both departmental and individual goals.

- H. The Captain and Lieutenants are not limited to the items listed on the standard formats. Other relevant performance criteria may be included in the evaluation on an individual basis, so long as such criteria are pertinent to the development of the member being evaluated.

215.03 Responsibility

- A. The Emergency Services Director is responsible for overall management of the personnel evaluation process within the Fire-EMS Division.
- B. The Fire-EMS Division Captain is responsible for the completed evaluations of all subordinates.
- C. The Shift Lieutenants are responsible for the completed evaluations of all shift members.

215.04 Procedure

- A. The Fire-EMS Division Captain and Shift Lieutenants responsible for evaluations should obtain and complete the Ocean City Fire-EMS Division Employee Evaluation Forms for all members under their command.
- B. The Shift Lieutenant and the involved member must meet for an evaluation interview.
- C. Only the person directly supervising the employee should be conducting the performance appraisal interview.
- D. Each rater is to give the employee a copy of the written evaluation tool in advance of the interview, in order for the employee to rate his/her own performance and provide feedback to the rater for consideration before the final scores are determined.
- E. During the appraisal interview, both the rater and the employee discuss the employee's concerns, goals and plans for self-improvement or corrective action.
- F. The member shall sign the evaluation at the time of the interview and shall receive a copy of the evaluation.
- G. Completed evaluation forms should be submitted to the Fire-EMS Captain at least two weeks but not to exceed thirty (30) days after the effective date of evaluation.
- H. Performance evaluations will be reviewed annually prior to the individual's anniversary date and a written performance summary forwarded to the next higher level of authority.