

	SECTION:	ADMINISTRATION	ADM-148
	CHAPTER:	PERSONNEL	
	DIRECTIVE:	PERFORMANCE RECOGNITION TRACKING (High Risk)	

148.01 SUMMARY

Our Supervisors are primarily responsible to guide and assist employees in professionally discharging their duties and refining their skills. Proactive management dictates the same. The goal of Performance Recognition Tracking (PRT) is to assist Supervisors in identifying and recognizing employees whose performance is exceptional and/or identify and address the needs of employees whose performance may indicate current or future problems.

148.02 DEFINITIONS

PRT – Performance Recognition Tracking

PRT EMPLOYEE REPORT – Lists the employee’s name, the category and number of incidents being tracked.

SUPERVISOR ACTION REPORT (or Memo) – A memorandum that details the meeting between the Supervisor and the employee and the Supervisor’s recognition or action taken.

148.03 GENERAL INFORMATION

PRT USE – PRT provides Supervisors with a means to:

- Identify exceptional employee(s) and provide the appropriate recognition.
- Identify unsatisfactory employee(s) and provide the appropriate assistance.

A SUPERVISORY TOOL – PRT report(s) **do not** replace the Department’s annual Performance Assessment process. PRT supplements the supervisory process by providing an indication of employee performance. Supervisors are prompted to provide employee guidance and assistance to employees when performance indications suggest guidance and/or assistance are needed. PRT is **not** a disciplinary action.

**148.04 GENERAL
PERFORMANCE
INDICATORS****EXCEPTIONAL PERFORMANCE** – includes, but is not limited to:

- Projecting/re-enforcing a positive image of the City, the Department and conscientious performance of duties.
- Supporting Department mission, values and guiding principles through specific action(s).
- Representing the Department in an exceptional manner creating a positive impression through a specific action, task, incident, or assignment.
- Demonstrating resourcefulness and innovation in performance of duties, a specific action, task, incident or assignment.
- Demonstrating and/or using proactive community oriented policing, problem oriented policing, and exceptional customer service concepts, techniques, or methods.

CAUTIONARY PERFORMANCE – may include, but is not limited to:

- A propensity to use physical force when other alternatives are available.
- Using techniques or having habits that make contacts difficult.
- Action(s) that cause injuries or equipment damage.
- Generating excessive complaints or civil litigation.
- Sustained Administrative or Internal Affairs investigations.
- Failure to use proactive community oriented policing; problem oriented policing, and/or demonstrating poor exceptional customer service concepts, techniques, or methods.

148.05 PROCEDURES

INCIDENT COMPILING AND REPORTING – The Services Commander will be responsible for compiling the data used in the PRT. This data will be formatted into reports that will be sent to the appropriate Division Deputy Chief.

PERIODIC REPORTS – The Services Commander will prepare a monthly report summarizing applicable incidents that occurred within the month. On a periodic basis, the Services Commander will prepare a report which identifies employees who met or exceeded the applicable thresholds for at least one incident category in the reporting period. The thresholds for each incident category are as follows:

Incident Category	3 Month Threshold	12 Month Threshold
EXCEPTIONAL INDICATORS		
Citizen Commendation Report	3	6
Internal commendation by peers or Supervisors	2	4
Exceptional performance of duties as determined in Supervisor or Internal Affairs investigation	1	3
Public acknowledgement or recognition award	2	4
Any combination of positive incidents	3	6
CAUTIONARY INDICATORS		
Citizen Complaint Report	3	5
Resisting Arrest	4	8
Response to Resistance	3	6
Vehicle pursuit	2	3
Firearms discharge	2	2
Internal Affairs or Supervisor's investigation	2	3
Civil claim (lawsuit or letter of intent)	1	2
Vehicle traffic accident	1	2
Injury or Damage incident	2	4
Any combination of negative incidents	3	8

148.06 SUPERVISOR RESPONSIBILITIES

- **Services Commander** Prepares a PRT Employee Report listing the employee name and the specific number and kinds of incidents that occurred in the period. Forwards the prepared report to the Commanders, Division Deputy Chiefs and Chief.
- **Division Deputy Chief** Reviews the report and may assign the employee's immediate Supervisor, through the chain of command, to discuss the PRT Employee Report with the employee. May assign a Supervisor Action Report due date. (15 days)
- **Immediate Supervisor** Meets with the employee to review the PRT Employee Report. The Supervisor may ask the Services Commander for clarification or copies of the specific incidents contained in the employee's report. The Supervisor will prepare a written memo or report documenting the meeting and any supervisory action. The employee may review and provide comments about the report either directly on or in a separate report.

Forwards a completed memo or report and any supplemental reports submitted by the employee, to the Division Deputy Chief through the normal chain of command approval. The Division Deputy Chief may approve an extension of the due date beyond fifteen days. Documentation related to the extension request must be kept with the report and the Commander or Manager must indicate approval or disagreement with the recommended recognition or supervisory action.
- **Division Deputy Chief** The Division Deputy Chief, in consultation with the Chief of Police reviews and decides/approves the action to be taken and ensures that the recommended recognition or supervisory action is implemented. The completed report and any attachments are then forwarded to the Services Commander for recording, tracking, and filing purposes.

148.06 SUPERVISORY ACTION – RECOGNITION

RECOGNITION – Action to recognize exceptional performance may include, but is not limited to:

- Written recognition/commendation by the immediate Supervisor, Commander, Division Deputy Chief, or Chief of Police.
- Presentation of a specific award as defined in **Section 5.200 – City of Grand Junction Personnel Manual “Recognition”** (Also see the “**Commendations**” (ADM-143) directive)

**SUPERVISORY ACTION
- RECOGNITION (con't)**

- Recommendation or nomination for Department employee of the month.
- Recommendation or nomination for City employee of the month.
- Recommendation or nomination for City employee of the year.

**148.08 OTHER
SUPERVISORY
ACTION**

SUPERVISORY ACTION – The Supervisor may take no action or may recommend a supervisory action, including, but not limited to:

- Supervisory mentoring/coaching.
- Supervised field observation.
- Remedial training.
- Fitness for Duty evaluation.
- Temporary assignment change.

**148.09 RECORD
KEEPING**

REPORT RETENTION – Recognition reports and related documentation will be placed in the employee’s personnel file. A copy will be sent to the immediate Supervisor of the employee for placement into the observation file.

SEPARATE FILING – Supervisor Action Reports that lead to mentor/coaching action will be filed with the Services Commander in a separate and secure file. A copy will be sent to the immediate Supervisor for placement into the employee’s observation file. If the employee’s annual performance appraisal should reference the PRT reports, these reports are to be included as part of the annual performance appraisal file.

PRT MANAGEMENT – The Services Commander will manage and serve as the central collection point for all PRT forms, reports, documents and information.

**148.10 USE OF
SUPERVISOR
ACTION
REPORTS**

A Supervisor Action Report(s) by itself does not initiate or result in disciplinary action, promotion, any sort of specific and/or unique performance evaluation, reassignment from a special/collateral duty, or removal of secondary employment.

Supervisor Action (for example, mentoring/coaching or remedial training) may be used by Supervisors in personnel decisions, disciplinary action not related to the PRT report, promotion, performance evaluations or initial selection/assignment for special and/or collateral duty assignments.

