



City Manager's Office

MEMORANDUM

DATE: April 4, 2023

TO: Mayor and City Council

THROUGH: Doug Thornley, City Manager Approved Electronically

FROM: Norma Santoyo, Director of Human Resources

SUBJECT: City Manager and City Clerk FY 23 Performance Evaluation

The annual performance evaluations for the City Clerk and City Manager are scheduled for the June 7, 2023 and June 14, 2023 Council Meetings, respectively. The evaluation period covers performance from July 1, 2022 through June 30, 2023, and will identify areas of focus for fiscal year 2024 and include a self-evaluation presentation.

In preparation, I have scheduled briefings and/or will be providing you with a written briefing on the process used last year and to seek your feedback to determine if you support utilizing the same process again. You will have an opportunity to provide your comments and any improvements you would like to see.

Once we finalize the performance evaluation form, I plan on facilitating a 360 degree review process through an online platform completed by City Council Members and other stakeholders such as subordinates and colleagues. I will need your feedback on stakeholders you would like included.

My role is only to facilitate the process. I will gather the data into a comprehensive format and present it to the City Council. The City Clerk and City Manager will present their self-evaluation as well.

Please take a moment to review the attached performance evaluations and share your suggestions for improvement. I look forward to your feedback.



City Manager Annual Performance Evaluation for FY 23

Summary

The City Manager's performance evaluation consists of an annual appraisal by the City Council, as provided for in the City Manager's employment agreement.

The purpose of the evaluation process is to maintain a strong Council/Manager team by ensuring open and productive communication on an annual basis. During this formal 360 degree review process, there is an opportunity to identify areas of satisfaction and areas for growth or needing change as identified by the Council.

The City Manager will complete a self-evaluation. Key stakeholders will be invited to participate in the performance review process.

The Director of Human Resources is the facilitator for this process, and will gather input from a confidential survey completed by the key stakeholders. The data will then be compiled into a comprehensive format and presented at a Council Meeting for the Council's review and discussion.

The attached evaluation form will also be completed in hard copy or digitally by each member of the City Council and provided to the Director of Human Resources. A staff report, Council's individually completed evaluation forms, and the summary results from the electronic evaluation survey will be provided as supporting materials for the public meeting at which City Council reviews the annual performance of the City Manager.

Please do not hesitate to contact Norma Santoyo at 775-300-0677 with any questions.

Rating Criteria

For each performance criteria, please use the following rating scale:

- E – Exceeds your expectations.
- M – Meets your expectations.
- AG – Areas for growth.
- NA – Not applicable.

Vision and Strategy:

- _____ Supports the development of the Council's vision; communicates and fosters it throughout the organization and within the community.
- _____ Supports Council's development of a City-wide strategy, including strategic plan development. Strikes the right balance of dealing with day-to-day demands versus attending to long-term strategic interests of the City.
- _____ Encourages the City to tackle difficult, but necessary, long-range challenges.
- _____ Prevents crisis when possible but responds to crisis appropriately when necessary.

Comments for Vision and Strategy:

Communication Skills:

- _____ Verbal Communication Skills – Good command of oral expression; expresses ideas clearly and concisely; easily comprehends ideas expressed by others; ability to explain and understand difficult and complex subjects.
- _____ Written Communication Skills – Good command of written expression; expresses ideas clearly and concisely; easily comprehends ideas expressed by others; ability to explain and understand difficult and complex subjects through written media.
- _____ Presentation Skills – Ability to present effective, quality presentations

_____ in public settings appealing to a variety of audiences.
_____ Ability to utilize appropriate media for communication – TV, radio, newspaper, group interaction, individual meetings.

Comments for Communication Skills:

Interpersonal Skills/Relationships:

- _____ Ability to relate well to others and to make people feel at ease, even in difficult situations.
- _____ Ability to gain the trust and confidence of the public; fosters contact and cooperation among citizens, community organizations and other government agencies.
- _____ Fosters cooperative communication and positive working relationships with the Council.
- _____ Skilled in negotiation techniques in a variety of scenarios – employee, council, public, interagency.
- _____ Demonstrates sensitivity to individuals and groups, as appropriate.
- _____ Is forthright and honest in all relationships.

Comments for Interpersonal Skills/Relationships:

Leadership (Culture):

- _____ Supports and manages in accordance with identified City Values and Council Priorities.
- _____ Provides City staff with direction and management according to the transparent and high performance government model.

_____ Uses sound judgment in decision making; seeks out all relevant and necessary data, makes decisions in a timely manner.

_____ Directs utilization of City resources effectively; consistently supports re- engineering efforts City-wide.

_____ Crises and/or emergencies are handled in an effective, efficient, and professional manner.

_____ Stays current on management practices and techniques and seeks to increase his/her value to the City.

Comments for Leadership (Culture):

Innovation:

_____ Participates with Council and Staff in strategic planning.

_____ Links strategic goals to the Strategic Plan and Council Priorities; sets objectives for performance and manages toward those objectives.

_____ Promotes creative thinking and policy development that is suitable for the times.

_____ Receptive to new ideas, suggestions and approaches to make our community a better place. Exhibits a short-term and long- term forward- thinking approach to the State of the City.

_____ Receptive to a changing environment.

Comments for Innovation:

Management (Operations):

- _____ Roles of Charter: Knowledgeable, effective and efficient use of authority granted by the City Charter to the City Manager, the City Council and other elected or appointed positions; respectful of the delegation of powers described in the Charter.
- _____ Setting the Agenda for City Council Meetings: Presenting issues for consideration by the Council in a timely manner; creating logical sequence for items to be considered.
- _____ Preparation of Materials for City Council Meetings: Materials explanatory to the Council, with the pertinent facts and analysis for the Council to make informed decisions; materials available for the general public and media to review and understand.
- _____ Conduct of City Council Meetings: Initiates responses to issues and concerns that the Council and/or public poses; contributes positively to Council deliberations.
- _____ Ability to delegate authority, granting proper authority at the proper times; sound judgment in the evaluation of when delegation is appropriate.
- _____ Utilizes a positive approach to direct work efforts of staff.
- _____ Encourages and rewards initiative and promotes effective Human Resources programs and values.
- _____ Utilizes effective project management techniques. Completes projects agreed upon with Council within a given time frame.
- _____ Promotes cohesive teamwork with the Senior Management Team.

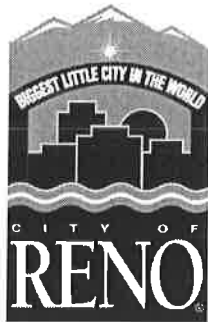
Comments for Management (Operations):

General Comments:

In a brief narrative, please describe:

What are you most pleased with in the City Manager's performance?

What areas for growth would you like to see? Please provide specific suggestions on how the City Manager may improve the areas for growth?



City Clerk Annual Performance Evaluation Form

Rating Criteria

For each performance criteria, please use the following rating scale:

- E – Exceeds your expectations.
- M – Meets your expectations.
- AG – Areas for growth.

Communication Skills:

_____ Communication Skills – Good command of oral and written expression; expresses ideas clearly and concisely; easily comprehends ideas expressed by others; ability to explain and understand difficult and complex subjects.

_____ Presentation Skills – Ability to present effective, quality presentations in public settings appealing to a variety of audiences.

Comments for Communication Skills:

Interpersonal Skills/Relationships:

_____ Ability to relate well to others and to make people feel at ease, even in difficult situations.

_____ Ability to gain the trust and confidence of the staff and public; fosters contact and cooperation among citizens, community organizations and other government agencies.

_____ Fosters cooperative communication and positive working relationships with the Council.

Comments for Interpersonal Skills/Relationships:

Leadership:

_____ Uses sound judgment in decision making; seeks out all relevant and necessary data, makes decisions in a timely manner.

_____ Stays current on management practices and techniques and seeks to increase her value to the City.

Comments for Leadership:

Innovation:

_____ Receptive to new ideas, suggestions and approaches to make the Clerk's Office a better place. Exhibits a short-term and long-term forward-thinking approach to the State of the City.

_____ Receptive to a changing environment.

Comments for Innovation:

Management:

_____ Roles of Charter: Knowledgeable, effective and efficient use of authority granted by the City Charter to the City Council, City Manager, City Clerk and other elected or appointed positions; respectful of the delegation of powers described in the Charter.

_____ Conduct of City Council Meetings: Initiates responses to issues and concerns that the Council and/or public poses.

_____ Ability to delegate authority, granting proper authority at the proper times; sound judgment in the evaluation of when delegation is appropriate.

Comments for Management:

General Comments:

In a brief narrative, please describe:

What you are most pleased with in the City Clerk's performance?

What areas for growth would you like to see? Please provide specific suggestions on how the City Clerk may improve the areas for growth?