

Town of Howey-in-the-Hills
Town Manager Performance Evaluation - SUMMARY
Oct 1, 2023 - March 31, 2025

		Wells	Everline	Miles	Lannaman	Arnold	O'Keefe-Self Eval
1. Professional Skills and Expertise							
	a. Is knowledgeable of current developments affecting the management field and affecting local governments.	3	3	4	3	5	4
	b. Regularly provides accurate, comprehensive reports concerning matters of importance to the organization.	4	2	3	3	4	3
	c. Anticipates problems and develops effective approaches for solving them.	3	3	2	4	4	4
	d. Offers workable alternatives when changes in the law render the administration of an ordinance or policy impractical.	3	3	3	4	5	4
	e. Sets a professional example by handling the affairs of the organization in a fair and impartial manner.	5	2	4	3	5	4
Total Rating for this Performance Dimension:		18	13	16	17	23	19
2. Council/Commission Relations							
	a. Carries out directives of the Board as a whole rather than those of any one Board member.	3	2	3	3	5	4
	b. In responding the requests for information, provides complete, accurate, and timely information equally to all Board members.	4	2	3	4	4	4
	c. Assists the Board by resolving problems at the administrative level to avoid unnecessary Board action.	3	3	3	4	4	3
	d. Assists the Board in establishing policy while acknowledging the ultimate authority of the Board.	4	3	3	4	5	4
	e. Is willing to try new ideas proposed by Board members.	5	3	4	4	5	4
Total Rating for this Performance Dimension:		19	13	16	19	23	19
3. Citizen and Public Relations							
	a. Effectively conveys to the public that the organization delivers services in a cost- effective manner without sacrificing quality and customer focus.	3	2	3	4	4	3
	b. Is willing to meet with members of the community and is responsive to their concerns.	4	3	3	4	5	4
	c. Demonstrates a dedication to service to the community and its citizens.	5	3	3	4	5	5
	d. Expresses information orally in a clear and concise manner when making public presentations.	5	3	3	4	3	4
	e. Is skillful with the news media, proactively providing information that is important to the public.	3	3	3	4	4	3
Total Rating for this Performance Dimension:		20	14	15	20	21	19

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4. Policy Execution							
	a. Understands, supports, and enforces the organization's ordinances, policies, and procedures.	4	3	4	4	5	4
	b. Clearly identifies and communicates expectations to the organization regarding the implementation of policies enacted by the Board.	4	3	4	4	4	4
	c. Implements Board actions in accordance with the intent of the Board.	4	3	3	4	4	4
	d. Supports the actions of the Board after a decision has been reached, both inside and outside the organization.	4	3	3	4	5	4
	e. Helps internal and external stakeholders to achieve common objectives within the parameters of established Board policies.	4	2	3	4	4	4
Total Rating for this Performance Dimension:		20	14	17	20	22	20
5. Intergovernmental Relations							
						5	
	a. Promotes a positive working relationship with other governmental entities.	3	3	4	3	4	4
	b. Engages with other local, regional, state, and federal agencies to accomplish local initiatives.	2	3	3	3	4	4
	c. Positively and effectively represents the organization and its interests when working with other governmental agencies.	4	3	2	4	4	4
	d. Maintains awareness of laws and other issues affecting other governmental agencies which may affect the organization.	3	3	3	4	4	4
	e. Is willing to share resources or information with other governmental agencies as appropriate.	3	4	3	4	4	4
Total Rating for this Performance Dimension:		15	16	15	18	20	20
6. Staffing and Management							
	a. Recruits and retains competent personnel for Town positions.	3	3	4	3	3	4
	b. Is aware of staff weaknesses and works to improve their performance.	2	3	4	3	3	4
	c. Promotes training and development opportunities for employees at all levels of the organization.	3	3	4	3	3	4
	d. Stays accurately informed and concerned about employee relations.	4	3	4	4	4	3
	e. Is able to discern when it is necessary to assume charge of situations that would normally be handled by a subordinate and when it is necessary to only provide guidance and support.	3	3	4	3	4	3
Total Rating for this Performance Dimension:		15	15	20	16	17	18

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7. Fiscal Management						
a. Prepares a balanced budget to provide services at a level directed by the Board.	3	4	3	3	4	4
b. Ensures that the budget meets the operational needs of the organization and makes the best possible use of available funds.	2	2	4	3	5	5
c. Prepares the budget in an intelligent but readable format.	3	2	4	2	3	4
d. Submits the proposed budget in a timely manner that allows for an appropriate review period.	3	4	4	2	3	3
e. Appropriately monitors and manages the fiscal activities of the organization throughout the fiscal year.	2	2	4	3	3	4
Total Rating for this Performance Dimension:	13	14	19	13	18	20

8. Planning and Organizational Development						
a. Works with the Board, community leaders, and other stakeholders to develop a clear vision, mission, values, and objectives for the organization.	3	2	2	3	3	4
b. Effectively prioritizes goals and objectives in order to ensure that the organization is doing "first things first" in support of its strategic plan.	3	2	2	3	3	3
c. Maintains a healthy and productive organizational culture focused on customer service and responsible stewardship of the organization's resources.	3	2	2	3	5	4
d. Has a capacity for and encourages innovation.	3	3	3	3	5	4
e. Reviews ordinances, policies, and procedures periodically to suggest improvements.	3	3	2	3	3	4
Total Rating for this Performance Dimension:	15	12	11	15	19	19

9. Leadership and Decision-Making						
a. Leads the organization by example in adhering to its established policies, rules, and procedures, and ensures that subordinates do the same.	3	2	3	4	4	4
b. Acknowledges the efforts of others and gives appropriate credit for their accomplishments.	3	4	4	4	4	4
c. Is effective at building consensus among stakeholders on new or unpopular policies or initiatives.	4	2	2	4	3	3
d. Makes logical decisions based on a thorough review of available information and soliciting input from appropriate sources.	4	2	3	4	4	4
e. Is able to effectively make decisions rapidly in situations where information is limited, and the outcome might be uncertain.	2	2	2	4	3	4
Total Rating for this Performance Dimension:	16	12	14	20	18	19

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Wells Everline Miles Lannaman Arnold O'Keefe-Self Eval

10. Individual Characteristics						
a. Consistently acts with professionalism and courtesy, including prompt attendance at meetings, returning phone calls/messages, and adhering to scheduled appointments.	5	2	4	5	5	3
b. Ensures that all business conducted by the organization is free of conflicts of interest or practices that might be construed as illegal, unethical, or unprofessional.	5	2	3	5	5	5
c. Is energetic, cooperative, and willing to spend whatever time is necessary to do a good job.	5	3	4	5	5	4
d. Has the capacity to listen to others and to recognize their interests.	4	2	3	5	5	4
e. Avoids political positions, partisanship, and unnecessary controversy.	5	2	3	5	5	4
Total Rating for this Performance Dimension:	24	11	17	25	25	20

Total Score:	175	134	160	183	206	193
Average Rating:	3.50	2.68	3.20	3.66	4.12	3.86

Total Average Rating: 3.432

- 5 – EXCELLENT:** The incumbent consistently demonstrates performance at a very high standard that significantly surpasses reasonable expectations.
- 4 – SUPERIOR:** The incumbent consistently demonstrates performance that generally exceeds reasonable expectations. The individual demonstrates no appreciable performance deficiencies.
- 3 – SATISFACTORY:** The incumbent consistently meets reasonable performance expectations. The individual demonstrates an acceptable degree of competence and performance.
- 2 – FAIR:** The incumbent achieves the minimum of performance expectations. The individual requires development in specific areas in order to meet reasonable expectations of performance.
- 1 – UNSATISFACTORY:** The incumbent frequently fails to meet minimum performance expectations.