

**Opening Statement:**

I am respectfully submitting this evaluation in accordance with the city manager's contract and for inclusion in the public record. The commission was provided a template by the city manager to use for this evaluation; I have chosen to complete only the narrative portion, as I believe it allows for a more accurate and thoughtful reflection.

This evaluation outlines both the challenges and expectations currently facing the city manager. While there have been notable strengths—particularly his personal dedication during emergencies and his positive rapport with staff—overall performance has been inconsistent. Key concerns include poor follow-through on commission directives, inadequate communication, and the need for a more professional and respectful workplace culture.

Moving forward, it is essential that the manager improve accountability, strengthen communication, and demonstrate fairness and professionalism in all public interactions. With deliberate focus and leadership, there is opportunity for meaningful improvement and renewed alignment with the city's priorities.

**City Manager Performance Evaluation*****1. What would you identify as the manager's strengths expressed in terms of the principal results achieved during the rating period?***

While overall performance has been inconsistent, the city manager has shown strong personal dedication, particularly during emergencies. After the hurricanes, he remained fully committed to city operations despite his own family being displaced, which demonstrated commendable resilience and work ethic. He also maintains a friendly and approachable demeanor with staff, knowing employees by name and generally being well-liked on a

personal level. However, while he fosters individual relationships, stronger leadership is needed in setting the tone for a more respectful and professional workplace culture. His personal dedication is a strength that, if paired with higher standards for staff conduct, could lead to a more effective and unified team.

***2. What performance area would you identify as most critical for improvement?***

The most critical areas for improvement are follow-through, communication, and consistency in public engagement. There have been repeated issues with poor follow-up on projects and tasks requested by the commission, which has caused frustration and delays. Communication with both the commission and staff also needs to be more timely, clear, and consistent to ensure alignment and accountability. Additionally, the city manager must work on treating all residents and business owners with fairness and respect—regardless of whether interactions are difficult or pleasant. Professionalism and kindness should be extended to everyone, even in challenging situations.

***3. What constructive suggestions or assistance can you offer the manager to enhance performance?***

To enhance performance, I recommend the manager prioritize consistent follow-through on commission directives and project tasks, with clear timelines and regular updates. Establishing a system for tracking action items and reporting progress would increase accountability and reduce delays. Improving communication with both the commission and staff is also essential. More transparent, timely, and two-way communication—especially on key issues—will help build trust and ensure alignment across leadership. Additionally, it's important that the manager set a higher standard for professionalism among staff. Addressing and discouraging negative or disrespectful talk in the workplace will help foster a more respectful and productive environment. Finally, I encourage the manager to

approach all residents and business owners with kindness and impartiality, regardless of how challenging interactions may be. Consistently modeling respectful behavior will strengthen public confidence and reinforce the city's commitment to fair and inclusive service.

***4. What other comments do you have for the manager; e.g., priorities, expectations, goals or objectives for the new rating period?***

Looking ahead, I expect the manager to place a stronger focus on accountability, responsiveness, and professionalism. Priorities for the new rating period should include: improving follow-up on commission requests, increasing transparency and communication with both the commission and staff, and fostering a workplace culture grounded in respect and teamwork. It's also essential that the manager actively engages with all members of the public—residents and business owners alike—with patience, fairness, and professionalism. This includes handling difficult interactions with composure and empathy. Setting clear goals, regularly reporting progress, and maintaining open lines of communication will be critical to rebuilding trust and moving the city forward effectively. The manager has the capacity to lead well but must take more deliberate steps to meet the expectations of this role and the community we serve.



Mayor Anne-Marie Brooks



Date