

City of Westlake Manager Performance Review



Purpose of Review

The purpose of the annual review process of Charter Officer (City Manager) conducted by the City Council to:

1. Strengthen the working relationship between the Council and the City Manager.
2. Provide a mechanism for regular reviews.
3. Identify performance objectives for the City Manager.
4. Provide feedback to the City Manager and identify areas where improvements may be needed.

Frequency

The City Council will review the City Manager annually. The review process will take place during the budget process and will be completed before the adoption of the annual budget.

Review Procedure

The Review procedure remains at the will and the direction of the City Council and may be modified at any time. In general, the review process will include the following steps:

1. The City Council shall set the review schedule annually.
2. The Mayor and Council Members shall complete the review form and submit to the City Clerk prior to the review meeting.
3. Each Council member shall meet face to face with the City Manager prior to the special meeting review session.
4. The results of the individual reviews will be placed on the agenda of the special City Council meeting.
5. The performance review, and any subsequent actions, will be placed in the official City Records.
6. The performance review process is not intended to and shall not be constructed as a re-opening or modification of the City Manager's existing contract.

City of Westlake Manager Performance Review



Date: 10/26/20

Review Period from: April 2020 **To:** 10-26-2020

Submitted by: Councilman JohnPaul O'Connor seat 3

The following pages define significant areas of responsibility for the City Manager. In each section, examples of performance and responsibilities are articulated to better explain each subject heading. Please rate the Manager's performance based on the following categories:

0	Unsatisfactory: Fails to meet all expectations	Performance is well below expectations in all areas of responsibility. Serious performance deficiencies that prohibit adequate performance in the position. Should be evaluated for termination of contract.
1	Poor: Fails to meet most expectations	Performance is well below expectations in most areas of responsibility. Serious performance deficiencies that inhibit adequate performance in the position. Should be evaluated for termination of contract.
2	Fair: Meets most expectations	Often fails to meet performance expectations of the position. Performance is generally adequate but is deficient in one or more key areas and will require improvement.
3	Good: Meets expectations	Meets all expectations of the position and is competent in the performance of responsibilities.
4	Very Good: Meets all expectations	Occasionally exceeds performance expectations of the position. Performs the most difficult parts of the job competently and thoroughly. Contributes significant results on their own initiative. Works with a high level of independence, initiative and concern for the quality of the service produced by the organization.
5	Excellent: Exceeds all expectations	Overall skills and abilities greatly exceed the expectations of the position. Demonstrates strong expertise within key areas of responsibilities. Occasionally receives outstanding results beyond scope of the performance plan in some key areas of responsibility over entire performance period.
6	Outstanding: Far Exceeds all expectations	Overall skills and abilities far exceed all expectations of the position. Demonstrates strong expertise within key areas of responsibilities. Delivers consistently outstanding results beyond scope of the performance plan over entire period. Anticipates needs and executes plans flawlessly.

1. Management of the Organization: Effectively runs the operations of the organization. Creates a collaborative, team building, environment for contract staff. Recognizes the accomplishments of contract staff and other agencies working on behalf of the City. Supports professional growth and opportunity within the organization. Accepts full accountability for staff and the outcome of City projects or decisions. Identifies organizational problems and takes remedial action.

_____ 6-Outstanding _____ 5-Excellent 4-Very Good _____ 3-Good _____ 2-Fair

_____ 1-Poor _____ 0-Unsatisfactory

Comments:

Ultimately the City manager understands that the buck stops with him and has not been quick to try and place blame on other departments. Their failures are his failures. However I've observed many things "fall through the cracks" on an admin level. plenty of room for Improvement here

2. Execution of Policy: Understands and complies with policies and procedures governing the City. Implements City policy fairly and consistently based upon Council decisions, goals, and applicable laws and regulations. Works towards accomplishing identified Council goals. Presents matters in a factual, analytical way. Coordinates Council policy decisions to staff, departments, other organizations, and the community.

_____ 6-Outstanding _____ 5-Excellent 4-Very Good _____ 3-Good _____ 2-Fair

_____ 1-Poor _____ 0-Unsatisfactory

Comments:

City manager appears to exercise broad personal discretion when governing the city. However I believe he respects the mayors and councils directives when given and would not act in the contrary. If a policy decision or directive might prove to be "Controversial" I would hope the city manager seek direction from the council first unless it is time sensitive then his best judgment should be applied.

3. Financial Management: Properly prepares and manages the budget. Demonstrates ingenuity in approaching budgetary matters including long range revenues and expenditures for the organization.

_____ 6-Outstanding _____ 5-Excellent 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments:

Again Ive seen some maters fall through the cracks but when held accountable The city manager has accepted responsibility and proved to be very effective in curing these errors. as always there is room for improvement.

4. Relationship with Council: Provides regular updates to the Council keeping them informed about current and critical issues. Makes effort to be accessible to Council Members. Handles issues brought by the Council in a consistent and timely manner. Maintains an honest approach to new ideas, issues, and complaints raised by Council Members.

_____ 6-Outstanding 5-Excellent _____ 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments:

I can only speak to my personal tenure as a councilman (7 Months or so) but Mr. Cassel always makes himself accessible to me, goes out of his way to put things on my radar that could possibly become an issue, and is receptive to my concerns.

5. **Community Relationships:** Makes an effort to understand general community issues and concerns. Remains involved and active in the community, represents the City well and in a professional .and positive manner. Works proactively with the media and press. Works effectively with community organizations and other agencies. Educates the community on the City goals and services

_____ 6-Outstanding _____ 5-Excellent 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments:

On several occasions Mr. Cassel has advised me to have a resident with an issue contact him directly. he also offers a monthly "Coffee with the manager" where he engages directly with the residents. The community outreach-intent is there, however I do have to mention that I have had reports of some of the information given at the Coffee sessions to be incomplete or incorrect. I plan on attending some of these in the future.

6. **Communication:** Insures that Council Members receive important information in a timely and effective manner. Presents the Council and community with clear and accurate written reports and correspondence. Responds to correspondence, requests, and complaints quickly and appropriately. Facilitates open two-way communication and encourages mutual honesty and respect with the community, Council, and contract staff.

_____ 6-Outstanding _____ 5-Excellent 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments:

Mr. Cassel's communication with me personally has been nothing short of exemplary. I feel there is much room for improvement in terms of his communicating with the residents and disseminating the information promptly on the website. I have seen a recent improvement in this regard but we can do even better. Id like to see newsletters, email blasts, social media pushes etc... One of the greatest concerns I hear is residents just want to know whats going on.

- 7. Leadership:** Provides the Council and the organization with real solutions and creative alternatives to issues and problems. Anticipates and responds to issues. Assures that Council decisions are thought out, objective, and consistent with past practices, and are legal and ethical. Makes use of sound administrative practices. Leads the organization through effective management of people and tasks.

_____ 6-Outstanding _____ 5-Excellent 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments:

I know that a lot of this happens behind the scenes and then I get briefed post facto. It appears that most of The city Managers practices have been of sound judgment. On at-least two issue where I felt otherwise I immediately called the city manager voiced my concerns and ultimately my concerns were cured.

- 8. Professionalism:** Deals effectively and appropriately with the public and other organizations. Devotes time and energy to the job. Demonstrates high ethical standards in the organization. Works to keep "politics", and personal perspectives out of the decision-making process. Stays active in professional organizations and regional issues.

_____ 6-Outstanding _____ 5-Excellent 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments:

In my tenure thus far I have no qualms with the professionalism of the City Manager. I would like to see his relationship with the City attorney improved drastically, and I would strongly advise him to take whatever steps necessary to do so.

Achievements: Identify a few of the top achievements or strong points you observed in the City Manager over the past year.

Comments:

The handling of the Covid-19 crisis by the City Manager has been impressive, departments were shifted to work from home, meetings were shifted to virtual, Communication regarding the virus to Council has been top notch.

Objectives: List two-to-three performance objectives that you feel are important for the City Manager to work on for the coming year.

Comments:

Id like to see an extraordinary effort from the city manager to bring an alternative Internet and cable service provider such as Xfinity or other to the residences of Westlake. Right now the only service provider is ATT.

Id like to see the city manager commence a dialogue with the US Postmaster and cure our issues regarding poor mail service. Packages are constantly being mis-delivered or arriving soaking wet due to our carrier using a personal pickup truck over a traditional mail Jeep.

Id like to see The City manager achieve a drastic improvement in the quality of the Waste Disposal services offered here in Westlake.