

# City of Westlake Manager Performance Review



**Date:** October 26, 2020

**Review Period from:** June 16, 2016 **To:** October 25, 2020

**Submitted by:** Councilwoman Kara Crump

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	<b>Unsatisfactory:</b> 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	<b>Poor:</b> 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	<b>Fair:</b> 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	<b>Good:</b> Meets expectations	Meets all expectations of the position and is competent in the performance of responsibilities.
4	<b>Very Good:</b> 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	<b>Excellent:</b> 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	<b>Outstanding:</b> 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:**

**I would like to see the City Manager have more day-to-day control of the city administration to help control the conflict between the City Manager and City Attorney.**

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:**

**The City Manager has done a good job of staying in front of policy issues and kept the Council informed. The City Manager keeps a very calm and cool professional approach.**

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:**

**I think over time the City Manager has made improvements to the organization and structure of the budget. Future focus needs to be on expense and cost control in budgets.**

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:**

**The City Manager does a really good job sending updates and keeping the council informed. Through this effort he has built a strong relationship with me. Anytime I need the City Manager he has taken my call or returned my call promptly.**

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:**

**Efforts by the City Manager to create "Coffee with the Manager" was a good addition and greatly improved relationship with the residents. The City Manager has also worked hard to resolve difference with Palm Beach County on where to locate new facilities.**

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:**

**The weekly updates to Council really improved communication. Going forward I would like to see a presence on Social Media. Would like to see this as a priority.**



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:**

**The City Manager is good about thinking out of the box and not being constrained or rigid in approach to tackle problems. However, given the toxic environment with the City Attorney I would like to see the City Manager to step out and advise Council on how best to navigate the issues that are now hurting the city from moving forward.**

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:**

**The City Manager presents a very professional approach to his role. I have never seen the City Manager loose his composure.**

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

Comments:

**The City Manager has a calm leadership style which projects a good image to the community.**

**The City Manager started "Coffee with the Manager" to reach out to residents.**

**The City Manager made a great hire in the addition of Zoie as City Clerk.**

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

Comments:

**The City Manager needs to identify how the toxic environment between him and the City Attorney was established and provide leadership to Council on how best to navigate this issue.**

**The City Manager needs to have complete ownership of the budget.**