

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: 10/26/2020

Review Period from: 4/2020 **To:** 10/2020

Submitted by: Councilman Patric Paul

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 x 3-Good _____ 2-Fair

_____ 1-Poor _____ 0-Unsatisfactory

Comments: Mr. Cassel has the knowledge to conduct the business of the City of Westlake. Unfortunately, he failed to meet an important deadline for the City Council Election. As a consequence of this mistake, it caused a delay in the election and seating of the the first two elected council members.

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 X 3-Good _____ 2-Fair

_____ 1-Poor _____ 0-Unsatisfactory

Comments: Mr. Cassel provides information based on what he thinks a council member should need to know. Oftentimes, it is necessary to ask Mr. Cassel to provide more detail. Information is not forthcoming when it relates to Seminole Improvement District. Mr. Cassel is working for both the City of Westlake and Seminole Improvement District appears to be problematic and often gives the appearance of a conflict of interest.

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 X 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments: The budget was prepared timely but some detailed information was not presented and had to be requested,

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 X 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments: Mr Cassel provides information in a timely manner. Some information regarding the City was withheld in favor of Seminole Improvement District and caused a a great deal of friction within the City.

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: Mr. Cassel has worked effectively on all recommendations and requests from residents such as generators or driveway extensions.

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 provides information as it is requested.

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 X 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments: Mr. Cassel's conflict of interest representing both the City of Westlake and the Seminole Improvement District creates conflicts and barriers.

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 X 4-Very Good _____ 3-Good _____ 2-Fair
_____ 1-Poor _____ 0-Unsatisfactory

Comments: Mr. Cassel maintains his composure in difficult situations and conducts himself in a professional manner.

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

Comments: Mr. Cassel makes himself available to council members and is very knowledgeable about his job responsibilities.

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

Comments:

1. Budget needs to be prepared in greater detail and presented to City Council.
2. There is still a concern with the appearance of a conflict of interest in representing Seminole Improvement District and the City of Westlake.