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ROSEVILLE
REQUEST FOR COUNCIL ACTION

Date: 12/21/09
Item No.: 13.a

5 Department Approval

City Manager Approval

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7 Item Description: Discussion of Council Subcommittee and City Manager
8 Performance Review Process
9

10 **BACKGROUND**

11 On 11/23/09 Councilmember Roe requested an item to discuss and update the process for
12 the City Manager annual performance review. Councilmember Roe noted that the City
13 Manager's annual review was forthcoming; and asked for an agenda item to discuss the
14 process and subcommittee selection. The 2009 process and evaluation form is attached
15 for review and discussion.

16 **REQUESTED COUNCIL ACTION**

17 Discuss and determine the 2010 Councilmember sub-committee and City Manager
18 performance review process.

19 Prepared by: Eldona Bacon, Human Resources Manager

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**CITY OF ROSEVILLE, MINNESOTA
2009 EVALUATION OF CITY MANAGER**

PURPOSE

In order to establish and maintain effective City Council and City Manager relations, the Council has established an ongoing evaluation process designed to gather information relevant to the performance of the City Manager. Through this process, the Council intends to focus on how effectively the City Manager is accomplishing the goals established by the Council and how he is carrying out his responsibilities in key performance areas.

Specifically, the evaluation process is expected to serve the following needs:

1. Allow the City Manager and Council to test, identify, and refine their respective roles, relationships, and expectations of responsibilities to each other.
2. Allow discussion of the City Manager's strengths and weaknesses as demonstrated by performance during the evaluation period, with the objective of increasing the City Manager's effectiveness by giving the Council the opportunity to provide positive feedback in areas that have been handled well and to clarify areas where the City Manager could become more effective through improved performance.

PROCESS

1. For the first year of the evaluation process, a Subcommittee of the Council was designated, consisting of Councilmembers Dan Roe and Tammy L. Pust. Those two Councilmembers were responsible for distributing, receiving and compiling the evaluation information for later discussion with the full Council and the City Manager. The evaluation form was provided to the City Manager; the Mayor and City Councilmembers; all Department Heads; two City of Roseville staff who were not Department Heads, as identified by the City Manager; all Advisory Commission Chairs; and all Imagine Roseville 2025 Steering Committee members.
2. In 2009, Mayor Klausing performed the work of the subcommittee for later discussion with the full Council and the City Manager. The 2009, a survey was conducted on-line using Survey Monkey to collect and compile the evaluation information. An email containing a unique individual link to the survey was sent to the City Manager; the Mayor and City Councilmembers; all Department Heads; two City of Roseville staff who are not Department Heads, as identified by the City Manager; all Advisory Commission Chairs as well as John Thein, Jan Vanderwall, Julie Larson, Amy Carey, Thelma McKenzie, Susan Nemitz, Jan Parker, and Don Salverda. The unique link ensured that only the designated email account user was able to access the survey, and that the survey was only accessed once. The survey was able to be completed in a single session of 15-20 minutes.

3. As in the past, identification information was requested as part of the evaluation; the identity of specific evaluators was not shared with the City Manager. This information was requested only so that the subcommittee can track who responded. Specific identification information is kept confidential by the Subcommittee; the City Manager was provided with a summary of all ratings and comments that will identify responders by category and not by name.
4. The compiled summary was then discussed by the Council and the City Manager at a closed Session of the City Council in compliance with the Minnesota Open Meeting law.

INSTRUCTIONS

1. The attached evaluation form encompasses six primary areas: (I) Organizational and Human Resources Management; (II) Fiscal/Business Management; (III) Relationship with Mayor and Council; (IV) Long-Range Planning/Strategic Plan; (V) Relationship with Public/Public Relations; and (VI) Intergovernmental Relations. The form includes space for you to include comments for each performance area. You are encouraged to note specific examples explaining the particular ratings chosen in order to give the City Manager enough information to build on successes and address problem areas in his work plan for 2009.
2. In order to avoid ambiguity, each performance area is defined in terms of agreed-upon performance standards, including the conditions that have to be met in order to decide the extent to which the expectations have been met.
3. You will be given five choices for rating performance in each area: Severely Below Expectations, Below Expectations, Meets Expectations, Exceeds Expectations, Greatly Exceeds Expectations. Each choice is assigned a numeric value which will be used to determine a mean and a median rating.
4. **Please begin by completing the following information:**

Name: _____ [This information is confidential.]

Category of Evaluator: [Check one]

- _____ Member of the City Council
- _____ Department Head or City Staff
- _____ Advisory Commission Chair
- _____ Other
- _____ City Manager

**PERFORMANCE EVALUATION FOR
CITY MANAGER BILL MALINEN
Evaluation Period: January 2008 through December 2008**

I. ORGANIZATIONAL AND HUMAN RESOURCES MANAGEMENT

RESPONSIBILITY

- Plans and organizes the work that goes into providing services established by past and current decisions of the Council.
- Plans and organizes work that carries out policies adopted by the Council and developed by Staff.
- Plans and organizes responses to public requests and complaints or areas of concern brought to the attention of the Staff by Council and Staff.
- Evaluation and knowledge of current technology.
- Selecting, leading, directing, and developing staff members.

PERFORMANCE STANDARD

Organizational and Human Resources Management will be considered effective when a majority of the conditions have been successfully fulfilled.

- Well qualified, promising persons are recruited and employed.
- Effectively utilizes subordinates' skills when delegating, and clearly defines and follows up on delegated responsibilities.
- Employees are appropriately placed, contributing to a high retention rate.
- Supervisory techniques motivate high performance.
- Complaints to Council are not common.
- The organization is aware of new trends in technology.

Rating:	___1	___2	___3	___4	___5
	Below		Meets		Exceeds
	Expectations		Expectations		Expectations

Comments: (Observations of Evaluator)

Suggestions for Improvements: (Specific area(s) that need strengthening)

Commendations: (Area(s) of performance calling for praise/commendation)

1 **II. FISCAL/BUSINESS MANAGEMENT**

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3 RESPONSIBILITY

- 4
- 5 • Plans and organizes the preparation of an annual budget with documentation, etc., that
 - 6 conforms to guidelines adopted by the Council.
 - 7 • Plans, organizes, and administers the adopted budget with approved revenues and
 - 8 expenditures.
 - 9 • Plans, organizes, and supervises most economic utilization of manpower, materials, and
 - 10 machinery.
 - 11 • Plans and organizes a system of reports for Council that provide the most up-to-date data
 - 12 available concerning expenditures and revenue.
 - 13 • Directs maintenance of City-owned facilities, buildings, and/or equipment.
- 14

15 PERFORMANCE STANDARD

16
17 Fiscal/Business Management will be considered effective when a majority of the conditions have
18 been successfully fulfilled.

- 19
- 20 • Budget preparation and management are thorough and effective.
 - 21 • Cost-effective measures are persistently pursued.
 - 22 • Financial reporting is timely and readily understandable.
 - 23 • Physical facilities management is efficient.
- 24

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26 Rating: ___1 ___2 ___3 ___4 ___5
27 Below Meets Exceeds
28 Expectations Expectations Expectations

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31 Comments: (Observations of Evaluator)

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36 Suggestions for Improvements: (Specific area(s) that need strengthening)

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41 Commendations: (Area(s) of performance calling for praise/commendation)

1 **III. RELATIONSHIP WITH MAYOR AND COUNCIL**

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3 RESPONSIBILITY

- 4
- 5 • Maintains effective communication, both verbal and written, with Council.
 - 6 • Maintains availability to Council, either personally or through designated subordinates.
 - 7 • Establishes and maintains a system of reporting to Council current plans and activities of
 - 8 the Staff.
 - 9 • Plans and organizes materials for presentations to the Council, either verbally or written, in
 - 10 the most concise, clear, and comprehensive manner possible.
- 11

12 PERFORMANCE STANDARD

13
14 Relations with the Mayor/Council will be considered effective when a majority of the conditions
15 have been successfully fulfilled.

- 16
- 17 • Materials, reports, presentations and recommendations are clearly and convincingly made.
 - 18 • Facilitates Council action, including adoption of ordinances, coordinates agenda preparation
 - 19 and provides information and background required by Council.
 - 20 • Communications are made in a timely, forthright, and open manner.
 - 21 • Keeps all Council Members well-informed and involved on issues that should be addressed
 - 22 or monitored for possible action.
 - 23 • Responses to requests are made promptly and completely.
 - 24 • Recommendations appear to be thoroughly researched.
 - 25 • Demonstrates what s/he says can be accepted at face value.
 - 26 • Maintains respect for Council, takes a consistent position, and holds confidences.
 - 27 • Ensures a system is in place to report to Council current plans, activities, and events
 - 28 of the City.
 - 29 • Remains open and accessible to all members of the City Council equally.
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31 Rating: ___1 ___2 ___3 ___4 ___5
32 Below Meets Exceeds
33 Expectations Expectations Expectations

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35 Comments: (Observations of Evaluator)

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39 Suggestions for Improvements: (Specific area(s) that need strengthening)

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44 Commendations: (Area(s) of performance calling for praise/commendation)

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1 **IV. LONG-RANGE PLANNING/STRATEGIC PLAN**

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3 RESPONSIBILITY

- 4
- 5 • Maintains knowledge of new technologies, systems, methods, etc., in relation to City
 - 6 services.
 - 7 • Keeps Council advised of new and impending legislation and developments in the area of
 - 8 public policy.
 - 9 • Plans and organizes a process of program planning in anticipation of future needs and
 - 10 problems.
 - 11 • Establishes and maintains an awareness of developments occurring within other cities or
 - 12 other jurisdictions that may have an impact on City activities.
 - 13 • Plans, organizes, and maintains a process for establishing community goals to be approved
 - 14 or adopted by Council and monitoring and status reporting.
- 15

16 PERFORMANCE STANDARD

17
18 Strategic planning will be considered effective when a majority of the conditions have been

19 successfully fulfilled.

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- 21 • A well-constructed, long-range strategic plan is currently in operation.
 - 22 • Annual operational plans are carried out by staff members.
 - 23 • An on-going monitoring process is in operation to attain quality assurance in program and
 - 24 project implementation.
 - 25 • Program evaluation and personnel evaluation are inter-related with the strategic planning
 - 26 process.
 - 27 • Legislative knowledge is current and complete.
- 28

29 MAJOR STRATEGIC GOALS:

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31 The City's long-range goals are those defined by Imagine Roseville 2025.

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34 Rating:	___1	___2	___3	___4	___5
	Below		Meets		Exceeds
	Expectations		Expectations		Expectations

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38 Comments: (Observations of Evaluator)

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42 Suggestions for Improvements: (Specific area(s) that need strengthening)

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45 Commendations: (Area(s) of performance calling for praise/commendation)

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1 **V. RELATIONSHIP WITH PUBLIC/PUBLIC RELATIONS**

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3 RESPONSIBILITY

- 4
- 5 • Plans, organizes, and maintains training of employees in contact with the public, either by
 - 6 phone or in person.
 - 7 • Ensures that an attitude and feeling of helpfulness, courtesy, and sensitivity to public
 - 8 perception exists in employees coming in contact with the public.
 - 9 • Establishes and maintains an image of the City to the community that represents service,
 - 10 vitality and professionalism.
 - 11 • Establishes and maintains a liaison with private, non-governmental agencies, organizations,
 - 12 and groups involved in areas of concern that relate to services or activities of the City.
- 13

14 PERFORMANCE STANDARD

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16 Communication services will be considered effective when a majority of the conditions have been
17 successfully fulfilled.

- 18
- 19 • Contacts with the media are timely and credible.
 - 20 • Publications are varied and consistently well-received by citizens.
 - 21 • Feedback from the public and the community leadership is positive.
 - 22 • City has good image with comparable organizations.
- 23
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25 Rating: ___1 ___2 ___3 ___4 ___5
26 Below Exceeds
27 Expectations Expectations

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29 Comments: (Observations of Evaluator)

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33 Suggestions for Improvements: (Specific area(s) that need strengthening)

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37 Commendations: (Area(s) of performance calling for praise/commendation)

1 **VI. INTERGOVERNMENTAL RELATIONS**

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3 RESPONSIBILITY

- 4
- 5 • Maintains awareness of developments and plans in other jurisdictions that may relate to or
 - 6 affect City government.
 - 7 • Establishes and maintains a liaison with other governmental jurisdictions in those areas of
 - 8 service that improve or enhance the City's programs.
 - 9 • Maintains communications with governmental jurisdictions with which the City is involved
 - 10 or interfaces.
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12 PERFORMANCE STANDARD

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14 Intergovernmental relations will be considered effective when a majority of the conditions have

15 been successfully fulfilled.

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- 17 • Sufficient activity with municipal and professional organizations.
 - 18 • Regarded as leader by municipal officials.
 - 19 • Provides examples of good ideas from other jurisdictions.
 - 20 • Positive relationship with surrounding cities.
 - 21 • Good cooperation with County and State agencies.
 - 22 • Understands problems of other agencies and jurisdictions in achieving City objectives.
 - 23 • Constructively cooperative in interacting with other agencies and jurisdictions in achieving
 - 24 City objectives.
- 25

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27 Rating: ___1 ___2 ___3 ___4 ___5

28 Below Meets Exceeds

29 Expectations Expectations Expectations

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31 Comments: (Observations of Evaluator)

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35 Suggestions for Improvements: (Specific area(s) that need strengthening)

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39 Commendations: (Area(s) of performance calling for praise/commendation)

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