

**CITY OF TEMPLE TERRACE****CITY MANAGER EVALUATION****Purpose of Performance Evaluation**

While a performance evaluation is meant to critique the City Manager's performance and what has been accomplished during a given period of time, it is also a communications tool and a learning process whereby the Mayor and City Council and the City Manager can learn more about each other's expectations and where strengths and weaknesses exist in the relationship. Annual evaluations should identify any major differences in direction, miscommunication, or problems before they become critical to the operations of the City of Temple Terrace.

**Form/Format**

There are no perfect evaluation forms or processes and many systems and approaches are used. A performance evaluation should be a thoughtful, effective, sensitive, and positive process.

This evaluation form consists of seven categories totaling 35 questions related to the City Manager's performance. Each question should receive a numerical score from 1 to 5, with a 1 being weak and a 5 being strong. A comment section is included after each category.

Upon completion, the evaluation should be forwarded to the Mayor for compilation and review with the City Manager.

**Relationship With Mayor and City Council**

\_\_\_\_\_ 1. Maintains effective communications, verbal and written, to keep Councilmembers informed of items and events they want and need to be aware of to effectively represent the City.

\_\_\_\_\_ 2. Provides information to all Councilmembers on an equal basis.

\_\_\_\_\_ 3. Maintains personal availability to Councilmembers.

\_\_\_\_\_ 4. Maintains reporting system to Councilmembers of the administration's and staff's current and planned activities.

\_\_\_\_\_ 5. Plans, organizes, and presents materials for consideration in a clear, comprehensive, and timely manner to enable Councilmembers to make sound decisions.

\_\_\_\_\_ 6. Effectively communicates with Councilmembers about their concerns and delegates, or follows through, to see that City departments implement appropriate actions.

**Comments:** \_\_\_\_\_  
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## Relationship With Employees

1. Maintains positive employee-employer relations and guides people so they work toward common objectives.
2. Effectively selects, trains, and organizes employees.
3. Addresses personnel problems and takes appropriate action when warranted.
4. Maintains an atmosphere in which employees enjoy working for the City.

Comments:

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**Public Relations**

\_\_\_\_\_ 1. Ensures that City employees who have public contact demonstrate a perception, attitude, and feeling of helpfulness, courtesy, and sensitivity.

\_\_\_\_\_ 2. Maintains to the public a City image that represents service, vitality, and professionalism.

\_\_\_\_\_ 3. Effectively handles citizen disputes or complaints.

\_\_\_\_\_ 4. Maintains sufficient visibility, identity, and availability in the community.

\_\_\_\_\_ 5. Effectively represents the City Council's positions and policies giving sufficient credit to Councilmembers and assisting in promoting Councilmembers' visibility in the community.

**Comments:** \_\_\_\_\_

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**Intergovernmental Relations**

\_\_\_\_\_ 1. Positively and effectively represents the City and its interests with other governmental jurisdictions or agencies.

\_\_\_\_\_ 2. Maintains effective communications and relationships with other governmental jurisdictions.

\_\_\_\_\_ 3. Keeps Councilmembers advised of new and pending legislation and development.

**Comments:** \_\_\_\_\_  
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## Financial Management

\_\_\_\_\_ 1. Plans, organizes, prepares, and presents the annual budget with adequate documentation and support information to enable Councilmembers to make informed fiscal policy decisions.

\_\_\_\_\_ 2. Controls costs by economically using manpower, materials, and equipment.

\_\_\_\_\_ 3. Provides a system of reports to Councilmembers with sufficient information on the City's current financial status.

\_\_\_\_\_ 4. Plans, organizes, and administers the adopted budget within approved revenues and expenditures.

Comments: \_\_\_\_\_  
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**Organizational Management  
Program Development and Follow-Through**

\_\_\_\_\_ 1. Plans and organizes on-going service delivery systems to assure efficient and effective services to citizens.

\_\_\_\_\_ 2. Plans, organizes, and follows through on work assigned by the City Council so that it is completed with dispatch and efficiency.

\_\_\_\_\_ 3. Plans and organizes work involved in researching City Council's program suggestions and reporting the results of the analyses.

\_\_\_\_\_ 4. Maintains knowledge of current and innovative trends, technologies, and systems provided by local government and incorporates that knowledge into program research and recommendations.

\_\_\_\_\_ 5. Plans and organizes responses to public requests and complaints or areas of concern that are brought to the Manager's attention.

\_\_\_\_\_ 6. Anticipates and recognizes future needs and problems and plans accordingly.

\_\_\_\_\_ 7. Plans and organizes for maximum utilization and maintenance of City-owned facilities and equipment.

**Comments:** \_\_\_\_\_  
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**Personal Characteristics**

\_\_\_\_\_ 1. IMAGINATION: Does the Manager show initiative, creativity in dealing with issues or problems and create effective solutions?

\_\_\_\_\_ 2. OBJECTIVITY: Is the Manager open to City Council's new ideas and suggestions for change with a rational, impersonal viewpoint based on facts and qualified opinions?

\_\_\_\_\_ 3. DRIVE: Is the Manager energetic and willing to spend the time necessary to do a good job and get the job done?

\_\_\_\_\_ 4. DECISIVENESS: Is the Manager able to reach timely decisions and initiate action without being compulsive?

\_\_\_\_\_ 5. ATTITUDE: Is the Manager enthusiastic, cooperative, interested, and flexible when it comes to performing duties?

\_\_\_\_\_ 6. FIRMNESS: Does the Manager have courage of convictions, being firm when convinced but not stubborn?

\_\_\_\_\_ 7. COMMUNICATIONS: Does the Manager exhibit the proper skills to be easy to talk to; listen to what is being said; respond in a thoughtful, clear, and pointed manner?

Comments: \_\_\_\_\_  
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