

City Manager Performance Evaluation

2019

City Manager: GREG WOOD

Average

MAYBERRY GRAHAM GERNT HARRISON SHANKS

1. INDIVIDUAL CHARACTERISTICS						
4.4	Diligent and thorough in the discharge of duties, "self-starter"	5	4	4	4	5
	Exercises good judgment	5	4	4	4	5
	Displays enthusiasm, cooperation and will to adapt	5	4	5	5	5
	Mental and physical stamina appropriate for the position	5	3	4	4	5
	Exhibits composure, appearance and attitude appropriate for executive position	5	3	4	4	5
		25	18	21	21	25
		5	3.6	4.2	4.2	5
2. PROFESSIONAL SKILLS AND STATUS						
4.44	Maintains knowledge of current developments affecting the practice of local government management	5	5	4	3	5
	Demonstrates a capacity for innovation and creativity	5	5	4	4	5
	Anticipates and analyzes problems to develop effective approaches for solving them	5	3	5	4	5
	Willing to try new ideas proposed by governing body members and/or staff	5	3	4	5	5
	Sets a professional example by handling affairs of the public office in a fair and impartial manner	4	5	5	3	5
		24	21	22	19	25
		4.8	4.2	4.4	3.8	5
3. RELATIONS WITH ELECTED MEMBERS OF THE GOVERNING BODY						
4.36	Carries out directives of the body as a whole as opposed to those of any one member or minority group	5	3	4	4	5
	Sets meeting agendas that reflect the guidance of the governing body and avoids unnecessary involvement in administrative actions	4	5	4	4	5
	Disseminates complete and accurate information equally to all members in a timely manner	5	3	4	5	5
	Assists by facilitating decision making without usurping authority	5	4	5	4	5
	Responds well to requests, advice and constructive criticism	5	3	4	4	5
		24	18	21	21	25
		4.8	3.6	4.2	4.2	5

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4. POLICY EXECUTION						
4.32	Implements governing body actions in accordance with the intent of council	5	3	5	4	5
	Supports the actions of the governing body after a decision has been reached, both inside and outside the organization	5	4	5	5	5
	Understands, supports, and enforces local government's laws, policies, and ordinances	5	5	5	3	5
	Reviews ordinance and policy procedures periodically to suggest improvements to their effectiveness	4	5	3	3	4
	Offers workable alternatives to the governing body for changes in law or policy when an existing policy or ordinance is no longer practical	5	3	4	4	4
		24	20	22	19	23
		4.8	4	4.4	3.8	4.6
5. REPORTING						
4.24	Provides regular information and reports to the governing body concerning matters of importance to the local government, using City Charter as a guide	4	3	5	4	4
	Responds in a timely manner to requests from the governing body for special reports	5	3	5	4	5
	Takes the initiative to provide information, advice, and recommendations to the governing body on matters that are non-routine and not administrative in nature	4	3	5	4	5
	Reports produced by the manager are accurate, comprehensive, concise and written to their intended audience	5	4	4	3	4
	Produces and handles reports in a way to convey the message that affairs of the organization are open to public scrutiny	5	4	5	5	4
		23	17	24	20	22
		4.6	3.4	4.8	4	4.4
6. CITIZEN RELATIONS						
4.24	Responsive to requests from citizens	4	3	4	4	4
	Demonstrates a dedication to service to the community and its citizens	5	5	4	4	4
	Maintains a nonpartisan approach in dealing with the news media	5	5	4	5	5
	Meets with and listens to members of the community to discuss their concerns and strives to understand their interests	4	4	4	4	4
	Gives an appropriate effort to maintain citizen satisfaction with city services	5	4	4	4	4
		23	21	20	21	21
		4.6	4.2	4	4.2	4.2

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7. STAFFING

3.8	Recruits and retains competent personnel for staff positions	5	3	5	4	4
	Applies an appropriate level of supervision to improve any areas of substandard performance	3	3	4	4	4
	Stays accurately informed and appropriately concerned about employee relations	3	3	4	3	4
	Professionally manages the compensation and benefits plan	4	2	4	5	5
	Promotes training and development opportunities for employees at all levels of the organization	3	3	5	4	4
		18	14	22	20	21
		3.6	2.8	4.4	4	4.2

8. SUPERVISION

4.16	Encourages heads of departments to make decisions within their jurisdictions with minimal city manager involvement, yet maintains general control of operations by providing the right amount of communication to the staff	5	4	5	4	4
	Instills confidence and promotes initiative in subordinates through supportive rather than restrictive controls for their programs while still monitoring operations at the department level	4	4	5	3	4
	Develops and maintains a friendly and informal relationship with the staff and work force in general, yet maintains the professional dignity of the city manager's office	5	4	5	5	4
	Sustains or improves staff performance by evaluating the performance of staff members at least annually, setting goals and objectives for them, periodically assessing their progress, and providing appropriate feedback	3	4	4	4	4
	Encourages teamwork, innovation, and effective problem-solving among the staff members	4	4	4	4	4
		21	20	23	20	20
		4.2	4	4.6	4	4

9. FISCAL MANAGEMENT

4.48	Prepares a balanced budget to provide services at a level directed by council	5	5	5	4	5
	Makes the best possible use of available funds, conscious of the need to operate the local government efficiently and effectively	5	3	5	4	5
	Prepares a budget and budgetary recommendations in an intelligent and accessible format	5	5	4	3	5
	Ensures actions and decisions reflect an appropriate level of responsibility for financial planning and accountability	5	4	4	4	5
	Appropriately monitors and manages fiscal activities of the organization	5	3	5	4	5
		25	20	23	19	25
		5	4	4.6	3.8	5

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10. COMMUNITY						
4.36	Shares responsibility for addressing the difficult issues facing the city	5	3	5	4	4
	Avoids unnecessary controversy	5	3	5	5	5
	Cooperates with neighboring communities and the county	5	4	5	5	4
	Helps the council address future needs and develop adequate plans to address long term trends	5	3	4	4	5
	Cooperates with other regional, state and federal government agencies	5	2	5	4	5
		25	15	24	22	23
		5	3	4.8	4.4	4.6

4.28 TOTAL SCORE

NARRATIVES

Strengths:

RH	Calm under pressure.
JM	Past experience at other employers improve his strengths in guiding Council on policy and decision making.
SS	Works well with the Council in an impartial manner. Many of items on evaluation are unknown factors to me.
AG	Greg is competent in running city government. He has strengths based on prior experience; for example, his ability to lead on restructuring the airport. He is level headed and helpful in responding to my questions and concerns.

Most critical for improvement:

RH	Not a critical assessment; just continue to promote a kinder, incentive oriented and tolerant Crossville throughout the organization. It seems tempting to create new rules (i.e. trees in private parking lots, food truck regs, etc). Try as an organization to encourage behavior we want rather than a regulatory approach.
JM	My lowest evaluation area is in reference to staff and supervision; having heard no problems or praise, I can only guess on these responses.

Constructive suggestions for enhanced performance:

JM	Do not admit to not being an attorney, or playing one on TV.
AG	One thing we all have to be good at is knowing that all city employees "sell" Crossville. Our residents come into contact with the city in different ways. We need to do our job, but hopefully, in a way that keeps the city in a good light.

Other comments:

RH	Keep up the good work! I am proud of the job you and our employees do!
JM	Keep up the good work !
SS	Thanks for the great job you do for the City.
AG	I am pleased with the job that Greg is doing.
JG	See attached narrative.

