

City Manager Performance Evaluation

2017

City Manager: GREG WOOD

Average

MAYBERRY GRAHAM WYATT HARRIS SHANKS

**1. INDIVIDUAL CHARACTERISTICS**

3.88	Diligent and thorough in the discharge of duties, "self-starter"	5	2	4	3	5
	Exercises good judgment	5	3	3	3	4
	Displays enthusiasm, cooperation and will to adapt	5	5	3	4	5
	Mental and physical stamina appropriate for the position	5	3	4	4	4
	Exhibits composure, appearance and attitude appropriate for executive position	5	2	3	4	4
		<b>25</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>22</b>
		<b>5</b>	<b>3</b>	<b>3.4</b>	<b>3.6</b>	<b>4.4</b>

**2. PROFESSIONAL SKILLS AND STATUS**

4.04	Maintains knowledge of current developments affecting the practice of local government management	5	4	3	4	4
	Demonstrates a capacity for innovation and creativity	5	5	4	3	4
	Anticipates and analyzes problems to develop effective approaches for solving them	5	3	3	3	4
	Willing to try new ideas proposed by governing body members and/or staff	5	4	3	4	4
	Sets a professional example by handling affairs of the public office in a fair and impartial manner	4	4	4	5	5
		<b>24</b>	<b>20</b>	<b>17</b>	<b>19</b>	<b>21</b>
		<b>4.8</b>	<b>4</b>	<b>3.4</b>	<b>3.8</b>	<b>4.2</b>

**3. RELATIONS WITH ELECTED MEMBERS OF THE GOVERNING BODY**

4.16	Carries out directives of the body as a whole as opposed to those of any one member or minority group	5	4	3	5	5
	Sets meeting agendas that reflect the guidance of the governing body and avoids unnecessary involvement in administrative actions	5	5	3	5	4
	Disseminates complete and accurate information equally to all members in a timely manner	5	5	3	3	4
	Assists by facilitating decision making without usurping authority	5	4	3	4	4
	Responds well to requests, advice and constructive criticism	5	5	3	3	4
		<b>25</b>	<b>23</b>	<b>15</b>	<b>20</b>	<b>21</b>
		<b>5</b>	<b>4.6</b>	<b>3</b>	<b>4</b>	<b>4.2</b>

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**4. POLICY EXECUTION**

3.8	Implements governing body actions in accordance with the intent of council	5	4	3	3	4
	Supports the actions of the governing body after a decision has been reached, both inside and outside the organization	5	5	4	3	5
	Understands, supports, and enforces local government's laws, policies, and ordinances	5	5	3	4	4
	Reviews ordinance and policy procedures periodically to suggest improvements to their effectiveness	3	3	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	3	3	4	3	4
		<b>21</b>	<b>20</b>	<b>17</b>	<b>16</b>	<b>21</b>
		<b>4.2</b>	<b>4</b>	<b>3.4</b>	<b>3.2</b>	<b>4.2</b>

**5. REPORTING**

3.96	Provides regular information and reports to the governing body concerning matters of importance to the local government, using City Charter as a guide	4	5	3	4	4
	Responds in a timely manner to requests from the governing body for special reports	5	4	3	3	4
	Takes the initiative to provide information, advice, and recommendations to the governing body on matters that are non-routine and not administrative in nature	5	4	3	3	4
	Reports produced by the manager are accurate, comprehensive, concise and written to their intended audience	5	4	3	3	4
	Produces and handles reports in a way to convey the message that affairs of the organization are open to public scrutiny	5	5	4	4	4
		<b>24</b>	<b>22</b>	<b>16</b>	<b>17</b>	<b>20</b>
		<b>4.8</b>	<b>4.4</b>	<b>3.2</b>	<b>3.4</b>	<b>4</b>

**6. CITIZEN RELATIONS**

4.44	Responsive to requests from citizens	5	5	3	4	5
	Demonstrates a dedication to service to the community and its citizens	5	5	4	5	5
	Maintains a nonpartisan approach in dealing with the news media	5	5	3	5	4
	Meets with and listens to members of the community to discuss their concerns and strives to understand their interests	5	5	3	4	5
	Gives an appropriate effort to maintain citizen satisfaction with city services	5	5	3	4	4
		<b>25</b>	<b>25</b>	<b>16</b>	<b>22</b>	<b>23</b>
		<b>5</b>	<b>5</b>	<b>3.2</b>	<b>4.4</b>	<b>4.6</b>

**7. STAFFING**

3.64	Recruits and retains competent personnel for staff positions	3	3	3	3	4
	Applies an appropriate level of supervision to improve any areas of substandard performance	5	3	2	3	4
	Stays accurately informed and appropriately concerned about employee relations	5	5	3	4	4
	Professionally manages the compensation and benefits plan	5	3	3	4	4
	Promotes training and development opportunities for employees at all levels of the organization	4	4	3	3	4
		<b>22</b>	<b>18</b>	<b>14</b>	<b>17</b>	<b>20</b>
		<b>4.4</b>	<b>3.6</b>	<b>2.8</b>	<b>3.4</b>	<b>4</b>

**8. SUPERVISION**

3.88	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	3	4	4	5
	Instills confidence and promotes initiative in subordinates through supportive rather than restrictive controls for their programs while still monitoring operations at the department level	5	4	3	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	5	3	4	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	3	3	3	4
	Encourages teamwork, innovation, and effective problem-solving among the staff members	5	5	3	3	4
		<b>23</b>	<b>20</b>	<b>16</b>	<b>17</b>	<b>21</b>
		<b>4.6</b>	<b>4</b>	<b>3.2</b>	<b>3.4</b>	<b>4.2</b>

**9. FISCAL MANAGEMENT**

4.24	Prepares a balanced budget to provide services at a level directed by council	5	5	4	4	5
	Makes the best possible use of available funds, conscious of the need to operate the local government efficiently and effectively	5	5	3	4	5
	Prepares a budget and budgetary recommendations in an intelligent and accessible format	5	5	3	4	5
	Ensures actions and decisions reflect an appropriate level of responsibility for financial planning and accountability	5	5	3	4	4
	Appropriately monitors and manages fiscal activities of the organization	4	3	3	4	4
		<b>24</b>	<b>23</b>	<b>16</b>	<b>20</b>	<b>23</b>
		<b>4.8</b>	<b>4.6</b>	<b>3.2</b>	<b>4</b>	<b>4.6</b>

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**10. COMMUNITY**

4	Shares responsibility for addressing the difficult issues facing the city	5	3	3	4	4
	Avoids unnecessary controversy	5	3	4	4	4
	Cooperates with neighboring communities and the county	5	3	3	4	5
	Helps the council address future needs and develop adequate plans to address long term trends	5	4	3	4	5
	Cooperates with other regional, state and federal government agencies	5	4	3	4	4
		<b>25</b>	<b>17</b>	<b>16</b>	<b>20</b>	<b>22</b>
		<b>5</b>	<b>3.4</b>	<b>3.2</b>	<b>4</b>	<b>4.4</b>

**4.00 TOTAL SCORE**

**NARRATIVES**

**Strengths:**

Ability to fit right in with employees, council and other various entities
Managed and proposed good budget and process
Only a short time to observe performance. Next evaluation will be more developed and in-depth, but have attempted to evaluate fairly based on experience thus far. Mr. Woods has done a good job of listening and observing the dynamics of the current council.
Doing a great job of carrying out the wishes of the majority. Seems very easy to work with so far.
Keeping in mind that Mr. Wood has been Manager for 6 months, I commend him in the fact that he worked diligently in meeting executive staff including department heads and also in evaluating these employees for future improvements and desired goals and objectives. The budget process was well conceived and very productive. He exhibits great enthusiasm and cooperation with Council. He is friendly and informal with Council.

**Most critical for improvement:**

N/A; only here for 3 months
Keep the council more informed on issues they need information on
Has always responded to the council's requests. Would like to see be more proactive in foreseeing facts that me be pertinent to particular issues being deliberated. Think ahead and share information that might be helpful to council. Feel free to make suggestions even if council does not agree. Information and ideas/suggestions are helpful.

The City Manager of Crossville is the most powerful position in Crossville with budget totaling over \$30 million. Crossville is the economic engine of this community. Mr. Wood might consider "dressing the part", especially in formal meetings and with the discharge of duties and responsibilities of executive staff.

**Constructive suggestions for enhanced performance:**

Be a City Manager and work for the public and council

Demonstrated a willingness to know the employees and understand their challenges and strengths, without being judgmental. He could have a little stronger hand in letting the staff know what his expectations are. I don't supervise city staff, and am not authorized to give them direction, I made many observations over 2.5 years. Some staff need to be "reigned in". Others need encouraged; still others need direction. In time, I feel these actions could further improve the current staff.

Since new to council, still figuring things out. Doing a great job, but I do not have anyone to compare City Manager with.

As a former Mayor, I will make myself available for meetings and introductions for grant opportunities, industrial recruitment and history lessons.

**Other comments:**

Be a fair, but tough, City Manager for the citizens/taxpayers

Continue to reiterate the importance of regular employee evaluations; ensure evaluations are on a regular schedule. Would like to see regular weekly reports of activity and progress; a quick call or email. Priorities: Stay on top of sidewalk and paving project; make sure Assistant City Clerk is trained and ready to step up when City Clerk retires; Proactive in negotiations for retail and industrial development opportunities. Mr. Wood came into the position at a point in time when the council had been under a great deal of stress and controversy. Considering these circumstances, Mr. Wood has done a good job and will continue to become even more effective with time and experience living/working in Crossville.

Seems to be self motivated. Hope to have some expectations for him next rating period.

I expect Mr. Wood to be the City Manager, he and he alone.

