

City Manager Performance Review Process

- The City Council and City Manager will approve annual goals, the performance evaluation process and timeline, and a template for performance assessment with defined evaluation metrics. The Chair of Government Operations will coordinate the process.
- In June, the Mayor will call a Special Committee of the City Council chaired by the Chair of Government Operations for a mid-year check-in.
- By Fri, November 13, the following will be provided to the Chair and the full City Council:
 - The City Manager's self-review
 - The results of the annual resident survey
 - The results of the 2026 employee engagement survey
 - Feedback from the City Manager's direct reports and senior leadership team
- By Fri, Dec 4, the Chair will gather feedback from the City Council using the evaluation template on the City Manager's performance based on the agreed upon performance categories and goals.
- The Chair will write a consolidated review using the evaluation template that synthesizes the themes and key points across the City Council's individual reviews
- By Fri, December 18, the City Manager Performance Review will be delivered to the City Manager in a Special Meeting of the City Council. The written review will be provided to the City Manager at least 48 hours in advance of the open session.
- There will be an opportunity for the City Manager to respond both verbally during open session and in writing afterwards if desired.

City Manager Overall Performance Assessment

The City Council will provide an overall rating and high-level summary that synthesizes feedback on performance.

Overall Rating	Rationale

4=Exceeds Expectations, 3=Met Expectations, 2=Partially Met Expectations, 1=Did Not Meet Expectations

Areas of Strength and Accomplishment	Areas for Growth and Development

City Manager Performance Categories

Ratings: 4=Exceeds Expectations, 3=Met Expectations, 2=Partially Met Expectations, 1=Did Not Meet Expectations

City Administration

Area	Rating	Rationale
Leadership and Management: Respond to significant events and crises, and develop the people, processes, and systems that make a strong City organization		
City Operations: Oversee the effective delivery of resident services including day-to-day operations, maintaining city infrastructure, and major capital projects		
Fiscal Management: Provide effective financial management and oversight of the budget, ensuring fiscal stability while investing in community needs and priorities		
Community Engagement: Proactively communicate and engage with the community, particularly residents whose voices are not typically heard by City Hall		
Culture and ADEI: Establish a healthy culture across the City that fosters collaboration, trust, and empathy; advance anti-racism, diversity, equity, and inclusion across City policies, operations, and initiatives		

Council Collaboration

Area	Rating	Rationale
Council Priorities: Collaborate with the City Council on setting priorities; effectively develops strategies and implement initiatives		
Council Relationship: Establish a collaborative and transparent working relationship with the City Council		

City Manager 2026 Administrative Goals

The City Manager will report results for each goal as part of the self-assessment

Area	Description / measurement
Key Initiatives	IT Modernization / Enterprise Resource Planning (ERP) Upgrade: Establish a multi-year IT plan for upgrading the City's digital infrastructure, including addressing our existing PeopleSoft ERP which was last upgraded more than 20 years ago
	Municipal property portfolio plan: Work with the City Council to develop a prioritized plan across the municipal property portfolio that addresses long-term administrative and operational needs, invests in community priorities, and is fiscally responsible
	Emergency management planning: Formalize city-wide incident command structure and plan for annual training and exercises
	Performance Reviews: Expand performance reviews across non-union staff for calendar year 2026
	Board and Commissions: Plan and launch a review of Boards and Commissions ordinances to develop recommendations for the City Council, implement standardized agenda and minute-posting procedures, and improve membership recruitment and data-management practices
Measures	Achieve compliance with established service level agreements (SLAs) for operating department requests in SeeClickFix at an 80% level or above in the top 30 request categories
	Conduct employee engagement survey, targeting: Response rate of >50% Likelihood to recommend of >80% Confidence in direct supervisor >80% Confidence in senior staff/leadership >70% Confidence in Council/elected officials >50%
	Maintain strong fiscal position and AAA bond rating
	Resident survey performance of >65% Excellent/Good on 2026 survey for overall performance of City government