



STAFF REPORT

TO: Board of Directors
FROM: Mark Foree, General Manager
DATE: July 26, 2016
SUBJECT: Discussion and possible direction from Board regarding the General Manager's performance evaluation process

Recommendation

The Board consider the proposed GM evaluation form and process (attached) and provide direction regarding same.

Background

Some Board members commented at the October, 2015 Board meeting regarding a desire to have a more detailed evaluation form/process for the General Manager's annual performance review.

GENERAL MANAGER ANNUAL PERFORMANCE EVALUATION

Summary

The General Manager's performance evaluation consists of an annual appraisal by the Board of Directors, as provided for in the General Manager's employment agreement.

The purpose of the evaluation process is to maintain a strong Board/Manager team by ensuring open and productive communication on an annual basis. During this formal review process, there is an opportunity to identify areas of satisfaction and areas for growth or needing change as identified by the Board.

The Executive Team and Department Heads reporting to the General Manager will be invited to participate in this performance review process.

The Human Resources Manager is the facilitator for this process, and will gather input from a confidential survey completed by each of the above-referenced individuals. The data will then be compiled into a comprehensive format and presented at a Board Meeting for the Board's review and discussion.

The attached evaluation form will also be completed by each member of the Board and provided to the Human Resources Manager. A staff report and the summary results will be provided as supporting materials for the public meeting at which the TMWA Board reviews the annual performance of the General Manager.

Rating Criteria:

For each performance criteria, please use the following rating scale:

- E – Exceeds your expectations
- M – Meets your expectations
- AG – Areas for growth
- NA – Not applicable

Interpersonal Skills/Relationships:

- _____ Ability to relate well to others and to make people feel at ease, even in difficult situations.
- _____ Ability to gain the trust and confidence of the public; fosters contact and cooperation among citizens, community organizations and other government agencies.
- _____ Fosters cooperative communication and positive working relationships with the Board.
- _____ Skilled in negotiation techniques in a variety of scenarios – employee, Board, public, interagency, outside entities.
- _____ Demonstrates sensitivity to individuals and groups, as appropriate.
- _____ Is forthright and honest in all relationships.

Comments:

Leadership:

- _____ Supports and manages in accordance with identified TMWA values and Board priorities.
- _____ Uses sound judgment in decision making; seeks out all relevant and necessary data, makes decisions in a timely manner.
- _____ Directs utilization of TMWA resources effectively.
- _____ Crises and/or emergencies are handled in an effective, efficient, and professional manner.
- _____ Stays current on management practices and techniques and seeks to increase his/her value to TMWA.

Comments:

Innovation:

- _____ Participates with Board and Staff in strategic planning.
- _____ Links goals to Board priorities; sets objectives for performance and manages toward those objectives.
- _____ Receptive to new ideas, suggestions and approaches to make our community a better place. Exhibits a short-term and long-term forward-thinking approach to the State of TMWA.
- _____ Receptive to a changing environment.

Comments:

Communication Skills:

- _____ Verbal Communication Skills – Good command of oral expression; expresses ideas clearly and concisely; easily comprehends ideas expressed by others; ability to explain and understand difficult and complex subjects.
- _____ Written Communications Skills – Good command of written expression; expresses ideas clearly and concisely; easily comprehends ideas expressed by others; ability to explain and understand difficult and complex subjects through written media.
- _____ Presentation Skills – Ability to present effective, quality presentations in public settings appealing to a variety of audiences.
- _____ Ability to utilize appropriate media for communication – TV, radio, newspaper, group interaction, individual meetings.

Comments:

Management:

- _____ Knowledgeable, effective and efficient use of authority granted to the General Manager by the Cooperative Agreement, by Board Resolution, and by the TMWA Board and respectful of the delegation of powers described in Board Resolutions.
- _____ Setting the Agenda for the TMWA Board Meetings: presenting issues for consideration by the Board in a timely manner; creating logical sequence for items to be considered.
- _____ Preparation of Materials for Board Meeting: Materials explanatory to the Board, with the pertinent facts and analysis for the Board to make informed decisions; materials available for the general public to review and understand.
- _____ Conduct of TMWA Board Meetings: Initiates responses to issues and concerns that the Board and/or public poses; contributes positively to Board deliberations.
- _____ Ability to delegate authority, granting proper authority at the proper times; sound judgment in the evaluation of when delegation is appropriate.
- _____ Utilizes a positive approach to direct work efforts of staff.
- _____ Encourages and rewards initiative and promotes effective Human Resources programs and values.
- _____ Utilizes effective project management techniques. Completes projects agreed upon with Board within given time frame.
- _____ Promotes cohesive teamwork with the Senior Management Team.

Comments:

General Comments:

In a brief narrative, please describe:

What you are most pleased with in the General Manager's performance?

What areas for growth would you like to see? Please provide specific suggestions on how the General Manager may improve the areas for growth?

THE FOLLOWING FOR GENERAL MANAGER SELF EVALUATION AND BOARD MEMBER EVALUATION ONLY

Accomplishments for FY2016:

Goals for FY2017: