



Board Meeting

Department Head Performance Evaluation Process

Item 10-1

June 14, 2022

Agenda

Department Head Evaluations

- How Evaluation Process works
- Changes from last year's process
- Evaluation Process Timeline

Process Objective

Performance Evaluation Process Goals

- Provide overview of Board perspectives on key performance focus areas:
 - Strategic Leadership
 - Operational Leadership
 - Board Relationships
 - Results
- Ensure confidentiality by using outside vendor
- Encourage full Board participation for optimal feedback

Evaluation Details

Performance Evaluation Factors/Details

- 20 core performance factor/ratings
- Standard rating scale – 1 to 5 scale
 - 1 = To a very little extent
 - 5 = To a great extent
- Overall rating is also collected
- Specific comments collected throughout the evaluation process

Evaluation Rating Definitions

- Exemplary Performance
 - Consistently achieves exemplary performance that SIGNIFICANTLY CONTRIBUTES to organizational results.
- Highly Competent Performance
 - Strong performer. Achieves excellent results on vast majority of assignments and all priority objectives
- Competent Performance
 - Solid performer. Achieves good results on most assignments and deadlines.
- Unsatisfactory Performance
 - Performance does not meet the minimum expectations of this positions

Confidential Results

Who Administers the Process?

- Outside Vendor, **Inquisium by Cvent**, collects performance feedback, summarizes results, maintains confidentiality
- **Inquisium by Cvent**, an Industry Leader, with over 1,000 clients and over 275,000 surveys conducted

FY2021/2022 Process

2021/2022 Evaluation Process Steps

- Board members will receive email confirmations when responses have been submitted
 - Board members can ensure their responses were accurately captured
 - Reminder emails will be sent for as-yet unsubmitted evaluations
- Inquisium by Cvent will finalize results for Board review in September
- Board members with less than 4 months service may choose not to complete

FY2021/2022 Process

Changes from Last Year

- Links to Department Head performance summaries and evaluations will be sent by e-mail from Marcie Scott
 - Marcie Scott is experienced outside HR expert who has worked with many outside public agencies
- Mobile application option available

Evaluation Timeline

Performance
Summaries and links
to Evaluations sent
to the Board

July 13

Dept Head
Presentations to
Board (Closed)

August 16

Board completes
on-line Evaluations
Due by August 26

July 13 – Aug 26

Evaluation Results
Sent to the Board

Sept 8 – 9

Board Discusses
Evaluation Results
(Closed Session)

Sept 13 Board

Review Salary
Comparisons

Sept 13 Board

Board Finalizes
Compensation
Determinations

Sept 13 Board

Dept Heads Draft
Next Year's Goals
Based on Feedback

Sept – Oct

Home Committees
Approve Goals
(Closed Session)

Sept – Oct



Detailed Rating Items

Performance Evaluation Factors

- Strategic Leadership
 - Set priorities aligned with mission and board directives
 - Provide the Board with proactive insights into issues that impact the organization
 - Prepare the organization for future challenges and issues
 - Project a positive image of Metropolitan in the public and stakeholder communities

Detailed Rating Items

Performance Evaluation Factors

- Operational Leadership
 - Ensure the Department adds value
 - Challenge the status quo with innovative solutions
 - Act swiftly and effectively to accomplish assignments within target timeframes
 - Recommend/take actions to improve Metropolitan operations

Detailed Rating Items

Performance Evaluation Factors

- Board Relationships
 - Foster an excellent working relationship with the Board
 - Keep the Board informed on conditions affecting the organization
 - Work effectively with Board in developing long and short-term strategic plans
 - Remain open to constructive suggestions and feedback
 - Communicate well at Board meetings
 - Make themselves readily available to individual Board members

Detailed Rating Items

Performance Evaluation Factors

- Results
 - Make progress on Board follow-up expectations from the previous evaluation
 - Achieve the results expected of them
 - Ensure Metropolitan is in compliance with applicable laws, regulations, codes and standards
 - Effectively manage Department budgets
 - Demonstrate a strong commitment to diversity
 - Work effectively with other Department Heads