



## City Clerk Annual Performance Evaluation for FY 24

### Rating Criteria

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

- E – Exceeds your expectations
- M – Meets your expectations
- AG – Areas for Growth
- NOB – Not Observed/No Basis for Judgment

## Communication Skills:

### General Communication:

- \_\_\_\_\_ Good command of oral expression.
- \_\_\_\_\_ 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.

### Presentation Skills

- \_\_\_\_\_ Ability to present effective, quality presentations in public settings appealing to a variety of audiences.

### Comments for Communication Skills:

This year, as I am completing the evaluation with the benefit of the Clerk's own self-evaluation, I will provide responses to that.

I agree with all of her evaluation ratings but add that an area for growth may be to have a stronger understanding of the different audiences with which she interacts and tailor her messages accordingly. Sometimes she perhaps speaks more technical or abbreviated to members of the public who may require more clarification of base line information.

## 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 staff and public.

\_\_\_\_\_ Fosters contact and cooperation among citizens, community organizations, and other government agencies.

\_\_\_\_\_ Fosters cooperative communication and positive working relationships with the Council.

### Comments for Interpersonal Skills/Relationships:

I concur with her self-evaluation and ratings.

## Leadership:

\_\_\_\_\_ Uses sound judgment in decision making.

\_\_\_\_\_ Seeks out all relevant and necessary data.

\_\_\_\_\_ Makes decisions in a timely manner.

\_\_\_\_\_ Stays current on management practices and techniques and seeks to increase his/her value to the City.

### Comments for Leadership (Culture):

While I do agree with most of her self-rating I think that in order to increase her value to the City (last ranking above) the clerk should take a more affirmative roll in "owing" public records and outcomes to the release of those. This is a charter duty of the office. Because it continues to be a lagging area, perhaps benchmarks should be established and adopted by Council specific to her performance in this area. This would then give the Clerk the authority to let departments know that she has directive from Council in this aspect.

A few such benchmarks could be: denial rates, litigation filings, and releases that conflict (i.e., denied in one request but released in another one). There could also be sample customer satisfacion surveys of requesters.

## Innovation:

\_\_\_\_\_ Receptive to new ideas, suggestions and approaches to make the Clerk's Office a better place.

\_\_\_\_\_ Exhibits a short-term and long- term forward- thinking approach to the State of the City.

\_\_\_\_\_ Receptive to a changing environment.

### Comments for Innovation:

I concur and also look forward to the innovation efforts underway. With respect to Police Department records, more can and should be accomplished. Benchmarks in the Clerk's evaluation should help as explained above.

I think that it has been a trying year with boards and commissions as there is stagnation with some and also the subsequent redistricting is causing confusion. But the Clerk team has done a good job helping the Council fill vacancies as needed.

## Management:

### Roles of Charter

\_\_\_\_\_ Knowledgeable, effective and efficient use of authority granted by the City Charter to the City Manager, the City Council, City Clerk, and other elected or appointed positions.

\_\_\_\_\_ Respectful of the delegation of powers described in the Charter.

### Conduct of City Council Meetings

\_\_\_\_\_ Initiates responses to issues and concerns that the Council and/or public poses.

\_\_\_\_\_ Ability to delegate authority, granting proper authority at the proper times.

\_\_\_\_\_ Sound judgment in the evaluation of when delegation is appropriate.

### Comments for Management (Operations):

I divert with the Clerk's self-evaluation and rate these areas as ME not EE.

In terms of Roles of the Charter, I think that the Clerk needs to be more assertive with the Manager and Departments on public records. If some are denied, there should be more elaboration on reasons why and a regular reporting to Council on trends and gaps in releases. There seems to be an increase of request denials and fall out from those rather than improvement in this area. This is not solely the Clerk's doing, but she should be trend reporting to Council and while she may be reluctant, let the Council know if there are failings on behalf of the Manager's Office or Departments. This is expected in the framing of an independent Clerk's Office.

In terms of Conduct of City Council Meetings, I think that there is not strong coordination with the agenda management function in the City Manager Office and the Clerk. All input on a meeting should be directed and uploaded in timely fashion by the Clerk. There is a "throw up the hands" attitude that the Manager's Office is not being timely in putting items into the system but the Charter responsibility is with the Clerk and if the Council convenes with an incomplete record, that is a failing of her office.

## General Comments:

*In a brief narrative, please describe:*

What are you most pleased with in the City Clerks's performance?

I think she is efficient and detail oriented. The Office staff is well trained.

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

I am concerned that the Clerk is not as hands on as need be with the election duties. I perceive an attitude that "it's a Washoe County Registrar function". While the Council has made a decision to contract with Washoe County, this is no vendor like relationship. The Charter still gives election responsibility to the City. There was an incident earlier this year about precinct misalignment and I think that when issues like that arise, it is a Clerk issue to spearhead even a suggesting of a problem.

While this is a challenging election with the subsequent redistricting, I have confidence in the Clerk's ability to fulfill the duties based upon past performance.

Please provide any additional feedback not previously captured.