

# City Manager 360 Degree Performance Evaluation Summary

*June 14, 2023*



C I T Y O F  
**RENO**

# 360 Degree Review Process

- Facilitated by Human Resources Department
- Stakeholder Responses:
  - External: 6
  - Internal: 43
- 16 days to complete

# 360 Degree Review Criteria

## Rating Criteria

- Exceeds expectations
- Meets expectations
- Areas of growth
- No basis for judgement

The survey also included fields for comments

## Six Areas Evaluated

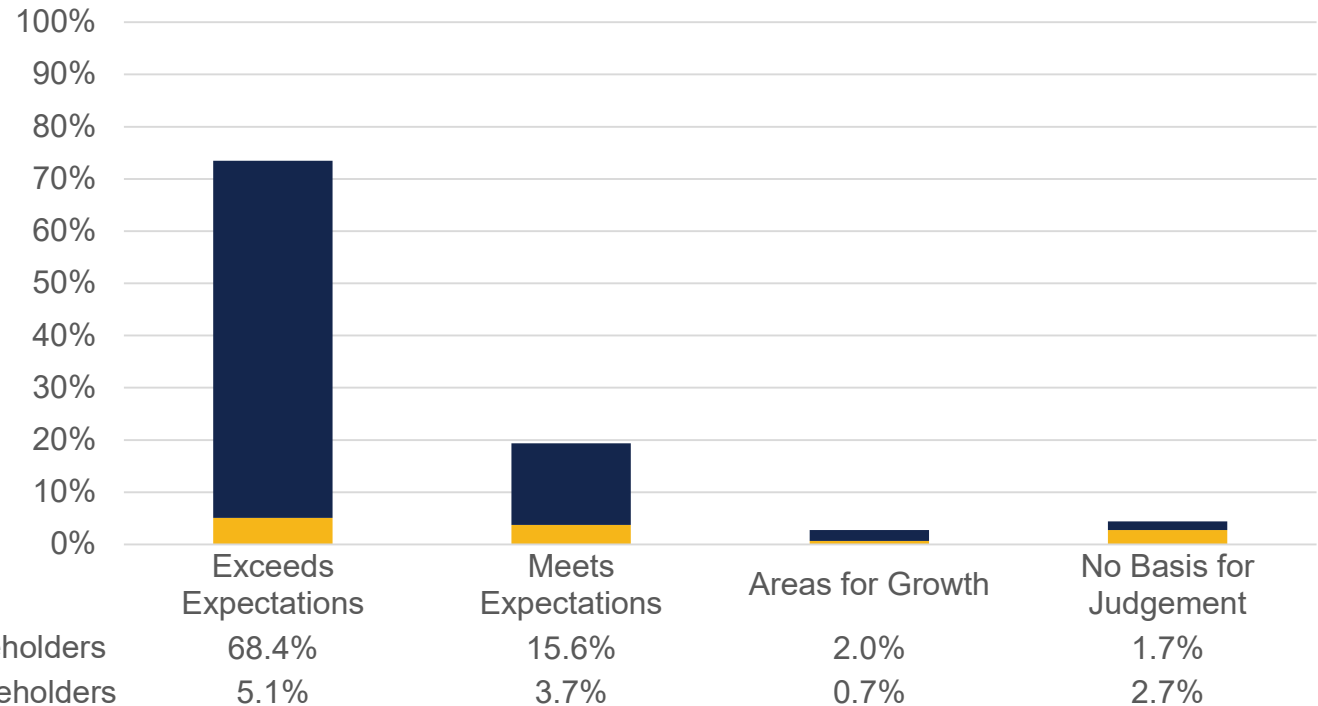
- Vision & Strategy
- Communication Skills
- Interpersonal Skills
- Leadership
- Innovation
- Management

# Vision & Strategy Summary



**Exceeds or Meets  
Expectations**

■ Internal Stakeholders  
■ External Stakeholders



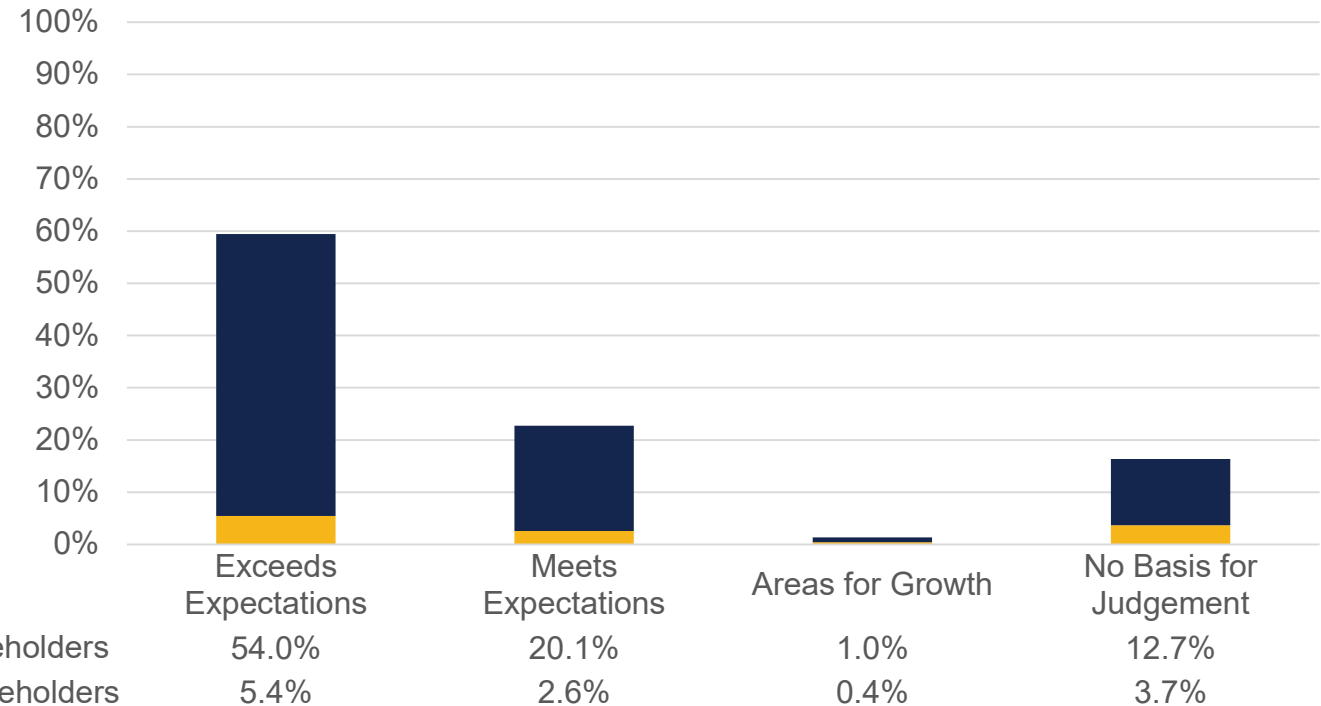
*“[City Manager] is a visionary leader and seeks to create a team atmosphere where the Council's vision can be carried out. He is innovative and seeking to educate himself and others about cutting edge practices.”*

# Communication Skills Summary



**Exceeds or Meets  
Expectations**

■ Internal Stakeholders  
■ External Stakeholders



*“Communication, in all forms, is one of [City Manager’s] strong suits. He communicates effectively at every level and does an incredible job at connecting with people. When asked, he takes the time to explain complex issues and decisions.”*

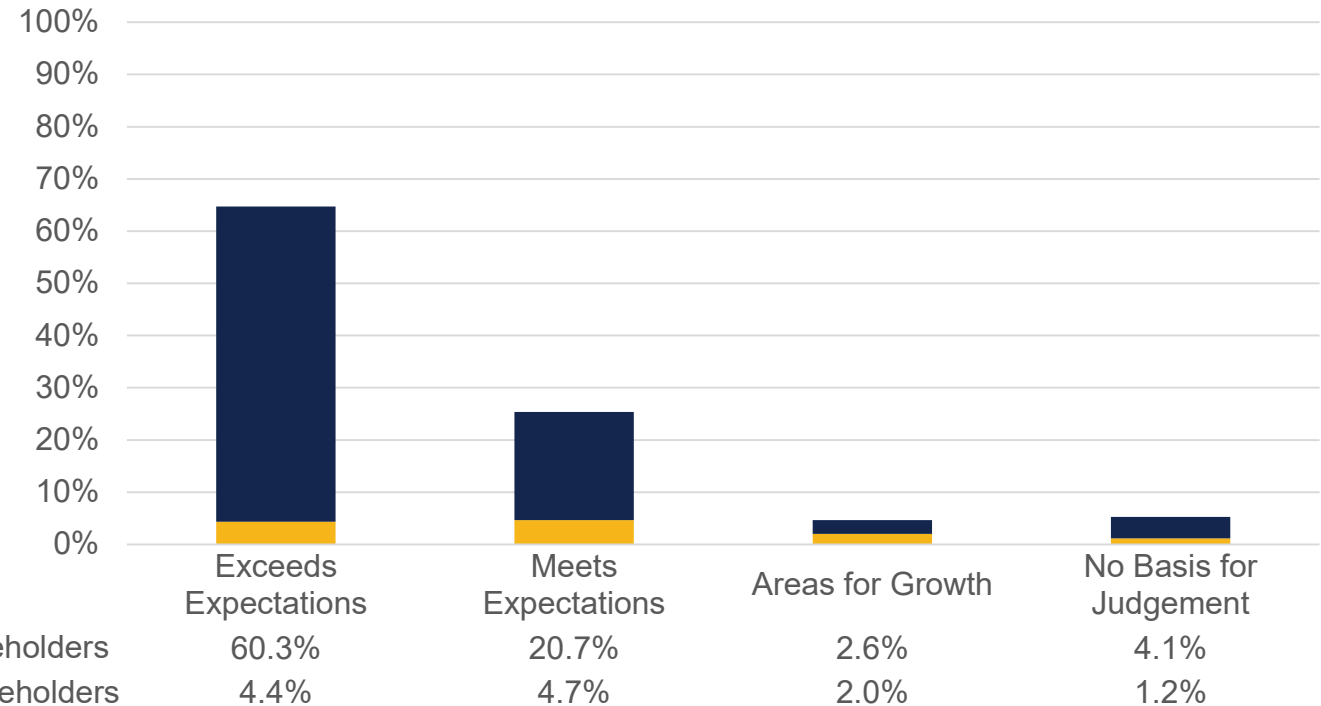


# Interpersonal Skills/Relationships Summary



**Exceeds or Meets  
Expectations**

■ Internal Stakeholders  
■ External Stakeholders



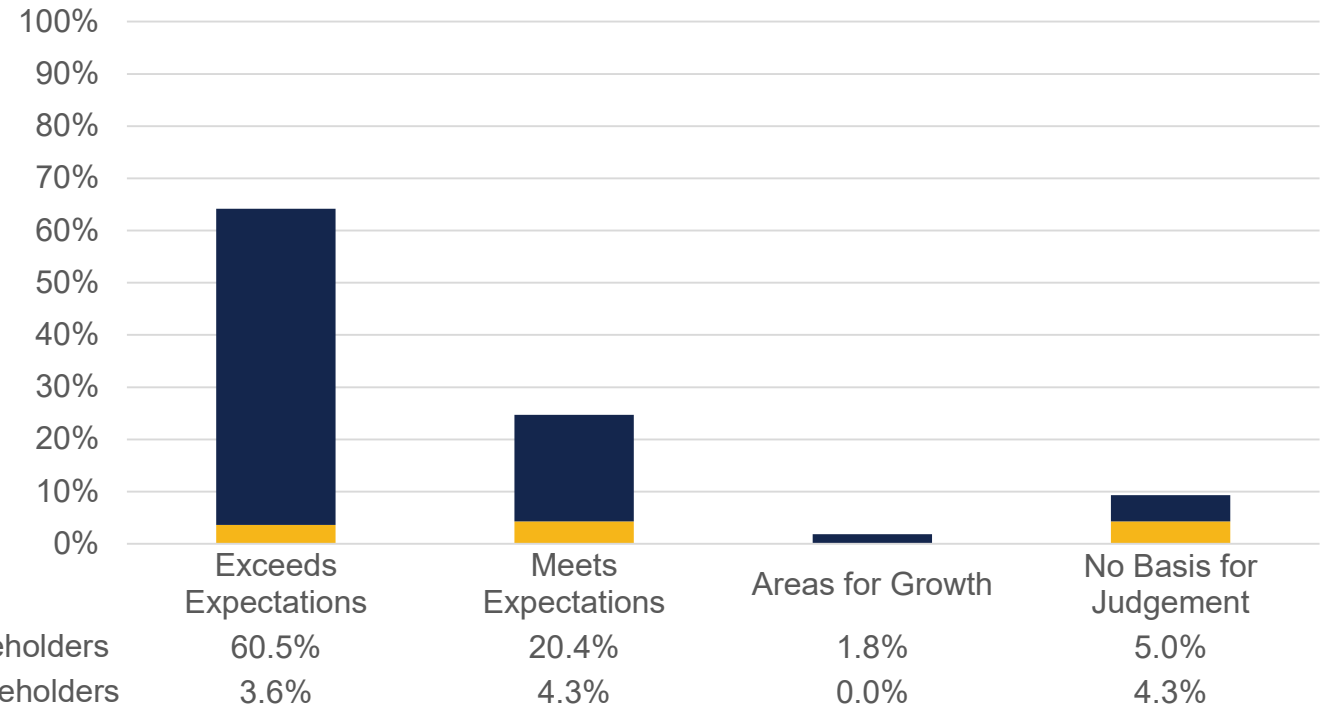
*“I have been with this organization for over 15 years and this City Manager has a better relationship with all of the employees than any of the former City Managers had. He cares about the employees as individuals and shows appreciation for their work.”*

# Leadership (Culture) Summary



**Exceeds or Meets  
Expectations**

■ Internal Stakeholders  
■ External Stakeholders

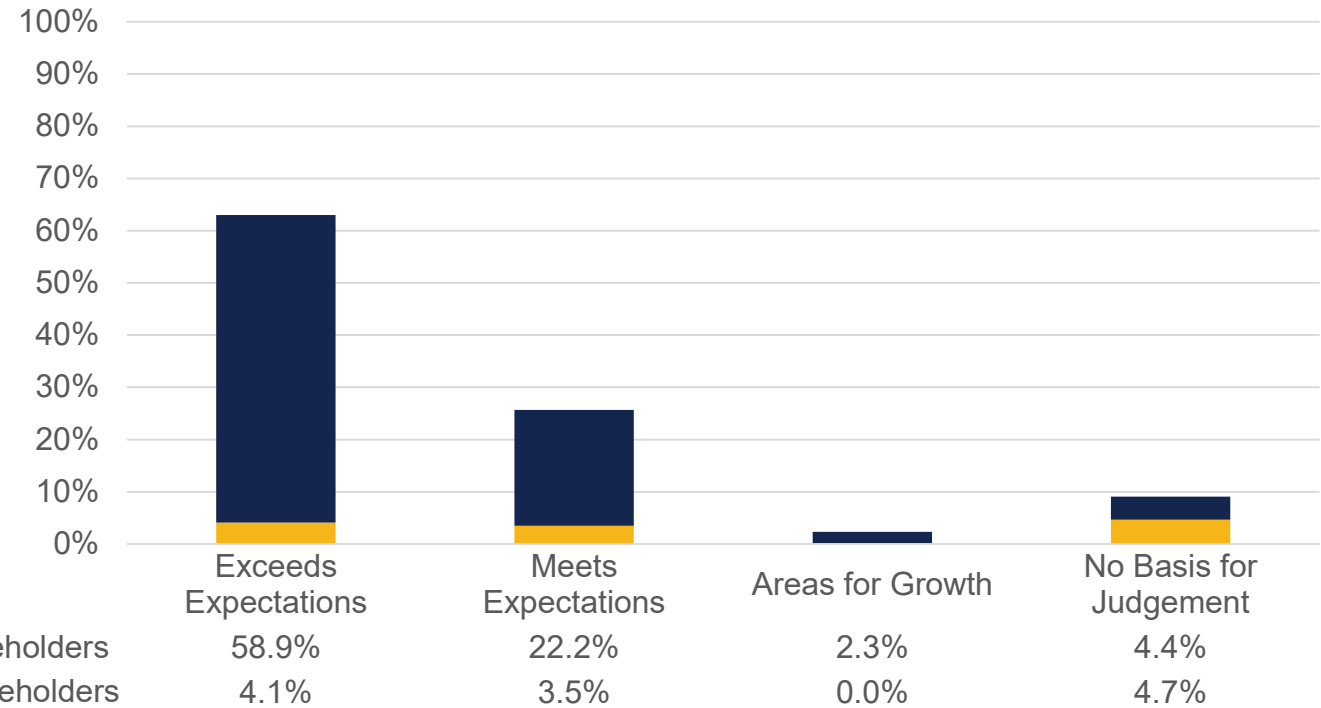


*“He is constantly seeking opportunities to learn AND encouraging his team to do the same. This has changed the way the City of Reno approaches problems and will pay dividends in the long run through well rounded and well trained employees.”*

# Innovation Summary



■ Internal Stakeholders  
■ External Stakeholders



*"[City Manager's] forward thinking and process improvement mentality are huge pieces of the respect that he has from the directors, managers, and supervisory staff within the city. Ideas are presented and consensus' are formed with this approach."*

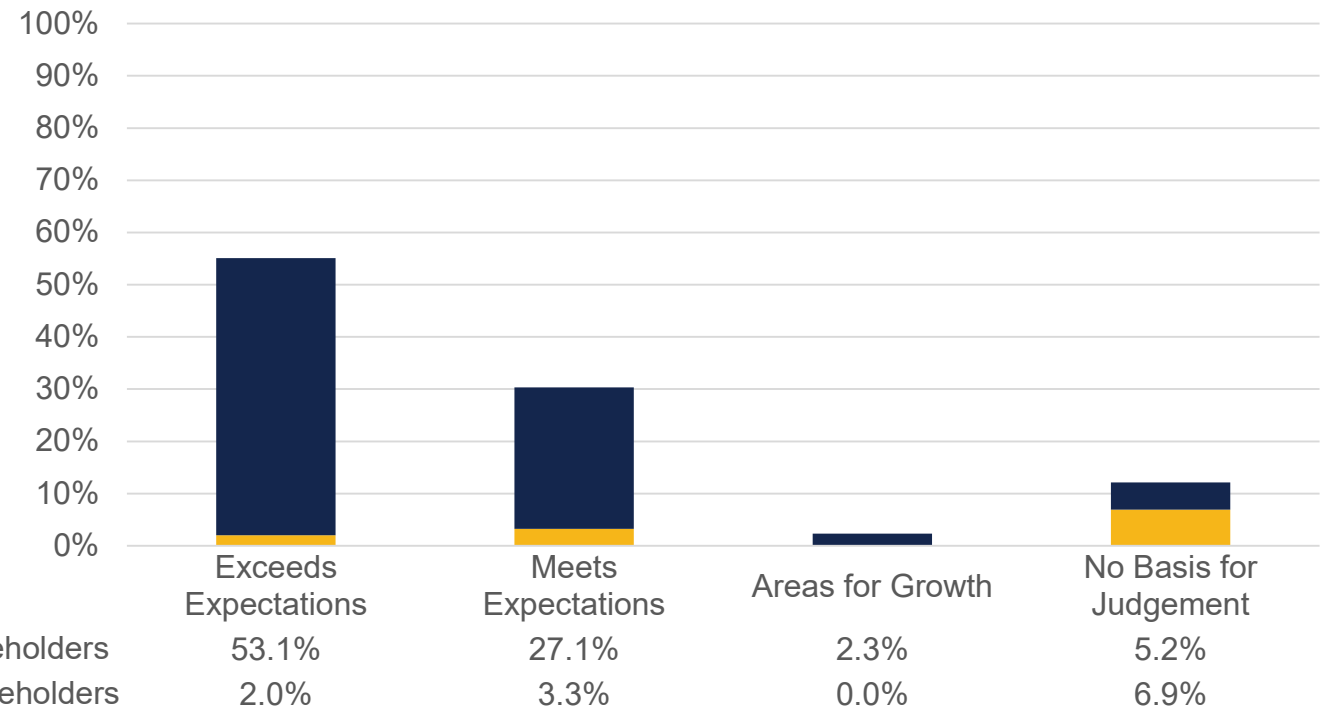


# Management Summary



**Exceeds or Meets  
Expectations**

■ Internal Stakeholders  
■ External Stakeholders



*“[City Manager] has instilled rigorous standards for Council preparation and presentation. [City Manager] is able to prioritize and re-prioritize work product based on changing needs of Council and community.”*

# City Manager Annual Performance Review

*Doug Thornley*

*June 14th, 2023*



C I T Y O F  
**RENO**



# Making Reno Livable...



# ...& Making Reno Lovable





# 2022-2023 Goals



Reno Police Chief Search



Homeless Outreach & Affordable Housing



Citizens & Partner Organization Outreach



Utility Service Division



Fiscal & Economic Sustainability



# Public Safety

*Foster a safe city through enhanced public safety, prevention, and emergency response programs.*

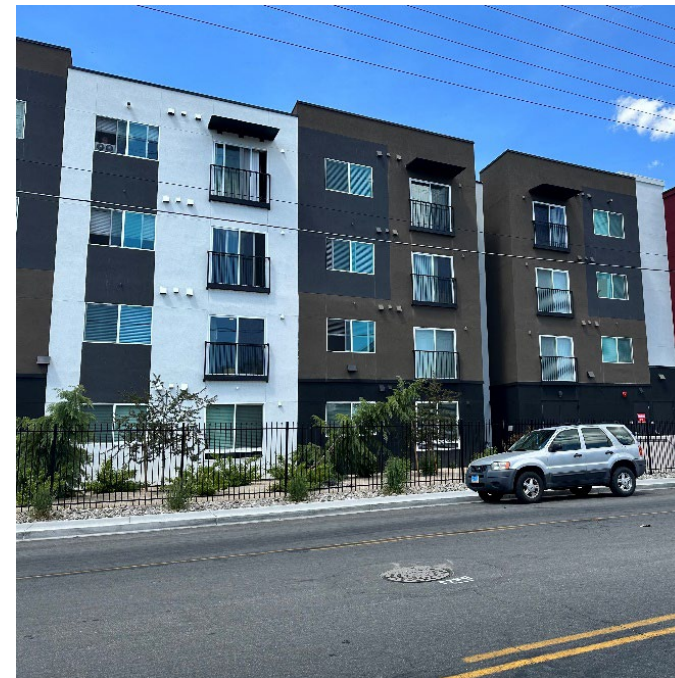






# Economic Opportunity, Homelessness & Affordable Housing

*Work in partnership with other agencies to increase economic opportunities for residents, address the many impacts of homelessness, and support the creation and maintenance of affordable housing.*







# Economic & Community Development

*Achieve a well-planned and economically sustainable Reno through proactive business attraction, community investment, a quality-built environment, and efficient development services.*





# Arts, Parks, & Historical Resources

*Enhance the community's living experience through the arts, its public parks, and historical resources.*

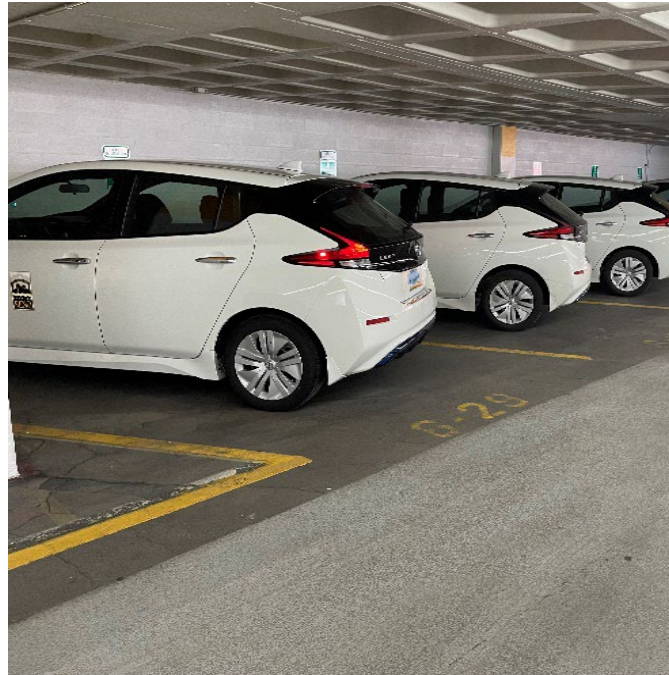






# Infrastructure, Climate Change, & Environment

*Improve the City's infrastructure and protect the environment.*





# Fiscal Sustainability

*Promote financial stability through long-term planning, pursuit of alternative revenue sources, and debt management.*





# Governance & Organizational Effectiveness

*The foundation for achieving the Strategic Plan goals and strategies is having a highly effective governance team and organization.*







# Accolades



# 2023-2024 Goals



Economic Development



Regionalization for Emergency Services



Redistricting & 5 to 6 Wards Transition



Stormwater Utility



Strategic Plan & Master Plan

**1,831**

*City of Reno Employees*

**900**

*Breakfast Burritos  
Eaten*

**800**

*The Rescuers & The Rescued  
RFD Calendars Sold*

**16**

*Raccoon Sightings  
on Social Media*

**15**

*City Plaques for Graduating  
Seniors*

**5**

*Mayors of the Day*

**3**

*New Council Members*

**10**

*Swag Chain Recipients*

*equals **1** not just livable, but lovable  
"Biggest Little City in the World!"*



# Next Steps

1. Identify direction to the City Manager on performance goals for the upcoming fiscal year.
2. Identify any change to annual compensation.

# Recommended Motion

I move to approve the completed annual performance evaluation of the City Manager for the last year of employment, provided direction, and annual compensation.