



Revised Department Head Evaluation Process and Timeline

Organization, Personnel and Technology
Committee
Item 4-b

Agenda

- Review proposed revisions to Annual Department Head Evaluation Process
 - Retained confidential online process
 - Streamlined timeframes
 - Modified Evaluation form
 - Emphasized actionable feedback
 - Enhanced Home Committees involvement with Progress Checks throughout the FY 2015-16 Evaluation cycle
- Making the process work

FY 2013-14 Evaluation Components

Prepare
Narrative
Summaries

June

Conduct
Evaluations

June/July

Vendor
Analysis

July

Exec
Discuss
Results 1 (C)

July

Exec
Discuss
Performance
Trends (C)

Aug

Home Committee
Performance
Discussion (C)

Aug/Sept

Home Committee
Expectations
Discussion (C)

Sept/Oct

Salary
Comparisons

Sept

Exec
Performance
Discussion 2 (C)

Sept

Board
Approves
Compensation

Sept

Board Finalizes
Expectations

Oct/Nov

**PROCESS
COMPLETE**

FY 2014-15 Streamlined Evaluation



20 Core Performance Feedback Topics

STANDARD 5-POINT RATING: “To What Extent Does Department Head”:
To a Very Little Extent < --- > To A Very Great Extent

Strategic Leadership

Align Priorities with Mission and Board

Provide Proactive Insights

Prepare Organization for Future Challenges

Project Positive Image of Metropolitan

Operational Leadership

Ensure Department Adds Value

Provide Innovative Solutions

Meet Assigned Timeframes

Improve MWD Operations

Board Relationships

Excellent Board Working Relationships

Keep the Board Informed

Develop Strategic Plans with Board

Is Open to Constructive Suggestions

Communicate Well at Board Meetings

Available to Board Members

Results

Make Progress on Board Expectations

Achieve Expected Results

Ensure Compliance

Effectively Manager Budgets

Evidence a Strong Commitment to Diversity

Work Effectively with Other Departments

+ Written Specific Areas for Improvement

Requesting Focused Written Comments

- Provide actionable feedback
 - Comment area for explanation after a low item-rating (To a Very Little Extent or To a Little Extent)
 - Collect specific improvement comments for major categories
 - Strategic Leadership, Operational Leadership,, Board Relationships, Results
 - Additional space was created to add more Comments

Overall Performance Ratings

● Exemplary Performance

- Consistently achieves exemplary performance that **SIGNIFICANTLY CONTRIBUTES** to organizational results through critical achievements or the development of new or improved products or processes with significant benefits to Metropolitan.

● Highly Competent Performance

- Strong performer. Achieves excellent results on vast majority of assignments and all priority items. Excellent team player who effectively focuses on excellent results and effective customer service. Strong commitment to high quality and meeting deadlines. Occasionally achieves exceptional results.

● Competent Performance

- Solid performer. Achieves good results on most assignments and deadlines. Good team player who focuses on good customer service. Occasional improvement or additional development may be required.

● Unsatisfactory Performance

- Performance does not meet the minimum expectations of this position.

FY2014-15 Evaluation Timeline

CRITICAL EVENTS	WHEN
• Home Committee Discussions with Department Head	April - June
• Narrative Year-End Summaries Distributed to Board Members (via Irwin)	July 9
• Department Head Year-End Presentations (closed)	July 14 Board
• Online Performance Evaluations submissions due	July 14 - 30
• Vendor analysis and report preparation	July 31 – Aug 10
• Evaluation Results Report to Board Members	Aug 12
• Board discusses Evaluation Results (closed)	Aug 18 Board
• Salary Comparisons and recommendations	Aug 18 Board
• Approve Performance and Salary Recommendations	Aug 18 Board
• Performance feedback to Department Head	Aug 18 - 21
• Changes may require updates to Administrative Code	TBD

Making the Process Work

- All Board Members participate (optional if < 4 months)
- Emphasize high standards for Department Head performance
- Focus written comments on specific actions required for improvement
- Meet tight schedule commitments
- Expand interaction with Board direct reports



Questions?