



Department Head Performance Evaluations

Board Meeting
Item 10-1
July 14, 2020

Human Resources Group

Agenda

- I. Background and Overview
- II. How the Process Works
- III. Timeline for 2019-20 Evaluations

I. Department Head Evaluation Process

- Purpose is to provide Board performance feedback, in four key areas:
 - *Strategic Leadership*
 - *Operational Leadership*
 - *Board Relationships*
 - *Results*
- Full Board participation is encouraged for optimal performance feedback

Background - How We Got Here

- Process redesigned in 2010 for FY 10/11 evaluations
- Goals:
 - *Encourage full Board participation*
 - *Ensure confidentiality by using outside vendor*
- 20 performance factors + written comments
 - *Added N/A rating as requested by Board*

Four Key Areas, 20 Core Ratings

STANDARD RATING SCALE 1-5

1 = To a Very Little Extent, to 5 = To A Very Great Extent (or N/A)

Strategic Leadership

1. Align Priorities with Mission and Board

2. Provide Proactive Insights

3. Prepare Organization for Future Challenges

4. Project Positive Image of Metropolitan

Operational Leadership

5. Ensure Department Adds Value

6. Provide Innovative Solutions

7. Meet Assigned Timeframes

8. Improve MWD Operations

Board Relationships

9. Excellent Board Working Relationships

10. Keep the Board Informed

11. Develop Strategic Plans with Board

12. Open to Constructive Suggestions

13. Communicate Well at Board Meetings

14. Available to Board Members

Results

15. Make Progress on Board Expectations

16. Achieve Expected Results

17. Ensure Compliance

18. Effectively Manage Budgets

19. Evidence a Strong Commitment to Diversity

20. Work Effectively w/ Other Departments

+ Opportunities for Specific Written Comments

Overall Rating Descriptions

● ***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 items.

● ***Competent Performance***

- Solid performer. Achieves good results on most assignments and deadlines.

● ***Unsatisfactory Performance***

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

II. 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, over 247,000 surveys conducted

FY 19/20 Process Reminders

- Link to evaluation and Department Head performance summaries will be sent by e-mail from Irwin Jankovic
- Board Members will receive email confirmation that responses have been submitted
 - *Board members can ensure their responses were captured accurately*
- **Inquisium by Cvent** will finalize results for Board review in August
- Board members with less than 4 months do not have to complete evaluations

III. Evaluation Timeline





Questions?