



Update on Upcoming Department Head Performance Evaluations Process

Board of Directors

Item 10-1

June 8, 2021

Agenda

- Background and Goals
- How the Process Works
- Timeline for 2020-21 Evaluations

Performance Evaluation Process Goals

- Provide overview of Board perspectives on key performance focus areas:
 - Strategic Leadership
 - Operational Leadership
 - Board Relationships
 - Results
- In addition, an overall performance evaluation rating
- Ensure confidentiality by using outside vendor
- Encourage full Board participation for optimal feedback
- Engage Department Head Home Committees in follow-up actions

Four Key Focus Areas with 20 Core Ratings

STANDARD 1 - 5 RATING SCALE

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	11. Develop Strategic Plans with Board	11. Develop Strategic Plans with Board
	12. Open to Constructive Suggestions	14. Available to Board Members	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



Overall Performance Rating

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 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

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

FY 2020/21 Evaluation Process Steps

- Links to Department Head performance summaries and evaluations will be sent by e-mail from Irwin Jankovic
- Board members will receive email confirmations when responses have been submitted
 - Board members can ensure their responses were accurately captured
 - Reminders emails will be sent for as-yet unsubmitted evaluations
- **Inquisium by Cvent** will finalize results for Board review in August
 - Results package will be sent to Board member the week prior
- Board members with less than 4 months service may choose not to complete evaluations

Evaluation Timeline



