

City of Deltona, FLORIDA

Acting City Manager Performance Evaluation

Acting City Manager's Name: John A. Peters, III
Council Member/Commissioner's Name: HEIDI HERZBERG
Evaluation Period: December 14, 2020 to March 14, 2021
Evaluation Date: April 12, 2020

Evaluation Instructions:

This form shall be completed by each member of the Council/Commission to evaluate the City/County Manager's performance in each of the areas noted below. Each member of the Board shall sign at the end of the form and forward it to the Human Resources Director. Performance levels can be noted based on the following scale:

- 5 – EXCELLENT:** The incumbent consistently demonstrates performance at a very high standard that significantly surpasses reasonable expectations.
- 4 – SUPERIOR:** The incumbent consistently demonstrates performance that generally exceeds reasonable expectations. The individual demonstrates no appreciable performance deficiencies.
- 3 – SATISFACTORY:** The incumbent consistently meets reasonable performance expectations. The individual demonstrates an acceptable degree of competence and performance.
- 2 – FAIR:** The incumbent achieves the minimum of performance expectations. The individual requires development in specific areas in order to meet reasonable expectations of performance.
- 1 – UNSATISFACTORY:** The incumbent frequently fails to meet minimum performance expectations.

Timeline:

- First regularly scheduled meeting in October:
- Manager presents the Annual Report to the Council/Commission
 - Chairman distributes the City/County Manager's performance evaluation form
- Second regularly scheduled meeting in October:
- Deadline for completion of the performance evaluation form
 - Commissioners are encouraged to meet with the manager to individually discuss their evaluation
- First regularly scheduled meeting in November:
- The compilation of the manager's evaluation and any merit percentage increase recommended by the Chairman are presented for ratification by the Council/Commission

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Performance Dimensions:

1. Professional Skills and Expertise	Overall Rating: 4 of 5
<p>a. Is knowledgeable of current developments affecting the management field and affecting local governments.</p> <p>b. Regularly provides accurate, comprehensive reports concerning matters of importance to the organization.</p> <p>c. Anticipates problems and develops effective approaches for solving them.</p> <p>d. Offers workable alternatives when changes in the law render the administration of an ordinance or policy impractical.</p> <p>e. Sets a professional example by handling the affairs of the organization in a fair and impartial manner.</p>	
Comments:	

2. Council/Commission Relations	Overall Rating: 4 of 5
<p>a. Carries out directives of the Board as a whole rather than those of any one Board member.</p> <p>b. In responding the requests for information, provides complete, accurate, and timely information equally to all Board members.</p> <p>c. Assists the Board by resolving problems at the administrative level to avoid unnecessary Board action.</p> <p>d. Assists the Board in establishing policy while acknowledging the ultimate authority of the Board.</p> <p>e. Is willing to try new ideas proposed by Board members.</p>	
Comments:	<p>Very good communication + clear explanations regarding policy, problem solving + role of manager/</p> <p>commission/ STAFF</p>

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3. Citizen and Public Relations	Overall Rating: 4 of 5
<p>a. Effectively conveys to the public that the organization delivers services in a cost-effective manner without sacrificing quality and customer focus.</p> <p>b. Is willing to meet with members of the community and is responsive to their concerns.</p> <p>c. Demonstrates a dedication to service to the community and its citizens.</p> <p>d. Expresses information orally in a clear and concise manner when making public presentations.</p> <p>e. Is skillful with the news media, proactively providing information that is important to the public.</p>	
Comments:	Clearly communicates reasons why things are done and how changes are implemented

4. Policy Execution	Overall Rating: 4 of 5
<p>a. Understands, supports, and enforces the organization's ordinances, policies, and procedures.</p> <p>b. Clearly identifies and communicates expectations to the organization regarding the implementation of policies enacted by the Board.</p> <p>c. Implements Board actions in accordance with the intent of the Board.</p> <p>d. Supports the actions of the Board after a decision has been reached, both inside and outside the organization.</p> <p>e. Helps internal and external stakeholders to achieve common objectives within the parameters of established Board policies.</p>	
Comments:	Brings policies to the Commission, explains ramifications of policy, ordinances etc.

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5. Intergovernmental Relations	Overall Rating: 4 of 5
<p>a. Promotes a positive working relationship with other governmental entities.</p> <p>b. Engages with other local, regional, state, and federal agencies to accomplish local initiatives.</p> <p>c. Positively and effectively represents the organization and its interests when working with other governmental agencies.</p> <p>d. Maintains awareness of laws and other issues affecting other governmental agencies which may affect the organization.</p> <p>e. Is willing to share resources or information with other governmental agencies as appropriate.</p>	
Comments:	

6. Staffing and Management	Overall Rating: 4 of 5
<p>a. Recruits and retains competent personnel for County positions.</p> <p>b. Is aware of staff weaknesses and works to improve their performance.</p> <p>c. Promotes training and development opportunities for employees at all levels of the organization.</p> <p>d. Stays accurately informed and concerned about employee relations.</p> <p>e. Is able to discern when it is necessary to assume charge of situations that would normally be handled by a subordinate and when it is necessary to only provide guidance and support.</p>	
Comments:	

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7. Fiscal Management	Overall Rating: <u>3.5</u> of 5
<p>a. Prepares a balanced budget to provide services at a level directed by the Board.</p> <p>b. Ensures that the budget meets the operational needs of the organization and makes the best possible use of available funds.</p> <p>c. Prepares the budget in an intelligent but readable format.</p> <p>d. Submits the proposed budget in a timely manner that allows for an appropriate review period.</p> <p>e. Appropriately monitors and manages the fiscal activities of the organization throughout the fiscal year.</p>	
Comments:	<u>Has not completed a budget as of now but is preparing one at this time. So far very transparent fiscally</u>

8. Planning and Organizational Development	Overall Rating: <u>4</u> of 5
<p>a. Works with the Board, community leaders, and other stakeholders to develop a clear vision, mission, values, and objectives for the organization.</p> <p>b. Effectively prioritizes goals and objectives in order to ensure that the organization is doing "first things first" in support of its strategic plan.</p> <p>c. Maintains a healthy and productive organizational culture focused on customer service and responsible stewardship of the organization's resources.</p> <p>d. Has a capacity for and encourages innovation.</p> <p>e. Reviews ordinances, policies, and procedures periodically to suggest improvements.</p>	
Comments:	<u>Implemented Strategic plan / visioning as well as addressing code town halls.</u>

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9. Leadership and Decision-Making	Overall Rating: 4 of 5
<p>a. Leads the organization by example in adhering to its established policies, rules, and procedures, and ensures that subordinates do the same.</p> <p>b. Acknowledges the efforts of others and gives appropriate credit for their accomplishments.</p> <p>c. Is effective at building consensus among stakeholders on new or unpopular policies or initiatives.</p> <p>d. Makes logical decisions based on a thorough review of available information and soliciting input from appropriate sources.</p> <p>e. Is able to effectively make decisions rapidly in situations where information is limited and the outcome might be uncertain.</p>	
Comments:	<p>Mr. Peters definitely gives credit to his team in a sincere manner.</p>

10. Individual Characteristics	Overall Rating: 4 of 5
<p>a. Consistently acts with professionalism and courtesy, including prompt attendance at meetings, returning phone calls/messages, and adhering to scheduled appointments.</p> <p>b. Ensures that all business conducted by the organization is free of conflicts of interest or practices that might be construed as illegal, unethical, or unprofessional.</p> <p>c. Is energetic, cooperative, and willing to spend whatever time is necessary to do a good job.</p> <p>d. Has the capacity to listen to others and to recognize their interests.</p> <p>e. Avoids political positions, partisanship, and unnecessary controversy.</p>	
Comments:	<p></p>

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Summary:

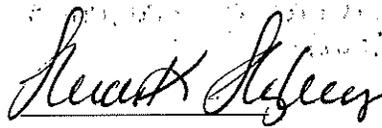
Performance Dimension:	Overall Rating:
1. Professional Skills and Expertise	<u>4</u> of 5
2. Council/Commission Relations	<u>4</u> of 5
3. Citizen and Public Relations	<u>4</u> of 5
4. Policy Execution	<u>4</u> of 5
5. Intergovernmental Relations	<u>4</u> of 5
6. Staffing and Management	<u>4</u> of 5
7. Fiscal Management	<u>3.5</u> of 5
8. Planning and Organizational Development	<u>4</u> of 5
9. Leadership and Decision-Making	<u>4</u> of 5
10. Individual Characteristics	<u>4</u> of 5

Total Score: 39.5 of 50

Divide by 10 (total number of metrics)

Total Average Rating: 3.95 of 5

Evaluator's Signature:



Date:

4/12/21

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Additional Narrative Evaluation:

1. In your opinion, what are the manager's top successes or achievements during the evaluation period?	
Response:	Clarifying what the Commission is responsible for - ex: bringing policy forward etc + Also the Compensation study - very clear + concise.

2. What strengths has the manager demonstrated that have been most helpful to you as a council member/commissioner during the evaluation period? (Feel free to be general or include specific issues or projects which benefited from the manager's leadership.)	
Response:	<ul style="list-style-type: none">• Explains all aspects of policy, procedure, ordinances etc.• Acknowledges both areas of success + more importantly - areas of failure + shows a path to correct that

3. What performance areas would you identify as needing improvement? Why?	
Response:	<ul style="list-style-type: none">• Communication within City Staff• Although communication is better, it still has a long way to go regarding getting information out to Commission + public

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4. What constructive, positive ideas can you offer the manager to enhance performance?

Response:

- Evaluate positions in terms of communication staff - Who does what etc.
- Make sure Commission is informed of events

5. What other comments do you have for the manager; e.g., priorities, expectations, goals or objectives for the new rating period?

Response:

Training + evaluations for staff
Clear definition of job description
Continue internal review of all departments