


**CITY MANAGER'S OFFICE MEMORANDUM**  
**#30-2023**

**DATE:** Sept. 11, 2023  
**TO:** Honorable Mayor Meredith Leighty and City Council Members  
**FROM:** Heather Geyer, City Manager   
**SUBJECT:** City Manager Performance Review Process 2023

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**PURPOSE**

To provide information regarding the City Manager performance review for 2023.

**BACKGROUND**

City Council is scheduled to conduct the City Manager performance review in a work session/executive session on Sept. 18. City Council completes the performance review via a Google form that Mayor Meredith Leighty distributes to City Council during the work session. The Mayor will also distribute the City Manager's self-reflection document. City Council completes the review together, providing an opportunity for Council to ask questions and have a discussion. Once the forms are completed, feedback immediately goes to City Manager Heather Geyer. The Mayor and City Council prepare the summary review document and scoring. This information is emailed to the City Manager.

The performance review document consists of six performance categories:

1. Strategic Leadership
2. Community Engagement
3. Organizational Management
4. Fiscal Management
5. Communication
6. Interpersonal Relationships

Each performance category includes several performance indicators. The rating system for each category consists of the following:

- Does Well
- On Track
- Needs Improvement
- Don't Know

Each performance indicator is rated and then there is an overall rating for the performance category.

The City Manager added a new question to the process this year. At the end of the review, the last question reads, "What do you think are the top three priorities for the City Manager to focus on in the year ahead?" Responses to this question will help inform the goal-setting exercise scheduled for Oct. 16.

**BUDGET/TIME IMPLICATIONS**

Below is the timeline for the 2023 performance review process:

- Sept. 18: Work session/Executive session – Council completes the review.
- Sept. 25: Executive session – Council debriefs review with City Manager.
- Oct. 16: Executive session – Goal setting with City Manager for the year ahead

If City Council agrees to a merit increase, an amendment to the City Manager's employment contract would be brought forward for City Council approval in October 2023.

**STAFF RECOMMENDATION**

This item is for informational purposes only.

**STAFF REFERENCE**

If Council Members have any questions, please contact Heather Geyer, City Manager, at [hgeyer@northglenn.org](mailto:hgeyer@northglenn.org) or 303.450.8706.

**ATTACHMENT**

1. Presentation

# ***CITY MANAGER PERFORMANCE REVIEW PROCESS 2023***

**Heather Geyer**

*City Manager*

*303.450.8706*

*hgeyer@northglenn.org*

**Council Meeting**

*Sept. 11, 2023*



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# ***PURPOSE***

**To walk through the 2023 City Manager Performance Review process prior to the City Council work session on Sept. 18.**



# ***THE PROCESS***

- **A transparent process for all Council Members**
- **Complete as a group during the work session (executive session), with easy-to-use Google form**
- **Overall rating and comments created collaboratively in one sitting**
- **Provides growth-producing feedback and performance evaluation data to the City Manager**
- **Six Performance Categories with five Performance Indicators per Performance Category**
- **Category ratings with point values lead to overall effectiveness rating.**



# ***TIMELINE***

- **Sept. 18:** Work session/Executive session – Council completes review
- **Sept. 25:** Executive session – Debriefs review with the City Manager
- **Oct. 16:** Executive session – Finalize goals with the City Manager for the year ahead



# ***COUNCIL WORK SESSION ON SEPT. 18***

- **Mayor will send Council a link to a Google form.**
- **Council will provide feedback in each of the six categories on a non-rated scale.**
- **“Don’t Know” IS DATA - don’t be afraid to use it.**
- **Council reviews their feedback and selects an overall numerical score for each category.**



# ***SAMPLE QUESTION FORMAT***

6. Creates opportunities for the City to shine through articles, speaking opportunities, leveraging grant funding, hosting workshops/meetings, applying & receiving awards/recognition, etc.

*Mark only one oval.*

- Does Well
- On Track
- Needs Improvement
- Don't Know





# SAMPLE QUESTION FORMAT

CONT'D

7. Overall rating of performance in Strategic Leadership.

*Mark only one oval.*

1

2

3

4

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Needs Improvement

Exceeds Expectations

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# ***FINAL EVALUATION SCORING***

- **Maximum score in each category is 4 points.**
- **Maximum overall score total = 216  
(24 points for each of the nine Council Members)**
  - 216 -181 points = Exceeds Expectations
  - 180 -155 points = Meets Expectations
  - 154 -134 points = Partially Meets Expectations
  - 133 points and below = Needs Improvement



***QUESTIONS?***



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