

## 2022 City Manager Annual Evaluation

Please rate the City Manager using the following scale:

5	Exceptional	Performance is consistently superior and significantly exceeds expectations.
4	Highly Effective	Performance frequently exceeds expectations.
3	Proficient	Performance consistently meets expectations.
2	Inconsistent	Performance meets some, but not all expectations.
1	Unsatisfactory	Performance consistently fails to meet minimum expectations; employee lacks skills required or fails to utilize necessary skills.
N/A	Not Applicable	Employee has not been in position long enough to have demonstrated the essential elements of the position and will be reviewed at a later agreed upon date.

The nine (9) categories below are the areas being rated, not each bulleted item. These items assist each Commissioner as they evaluate each category. The items in each category are not meant to be all inclusive. At the end you should have nine (9) categories rated.

Please return your evaluation form to the City Manager.

<p><b>1. Leadership / Supervision</b></p>
<p><b><i>Leadership</i></b></p> <ul style="list-style-type: none"> <li>• Inspires others to succeed</li> <li>• Actively promotes efficiency in operations</li> <li>• Demonstrates a high regard for personal ethics</li> <li>• Exhibits composure, appearance, and attitude appropriate for the executive position</li> <li>• Assumes responsibility for the outcomes of staff performance</li> <li>• Maintains a standard of respect for department head's ability and encourage their initiative</li> <li>• Demonstrates knowledge / understanding of departmental operations</li> <li>• Challenges staff to perform at their highest level</li> </ul>
<p><b>COMMENTS:</b></p> <p>Jerome has done an outstanding job this year filling key positions with exceptional candidates and revitalizing city staff. He has set a high bar for city employees and for himself. One can feel the energy when interacting and working with staff. He has continued working with department leadership to increase staff morale, improve efficiency and recognize awards and high performance. He has also demonstrated leadership within the county and neighboring counties. He has forged a strong relationship with Charlotte County administrator and helped orchestrate a very successful joint meeting between City and Charlotte County commissioners. He supports staff; this was quite evident in the level of confidence displayed by staff during this budget cycle. The changes to the budget process Jerome instituted this year resulted in an effective and efficient process and solid outcomes.</p>

There were a couple of honest missteps this year that were quickly acknowledged and processes put in place to ensure a smoother experience next year. Jerome also displayed a professional and open demeanor when two anonymous Ethics violation complaints were made against him to the ICMA which were subsequently dismissed by the ICMA.

He has continued internal department leadership meetings to provide a culture of inclusion for quality decision making; added a recurring monthly team building meeting with leadership to improve understanding and strengthen relationships. He also initiated a process to evaluate the health of our departments which has resulted in improved customer service, streamlined processes and procedures, and stronger relationships among internal departments.

- 5-Exceptional    4-Highly Effective    3-Proficient    2-Inconsistent    1-Unsatisfactory  
 N/A-Not Applicable

<b>2. Execution of Policy</b>
<ul style="list-style-type: none"> <li>• Understands the laws and ordinances of the city and cause them to be fairly enforced</li> <li>• Offers workable alternatives to the Commission for changes in law or policy when an existing policy is no longer practical</li> <li>• Supports the actions of the Commission after a decision has been reached, both inside and outside the organization</li> </ul>
<p>COMMENTS:</p> <p>Jerome works well with commissioners preparing policies for consideration at commission meetings in order to carry out the commission's policy direction. He brings commissioner agenda items forward to stimulate conversation and communicate staff recommendations. This has been an area of significant improvement this year. Staff is always ready with well thought out recommendations for commission consideration. Lack of policy in some areas have resulted in misunderstanding, for example, the utilization of commission discretionary funds without board approval. Staff will be bringing forward a policy regarding these funds.</p>

- 5-Exceptional    4-Highly Effective    3-Proficient    2-Inconsistent    1-Unsatisfactory  
 N/A-Not Applicable

<b>3. Community Relations</b>
<ul style="list-style-type: none"> <li>• Works well with community members and properly handle their complaints</li> <li>• Demonstrates a willingness to meet with community members and discuss issues of concern; initiates follow-up as appropriate</li> <li>• Represents the City in a professional, articulate manner when attending/presenting at community events, neighborhood meetings or social gatherings</li> </ul>
<p>COMMENTS:</p> <p>Jerome has worked with staff this year to improve the city's relationship with North Port residents, property owners, and businesses. Some examples include:</p> <ul style="list-style-type: none"> <li>• Improved Customer Call Center focus</li> <li>• Improved staff communications around complaints</li> <li>• Implementation of the City Managers RePort</li> <li>• Launching on October 1 the North RePort App will complement the daily responses by myself, senior staff, and other subject matter experts to complaints/issues. The system will better leverage an electronic format to acknowledge, track, and respond to citizen complaints.</li> </ul>

- Graduated from the 2022 North Port Leadership Class sponsored by the North Port Area Chamber of Commerce
- Received and accepted an invitation to join the North Port Area Chamber of Commerce as an ex-officio Board Member
- Facilitated a community event for youth suicide prevention to show a Community of Unity on a very tough subject and support those who are in need and provide help and support
- Engaged the community to build trust and confidence in local government by being the lead speaker at multiple Meet and Mingle meetings, Rotary club meetings
- Chamber events
- Created the NP2 (North Port and Non Profits United) campaign, designed to help our nonprofit partners expand/improve their community services and programs

In FY23 these community meetings will continue but evolve into more information/updates on City efforts. Jerome should have better communicated his vision with the Commission as an agenda item to ensure we all shared the same vision for community engagement.

The ability and willingness to build stronger relationships with city stakeholders was one of my top requirements when we were selecting a new city manager last year, and I am delighted with Jerome’s progress in this area.

- 5-Exceptional  
  4-Highly Effective  
  3-Proficient  
  2-Inconsistent  
  1-Unsatisfactory  
 N/A-Not Applicable

<b>4. Administrative Duties</b>
<ul style="list-style-type: none"> <li>• Effectively manages personnel issues including employee insurance, fringe benefits, promotion, pensions, and union negotiations</li> <li>• Provides regular information and reports to the Commission concerning matters of importance to the City</li> <li>• Ensures that reports are produced and handled in a way to convey the message that affairs of the City are transparent</li> </ul>
<p>COMMENTS:</p> <p>Jerome is a “people person” and has worked to handle sensitive situations in multiple departments that involved ensuring the City has a low risk opportunity for legal action as well as working with our union leadership to explore opportunities to offset very negative economic conditions outside our control. He updated commissioners on a weekly basis during one-on-one meetings as well as placing phone calls to commissioners on time sensitive information. Created a website pilot page as a public facing tool to provide data, updates, and information on the operations of the city ensuring a more transparent experience.</p>

- 5-Exceptional  
  4-Highly Effective  
  3-Proficient  
  2-Inconsistent  
  1-Unsatisfactory  
 N/A-Not Applicable

<b>5. Economic Development</b>
<ul style="list-style-type: none"><li>• Develops strong relationships with developers while protecting the City's interest</li><li>• Works to increase the City's tax base through economic development</li></ul>
<p>COMMENTS: Jerome works very effectively with staff at one of the fastest growing master planned communities in the nation - Wellen Park - in order to resolve issues including workforce housing and adequate healthcare for the area's growing population. He is partnering with Sarasota Memorial Hospital to locate a full-service hospital in the City in the upcoming years. In addition, Jerome and staff have brought forward an innovative economic development plan for that will give us better control of our own destiny and includes essential marketing, a small business and retail focus, attraction and retention programs, workforce, and local business support here in our city. This proactive approach will allow us to actively "sell" our assets nationwide. Jerome and the team are working on a plan for enhancing Warm Mineral Springs as an asset, preparing proposals for the Commission's Public-Private-Partnership (P3) to increase the revenue generation of the asset and not add more taxpayer dollars. He also continued meetings with developers to hear and remove their pain points including developers focused on retail, mixed use, and affordable housing</p>

- 5-Exceptional    4-Highly Effective    3-Proficient    2-Inconsistent    1-Unsatisfactory  
 N/A-Not Applicable

<b>6. Intergovernmental Relations</b>
<ul style="list-style-type: none"><li>• Cooperates with neighboring communities and community members while looking after the interests of North Port</li><li>• Maintains open communications with other local government in the area, particularly as it may affect or relate to the City</li></ul>
<p>COMMENTS: Jerome has done an excellent job establishing relationships with neighboring municipalities which I have already discussed. He is working with Sarasota County schedule a joint board meeting with Sarasota County; working on an action plan that will help navigate the needs of the City balanced with the best interests of the County; has worked extensively on letting all surrounding jurisdictions know that the City wants to be the best partner available in all subject matter area. He has also partnered with neighboring jurisdictions to help aid their efforts to resolve their Public Safety situation and attended the City of Venice's City Manager Staffing Retreat to prepare for our upcoming staffing retreat to improve our relationships and effectiveness of our Leadership Team.</p>

- 5-Exceptional    4-Highly Effective    3-Proficient    2-Inconsistent    1-Unsatisfactory  
 N/A-Not Applicable

7. Strategic Planning
<ul style="list-style-type: none"> <li>• Involves himself in the planning process to the correct degree</li> <li>• Review the processes and look for better ways to handle development activities</li> <li>• Demonstrates the ability to implement and achieve strategic objectives as set by Commission</li> </ul>
<p>COMMENTS:</p> <p>The 2022 strategic planning process was a big improvement over previous years and I am looking forward to the next steps of connecting the strategic pillars to the budgeting process in order to increase accountability. In addition, Jerome has:</p> <ul style="list-style-type: none"> <li>• Improved transparency by designing a pilot web page providing performance data tracking</li> <li>• Created culture of performance plans for various departmental leadership for "cascading commitments" that will help filter down strategic objectives to all areas of our organization increasing the ownership of staff in all our efforts</li> <li>• Partnered with Leadership ICMA to supplement our Performance Management Analyst efforts and assist staff in developing quality metrics for the strategic plan priorities</li> </ul>

- 5-Exceptional  
  4-Highly Effective  
  3-Proficient  
  2-Inconsistent  
  1-Unsatisfactory  
 N/A-Not Applicable

8. City Commission Relations
<ul style="list-style-type: none"> <li>• Works well with the City Commission to make sure there is adequate information available prior to meetings</li> <li>• Responds to requests for information or assistance by the Commission and/or individual members</li> <li>• Carries out directives of the Commission as a whole as opposed to those of any one member or minority</li> <li>• Sets meeting agendas that reflect the guidance of the Commission as a whole</li> <li>• Demonstrates willingness to meet with Commission members to deal with individual problems and issues</li> </ul>
<p>COMMENTS:</p> <p>Jerome has:</p> <ul style="list-style-type: none"> <li>• Conducted agenda briefing meetings to provide an opportunity to ask in-depth questions in advance of Commission meetings</li> <li>• Continued to respond to Commission concerns via emails, phone calls, and in person Included agenda items that reflect the entire conversation and direction of the Commission</li> <li>• Worked with the Commission approved member on the important topic of affordable housing solutions with Wellen Park and other valuable stakeholders</li> <li>• Makes himself available to Commission members on nights, weekends, etc.</li> </ul> <p>One of the highlights of the past year are the animated conversations Jerome and I have about taking our beautiful city to the next level and brainstorming opportunities and creative paths forward. However, I understand that Jerome has struggled to establish a productive working relationship with one Commissioner. I believe he has taken reasonable efforts to mend that relationship and encourage both parties to renew their efforts to "meet in the middle." It is not in the best interests of the city to continue to be at odds, particularly in public.</p>

- 5-Exceptional    4-Highly Effective    3-Proficient    2-Inconsistent    1-Unsatisfactory  
 N/A-Not Applicable

9. Financial Management / Budget
<ul style="list-style-type: none"> <li>• Ensures the budget is prepared and executed in a productive manner</li> <li>• Addresses the budget concerns raised by the Commission as a whole</li> <li>• Administers the adopted and amended budget within the approved revenues and expenditures</li> </ul>
<p>COMMENTS:</p> <p>This year’s budget process was efficient, effective, and resulted in the city being allocated sufficient resources to do its job for the first time in my memory. I was particularly impressed with each director sharing the results of their employee survey and the steps to address issues. I also liked Jerome sitting next to each director as they presented their budget. This year’s budget included:</p> <ul style="list-style-type: none"> <li>• A tax neutral proposal</li> <li>• Adding funds to our general fund balance, right-sizing the need for personnel growth to match the levels of service our City needs and provides to citizens on daily basis</li> <li>• Multiple one-on-one budget meetings with Commissioners and staff to help answer questions to allow for more fluid group public budget meetings</li> <li>• Dissemination of budget memos following workshops to answer questions in a systematic and transparent method</li> </ul> <p>He also participated in six budget town halls in the community (including one with virtual audience participation) and an online budgeting tool for residents to participate with how they would allocate our resources within our strategic pillars.</p>

- 5-Exceptional    4-Highly Effective    3-Proficient    2-Inconsistent    1-Unsatisfactory  
 N/A-Not Applicable

**OVERALL RATING**

Score

- 5-Exceptional    4-Highly Effective    3-Proficient    2-Inconsistent    1-Unsatisfactory  
 N/A-Not Applicable

(CITY COMMISSIONERS COMMENT)

Jerome is everything I was looking for in a city manager and more. We have filled key positions with highly talented employees and have revitalized staff, resulting in greater creativity in problem solving and improved customer service. His outreach to residents, business, city stakeholders, and neighboring municipalities has elevated the city’s image and signaled to other municipalities that our city is ready to take it’s place as a valued partner in the region. And, finally we are seeing movement in developing the city’s economy, particularly with the SMH announcement and movement on Warm Mineral Springs. I am enthusiastic. We are on our way to taking North Port to the next level!

--

(EMPLOYEES COMMENT)

--

**CITY MANAGER SIGNATURE / DATE:**

(INSERT SIGNATURE)	(INSERT DATE)
--------------------	---------------

**CITY COMMISSIONER SIGNATURE / DATE:**

(INSERT SIGNATURE) <i>Barbara Langdon</i>	(INSERT DATE) 9/18/2022
--	----------------------------