East Longmeadow Town Council

Kevin Manley, *President*

Michael Kane, *Vice-President*

Town Manager Performance Evaluation
July 1, 2017 – June 30, 2018

This Town Manager Evaluation of **Denise Menard** contains ten categories of evaluation criteria. Each category contains a statement to describe a behavior standard in that category (see attached document for examples). The scale noted below represents the degree of performance:

5 **Excellent** (almost always exceeds performance standard)
4 **Above Average** (generally exceeds performance standard)
3 **Average** (generally meets performance standard)
2 **Below Average** (usually does not meet performance standard)
1 **Poor** (rarely meets performance standard)

Performance Category Scoring

Scores for each category represent the aggregated average score of the seven Town Council members who completed the Town Manager's Performance Evaluation.

Individual Characteristics	**4.40**
Professional Skills and Status	**4.28**
Relations with Elected Members of the Governing Body	**3.91**
Policy Execution	**4.42**
Reporting	**4.17**
Citizen Relations	**4.45**
Staffing	**3.80**
Supervision	**4.28**
Fiscal Management	**4.42**
Community	**4.45**

Narrative Evaluation

Responses to each question reflect consensus remarks of the seven Town Council members who completed the Town Manager's Performance Evaluation.

1. **What would you identify as the Town Manager's strength(s), expressed in terms of the principal results achieved during the rating period?**

   Denise is a strong manager with exceptional interpersonal skills. She has been instrumental in the transition from Selectman/Town Meeting to the Town Manager/Town Council form of government. She has risen to the challenges of a changing environment and has displayed calm, confidence, and professionalism while carrying out her duties. She has kept the Council informed of potential issues and challenges and has produced a fiscally responsible budget while increasing public services and the level of public safety. She has reorganized town departments in an effort to streamline operations and has demonstrated the ability to work with department heads in a collegial and team spirit. She has made the transition look easy.

2. **What performance area(s) would you identify as the most critical for Improvement?**

   As the responsibilities of Town Manager are demanding and time consuming, it is recommended that Denise, through a focus on time management, insure that she responds to constituents, employees, media, and Council in a timely fashion. It is also recommended that she keep the Council informed of the known activities and actions of town Boards.

3. **What constructive suggestions or assistance can you offer the Town Manager to enhance performance?**

   It is recommended that Denise (1) conduct performance reviews of subordinates and provide feedback for accountability and improvement, (2) ensure training opportunities and professional development for all staff, (3) implement technology to increase effectiveness, (4) create job descriptions for all town employees to assist with accountability and fiscal responsibility, (5) analyze town departments to reduce duplication of effort, (6) require Department Heads to develop a plan for service during Department Head absences, (6) conduct quarterly check-ins with the Council regarding progress on key initiatives, (7) develop a 5 year action plan.

4. **What other comments do you have for the Town Manger; e.g. priorities, expectations, goals, or objectives for the new rating period?**

   In addition to the duties and responsibilities outlined in the Charter and her employment contract with the Town of East Longmeadow, it is recommended that Denise focus on the goals outlined below:

   1. Revamp the annual budget process to begin in October and start with an information gathering session with the Town Council.
   2. Develop a five-year Capital Plan for FY19-23 that includes information of the status of projects in progress.
   3. Require Department Heads to develop a Capital Assets Inventory by June 2019.
   4. Monitor the School Department's 'Residency Fraud Plan' and rely on the Council's help, if necessary.

Evaluation Review and Signatures

The signature of the Town Manager denotes acknowledgement of receipt and review of the Annual Performance Evaluation with the Town Council President.

Denise Menard

Denise Menard, Town Manager — **Date** 5/8/2018

Kevin Manley, Town Council President — **Date** 5/8/2018