

ANNUAL PERFORMANCE EVALUATION
CITY CLERK CHERI SMITH

Please provide your comments regarding the City Clerk's performance in the following areas of responsibility. If the space provided is not sufficient, please feel free to attach additional pages. Rate each category of responsibility from 1 to 5 with 1 being "unacceptable," 2 being "below standards," 3 being "meets standards," 4 being "exceeds standards" and 5 being "outstanding."

I. RELATIONSHIP WITH MAYOR AND CITY COMMISSION

a. Responds to Mayor and Commissioners concerns and answers questions promptly.

1 2 3 4 5

b. Provides research upon request.

1 2 3 4 5

c. Handles routine correspondence as required after Commission meetings.

1 2 3 4 5

NOT APPLICABLE

COMMENTS:

a) As example: On Feb 6, I asked for the processes to be documented regarding how items are placed on the various boards' and commissions' agendas, including the City Commission agenda. I got a lot of e-mail "lip-service" but never any documentation. I then asked to meet with the Clerk on this topic on April 13 – she never showed up and with no explanation as to why not.

b) see item 3a

c) I am not familiar with any routine correspondence being required after Commission meetings from the Clerk . It is my understanding that is the responsibility of the Executive Assistant to the Mayor / Commissioners.

II. INTERGOVERNMENTAL/INTERDEPARTMENTAL RELATIONS

a. Implements and supports City policies.

1 2 3 4 5

b. Demonstrates good working relationships with other City officials, department directors, and staff.

1 2 3 4 5

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c. Works closely with Supervisor of Elections

1 2 3 4 5

d. Represents City in a professional manner when dealing with other agencies or jurisdictions.

1 2 3 4 5

NOT APPLICABLE

e. Schedules meetings in Commission Chambers

1 2 3 4 5

COMMENTS:

- a) More attention is needed with regard to time and attendance policies, as well as management responsibility regarding recognition of and adherence to dress policies.
- b) Comments received from other departments regarding tendency to push work out to them rather than handling it within the clerk's department
- c) I am giving a meets on this, however it should be noted that this is a very small part of the job since the vast majority of election related items are handled by the county Supervisor of Elections
- d) I am not aware of any other agencies or jurisdictions with which the Clerk interacts in a professional relationship pertaining to the City
- e) I remain extremely disappointed that several of the meetings of City boards and commissions have to be rearranged, some due to the inflexibility of the Clerk with regard to her staff. If there is not enough overtime budget, then the Clerk should step up to her management responsibilities and handle the meetings to better suit those boards/commissions and the public ability to attend. This is where management needs to step up to the plate without seeking overtime for themselves. Her salary is more than twice what her highest paid staff is making. I also question whether the function of actually scheduling the meetings is handled by the Clerk herself or by her staff.

III. PUBLIC RECORDS REQUEST

a. Responds promptly to provide requested information and other documents to departments, agencies and citizens.

1 2 3 4 5

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COMMENTS:

- a1) The lackadaisical approach of the city clerk to respond to a commissioner's request for information – that she would get to it as time allows, especially since it was a time sensitive matter
- a2) The city clerk appears to have knowingly provided me with information that was incomplete.
- a3) The city clerk never indicated that another person in another department had been asked for the information and that it might be forthcoming – this was found out when I received the complete package thru a 3rd department.
- a4) I received the package via the 3rd department and it was 480+ pages
- a5) the city clerk provided me with only 19 pages of documentation. Within the complete package I discovered that the media had earlier requested a similar package and they had been given 40+ pages.
- a6) I originally requested the information on February 19th and ultimately received the complete package after May 3rd – but not from the Clerk
- a7) I am also aware of challenges faced by the media and some citizens in obtaining that for which they have asked.

IV. RECORDS MANAGEMENT PROGRAM

- a. Maintains all official City documents in organized and accessible manner.
 1 2 (3) 4 5
- b. Scans and disposes of records on routine basis in accordance with City's Records Management Program and State law.
 1 2 (3) 4 5
- c. Assists City officials, City employees and the public in retrieval and review of City records.
 1 (2) 3 4 5

COMMENTS:

- c) It should be noted that the staff in the department would be rated a 5
 - it would be interesting to know how much of this is simply “farming-out” the requests to other departments and merely being the go-between

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V. LEGAL RESPONSIBILITIES

a. Prepares advertising for ordinances, public hearings, elections, etc.

1 2 (3) 4 5

b. Meets legal advertising deadlines in accordance with State Statutes, City Code and City Charter,

1 2 (3) 4 5

c. Issues public notices to comply with Sunshine Law.

1 2 (3) 4 5

COMMENTS:

a,b,c) Appearances lead me to believe that this is the work of the staff rather than the Clerk (manager).

VI. CODIFICATION OF ORDINANCES

a. Sends new ordinances to the publisher and distributes supplement to City Code in an efficient manner.

1 2 (3) 4 5

COMMENTS: a) this again seems to be a department responsibility rather than the actual performance by the Clerk

VII. ELECTIONS

a. Provides routine information relative to elections, polling places, registration deadlines and provides voter registration forms.

1 2 3 4 5

NOT APPLICABLE

b. Prepares ballot language for all regular and special City elections.

1 2 3 4 5

NOT APPLICABLE

- c. Prepares all legal advertising and public notices for elections.
1 2 3 4 5 **NOT APPLICABLE**
- d. Qualifies candidates for City elections and assists in filing appropriate forms and reports.
1 2 3 4 5 **NOT APPLICABLE**
- e. Prepares informational booklet for candidates; monitors campaign treasurer's reports.
1 2 3 4 5 **NOT APPLICABLE**
- f. Coordinates with Supervisor of Election and handles City elections.
1 2 **3** 4 5
- g. Maintains all records on elections, candidates, treasurer's reports.
1 2 3 4 5 **NOT APPLICABLE**

COMMENTS:

b) It is my understanding that the Legal department prepares ballot language – not the Clerk's department
c and f) I think this only applies to special City elections like stand-alone referendums since the majority of election materials are handled by the Supervisor of Elections office in the County.

VIII. OFFICE MANAGEMENT/PROFESSIONALISM

- a. Maintains office in efficient, neat and organized manner.
1 **2** 3 4 5
- b. Reflects positive attitude and encourages office employees to do the same.
1 **2** 3 4 5
- c. Ensures that employees are trained to provide accurate and timely information to City officials, City departments and the public and handle office affairs in absence of City Clerk.
1 2 **3** 4 5
- d. Delegates responsibility and authority to subordinates.
1 2 3 **4** 5

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e. Supports and facilitates professional growth and development.

1 2 (3) 4 5

COMMENTS:

- a) the office might be more efficiently run if there was less television viewing time, less social reading, and less of what appears to be personal social time on personal cell phones. This is indicative to me of not enough work for all four members. The clerk seems to have an inordinate amount of time to merely sit and chat with others outside of her department.
- b) the attitude I see most often is one of entitlement, that because of time in the employ of City and time in the position that one does as they please.
- d) I find the subordinates extremely responsible and responsive – I don't think the clerk would be able to function without their degree of dedication and commitment to a job well done
- e) It seems that initiatives for additional knowledge and growth are the result of staff desire for improvement and future opportunities

IX. PUBLIC RELATIONS

a. Maintains professional and helpful attitude when dealing with the public.

1 (2) 3 4 5

b. Responds to routine requests for information.

1 2 (3) 4 5

c. Provides notary service.

1 2 3 4 5

NOT APPLICABLE

COMMENTS:

- a) I continue to be disappointed by the manner in which the Clerk seems to talk down to and scold the public audience when trying to bring order to a group who may be leaving the chambers or responding to an item.
- c) If the Clerk provides notary service, I am not aware of it. If it is provided, is it available to the general public or is it only for notarization of city produced and required documents?

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X. PERSONAL TRAITS

a. **Attitude:** Shows enthusiasm and interest in, the job; willing to accept challenges and new ideas; willing to cooperate.

1 (2) 3 4 5

b. **Professionalism:** strives to improve the professional image of the City as well as the office.

1 (2) 3 4 5

c. **Dependability:** Is dependable, trustworthy and reliable.

1 (2) 3 4 5

COMMENTS:

a) During the departmental budget reviews, I did not see such evidence of accepting challenges and willingness to be more of a part of the solution when it came to the City's financial challenges

c) To me dependability implies the following: 1) getting to work on time and being prepared to start the day 2) respecting and meeting deadlines through proper planning and using work hours effectively 3) being detail oriented, noticing when something is off and taking the initiative to fix or improve it 4) supportive of peers and other team members

I am especially concerned with the lack of attention to detail when the it comes to reporting of mission and accomplishments in the 2017 Annual Review – things were there which are no longer a responsibility of the department. I also find lack of attention to detail in wanting to be evaluated on something that is no longer in her purview.

GENERAL COMMENTS: I think the clerk has become complacent with her work because those who evaluate her are seldom in the office to see what is happening on a daily basis. She seems to think she is entitled and protected.

I find it interesting that the departmental overview of the City Clerk's office in the 2017 Annual Report includes things that have not been the responsibility of the department for some time. I also see things like "receives and opens bids" – just how much time does that take?

I took the number of hours cited in the accomplishments portion of the document for the Clerk's department and it totaled 1092 hours. For good measure and other miscellaneous I added another 20% or an additional 218 hours. This implies 1310 hours over the course of a year.

There are four people in the department. Assume each works 40 hours per week. Since 3 members have 20 years or more, let's assume that all four each get 4 weeks vacation and 2 weeks of paid holidays. That equates to

$$4 \text{ People} \times 40 \text{ hours per week} \times 46 \text{ weeks per year} = 7360 \text{ hours / year}$$

Simple math: hours worked divided by the hours paid

$$1310 / 7360 = \text{roughly } 18\% \text{ utilization (17.8\%)}$$

Using the same formula

$$1 \text{ person} \times 40 \text{ hours per week} \times 46 \text{ weeks per year} = 1840 \text{ hours per year per person}$$

Another point of interest:

When you merge the salaries of the two longest serving deputy clerks, the City Clerk is still making \$7,600 more than those two combined.

Staff clerk 1	47.4 % of Clerk	Clerk Salary	43.3 % of Dept
Staff clerk 2	45.6% of Clerk	Staff 1	20.6 %
Staff clerk 3	38% of Clerk	Staff 2	19.8 %
		Staff 3	16.5 %

CITY CLERK STRENGTHS:

Delegation

SUGGESTED IMPROVEMENTS/RECOMMENDED FUTURE GOALS:

Update job responsibilities to indicate current duties, tasks, assignments of both the Clerk and the City Clerk Department .

Change the evaluation sheet to reflect current responsibilities of the Clerk herself and not the responsibilities of the Clerk's department.

Note: It will soon be time to update the City Charter. The City Manager, City Attorney, and City Clerk are all appointed and evaluated by the elected officials. It is time that the City Clerk also be put on a contact basis just as are the other two.

Rated by: Margaret A. Romero **Date:** 8/20/2018

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