

2015 ANNUAL PERFORMANCE EVALUATION
CITY CLERK CHERI SMITH by Commissioner Johnston

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."

RELATIONSHIP WITH MAYOR AND CITY COMMISSION

Responds to Mayor and Commissioners concerns and answers questions promptly. 5
Provides research upon request. 5
Handles routine correspondence as required after Commission meetings. 4

RATING FROM 1 TO 5: 5

COMMENTS:

Cheri has made a marked improvement in our City Commission meetings by keeping speakers on the proper agenda item and enforcing our time limits. I personally appreciate the fact that Cheri has taken a more active role in our meetings.

INTERGOVERNMENTAL/INTERDEPARTMENTAL RELATIONS

Implements and supports City policies. 5
Demonstrates good working relationships with other City officials, department directors, and staff. 5
Works closely with Supervisor of Elections 5
Represents City in a professional manner when dealing with other agencies or jurisdictions. 5
Schedules meetings in Commission Chambers 5
Responds promptly to provide requested information and other documents to departments, agencies and citizens. 5

RATING FROM 1 TO 5: 5

COMMENTS: Last year I had had the opportunity to work with Cheri and Monroe County Supervisor of Elections Joyce Griffin. Joyce and Cheri are veterans and perfectionists when it comes to election protocols and compliance to voting regulations. The process ran smoothly even though the voting machines were new to the County and to the election staff.

PUBLIC RECORDS REQUEST

Responds promptly to provide requested information and other documents to departments, agencies and citizens. 4

RATING FROM 1 - 5: 5

COMMENTS: Under the direction of former City Manager Vitas, the entire city staff recently completed a public record request curriculum to continue to improve and enhance our compliance to records requests

RECORDS MANAGEMENT PROGRAM

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

RATING FROM 1 TO 5: 4

COMMENTS: Although clear cut directives were issued by then City Manager Jim Scholl to each department, some departmental files sent up to Tampa for storage were not properly culled through or identified. Unfortunately Cheri has had to request a considerable expenditure to out source the organization of these City files.

Cheri and her department need to take the lead as we prepare our move to our new City Hall on White Street. It would be an excellent time to start setting up policies and procedures to move over and dispose of appropriate files.

LEGAL RESPONSIBILITIES

Prepares advertising for ordinances, public hearings, elections, etc. 4
Meets legal advertising deadlines in accordance with State Statutes, City Code and City Charter. 4
Issues public notices to comply with Sunshine Law. 5

RATING FROM 1 TO 5: 4

COMMENTS: Meeting notices appear publicly in the Citizen and on our City website. Do not recall an instance in the past year where an item has been deemed improperly noticed due to Cheri's efforts. We need to continue to improve on getting all late agenda items up and available on Legistar. We had a complaint from Margaret Romero last meeting regarding late back up material postings in regards to the Affordable Housing presentation by Planning.

CODIFICATION OF ORDINANCES

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

RATING FROM 1 TO 5: 4

COMMENTS: Receive new ordinances and revisions consistently throughout the legislative year. They are a constant source of information for me and I access them routinely.

ELECTIONS

Provides routine information relative to elections, polling places, registration deadlines and provides voter registration forms. 4

Prepares ballot language for all regular and special City elections. 4

Prepares all legal advertising and public notices for elections. 4

Qualifies candidates for City elections and assists in filing appropriate forms and reports. 4

Prepares informational booklet for candidates; monitors campaign treasurer's reports. 4
Coordinates with Supervisor of Election and handles City elections. 4
Maintains all records on elections, candidates, treasurer's reports. 5

RATING FROM 1 TO 5: 4

COMMENTS: Please see comments in intergovernmental relations regarding election performance.

OFFICE MANAGEMENT/PROFESSIONALISM

Maintains office in efficient, neat and organized manner. 5
Reflects positive attitude and encourages office employees to do the same. 5
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. 4
Delegate's responsibility and authority to subordinates. 5
Supports and facilitates professional growth and development. 4

RATING FROM 1 TO 5: 5

COMMENTS: Cheri continues to be very diligent to stay educated in her profession by attending continuing educational courses. Her staff is well trained and can handle all requests when Cheri is out of the office. It appears that she delegates well since any request that I make can normally be handled by Cheri, Angela or Sue and now Lissette who is sharing her time between City Commission responsibilities and the Clerk's office.

Cheri, as well as every other diligent city employee, is hampered by the absence of a formalized evaluation based on goals and objectives that directly support the City's Strategic Plan. Due to the fact that our Strategic Plan has not been approved or adopted by the City Commission, strong employees such as Cheri continue to contribute through their own set of objectives. Until a formalized evaluation system is put into place for our employees which is based on our agreed upon short and long term goals stemming from our Strategic Plan, quality employees like Cheri will continue to try and interpret the needs of the City. This issue has not changed since my last 3 evaluations. I will note that until our recent evaluation process, Cheri did not have a formal evaluation in her file since 1998.

As an update to my repeated comment in this section-Under the direction of former City Manager Bob Vitas, Human Resources has been tasked and is in the process of completing a job description update and implementation of a formalized performance evaluation program which hopefully will eliminate this comment from future evaluations.

PUBLIC RELATIONS

Maintains professional and helpful attitude when dealing with the public. 5
Responds to routine requests for information. 5
Provides notary service Provides service for city documents and citizen requests. 4.

RATING FROM 1 TO 5: 5

COMMENTS: No change from last year

PERSONAL TRAITS

Attitude: Shows enthusiasm and interest in the job; willing to accept challenges and new ideas; willing to cooperate. Has a terrific sense of humor which is a must during some long meetings. 4

Professionalism: strives to improve the professional image of the City as well as the office. 5

Dependability: Is dependable, trustworthy and reliable. 5

RATING FROM 1 TO 5: 5

COMMENTS: I requested that Cheri implement a couple of subtle changes in our City Commission procedures. Cheri will request that each speaker be at the podium in advance of their speaking time to allow adequate time for each speaker and eliminate extending our meeting times. I have also asked Cheri to take a stronger role in keeping our City Commission meetings focused on agenda discussion topics. We have recently experienced speakers taking the podium speaking on unrelated topics and needlessly extending our meetings. **Cheri has done everything that I have requested which I feel has brought more professionalism to our meetings.**

GENERAL COMMENTS

Cheri continues to run a very efficient, effective dept. She has hired and maintained a good, positive staff. In the new Habana Plaza building, Cheri's department is in a more prominent location which allows them to interact with more visitors to City Hall. Her department often times handles visitors to the City Commission. They are a very positive, helpful group for anyone looking for City services.

My evaluation comments have not changed dramatically. Cheri continues to represent the City as a department head with integrity and efficiency. She is well liked and respected by the Commission and the public. We are lucky to have retained such a valuable, long term employee who continues to strive to improve her skills as well as her staff's skills.

CITY CLERK STRENGTHS

Professional, active in community events, responsive to staff and community and very knowledgeable in her position. Continues to place professional improvement as a priority. Cheri stays active in the Clerk's Associations to keep her skill level high.

I am very pleased with the level of automation and public access to information that Cheri has taken the lead on. The completion of the Records Management Program and Document Imaging Project will continue to make the Clerk's Office more effective and efficient.

SUGGESTED IMPROVEMENTS/RECOMMENDED FUTURE GOALS

Same issues as last evaluation continue to need to be addressed.

Required signatures and documents requiring witness: Many documents that we receive have just a written signature that is most times illegible. All documents have to be accompanied by a typed name so that we can determine who is authorizing the document. I continue to see

some improvement in the documents received. Most signatures on legal documents that we are reviewing are illegible. Still getting no page numbers on packets containing hundreds of pages that make it very difficult to print, review and access prior to meetings. Since 5 of the 6 City Commissioners hold full time jobs outside of City Hall, there is a real need to make our process of reviewing important documents prior to voting on issues as clear and effective as possible.

Many times dates are left off of a document making them difficult to fit into a timeline and on many of our documents the document pages are still not numbered making them very hard to discuss as we are making modifications and changes to the document. Again, these are all documents that Cheri is receiving from other departments-however a new process or requirement for document submission from Cheri would make meeting preparation for Commissioners much more effective. Perhaps a discussion during each agenda setting meeting would provide us with more legible documentation.

Cheri continues to be a very consistent, valuable contributing member of the Key West City managerial staff and a pleasure to work with.

A handwritten signature in black ink, appearing to read "Teri Johnston", written in a cursive style.

Comments by: Commissioner Johnston

Date: 04/09/15