CITY MANAGER'S SELF-EVALUATION FORM

NAME: Eric Anderson **Evaluation Period: July 2007 – June 2008**

I. ORGANIZATIONAL AND HUMAN RESOURCES MANAGEMENT

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Continue the Organizational Conversation and the press for High Performance throughout the organization., developing cross functional teams of employees and citizens to improve the services and outcomes created for and by our citizens;

2. Complete and fully implement the Classification and Compensation Study;

3. Encourage joint meetings of the senior staff of General Government and TPU in order to exchange information and develop closer working understandings and relationships;

4. Use level of service agreements to assure high performance of the Human Resources, Finance, Legal and Information Technology Departments for the entire organization, including Public Utilities, with measureable expectations and measurement for performance for all parties;

5. Develop mechanisms through the Wellness Committee for incentives to wellness of employees and their families;

6. Complete comprehensive update of organizational policy through existing cross functional team;

7. Implement a comprehensive Performance Management System (2 years);

8. Fill the positions of Director of Public Works and Information Technology with high performance candidates;

9. Develop a comprehensive training program (2 years);

10. Create an organizational GIS system that supports high performance and well informed decision-making; and,

11. Continue to improve management's contribution to better labor-management relations.

II. FISCAL/BUSINESS MANAGEMENT

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Manage the organization through the recession without reducing services or proposing new taxes, unless such taxes are for improved services;

2. Maintain GASB compliance in all financial systems;

3. Assure that organizational overhead (Human Resources, Finance, Legal, and Information Technology) is comparable to and competitive with private and public organizations and is integrated into the Performance Management System;

4. With the establishment of performance measures, create and use measures of cost effectiveness;

5. Identify and implement the appropriate upgrade of the SAP budget module; and

6. Implement changes from ICMA peer assistance review of Capital Facilities Program, as appropriate.

III. RELATIONSHIP WITH MAYOR AND COUNCIL

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Sustain efforts to preserve transparency and openness with the City Council, employees and the public;

2. Continue regular meetings with individual Council Members;

3. Provide the City Council Meeting Agenda and all its component parts to the Council on disc or other digitized medium;

4. Continue Quarterly meetings with the Evaluation Committee;

5. Revise the City Council agenda process to make clear linkages between the actions requested and the City's Strategic Directions;

6. Develop an additional reporting tool to provide regular updates to the City Council on major initiatives; and,

7. Continue work on a comprehensive document management system.

IV. LONG-RANGE PLANNING/STATEGIC PLAN

Goals for Next Evaluation Period: (City Manager identifies goals for meeting the strategic direction Council adopted in 2008)

Safe, Clean and Attractive Community

1. Continue the work of the 28, staff-driven ideas and the resulting cross functional teams to reduce crime by 50% in 14 months and to eliminate blight in the City of Tacoma (see attachment 2);

2. Provide for greater protection of rental housing, to assure the safety and health of all rental housing and specifically preventing it from falling into such disrepair that tenants have to be evicted on short notice in order to ensure their safety and to assure the safety and health of all rental housing;

3. Transformation of Tollefson Plaza/Century Park

Diverse, Productive and Sustainable Economy

1. Redesign the functions of long/short term planning, permitting and inspection, with stakeholder involvement, to improve our service times and performance; and,

2. Work with downtown and neighborhood stakeholders to establish the final definition of downtown and integrate the downtown development policies into action recommendations.

High-performing, Open and Engaged Government

1. Develop a comprehensive performance appraisal system;

2. Develop a comprehensive service level agreement system;

3. Develop a comprehensive training program;

4. Continue to move to high performance based upon the development of citizen-employee combined service provision (co-production);

5. Continue to integrate GIS and create a GIS platform to support the provision of high performance in all our services;

6. Develop better working relationships between General Government and Tacoma Public Utilities' and

7. Continue the work of employee engagement teams addressing the 19 issues identified by the employee survey. Future goals for the teams are listed below:

    a. Communication, Teamwork and Support: Anticipate completing recommendations for SMT review and adoption by end of July 2008.

    b. Supervision, Recognition and Expectations: 3C Team members (Competent, Credible and Confident Leaders) will make recommendations to SMT in June 2008.

    c. Purchasing: team has proposed 64 recommendations, which are in varying stages of implementation.

    d. Training: team will make recommendations to SMT by August 2008.

    e. Customer Service: Develop and implement Customer Service Training; continue to implement other recommendations.

    f. Equipment, tools and resources: Implementation recommendations due by June 2008, including budget implications.

g. Inconsistent policies: Cross-functional team is reviewing City policies for duplication, inconsistencies, and conflicts.

V. RELATIONSHIP WITH PUBLIC/PUBLIC RELATIONS

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Develop a comprehensive system to receive, track, and respond to citizens' requests for service;

2. Develop a strategic communication strategy that articulates the connections between the Council's recently approved strategic direction and the City's initiatives and services;

3. Continue to use our web site to make financial information immediately available to the public, including all our financial transactions;

4. Continue the organizational culture change to an open, transparent organization;

5. Reinforce the value of the partnerships among service providers in the community; and

6. Conduct an external communications audit to improve our effectiveness.

VI. INTERGOVERNMENTAL RELATIONS

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Attend one AWC and two WCMA activities/meetings in 2009.

2. Work to develop an annual process for the collaboration of the joint legislative agendas for: Port of Tacoma, Pierce County, Economic Development Board, Chamber of Commerce, Schools, Metro Parks, University of Washington, Tacoma, and other relevant organizations.

3. Succeed in the legislative agenda established as part of the effort to keep the Russell Investments and fully develop the International Finance Services Area.