



City of St. Albert
CITY COUNCIL POLICY

Monitoring CAO Performance

AUTHORITY	APPROVED	Res. No.	mm dd	REVISED	Res. No.	mm dd
City Council		C486-2001	09 24		C588-2002	11 04
					C446-2005	09 19
					C548-2009	09 28

Policy

Systematic and rigorous monitoring of Chief Administrative Officer (CAO) job performance will be measured against the expected results to be achieved by the CAO. This will include the corporate accomplishment of Council policies on Outcomes and corporate operation within the boundaries established within Council policies on CAO Limitations.

It is also vital that the City Manager's salary be examined and adjusted as part of the monitoring and assessment process in order to provide fair and reasonable compensation for the quality of the job being performed by the CAO.

Standards

1. The purpose of monitoring is to determine the degree to which Council policies are being met.
2. Council will acquire monitoring data by Council review, in which a designated member or members of Council assess compliance with the appropriate policy criteria.
3. In every case, the standard for assessing CAO compliance with Council policies shall be reasonable interpretation of the Council policies by the CAO.
4. Performance of the CAO will be monitored at a frequency as outlined in the *MGA* and by a method determined by Council.

Legal References: *Municipal Government Act*

Cross References: Bylaw 13/2002, City Manager Bylaw; Policy C-CAO-12, Accountability of the CAO





City of St. Albert
**CITY COUNCIL
 PROCEDURES**

Monitoring CAO Performance

AUTHORITY	APPROVED	Res. No.	mm	dd	REVISED	Res. No.	mm	dd
City Council						C446-2005	09	19
						C548-2009	09	28
						C32-2011	01	17

Procedures

1. City Council may use a facilitator to assist with the Chief Administrative Officer's (CAO's) work performance evaluation process. A majority of City Council may decide to engage a process facilitator or to conduct the process without a facilitator. A majority of Council may decide to engage the services of the Director of Human Resources or contract an external facilitator.
2. The process shall commence at a time of the choosing of Council but generally annually beginning in December/January and triggered by the Director of Human Resources. The process should be completed by March 31 annually.
3. In December the Director of Human Resources shall consult with City Council with respect to the preferred process.
4. City Council shall review the previous year's assessment criteria, process and instrument for the current year. The instrument may be adjusted to include assessment of special projects or assigned issues that may arise from time to time.
5. City Council shall determine whether and how to include the use of 360-degree input into the process. Council shall determine the sources of input into the 360-degree instrument. All of the input shall be kept completely confidential and may be provided anonymously with the permission of the participant. The facilitator shall prepare a 360-degree assessment instrument to complement the main assessment instrument. Council will determine to what degree the entire 360 feedback is used.
6. The information shall be consolidated and composite results shall be shared with City Council in March. At this point the CAO shall not receive any of the input.
7. An in-camera meeting shall be scheduled with City Council to arrive at a consensus that will become the official evaluation.
8. The document shall be signed by all members of Council and presented to the CAO by the end of March.
9. City Council and the CAO shall subsequently discuss the feedback at an in-camera meeting to enable complete feedback.
10. To complete the process:
 - a. The CAO shall respond in writing to Council with respect to the feedback.



- b. The CAO shall be requested to sign the evaluation and the original kept on file by the Director of Human Resources with copies to Council and the CAO.
- c. City Council shall subsequently determine any CAO's remuneration adjustments based on economic conditions, benchmark data, performance and any other factors.

A "*Standing Committee on CAO Matters*" consisting of the Mayor and two Councillors shall be formed annually through the appointment process to assist in this entire process described above and shall assist the processes on an ad hoc basis.

