

SELECT BOARD EVALUATIONS OF TOWN MANAGER

Evaluation Period - Fiscal Year 2018

Town Manager Stephen Crane

Evaluation Instructions:

Each Selectman will complete an individual evaluation of the incumbent Town Manager. For each of the 10 performance criteria, please circle the appropriate rating. If you rate the Manager as "Exceeds Expectations" or "Not Meeting Expectations," please provide a few sentences in the "Justifications/Comments" section. If you rate the administrator as "Meets Expectations," you are not required to justify your rating although you may still offer helpful feedback. The bullet statements under each criterion are meant to serve as examples of factors to be considered and not an exhaustive list of job responsibilities or duties. Specific performance goals are listed where shown. Please return individual evaluations to Debbie House by June 18, 2018.

RATING STANDARDS

- 5 Exceeds Expectations:** Outstanding and superior performance can be clearly seen by anyone who observed this person's work.
- 4 Between exceeds expectations and meets expectations.**
- 3 Meets Expectations:** Performance fully meets the principal accountabilities and their associated goals and expectations.
- 2 Between meets expectations and not meeting expectations.**
- 1 Not Meeting Expectations:** Performance is noticeably poorer than what the principal accountabilities and their associated goals and expectations. Area deserves attention and calls for noticeable improvement.

Select Board: **MA-Marie Angelides**, **BL-Bill Low**, **MG-Mark Gold**, **TL-Tom Lachiusa**, **RF-Richard Foster**

1. SERVICE AND SUPPORT TO THE BOARD OF SELECTMEN

- Responsiveness to and interaction with the Board of Selectmen
- Quality of agenda information
- Quality of research and analysis work
- Quality of response to Selectmen's needs and concerns, both collectively and individually.
- Regularly keeps Selectmen informed of important and upcoming issues
- Town Meeting preparation
- Timeliness and accuracy of information

MA Rating: 2

EXCEEDS		MEETS		DOES NOT MEET
5	4	3	2	1

Rating/Comments: There are still difficulties with communication with the board, material presented and accuracy of information. The snow plow problem, failure to tell the board about a grant presentation, not telling the board about a major incident in town requiring the shutdown of several schools are a few of the examples.

BL Rating: 5

EXCEEDS		MEETS		DOES NOT MEET
5	4	3	2	1

Rating/Comments:

MG Rating:

EXCEEDS	MEETS	DOES NOT MEET
5	4	3
	2	1

Rating/Comments: Mr. Crane’s weakness in his communication to the board remains an area of concern for the second year in a row. Specifically, the quality of his support to the Select Board in general, and board meetings in particular, remains below expectation. There have been numerous examples throughout the year of Mr. Crane acknowledging that information was not passed on to the Select Board in a timely or complete manner. As evidence of this situation I cite the following quotations from the town manager at select board meetings where insufficient information was made available are:

7/10/17: Didn’t include the Veteran Service agent’s resume in the Select Board packet with letter on 7/8/17:“I should have had it the packet. My oversight. ”.

9/7/17:” Lack of action should be directed at me” [Bliss Park reclassification]

10/2/17: “It’s 100% my fault it didn’t get done” and “That’s on me too.” [Casino traffic mitigation base-line study not being done and town warrant article not being ready.

10/16/17: “It does come back to me” Regarding Select board having insufficient information about the warrant article for a new fire truck.

5/21/18: “I absolutely accept responsibility for not notifying the board about the incident sooner.” About police activity.

Also referenced as a specific incidence is not being notified about a regional select board meeting in September. There have also been a number of instances where insufficient supporting information was presented to the Select Board to take informed action on agenda items. Examples of this include requests for data to support actions from capital planning to the DIF implementation (e.g. Dwight Road petition for relocation of street light poles) or providing updated financial projections for the RECC. An emergency road digging permit was requested for Longmeadow St. to support a new substation for the bagel shop that also included insufficient and was in fact, probably unnecessary since that road-cut was ultimately never done.

TL Rating: 5

EXCEEDS	MEETS	DOES NOT MEET
x	4	3
	2	1

Rating/Comments: The Town Manager is very responsive to the select board’s requests for information. Department heads all seem to provide information requested and needed by the Select Board at Board meetings. Town Manager’s reports keep the Board informed accurately and promptly about town projects. When situations develop where the town is a focus of media attention, he emails the Board. His presentations include accomplishments of his staff as well as concerns the board should be aware of. Preparation for Town meetings is superior.

RF Rating:

EXCEEDS	MEETS	DOES NOT MEET
5	4	3
	2	1

Rating/Comments: Rating of 4 - Stephen needs to more fully consider the opinions of other individuals in the decision-making process and understand the value of ideas from people around him. Stephen is improving on this element, but he still seems to downplay the value of suggestions and ideas from others when they are not in alignment with his thoughts.

the purchase within the budget range and allowed for the timely opportunity to improve plowing services for the town last winter.

RF Rating:

EXCEEDS

MEETS

DOES NOT MEET

5

4

3

2

1

Rating/Comments: Rating of 5 – Stephen and his crew do an excellent job in this element.

7. RELATIONS WITH FEDERAL, STATE, OTHER GOVERNMENTAL UNITS

- Reviews, analyzes, represents and presents the position of the Town and Board of Selectmen relative to implemented and proposed legislation and governmental policies and regulations.
- Pursues funding opportunities in support of Board priorities and policy goals.
- Stays abreast of and performs research involving governmental legislation, policies and regulations.
- Works with state and other agencies in matters relating to implementing policies and programs.

MA Rating: 5

EXCEEDS

5

4

MEETS

3

2

DOES NOT MEET

1

Rating/Comments: Successfully working with numerous agencies to make improvements at the rail crossing.

BL Rating: 5

EXCEEDS

5

4

MEETS

3

2

DOES NOT MEET

1

Rating/Comments:

MG Rating:

EXCEEDS

5

4

3

MEETS

2

1

DOES NOT MEET

Rating/Comments: Mr. Crane's performance in this category is good. The impact of his government interactions on TIP projects, or even RECC funding is unclear. Overall, state government interactions are a focus on Mr. Crane's but are of limited or uncertain impact on town operations. It should be noted that Mr. Crane needs to better be willing to share his state interactions with elected member of the Select Board. Twice this year he met with the Lt. Governor without notifying the Board members in advance that he was invited to the meeting. Great photo ops for Mr. Crane, but elected officials should be involved with elected officials.

TL Rating: 3

EXCEEDS

5

4

x

MEETS

2

1

DOES NOT MEET

Rating/Comments: The development of the agreement with the Town of East Longmeadow and the State to improve the roads and real estate with a DIF agreement is a good example of the Town Manager's strengths in this area. The Amtrak railroad crossing improvement is getting closer to getting funded and constructed. This project has required the Town Manager to work with a number of governmental units and legislators. He was not open with the Board about a last minute event which involved the Lt. Governor. This was the second time that members of the Select Board were not asked to be present when the Lt. Governor had a reason to communicate support to the town through initiatives the state was funding.

RF Rating:

EXCEEDS

5

4

3

MEETS

2

1

DOES NOT MEET

Rating/Comments: Rating of 4 – Stephen is very engaged with external affairs, but I feel at times he places his personal interest at or above the interest of our community. Nevertheless, I feel that the needs of our community are being well served by Stephen.

Ironically, I do not feel compelled to change my narrative from last year on this element.

MA OVERALL RATING (divide total by 10)

1	2	3	4	5	6	7	8	9	10	TOTAL	
2	5	3	4	5	5	5	5	4	5	43	4.3

Overall, the Town Manager:

Rating/Comments: Communication and listening is still the main problem. His strength is getting the projects completed. The town has made significant progress under his leadership. Relationships with the board and seniors are improved. Longmeadow is fortunate to have him as a town manager.

BL OVERALL RATING (divide total by 10)

1	2	3	4	5	6	7	8	9	10	TOTAL	
5	5	5	5	4	5	5	4	5	5	48	4.8

Overall, the Town Manager:

Rating/Comments: I think Stephen is doing a great job in a tough position and town. He has endured a lot of abuse from some residents.

MG OVERALL RATING (divide total by 10)

1	2	3	4	5	6	7	8	9	10	TOTAL	
2	2	3	4	2	3	3	3	4	2	27	2.7

Overall, the Town Manager:

Rating/Comments: _____

TL OVERALL RATING (divide total by 10)

1	2	3	4	5	6	7	8	9	10	TOTAL	
5	5	5	5	4	5	3	5	4	4	45	4.5

Overall, the Town Manager:

Rating/Comments: Looking forward to another year of working with the Town Manager. He has an outstanding work ethic and commitment to our community.

RF OVERALL RATING (divide total by 10)

1	2	3	4	5	6	7	8	9	10	TOTAL	
4	5	3	4	5	5	4	3	3	4	40	4.0

Overall, the Town Manager:

Rating/Comments: Great Job Stephen

Compiled by Debbie House
Administrative Assistant
June 2018