



Staff Report

Agenda Item: **Approval of the Town Manager's Evaluation as Written by the Mayor**
- Approval of the review of the Town Manager's Evaluation conducted on December 9, 2008, by Town of Clarkdale Common Council in Executive Session.

Sponsored By: Doug Von Gausig, Mayor

Staff Contact: Walt Good, Deputy Town Clerk

Meeting Date: April 14, 2009

Background: On December 9, 2008, the Town of Clarkdale Council conducted an evaluation of Gayle Mabery, Town Manager. This review is a discussion of the consolidation of all the Councilmembers' reviews from that evaluation and the overall Council assessment.

Recommendation: Approval of Town Manager's evaluation as written by the Mayor.

Town of Clarkdale Town Manager's Evaluation
April 14th, 2009

On December 9th, 2008 the Town Council met to evaluate the performance of the Town Manager, Gayle Mabery. Each councilor had completed an evaluation form and each was given the opportunity to explain his or her ratings and comments. The form had 9 categories of performance, each rated 1 (high) to 5 (low) and there were also narrative evaluations on several criteria of evaluation.

On the rated categories, Gayle scored an average of 1.5, which could be construed as an "excellent" or "outstanding" performance rating. In the narratives all councilors gave her very high marks for financial planning, communication with the council and with the public, and for planning. No report mentioned any deficiencies, and in general, the comments were extremely positive and complimentary.

During the Town Council's work session on this evaluation Gayle was given very high praise for her professional development, her ability to deal with the press regarding difficult, complex or sensitive issues, her communications skills, her interpersonal skills and her innovative approach to problem solving. Several councilors also praised her ability to deal effectively and efficiently with the Town Council.

As the Mayor of Clarkdale for the last five years, I have had the most opportunity to work closely with Ms. Mabery, and the remainder of this evaluation is based upon my personal experience with her.

One of the things any casual observer will notice when dealing with the Town of Clarkdale is the cheerful and helpful customer service they receive from all employees. Upon closer inspection, they will notice that the staff has a level of camaraderie and mutual respect among them seldom seen in other organizations. These characteristics are directly attributable to Gayle Mabery's style of management, and which contribute to the smooth, efficient operation of every Town department. In my observations of other municipalities' operations, I seldom see the same level of cooperation, customer service and efficiency that I routinely see in Clarkdale.

While Gayle is highly respected by her staff and her Town Council, it is her respect both regionally and statewide that is truly impressive. She is the past president of the Arizona City Manager's Association and was instrumental in creating the Verde Valley Leadership Academy, which has provided leadership training for dozens of emerging leaders in this region of the state. Gayle is also someone whom other local managers see as an important resource when they are presented with difficult situations.

In this most difficult of financial times, when cities and towns across the nation are foundering and taking draconian steps to stay solvent, Gayle has managed our Town's finances in a proactive, insightful way. While the Town is suffering reduced revenues due to a country-wide recession, Clarkdale has remained stable and has not yet found it necessary to lay off valued employees or eliminate truly essential services. Her foresight in recognizing the approaching economic downturn and making necessary adjustments has proved vital to our success in navigating these difficult times.

Finally I must comment on Ms. Mabery's communications skills. As I have said in previous evaluations, I find her ability to communicate complex, sometime controversial concepts to others is exceptional. She is extraordinary at keeping her council informed and in providing us with the background information that allows us to make intelligent, informed decisions. She understands the role of the Town Manager and the role of the Town Council better than most. In her dealings with the Council and with others, she projects the level of authority and knowledge that create the sense of trustworthiness that is essential to a professionally managed municipality.

The Town of Clarkdale is fortunate to have Gayle Mabery in the Manager's office, and the fiscal, cultural and physical health of our Town is due, in great part, to her leadership and professionalism.

Sincerely,

Doug Von Gausig
Mayor