



Annual Performance Review – Chief Administrative Officer

Effective Date: September 15, 2015

Revised Date: April 26, 2018

I. Context

The Chief Administrative Officer (CAO) is the only direct employee of Council, and is the connecting link between Council and municipal operations. This position derives its powers under Section 147 of the Community Charter. The CAO

- Is the administrative head of the municipality;
- Ensures policies, programs and other directions of the Council are implemented;
- Advises and informs Council of the municipality's operations and affairs, and
- Carries out responsibilities as assigned by Council.

2. Policy Statement

The City of Pitt Meadows will conduct an annual review of the performance of the Chief Administrative Officer (CAO). The review process is to be a collaborative exercise the aim of which is to provide the CAO with feedback that contributes to his/her professional and personal development. This is an important element of the City's goal of providing its citizens with a continuously improving, high functioning public service.

The annual review of the CAOs performance is to be based on the following:

- Implementation of Council's Strategic Objectives and priorities;
- Accomplishment of mutually agreed goals for the year;
- CAO's role as Council's principle adviser; and
- The leadership that the CAO provides.

City Council is responsible for implementing this policy supported by the CAO and Administration.



This policy is to be reviewed every four years in the third year of a Council's term.

The appraisal system for the CAO is to be a separate process from that applied to the rest of the staff.

3. Purpose

Regular performance reviews ensure that the CAO is provided with accurate and appropriate feedback with the goals of enabling the achievement of corporate objectives, improving municipal performance and allowing for the personal and professional development of the CAO.

The CAO performance review is a valuable instrument which can serve any or all of the following purposes:

- To formally discuss the relationship between Council and the CAO;
- To ensure that there is clarity with regard to the position expectations of the CAO;
- To provide an assessment of the performance of the role, responsibilities and authority as set out in legislation, City policy and the job description;
- To set objectives and criteria for future evaluation; and
- To serve as the basis for salary adjustments.

The annual performance review is part of an ongoing continuous improvement and performance management process by which Council and the CAO work together to plan, monitor and review the work objectives and overall organizational achievement. This is part of a continuous process of setting objectives, assessing progress and providing on-going feedback. The annual review of the CAO's performance should include the development of criteria that:

- Align with the organization's strategic direction and culture;
- Are practical and easy to understand and use;
- Provide an accurate picture of expectation and performance;
- Include a collaborative process for setting goals and reviewing performance based on two-way communication between the Council and CAO;
- Monitor and measure results (what) and behaviors (how) as appropriate;
- Provide training and development opportunities for improving performance;



- Ensure that administrative work plans support the strategic direction of the organization;
- Identified and recognize accomplishments; and
- Support administrative decision-making.

4. Scope

This policy applies to the Chief Administrative Officer as the only employee of City Council.

5. Process

The following elements and timelines will guide the review process:

SERIAL	WHAT	WHO	WHEN	REMARKS
1	Annual CAO performance review process initiated.	Mayor & Council	By December 31	
2	Neutral 3 rd Party / Independent Consultant appointed.	Mayor & Council	By December 31	
3	Council member interviews.	Independent Consultant & Members of Council	January	Anonymous
4	CAO interview & self-evaluation.	Independent Consultant & CAO	January	Anonymous
5	Corporate Leadership Team interviews.	Independent Consultant & Corporate Leadership Team	January	Anonymous
6	Initial report	Independent Consultant	February	To Mayor & CAO in camera



7	Comprehensive report on review results	Independent Consultant	Feb / March	To Council in camera
8	Debrief CAO	Mayor & Independent Consultant	Feb / March	
9	Develop mutually agreed goals for coming year.	All Members of Council, CAO & Independent Consultant	Feb / March	Can be combined with CAO debrief.
10	Completion of CAO Performance Review; AND Process lessons learned report.	Independent Consultant	By March 31	To Mayor & Council and CAO
11	Salary review	Mayor & Council	By March 31	

6. Responsibilities

1. The review shall be coordinated by the Mayor and involve all of Council.
2. Scheduling the date and time of the review shall be the responsibility of the Mayor, in consultation with Council and the CAO.