

Re: CAO Performance Review
From: Heather Watson, Mayor
Date: September 2, 2025

Recommendation:

That the report to Council from Mayor Watson, dated September 2, 2025, be received and that Council direct the Deputy CAO – Clerk to work with the Mayor to undertake a CAO performance review.

Overview:

It has been roughly one year since our CAO has been in his role. Given that the CAO is the sole employee accountable directly to Council, it is essential that a structured evaluation be conducted to identify strengths, address areas for improvement, and confirm alignment with Council's strategic direction. Regular performance evaluations also help foster a high-performing organization by supporting open dialogue about goals, expectations, and career development.

In the past, the Clerk supported the process of conducting a 360-degree style review. This approach is valuable because it collects perspectives from multiple stakeholders, ensuring Council receives a well-rounded view of performance. Council also contributes feedback as part of the process.

The evaluation cycle includes:

- Developing and circulating a survey instrument to appropriate stakeholders.
- Compiling responses in a confidential manner and presenting a summary report.
- Council reviewing the compiled feedback along with its own evaluations.
- Holding a performance review meeting with the CAO to discuss results, address opportunities, and set goals for the upcoming year.

This balanced, 360-degree approach has proven effective and remains the recommended method for conducting the evaluation.

Conclusion

The CAO's annual performance review is due. The Deputy CAO – Clerk will assist with the process by coordinating feedback collection, compiling results, and supporting Council in preparing for the formal review discussion. This process ensures accountability, promotes continuous improvement, and provides Council with the opportunity to confirm alignment with its strategic goals.

Financial Impact: N/A

Strategic Plan Applicability: Supports good governance and organizational excellence.