

	Girone	Tillett	Rolfson	Hoechst	Slaby	Tucker	Crail	Total	Combined Average
PROFESSIONAL SKILLS:									
Job Knowledge	10	9	8	8	9	10	9	63	9.0
Judgment	9	8	9	8	8	10	8	60	8.6
Technical Knowledge	10	9	10	8.5	9	10	9	65.5	9.4
Category Average								26.9	26.9
INTERACTIVE SKILLS:									
Interpersonal Relationships	9	9	9	8	9	10	9	63	9.0
Communication	9	9	9	8	8	9	7.5	59.5	8.5
Responsiveness	9	8.5	10	9.5	7	10	9	63	9.0
Follows Direction	10	9	9	8	9	10	9	64	9.1
Category Average								35.6	35.6
ADMINISTRATIVE SKILLS									
Coordination	10	9	9	8.5	9	10	9	64.5	9.2
Planning and Organization	10	9	9	8	9	10	8	63	9.0
Adherence to Policies and Proc	9	8	9	9	9	9	9	62	8.9
Orientation Toward Results	9	9	9	8	8	10	9	62	8.9
Category Average								35.9	35.9
Individual Council Totals	104	96.5	100	91.5	94	108	95.5	98.5	
Grand Total Average Score								98.5	
Possible Total Points								110	

City Councilmember Comments

Mayor Girone

From first day on job, Robin exhibited a high degree of competence for the position. She makes her decisions based on facts. She has great instincts and respects everyone's ideas. She is extremely analytical to her decisions being fiscally sound. She had knowledge on how to make sure the City was able to maximize FEMA reimbursement. She leads by example and sets a high bar with the staff. She is performance motivated. She is willing to ask for help from council in the form of needed staff in the right positions and a budget to reflect the City's status of Someplace Special.

Robin demands 100% from the employees and she is willing to do 120% to lead from the front. She keeps abreast with everything going on with the city and her staff. She has established a well-received chain of command that is well received by staff and the city council. She does not shy away from difficult decisions.

Her first week on the job, she was faced with a storm emergency, I got to observe her first-hand on how she took command of the situation room and was able to direct all of our directors and staff through the storm and its aftermath. She demands accountability, transparency and constant communication to better serve the public and the city council. She does not hesitate to recommend changes to the council for policies and procedures. She allows and expects her Directors to Direct and guide their employees. I get to work closely with Robin in preparing future agendas and meeting with various individuals, companies and organizations and find her overall administrative skills superb.

I am proud to call Robin Hayes my City Manager. She has proven herself well above anything I could ever imagine. When I go around town, go to the League of Cities meetings in the county and state, go around town to talk with business owners and residents, they all tell me what a wonderful City Manager we have. Robin is an inspiration to all of her staff. One year ago, an Orlando Sentinel columnist said that Mount Dora was not prepared for the Innovation District. Recently, in a critique of Duke Energy's Certification process for the innovation district, they said we are completely ready for the first fish to swallow our bait. Robin has made great strides in preparing our City to start receiving clients for the innovation district. She exhibited great leadership in getting us through the ISBA issue with the City of Eustis. She was calm in the face of some difficult personnel decisions involving staff and appointed positions by council.

Vice Mayor Tillett

Ms. Hayes has demonstrated a quick and thorough understanding of the myriad responsibilities of her position. She actively manages her department chiefs and their missions.

Excellent communications skills. Especially pleased with weekly individual meetings with Councilmembers. Continue to pursue more coordinated inter-departmental communications and transparency by quicker postings to website, etc.

Ms. Hayes has shown herself to be an effective team leader and has inspired confidence of her staff and the council. She responds quickly and appropriately to changing needs and priorities.

There have been decisions executed that have, in the public's eye, blurred the lines between policy or operational issues. One instance was whether public property use should be granted to a private entity, whether long-term or permanent. I would hope in the future when a decision has even an appearance of it being a policy, or precedent setting, the matter would be brought to council's attention before execution.

As a first time city manager, Ms. Hayes has overall exceeded my expectations with regard to her management skills. She has demonstrated herself to be a firm, yet flexible manager and has greatly improved the public trust by her commitment to fairness and transparency.

Councilmember Rolfson

Ms. Hayes has fine interpersonal skills as a manager. Her high level of competencies will improve further when she attains ICMA status. She possesses a warm and confident personality.

Ms. Hayes is a wonderful listener - a lost skill for some. Good Financial background. Responds well to councilmember issues/needs. Gracious and courteous to residents, with warm smiles. Follows through with Councilmembers on reported issues. Good initiative leadership skills.

Ms. Hayes has very few areas that need improvement, but she should feel more freedom to advise against individual councilmember ideas for policy that are either premature, unwise in the first place or potentially harmful or otherwise unwise for the City to undertake. This can be done with courtesy, yet with wise leadership. Only Councilmembers with sensitive or shallow egos should object. I, for one, look for such sensitive but bold leadership.

Work toward and obtain ICMA and other certifications. Attend any other continuing education seminars. Join a FLOC Policy Committee.

The Council clearly made the right choice with Ms. Hayes. She is well respected within the City, her staff and the City Council. Her leadership and personality exude respect from those with whom she interacts. She is smart and collaborative. I look forward to the next and following years of unique growth for Mount Dora under her leadership. Her self-assessment seems right on!

Councilmember Hoechst

Ms. Hayes demonstrates the ability to listen and learn. She is organized and focused. Ability to navigate challenging situations. Knowledge of the budget and the process.

Ms. Hayes needs improvement in handling of personnel issues; Timely accurate complete board packets.

Councilmember Slaby

Ms. Hayes has relied on senior staff on a few issues such as Rental Inspections, some CIP projects, combined Recreation/Public Works building and ADA sidewalk which created some friction but overall judgment and knowledge are sound.

Ms. Hayes has shown good understanding in the area of Administrative Skills, along with dealing with newness of the city, employees and other stakeholders.

Would like to see more information detail shared in Council Meetings to give the same sort of detail afforded council members in 1 on 1 meetings. Continue to circle back with residents (expect the added administrative headcount to help here also.)

Ms. Hayes has done a good job in her first year as city manager. In the coming year I look to her to have the core operations running with increased smoothness and staff attention to detail so that she may better focus on large, important projects. Without strong staff and adequate review/control mechanisms in place, the ability of Robin to focus on projects will be less than otherwise hoped. She needs to continue on filling outstanding leadership roles so she can have a team in place to help her succeed.

Councilmember Crail

Was in agreement with Ms. Hayes' self-evaluation.

Councilmember Tucker

Ms. Hayes, in my opinion, has been a blessing to the City. It appears that she is holding her directors accountable. She is a professional in every way. My sole concern is that at times she has mentioned an item prior to the item coming before Council but that is a minor point. As stated, I believe Ms. Hayes to be the best city manager for Mount Dora in over a decade.