



STAFF REPORT

To: Mayor and Members of Council
From: Meghan Townsend, CAO/Clerk
Meeting Date: June 10, 2025
Report Number: 2025-106
Subject: 2025 CAO Performance Review format

Recommendation

THAT Council receive Report – 2025 CAO Performance Review format,
AND THAT Council directs the CAO to arrange for the format of Council's choosing.

Executive Summary

Purpose

To present two options for the 2025 CAO Performance Review format, being a routine employer-employee review or a 360-degree review.

Key Findings

Both options present opportunities for Council to discuss performance and priorities with the CAO.

Financial Implications

Assuming that a third-party consultant is brought on to manage the process in either case, the cost for an employer-employee traditional review will be approximately \$3,000, whereas the 360-degree review will be closer to \$6,000 or more.

Report

Background

At the May 27, 2025 meeting, Council passed the following resolution:

2025-05-32

Moved by Jonker, Seconded by Rentsch

BE IT RESOLVED THAT Council directs the CAO to present a report on either a 360-degree review or a traditional Council-lead review for the June 10, 2025 meeting.

CARRIED

Discussion

The CAO reviewed the cost of the previous traditional review conducted with the assistance of a consultant, being the 2023 review. That review cost around \$3000. The consultant provided the form for Council and the CAO to complete, then met with Council in person to gather their input, then compiled that information and gave it to the CAO to complete the appropriate sections, then attended in person a second time to facilitate the employer-employee discussion. This type of review included a look at the previous year's accomplishments, the CAO's demonstrated skills and abilities, and goals for the next year. It is anticipated that this type of review will cost about the same as before, should Council choose this type of review.

A 360-degree review involves obtaining input from Council and all senior management and/or other stakeholders. The website Indeed explains a 360-degree review as follows:

“A 360-degree review gathers feedback from multiple sources like peers, managers and team members. It provides a holistic view of an employee's performance and behavior. This review method helps identify strengths and areas for improvement. Use 360-degree reviews as a tool for professional development and team growth.”

This type of review was conducted with the current CAO in 2021, for the first review of her term, in order to gain insight into her first year in the role and provide suggestions for improvement in team building, management, communication and other objectives. In addition to the consultant lead traditional review, one of the Councillors conducted written surveys of all Town employees, collected and analysed the results and presented these to the CAO. If Council were to task the consultant with assisting with this review, it is estimated that the cost would be around \$6,000 as the work involved would be double that of the traditional review (providing different types of surveys depending on the stakeholder surveyed, collecting and analysing results, in-person meetings to facilitate the presentation of results, etc.).

Financial Impact

Funds for the CAO review are always included in the 2025 administration budget. The choice Council makes will determine the amount of work required from the consultant and therefore the cost of the review.

Consultations

Indeed <https://www.indeed.com/hire/c/info/360-review>

Attachments

None

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