

Administration Department

Performance Management Overview 2014

Presented by:
Jane Howington, City Manager



Hudson City Government Mission

- To serve, promote and support the Hudson community in a fiscally responsible manner with a vision to the future, focusing on:
 - Quality of life for residents.
 - A well-balanced tax base.
 - Historic preservation.

City Manager Mission

- To ensure implementation of City policies and programs consistent with City's mission statement.
- To provide professional management and leadership for all City activities.
- To serve as a liaison with outside agencies.
- To support City Council and carry out Council policies.

Communications Mission

- To inform Hudson residents about actions of City government.
- To ensure communication between City and citizens.

Communications Mission (continued)

- **Responsible for the following:**
 - Internal and external communications such as newsletters, e-mail communications, social media, publications, and videos.
 - Public relations, which includes media management and press releases.
 - Crisis communications and emergency operations, public records requests and special events on public properties.

Human Resources Mission

- To promote a stable work environment for employees.
- To provide employees with equal opportunity for learning and professional growth.

Human Resources Mission (continued)

- **Responsible for the following:**
 - Oversight of employee policies and procedures.
 - Employee training and recruitment.
 - Benefit administration.

Economic Development Mission

- To provide useful resources and a responsive approach to help new and existing businesses thrive in Hudson.

Economic Development Mission (continued)

- Responsible for the following:
 - Managing tax incentive programs.
 - Overseeing market initiatives.
 - Hosting in-bound trade missions.
 - Managing online property database and Industrial Park Guide.

Scope of Operations

- Administer to FTEs, part time, seasonal and volunteer workers.
- Maintain contractual negotiations with 5 bargaining units.
- Coordinate CIP and budget process in cooperation with Finance Department.

Scope of Operations (continued)

- Supervise departments.
- Evaluate the performance of employees.
- Coordinate a minimum of 44 Council meetings and/or workshops annually.

Use of Resources

- Past staffing levels
 - City Manager
 - Assistant City Manager
 - Executive Assistant
 - Economic Development Director
 - Communications Manager
 - Communications Specialist *(Contract)

Use of Resources (continued)

- Recent staffing levels
 - City Manager
 - Assistant City Manager
 - Executive Assistant
 - Part -time HR Manager
 - Economic Development Director
 - Communications Manager
 - Communications Specialist *(Contract)

Use of Resources (continued)

- Staffing levels for second half of 2014 include:
 - City Manager
 - Executive Assistant
 - HR Director *(Contract)
 - Economic Development Director
 - Communications Manager
 - Communications Specialist *(Contract)

Use of Resources (continued)

- **Staffing levels for 2015**
 - City Manager
 - Executive Assistant
 - HR Director *(Contract)
 - Assistant City Manager
 - Economic Development Director
 - Communications Manager
 - Communications Specialist *(Contract)

Service Delivery Goals and Objectives

- **HR Policies and Procedures Review**
 - Contract with HR professional for HR needs.
 - Personnel advisory committee.
- **Employee Benefits Review**
 - Hire plan manager.
 - Employee committee or Council.

Service Delivery Goals and Objectives (continued)

- **Economic Development Goals**
 - Attract new businesses and encourage job growth.
 - Contract with local firm to implement marketing plan.
 - Respond to all state, regional and local project inquiries.
 - Support business retention and expansion.
 - Conduct 60 face-to-face business visitations with businesses of all sizes and types.
 - Host the 7th Annual Business Appreciation Breakfast in late November or early December 2015.

Service Delivery Goals and Objectives (continued)

- **Economic Development Goals**
 - Enhance regional cooperation.
 - Retain memberships in regional and state organizations.
 - Host annual Commercial Realtor/Developer Summit in late March or early April 2015.
 - Host 2nd Annual Familiarization (FAM) Tour in late August or early September 2015.

Service Delivery Goals and Objectives (continued)

- **Communication Goals**

- Continue proactive, transparent communications, both internal & external.
- Increase citizen engagement through crowdsourcing.
- Revise/redesign website using enhanced two-way communications.
- Implement internal communications strategy.
- Continue increased communication for projects affecting homes and/or neighborhoods.

Service Delivery Goals and Objectives (continued)

- **Council Priority Goals**
 - Hire staffing.
 - Partner with schools.

Performance Measures

- Deadline driven.
- Budget driven.
- Performance driven.
- Citizen response driven.
- Goal setting and evaluation process.

Wish List

- More HR for training and employee engagement health and benefits, etc.
- Alter span of control.

Lower Funding Levels

- Contract/share more.
- Implement employee lean practices.
- Consolidate functions.