

2025 Interim City Manager Evaluation – Leadership Team - Summary

Leadership Team (9 members) 8 of 9 responded. One member was out of the office and was not able to respond in time.

(Dan Atchison, Gretchen Bennett, Michele Bennett, Josh Eggleston, Dave Gerboth, Courtney Knox-Busch, Brian Martin, Kristin Retherford, Trevor Womack)

Overall, nearly 71% of the scores were 6’ and 97% were either 5’s or 6’s. The scores broke down as follows:

Score	%
6	70.8%
5	26.4%
4	2.78%
1, 2, 3	0%
N/A	1.4%

All categories were rated highly, “Intergovernmental/Agency Relations” was the lowest rated category at 87.5% scoring a 5 or a 6.

Category	Scoring 5 or 6
Overall	97%
City Management	100%
Financial Management	100%
Strategic Leadership	100%
City Council Relations	100%
Senior Team Leadership*	100%
Intergovernmental Relations*	87.5%
Community Relations	100%
Communications	100%
Self-Management	100%

1. City Management.

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several are areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				1 / 12.5%	7 / 87.5%

Strengths:

1. **Clear Priorities and Collaboration:** Krishna has effectively articulated her priorities and sought feedback, particularly during the FY26 budget development and leadership reorganization.
2. **Understanding of Operations:** She demonstrates a deep understanding of city operations, which, combined with her competence and work ethic, leads to exceptional results, especially in public safety discussions.
3. **Policy Alignment:** Krishna tailors her actions to align with council policy direction, creatively utilizing resources while ensuring fair treatment of employees.
4. **Commitment to Communication:** She has worked hard to maintain clear and consistent communication with the city council, ensuring all members are informed and treated equally.

Areas for Improvement:

1. **Focus and Delegation:** There are suggestions for Krishna to stay focused and delegate more responsibilities to her subordinates, especially in areas she previously managed.
2. **Engagement with Council:** It's recommended that she ensure council members are genuinely supportive of her approaches rather than deferring to her authority due to her position.

Overall, the feedback highlights Krishna's strong leadership and strategic thinking while also providing constructive suggestions for her continued development in her role.

2. Financial Management.

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several are areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				4 / 50%	4 / 50%

Strengths:

1. **Community Values and Public Safety:** Krishna successfully laid out a FY26 budget that reflected community values and a commitment to public safety, navigating difficult discussions without wavering.
2. **Effective Navigation of Challenges:** She stepped into her interim role during significant budget challenges and revenue needs, successfully guiding the team through the passage of a levy, implementing cost-saving measures, and reorganizing roles.
3. **Focus on Budget and Financial Planning:** Since her appointment, she has been focused on the city's budget and financial plan, demonstrating strong planning for the future with her work on the Levy and FY26 budget.
4. **Collaboration with Department Directors:** Krishna has effectively collaborated with department directors to understand their business needs related to the budget, showing decisiveness in cost-saving directions.
5. **Balanced Budget Preparation:** The preparation of the FY 2026 budget was challenging, but she worked with staff to provide a balanced budget that prioritized services identified by the City Council.

Areas for Improvement:

1. **Financial Sustainability:** There is a call for a continued focus on financial sustainability and community service, with an emphasis on studying all options, even those that may be uncomfortable.
2. **Work-Life Balance:** Feedback suggests that while she should keep pressing forward, maintaining a healthy work-life balance is crucial for her long-term effectiveness.

3. **Balancing Goals with Financial Reality:** The city is in a precarious financial position, and she will need to balance implementing the city's goals with the financial realities presented in the five-year forecast.

Overall, the comments reflect a strong appreciation for Krishna's financial management skills and her ability to navigate complex challenges while also highlighting areas for continued focus and improvement.

3. Strategic Leadership – Score:

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				1 / 12.5%	7 / 87.5%

Strengths:

1. **Long-Term Planning and Transparency:** Krishna's focus on long-term planning and transparency marks a significant improvement from her predecessor. She emphasizes efficiency and effectiveness without getting distracted by less relevant issues.
2. **Strategic Mindset:** She is recognized as an excellent strategist, described as smart, measured, and grounded in reality. Her strategic mindset and planning skills are considered among her greatest strengths.
3. **Data-Driven Decision Making:** Krishna relies on good data to develop solutions and support decisions. Her meticulous approach to strategic planning involves thoroughly examining problems before proposing solutions, which, while sometimes frustrating for others due to the pace, is expected to yield positive results.
4. **Collaboration and Empowerment:** She actively involves staff in strategic thinking, promoting efficiencies and good fiduciary responsibility. Her collaborative approach fosters a culture of teamwork.

Areas for Improvement:

1. **Focus and Engagement:** Feedback suggests she should ensure that stakeholders are genuinely engaged with her strategic approach, as there are instances where people may defer to her authority rather than fully agreeing with her methods.
2. **Delegation:** There's a suggestion for her to stay focused and consider delegating responsibilities to enhance efficiency and avoid burnout.

Overall, the comments reflect strong support for Krishna's strategic leadership capabilities while also providing constructive feedback for her continued development in her role.

4. City Council Relations – Score:

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several are areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				2 / 25%	5 / 62.5%
1 N/A 12.5%					

Strengths:

1. **Commitment to Communication:** Krishna has dedicated significant time to communicate and support individual councilors and the mayor, demonstrating a clear commitment to action and results.
2. **Fair Treatment of Council Members:** She has worked hard to ensure that all members of the council are treated fairly and equally, striving to keep politics out of decision-making.
3. **Proactive Information Sharing:** Krishna has implemented briefing documents for city council agendas, which have advanced relations and knowledge among council members.
4. **Regular Updates:** Feedback indicates that council members are kept informed of activities regularly, including the implementation of staff report summaries on council meeting days.
5. **Plans for Enhancement:** There is excitement about her plans to enhance council support, communication, and constituent relations.

Areas for Improvement:

1. **Valuing Relationships:** It's suggested that she continue to value relationships with council members to foster collaboration.
2. **Control of Situations:** Some feedback indicates that she may need to pull back on controlling situations too closely, allowing council members more freedom in addressing issues.

Overall, the comments reflect a strong appreciation for Krishna's efforts in building and maintaining positive relations with the city council, alongside constructive suggestions for further improvement.

5. Senior Team Leadership.

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several are areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				2 / 25%	6 / 75%

Strengths:

1. **Collaborative Leadership:** Krishna is appreciated for her collaborative approach to leadership, balancing decisiveness with innovation. Her proposed reorganization of city departments exemplifies her commitment to evolving the city's leadership structure.
2. **Empowerment and Trust:** She empowers her executive team, providing clear expectations and direct feedback. Her leadership fosters a "one city" attitude, encouraging cross-departmental collaboration.
3. **Effective Management:** Krishna is recognized as an excellent manager who provides clear direction while ensuring that her team understands the rationale behind her decisions. She is open to tough questions from various stakeholders.
4. **Communication and Updates:** The leadership team is kept informed through regular meetings and updates, allowing directors to discuss issues and find effective solutions. Krishna's background in IT promotes innovation within the team.

Areas for Improvement:

1. **Vision Sharing and Delegation:** There is a recommendation for Krishna to continue sharing her vision and to delegate more responsibilities to prevent burnout.
2. **Sustainable Workload:** Feedback indicates that Krishna often holds herself to an unsustainable standard, which can lead to burnout among her team. It is suggested that she pace herself and her expectations.
3. **Immediate Feedback:** Team members encourage her to provide immediate feedback when necessary, reinforcing their trust in her leadership.

Overall, the comments reflect strong support for Krishna's leadership style and effectiveness while also highlighting the need for sustainable practices and delegation within her role.

6. Intergovernmental/Agency Relationships.

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several are areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
			1 / 12.5%	4 / 50%	3 / 37.5%

Strengths:

1. **Visible Community Presence:** Krishna has demonstrated a strong commitment to the community, being a visible presence at various events throughout the city.
2. **Value of Partnerships:** She understands that the value of partnerships transcends minor disagreements or political differences. Krishna maintains a professional demeanor, refusing to let emotional responses hinder critical partnerships.
3. **Collaboration with Other Governments:** Krishna has worked diligently to develop and foster closer working relationships with state agencies and local governments, ensuring that these relationships are mutually beneficial and collaborative.
4. **Effective Engagements:** Her leadership has led to effective and collaborative engagements with various organizations, showcasing her ability to navigate intergovernmental relationships successfully.

Areas for Improvement:

1. **Navigating Political Issues:** While her visible presence is appreciated, it is noted that political issues are inevitable when working with other governments. Her ability to remain above the politics will be crucial for achieving positive results.

Overall, the comments reflect strong support for Krishna's efforts in building intergovernmental relationships, highlighting her commitment to collaboration and effective engagement while also noting the importance of navigating political dynamics.

7. Community Relations.

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				1 / 12.5%	7 / 87.5%

Strengths:

1. **Deep Community Attachment:** Krishna has a strong attachment to the community, evident in her interactions and commitment to making the city the best it can be. Her presence at neighborhood associations, public events, and tutoring demonstrates this dedication.
2. **Commitment to Engagement and Transparency:** She actively engages with the community, attending multiple meetings, including those focused on homelessness and safety concerns. Her personal outreach to stakeholders and residents has been noted as a significant strength.
3. **Proactive Problem-Solving:** Krishna has shown a willingness to address complaints personally, surprising many with her direct responses and efforts to find solutions. Despite facing personal challenges, including racist and sexist comments, she has maintained professionalism and sought positive outcomes for the city.
4. **Active Participation:** Over the past seven months, she has excelled in community relations by attending numerous events, including Neighborhood Association meetings and National Night Out.

Areas for Improvement:

1. **Delegation of Responsibilities:** While her personal approach to addressing complaints is appreciated, it is suggested that she delegate some of these duties to ensure she has time for other important work.

Overall, the comments reflect a strong appreciation for Krishna's commitment to community relations, highlighting her proactive engagement and personal dedication while also noting the need for delegation to manage her workload effectively.

8. Communications.

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				2 / 25%	6 / 75%

Strengths:

1. **Clear Communication:** Krishna communicates clearly and effectively, making time for her team despite her busy schedule. Her exceptional written and verbal communication skills are consistently noted.
2. **Thoughtful Communication Strategy:** She takes a strategic approach to communication, ensuring that it aligns with overall goals. Her collaboration with team members, such as Courtney, enhances the effectiveness of communications to the public and city council.
3. **Timely Issue Resolution:** Issues are addressed promptly, and both staff and city councilors are kept well-informed. Her responses are detailed, thorough, and accurate.
4. **Engagement with Councilors:** Krishna has demonstrated a strong commitment to supporting individual councilors and the mayor, putting in significant effort to ensure clear and consistent communication.

Areas for Improvement:

1. **Regular One-on-Ones:** There is a suggestion to schedule regular one-on-one meetings to enhance communication further.

2. **Public Speaking:** While she is a good public speaker, feedback indicates that she sometimes gets bogged down in details and provides excessive information.

Overall, the comments reflect a strong appreciation for Krishna's communication skills and her proactive approach while also providing constructive feedback for further enhancement.

9. Self-Management.

Rating Scale					
1	2	3	4	5	6
Rarely demonstrates these qualities. Does not serve as an effective role model for others.	Demonstrates competence in these qualities only infrequently. Several are areas that should receive attention for development.	Occasionally demonstrates these qualities but some of these behaviors are clearly areas for development.	Frequently exhibits these qualities but occasionally shows lapses that are noticed by others.	Almost always demonstrates these qualities. Performance in this area appears well developed	Consistently demonstrates these qualities and sets a high standard for others to follow.
				2 / 25%	6 / 50%

Strengths:

1. **Accountability and Humility:** Krishna is recognized for her accountability and humility, treating everyone with dignity and respect. She communicates clearly and directly, which is appreciated by her colleagues.
2. **Professionalism and Integrity:** She models professionalism, accountability, ethics, and personal integrity in all her interactions, earning the respect of her peers. Her work ethic is noted as exceptional.
3. **Proactive Management:** Krishna has proactively managed significant projects, such as the Parks and Library Levy, demonstrating careful and thoughtful interactions while maintaining high integrity.
4. **Promotion of Work-Life Balance:** She actively promotes work-life balance for her staff and is willing to take on challenges while accepting responsibility.

Areas for Improvement:

1. **Delegation and Personal Time:** Feedback suggests that she should take personal time and delegate responsibilities to ensure she does not overextend herself.
2. **Sustainability of Workload:** While she promotes work-life balance for others, there are concerns that she often extends herself beyond sustainable limits, potentially sacrificing her own wellness.

Overall, the comments reflect strong support for Krishna's self-management skills and her commitment to professionalism, while also highlighting the need for her to prioritize her own well-being and delegate tasks effectively.

10. Additional Comments:

Positive Change in Leadership: The transition to Krishna as interim City Manager has been viewed as incredibly positive for the city, the leadership team, and the community. Her ability to build trust with the community is credited as a key factor in the successful passage of the levy.

Support for Permanent Appointment: There is a strong desire expressed for Krishna to be appointed as the permanent City Manager, with confidence that she is more capable than any outside candidate.

Handling Challenges: Krishna has effectively managed difficult situations and crises with thoughtfulness and tenacity. Even when disagreements arise, she is noted for her thorough analysis and data-driven decision-making.

Overall, the comments reflect a high level of support for Krishna's leadership and a strong belief in her capabilities as a City Manager, emphasizing her positive impact on the community and her effective handling of challenges.