

**CITY OF CENTENNIAL,
COLORADO**

ORDINANCE NO. 2010-O-01

**AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF CENTENNIAL,
COLORADO, PROVIDING FOR A PERFORMANCE MEASUREMENT AND
REPORTING SYSTEM IN THE CITY OF CENTENNIAL**

WHEREAS, economical, efficient, and effective government programs fortify the confidence of citizens in the government and enhance the government's ability to address vital public needs; and

WHEREAS, officials and employees who manage government programs must render a full account of their activities by providing appropriate reports to the public and to those to whom they are accountable; and

WHEREAS, the efforts of managers to improve program efficiency and effectiveness are substantially aided by proper alignment and linkage among the planning, budgeting, and assessment processes, and by adequate information on program performance; and

WHEREAS, performance measurement and reporting systems are the basis for providing accountability to the public, determining whether quality services are being provided at a reasonable cost, facilitating City Council decision making and communication with citizens, improving City management and service delivery, and enhancing citizens' understanding of government performance; and

WHEREAS, increasing national interest shown in government performance measurement and reporting, including interest by the U.S. General Accounting Office, the U.S. Office of Management and Budget, the National State Auditor's Association, the National Academy of Public Administration, the Governmental Accounting Standards Board, the Government Finance Officers Association, and the International City/County Management Association, is encouraging local governments to strengthen their performance measurement and reporting systems; and

WHEREAS, the City Manager has identified the need to continually strengthen the City's performance measurement and reporting process, particularly with regard to measuring and reporting program efficiency, quality, and results; and

WHEREAS, the City Council has expressed a strong commitment to the concepts of performance measurement upon which policies and spending decisions will be made, and to overseeing the achievements of City departments and programs in contributing to these City Council policy objectives and priorities; and

WHEREAS, the City needs to continually enhance and strengthen its measurement and reporting systems for programs funded through federal and state monies, to meet increasing external requirements for performance results and to demonstrate relevance to City priorities and indicators; and

WHEREAS, this ordinance is set forth to:

1. Establish the fundamental importance of performance measurement and reporting for accomplishing effective and efficient delivery of City services to the residents of the City;
2. Increase the confidence of Centennial citizens in the competence of City government, by systematically holding City departments accountable for efficiently achieving program results;
3. Assist City Council decision making by providing more complete and objective information on the achievement of key City and departmental goals and program objectives;
4. Strengthen public accountability by requiring City departments to continue to measure program performance against goals and objectives, and report publicly on their progress; and
5. Improve the City's measurement, monitoring, and reporting of results achieved by programs supported with federal/state funds, to ensure that funding source performance requirements are met and that funds are spent to achieve measurable results that support City goals.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CENTENNIAL, COLORADO ORDAINS:

Section 1. All City departments capable of performance measurement shall maintain key performance indicators (KPI) regarding monthly department performance, as directed by the City Manager.

Section 2. All City contracted-departments capable of performance measurement shall maintain key performance indicators (KPI) regarding monthly department performance, as directed by the City Manager.

Section 3. The City Manager shall annually develop and bring to the City Council for adoption a City-wide strategic plan which contains long-term City goals, designates key performance measures for each goal, and addresses City Council strategic priorities.

Section 4. The City Manager shall require City departments to link departmental goals with program objectives and both goals and objectives with City-level goals.

Section 5. The City Manager shall provide corporate-level oversight, assistance, and support to departments for integrating and coordinating strategic planning, budgeting, performance reporting, and performance-based decision making.

Section 6. The City Manager shall provide the City Council with performance indicators and impacts to strategic, departmental and program goals when submitting the annual budget for consideration when resource allocation decisions are made.

Section 7. The City Manager shall expand the information found in performance related reports and summaries at levels of detail appropriate for use in planning, budgeting, reporting, and decision making. Such reports shall be made available to the City Council and the general public to the extent permitted by law. These reports should present and analyze the results of City departments and programs in achieving their City Council-adopted performance goals and objectives as well as present and analyze the results all department program/activity measures and report on the level of success in addressing City priorities and achieving long-term goals.

Section 8. The City Manager and department heads in departments where performance measurement is implemented shall define each measure and shall institute the controls necessary to ensure the accuracy, continuity, completeness, relevance, reliability and timeliness of performance information.

Section 9. A leadership team shall be designated by the City Manager which team shall annually conduct certification reviews of selected performance measures for the purpose of assessing the reliability of reported data.

Section 10. The City Manager shall determine annually whether the city-wide and department specific performance measurement and reporting systems are being continuously improved, developed and used effectively to monitor performance and facilitate management decision making.

Section 11. The City Manager and department directors in departments where performance measurement is implemented shall develop and use effective processes for monitoring, analyzing, and using performance information to facilitate management decision making and manage City activities effectively.

Section 12. The City Council, City Manager, and department directors shall use performance information, when appropriate, in making policy and program decisions.

Section 13. The City Manager shall implement a process to ensure that the programs supported with federal and/or state funds achieve measurable results that support City goals, and shall ensure that the measurement, monitoring, and reporting of these results meet funding source requirements.

Section 14. The City Manager shall annually assesses and recommend for the City Council's approval sufficient resources and associated strategies to establish the framework and

to meet the performance information needs of Council, City management, Council boards and commissions, and Centennial citizens.

Section 15. The City Manager shall annually conduct a process to identify and obtain City Council input on any needed changes to plans and reports associated with this ordinance.

INTRODUCED, READ, AND ORDERED PUBLISHED BY THE CITY COUNCIL OF THE CITY OF CENTENNIAL, COLORADO, UPON A MOTION DULY MADE, SECONDED AND PASSED AT ITS REGULAR MEETING HELD ON THE 11TH DAY OF JANUARY, 2010.

CITY OF CENTENNIAL

By: Cathy A. Noon
Cathy A. Noon, Mayor

Approved as to Form:

Anda Mickow
For City Attorney's Office

I hereby certify that the above Ordinance was introduced to the City Council of the City of Centennial at its meeting of January 11th, 2010, and ordered published one time by *The Villager* newspaper on January 14, 2010.

SEAL

ATTEST:

By: Brenda J. Madison
City Clerk

FINALLY ADOPTED, PASSED, APPROVED AND ORDERED PUBLISHED BY TITLE AND WITH ANY AMENDMENTS, BY THE CITY COUNCIL OF THE CITY OF CENTENNIAL, COLORADO, UPON A MOTION DULY MADE, SECONDED AND PASSED AT ITS MEETING HELD ON THE 1st DAY OF February, 2010, BY A VOTE OF 9 IN FAVOR AND 0 AGAINST.

CITY OF CENTENNIAL

By: Cathy A. Noon
Cathy A. Noon, Mayor

I hereby certify that the above Ordinance was finally adopted by the City Council of the City of Centennial at its meeting of February 1, 2010, and ordered published by title only, with amendments if any, one time by *The Villager* newspaper on February 4, 2010.

SEAL

ATTEST:

By Brenda J. Madison
City Clerk