

ARTICLE X. PERFORMANCE BASED MANAGEMENT

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Sec. 2-501. Purpose.

- (1) Improve public service delivery through deliberate planning and an emphasis on accountability and results;
- (2) Improve managerial and legislative decision-making by promoting the gathering of meaningful and objective performance information;
- (3) Ensure that all departments and agencies are fiscally accountable and are primarily addressing statutory operations and functions; and
- (4) Improve public trust in Village government by holding the Village and its departments accountable for achieving results.

(Ord. No. 2013-40, § 1, 6-25-13)

Sec. 2-502. Definitions.

The following words, terms and phrases, when used in this article, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Board for the purposes of this article, means the Village of Niles Board of Trustees.

Village for the purposes of this article, means Village of Niles.

Village Departments or *Village Department* for the purposes of this article means all Village departments.

President for the purposes of this article, means the President of the Village of Niles.

Quarterly Report for the purposes of this article, means the Quarterly Reports described in [section 2-503](#).

(Ord. No. 2013-40, § 1, 6-25-13)

Sec. 2-503. Quarterly submissions to President and Board of Trustees.

- (a) Each Village Department shall prepare a Quarterly Report wherein it shall define its mission and establish measurable goals for achieving desirable results for those who received its services and

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the taxpayers who pay for those services. Each Village Department shall also develop clear strategies and timelines to achieve its goals.

- (b) The Quarterly Report submission shall include, but not be limited to, specific and measurable performance indicators, with corresponding performance objectives and targets, for each departmental activity that are impartial, quantifiable and that demonstrate progress to date. The President and/or his or her designee, prior to the submission of the first Quarterly Report by any Village Department shall meet with each Village Department to determine the appropriate performance indicators and corresponding performance objectives and targets for such Village Department. Notwithstanding anything to the contrary in this [section 2-503](#), the Village Departments shall prepare its Quarterly Reports in accordance with the performance indicators and performance objectives determined in these meetings and as otherwise established by the President and/or his or her designee.
- (c) The Quarterly Report submission shall also include a statement of purpose for the Village Department, services and programs provided that are required by law, including the mandating law, statute or ordinance, and services and programs provided that are not required by law but that enhance Village services.
- (d) Each Village Department shall submit its Quarterly Report to the President and his or her designee no later than March 10, June 10, September 10 and December 10 each year.
- (e) The President or his or her designee shall transmit each Quarterly Report submission received from Village Departments to the Board for Board review by April 1, July 1, October 1 and January 1 of each year.

(Ord. No. 2013-40, § 1, 6-25-13)

Sec. 2-504. Quarterly meetings.

The President or his or her designee shall, on a quarterly basis, meet with Village Departments to discuss the Quarterly Report as well as the Village Department's progress with respect to the chosen performance indicators and corresponding performance targets for priority outcomes.

(Ord. No. 2013-40, § 1, 6-25-13)

Sec. 2-505. Performance based program review.

Village Department Budget Resource Allocation Plans shall serve as the basis for performance based program reviews. Such reviews may include the following:

- (1) A review as to whether the program is in conformance with the mission of the Department, its statutory authority and adopted budgetary priorities;
- (2) Application of program workload measures, program efficiency measures, program effectiveness measures, program outcome measures and cost-benefit analysis; and
- (3) An analysis of the customer or client base served by the program and delivery of service alternatives.

(Ord. No. 2013-40, § 1, 6-25-13)

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Sec. 2-506. Accountability and performance.

- (a) Departments shall be held accountable for the achievement of performance objectives, as outlined in the Quarterly Report and Department heads and managers may be further accountable for the achievement of performance objectives through performance evaluation and other appropriate managerial tools.
- (b) Management and staff shall employ progressive techniques to ensure continuous efficiency and effectiveness in Village operations.

(Ord. No. 2013-40, § 1, 6-25-13)