

## CHAPTER 15 PERFORMANCE MEASUREMENT STANDARDS

### 1-15-1: Key Performance Indicators to be Maintained:

- A. All city departments shall maintain key performance indicators regarding monthly department performance, as directed by the city administrator.
- B. All city contracted entities shall maintain key performance indicators regarding monthly contracted performance, as directed by the city administrator.

(Ord. 1357, 9-5-2018)

### 1-15-2: Alignment of Goals and Key Performance Indicators:

By August of each calendar year, the city administrator shall present the Operational Plan and proposed budget for council review, which will demonstrate for council the alignment of city-wide operational goals and departmental goals and key performance indicators with council priorities as established in the city's 5-year Strategic Plan.

(Ord. 1357, 9-5-2018)

### 1-15-3: City Administrator Duties:

- A. The city administrator shall assure long-range operational plans for all major city functions be in-place and kept up-to-date.
- B. The city administrator will routinely measure, analyze, and report to council city-wide progress on operational key performance indicators and adopt subsequent plans in an effort to continuously improve outcomes.
- C. The city administrator 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 measurement, monitoring, and reporting of these results meet funding source requirements.
- D. The city administrator shall annually assess and make recommendation for council approval the appropriation of sufficient resources and subsequent strategies necessary to meet the data information needs of council, city administration, city commissions, and Sandpoint citizens.

(Ord. 1357, 9-5-2018)

### 1-15-4: Utilization of Key Performance Indicator Information:

The city council, city administrator, and all city departments and divisions shall utilize information provided through the analysis of key performance indicators when making policy, program, or any other decisions that will impact the city's service delivery capabilities.

(Ord. 1357, 9-5-2018)