



## Legislation Text

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### Introductory\*

### City of Baltimore Council Bill (Resolution) R

Introduced by: Councilmember Burnett

#### A Resolution Entitled

A Council Resolution concerning

#### **Informational Hearing - Office of the Chief Administrative Officer - Annual Review**

For the purpose of requesting that the Chief Administrative Officer and Deputy Chief Administrative Officer come before the City Council to initiate the process of annually reviewing the duties of the Office; requiring the review to include an evaluation of the prior year's performance metrics; requesting the Officers and the Council establish goals and objectives for the upcoming year; and requiring the Officer and the Council to identify municipal service delivery gaps that need to be addressed.

#### Recitals

The Baltimore City Council passed a Charter Amendment creating the Office of the Chief Administrative Officer on July 20, 2020. The voters of Baltimore City approved the amendment on the November 2020 ballot and the Office was subsequently created.

The duties of the Office of the Chief Administrative Officer are performed as outlined in the City Charter or by ordinance of the Mayor and City Council. The Office is responsible for administering the day-to-day operations of City government and improving the service delivery by municipal agencies.

Performance management is the systematic process by which a governing body works to improve organizational effectiveness. This process is conducted by setting expectations and continuously monitoring performance. Ongoing monitoring provides the opportunity to check how well an individual or entity is meeting predetermined standards. Continually reviewing an individual's or entity's performance can identify performance issues during the appraisal period and help to address performance problems, rather than wait until the end of the annual review cycle.

**Now, therefore, be it resolved by the City Council of Baltimore,** That the Baltimore City Council requests that the Chief Administrative Officer and Deputy Chief Administrative Officer come before the City Council to initiate annual reviews of the Office of the Chief Administrative Officer that will include an evaluation of the prior year's performance metrics, the establishment of goals and objectives for the upcoming year, and identification of municipal service delivery gaps that need to be addressed.

**And be it further resolved,** That a copy of this Resolution be sent to the Chief Administrative Officer,

the Deputy Chief Administrative Officer, and the Mayor's Legislative Liaison to the Baltimore City Council.