

Ordinance No. 859-2022

By Mayor Bibb

AN EMERGENCY ORDINANCE

To amend Section 123.09 of the Codified Ordinances of Cleveland, Ohio, 1976, as amended by Ordinance No. 69-17, passed January 30, 2017, to change the name of the Office of Quality Control and Performance Management to the Office of Urban Analytics and Innovation.

WHEREAS, this ordinance constitutes an emergency measure providing for the usual daily operation of a municipal department; now, therefore,

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF CLEVELAND:

Section 1. That upon the concurrence of the Board of Control, as required by Sections 77 and 79 of the Charter of the City of Cleveland, Section 123.09 of the Codified Ordinances of Cleveland, Ohio, 1976, as amended by Ordinance No. 69-17, passed January 30, 2017, is amended to read as follows:

Section 123.09 Office of ~~Quality Control and Performance Management~~ Urban Analytics and Innovation

(a) With the concurrence of the Board of Control, as required by Section 77 of the Charter, there is established in the Office of the Mayor, the Office of ~~Quality Control and Performance Management~~ Urban Analytics and Innovation, to be administered and controlled by an Executive Assistant or Special Assistant to the Mayor, to be appointed by the Mayor to be the Director of ~~Quality Control and Performance Management~~ Urban Analytics and Innovation and subject to the Mayor's supervision and control. The Director shall monitor and assess program and service delivery to the citizens of Cleveland by tracking and improving performance of Departments through the incorporation of efficient, effective, and economically sound process improvement methods to ensure high levels of accountability, compliance, and quality control. The Director shall appoint, in accordance with the civil service provisions of the Charter, such assistants and clerical, stenographic and other employees as may be required for the performance of the duties of the Office, and shall be responsible for their supervision.

(b) The Director shall conduct audit and compliance programs to ensure customer and quality service and efficiency through technology, conduct quality control programs to inspect service requests received from the public ~~through the Mayor's Action Center and the 311 Call Center~~, and conduct performance improvement programs to recommend and facilitate process improvement models. Activities shall include, but not be limited to, identifying key performance indicators, process improvements, core services and work processes that align directly with customer service, quality service, and efficiency through technology; establish metrics, targets, and benchmarks; evaluate operations, programs, and services; and collect, validate and analyze data.

Section 2. That upon the concurrence of the Board of Control, as required by Sections 77 and 79 of the Charter of the City of Cleveland, Section 123.09 of the Codified Ordinances of Cleveland, Ohio, 1976, as amended by Ordinance No. 69-17, passed January 30, 2017, is repealed.

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Section 3. That any references contained in the Codified Ordinances of Cleveland, Ohio, 1976, to the Office of Quality Control and Performance Management and the Director of Quality Control and Performance Management shall be amended to read “Office of Urban Analytics and Innovation” and “Director of Urban Analytics and Innovation”, respectively, consistent with this ordinance.

Section 4. That the Clerk of Council is authorized, when publishing the Codified Ordinances of Cleveland, Ohio, 1976, and any amendments, to change all references to the Office of Quality Control and Performance Management to “Office of Urban Analytics and Innovation” and the Director of Quality Control and Performance Management to “Director of Urban Analytics and Innovation”, consistent with this ordinance.

Section 5. That this ordinance is declared to be an emergency measure and, provided it receives the affirmative vote of two-thirds of all the members elected to Council, it shall take effect and be in force immediately upon its passage and approval by the Mayor; otherwise it shall take effect and be in force from and after the earliest period allowed by law.

SM:nl
9-12-2022
FOR: Mayor Bibb

