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ICMA Center for Performance AnalyticsTM

ROCK HILL RECOGNIZED FOR PERFORMANCE MANAGEMENT FOCUS

Washington, DC, July 8, 2014—The International City/County Management Association (ICMA) is pleased to announce that Rock Hill, South Carolina, is being recognized for its performance management efforts with a Certificate of Excellence from the ICMA Center for Performance AnalyticsTM.

“The certificate program recognizes the principles of performance management,” said Randall H. Reid, ICMA Director of Performance Initiatives. “Jurisdictions meeting the qualifications have demonstrated leadership in continuous improvement and community engagement, and they serve as examples for other governments to follow.”

ICMA assesses a local government’s performance management program and encourages analysis of results by comparing to peers and gauging performance over time. Performance management aids in cost reduction, program prioritization, and quality improvement. It also encourages accountability and transparency. Certificates are awarded at the levels of Achievement, Distinction, and Excellence. Rock Hill is among 29 jurisdictions receiving the Certificate of Excellence – the highest level awarded.

Criteria for the Certificate of Excellence include:

- Reporting of performance data to the public through budgets, newsletters, and/or information provided to elected officials
- Data verification efforts to ensure data reliability
- Staff training
- Use of performance data in strategic planning and operational decision-making
- Sharing of performance measurement knowledge with other local governments through presentations, site visits, and other networking
- Commitment to tracking and reporting to the public key outcomes
- Surveying of the both residents and local government employees
- Effective and timely reporting.

About ICMA

Now in its 100th year, ICMA, the International City/County Management Association, advances professional local government worldwide. Its mission is to create excellence in local governance by developing and advancing professional management of local government. ICMA provides member support; publications; data and information; peer and results-oriented assistance; and training and professional development to nearly 9,000 city, town, and county experts and other individuals and organizations throughout the world. The management



decisions made by ICMA's members affect millions of individuals living in thousands of communities, from small villages and towns to large metropolitan areas.

About the Center for Performance Analytics

ICMA's Center for Performance Analytics is dedicated to helping local governments use performance information to better the lives of the people they serve. The Center encourages the use and public reporting of performance information in a positive, continuous-learning environment in order to foster organizational cultures that deliver results that matter. For more information on the center's comparative data analysis services, please visit

icma.org/performanceinsights.