

For immediate release

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PHOENIX RECOGNIZED FOR PERFORMANCE MANAGEMENT LEADERSHIP

Washington, DC, June 28, 2019 —The International City/County Management Association (ICMA) is pleased to announce that Phoenix, Arizona, has been recognized for its data-driven management and reporting efforts with a Certificate of Distinction.

“Performance management is a bedrock principle of professional local government management,” ICMA Executive Director Marc A. Ott said. “By recognizing these leaders, ICMA hopes to encourage others to make a commitment to collect and analyze data, report it transparently, and use it to continuously engage their communities and improve their organizations.”

Certificates are based on established criteria and are awarded at three levels: Achievement, Distinction, and the highest level of recognition, Excellence. Recipients at all levels collect and verify data to ensure reliability, train staff in performance measurement, and report data to the public through budgets, newsletters, and/or information provided to elected officials.

Certificates of Distinction are awarded to those who also provide comparative and benchmarking information to the public, use performance data in strategic planning and operational decision-making, and share their knowledge with other local governments through presentations, site visits, and other networking activities.

Certificates of Excellence go to those who also track and report key outcomes, survey residents and local government employees, incorporate data into performance dashboards or other visual communications, and foster the development of a performance culture throughout their organizations.

Phoenix is among 19 jurisdictions receiving the Certificate of Distinction, and one of 63 recognized overall.

A complete list of recipients and examples of programs that exemplify the certificate criteria appear on the [Certificate Program](#) page on the ICMA website.

ICMA will officially recognize recipients at its 105th Annual Conference in Nashville/Davidson County, Tennessee, October 20-23.

Criteria for the 2020 certificates will be announced in November 2019. Any local government may apply. For further information, contact gyoung@icma.org.

Want to Hear More About Performance Management? Browse the ICMA [Performance Management](#) topic and add it to your interests.

[About ICMA](#)

ICMA, the International City/County Management Association, advances professional local government management worldwide through leadership, management, innovation, and ethics.

ICMA provides member support, publications, data and information, peer and results-oriented assistance, and training and professional development to more than 12,000 appointed city, town, and county leaders 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 throughout the world, from small villages and towns to large metropolitan areas.