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ICMA Center for Performance Analytics[™]

ROCK HILL RECOGNIZED FOR PERFORMANCE MANAGEMENT EXCELLENCE

Washington, DC, July 14, 2016—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 Analytics[™].

“The certificate program recognizes communities that have demonstrated leadership in continuous improvement and community engagement using performance analysis,” said ICMA Executive Director Robert J. O’Neill, Jr. “Performance analysis is an integral component of professional local government management, and jurisdictions meeting the certificate qualifications 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. Of the 52 jurisdictions honored overall, Rock Hill is among 34 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

ICMA, the International City/County Management Association, advances professional local government worldwide. The organization’s mission is to create excellence in local governance by developing and fostering professional management to build better communities. ICMA identifies leading practices to address the needs of local governments and professionals serving communities globally – providing services, research, publications, data and



information, peer and results-oriented assistance, and training and professional development to thousands of city, town, and county leaders and other individuals and organizations throughout the world. The management decisions made by ICMA's members affect millions of people living in thousands of communities, ranging in size from small 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 comparative performance data in a positive, continuous-learning environment in order to foster organizational cultures that deliver results that matter. For more information on the center, please visit icma.org/performanceinsights.