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ICMA Center for Performance Measurement™

SAN FRANCISCO RECOGNIZED FOR PERFORMANCE MANAGEMENT SUCCESSES

Washington, DC, June 28, 2013—The International City/County Management Association (ICMA) is pleased to announce that the City/County of San Francisco is being recognized for superior performance management efforts with a Certificate of Excellence from the ICMA Center for Performance Measurement™ (CPM). San Francisco is among 28 jurisdictions receiving this highest level of recognition this year.

“The certificate program recognizes the principles of performance management,” said Wayne Sommer, ICMA’s Director of U.S. Programs. “Jurisdictions meeting the qualifications have demonstrated leadership in continuous improvement and community engagement, and they serve as examples for other governments to follow.”

The certificate program 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.

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 advances professional local government worldwide. Its mission is to create excellence in local governance by developing and advancing professional management of local government. ICMA, the International City/County Management Association, 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 185 million individuals living in thousands of communities.

About the Center for Performance Measurement

ICMA’s Center for Performance Measurement is dedicated to helping local governments use performance information to better the lives of the people they serve. Jurisdictions are

assisted with the collection, reporting and analysis of data relating to quality, effectiveness and efficiency of government services. The Center encourages the use of performance information in a positive, continuous-learning environment in order to foster organizational cultures that deliver results that matter. For more information, please visit icma.org/performance.