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ICMA Center for Performance

BETTENDORF RECOGNIZED FOR PERFORMANCE MANAGEMENT FOCUS

Washington, DC, July 8, 2015—The International City/County Management Association (ICMA) is pleased to announce that Bettendorf, Iowa, is being recognized for its performance management efforts with a Certificate of Distinction from the ICMA Center for Performance Analytics™.

“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. Bettendorf is among ten jurisdictions receiving the Certificate of Distinction, and one of 48 recognized overall.

Criteria for the Certificate of Distinction include:

- Reporting of performance data to the public through budgets, newsletters, and/or information provided to elected officials
- Data verification efforts to ensure 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.

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 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.