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Durham Internationally Recognized for Performance Management Focus

Durham One of Only 29 Jurisdictions Receiving Certificate of Excellence

DURHAM, N.C. — Durham residents have one more award to be proud about thanks to the recent international recognition of the City of Durham for its performance management success.

The International City/County Management Association (ICMA) has recognized the City of Durham for its performance management efforts with a Certificate of Excellence, which is the highest level awarded from the ICMA Center for Performance Analytics™. Durham is among 29 jurisdictions receiving the Certificate of Excellence and this is the second year in a row that Durham has won in this category.

“The certificate program recognizes the principles of performance management,” said ICMA Director of Performance Initiatives Randall H. Reid. “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.

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; and effective and timely reporting.

According to Budget and Management Services Department Director Bertha Johnson, winning this award clearly demonstrates the City’s commitment to performance management. “We make every effort to develop meaningful performance measures tied to our programs and services and to use the data to make operational decisions, allocate resources, and hold employees accountable,” Johnson said. “I’m proud that the City won this recognition again this year, and I hope our residents are pleased that their local government has been recognized for sound leadership and for our demonstrated commitment to providing a well-managed city.”

About the Budget & Management Services Department

The Budget and Management Services Department is responsible for preparing, implementing, and monitoring the City’s annual operating budget as well as the five-year revenue/expenditure projections for all City government services. The department also provides operational and organizational studies as identified by the City Council, City Manager’s Office, and department staff. Guided by the City’s Strategic Plan, which the department established and maintains, the department helps to ensure that the City of Durham is a well-managed city by working with City agencies to build and implement performance measurement monitoring and evaluation. The department is also responsible for preparing the Capital Improvement Plan (CIP), conducting resident satisfaction surveys, and evaluating departmental achievement of City goals and objectives. To learn more, visit <http://DurhamNC.gov/ich/as/bms/Pages/Home.aspx>.

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. 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 information on the center's comparative data analysis services, visit www.icma.org/performanceinsights.