

# 2021 ICMA CERTIFICATES IN PERFORMANCE MANAGEMENT

**ICMA** recognizes communities for their commitment to the principles of performance management and effective communication of their performance data with residents and peer communities.

Depending on the level of recognition, Excellence being the highest, criteria include incorporation of data gathering and verification, public reporting, benchmarking and networking, strategic planning, community surveying, staff development, dashboarding, and continuous improvement.

For more information, visit [icma.org/certificates-in-performance-management](http://icma.org/certificates-in-performance-management). For those interested in applying for the 2022 Certificates in Performance Management, the criteria and application form will be posted on the website.

## Certificate of *Achievement*

Bettendorf, IA  
Chester County, PA  
Costa Mesa Sanitary District, CA  
DeLand, FL  
Elk Grove, CA  
Frisco, TX  
Georgetown, TX  
Hudson, OH  
Lake Wales, FL  
Maplewood, MN  
St. Lucie County, FL  
Stanly County, NC  
Temple, TX

## Certificate of *Distinction*

Algonquin, IL  
Arapahoe County, CO  
Baytown, TX  
Buncombe County, NC  
Cuyahoga County, OH  
Palm Coast, FL  
Phoenix, AZ  
Poudre Fire Authority, CO  
South Bend, IN  
Southlake, TX  
Tallahassee, FL  
Wichita, KS

## Certificate of *Excellence*

Alachua County, FL  
Alexandria, VA  
Austin, TX  
Bayside, WI  
Bellevue, WA  
Bernalillo County, NM  
Clayton, MO  
Coral Springs, FL  
Dallas, TX  
Fairfax County, VA  
Farmers Branch, TX  
Fort Collins, CO  
Fort Lauderdale, FL  
Gilbert, AZ  
Gunnison County, CO  
Henderson, NV  
Kansas City, MO  
Loudoun County, VA  
Miami-Dade County, FL  
Montgomery County, MD  
Oklahoma City, OK  
Pinehurst, NC  
Port St. Lucie, FL  
Rock Hill, SC  
San Antonio, TX  
Sarasota County, FL  
Scottsdale, AZ  
Sugarland, TX  
Suwanee, GA  
Tamarac, FL  
Woodbury, MN

