



CITY OF UNIVERSITY PLACE

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Certificate of Achievement Awarded to the City of University Place

The City of University Place has been awarded the Certificate of Achievement by the International City/County Management Association (ICMA) for the City's excellence in measuring and improving local government performance. The award will be presented in September at the ICMA conference held in San Antonio. Only a small number of local governments are awarded this certificate; in 2005, only eight cities nationwide received this distinction.

In order to be awarded the Certificate of Achievement, five areas of criteria are required:

- A designated staff member must coordinate the data collection process.
- Data collection for at least four service areas must be collected for two years.
- Data verification must take place to ensure quality comparable analysis.
- Training and support for staff must be a cooperative effort between the City and ICMA.
- Most importantly, performance measures must be reported to the public.

University Place has been tracking over 64 performance measures over an eight-year span. In the private sector, the profit margin tells the story on how a company is doing. In lieu of a profit margin, the public sector can use performance measures to grade itself and communicate those results to the public at large. Examples of performance measures include permit application turnaround time, police response times, crime rates, percentage of road lane miles assessed in satisfactory condition for the dollars spent, the City's bond rating, whether the City received a clean financial audit, etc.

In May, the City sent out a "Vital Signs" survey in the newsletter. Citizens were asked to tell the City which performance measures they were most interested in having reported. The response was well received, and from responses by the citizens, the City produced the top fifteen performance measures to report. The final report, the "Vital Signs Report Card," will be coming out later this fall.

The City is honored to receive this recognition for its performance measures program. The City is dedicated to continue to use performance measures as a tool to make improvements, and as a communications tool to keep the public informed of its organizational health.

For more information, please contact Assistant City Manager Rob Karlinsey at (253) 460-2516 or rkarlinsey@cityofup.com.