

**CITY OF PEORIA, ARIZONA  
CITY MANAGER REPORT**

RCM #: 3a

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**TO:** Carl Swenson, City Manager

**FROM:** Jeff Tyne, Budget Director *JT*

**PREPARED BY:** Mindy Russell, Management Assistant *MR*

**SUBJECT:** ICMA CPM Certificate of Achievement

**SUMMARY:**

The Budget Department is pleased to announce the City of Peoria has received the Certificate of Achievement from the ICMA Center for Performance Measurement (CPM) for its accomplishments in the area of Performance Management.

The ICMA CPM established an awards program to recognize the efforts of the local governments that incorporate performance management in their operations. This is the second year in a row that Peoria has submitted an application for consideration and has received this award.

For City of Peoria staff, this award presents a significant achievement. It reflects the commitment of the City Council and staff to incorporating performance management to further improve the operations of our city.

Leading and managing local governments requires understanding the performance of a jurisdiction across a range of criteria. The International City and County Management Association (ICMA) created the Center for Performance Measurement (CPM) to encourage local governments to share their experiences in performance management.

Originated in 1994, the CPM program has expanded to more than 220 communities, with data collection continuing to provide the ability for interagency benchmarking as well as internal performance improvement comparisons.

In addition, regional groups (consortiums) have been formed across the country to assist participants in sharing information and experiences. The City of Peoria is a charter member in the Arizona Consortium of the ICMA CPM.

The City has a key player in the activities in this area of performance management. Our City Manager, Carl Swenson, is a member of the National ICMA CPM Executive Board and has assumed a lead role in the Arizona Consortium as well.

Service areas evaluated under the program include: Code Enforcement, Facilities Management, Fire and EMS, Fleet Management, Highway and Road Maintenance, Housing, Human Resources, Information Technology, Library Services, Parks and Recreation, Police Services, Refuse and Recycling, Purchasing, and Risk Management.

In order to receive this award, an organization must submit an application detailing its performance management efforts for the prior fiscal year. Organizations are generally judged on their ability to apply Performance Management principles in their daily operations, and to utilize key metrics in making important decisions.