



*Leaders at the Core of Better Communities*

This  
Certificate of Excellence

is presented to

*Williamsburg, VA*

for exceeding the standards established by the ICMA Center for Performance Analytics™ in the identification and public reporting of key outcome measures, surveying of both residents and employees, and the pervasiveness of performance management in the organization's culture.

Presented at the 100th ICMA Annual Conference  
Charlotte/Mecklenburg County, North Carolina  
15 September 2014

A handwritten signature in black ink, appearing to read 'Robert O'Neill Jr.'.

ROBERT J. O'NEILL JR.  
ICMA EXECUTIVE DIRECTOR

A handwritten signature in black ink, appearing to read 'Simon Farbrother'.

SIMON FARBROTHER  
ICMA PRESIDENT

A handwritten signature in black ink, appearing to read 'Randall H. Reid'.

RANDALL H. REID  
DIRECTOR OF PERFORMANCE INITIATIVES  
ICMA CENTER FOR PERFORMANCE ANALYTICS