



*Leaders at the Core of Better Communities*

This  
Certificate of Excellence  
is presented to

*Williamsburg, VA*

for exceeding the standards established by the International City/County Management Association 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 102nd ICMA Annual Conference  
Kansas City, Missouri  
26 September 2016

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

ROBERT J. O'NEILL JR.  
ICMA EXECUTIVE DIRECTOR

A handwritten signature in black ink, appearing to read "Patricia E. Martel".

PATRICIA E. MARTEL  
ICMA PRESIDENT