



John Lamerato, Acting City Manager
City of Troy
500 West Big Beaver
Troy, MI 48084

July 2006

Dear Mr. Lamerato,

Congratulations! We are writing this letter to notify you that the City of Troy has won the 2005 Voice of the People Award for:

- **Excellence in Overall services**
- **Excellence in Library services**
- **Excellence in Police services**
- **Excellence in Recreation services**

The Voice of the People Awards are announced each year by the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) to the jurisdictions with the highest rated services according to a representative sample of their own residents. Winners are identified among all the jurisdictions that conducted The National Citizen Survey™ in 2005. To win, the rating for service quality must be one of the top three among all eligible jurisdictions in 2005 and must reside in the top 10% among over 400 jurisdictions in the National Research Center database of citizen surveys, used to provide normative comparisons in your report.

ICMA strongly encourages local government managers to monitor their performance regularly and the performance of their community so that managers can understand resident opinion and guide staff and elected officials toward needed improvements. By conducting a citizen survey and by proving your service quality in the eyes of your constituents, you have demonstrated not only the successful process of measuring performance, *but you have provided the empirical evidence of your effectiveness*. We know that service quality can be assessed in many ways, but the underpinning of government credibility is resident opinion and the essence of government transparency is the collection and publication of that opinion. The perspectives of residents provide critical management information like no other source, so we feel strongly that it is important to acknowledge those who lead the way to listen to the voice of the people.

As a winner of the 2005 Voice of the People Award, you are invited to receive your award as part of a special ceremony at the annual ICMA conference on September 10, 2006. In addition, you will be featured in the best practice forum on the National Research Center, Inc. Web site available to you and all jurisdictions where these citizen surveys are conducted.

Best regards,

Robert O'Neill
Executive Director, ICMA

Thomas I Miller
President, NRC