



**San Juan County
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For Immediate Release

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International City / County Management Association recognizes San Juan County with a Voice of the People Award

San Juan County, NM – The International City/County Management Association (ICMA) recently recognized San Juan County with a Voice of the People Award for Transformation in Fire Services. Communities receiving these awards showed the greatest improvement in service ratings and/or had the highest-rated services, according to a representative sample of their own residents. Award recipients were identified from all jurisdictions that conducted the NCS survey in 2012. Those that received the Voice of the People Award for Transformation had a service quality rating improvement that was significantly higher than the rating from their most recent prior survey and larger than improvements shown in all other eligible jurisdictions in 2012. Each winning jurisdiction was recognized at ICMA's 99th Annual Conference in Boston, MA on September 23, 2013.

ICMA, the premier local government leadership and management organization and the National Research Center (NRC), the nation's leading survey research firm for local government, recognized 16 communities for their use of citizen surveys to influence service quality. Two sets of awards – one for service excellence and one for significant improvement in service – were awarded.

For more information, please call 334-4271.