



Results for America awards Dayton with Bloomberg Philanthropies What Works Cities Certification for exceptional use of data

More than 100 cities have achieved What Works Cities Certification distinction since 2017

Release date: Friday, Jan. 16, 2026

Contacts:

Results for America: Cheryl Burnett, cheryl@results4america.org

Bloomberg Philanthropies: Amanda Konstam, amanda@bloomberg.org

City of Dayton: Abbie Patel-Jones, Director, Management & Budget, Abhigna.Patel-Jones@daytonohio.gov

The City of Dayton is proud to announce that Results for America has awarded it the Bloomberg Philanthropies What Works Cities Certification (Silver Level) for establishing exceptional data capabilities to inform policy, allocate funding, improve services, evaluate programs, and engage residents. The What Works Cities Certification standard reflects the practices, policies, and infrastructure municipalities must have in place to effectively harness data for better decision-making.

“Our residents feel the impact of an efficient and effective city government. Data helps us ensure we’re doing the right things that are driving outcomes for our community. It also allows us to communicate this impact to residents through dashboards and performance metrics. Bloomberg Philanthropies What Works Cities Certification shows that we are working smarter and faster, targeting investments where need is greatest and delivering measurable results for residents,” said City Manager Shelley Dickstein.

A notable example of Dayton’s use of data is its Mediation Response Unit, the first of its kind in the United States. The alternative emergency response unit was launched in 2021 based on the recommendations of a cross-sector, data-informed police reform working group and is used for nonviolent 911 calls, including neighbor disputes, loitering and noise complaints. A public dashboard is updated daily, helping the City track outcomes, guide improvements and increase transparency. Since 2022, the unit has handled more than 7,100 calls, 98% of which were resolved without police involvement.

The What Works Cities Certification program, launched in 2017 by Bloomberg Philanthropies and led by Results for America, is the international standard of data excellence in city governance. The standard measures a city’s use of data based on 43 criteria. A city that achieves 51–67% of the 43 criteria is recognized at the Silver level of Certification, 68–84% is required to achieve Gold, and 85% or more is required to reach Platinum. The program is open to any city in North, Central, or South America with a population of 30,000 or more.

“The cities recognized by Bloomberg Philanthropies What Works Cities Certification exemplify what is possible when city leaders commit to data-driven governance: real results for residents,” said Rochelle Haynes, Managing Director of Bloomberg

Philanthropies What Works Cities. “By pursuing Certification or advancing to a higher level of recognition, cities are demonstrating and strengthening their dedication to using data to drive progress and deliver better outcomes. While certified cities are investing in their data capacity to solve today’s issues, they are also building sustainable practices that set the stage for a more resilient and innovative future.”

“The Bloomberg Philanthropies What Works Cities Certification is one of the largest-ever philanthropic efforts to improve how local governments use data to improve people’s lives,” said James Anderson, who leads the Government Innovation Program at Bloomberg Philanthropies. “This work is helping reform-minded mayors across the Americas bring their organizations into the 21st century. Whether to stem housing shortages, reduce traffic fatalities, or improve resident service and responsiveness, city halls are tapping data, digital, and artificial intelligence to rise to the challenge – and we are thrilled to support their progress.”

To learn more about the What Works Cities Certification, visit whatworkscities.bloomberg.org.

About the Bloomberg Philanthropies What Works Cities Certification:

The What Works Cities Certification program, launched in 2017 by Bloomberg Philanthropies and led by Results for America, is the first-of-its-kind standard of excellence for data-informed, well-managed local government. What Works Cities Certification recognizes and celebrates local governments for their exceptional use of data to inform policy decisions, allocate funding, improve services, evaluate the effectiveness of programs, and engage residents.

About Bloomberg Philanthropies:

Bloomberg Philanthropies invests in 700 cities and 150 countries around the world to ensure better, longer lives for the greatest number of people. The organization focuses on creating lasting change in five key areas: the Arts, Education, Environment, Government Innovation, and Public Health. Bloomberg Philanthropies encompasses all of Michael R. Bloomberg’s giving, including his foundation, corporate, and personal philanthropy as well as Bloomberg Associates, a philanthropic consultancy that advises cities around the world. In 2024, Bloomberg Philanthropies distributed \$3.7 billion. For more information, please visit bloomberg.org, sign up for our newsletter, or follow us on Instagram, LinkedIn, YouTube, Threads, Facebook, and X.

About Results for America:

Results for America is helping decision-makers at all levels of government harness evidence and data to make progress on our greatest challenges. Our mission is to make investing in what works the “new normal,” so that when policymakers make decisions, they start by seeking the best evidence and data available, then use what they find to get better results. For more information, visit results4america.org.

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Representing the City of Dayton (left to right): Abbie Patel-Jones (Director, Dept. of Management & Budget); Steve Gondol (Director, Dept. of Planning, Neighborhoods & Development); LaShea Lofton (Deputy City Manager); Mike Rice (Director and Chief, Dayton Fire Dept.); Shelley Dickstein (City Manager); Brad French (Deputy Director and Chief, Dayton Fire Dept.); Jeanette Ghand (Division Manager, Management & Budget); Richard Bailey (GLIS Coordinator, Dept. of Public Works); Eric Henderson, Deputy Chief, Dayton Police Dept.

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