



Helping Organizations Make Better Decisions

725 W. Frontier Lane, Olathe, Kansas 66061

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November 16, 2020

Tracey Anderson
City Administrator
City of Maryland Heights
11911 Dorsett Road
Maryland Heights, MO 63043
tanderson@marylandheights.com

Subject: Leading the Way Award Winners

Dear Ms. Anderson:

On behalf of ETC Institute, **I want to congratulate the City of Maryland Heights for winning our Leading the Way Award.**

ETC Institute's "Leading the Way Award" was created to recognize local governments for outstanding achievement in the delivery of services to residents. Recipients of the award rank in the top 10% of all local governments in the United States with regard to their composite performance in three core areas that are assessed on ETC Institute's DirectionFinder® Survey:

- satisfaction with the overall quality of services
- satisfaction with customer service provided by employees, and
- satisfaction with the value residents think they receive for local taxes and fees.

Since 1999, ETC Institute's DirectionFinder® Survey has been administered to nearly two million residents in all 50 states. Although ETC Institute has provided "benchmarking" data that has allowed communities, like Maryland Heights, to compare your results with other communities for many years, ETC Institute did not formally recognize the top performers until this year.

The City of Maryland Heights is truly setting standard in many areas. In addition to ranking in the top 10% overall, the City of Maryland Heights had the highest satisfaction rating among more than 200 communities that participated in DirectionFinder® between August 2019 and July 2020 in the areas listed below.

#1 Rating Among All Communities

- Parks and Recreation Facilities and Programs



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The City of Maryland Heights also rated in the **top 10% of all cities** in the areas listed below.

- Overall Value of Services Provided to Residents
- Availability of Information About Government Services and Activities
- Condition of Neighborhood Streets
- Condition of Sidewalks
- Customer Service
- Effectiveness of Communication
- Efforts of Local Government to Keep Residents Informed about Local Issues
- Enforcement of Local Traffic Laws
- How Quickly Police Respond to Emergencies
- Maintenance of City Streets and Sidewalks
- Maintenance of Public Buildings and Facilities
- Overall Image and Appearance of the City
- Overall Quality of Governmental Services
- Snow Removal of Major City Streets
- Stormwater Management/Flood Control
- The Level of Public Involvement in Local Decision Making

More details about the Leading the Way Award are now available on our website, www.etcinstitute.com.

Once again, congratulations to you, the Mayor, your City Council, and all City employees for your outstanding achievements!

Sincerely,

A handwritten signature in cursive script that reads "Christopher E. Tatham".

Christopher Tatham, CEO