



Helping Organizations Make Better Decisions

725 W. Frontier Lane, Olathe, Kansas 66061

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November 16, 2020

Eric Berlin
City Administrator
City of North Kansas City
2010 Howell St.
North Kansas City, MO 64116
eberlin@nkc.org

Subject: Leading the Way Award Winners

Dear Mr. Berlin:

On behalf of ETC Institute, **I want to congratulate the City of North Kansas City 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 North Kansas City, 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 North Kansas City is truly setting standard in many areas. In addition to ranking in the top 10% overall, the City of North Kansas City rated in the **top 10% of all cities** in the areas listed below.

- Overall Value of Services Provided to Residents
- Bulky Item Pick-Up Services
- Condition of Sidewalks
- Condition of Major Streets and Neighborhood Streets
- Customer Service
- Enforcement of Trash and Debris Clean-Up on Private Property



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- Enforcement of Mowing and Cutting of Weeds on Private Property
- Enforcement of Sign Regulations
- Feeling of Safety in City Parks
- Feeling of Safety in Neighborhoods During the Day
- Maintenance of Public Buildings and Facilities
- Overall Quality of Fire Services
- Overall Quality of Government Services
- Overall Quality of Police Services
- Parks and Recreation Facilities and Programs
- Snow Removal on Major City Streets and Neighborhood Streets
- Solid Waste Services
- Visibility of Police in Commercial Areas, Retail Areas, and Neighborhoods
- Water Utility Services
- Yard Waste Pick-Up Services

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

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

Sincerely,

A handwritten signature in black ink that reads "Christopher E. Tatham". The signature is written in a cursive style.

Christopher Tatham, CEO