



ETC INSTITUTE

MARKETING RESEARCH, DEMOGRAPHY, STATISTICAL APPLICATIONS

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December 1, 2021

Andrew Ching
City Manager
City of Tempe
31 E. Fifth Street
Tempe, AZ 85281

Subject: Leading the Way Award Winners – Fall 2021 Announcement

Dear Mr. Ching: *Andrew:*

On behalf of ETC Institute, I want to congratulate you and the City of Tempe for winning our **Leading the Way Award for the second consecutive time**. As you are aware, ETC Institute's "Leading the Way Award" was created to recognize local governments for outstanding achievement in the delivery of services to its residents.

The **City of Tempe continues to set the standard** in how to deliver quality and valuable services to its residents, as well as being a city that provides exceptional customer service to residents. The City of Tempe ranked in the top 10% among communities with more than 100,000 or more residents that participated in the DirectionFinder® survey between August 2020 and August 2021. For the second consecutive year, the City of Tempe rated in the top 10% of all cities in the areas listed below.

- Public transportation
- Overall value of services provided to residents
- Availability of information about government services and activities

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,

Christopher Tatham, CEO
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