



November 16, 2020

J. Michael Wilkes
City Manager
City of Olathe
100 E. Santa Fe
Olathe, KS 66062

Subject: Leading the Way Award Winners

Dear Mr. Wilkes:

On behalf of ETC Institute, **I want to congratulate the City of Olathe 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 Olathe, 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 Olathe is truly setting standard in many areas. In addition to ranking in the top 10% overall, the City of Olathe 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

- Yard Waste Services
- Household Hazardous Waste
- Effectiveness of City Manager/Appointed Staff
- Stormwater Management (tied for #1)
- Communication (tied for #1)
- City's use of Social Media



Helping Organizations Make Better Decisions

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Phone: (913) 829-1215

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#1 Rating Among Communities with More than 100,000 Residents

- Customer Service
- Leadership of Elected Officials
- Public Safety
- Water Services
- Adequacy of Street Lighting
- Bulk Item Pick-up
- Curbside Recycling

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

- Parks and Recreation
- Code Enforcement
- City's Website
- Police Services
- Trash Service

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