



WHERE COMMUNITY AND SPIRIT MEET™

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For Immediate Release

City of Kirkwood Receives “Leading the Way” Award from ETC Institute

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Kirkwood, Missouri: This month, the City of Kirkwood was notified that it has been awarded the “Leading the Way Award” from ETC Institute in recognition of Kirkwood residents’ very high satisfaction with the overall quality of City services and the value residents think they receive for their local taxes and fees. The City was one of just 9 municipalities across the nation to receive ETC Institute’s prestigious designation during the fall of 2021 based on results from the City’s 2021 Community Survey. Recipients of the “Leading the Way Award” rank in the top 10% of all local governments in the United States with regard to composite performance in the three core areas assessed in ETC Institute’s DirectionFinder Survey: resident satisfaction with the overall quality of services, customer service provided by employees and the value residents think they receive for local taxes and fees.

In addition to ranking in the top 10% overall, the City of Kirkwood also rated in the 10% of more than 200 communities that participated in DirectionFinder between August 2020 and August 2021 in the following areas:

- Water Utility Services
- Taste of Tap Water
- Fees of Water Services
- Electric Utility Services
- Residents' Feeling of Safety in Neighborhoods During the Day
- Maintenance of City Parks

“We are incredibly honored and humbled to receive the ‘Leading the Way Award’ in recognition of Kirkwood resident satisfaction levels,” said Chief Administrative Officer Russ Hawes. “This designation reflects the City Council and staff’s ongoing commitment through prudent strategic planning and budgeting efforts to provide Kirkwood residents with the highest quality of services both now and into the future. We will continue striving to make Kirkwood the best possible community for our residents to live, work and play.”

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