



CITY OF PORT WASHINGTON NEWS RELEASE

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CITY OF PORT WASHINGTON HAS BEEN RECOGNIZED FOR ITS SERVICE TO THE COMMUNITY

Port Washington, WI | December 17, 2021 – Port Washington is one of nine cities to receive the Leading the Way Award by ETC Institute, a national survey and research firm. As a recipient, Port Washington has ranked in the top 10 percent of all communities surveyed in the U.S. in three areas: 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.

This class of award winners were selected from nearly 200 communities that participated in the DirectionFinder survey between August 2020 and August 2021. The award was created to recognize local governments for outstanding achievement in the delivery of services to residents.

“The input we received from residents brought to light something I have known since beginning my Mayorship, and that is the outstanding work the women and men do day in and day out for the City of Port Washington. The initiative and willingness to help others distinguishes them from other organizations,” Mayor Theodore Neitzke IV said in response to the City receiving the award. “We will share in this recognition as a community and strive as an organization to enhance the level of services for all community member as we move forward.”

Since 1999, the ETC Institute has conducted the DirectionFinder survey, which provides an assessment of resident satisfaction with city services. The City of Port Washington will use these results as a tool during the strategic planning in 2022 and benchmarking over many years, according to a city press release.

In addition, Port Washington ranked in the top 10 percent of all cities in the following areas:

- Flow of Traffic on City Streets
- Visibility of Police in Neighborhoods
- Number of City Parks
- Walking/Biking Trails

"The positive feedback the City received from resident's is a testament to the hard work and dedication of City employees to make Port Washington a truly remarkable place in the nation," City Administrator Tony Brown said.

"The extraordinary scores received, along with this award, provide evidence the City is delivering value to our amazing residents. In saying that, resident survey responses did identify areas to prioritize. The top priorities are overall maintenance of City streets, sidewalks, and infrastructure, and overall effectiveness of City communication with the public. Responding to this feedback, in the 2022 budget the Mayor and Common Council approved the investment of over \$3.2 million in transportation projects and enhancing communications by developing a communications plan and redesigning the City website. Also, these priorities and all the other information contained

in the Community Survey Report will be utilized during a rigorous strategic planning effort to identify a vision for the future of the City. "

The City of Port Washington, WI is growing suburb with a population of 12,307 located in Ozaukee County, 27 miles north of the City of Milwaukee, WI.

Find more information about the ETC Institute and the Leading the Way Award at <https://etcinstitute.com/lwa/>.

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