



Village of Mount Prospect **Press Release**

Village of Mount Prospect Receives Prestigious "Leading the Way" Award for Outstanding Service Delivery

DATE: September 19, 2024
CONTACT: Kylie Cerk, Director of Marketing and Public Relations
kcerk@mountprospect.org, 847-818-5201

The Village of Mount Prospect has been honored with the prestigious "Leading the Way" award from ETC Institute, recognizing the Village's exceptional performance in delivering services to residents. This award places Mount Prospect in the top 10% of all local governments in the United States for the summer of 2024, as assessed by ETC Institute's DirectionFinder® Survey.

The award reflects Mount Prospect's top-tier performance across three core areas:

- **Overall Quality of Services:** Mount Prospect residents expressed high satisfaction with the comprehensive quality of services provided by the Village.
- **Customer Service:** The Village's employees received exceptional marks for their customer service, reflecting a strong dedication to serving the community.
- **Value for Taxes and Fees:** Residents of Mount Prospect appreciate the value they receive for the local taxes and fees, underscoring the Village's effective and efficient use of public funds.

In addition to these key metrics, Mount Prospect's performance outpaced the national average by more than 20% in 42 specific areas, including customer service, street maintenance, emergency preparedness, communication effectiveness, and various public services.

Village Manager Michael J. Cassady expressed his pride in the recognition, stating, "We will share this incredibly positive recognition with our Village team members who consistently exceed expectations for high performance and customer service."

This recognition came from the Village's 2023 Community Survey, conducted by ETC Institute, in which respondents rated their satisfaction in 52 categories. "We are also grateful to the residents who participated in the survey process," said Village Manager Cassady. "Their efforts allow us to evaluate whether our organizational goals and objectives are aligned with our residents."

Mount Prospect rated significantly higher (5% or more) than the U.S. average in all 52 survey categories. To view the complete Findings Report from the Village of Mount Prospect's 2023 survey, visit www.mountprospect.org/communitysurvey.

ETC Institute's "Leading the Way" award was established to honor local governments that demonstrate superior achievement in service delivery. Since its inception, the award has become a benchmark for excellence, highlighting communities that set the standard for others to follow.

For more information about the "Leading the Way" award and to view a complete list of winners, visit [ETC Institute's website](#).

###