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For Immediate Release

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Palo Alto Receives Voice of the People Award

Palo Alto, CA -- The City of Palo Alto has won the 2006 Voice of the People Award as a result of last year's citizen survey conducted for the annual Service Efforts and Accomplishments Report issued in December 2006. A special award presentation will take place at the City Council meeting on Monday, November 19, 2007.

The "Voice of the People" Awards are announced each year by the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) to the jurisdictions with the highest rated services for the preceding year according to a representative sample of their own residents. Winners are identified among all the jurisdictions that conducted The National Citizen Survey™. The award was presented to representatives of Palo Alto at a recent ICMA conference.

The 2006 survey was conducted as part of the City Auditor's annual Service Efforts and Accomplishments Report.

To win, the rating for service quality must be one of the top three among all eligible jurisdictions and must be in the top 10% of over 400 jurisdictions in the National Research Center database of citizen surveys.

Palo Alto won the 2006 Voice of the People Award in four categories:

- **Excellence in Fire services**

In 2006, 95% of Palo Alto residents rated fire services good or excellent – including 54% excellent, 41% good, 5% fair, and 0% poor – placing Palo Alto in the 94th percentile compared to other jurisdictions.

- **Excellence in Emergency Medical services**

In 2006, 94% of Palo Alto residents rated ambulance/emergency medical services good or excellent – including 51% excellent, 43% good, 6% fair, and 0% poor – placing Palo Alto in the 94th percentile compared to other jurisdictions.

- **Excellence in Recreation services**

In 2006, 85% of Palo Alto residents rated recreation programs good or excellent – including 37% excellent, 48% good, 13% fair, and 1% poor – placing Palo Alto in the 94th percentile compared to other jurisdictions. In addition, 86% of Palo Alto residents rated the range and variety of recreation programs and classes good or excellent – including 39% excellent, 47% good, 13% fair, and 2% poor – placing Palo Alto in the 96th percentile compared to other jurisdictions.

- **Excellence in Garbage Collection services**

In 2006, 92% of Palo Alto residents rated garbage collection good or excellent – including 52% excellent, 40% good, 7% fair, and 1% poor – placing Palo Alto in the 97th percentile compared to other jurisdictions.

City Manager Frank Benest and City Auditor Sharon Erickson will present awards to the City Council and the directors of the departments that provided the award-winning services in 2006.

The 2007 Service Efforts and Accomplishments Report will be presented in December and will highlight this year's results from the annual National Citizen Survey conducted this past fall.