Voice of the People Awards

The City of Palo Alto has been awarded a major honor and a presentation to staff will take place at the City Council meeting on Monday, October 16, 2006.

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 according to a representative sample of their own residents. Winners are identified among all the jurisdictions that conducted The National Citizen Survey™ in 2005.

The survey was conducted as part of the 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.

The City of Palo Alto has won the 2005 Voice of the People Award in five categories:
• **Excellence in Emergency Medical services**
  In 2005, 94% of Palo Alto residents rated ambulance/emergency medical services good or excellent – including 53% excellent, 41% good, 5% fair, and 0% poor – placing Palo Alto in the 94th percentile compared to other jurisdictions.

• **Excellence in Fire services**
  In 2005, 94% of Palo Alto residents rated fire services good or excellent – including 55% excellent, 39% good, 5% fair, and 0% poor – placing Palo Alto in the 95th percentile compared to other jurisdictions.

• **Excellence in Garbage Collection services**
  In 2005, 92% of Palo Alto residents rated garbage collection good or excellent – including 54% excellent, 38% good, 6% fair, and 2% poor – placing Palo Alto in the 97th percentile compared to other jurisdictions.

• **Excellence in Park services**
  In 2005, 91% of Palo Alto residents rated city parks good or excellent – including 43% excellent, 48% good, 8% fair, and 0% poor – placing Palo Alto in the 97th percentile compared to other jurisdictions.

• **Excellence in Police services**
  In 2005, 87% of Palo Alto residents rated police services good or excellent – including 42% excellent, 45% good, 10% fair, and 3% poor – placing Palo Alto in the 91st percentile compared to other jurisdictions.

City Manager Frank Benest and City Auditor Sharon Erickson will present the awards to the directors of the departments that provide the award-winning service.