

MAYOR'S INTRODUCTION

Welcome to the City of Kirkland's 2010 Performance Measures Report!

According to the community visioning process, our residents see Kirkland as "an attractive, vibrant, and inviting place to live, work and visit. Our lakefront community is a destination for residents, employees, and visitors. Kirkland is a community with a small-town feel, retaining its sense of history, while adjusting gracefully to changes in the twenty-first century."

Our annual performance measures report demonstrates to you, our community, what the City is doing to achieve the goals in ten service areas. The service areas were identified as priorities by the City Council and our biennial community survey. In this report, you will see evidence of progress the City has made toward each goal as well as areas in need of improvement. In these challenging financial times, the City is working hard to maintain and improve essential services in cost-efficient and effective ways.

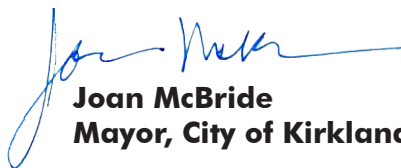
In the past, our performance measures have reported on select service areas. Beginning this year, we have redesigned the report around the Council goals as they speak to the community's vision for our city. Our new format provides a comprehensive, cohesive and cross-departmental view of the City's services and programs.

To align the City's services with our vision statement, the Council established ten service areas, value statements and goals in 2009. The goals help the Council to develop policy strategically, moving Kirkland toward its 2022 vision. The Council reaffirms the goals annually to ensure they continue to speak to the needs of our community.

Performance measures are an important step in the community visioning and planning processes. They help the City acknowledge successes and make resource decisions to address needs of the community that current services may not meet. In tough economic times, measuring progress toward the Council goals is especially important in helping the Council to allocate scarce resources where they are most needed.

As we welcome the Finn Hill, Juanita and Kingsgate neighborhoods into our city in 2011, future resident surveys and performance measure reports will provide a picture of resident and business satisfaction and needs throughout the larger city.

We hope you will find this report a helpful tool for reviewing and understanding the services provided by the City of Kirkland. We are excited to share our report card with you and look forward to continued improvement and achievement to make Kirkland a great place to live, work, and play.


Joan McBride
Mayor, City of Kirkland

