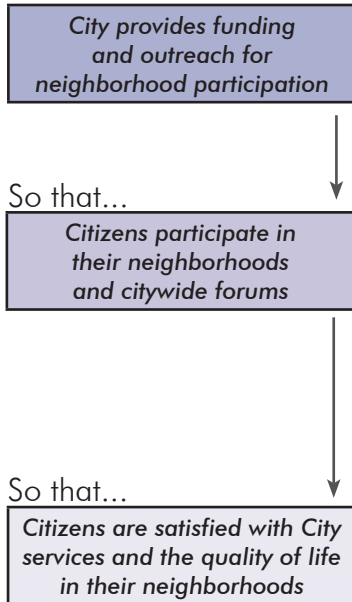


NEIGHBORHOODS

goal Achieve active neighborhood participation and a high degree of satisfaction with neighborhood character, services and infrastructure



MEASURE	2007	2008	2009	2010	Target
Number of e-bulletins sent out	92	77	161	139	N/A
Neighborhood Connections funding	\$100,000	\$125,000	None	\$25,000	N/A
Amount of neighborhood matching grants	\$31,000	\$31,000	\$27,500	\$8,000	N/A
Volunteer hours in neighborhood projects ¹	\$40,744	\$73,467	\$75,170	\$62,162	N/A
Attendees at City Council neighborhood meetings	128	164	216	68	50+ per meeting
Number of questions submitted to City Council neighborhood meetings	146	179	95	21	N/A
Kirkland Alliance of Neighborhoods Neighborhood U attendees	30	70	45	*	N/A
Citizens rate neighborhood services and programs as satisfactory or better	**	79%	**	80%	90%
Citizens rate neighborhood infrastructure as satisfactory or better	**	***	**	***	90%

¹ Based on national standard for volunteers' hourly worth.

*Neighborhood U postponed from Fall 2010 until May 2011 to align with annexation timing

**Community survey occurs in even years

***Not included in past surveys. To be included in future surveys.

HOW DO WE MEASURE NEIGHBORHOOD SERVICES?

E-bulletin communications, neighborhood funding and outreach programs demonstrate how the City actively connects residents with resources and stimulates participation in local government.

Rates of citizen participation in neighborhood activities reflect the neighborhood organizing work done through the Neighborhood Services Division.

Citizen satisfaction with neighborhood services and infrastructure demonstrates how well the City understands the needs of residents and subsequently invests in neighborhood planning and capital improvements.

HOW ARE WE DOING?

- Volunteer hours remained high in 2010 despite a reduction in matching grant funding.
- City Council neighborhood meeting attendance has increased since 2007, with the exception of lower numbers in 2010 due to the fact that only half as many Council neighborhood meetings were held. Two neighborhoods were combined into one meeting and the January 2010 meeting was cancelled to allow the new Council time to get acclimated.
- The number of questions submitted to City Council meetings in the neighborhoods reduced dramatically after postage paid "submit a question" forms were replaced with the low cost electronic version.
- Citizen satisfaction with neighborhood services and programs has remained essentially the same between surveys, despite decreased neighborhood resources.

WHAT IS THE CITY DOING?

The Neighborhood Services staff provides outreach and resources through personal contact, e-bulletins and the City website. Project creation and volunteerism enable residents to actively participate in local government, build community, and improve the quality of life in their neighborhood. The City provides opportunities for participation, but many other factors influence whether people have the time or inclination to get involved.

Neighborhood Services connects residents with citywide issues by coordinating City Council meetings in four neighborhoods per year. Citizens can talk directly to City Council members and ask questions regarding neighborhood and citywide issues.

The Kirkland Alliance of Neighborhoods (KAN), with the help of the City, leads yearly Neighborhood University sessions. These classes teach residents about city government, neighborhood organizing, and leadership. KAN meets five times a year to exchange information about neighborhood issues, network, provide educational opportunities for neighborhood leaders, and connect with city services.

The Neighborhood Connections program was originally eliminated in 2009 and 2010, but the City Council restored a portion of funding in 2010. Funding reductions in the neighborhood matching grant program and Neighborhood Connections may negatively impact citizen satisfaction with neighborhood infrastructure in the future.



Before



After

Highlands Neighborhood Reconstructs Trail to Downtown

In a year of budget cuts, reductions in Neighborhood Matching Grants, and limited Neighborhood Connection Program funding, a community vision became reality.

The Highlands Neighborhood worked with Puget Sound Energy (PSE) and the City of Kirkland to obtain approval from King County and the Port of Seattle to reconstruct the trail leading up to and crossing the Eastside Rail Corridor below NE 85th Street.

Taking advantage of work already scheduled by PSE to upgrade a gas line, the link from the Highlands Neighborhood to downtown was restored and fully paid for by PSE.



Moss Bay Neighborhood Connection
Sidewalk Connection



Juanita Neighborhood Connection
Crosswalk Enhancement



Everest Park Gazebo
Joint Rotary Club/Neighborhood Connection Project