

NEIGHBORHOODS

GOAL

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

MEASURE	2010	2011	2012	2013	2014	Target
<i>Subscriptions/number of e-bulletins sent out</i>	917/139	1086/137	1154/340	1231/283	1281/317	N/A
<i>Neighborhood CIP funding</i>	\$25,000	0	0	0	\$150,000	N/A
<i>Number/amount of neighborhood matching grants</i>	9/\$5,493	11/\$11,130	13/\$14,570	10/\$13,890	10/\$7,943	N/A
<i>Value of Volunteer hours in neighborhood projects</i>	\$62,162	\$31,776	\$30,836	\$30,199	\$73,862	N/A
<i>Number of attendees at City Council neighborhood meetings</i>	68	262	67	123	177	50+ per meeting
<i>Number of questions submitted to City Council neighborhood meetings</i>	21	100	34	24	68	N/A
<i>KAN Neighborhood University attendees</i>	**	130	20	70	80	N/A
<i>Citizens surveyed are satisfied with neighborhood growth and character (satisfactory or better)</i>	54%	No survey in 2011	***	***	***	90%
<i>Citizens surveyed are satisfied with neighborhood infrastructure and maintenance (satisfactory or better)</i>	***	90%	81%	***	82%	90%

** Neighborhood University postponed from Fall 2010 to after Annexation May 2011.
 *** Question not included in Survey.

City provides funding and outreach for neighborhood participation

So that...
 Citizens participate in their neighborhoods and citywide forums

So that...
 Citizens are satisfied with City services and the quality of life in their neighborhoods

HOW DO WE MEASURE NEIGHBORHOOD SERVICES?

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.

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

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

WHY DID WE CHOOSE THESE MEASURES?

These measures account for the neighborhood organizing work done through the Neighborhood Services Division of the City Manager's Office. This is only one element of what influences a citizen's satisfaction with government and their neighborhood. E-bulletin communications, neighborhood association funding, and outreach programs demonstrate how the City actively connects residents with resources and stimulates participation in local government.

WHAT IS THE CITY OF KIRKLAND'S ROLE?

The City is committed to supporting neighborhoods by:

- Providing neighborhoods with resources to address needs;
- Strengthening the relationship between City Hall and the neighborhoods;
- Supporting the neighborhood associations in expanding their membership;
- Increasing awareness of City services; and
- Building partnerships to improve Kirkland's neighborhoods.

The Neighborhood Services staff provides outreach and resources through personal contact, e-bulletins and the City website. The City distributes neighborhood matching grants for neighborhood projects. Project creation and volunteerism enable residents to actively participate in local government, build community and improve the quality of life in their neighborhood.

Neighborhood Services connects residents with city-wide 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 city-wide 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.

Representatives from the Kirkland Alliance of Neighborhoods and other neighborhood leaders worked with City staff to develop and implement the Pilot Neighborhood Safety Program. The purpose of the program is to "reenergize neighborhoods through partnerships on capital projects implementation." 2014 funding is from the Capital Improvement Program project titled JFK Non-Motorized Program (\$150,000).

WHAT ELSE INFLUENCES THESE MEASURES?

Reenergizing neighborhoods was the focus for 2013 & 2014 (identified in the City's Work Program). As a result, the City Council, Kirkland Alliance of Neighborhoods (KAN) and staff embarked on a multitude of initiatives to create partnerships on capital project implementation and clarify roles in future planning and transportation efforts. The following lists some examples:

- Hundreds of residents participated actively in the Comprehensive Plan and Neighborhood Plan update process.
- Thirty residents participated in annual Town Hall meeting offered by City Council.
- Seven projects were identified, prioritized, and funded through the Pilot Neighborhood Safety Program in the new neighborhoods.
- Nearly two hundred requests were logged into the Suggest-a-Project interactive map.
- Fifty residents attended Neighborhood U (Transportation – traffic impacts facing Kirkland today)

Neighborhood Safety Program



Crosswalk striping was added to several crosswalks in the Finn Hill Neighborhood through the Neighborhood Safety Program



Broken and missing extruded curb was replaced near Thoreau Elementary School



Development fees were secured for the top priority Neighborhood Safety Program project at NE 132nd Street and 121st Avenue NE