



performance measures
city of kirkland • december 2007

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performance measures guide - 2007

Since 2004, the City of Kirkland has been monitoring key performance measures in six service areas: Fire and Emergency Medical Services; Streets; Information Technology; Police; Parks and Recreation; and Recycling. This guide book includes a report on the key performance measures for each of these service areas along with examples of service provided. As we continue to monitor these key measures over time, we will have a good indicator of how much progress the City is making in meeting our goals for providing high quality services in a cost-effective way. The booklet is intended to show the citizens of our community how we are doing on the following goals:

kirkland's core performance measurement goals

Fire and Emergency Medical Services:

Preserve lives and protect property through high quality response to fire and emergency medical incidents.

Key measures: Emergency Response Times and Effectiveness in Containing Fires

Streets:

Construct and maintain the public infrastructure of the City and ensure efficient and reliable public streets to Kirkland residents.

Key measures: Pavement condition rating and citizen rating of street maintenance.

Information Technology (IT):

Proactively provide cost effective, reliable, standardized, and current information technology tools, systems, and services including customer focused support.

Key measures: Share of the City's business that is conducted through E-Commerce and rating of IT services

Police:

Reduce crime and increase the community perception of safety through high quality law enforcement services.

Key measures: Crime rates and citizen ratings of safety in their neighborhoods.

Parks and Recreation:

Enrich and enhance Kirkland's quality of living by effectively managing our public lands and serving the leisure needs of all residents.

Key measures: Citizen rating of the City's parks and recreation programs and citizen enrollment in recreation classes.

Recycling:

Reduce waste generated by Kirkland residents and businesses by recycling, reducing, and reusing materials.

Key Measures: Citizen rating of recycling services and tons of recycling material collected.

key findings

Some notable findings of the Performance Measures Guide are:

- Total fire incidents per 1,000 population increased by nearly 23% and total non-fire incidents per 1,000 population increased by nearly 44%, yet the percent of fire response times under 5.5 minutes kept pace with a 3% decrease in times that met the department target of under 5.5 minutes.
- In the 2006, citizen survey 95% of residents rated road maintenance as satisfactory or better.
- Parks and Recreation on-line registration increased by 30%, more than doubling 2005 online registrations.
- 98% of respondents to the 2006 Citizen Survey rated their overall satisfaction with parks as satisfactory or better, a 3% increase in satisfaction since the 2004 Citizen Survey.
- Recycling rates continued to exceed City's single family recycling diversion goal of 52% (60% diversion in 2005 & 62% in 2006).
- Garbage rates continued to surpass City's waste generation goal of less than 33 lbs. of garbage per household per week among single family residents (27.30 lbs/wk in 2005 & 25.5 lbs/week in 2006).

We hope you will find this guide a helpful tool for reviewing and understanding the services provided by the City of Kirkland.