Resident satisfaction with Neighborhood Services demonstrates how well the City understands the needs of residents and subsequently invests in neighborhood planning and capital improvements.

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

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

These measures are chosen to 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 resident’s satisfaction with government and their neighborhood.

### MEASURE

<table>
<thead>
<tr>
<th>MEASURE</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriptions/number of e-bulletins sent out</td>
<td>1281/317</td>
<td>1313/264</td>
<td>1447/131</td>
<td>1996/62¹</td>
<td>2486/59</td>
<td>N/A</td>
</tr>
<tr>
<td>Neighborhood CIP funding</td>
<td>$150,000</td>
<td>$350,000</td>
<td>$350,000</td>
<td>$350,000</td>
<td>$350,000</td>
<td>N/A</td>
</tr>
<tr>
<td>Number/amount of neighborhood matching grants</td>
<td>10/$7,943</td>
<td>11/$19,250</td>
<td>11/$5,955</td>
<td>10/$17,628</td>
<td>10/$8,031</td>
<td>N/A</td>
</tr>
<tr>
<td>Value of Volunteer hours in neighborhood projects</td>
<td>$73,862</td>
<td>$39,452</td>
<td>$40,675</td>
<td>$69,190</td>
<td>$18,148</td>
<td>N/A</td>
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<tr>
<td>Number of attendees at City Council neighborhood meetings</td>
<td>177</td>
<td>231</td>
<td>79</td>
<td>101</td>
<td>273²</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of questions submitted to City Council neighborhood meetings</td>
<td>68</td>
<td>69</td>
<td>31</td>
<td>41</td>
<td>²</td>
<td>N/A</td>
</tr>
<tr>
<td>KAN Neighborhood University attendees</td>
<td>80</td>
<td>350</td>
<td>130</td>
<td>208</td>
<td>²</td>
<td>N/A</td>
</tr>
<tr>
<td>Residents surveyed are satisfied with neighborhood infrastructure and maintenance (satisfactory or better)</td>
<td>82%</td>
<td>*</td>
<td>81%</td>
<td>*</td>
<td>81%</td>
<td>90%</td>
</tr>
</tbody>
</table>

¹ Decrease in e-bulletins sent due to the consolidation of bulletins into the City’s weekly email digest, “This Week in Kirkland”
² Beginning in 2018, City Council began utilizing topical town halls and other community meetings for direct community interaction in lieu of City Council neighborhood meetings.
³ Neighborhood Services staff placed the Neighborhood University program on temporary hiatus to explore program strategy and seek feedback from the Kirkland Alliance of Neighborhoods.
* Community Survey conducted in even years

### HOW DO WE MEASURE NEIGHBORHOOD SERVICES?

Resident satisfaction with Neighborhood Services demonstrates how well the City understands the needs of residents and subsequently invests in neighborhood planning and capital improvements.

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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, coordination with the City’s Communication Program 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 citywide issues by coordinating opportunities for community input on issues and decisions considered by the City Council. These opportunities include large town hall style events as well as other civic engagement activities.

The Kirkland Alliance of Neighborhoods (KAN), with the help of the City, leads periodic Neighborhood University sessions. These classes teach residents about City government, neighborhood organizing, and leadership. KAN meets ten 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 Neighborhood Safety Program. The purpose of the program is to “reenergize neighborhoods through partnerships on capital projects implementation”.

Neighborhoods USA (NUSA) recognized the City of Kirkland’s ‘Neighborhood Safety Program’ in 2018 with a Best Neighborhood Program Award. This rewards outstanding programs from across the country instituted by a government, business or corporation that implement programs to improve neighborhoods. Kirkland was awarded third place in the physical revitalization program category.

Neighborhood Safety Program’s purpose is to re-energize the Kirkland Neighborhood Associations by empowering them to work collaboratively to identify, prioritize and address pedestrian and bicycle safety issues. It is funded by the voter approved 2012 Streets Levy, and the City Council’s Walkable Kirkland Initiative. Projects are suggested by both the public and the City, who work together to make crosswalks, bike lanes, traffic calming, improvements, and new projects a reality.

Themed Resident Engagement

At the City Council Retreat on February 23, 2018, Council indicated a preference for Citywide, topical Town Halls as a valuable method for the Council to directly engage and dialogue with the community. As such, City staff discontinued the City Council Meetings in the Neighborhoods in favor of themed resident engagement on various policy topics. One example of this new approach included a Town Hall on June 20, 2018, focused on the topic of Gun Safety. With over 180 community members, the event provided actionable insight to the Council and was widely viewed as a success by the Council, staff, and the public.