



PERFORMANCE MEASURES

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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 Community Services; and Refuse and Recycling. This section of the budget document 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. This section is intended to show the citizens of our community how we are doing on the following 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 for 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 Community Services:

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.

Refuse and 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:

- In 2007, the average pounds of garbage collected per SFR account per week decreased by 5.4 lbs and the SF recycling diversion rate increased to 69% - one of the highest in King County.
- There were no DUI traffic fatalities on City maintained roadways in 2006 or 2007.
- Increased staffing alone does not equate to decreased response times. Over the past four years response times for both Fire and EMS have increased even with an increase in staffing. Response times are based on many variables including:
 - Fire and EMS staffing,
 - Availability of emergency response resources,
 - Number of simultaneous alarms at each fire station,
 - Time in call center before dispatch,
 - Time it takes fire or EMS staff to leave the station,
 - Traffic and traffic control devices,
 - Weather, and
 - Distance of response resources from emergency.
- Street sweeping tons increased in 2007 by more than 100 tons. Street sweeping tons reflect not only debris from trees and other natural sources, but also garbage and litter left on the ground.
- The City of Kirkland Parks and Community Services Department realized a significant increase in the number of volunteers and volunteer hours in 2007, with a 184% increase in the number of volunteers and a 249% increase in volunteer hours.
- Use of the City Website has been steadily increasing and the number of user sessions per year has almost doubled since 2004. The City strives to provide a website that is easy to navigate and informative for residents.

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