

# **INFORMATION AND TECHNOLOGY**

**Goal**

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

IT Department	<b>MEASURE</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
	Total Apps/Network and Ops IT Staff	4.5 / 5	5 / 6	6.75/6	6.75/5
Usability of Website	Average weekly hours updating site	15	15	17.5	25
	Number of user sessions per year	367,388	452,560	448,100	611,671
So that.....					
Citizens & Business Informed, Access to Government Anytime and Anywhere	Percentage of Building Permits applied for online that are available online	* <sub>1</sub>	30%	66%	66%
	Percentage Parks & Recreation registration online that is available online	28%	31%	33% <sup>2</sup>	38%
So that.....					
Citizens Satisfied with City Website	E-Gov transactions dollar amount	\$318,569	\$434,469	\$364,125	\$413,310
	% of citizens who have visited the website <sup>3</sup>	44%	*	56%	*
So that.....					
Provide IT Tools	# of help desk calls per # of help desk employees	*	*	1,193	1,389
	# of help desk calls per # of permanent city employees	*	*	7.67	8.85
So that.....					
Increase Staff Productivity and Efficiency	Help desk calls resolved	3,398	3,835	3,580	4,166
	Total training sessions provided <sup>4</sup>	33	37	9	44
	# of employees that took an IT training class	*	*	53	*
So that.....					
Staff More Efficient and Satisfied	Internal customer satisfaction: general IT services	*	*	3.6 / 4.0	3.7/4.0

- 1 Indicates information not collected.
- 2 In 2007 data was reported as 60% which reflected a point in time. Percent of Parks and Recreation online can be as high as 75% in the beginning of the summer. After processing refunds, and as the year progresses less registration is done online. Numbers reported reflect overall annual registration for all Parks and Recreation Programs.
- 3 Citizen Opinion Surveys are completed every other year.
- 4 Total training sessions provided in 2007 is an estimate based on instructor data.

**Analysis**

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.

## MyParksandRecreation.com

The City of Kirkland continues to expand its online accessibility to citizens and in the Fall of 2003 began offering online registration for Parks and Recreation classes.

The City has been involved with the ECityGov Alliance's MyParksandRecreation.com to bring a feature which allows citizens to access Parks and Recreation information in one place for all of the Eastside cities. The Alliance is a group of cities in the Puget Sound Region that have committed to partner together to provide on-line services and information to their customers.

In an effort to offer accessibility to more recreation programs, in the Spring of 2007, the city linked Kirkland-Parks.net with MyParksandRecreation.com allowing users to register for multiple recreation activities on one website.



**YOUR GOAL: EXPLORE, LEARN, PLAY**  
**OUR GOAL: MAKE IT EASY!**

**SAME GREAT CLASSES, OR NEW OPPORTUNITIES IN OUR REGION — YOU CHOOSE!**

All of your recreation registration needs and parks info are now available on one easy-to-use website. You can now find the same great class you took last time, search for new classes, or explore all of our parks and trails. This site has it ALL!

**MyParksandRecreation.com**  
Over 3000 recreation programs, 300 parks, 9 local cities, ONE web site

**MyParksandRecreation.com**  
Things to Do: Register for Classes Places to Go: Parks Information

YOUR ONLINE REGISTRATION WEBSITE

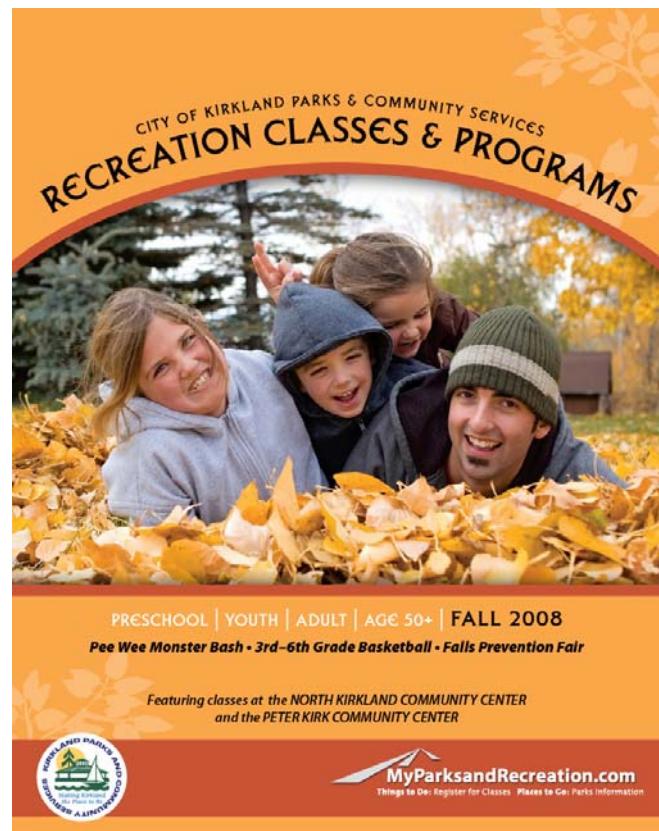
Logos for participating cities: Issaquah, Shoreline, Bothell, Bellevue, Kirkland, Redmond, Everett, Lynnwood, and others.

Through MyParksandRecreation.com, citizens are able to search for recreational activities, facilities, parks and trails throughout the Eastside, and be linked to individual city websites for more in-depth information and registration.

When connecting to the MyParksandRecreation.com page, users are provided with two options: Places to Go or Things to Do. Places to Go gives users the ability to search for parks, trails, and recreational facilities provided by any of the cities with the ECityGov Alliance. If citizens are looking for a boat launch, a dog park, or a place to play tennis, they can find it through a search

using Places to Go. Things to Do allows users to search for classes or activities to participate in.

By providing search options that include all of the cities within the ECityGov Alliance, the recreational opportunities available to the community are more numerous and varied than those provided only by the City of Kirkland. On the horizon of Myparksandrecreation.com is the feature of searching special events, and reserving facilities online.



**CITY OF KIRKLAND PARKS & COMMUNITY SERVICES**  
**RECREATION CLASSES & PROGRAMS**

**PRESCHOOL | YOUTH | ADULT | AGE 50+ | FALL 2008**  
**Pee Wee Monster Bash • 3rd-6th Grade Basketball • Falls Prevention Fair**

Featuring classes at the **NORTH KIRKLAND COMMUNITY CENTER**  
and the **PETER KIRK COMMUNITY CENTER**

**MyParksandRecreation.com**  
Things to Do: Register for Classes Places to Go: Parks Information

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