

CITIZEN SATISFACTION SURVEY

Instructions:

There is only one survey per household. Please circle the response that best fits your level of satisfaction. Please return your survey to City Hall by October 25, 2013. To return your survey, you may

- * use the enclosed envelope and drop it in the water utility payment box in front of City Hall,
- * use the enclosed envelope and mail it to Nicole Bailey, Budget Analyst at 611 Mulberry, Derby, KS
- * fax it to 788-6067, or scan it and e-mail the file to NicoleBailey@derbyweb.com.

1. How long have you lived in the City of Derby?

1-4 years 5-9 years 10-19 years over 20 years

2. Why did you move to the City of Derby?

School system Job It's a Small Town I've Always Been Here

3. Where do you work?

In Derby Wichita McConnell AFB Retired Other

4. How would you rate the City of Derby's leadership team on its ability to maintain Derby's positive community atmosphere?

Excellent Good Fair Poor

Why did you rate your response where you did?

SAMPLE

5. How frequently do you receive adequate information regarding city issues?

Always Frequently Sometimes Never

6. How frequently does the City of Derby's website (www.derbyweb.com) meet your needs?

Always Frequently Sometimes Never

Why did you rate your response where you did?

7. How often do you use the portal website (www.derbyks.com) to get the latest community information?

Daily Weekly Monthly Never

8. What is your overall level of satisfaction with the City of Derby's community planning?

Excellent Good Fair Poor Don't Know

Why did you rate your response where you did?

9. What is your overall level of satisfaction with how traffic moves within the City of Derby?				
Excellent	Good	Fair	Poor	
Why did you rate your response where you did?				
10. If you have had contact with the City of Derby's Fire & Rescue Department within the last 12 months, please rate the quality of that experience.				
Excellent	Good	Fair	Poor	Don't Know
Why did you rate your response where you did?				
11. If you have had contact with EMS (Emergency Medical Service) provided by Sedgwick County within the last 12 months, please rate the quality of that experience.				
Excellent	Good	Fair	Poor	Don't Know
12. How visible is the Derby Fire & Rescue Department in the community?				
Very Visible	Reasonably Visible	Not Visible	Don't Know	
13. If you have called 911 in the past 12 months, please rate the quality of that contact.				
Excellent	Good	Fair	Poor	Don't Know
14. How safe do you feel with the Derby Fire & Rescue Department services?				
Very Safe	Reasonably Safe	Somewhat Safe	Very Unsafe	
15. Does Derby's Fire & Rescue Department provide adequate response to emergencies?				
Yes	No	Don't Know		
16. If you have visited or used a City-operated facility such as City Hall, Library, Senior Center, fire station, or the Police & Courts Building within the last 12 months, please rate the maintenance and the cleanliness of the building.				
Excellent	Good	Fair	Poor	Don't Know
Why did you rate your response where you did?				
17. If you rated your experience as "fair" or "poor" on question 16, which facility was in that condition?				
City Hall	Library	Senior Center	Police/Court	Fire Station
18. How safe do you feel in your neighborhood after dark?				
Very Safe	Reasonably Safe	Somewhat Safe	Unsafe	

19. If you have had contact with Derby's Police Department within the past 12 months, please rate the quality of that contact.

Excellent

Good

Fair

Poor

Don't Know

Why did you rate your response where you did?

20. How visible is the Derby Police Department in the community?

Very Visible

Reasonably Visible

Not Visible

Don't Know

21. Does the Derby Police Department provide adequate response to emergencies?

Yes

No

Not Sure

Don't Know

Why did you rate your response where you did?

22. How frequently does the City of Derby fulfill your need for recreational facilities?

Always

Frequently

Sometimes

Never

Why did you rate your response where you did?

23. Does the City of Derby provide an appropriate selection of recreational facilities without unnecessary duplication of facilities in neighboring communities?

Always

Frequently

Sometimes

Never

24. Rate the maintenance of the City of Derby's parks.

Excellent

Good

Fair

Poor

Don't Know

25. How well are your recreational expectations met by the City of Derby's park facilities and hike/bike paths?

Excellent

Good

Fair

Poor

Why did you rate your response where you did?

26. Please circle all of the City's Special Events you have attended this year.

Arbor Day

National BBQ Derby

Fourth of July

December in Derby

27. How important is introducing visitors to Derby?

Very Important

Reasonably Important

Not Important

Don't Know

SAMPLE

28. What is the condition of the City of Derby's streets?

Good Mainly Good Mainly Bad Don't Know

Why did you rate your response where you did?

29. Please rate the City of Derby's snow removal process on primary and secondary streets. This does not include residential streets or cul-de-sacs.

Good Mostly Good Mainly Bad Don't Know

Why did you rate your response where you did?

30. Please rate the quality of the City of Derby's water.

Excellent Good Fair Poor

31. Please rate the pressure and reliability of the City of Derby's water.

Excellent Good Fair Poor

32. Please rate the value of the City of Derby's water in relation to its cost.

Excellent Good Fair Poor

Why did you rate your response where you did?

SAMPLE

33. Do you want to continue to see commercial development in the City of Derby?

Yes No

Why did you give the response you did?

34. Do you think the City of Derby manages its finances well?

Yes No Don't Know

Why did you give the response you did?

35. If an electric vehicle charging station were installed in Derby, would you use it?

Yes No

36. Would it be a key factor in your decision to buy an electric car?

Yes No Don't Know

The nonprofit Derby Historical Society operates the Derby Historical Museum in a former school building at 208 N. Westview. Volunteers and donations are key to its success. Derby Public Schools used to pay for utilities and building maintenance but has stopped doing so. The Museum board has asked the City for a tax subsidy to improve its operations, be open to the public more than just two Saturdays a month, and make needed improvements to the historic building.

37. Have you visited the Derby Historic Museum in the past five years?

Yes No

38. Have you ever visited?

Yes No

If yes, how was your experience? If no, why not?

39. Do you think preserving Derby's history and presenting it to the public in a museum is important enough to justify supplementing its donations and volunteer efforts with a limited amount of city funding from:

A. Property tax increase	Yes	No	Maybe	No Opinion
B. Current property tax (no increase)	Yes	No	Maybe	No Opinion
C. Fireworks stand permit fees	Yes	No	Maybe	No Opinion
D. Other _____				

40. A community garden is a space open to the public that provide opportunities for residents to grow gardens and socialize with other gardeners. Community gardens are most successful in cities where residents do not have the backyard space for a garden. How would you describe your interest in developing a community garden in Derby?

Sounds good to me - count me in. No, we don't need it and shouldn't spend limited tax dollars on it.

I don't really care one way or the other.

Please help us ensure that this survey has reached a cross section of our community by answering a few demographic questions. Be assured that responses cannot be attributable and will be confidential.

41. Which of the following best describes your race? (Please circle only one.)

Caucasian African American Hispanic Asian Other

42. What is your gender?

Male Female

43. What is your marital status?

Married Single

44. How many children live in your home who are under 18 years of age?

Response:

45. What is your highest level of education?

High School College Graduate Degree Other _____

46. Please circle your approximate total annual household income.

Less than \$40,000 \$40,000 - \$79,999 \$80,000 - \$99,999 \$100,000 and above

47. What is your age?

Below 25 25-35 years 36-50 years 51-65 years Above 65

Thank you for completing this survey. Results will be included in a report to the community to be presented at a City Council meeting. If you have questions or comments, please contact Nicole Bailey at 788-1519 or at NicoleBailey@derbyweb.com.