

Why Performance Measurements?



Performance measures are standards used by cities to help measure the effectiveness of services they provide. Good performance measures help the city improve efficiencies and justify resources. Traditionally, measurements were established by individual city departments to track outputs such as the amount of time it takes for a fire department to respond to a call.



In 2007, the City of Derby began the 360 Performance Program, which gets a full perspective (360 degrees) in the development of new measurements. The program includes input from citizens, businesses, elected and appointed city leaders, and city staff. Survey questions were then generated based on this feedback.

This is the City's sixth report to the community. It is intended to provide an even greater sense of our community. This citizen satisfaction survey continues to be used to understand how well departments provide services.

The content and look of this report continues to change as our community grows, but the purpose remains the same: to ensure that citizens are informed about the performance of their city departments.

THE SURVEY

Surveys were sent to 400 residents in October 2013, 100 in each ward. Addresses were randomly selected from the residential water bill database. There were 103 responses, which is a 26% return rate. The 6-year average is 30%.

Water Rate Comparison

Monthly Cost for 5,000 gallons

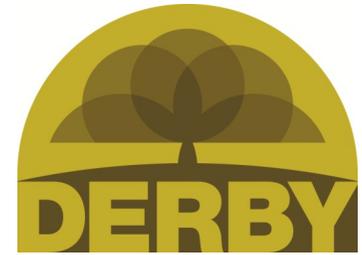
Valley Center	\$42.29
Newton	\$41.60
Bel Aire	\$37.21
Rose Hill	\$36.05
Andover	\$32.54
Maize	\$31.57
Mulvane	\$29.95
Derby	\$23.10
Wichita	\$19.77
Haysville	\$15.70
El Dorado	\$15.05

Derby's water rates are lower than most in the metro area.



Photo by Bill Fales

City Mission, Vision and Core Values



Our **VISION** is to be a community where dreams take root and thrive.

Our **MISSION** is to create vibrant neighborhoods, nurture a strong business community, and preserve beautiful green spaces.

Our community **VALUES**

- ~ Tradition, volunteerism, and partnerships
- ~ Healthy living
- ~ Education and recreation for all ages
- ~ Safety and stability
- ~ Opportunities to thrive
- ~ Sustainable growth
- ~ Civic engagement and leadership
- ~ Progressive thinking
- ~ Stewardship of community assets
- ~ Quality services equally available to all
- ~ Professional management

City Administration

MISSION

Implement policies as directed by the City Council and provide high-quality services to all Derby residents as efficiently as possible; provide leadership and services to maximize the potential of employees.



City Manager
Kathy Sexton

OVERVIEW

The City Council is responsible for setting policy, and the City Manager is charged with implementing and enforcing these policies. The City Manager is responsible for all City departments which collectively provide support to the organization and services to the public. The City employs 165 full-time and 24 part-time employees.

PERFORMANCE

- ✓ The City's property tax levy has decreased slightly since 2005.
- ✓ 83% of vacancies were filled within 50 days.

CITIZEN SURVEY

- ✓ Consistent with previous surveys, 84% of respondents rated the City's leadership as excellent or good.
- ✓ 49% of respondents reported moving to Derby because of a job or because it's a small town. In all previous surveys, a majority of respondents moved to Derby because of a job or the school system.
- ✓ Nearly 38% of respondents work in the city limits of Wichita. In each of the previous years, this number has ranged from 34 to 44%.



The "Vote Yes" citizens committee formed to help pass the Derby Difference Sales Tax to fund parks, fire and rescue services, and library operations.



"I enjoy the shopping in Derby, I am able to get what I need without going out of town." ~2013 Citizen Survey~

Fire and Rescue

MISSION

Serve our community by providing life safety, property conservation, public education, and fire prevention and progressively perform the duties of the fire service with integrity and honor.

OVERVIEW

Derby Fire and Rescue responds to all types of calls ranging from structure and vehicle fires, water rescues, haz-mat, and first response medical calls. The department enforces fire codes for businesses, schools, and daycares. In 2013, this involved 676 inspections.

The department now offers fire hydrant flow testing and service. More than 1,000 hydrants were tested and serviced in 2013.

The Fire Chief serves as the Emergency Management Coordinator, overseeing storm watch procedures, outdoor warning sirens, and disaster response.

PERFORMANCE

√ 82% of calls were responded to within 4 minutes.

CITIZEN SURVEY

√ 94% of respondents felt the department was reasonably or very visible in the past 12 months.
 √ Nearly 88% of respondents felt very safe or reasonably safe with the City's Fire and Rescue Department.
 √ Of the 48 respondents who had an opinion, 100% believe the City's Fire and Rescue Department provided adequate response time to emergencies.



Firefighters visit Derby schools every October to teach fire prevention.

Police

MISSION

Protect life and property, respect human rights, enhance quality of life and maintain a safe and secure community. The Derby Police Department blends both traditional and community policing approaches as it provides ethical and professional public safety services to the citizens of Derby.

OVERVIEW

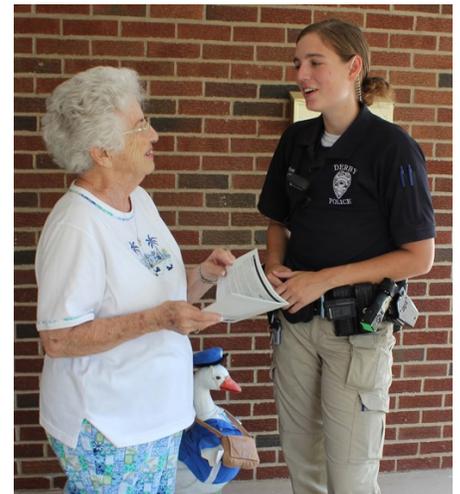
The Police Department is responsible for the investigation of crimes, traffic safety, accident investigation, animal control and community education. The department strives to be proactive in preventing crime and traffic concerns.

PERFORMANCE

√ 83% of all calls were responded to in 5 minutes or less.

CITIZEN SURVEY

√ Over 94% of respondents felt very safe or reasonably safe in their neighborhoods after dark; which is higher than the 88% reported in 2012 and 2011.
 √ Of the 41 respondents who had an opinion, 92% felt that the department was very visible or reasonably visible. The Police Department has consistently received high ratings for visibility on all six surveys.



Police Officer Amanda Stitt speaks with a Derby resident about security measures at her home.



"Derby Police Officers are friendly, professional and helpful." ~2013 Citizen Survey~

Public Works: Water

MISSION

Provide a safe, high-quality water supply to the City of Derby.

OVERVIEW

The City of Derby purchases water from the City of Wichita and then distributes it to the entire City. Derby’s key responsibility is maintaining the network of pipes that distribute this water. Other responsibilities include maintenance of facilities and equipment, and the accurate and timely reading of water meters.

PERFORMANCE

✓ Public Works is responsible for 9,165 active water meters.

CITIZEN SURVEY

✓ 75% of respondents believe that the City’s water quality is excellent or good. This is a slight decrease from the past two years.
✓ 75% of the respondents consider the value of the City’s water as good or fair in relation to its cost. This is consistent with previous surveys.



Photo by Bill Fales

In 2013, 173 households participated in the Water Conservation Rebate Program. These residents received rebates totaling more than \$26,000. This program was funded by the City of Wichita.

Finance

MISSION

Prudently manage the financial resources of the City to provide information and support to staff, citizens, and organizations of the City.

OVERVIEW

Finance encompasses a diverse scope of services, including accounting, payroll, accounts payable, budgeting, utility billing, and risk management. The City’s operating budget is \$36 million per year (approximately).

PERFORMANCE

✓ Standard & Poor’s reaffirmed the City’s bond rating at AA– based on consistently strong financial performance.
✓ Zero deficiencies reported in the annual audit.

CITIZEN SURVEY

✓ Of the 40 respondents who had an opinion, 75% believe the City manages its finances well.



“We have great water at a good price.”
~2013 Citizen Survey~

Public Works: Street Maintenance

MISSION

Regularly inspect roads for damage and repairs, provide logistical support for community functions, and provide a safe work environment for all employees.

OVERVIEW

The Street Maintenance Division is responsible for mapping, inspecting, monitoring, and repairing more than 336 lane miles of streets and alleys. The division also maintains more than 210 miles of curb and gutter, and 29 miles of hike/bike paths. More than 3,400 signs, 17 signalized intersections, and eight signalized school crossings are maintained by this division.

PERFORMANCE

√ 100% of the annual pavement sealing program was accomplished.
 √ 90% of the annual planned maintenance on primary and secondary streets was accomplished.

CITIZEN SURVEY

√ 89% of respondents noted the condition of City streets as good or mainly good. This is consistent with previous surveys.
 √ Nearly 79% of respondents felt that the City's snow removal process was good or mainly good. This is consistent with previous surveys.



Public Works crew perform crack sealing on Buckner. This maintenance extends the life of the roadway.

Operations

MISSION

Provide a highly productive work environment by maintaining all City-owned equipment and facilities in proper working order and continually seeking better methods and equipment for completing assigned tasks.

OVERVIEW

Operations is responsible for the upkeep of computer hardware and software for all departments of the City, as well as 125,000 square feet of building areas for all departments.

PERFORMANCE

√ Maintained 98% "up time" for computers.
 √ Provided backup for critical data within three working days.

CITIZEN SURVEY

√ 79% of respondents felt the maintenance and cleanliness of City-operated facilities were excellent or good.



Operations staff apply a decal of a quote by President Eisenhower to the wall in City Hall.

Public Works: Parks

MISSION

Provide well-maintained facilities, safe and enjoyable parks, and open space for use by the citizens of Derby.

OVERVIEW

The Parks Division maintains the grounds and facilities at all city-owned properties, as well as the hike/bike path system, 309 acres of parks in 29 locations, and 95 play structures.

PERFORMANCE

- ✓ 100% of all playground equipment was inspected.
- ✓ 98% of designated right-of-ways were mowed and maintained in 2013.

CITIZEN SURVEY

- ✓ 83% of respondents feel that the City frequently or sometimes provides an appropriate selection of recreational facilities.
- ✓ Just as last year, 87% of respondents felt that the City's parks were maintained at an excellent or good level.
- ✓ 86% of respondents say their recreational expectations of the City are met, which is much higher than reported in 2012 (77%).
- ✓ 53% of respondents attended at least one of the City's special events in 2013.



The Public Works Department held a "touch a truck" event at the 2013 Arbor Day Celebration. The kids enjoyed trying out the equipment and watching welding demonstrations.

*"We frequent two parks near us; they are always clean and have everything we need."
2013 Citizen Survey*

Municipal Court

MISSION

Adjudicate all alleged violations of City ordinances promptly, fairly, and in accordance with the rules of criminal procedure; maintain complete and accurate records of all cases coming before the municipal judge; and assure all judgments are consistent with procedural and appellate rights and executed fully and promptly.

OVERVIEW

Municipal Court prepares and processes all court orders and records necessary to expeditiously

and fairly adjudicate complaints. Staff organize and schedule court dockets, appearances and trials; process court orders; monitor sentences imposed by the municipal judge; and submit reports to the State of Kansas.

PERFORMANCE

- ✓ 95% of the time, dispositions were reported to the State of Kansas within 10 days.
- ✓ All defendants were contacted within 30 days of failure to comply with dispositions.



Municipal Court is held every Thursday at the Derby Police & Courts Building, 229 N. Baltimore.

Senior Services & Derby Dash

MISSION

Enhance the lives of aging adults by providing information and programs to seniors, and provide affordable transportation to all Derby residents.

OVERVIEW

The Senior Center provides opportunities for social interaction, and physical activities. The Derby Dash provides low-cost public transportation for all residents.

PERFORMANCE

- √ The number of participants at the Senior Center increased 4% in 2013.
- √ Ridership on the Derby Dash increased nearly 19% from 2012 to 2013.



Residents of all ages enjoy the monthly community dance at the Derby Welcome Center.

Economic Development

MISSION

Attract new industrial and commercial development, assist existing businesses with retention and expansion, attract new residents to the community, and network with other agencies for the benefit of the community.

OVERVIEW

Economic Development enhances the economic base through busi-

ness retention as well as housing initiatives, while undertaking marketing efforts that will continue to expand residential and commercial offerings.

PERFORMANCE

- √ Residential building permits increased 10% in 2013.

The WSU Center for Real Estate predicts a 4% increase in residential construction in 2014.

CITIZEN SURVEY

- √ 75% of respondents said they want to see continued commercial development in the City. This is consistent with previous surveys.

Library

MISSION

Provide quality materials and services which fulfill recreational, educational, informational and cultural needs of the entire community in an atmosphere that is welcoming, respectful, and professional.

OVERVIEW

The Derby Public Library provides a wide variety of materials and

services. By logging on to www.derbylibrary.com, patrons can find help for homework, research projects, and just about any topic.

PERFORMANCE

- √ Library visitors increased 5% in 2013 to an average of 558 visitors per day.
- √ The Library provided more than 420,000 printed and digital items in 2013.



Two library patrons turn in their summer reading logs.



*“Senior Center programs are excellent.”
~2013 Citizen Survey~*

Planning & Engineering

MISSION

Ensure the city can accommodate anticipated growth and physical development at the highest standards and at the lowest possible cost to citizens.

OVERVIEW

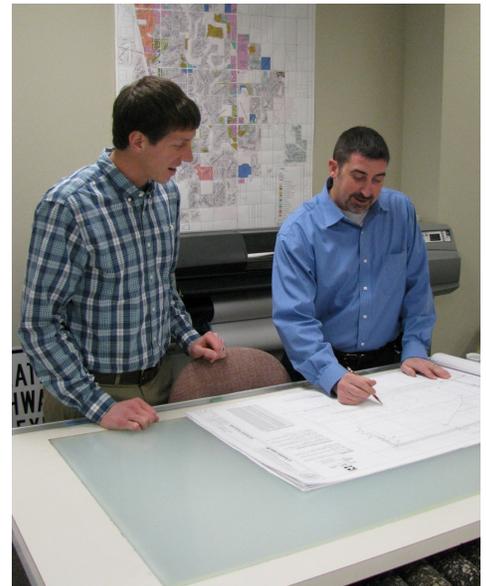
Services include planning, engineering, mapping, and building inspection.

PERFORMANCE

- ✓ Met the goal of annually reviewing 20% of standard construction specifications.
- ✓ Provided building inspections within one business day.

CITIZEN SURVEY

- ✓ Over 60% of respondents rated the community planning function as excellent or good.
- ✓ Over 89% of respondents rated their satisfaction with traffic flow as excellent or good.



City Planner Cody Bird and City Engineer Dan Squires review plans for new water and sewer lines to serve a growing city.

Did you know that the average value of a new home built in Derby in 2013 was \$198,600?

Derby City Council

Mayor Dion Avello

Ward I

Darrell Downing
Randy White

Ward III

Cheryl Bannon
Chuck Warren

Ward II

Jim Craig
Vaughn Nun

Ward IV

Tom Haynes
Mark Staats



The Derby City Council listens to a presentation during its Tuesday evening meeting.

Kathy Sexton, City Manager
Derby City Hall
611 Mulberry Rd. Derby, KS 67037
(316) 788-3132
www.derbyweb.com



2013 Property Tax Levies for Area Cities

Total Mill Levy	
Winfield	182
Haysville	161
Andover	159
Bel Aire	154
Newton	154
Eastborough	152
Valley Center	151
Goddard	148
El Dorado	148
Park City	146
Derby	136
Mulvane	132
Wichita	120

Derby's tax rate is the third lowest!



McConnell airmen march in the 4th of July parade

2013 At-a-Glance

January

Approved agreement to administer a substance abuse program at Derby High School

February

New business hours begin at City Hall & Welcome Center (M-Th 7:30-5:30 and F 7:30-1:00)

March

Approved 2013-2015 economic development plan

May

Created Derby park display at Mid-Continent airport

Created the North Gateway Tax Increment Financing District to provide a way to fund street improvements for the K-15 frontage road (Nelson Drive)

June

Adopted a water conservation plan

July

New city website launched

Adopted an ordinance requiring residents to clean up after their pets in public places

October

Citizens approved a 1/2 cent sales tax (67% yes, 32% no) to enhance park, fire and library services

State of Kansas opened new Derby office for driver's licenses (DMV)

Commonly Requested Information

Area Code 316

Emergencies (Police, Fire, EMS, Animal Control)	911
Welcome Center (<i>welcomecenter@derbyweb.com</i>)	788-9003
City Hall	788-1519
Mayor & City Council	788-3132
City Manager's Office (<i>citymanager@derbyweb.com</i>)	788-3132
Code Enforcement	788-0301
Derby Dash (public transportation)	788-0433
Fire Station #81/#82 (non-emergency calls)	788-3773/788-5819
Library	788-0760
Municipal Court	788-1511
Police Department (non-emergency calls)	788-1557
Public Works	788-0301
Senior Services	788-0223



Derby's "park" at Mid-Continent Airport markets the community to visitors

Photo by Victor White