

2015 Report to the Community

Why Performance Measurements?



Photo by Bill Fales

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 2008, the City of Derby began to survey citizens about their perceptions of various city services and provide a report about their responses. Annual surveys were conducted from 2008 to 2013. Beginning in 2015, the survey will be conducted every other year.

This is the City's seventh report to the community. It is intended to provide a summary of survey results and other meaningful measures and comparative data.

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

THE SURVEY

Surveys were sent to 400 residents in October 2015 (100 surveys in each ward). Addresses were randomly selected from the residential water bill database. There were 176 responses, which is a 44% return rate. This is the highest return rate since the survey began in 2008.

Water Rate Comparison

Monthly Cost for 5,000 gallons

Valley Center	\$44.89
Bel Aire	\$44.72
Newton	\$41.45
Rose Hill	\$39.34
Maize	\$35.73
Andover	\$34.43
Mulvane	\$29.95
Derby	\$27.26
Goddard	\$22.44
Wichita	\$21.50

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



Mayor Randy White

City of Derby Mission, Vision and Core Values



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

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

Our community **VALUES**

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

City Administration

MISSION

Implement and enforce policies enacted by the City Council. This includes all city departments which collectively provide services to the public. Provide leadership and services to maximize the potential of employees. The City employs 184 full-time and 47 part-time employees.



*City Manager
Kathy Sexton*

PERFORMANCE

- ✓ Slightly reduced mill levy to 47.052.
- ✓ Assessed valuation increased 2.25%.

CITIZEN SURVEY

- ✓ Consistent with previous surveys, 82% of respondents rated the City's leadership team on its ability to maintain Derby's positive community atmosphere as good or excellent.
- ✓ 26% of respondents moved to Derby for the school system. Many others moved here because of a job (23%) or for the small town feel (23%).
- ✓ 43% of respondents work in the city limits of Wichita. This was the leading response, and the highest percent received in the past four years.



City Manager Kathy Sexton presents information to the City Council.



Mayor Randy White presents a United Way proclamation to (l-r) Craig Wilford, Stacey Olden and Kristy Bansemer.



*"I feel positive because everything I need is here."
~2015 Citizen Survey*

Fire and Rescue

MISSION

Provide life safety, property conservation, public education, fire prevention and perform the duties of the fire service with integrity and honor.

OVERVIEW

Derby Fire and Rescue responds to structure fires, vehicle fires and rescues, high and low angle rescues, water rescues, haz-mat, lost people and first response medical calls.

Firefighters are active in fire prevention including yearly fire inspections of businesses, places of assembly, day care facilities, and schools. The department includes

23 full-time, 13 part-time and 16 volunteer firefighters.

PERFORMANCE

- √ 87% of calls were responded to within 4 minutes.
- √ 4.2 commercial/industrial fires per 1,000 structures.

CITIZEN SURVEY

- √ 91% of respondents felt the department was reasonably or very visible in the community.
- √ 96% of respondents felt very safe or reasonably safe with Derby's Fire and Rescue Department.
- √ Of the 32 respondents who had contact with Derby Fire and Rescue in 2014 and 2015, all 32 rated their service as excellent or good.



Derby firefighters at Station 82



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 department focuses on community policing, emerging crime trends, traffic safety and making better use of technology to communicate with citizens. A total of 164 community education sessions were held, including seven Child ID events.

PERFORMANCE

- √ 82% of all calls were responded to in five minutes or less.

CITIZEN SURVEY

- √ 93% of respondents felt reasonably or very safe in their neighborhoods after dark, which is consistent with past surveys.
- √ 96% of respondents felt the police department was reasonably or very visible.
- √ Of the 67 respondents who had an opinion, 97% said Derby Police provided adequate response to emergencies.



Photo by Barney Tull

Detective James Baney displays police equipment at the 2015 Derby BBQ Festival at High Park.



“The Fire and Rescue team responded to two different emergencies quickly and professionally.” ~2015 Citizen Survey

Public Works: Water

MISSION

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

OVERVIEW

The El Paso Water Company, which is owned by the City of Derby, purchases, supplies and distributes water to city customers. The city maintains 152 miles of underground water distribution pipes.

PERFORMANCE

√ Public Works is responsible for 9,373 active water meters.

CITIZEN SURVEY

√ 78% of respondents believe the City's water quality is good or excellent. This percent is consistent with previous surveys.
 √ 85% of respondents rated the pressure and reliability of Derby's water as good or excellent.
 √ 58% of respondents rated Derby's water in relation to cost as good or excellent. This is the highest rating since the survey began in 2008.



Water Division Field Staff

Finance

MISSION

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

OVERVIEW

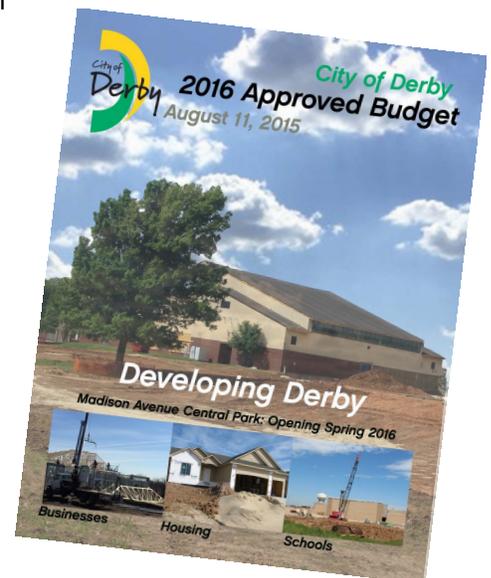
Services include city clerk, accounting, payroll, accounts payable, liability insurance management, debt management, budget and city hall reception and utility billing.

PERFORMANCE

√ In 2015, Standard & Poor's affirmed the City's "AA-" bond rating, assigned a "stable outlook," and improved the City's management score from "adequate" to "very strong."
 √ Received the 2015 Distinguished Budget Presentation award and the 2014 Certificate of Achievement for excellence in Financial Reporting from the Government Finance Officers Association (GFOA).

CITIZEN SURVEY

√ Of the 57 respondents who had an opinion, 74% believe the City manages its finances well.



"Taxes are reasonable, and we're very excited about Madison Avenue Central Park." ~2015 Citizen Survey

Public Works: Street Maintenance

MISSION

Efficiently manage and maintain the City's roadway system to provide for the safe and convenient movement of traffic and pedestrians.

OVERVIEW

The Street team is responsible for mapping, inspecting, monitoring, and repairing more than 430 lane-miles of streets, alleys and other access ways. The team maintains more than 284 miles of curb and gutter and more than 25 miles of hike/bike paths through the community. More than 4,187 signs are maintained including, 19 signalized intersections, five signalized school crossings, and 18 school zone lights.

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

- ✓ 55% of respondents indicated Derby's streets were better or far better than other communities.
- ✓ 35% of respondents felt the streets were about the same as other communities.
- ✓ Nearly 81% of respondents described the City's snow removal process as mainly good or good, which is slightly higher than recent years.



A Public Works employee removes snow from a bike path along Madison Avenue.

Operations

MISSION

Provide a highly productive work environment by maintaining equipment and facilities, including 125,000 square feet of building areas for all departments.

PERFORMANCE

- ✓ Maintained 98% "up time" for computers.

CITIZEN SURVEY

- ✓ 78% of respondents rated the maintenance and cleanliness of City-operated facilities as excellent or good. This percentage is consistent with previous years.



Lee Lewis, Operations Technician, works on a city computer.

Public Works: Parks

MISSION

Provide well-maintained facilities, safe and enjoyable parks and beautiful open spaces.

OVERVIEW

The Parks team maintains the grounds and facilities at all City-owned properties, including the 25-mile Hike and Bike path system and 366 acres of parks in 32 locations.

PERFORMANCE

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

CITIZEN SURVEY

✓ 66% of respondents feel the City frequently, sometimes or always provides an appropriate selection of recreational facilities without unnecessary duplication in neighboring communities.
 ✓ 82% rated park maintenance as good or excellent.
 ✓ 81% of respondents said their recreational expectations are met by park facilities and Hike and Bike paths.
 ✓ 54% of respondents indicate Derby frequently or always fulfills their needs for recreational facilities.



Artwork in progress on the north wall of the playground at Madison Avenue Central Park, set to open Fall 2016.

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 court; and assure judgments are consistent with procedural and appellate rights.

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 procedural and dispositive court orders; monitor sentences imposed by the court; and submit reports to the State of Kansas.

PERFORMANCE

✓ Failure to appear process was revised to improve efficiency through reductions in related cost and staff time.
 ✓ All defendants were contacted within 10 days of failure to comply with dispositions.



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



*“We go to all the parks! Looking forward to the new Central Park.”
 ~2015 Citizen Survey*

Senior Services

MISSION

Enhance the lives of aging adults by providing information and assistance in utilizing the skills and abilities of patrons for the benefit of community and providing a sense of fellowship and belonging.

OVERVIEW

Senior Services is the foundation for a continuum of care for older adults that encourages independence and wellness by offering a wide range of services, health screenings, education, public transportation, and recreation and social programs.

PERFORMANCE

- ✓ Registered patrons at Senior Services has continued to increase to 3,053.
- ✓ Riders of the Derby Dash bus totaled 9,220 in 2015.

Citizen Survey

- ✓ Of the 22% of respondents who had contact with the Senior Center, 92% rated their satisfaction from excellent to good.

Library

MISSION

Fulfill the informational, educational, recreational and cultural needs of the community.

OVERVIEW

The Derby Public Library provides a wide variety of materials, services and activities for people of all ages. The library offers free Wi-Fi, public access computing, fax, notary, copy and print services. Meeting rooms are available to the public and range from two-person study rooms to a large community room capable of seating 180 people.

PERFORMANCE

- ✓ People visiting the library increased to 199,758.
- ✓ Program attendance increased to 21,382 people.
- ✓ There were 48,177 public computer and wireless uses.



Derbyites enjoy a walk at High Park during a Seniors in the Park event.



The Derby Business Center was established to help local entrepreneurs.

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. Focus redevelopment efforts on the West End.

OVERVIEW

Services include engineering, planning, building plan review, business engagement and development, and building inspection. The department is involved with all aspects of the City’s growth and provides technical expertise to the governing body, current and potential businesses and other city departments.

PERFORMANCE

- ✓ Residential building permits increased 21% in 2015.
- ✓ Business requests for assistance increased 34% in 2015.
- ✓ Provided building inspections within one business day.



CITIZEN SURVEY

- ✓ 62% of respondents rated Derby’s community planning as good or excellent, which is consistent with past data.
- ✓ 67% rated their satisfaction with traffic flow as good or excellent.
- ✓ 72% want to see continued commercial development, although this has declined since 2009.



Matt Stamm and Marcia Hartman, with the Planning & Engineering Department, review street plans.

Derby City Council

Mayor Randy White



Ward I
Rocky Cornejo
Tom Keil



Ward III
Cheryl Bannon
Chuck Warren



Ward II
Vaughn Nun
Jack Hezlep



Ward IV
Tom Haynes
Mark Staats



“The community’s planning is very proactive, result-oriented, and well planned and implemented.” ~2015 Citizen Survey

2015 Property Tax Levies for Area Cities

Total Mill Levy	
Hutchinson	174
Emporia	163
Andover	158
Maize	157
Newton	156
Valley Center	153
Bel Aire	153
Goddard	145
Derby	141
Mulvane	139
Wichita	120

**Derby's tax rate
is the third
lowest!**



In March 2015, Derby hired six new firefighters as part of the Derby Difference Sales Tax initiative to adequately staff the Fire & Rescue Department.

2015 At-a-Glance

January

Water conservation rebate program offered to water customers

March

Construction of Madison Avenue Central Park began

April

New Mayor and City Council members elected

June

District Court ruled in the City's favor on its rezoning for new apartments in The Oaks. Plaintiff later filed an appeal in August.

July

City Council approved West End Development Plan

August

Electric vehicle charging station began operating at Aviator Church in K-15 corridor

September

City Council approved 2016-2018 Economic Development Plan

City Council passed ordinance to establish a STAR bond project district; research continues on proposed dinosaur park

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www.citymanager@derbyweb.com

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 (<i>citymanager@derbyweb.com</i>)	788-3132
Code Enforcement	788-0301
Derby Dash (public transportation)	788-0433
Fire Station #81/#82 (non-emergency)	788-3773/788-5819
Library	788-0760
Municipal Court	788-1511
Police Administration	788-1557
Public Works	788-0301
Senior Services	788-0223

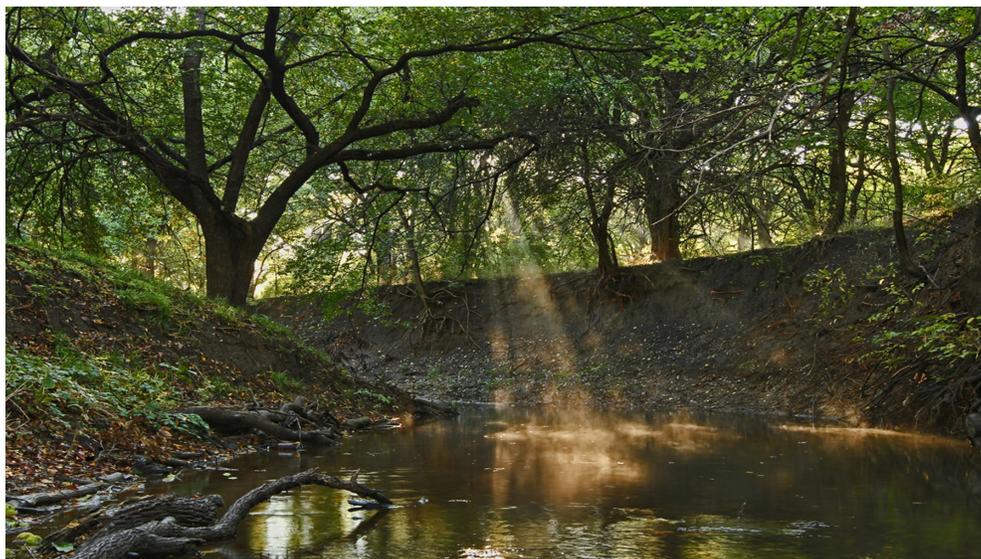


Photo by Bill Fales