

2011 Report to the Community

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.



This is the City’s fourth report to the community. It is intended to provide an even greater sense of our community. Citizen satisfaction surveys were again used to understand how well departments provide services by asking “why did you respond the way you did?”

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.

In 2007, the City of Derby embarked on a cutting-edge performance movement. Derby’s 360 Performance Program is innovative in its approach by getting 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.

THE SURVEY

In August 2011, citizen satisfaction surveys were mailed to 400 residents in Derby. Addresses were randomly selected from the utility bill database to ensure each election ward received 100 surveys. There were 128 responses (32% return rate). In 2010 the return rate was 31%; in 2009, 25% and in 2008, 35%.

2011 Water Rate Comparison

Monthly Cost for 5,000 gallons

Rose Hill	\$39.85
Newton	\$39.60
Bel Aire	\$36.55
Valley Center	\$36.02
Andover	\$31.78
Maize	\$31.57
Mulvane	\$29.95
Derby	\$19.63
Wichita	\$18.64
El Dorado	\$15.05
Haysville	\$14.10
Goddard	\$10.00

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

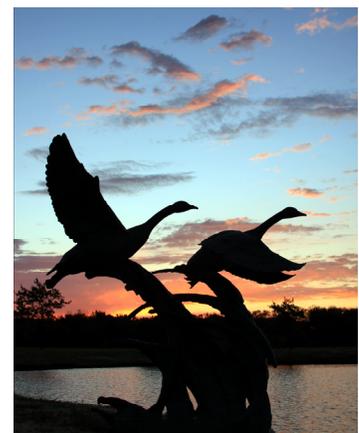


Photo by Bill Fales



*“Just a great town to live in - and it’s expanding!”
~~ 2011 Citizen Survey ~~*

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 participation and

leadership

- ~ Progressive thinking
- ~ Stewardship of community assets
- ~ Quality services equally available to all
- ~ Professional management of city operations

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.

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 163 full-time and 26 part-time employees.



City Manager
Kathy Sexton

PERFORMANCE

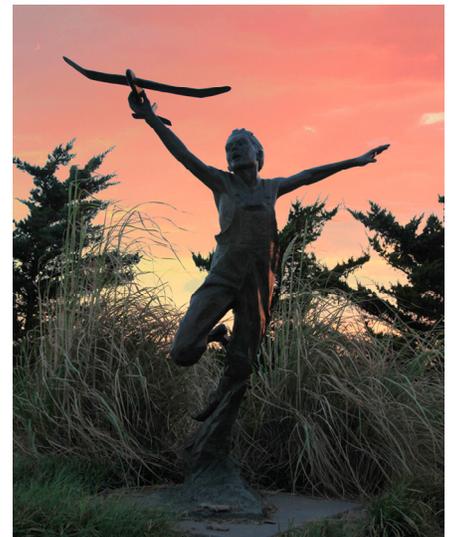
- √ 94% of vacancies were filled within 50 days.
- √ 100% of new employee orientations were completed within 3 days of start date.

CITIZEN SURVEY

- √ 80% of respondents rated the City's leadership as excellent or good, which is the same as 2010. This compares to 86% in 2009 and 78% in 2008.
- √ 58% of respondents moved to Derby because of a job or the school system. This compares to 66% in the 2010 survey and 73% in 2009.
- √ 38% of respondents work in Wichita. In 2010 and 2009 this number was 44%, and 37% in 2008.
- √ 72% of respondents have lived in Derby for at least 10 years.

“Our community has maintained a “small town” atmosphere but has still flourished.”

~~ 2011 Citizen Survey ~~



“Wings”, located on K-15, is one of 13 bronze statues that beautify the Derby community.



“I like the positive projects that are in place and those that are planned for the future.” ~~2011 Citizen Survey ~~

Fire and Rescue

MISSION

Serve our community by providing life safety, property conservation, public education, fire prevention and to 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. Total call volume increased 11% in 2011.

The department enforces fire codes for businesses, schools, and daycares. In 2011, this in-

volved 692 inspections.

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

√ 91% of respondents felt the department was reasonably or very visible in the public.

√ 94% of respondents felt reasonably or very safe with these services.

√ Of respondents who had an opinion, more than 98% felt the

department provided an adequate response to emergencies.



Firefighter Kelly Payne speaks with Pleasant-view Elementary students during Fire Prevention Week 2011.

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



Police Officer Callie Tilson offers a tour of her police car during National Night Out in August 2011.

control and community education. The department strives to be proactive in preventing crime and traffic concerns.

PERFORMANCE

√ 87% of all calls were

responded to in 5 minutes or less.

CITIZEN SURVEY

√ Over 88% of respondents felt reasonably safe or very safe in their neighborhoods after dark. This compares to 94% in the 2010 and 2009 surveys and 89% in 2008.

√ Of the respondents who chose to rate their contact with the Police Department, 86% rated that contact as excellent or good, the same as 2010. This compares to 73% in 2009 and 84% in 2008.



"The police were polite, quick, nice and helped us so much." ~2011 Community 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 9,085 water meters; an in-

crease of 4.1% over 2010.

√ The water loss in Derby is 1.24%, well below the state recommended amount of 15%.

CITIZEN SURVEY

√ 80% of respondents feel that the City’s water quality is excellent or good. This compares to 73% in 2010, 75% in 2009; and 71% in 2008.

√ 77% of respondents feel the City’s water is a good or fair value in relation to its cost. This compares to 73% in 2010, 77% in 2009, and 83% in 2008.



The north Rock Road water tower after a storm. Photo by Bill Fales

“One can tell there is definite pride in property and belonging to a beautiful community here in Derby.” ~ 2011 Citizen Survey ~

Finance Department



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.

PERFORMANCE

√ Received the “Distinguished Budget Presentation” award from

the Government Finance Officers Association (GFOA) for the seventh consecutive year.

√ 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

√ Nearly 79% of respondents believe that the City manages its finances well.



“For what we pay in taxes, we have a lot of great things to show for it.” ~2011 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 269 lane miles of streets and alleys. The division also maintains more than 187 miles of curb and gutter, and 22 miles of hike/bike paths. More than 3,000 signs, 16 signalized intersections, and

four signalized school crossings are maintained by this Division.

PERFORMANCE

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

CITIZEN SURVEY

√ 93% of respondents noted the condition of City streets as good or mainly good.
√ 86% of respondents felt the City's snow removal process was mainly good or good. This compares to 77% in 2010 and 82% in 2009.



Street Operator Don Trower helps a student drive during Public Works Day 2011 at High Park.

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 within the City as well as its facilities.

Facility Maintenance is responsible for 125,000 square feet of building areas for all departments.

PERFORMANCE

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

CITIZEN SURVEY

√ 75% of respondents felt the maintenance and cleanliness of City-operated facilities were excellent or good, compared to 78% of respondents in 2010.



Building Maintenance Technician Scott Roberts repaints the front of the Derby Senior Center.



“The city offices were immaculate and the employees had great customer service.” ~2011 Citizen Survey~

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.
- √ ADA picnic tables were installed at Garrett, Riley, Duck Creek, Crane and Woodlawn Parks in 2011.

CITIZEN SURVEY

- √ 84% of respondents believe the city fulfills their recreational needs.
- √ 85% (compared to 74% in 2008) of respondents felt the parks were maintained at a good or excellent level.
- √ Nearly 76% (compared to 82% from the 2010 survey) believe their recreational expectations are met by the City.
- √ 73% of respondents attended at least one of the City’s special events in 2011. This is down from 100% in 2009 but up from 54% in 2008.

*“We love the bike paths.”
~2011 Citizen Survey~*



Derby Public Works and the Parks and Urban Forestry Board hold an annual Arbor Day Celebration in April 2011.

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 9:00 a.m. at the Derby Police & Courts Building, 229 N. Baltimore.

“Derby schools are very highly rated, and they are getting new businesses to make the town grow.” ~ 2011 Citizen Survey ~

Senior Services & Derby Dash

MISSION

Enhance the lives of aging adults by providing information and programs to Seniors; and to provide affordable transportation to all citizens of Derby.

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 program participants increased nearly 3% in 2011.
- √ Ridership on the Dash increased 7.2% from 2010 to 2011.



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 en-

hances the economic base through business retention as well as housing initiatives, while undertaking marketing efforts that will continue to expand residential and commercial offerings.

PERFORMANCE

- √ Building permits, residential and commercial, increased 11% over 2010.

CITIZEN SURVEY

- √ 83% of respondents reported receiving adequate information about the city. This is a decrease from 89% in 2010.
- √ Nearly 22% of respondents use the portal website (www.derbyks.com) to get community information.

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 materi-

als, services and activities for people of all ages. Through www.derbylibrary.com, patrons can find help for homework, research projects, and just about any topic.

PERFORMANCE

- √ Library card holders increased 6% over 2010.
- √ Computer usage increased 35%.



Community Room in the Derby Public Library located at 1600 E. Walnut Grove.

Community Development

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, code enforcement, building inspection and wastewater treatment.

PERFORMANCE

- √ Met the goal of annually reviewing 20% of standard construction specifications.
- √ Provided building inspections within one business day.
- √ Processed items through the Planning Commission, as

scheduled, 100% of the time.

CITIZEN SURVEY

- √ 66% of respondents rated the City's community planning function as excellent or good—just as in 2008.
- √ 78% of respondents rated their satisfaction with traffic flow as excellent or good. This compares to 77% in 2010, 76% in 2009, and 74% in 2008.
- √ 81% of respondents, the same as 2010, want to see continued commercial development.



Did you know that the average value of a new home built in Derby in 2011 was \$157,000?

Derby City Council

Mayor Dion Avello

Ward I

Jim Craig
Randy White

Ward III

Cheryl Bannon
Chuck Warren

Ward II

Heath Horyna
Vaughn Nun

Ward IV

Tom Haynes
Mark Staats

City Manager Kathy Sexton

Derby City Hall
611 Mulberry Rd. Derby, KS 67037
316/788-3132
www.derbyweb.com



Mayor Dion Avello presents the 2011 Mayor's Award of Excellence to Bob Cook Homes, LLC.

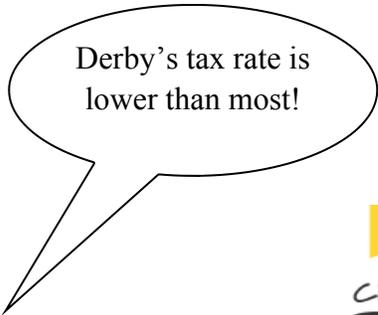


"I love being able to shop here instead of driving to Wichita." ~ 2011 Citizen Survey ~

2011 Property Tax Levies for Area Cities

Total Mill Levies

Andover	158
Bentley	157
Cheney	152
Maize	148
Bel Aire	148
Goddard	147
Park City	147
Mulvane	142
Valley Center	141
Derby	137
Newton	134
Wichita	121



2011 At-a-Glance

January

Purchased St. Mary's Property
Welcome Center Open House

February

Community Wayfinding Signs
Installed

April

Derby Diplomats launched

July

Fire & Rescue Department converted to County 911 Dispatch

August

New attendance record set at
Rock River Rapids (69,713)

September

National Bar-B-Que Derby
National Day of Service at High Park

October

Master Plan for Warren River-view Park Adopted
Senior Center National Accreditation and 30th Anniversary

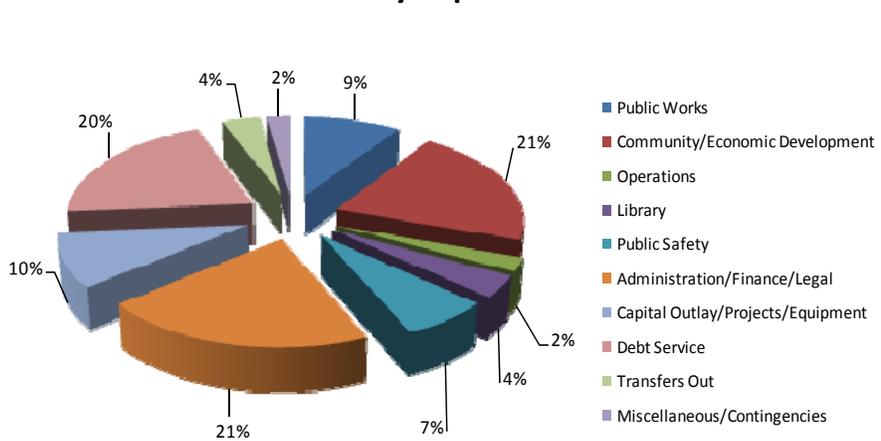
November

Veteran's Memorial Dedication

December 1

Curbside recycling and trash program celebrates second year

2011 City Expenditures



*"I enjoy living in a growing community."
~~ 2011 Citizen Survey ~~*

Commonly Requested Information

Area Code 316

Welcome Center (<i>welcomecenter@derbyweb.com</i>)	788-9003
City Hall	788-1519
Mayor & City Council	788-3132
Animal Control	788-1557
City Manager's Office (<i>citymanager@derbyweb.com</i>)	788-3132
Code Enforcement	788-6632
Derby Dash (public bus service)	788-0433
Fire Station #2	788-5819
Library	788-0760
Municipal Court	788-1511
Police Department	788-1557
Public Works	788-0301



Photo by Bill Fales