

Report to the Community

2009 Performance Report

WHY PERFORMANCE MEASUREMENTS?

Did you know?

- The Greens at Derby is the city's largest taxpayer.
- The Police Department started an Adopt-A-School Program at El Paso Elementary School.
- The median age in Derby is 33.8 years.

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 department 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 embarked on a cutting-edge performance movement. Derby's 360 Performance Program is innovative in its approach by getting a full perspective (a full 360 degrees) in the development of new

measurements. The program includes input from citizens, businesses, elected and appointed city leaders, and city staff.



This is the City's second annual 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 were providing services by asking "why did you respond the way you did." The content and look of this report will continue to

change as our community grows, but the purpose will remain the same: to ensure that citizens are informed about the performance of their city departments.

THE SURVEY

In August 2009, citizen satisfaction surveys were mailed to 400 residents in the City of Derby. Addresses were randomly selected from the utility bill database to ensure each election ward received 100 surveys. There were 101 responses equating to a 25% return rate.



2009 At-A-Glance

January 1

Bars go smoke free

May 8

Assisted City of Towanda in storm clean-up

May 20

New financial software installed

May 25

Rock River Rapids opens for the season

June 15

Rock Road storm siren installed

July 1

Rain Sensor Ordinance effective

July 6

Buckner Street reconstruction begins

July 18

Grand Re-Opening of Fire Station #1

July 24

Multi-Jurisdictional emergency exercise

July 27

James Street construction begins

August 4

National Night Out

November 14

Grand Opening of new library

December 1

Curbside recycling and enhanced trash service begins

CITY'S 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

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

OVERVIEW

The City Council is responsible for setting policy for the City, and the City Manager is charged with implementing and enforcing these policies. The City Manager is responsible for all City departments which collec-

tively provide support to the organization and services to the public. The City employs 168 full-time and 31 part-time employees.

PERFORMANCE

- √ 98% of vacancies were filled within 50 days.
- √ 100% of new hires completed orientation within their first three days.
- √ All City employees completed harassment training during the year.
- √ All supervisors attended an ethics seminar.

CITIZEN SURVEY

- √ 86% of respondents rate the City's leadership as excellent or good. This compares to 78% in 2008.
- √ 73% of respondents moved to Derby because of a job or the school system. This compares to 68% of the respondents in 2008 who moved because of a job or because it is a small town.
- √ Nearly 45% of the respondents work in the city limits of Wichita. This is an increase from 37% in 2008.
- √ 70% of respondents have lived in Derby for at least 10 years.



Mayor Dion Avello presents the Mayor's Award of Excellence to Glen Goering. Also recognized with this award was Ross Hearn.

FIRE AND RESCUE

MISSION

To provide 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 provides emergency response for fires, rescues and medical emergencies.

Besides providing fire, rescue and medical response, the department also enforces fire codes for businesses,

schools, and daycares. In 2009, this involved more than 475 inspections.

Fire personnel provide fire prevention education and training to schools and businesses. The Fire Chief also serves as the Emergency Management Coordinator, overseeing storm watch procedures, outdoor warning sirens, training and disaster response.

PERFORMANCE

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

√ There were 9 residential fires per 1,000 citizens.
 √ There were 2 commercial/industrial structural fires per 1,000 structures.

CITIZEN SURVEY

√ 85% of respondents felt the department was reasonably or very visible in the public.

√ 90% of respondents felt reasonably or very safe with these services.

√ Of respondents who had an opinion, 38% felt the Fire & Rescue Department provided an adequate response to emergencies.



Firefighter Dan Mishler talks to students at Pleasantview Elementary during Fire Prevention Week.

POLICE

MISSION

To work in partnership with the community to maintain an environment that is safe by promoting individual responsibility and community commitment.

To protect life and property, assure the preservation of human rights, and enhance the quality of life within the community through leadership, education, and cooperation.

OVERVIEW

The Police Department

includes communications (dispatch), investigations, patrol, animal control, detectives, crime prevention and community education.

PERFORMANCE

√ 87% of all top priority calls were responded to in 5 minutes or less.

√ The department held 12 monthly employee safety training sessions.

√ The department conducted 12 community education sessions.

CITIZEN SURVEY

√ 94% of respondents felt reasonably safe or very safe in their neighborhoods. This compares to 89% in the 2008 survey.

√ 35% (compared to 42% in 2008) responded that they received adequate response for their situation; most respondents didn't have an encounter with police services.

√ 92% of respondents felt the department was reasonably or very visible.

“We have the best Fire Department in the State.”

“I always use the vacation watch when we go on vacation. The Police Department is very helpful.”

“I like the abundance of sidewalks, parks, and community activities.”

~2009 Citizen Survey~

PUBLIC WORKS/WATER



Derby water tower near Rock Road and Meadowlark.

MISSION

To 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 supplies and distributes it to the entire City. The Water staff's key responsibility is maintaining the network of pipes that distribute this water. Other responsibilities in-

clude maintenance of facilities and equipment, and the accurate and timely reading of water meters.

PERFORMANCE

√ 100% of the City's water hydrants were inspected and maintained.

CITIZEN SURVEY

√ 75% of respondents feel that the City's water quality is good or excellent.
√ 85% of respondents rate water pressure and reliabil-

ity as good or excellent.

√ 49% of respondents feel the City's water is a good or excellent value in relation to its cost. This compares to 54% in 2008.

“The cost per month is within expectations.”

“The quality is good.”

~2009 Citizen Survey~

FINANCE DEPARTMENT

MISSION

To prudently manage the financial resources of the City and 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

√ Zero significant deficiencies reported in the annual audit.
√ Conducted 100% of the targeted number of city-wide safety training classes.
√ The City of Derby received the “Distinguished Budget Presentation” award from GFOA for 2009.
√ Standard & Poor's affirmed the City's bond rating from A+ to AA- based on consistently strong financial performance.

CITIZEN SURVEY

√ Although 64% of the respondents did not have an opinion, those who did clearly believe that the City manages its finances well.

“The City seems to be run well.”

~2009 Citizen Survey~

“The City has made some great improvements while keeping our taxes lower than a lot of area towns.”

~2009 Citizen Survey~

PUBLIC WORKS/STREET MAINTENANCE

MISSION

To 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 19 miles of hike/bike paths. More than 3,000 signs, 15 signalized intersections, and four signalized school crossings were inspected and maintained.

PERFORMANCE

- √ 100% of the pavement sealing program was accomplished.
- √ 90% of the annual maintenance on primary and secondary streets was accomplished.
- √ 100% of staff received monthly safety training.

CITIZEN SURVEY

- √ 89% of respondents noted the condition of City streets as good or mainly good.
- √ 82% of respondents felt that the City's snow removal process was mainly good or good.

“There is always a need for street improvements, and Derby makes a good effort.”

~2009 Citizen Survey~



Architects rendering of new Public Works Facility to be constructed in 2010.

OPERATIONS

MISSION

To provide and maintain an information service infrastructure and facilities to enable city departments to produce their required output.

OVERVIEW

The Operations Department is responsible for maintaining software and hardware for the city's information service needs and maintaining all of the city's structures.

The Facility Maintenance Division is responsible for 112,600 square feet of building areas for all departments.

PERFORMANCE

- √ Maintain 98% “up time” for computers.
- √ Provide backup for critical data within three working days.
- √ 100% of all carpets are cleaned annually.

CITIZEN SURVEY

- √ 65% of respondents felt the maintenance and cleanliness of City-operated facilities were excellent or good compared to 77% of the respondents in 2008.

“I love to go to the Library, one of the best in the area.”

“Facilities are well managed, very organized and clean.”

~2009 Citizen Survey~



Derby City Hall

PUBLIC WORKS/PARKS



Free mulch is available to Derby residents at the High Park Chip Site.

MISSION

To 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.
√ 95% of all right-of-ways were mowed and maintained.

√ 100% of employees were trained at least monthly.

CITIZEN SURVEY

√ 86% (compared to 83% in the 2008 survey) of respondents believe the division fulfills their recreational needs.

√ 83% (compared to 74% in 2008) felt the parks were maintained at a good or excellent level.

√ 77% (compared to 69% in 2008) believe their recreational expectations are met by the city's park facilities and hike/bike paths.

√ 100% of respondents attended at least one of the Park Division's special events this year. This is up from 54% in 2008.

MUNICIPAL COURT



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

MISSION

To 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, executed fully and promptly.

OVERVIEW

Municipal Court is responsible for preparing and processing all court orders and records necessary to expeditiously and fairly adjudicate complaints. Activities include organizing and scheduling court dockets, appearances and trials; processing procedural and dispositive court orders; monitoring sentences imposed by the municipal judge; and submitting reports to the State of Kansas.

PERFORMANCE

√ New cases were entered into the court tracking system within one day of receipt 95% of the time.

√ 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.

SENIOR SERVICES & DERBY DASH

MISSION

To enhance the lives of aging adults by providing education, recreation and social programs and to provide safe, accessible and affordable transportation to all citizens of Derby.

OVERVIEW

The Senior Center provides activities especially designed for its patrons, while the Derby Dash provides low-cost public transportation for all citizens.

PERFORMANCE

- √ The Senior Center has a 98% customer satisfaction rating.
- √ Ridership on the Derby Dash decreased 1.2% from 2008 to 2009.



A group of young kids enjoy a ride on the Derby Dash.

LIBRARY

MISSION

To provide quality materials and services that fill recreational, educational, informational and cultural needs in an atmosphere that is welcoming, respectful, and professional.

OVERVIEW

The Derby Public Library provides free computer access, reference and research databases. Through the library website at www.derbylibrary.com, students can find help for homework and research projects, while adults can find

more information about specific topics.

PERFORMANCE

- √ New Patron registration increased 10% over 2008.
- √ Volunteer hours increased 12.3% in 2009.
- √ Patron usage of the online databases increased 17% in 2009.



ECONOMIC DEVELOPMENT

MISSION

To coordinate activities that enhance the appeal of the City and to share that vision with others to improve the economic conditions of the greater community.

nity through business retention and attraction, while undertaking marketing efforts to expand residential and commercial offerings.

PERFORMANCE

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

This is an increase from 53% in 2008.

- √ Nearly 66% of respondents report using the community portal web site to get community information.

This is a huge increase from 2008, when 75% indicated they had never used www.derbyks.com.

OVERVIEW

Economic Development is focused on sharing the positive features Derby has to offer. Activities are geared toward enhancing the economic base of the commu-

CITIZEN SURVEY

- √ 57% of respondents reported receiving adequate information about the city.

“Derby is a clean, orderly and growing city.”

~ 2009 Citizen Survey~



COMMUNITY DEVELOPMENT

“The City seems to be interested in infrastructure that is conducive to business growth and is family friendly.”

“I frequent High Park the most, it is a real asset.”

~2009 Citizen Survey~

MISSION

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

OVERVIEW

The services Community Development provides include planning, engineering, code enforcement, building inspection and wastewater functions.

PERFORMANCE

√ Met the goal of annually

reviewing 20% of standard construction specifications.

√ Entered all project data within 30 days of receiving.

√ Provided all building inspections within one business day.

√ Items were processed through the Planning Commission, as scheduled, 100% of the time.

CITIZEN SURVEY

√ 66% of respondents gave the City’s community planning function a fair or good rating. This compares to 66% of the respondents in

the 2008 survey who rated this function as excellent or good.

√ 80% of respondents (compared to 74% in 2008) rated their satisfaction with traffic flow as excellent or good.

√ 82% of respondents (compared to 77% in 2008) want to see continued commercial development in the City.

“There is evidence of great planning and leadership within Derby.”

~2009 Citizen Survey~

DERBY CITY COUNCIL



The City Council meets on the second and fourth Tuesdays of the month at 6:30 p.m.

Mayor Dion Avello

Ward I

Jim Craig
Jim Meidinger

Ward II

Heath Horyna

Ward III

Cheryl Bannon
Chuck Warren

Ward IV

Tom Haynes

City Manager
Kathy Sexton

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www.derbyweb.com

2009 PROPERTY TAX LEVIES FOR SURROUNDING CITIES

Total Mill Levies

Winfield	177.0
Garden Plain	165.3
Hutchinson	163.6
Haysville	158.0
Andover	155.4
Augusta	155.1
Cheney	152.5
Bentley	150.0
Eastborough	148.5
Maize	147.5
Park City	146.3
Mulvane	142.8
Bel Aire	141.8
Valley Center	140.9
Derby	134.8
Goddard	132.8
Newton	129.8
Wichita	118.0

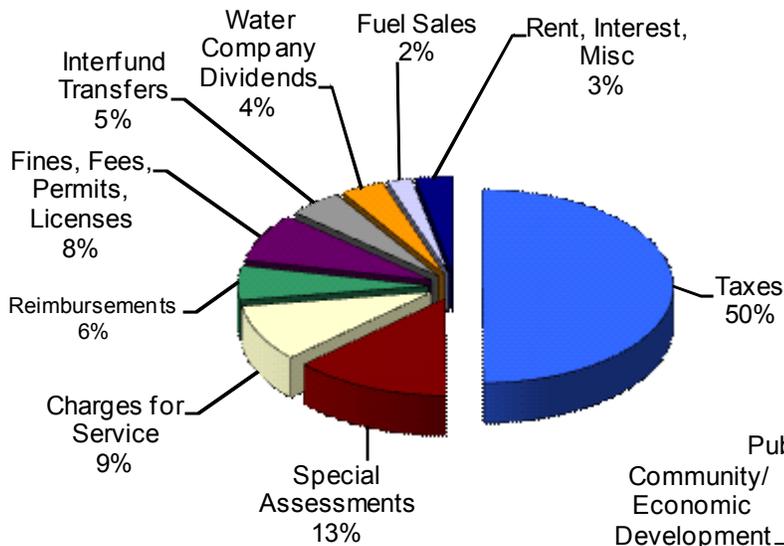


Derby's tax rate is lower than

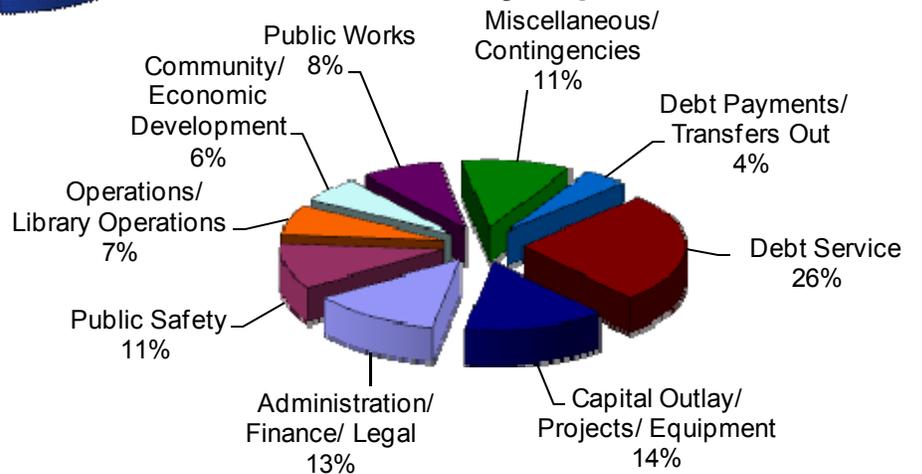
Did you Know?
Top employers in the City are:

- √ USD #260
- √ Wal-Mart
- √ Lowe's
- √ AT&T
- √ Westar/KG&E

2010 City Revenue Sources



2010 City Expenditures



Commonly Requested Numbers

Area Code 316

City Departments

Mayor & City Council	788-3132
Animal Control	788-1557
City Manager’s Office	788-3132
Code Enforcement	788-6632
Economic Development	788-3081
Engineering—permits & inspections	788-6632
Finance	788-3132
Fire Station #1	788-3773
Fire Station #2	788-5819
Human Resources	788-1519
Information	788-1519
Municipal Court	788-1511
Police Administration	788-1557
Public Works	788-0301
Senior Services	788-0223
Wastewater	788-1151
Water Department	788-1424

