

2010 Report to the Community

WHY PERFORMANCE MEASUREMENTS?

Did you know?

- Derby Marketplace is the city's largest taxpayer.
- The Police Department expanded its Adopt-A-School Program to Swaney Elementary School.
- The median age in Derby is 36.1 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 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 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 third 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 2010, 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 125 responses (31% return rate). In 2009 the return rate was 25% and in 2008, 35%.

2010 At-A-Glance

January 1

Employee Performance Appraisal System begins

February 2

Citizen Observer program for public safety notifications activated

March 9

Fund Reserve Policy adopted

June 17

Buckner Business District Grand Re-Opening celebration

August 2-3

National Night Out festivities expanded

August 19

Playful City USA Award celebration

August 24

City receives Working Well Award

September 11

National Day of Service at High Park

November 4

National Bar-B-Que Derby event announced as a 2011 event

November 22

New Public Works facility opens

December 1

Recycling and trash program celebrates first year



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.



Mayor Dion Avello presents the 2010 Mayor's Award of Excellence to Ken and Judy Greteman.

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 163 full-time and 26 part-time employees.

PERFORMANCE

- √ 98% of vacancies were filled within 50 days.
- √ All City employees completed diversity and harassment training during the year.

CITIZEN SURVEY

√ 80% of respondents rated the City's leadership as excellent or good. This compares to 86% in 2009 and

- 78% in 2008.
- √ 66% of respondents moved to Derby because of a job or the school system. This compares to 73% of the respondents in 2009.
- √ 44% of respondents work in the city limits of Wichita. This number was 45% in 2009 and 37% in 2008.
- √ 67% of respondents have lived in Derby for at least 10 years.

“Derby’s leaders have always tried to do the best for its people in the most positive way and continue to do so.”

~2010 Citizen Survey~

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. Call volume increased 5.4% in 2010.

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

schools, and daycares. In 2010, this involved 644 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

√ 83% of all calls were responded to within 4 minutes.

√ One residential fire per 1,000 citizens.

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

CITIZEN SURVEY

√ 88% of respondents felt the department was reasonably or very visible in the public.

√ 91% of respondents felt reasonably or very safe with these services.

√ Of respondents who had an opinion, more than 95% felt the department provided an adequate response to emergencies.



Lt. Seth Glaves speaks with Tanglewood Elementary students during Fire Prevention Week 2010.

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

√ 90% of all top priority calls were responded to in 5 minutes or less.

√ The department conducted 12 community education sessions.

CITIZEN SURVEY

√ More than 94% of respondents felt reasonably safe or very safe in their neighborhoods after dark.

√ Of the respondents who chose to rate their contact with the Police Department, 87% rated that contact as excellent or good.

√ 95% of the respondents who had an opinion felt the department was reasonably or very visible (compared to 92% in 2009 and 96% in 2008).

√ Of the respondents who had an opinion, 95% felt that the Police Department provided adequate response to emergencies.

“I have always been treated with courtesy and all have been helpful.”

“They were quick to respond when our alarm system went off and we could not be immediately notified.”

“The police are polite, concerned, non-biased and quick to respond”

~2010 Citizen Survey~

PUBLIC WORKS/WATER



The north Rock Road water tower after a storm.

Photo by Bill Fales

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 planned maintenance for the City's water hydrants was completed.

CITIZEN SURVEY

√ 76% of respondents feel that the City's water quality is good or fair.

√ Nearly 85% of respondents rate water pressure and reliability as good or excellent.

√ 72% of respondents feel the City's water is a good or fair value in relation to its cost. This compares to 49% in 2009 and 54% in 2008.

"Derby compares favorably to other places we have lived..."

~2010 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.

√ Received the "Distinguished Budget Presentation" award from the Government Finance Officers Association (GFOA).

√ Received first ever GFOA award for Annual Financial Reporting.

√ Standard & Poor's reaffirmed the City's bond rating at AA-; Moody's reaffirmed an Aa3 rating based on consistently strong financial performance.

CITIZEN SURVEY

√ Nearly 80% of the respondents believe that the City manages its finances well.

"I believe that the City is fiscally responsible and a good steward for taxpayers' money."

~2010 Citizen Survey~

"I like not having to go into Wichita and keeping our money here."

~2010 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.
 √ 100% of the annual planned maintenance on primary and secondary streets was accomplished.

CITIZEN SURVEY

√ 90% of respondents noted the condition of City streets as good or mainly good.
 √ 77% of respondents felt the City's snow removal process was mainly good or good. This compares to 82% in 2009.

“The City takes care of snow removal on our main arterial streets quickly.”

~2010 Citizen Survey~



Public Works employee Bill Souder installs a new sign for Patriot Ave.

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 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.
 √ Cleaned 100% of all carpets annually.

CITIZEN SURVEY

√ 77% of respondents felt the maintenance and cleanliness of City-operated facilities were excellent or good, compared to 65% of the respondents in 2009.

“I have yet to see a dirty facility in Derby. It's a great asset, knowing you are entering a clean, safe place.”

“The expanded Senior Center is a great place.”

~2010 Citizen Survey~



Building Maintenance Technician Scott Roberts changes a light bulb at City Hall.



Sr. Groundskeeper Chris Swindler poses with two attendees during Public Works Day 2010.

“The City looks nice and well-maintained with nice landscaping. We love the activities and concerts at High Park and take walks there regularly.”

~2010 Citizen Survey~



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

PUBLIC WORKS/PARKS

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.
- √ 100% of all right-of-ways were mowed and maintained.
- √ 100% of employees were trained at least monthly.

CITIZEN SURVEY

- √ 85% of respondents believe the city fulfills their recreational needs.
- √ 87% (compared to 83% in 2009) of respondents felt the

parks were maintained at a good or excellent level.

- √ Nearly 82% (compared to 77% in 2009) believe their recreational expectations are met by the city’s park facilities and hike/bike paths.
- √ 75% of respondents attended at least one of the Park Division’s special events in 2010. This is down from 100% in 2009 but up from 54% in 2008.

MUNICIPAL COURT

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 increased 23% from 2009 to 2010.



LIBRARY

MISSION

To 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.

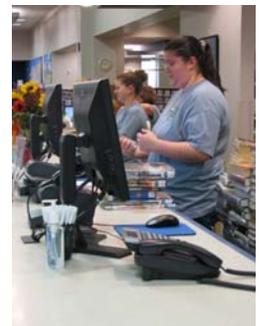
OVERVIEW

The Derby Public Library provides 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

information about specific topics.

PERFORMANCE

√ Registration increased 18% over 2009.
√ Technology (public access computers and wi-fi) usage increased 166% over 2009.
√ Use of online databases increased 82%.



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.

tion and attraction, while undertaking marketing efforts to expand residential and commercial offerings.

PERFORMANCE

√ Building permits, residential and commercial, decreased 18% over last year.

√ Nearly 95% of respondents use the portal web site (www.derbyks.com) to get community information. This compares to 67% of the respondents in 2009 and 25% in 2008.

OVERVIEW

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

CITIZEN SURVEY

√ 89% of respondents reported receiving adequate information about the city. This is an increase from 57% in 2008.

“The growth is incremental, organized, and well-planned.”

~2010 Citizen Survey~



Buckner Business District.

COMMUNITY DEVELOPMENT

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 include planning, engineering, code enforcement, building inspection and wastewater treatment.

PERFORMANCE

- √ Met the goal of annually reviewing 20% of standard construction specifications.
- √ Entered all project data

within 30 days of receiving.

- √ Provided building inspections within one business day.
- √ Processed items through the Planning Commission, as scheduled, 100% of the time.

CITIZEN SURVEY

- √ 58% of respondents gave the City's community planning function an excellent or good rating. This compares to 66% in 2008.
- √ 76% of respondents rated their satisfaction with traffic flow as excellent or good. This compares to 74% in

2008.

- √ 80% of respondents (compared to 77% in 2008) want to see continued commercial development in the City.

"We have many of the extras of the "big" city, yet remain a small town."

"The parks look great, are very accessible, and have lots of options."

~2010 Citizen Survey~

"We have a forward-looking group of individuals leading our City."

~2010 Citizen Survey~

DERBY CITY COUNCIL

Mayor Dion Avello



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

Ward I

Jim Craig
Randy White

Ward II

Heath Horyna
Vaughn Nun

Ward III

Cheryl Bannon
Chuck Warren

Ward IV

Tom Haynes
Mark Staats

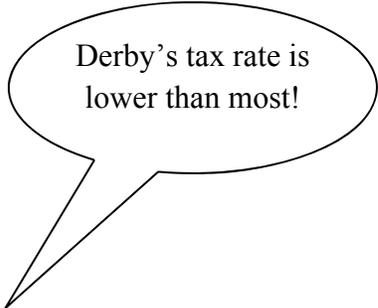
City Manager Kathy Sexton

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

2010 PROPERTY TAX LEVIES FOR AREA CITIES

Total Mill Levies

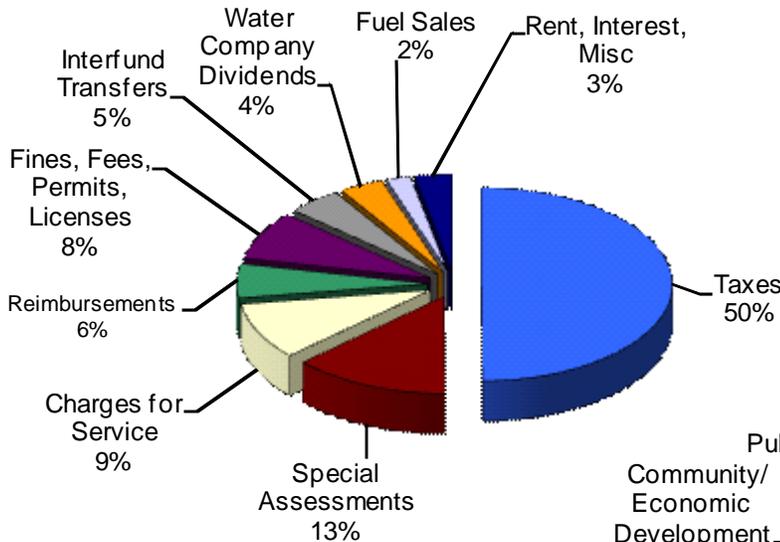
Rose Hill	169
Andover	161
El Dorado	160
Haysville	158
Bel Aire	146
Mulvane	144
Maize	143
Valley Center	142
Newton	139
Goddard	134
Derby	134
Wichita	120



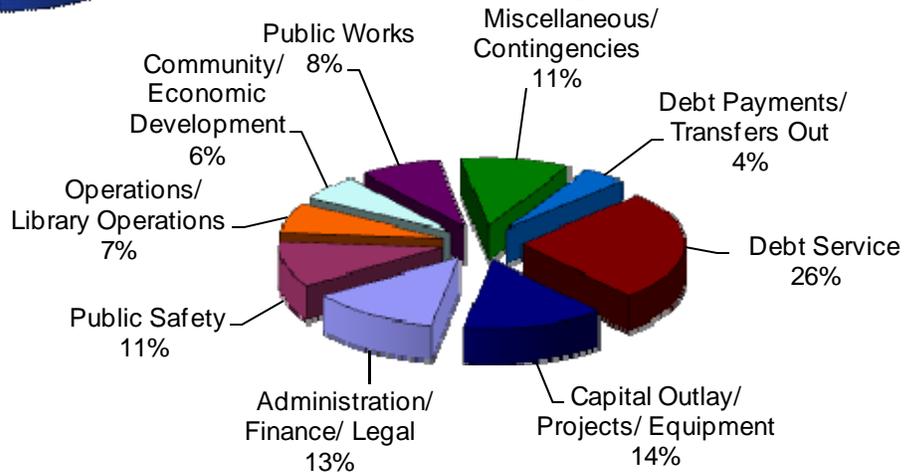
Did you Know?
Top employers in the City are:

- ✓ **Derby Public Schools**
- ✓ **Wal-Mart**
- ✓ **Lowe's**
- ✓ **Dillons**
- ✓ **Westview Manor**

2010 City Revenue Sources



2010 City Expenditures



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
Fire Station #1	788-3773
Fire Station #2	788-5819
Library	788-0760
Municipal Court	788-1511
Police Department	788-1557
Public Works	788-0301
Senior Services	788-0223



www.derbyks.com