

## 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 fifth 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 September 2012, 100 in each ward. Addresses were randomly selected from the residential water bill database. There were 129 responses, which is a 32% return rate. The 5-year average is 31%.



Council Members Randy White and Vaughn Nun interact with citizens at the May 31 community forum.

## Water Rate Comparison

Monthly Cost for 5,000 gallons

Valley Center	\$40.63
Newton	\$40.60
Bel Aire	\$37.45
Rose Hill	\$36.27
Maize	\$34.73
Andover	\$32.54
Mulvane	\$29.95
<b>Derby</b>	<b>\$21.30</b>
Wichita	\$19.09
El Dorado	\$15.06
Haysville	\$14.26
Goddard	\$13.00

*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 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

- √ 90% of vacancies were filled within 50 days.
- √ 100% of new employee orientations were completed within 3 days of start date.

### CITIZEN SURVEY

- √ Consistent with previous surveys, 88% of respondents rated the City’s leadership as excellent or good.
- √ 59% of respondents reported moving to Derby because of a job or because it’s a small town. In three previous surveys, a majority of respondents moved to Derby because of a job or the school system.
- √ Nearly 34% of respondents work in the city limits of Wichita. While this was the leading response, it is the lowest rate received in the past five years.

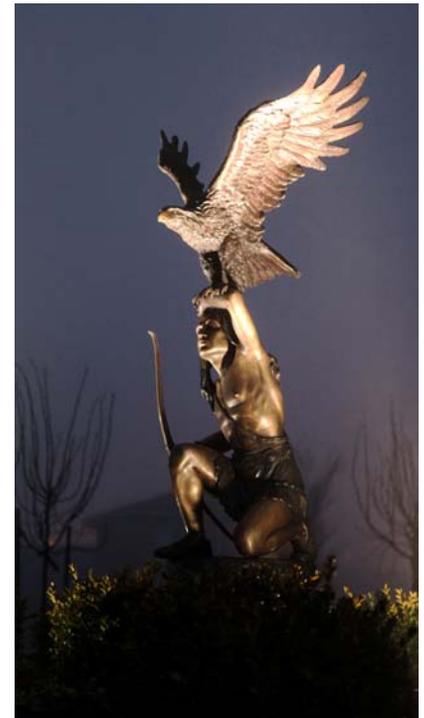


Photo by Bill Fales

“Scout,” located at the Derby Public Library, is one of 13 bronze statues that beautify the Derby community.



The growth and scope of new business has grown and improved over the years.” ~2012 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 1% from 2011 to 2012.

The department enforces fire codes for businesses, schools, and daycares. In 2012, this in-

involved 1,055 inspections.

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

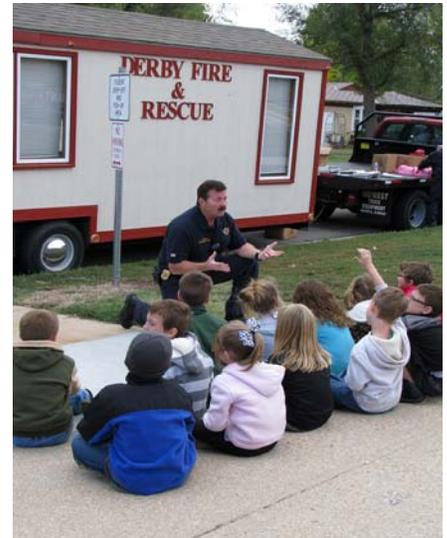
### PERFORMANCE

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

### CITIZEN SURVEY

√ 86% of respondents felt the department was reasonably or very visible in the past 12 months.

√ Nearly 90% of respondents felt very safe or reasonably safe with the City's Fire and Rescue Department.



*Lt. Charlie Little speaks with Pleasantview Elementary students during Fire Prevention Week 2012.*

√ Of the 46 respondents who had an opinion, 98% believe the City's Fire and Rescue Department provided adequate response time to emergencies.

## 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

√ 81% of all calls were responded to in 5 minutes or less.

### CITIZEN SURVEY

√ Over 88% of respondents felt very safe or reasonably safe in their neighborhoods after dark, just as in 2011.

√ Of the 124 respondents who had an opinion, 98% felt that the department was very visible or reasonably visible. This is

consistent with previous surveys.



*School Resource Officer Andrea Riedel was named the 2012 Employee of the Year. She is pictured above with Police Chief Robert Lee.*



*"The police respond quickly and are very professional."*

*~2012 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 9,081 active water meters.

### CITIZEN SURVEY

√ 82% of respondents believe that the City’s water quality is excellent or good. This is consistent with previous surveys.  
 √ 76% of the respondents consider the value of the City’s water a good or fair value in relation to its cost. This is consistent with previous surveys.

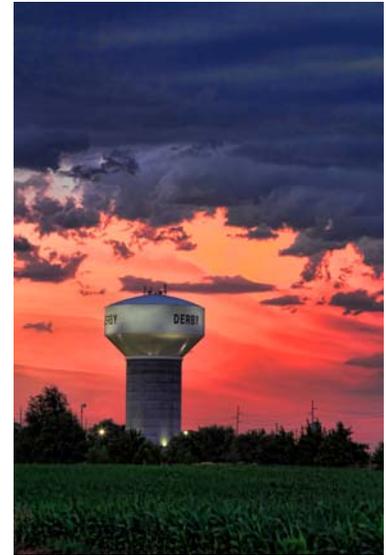
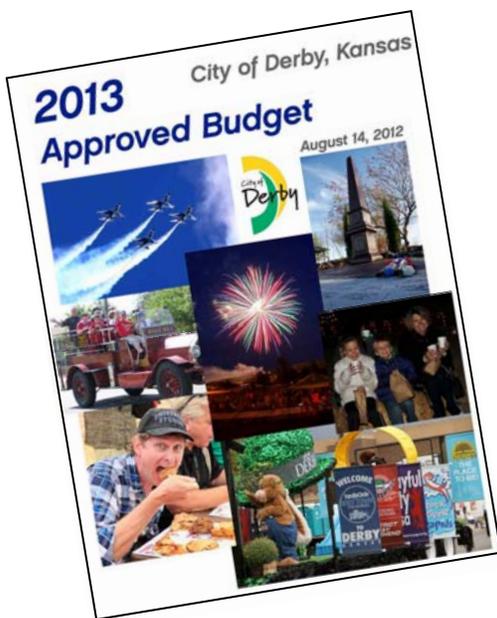


Photo by Bill Fales

The north Rock Road water tower.

*91% of respondents consider the City’s water pressure and reliability either good or excellent. This is a 10% increase over last year, the highest rating since the survey began.*

## 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 eighth 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

√ Of the 53 respondents who had an opinion, 83% believe the City manages its finances well.



*“We enjoy great amenities in Derby.”*

*~2012 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 334 lane miles of streets and alleys. The division also maintains more than 207 miles of curb and gutter, and 28 miles of hike/bike paths. More than 3,000 signs, 17 signalized intersections, and

5 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

√ 91% of respondents noted the condition of City streets as good or mainly good. This is consistent with previous surveys.

√ Nearly 84% of respondents felt that the City's snow removal process was good or mainly good.



*Derby sweeps every city street at least once a year. Street sweeping removes trash and debris from gutters and roadsides, enhancing both the safety and attractiveness of our community.*

## 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.

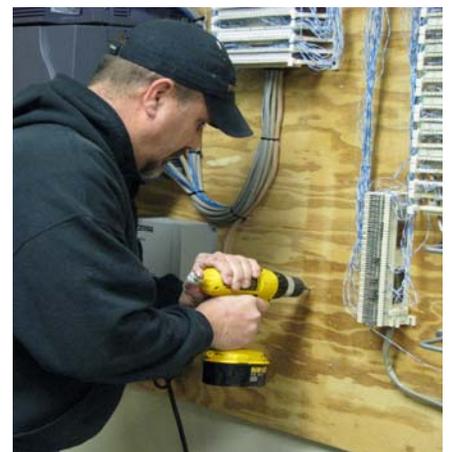
### PERFORMANCE

√ Maintained 98% "up time" for computers.

√ Provided backup for critical data within three working days.

### CITIZEN SURVEY

√ 72% of respondents felt the maintenance and cleanliness of City-operated facilities were excellent or good.



*Building Maintenance Technician Scott Roberts works in the City Hall mechanical room.*

## 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 2012.

### CITIZEN SURVEY

- √ 60% of respondents feel that the City frequently, or sometimes provides an appropriate selection of recreational facilities.
- √ Just as last year, 86% of respondents felt that the City's parks were maintained at an excellent or good level.
- √ 77% of the respondents believe their recreational expectations of the City are met.
- √ 60% of respondents attended at least one of the City special events in 2012.



*The Derby Public Works Department received two tree donations from the Derby Noon Lions Club in March 2012. The donated tree was planted at Garrett Park.*

*"Our City parks are attractive, well-maintained and well monitored."  
~2012 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.*

*"We have Kohl's, Target, Lowes, and many major businesses available in Derby. I do not have to travel far to shop."*

*~2012 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

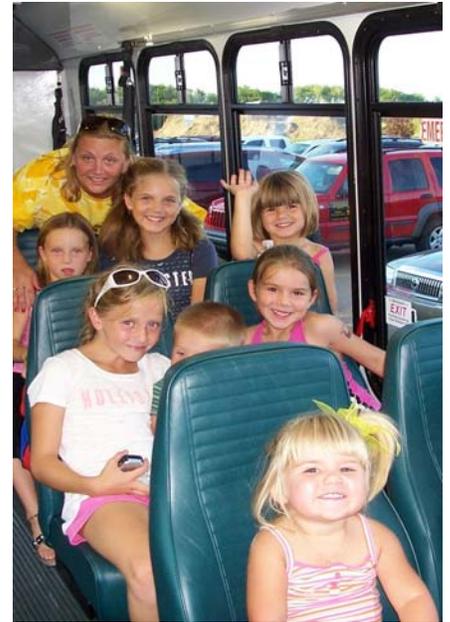
The Senior Center provides opportunities for social interaction, and physical activities.

The Derby Dash provides low-cost public transportation for all residents.

### PERFORMANCE

√ The number of participants at the Senior Center increased more than 5% in 2012.

√ Ridership on the Derby Dash increased nearly 18% from 2011 to 2012.



*Riders of all ages enjoy the Derby Dash.*

## 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

√ Requests from site selectors increased in 2012, including 18 formal requests for information

about sites for specific projects.

### CITIZEN SURVEY

√ Nearly 80% 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 materi-

als, services and activities for people of all ages. Through [www.derbylibrary.com](http://www.derbylibrary.com), patrons can find help for homework, research projects, and just about any topic.

### PERFORMANCE

√ Library visitors increased by 15% in 2012 to an average of 530 visitors per day.

√ Computer usage increased 9%.



*Front desk of the Derby Library, located at 1600 E. Walnut Grove.*

# 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.

√ Provided building inspections within one business day.

√ Processed items through the Planning Commission, as scheduled, 100% of the time.

## OVERVIEW

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

## CITIZEN SURVEY

√ 70% of respondents rated community planning as excellent or good, which is the highest rating since the survey began.

√ 77% of respondents rated their satisfaction with traffic flow as excellent or good.

## PERFORMANCE

√ Met the goal of annually reviewing 20% of standard construction specifications.



*Installation of a new multi-million dollar 42" sanitary sewer interceptor was completed in the summer of 2012.*

*Did you know that the average value of a new home built in Derby in 2012 was \$160,000?*

# 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

## City Manager Kathy Sexton

Derby City Hall  
611 Mulberry Rd. Derby, KS 67037  
316/788-3132  
[www.derbyweb.com](http://www.derbyweb.com)



*Mayor Dion Avello presents the 2012 Mayor's Award of Excellence to Bill and Reba Smith.*



## 2012 Property Tax Levies for Area Cities

Total Mill Levy	
Winfield	186
Hutchinson	165
Haysville	161
Bentley	157
Augusta	156
Bel Aire	156
Eastborough	149
Maize	149
Valley Center	145
Mulvane	142
Newton	140
<b>Derby</b>	<b>136</b>
Wichita	120

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

## 2012 At-a-Glance

### January

Police Department converted to County 911 dispatch

### April

Ownership of outdoor warning sirens transferred to Sedgwick County

Adopted master plan for Madison Avenue Central Park

### May

“The Venue” at Madison Avenue Central Park was named

Held 1st annual community forum

### July

Adopted a resolution encouraging the City of Wichita to fluoridate its water

### August

City Council meetings available live via the City website

### September

Approved new business hours for City Hall, Welcome Center, and Senior Center to start in 2013

### October

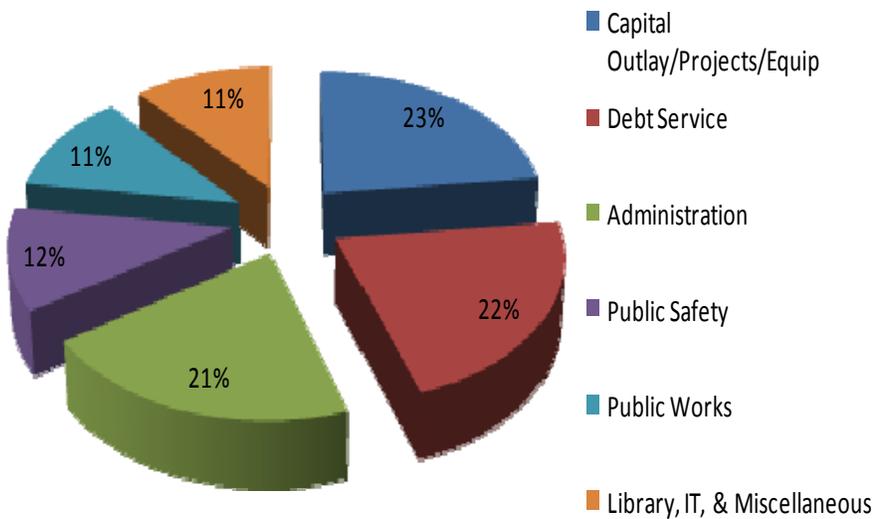
Created a stormwater utility

Collaborated with Haysville and Mulvane to fund a police firearms range

### November

Rescinded the decision to operate under Kansas Public Employer-Employee Relations Act

## 2012 City Expenditures



*“I enjoy living in a growing community.”  
~ 2012 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	788-0301
Derby Dash (public transportation)	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*