

CITIZEN SATISFACTION SURVEY

Dated: December 2, 2008

Surveys were sent to 400 residents in August 2008, 100 in each ward. Addresses were randomly selected from the residential water bill data base. There were 139 responses; a 35% return rate.

1. How long have you lived in the City of Derby? (number of responses = 138)

1-4 years = 25 (18%)
5-9 years = 17 (12%)
10-19 years = 27 (20%)
over 20 years = 69 (50%)
no response = 1 (1%)

70% of respondents have lived in Derby for at least 10 years.

2. Why did you move to the City of Derby?

school system = 25 (18%)
job = 40 (41%)
it's a small town = 37 (27%)
I've always been here = 20 (15%)
combination/na = 17 (12%)

68% of the respondents moved to Derby because of a job or because it is a small town.

3. Where do you work?

City limits of Derby = 21 (15%)
Wichita = 51 (37%)
McConnell AFB = 9 (7%)
Other = 52 (38%)
Combination/na = 6 (4%)

Nearly as many respondents work in Wichita as in other areas outside the City limits of Derby.

4. How would you rate the City of Derby's leadership team on its ability to maintain Derby's positive community atmosphere?

Excellent = 34 (25%)
Good = 73 (53%)
Fair = 20 (15%)
Poor = 4 (3%)
combination/na = 8 (6%)

78% of the respondents rate the City's leadership as excellent or good.

Why did you rate your response where you did?

Because they do a good job.

I think they're excellent.

Streets not properly maintained, stricter enforcement of stop signs and speed limit in school zone on Woodlawn Blvd.

Leaders have too much power to play God! Need to keep their nose out of the rights of others.

Disappointment over the golf course, it was voted against yet we still ended up with it.

They try to look at all the needs of the community and address them.

Not here long enough to determine.

Don't understand the problem with Starbucks.

Promote parks, retail development, DRC smoking ban.

Good schools, good activities for all citizens, but it's lost its small town charm.

Must have good leaders to be Family Circle choice, but I don't know specifics that team does.

There is evidence of planned growth, not haphazard. Family, small town atmosphere has been maintained.

Safe, attractive.

Based on media reports and reputation of city.

It is my opinion of Derby as I know it.

We have lived in several other cities and we feel Derby has a great vision for the community. However, one large concern is the city's ability to meet future water needs.

While we have seen some recent attempts at community events, the community atmosphere is not there.

Derby is not a small town with a quaint feeling and that resonates through the community.

Bans on porn @ Family Video, ban more payday loans, growth for good companies, clean, safe.

There appears to be a lot of community activities all year long.
Very clean, attractive city.
Consideration of people of Derby, friendly.
Always room for improvement.
I see a lot of articles about our city out there.
Things are drastically improving in a positive thought out way.
Have no negative thoughts.
Positive comments from everyone.
Derby has a small town attitude, not very welcoming to new comers (outsiders), recently when the mayor voted the no smoking because of one stupid person the VFW deserved his support. We're not all rude people.
The team needs to realize that Derby's population is made up of a high percentage of baby boomers.
We are not interested in growing the city just to change the classification.
If the growth plans do not provide a very positive business case, then change the plan, reduce taxes!!
I find it easy to communicate with city staff, council & mayor and feel my thoughts and concerns are valued.
Things could always be better.
Always get the job done.
Have no knowledge of any team but the streets are good, streetlights too & police give fast/fair service.
Public perception.
There is always room for improvement.
Good ole boys still live.
Seems to be the same leaders, when one person retires the mayor adds someone who has already been on the board for many years.
Hear mostly good things about Derby as a place to live.
Town is very aggressive, yet things are accomplished in a timely manner.
Many good programs and a balance of new business, new parks and roadways and a variety of new homes.
For years the city has had a vision of what the city should look like and has followed that vision
Only lived in Derby 2 years; came from Davis, CA, small (no growth) town; would like to see Derby stay reasonably small.
Plenty of community activities w/all age groups considered.
Because I love the small town feel and the cleanliness. There are no "slummy" areas in Derby.
Most of the leaders we're familiar with put the needs of the people and businesses of Derby first, as they should, but some do not.
Derby does not have a "hometown" feel like communities such as Wellington. Maybe this is a result of not having a formal downtown.
There seems to always be something going on. I think it is good.
I believe the good leaders of Derby want Derby to keep their small town attributes.
With the exception of allowing adult entertainment in Derby, you are doing ok.
It has grown but looks like a hick town, no main street or town center.
Because of the positive growth & changes made within the city & the "honors" the city has won.
There is always room for improvement.
Because of some of the dumb things they do.
Didn't believe water park to be a good idea, Indoor roller skating would bring revenue year round.
The alley way is not maintained behind the body shop off Georgie. Water rushes down on our house, I've been to city, they do nothing.
Derby leaders do a great job. There is always room for improvement.
Charlie Schwarz has been a real plus for Derby.
Haven't been involved with the city dealings.
They do a good job most of the time.
Good analysis of problems. City manager is excellent. Council works hard.
Sometimes I feel a few try to run it all.
Don't know much about city leaders.
I don't know much about Derby but it seems like a very pleasant place to live.
Most of what I have read & heard about Derby is positive.
Due to some minor needs of improvement. Very good would have been my choice if there.
Overall, I view Derby to be friendly, safe and clean.
Looking ahead to a growing community.
Seems city is proactive in economic development, building strong community image, etc.
I don't agree with all of your management abilities/ decisions.
From what I know it seems good.

Because I don't feel it's perfect, but I like it.
 I think that is the reason Derby continues to grow.
 It can always be better.
 Family Circle article.
 Bigger is not always better.
 We continually get the business & activities the people want, happy people make a happy community.
 The appearance of the city, school system and Senior Center, neat & clean.
 I always think there is room for improvement in almost anything.
 Not aware of any negative community atmosphere.
 Too much growth and spending.
 Because that's how I feel.
 Don't really know.
 I like some of the decisions Derby's leadership have made on the smoking ban.
 Not familiar enough.
 I appreciate Derby's forward thinking about improving this city, however I surely dislike and despised the specials were raised. Moreover, the sham city hall meeting did not sit well with me, basically a rubber stamp to raise our specials.
 Some decisions could have been better.
 We have lived in Derby 43 years and love it here.
 We have a paid fire department, the best schools and the commercial growth is great.
 City council always making new rules up that cause problems/issues to citizens; sprinkler rules & smoking.
 They have tried to keep the family atmosphere.
 If Derby wasn't so clicky, a "good ole boys" town, it would have been excellent.
 Do not appreciate the no smoking ban. It only affected a handful of businesses anyway-people who don't want to be around it don't have to go there.
 I like watching the council meetings on Channel 7.
 It could be better.
 The team makes good sound decisions with the way the city has been growing.
 Proactive activities of city officials.
 Sometimes we feel the city council needs to remember we live here because we want a small town.
 Please don't let Derby grow too big.
 na = 44 responses

5. How frequently do you receive adequate information regarding city issues?

Always = 7 (5%)
 Frequently = 66 (48%)
 Sometimes = 55 (40%)
 Never = 7 (5%)
 combination/na = 4 (3%)

53% of the respondents always or frequently receive adequate information.

6. How frequently does the City of Derby's web site (www.derbyweb.com) meet your needs?

Always Frequently Sometimes Never

Always = 3 (2%)
 Frequently = 16 (12%)
 Sometimes = 45 (35%)
 Never = 53 (38%)
 combination/na = 22 (16%)

Most of the respondents (73%) indicated that the City's web site sometimes or never meets their needs. Comments further indicate that most respondents seldom, if ever, visit the website.

Why did you rate your response where you did?

They never have
 Don't use website a lot
 Do not use it that frequently
 Do not have access to an internet computer
 Your communications are very good, how would we know if we were missing some of your communication?
 I get most of my info from the newspaper

Didn't know it existed
Never been on it
I have browsed the website but it seems like it could have more in-depth information
No computer
I haven't visited the site
Didn't know it existed
I don't access the web
Would use it if I needed info
I never use the web site
I'm not a user of the computer
Not always on the web
I find good response and timely answers to our needs
I usually can find what I'm looking for
I don't have a computer
Easy detailed access
Don't visit the website
Have never visited web site, did not know it was available
I have not taken advantage of this website
Never use the web
Have not visited the web site
I check it when I need info
Don't view on line
The website and/or cable channel 7 are kept updated and I am able to find answers & information
Have not used
I never had a problem
Never use it
Not easy to find info
I did not know we had a website
I haven't gone to the website. If I haven't gone then my needs weren't met. I did not realize Derby had website but now that I know I'll go to it.
Haven't used site yet
Never been there except when looking for job, wasn't selected
I haven't been on the site very often
Does not always cover the topic of interest
Very seldom use Derby web site
Get most info from Derby Informer
Don't look at website often
Haven't visited it. Do watch Derby newsletter, calendar on TV
Don't use website a lot
Because the information is always available when I need to know something
Have not visited the web site
Don't use it too often, only as needed
We seldom visit the website, but it has been helpful when we have
Was not aware of site
Do not have access to an internet computer
Have not used the website to date
Failed response to inquiries and community pages are lacking
Don't have computer and can't afford one
I have never used the website
I have never used the website
I have never used the website
Don't use website often
Sometimes I've had a little difficulty finding the information I'm looking for
Have never used the website, only know what's going on from the Informer
Don't use
Never been there, will look now
I rely on newspaper & person to person communication
I do not have a computer but I do watch the city council meetings
Don't usually check the website

I've never used it
 I don't access the web
 I do not generally need it due to seeing information in the media
 I have never been to that website
 Haven't been to it
 Seldom used
 Don't really use it
 Don't use it much
 Truth
 Never visited the site
 Never thought about it
 Never used
 Because I don't use it
 Feel up to date on city matters from Reporter & Informer
 Haven't ever used it
 Haven't been to it
 I've never gotten on the website
 Have not had occasion to use it
 Get the Informer but do not visit the website
 Don't use it
 I have not been to the website enough. I do like the local Derby channel, I check it out once a month
 Because I frequently visit the Derby website and it provides the basic information I'm looking for
 Do not use frequently
 We don't have a computer
 Don't use it
 I don't have a need for it very often but when I've used it has been helpful
 I usually can't find what I'm looking for or there's not enough info
 I've never used it
 Don't use it
 I haven't used it much, don't have a computer
 No computer
 I can get up to date on what is going on in the city or reading the minutes and checking the website
 Although I do not access the website often I have visited in the past, find it informative
 We could only get information occasionally
 Have not used it
 NA = 40

7. How often do you use the portal web site (www.derbyks.com) to get the latest community information?

Daily = 0 (0%)
 Weekly = 5 (4%)
 Monthly = 21 (15%)
 Never = 103 (74%)
 NA = 10 (8%)

Nearly 75% of the respondents have never used the portal web site; 25% used it to some extent.

8. What is your overall level of satisfaction with the City of Derby's community planning?

Excellent = 16 (14%)
 Good = 59 (52%)
 Fair = 30 (26%)
 Poor = 10 (9%)

66% of the respondents gave the City's community planning function an excellent or good rating.

Why did you rate your response where you did?

Because it has been good
 Because I think they're excellent
 Issues not well publicized for major changes in overall city plans
 Good use of buildings, instead of building more reusing what we already have
 Developer management might be one area to look at, and zoning management
 Time here

Signs should be kept small, Charlie's Chicken is an eyesore, soon it will be an historical landmark, beware!
Parks, hike and bike trails, retail development are good
Town is growing too fast to keep it's small town community atmosphere
I'm not real involved in that
It's what I believe
Planning is adequate
Great care should be made to ensure housing neighborhoods are not compromised by commercial development;
no bright lights/noise/traffic encroaching on our quiet streets.
family events
Don't get involved
Like the direction, new businesses
New strip mall, Lowes, Kohl's, etc
They did not advise us about sewer hook ups and now tell us we can't get hooked to sewer line
Remember you have all classes of people moving into Derby and live here already;
your shops coming gearing to the wealthy.
Growth has always been based on special interest. Not on a business case
The city does an excellent job of sponsoring events and providing events for citizens as well as updates via
newsletters, newspaper articles, web and cable channel.
Things could always be better
I only use streets, water, etc., cannot even use 90% of senior center activities, they are when I'm at work
I'm not quite sure of the planning but I do like some of the results. I love the idea of a new library but not too
crazy about the location.
Good old boys still live
Good job
Mostly good results
Good balance of personal & business items addressed
Very family oriented
I have issues with how some builders are allowed to get away with not doing an adequate job of drainage issues
in housing developments.
We were disappointed that Target is not allowed to be more competitive with Dillons on groceries
Most of Derby's leaders, staff, etc seem to work hard to balance the needs and priorities of the people and
established businesses with those of builders, developers, etc. but some do not.
Derby has enough "neighborhoods". Increased building is only going to make Derby feel more like Wichita
which most of us are trying to escape!
It's a great place to live
Information is not easily available
I don't smoke but, city council members just gave the VFW a slap in the face, I know who not to vote for
next time.
Derby is growing so fast. Some planning just takes time
Haven't been involved with it
Good use of 5 year plan, no surprises. We know what is coming
Seem to be doing good to maintain high standards
I don't know about their planning
I don't want to see Derby get too big, we don't need everything Wichita has
It seems good, I am not an "involved person"
I am pleased at all of the new businesses & growth but I find many of the slow speed limits to be ridiculous
Don't agree with the rate of growth
Truth
I think they are looking to the future and making plans for it
Public opinion over good business practice
Starting to expand too quickly. South part of K-15 is dying
Derby's annexation of properties outside city limits, regardless of the property owners objections is unfair and
unnecessary.
Those addressing water, trash, new hotel, policy & fire protection
Don't really pay attention to it
Need to keep it a small city
Serious drainage problems are developing along lower end of Spring Creek due to continued commercial
development and runoff, very serious erosion of creek banks.
I am not happy w/some of the changes & attitudes of our current city planners and leaders

The growth rate seems good. I would just like to see more enforcement of speed limits, especially in our residential areas.

I rate this good due to the lack of "great" restaurants in this town

Because it is not excellent

Growth of commercial

Seems like things are a hodgepodge like K15 that is now on Rock Road

Rock Road could have been built wider & have had a turning lane to access Wendy's Applebee's & the other businesses on west side in the first place then wouldn't have to add later.

Don't know much about the planning

I think it's very conservative/cautious

Just nothing exceptional

I like the idea of not having to commute to go shopping

I think it's completed with "personal concern"

Sometimes we're growing a little too fast & a little big than we would like to see

na = 70

9. What is your overall level of satisfaction with how traffic moves within the City of Derby?

Excellent = 22 (16%)

Good = 81 (58%)

Fair = 27 (20%)

Poor = 6 (4%)

combination/na = 3 (2)

74% of the respondents rated their satisfaction with traffic flow as excellent or good.

Why did you rate your response where you did?

It could be better

Could use more 4-way stop signs or traffic signals

Not a strict enforcement of speed limits in school zones around Derby Hills Elementary

Too many changes, inconvenient and not necessary

Only real complaint is funeral that end close to 3:00 pm during school, ties up city at Rock/Woodlawn

Poor planning at the Wendy's entrance. In general the traffic flows well.

No problems, except may around the middle school before and after school

No traffic jams when traveling around city

Main thoroughfares are wide and doing a good job with upcoming development

There are some areas of Rock Road that take a long time to enter

Coming from Wichita, roads are rarely congested and haven't seen many accidents

It took how many years for K-15, 63rd & Rock Rd! Now that it is over it was well worth it!

Too much speeding

Expanding lanes before it is needed and staying up with increased traffic

Speed zones are unequal. Some 40 mph should be 30 mph and visa versa. Too much money spent on "speed cops" and not enough control by police on drugs and drinking by teens. Why not use more economical

vehicles instead of the large gas guzzling fords. Look at Mulvane and some Wichita patrol vehicles

It is getting better with the improvements. Buckner and K15 access roads are still not good. Train crossings

also need addressed.

I think 30 mph on Meadowlark is ridiculous, should be 40-45

I live on Buckner

Don't like the 30 mph streets, James, Madison, etc.

Made changes before the new Marketplace opened

Never have a problem with traffic

I feel that K-15 speed limits could be increased, as well as any non-residential area rated at 30 mph

Use Rock Rd everyday, traffic moving ok now

Love Patriot Ave!

I drive the streets of Derby every day and at all times. Streets do not seem overly congested even during rush

hour.

Certain areas of town are in need of sidewalks, hike & bike paths to keep pedestrians safe. More crosswalks

should be installed along Madison and Rock.

Some intersections seem to be getting backed up as compared to 10 years ago

Streets are well planned. Traffic moves 90% better than Wichita with 1/2 the pot holes

Buckner/71st intersection is always a mess

I feel there are some more intersections that could use traffic lights, like at Buckner and Red Powell
Need stop light at Woodlawn & Kay
Lots of speeding going on
I haven't had an issue
Need more traffic lights or 4-way stop signs at some of our busier intersections
Action is taken very quickly to improve problem areas
Some bad intersections like Buckner/Meadowlark. Lower the southbound speed and get rid of the left turn offset, which creates a blind spot.
Certain lights seem to always be off of where they should be
Stop light system, stops neither too long nor too short & traffic detention system at lights
I hate James street because of all the speed zones. One of them is really annoying next to one of the parks.
I do like the 4-way stop at Woodlawn.
Need to increase speed on Madison to at least 40
Light at Madison and Woodlawn diverts traffic by our house & down Market to Willow. Maybe add a stop sign at Market/Willow.
One problem area we are aware of is trying to get onto Buckner from James, it literally can take minutes to do so at some times of the day. A light or 3way stop (4 way if you include Braum's)
Streets around Wal-mart are not access friendly, not to mention Derby police who are constantly ticketing people who are turning left off of Buckner for "illegal lane change" as they try to get into the appropriate lane to enter Wal-mart. It moves!
K-15 through Derby needs speed limit raised to 35 or 40
Except around the schools
No one drives the speed limits, few stop at stop signs and too many people on cell phones
I recently went from Pawnee/Rock to 21st faster than I can travel from Chet Smith to Patriot. Our car activated stop lights are ridiculous. It should take at least 4 or 5 cars to trigger the light to stop traffic on Rock Rd. The new light across from Target stops traffic for 1 car out of the Oaks turning right, when there is a right turn lane. Fuel economy in Derby is ridiculous. Stop traffic for 20 or more cars on Rock Road for 1 car on a side street! Makes no sense even when there is/was road work, lanes were always open. Stoplights are timed well. You're never sitting too long. There are a few bottlenecks but overall it's good
6th grade & middle school tend to be congested
The main roads are good, the alley ways are just plain poor. It needs to lower for the rain to run down the alley and not at my house
Much easier to get around usually than in Wichita
Speed limits too low & hardly anyone observes them
Wide streets where needed, ex, 63rd Street, 4 way at Woodlawn/James
I think traffic flows well
Much better with completion of Rock Road
Sometimes Rock Road between 71st and Madison gets pretty backed up
No concerns
Streets are good. Repairs are necessary. More than 1 good way to get somewhere
I think it is unnecessary for K-15 and many of the main streets to be 30 mph
I never have to wait that long except on Rock Road when it was a mess
Wish Madison & parts of K-15 were 35-40 mph instead of 30, lots of lights every direction make it hard to get to Wichita very timely
James/Woodlawn is a problem after school time & the side street that runs along Quick Trip and Wal-mart is a problem.
And frequently we are blocked in on our side of town by trains!
It's what I think
Speed limit is too slow on Baltimore & Madison
Four lane roads
Too much construction on Rock Road. 63rd or 71st should end a paved road to Webb & Greenwich
Good, however there are a couple of intersections that give me the willies (along K-15)
Traffic presents us no problem
Too slow
The old neighborhood streets are terrible, Buckner needs repaired. All your attention is on Rock Road, there is more to Derby than Rock Road
Because it's good
Because there's not that many accidents that you hear about
We sometimes have trouble getting out of our drive. Mostly after school lets out

In comparison to other places there isn't much traffic
 City is building infrastructure to keep up with growth
 There are still issues that need to be addressed
 Got stopped by red lights in the early a.m. when there is no other traffic
 Some roads need repair, like behind Braum's, the post office road, Madison gets congested also
 Just moved here from Colorado Springs
 It doesn't take me long to get from point a to point b but a better job should be done on the roads in the snow
 Because it is not excellent
 We live at 71st/Community, lots of traffic travels down that street
 We need a stoplight or 4-way stop at Madison/Brookforest, streets are in good condition
 On outlying streets 45 mph too slow
 The traffic backs up between south Buckner north of Meadowlark, needs to have better flow, not sure how that would happen due to the residential area to the east
 I think the city is focusing too much on it's Rock Road projects & ignoring the many other areas in need
 Rock Road should have been made the 5 lanes several years ago with the Glen Hills business area
 It's tolerable
 Traffic is light and easy to travel around
 I disagree with the decision to funnel traffic from Oliver on to residential streets as was done with Buckner
 We don't encounter any problems at all
 Buckner needs to be wider
 na = 44

10. If you have had contact with the City of Derby's Fire & Rescue Department within the last 12 months, please rate the quality of that experience.

Excellent =	20 (15%)
Good =	5 (4%)
Fair =	2 (2%)
Poor =	0 (0%)
Don't Know =	65 (47%)
combination/na =	47 (34%)

Nearly 50% of the respondents did not have contact with the City's Fire & Rescue Department within the last 12 months. The vast majority of those who did rated their experience as excellent.

Why did you rate your response where you did?

EMS responded quickly, were very professional
 No personal contact in last 12 months
 No contact
 Friendly, caring
 Never had to call 911 for fire or EMS.
 No contact
 Have not had to use their facilities, thank goodness
 No contact
 No contact
 No contact
 No contact
 Haven't used them
 Prompt & efficient service
 Only see that department when driving by fire houses
 Never had experience with it
 Haven't had contact
 Have not had direct contact w/Derby fire over last 12 months
 Quick response, professional
 We just see them in the community. They're always courteous & great with my kids!
 Once, very fine work
 Only at a block party on July 4, but they were so friendly and nice
 Have not utilized these services
 Have had no contact
 Haven't had any contact
 Because they were fast & helped mom

Have not had any contact with the department

Response was good

No contact

Don't have contact

For the most part I have always had good faith in our emergency services

They responded to an emergency at my house and I received excellent service

No contact

No contact

Quick response, good communication skills w/ the elderly

My wife passed out and they were here quick and did a good job

They went above & beyond when our house caught on fire. Too awesome for words

Haven't had contact

Fell down stairs & broke both ankles last November. Everyone, including the police were so kind, efficient and caring. In 2003 I had that experience and it was excellent

They responded very quickly

na = 99

11. If you have had contact with EMS service provided by Sedgwick County within the last 12 months, please rate the quality of that experience.

Excellent = 16 (12%)

Good = 6 (4%)

Fair = 0 (0%)

Poor = 0 (0%)

Don't Know = 67 (50%)

combination/na = 50 (36%)

50% of the respondents had no contact with Sedgwick County EMS in the last 12 months.

12. How visible is the City of Derby's Fire & Rescue Department in the public?

Very Visible = 48 (35%)

Reasonably Visible = 67 (50%)

Not Visible = 3 (2%)

Don't Know = 14 (10%)

na = 7 (5%)

85% of the respondents felt that the Fire and Rescue Department was reasonably or very visible in the public.

13. How visible is the EMS service provided by Sedgwick County in the public?

Very Visible = 27 (20%)

Reasonably Visible = 63 (46%)

Not Visible = 13 (10%)

Don't Know = 31 (10%)

na = 5 (4%)

66% of the respondents felt that Sedgwick County EMS was reasonably or very visible in the public.

14. How safe do you feel with the City of Derby's Fire & Rescue Department services?

Very Safe = 65 (47%)

Reasonably Safe = 58 (42%)

Somewhat Safe = 9 (7%)

Very Unsafe = 1 (1%)

na = 6 (5%)

89% of the respondents felt reasonably or very safe with the City's Fire & Rescue Department services.

15. Does the City of Derby's Fire & Rescue Department provide adequate response to emergencies?

Yes = 56 (41%)

No = 1 (1%)

Don't Know = 74 (53%)

na = 8 (6%)

Of the 57 respondents who had an opinion on the matter, 98% felt that the City's Fire & Rescue Department provided response to emergencies.

16. If you have visited or used a City-operated facility such as City Hall, Library, Senior Center, Police/Municipal Court Building, or a fire station within then last 12 months, please rate the maintenance and cleanliness of the building.

Excellent = 58 (42%)
Good = 48 (35%)
Fair = 5 (4%)
Poor = 1 (1%)
Don't Know = 15 (11%)
na = 12 (9%)

77% of the respondents felt that the maintenance and cleanliness of City-operated facilities were excellent or good.

Why did you rate your response where you did?

Excellent Service

Knowledgeable staff-friendly

appears to be the finest!

Only problem I have is parking at library, not enough

Observation

Have only used the library, it seemed clean to me

Have not fixed leaks in library rest rooms and need to dust off equipment and shelves

City hall well maintained

Professional, friendly service

City hall appears to be maintained in a professional and clean appearance

The library has always been very clean, crowded but clean

I believe it to be true

Did not look around too much, seemed clean

All city facilities we have visited are great. The city employees are in our opinion second to none.

Kathy, Charlie, Karen, City, the mayor are great. '

Library always smells like food from senior center but happily that won't be a problem soon w/move

Very neat in appearance

Seems well kept, informative and clean

Library and city hall have always appeared clean and well maintained when I have visited

Regular library user

Use library a lot, very positive

I am there every other Tuesday, Senior Center

Library and senior center clean

The library has always clean

City hall & library look well kept. We sure do not need a new library.

Facilities have always been clean and I appreciate the recycling containers offered

Wife and kids use library a lot. New one will be nice

I only use the library and it usually looks nice

Looks like it needs to be updated inside the building. Looks like they ran out of money to finish decorating and supplying nice seating.

Have no reason to go to any - Library online

Library, they provide a lot for kids

I regularly visit city hall, library & senior center. All are very clean and appear well maintained

Customer service seems to be a priority

Senior center and city hall appear to be well kept

Very satisfied with city buildings & services

Used the courtroom for a meeting and the facility was adequate and clean

We frequently visit the library and occasionally city hall

Have not had contact

Have only used library in past 12 months

No major problems

Sr. Center is a disgrace

I was in & out of city hall

We use the library frequently and it's always clean
 Been in both fire stations many times & they have always been clean. As well as the library and city hall
 I am at the senior center and library frequently & always top notch
 haven't used
 It looks fine
 I enjoy using the library
 haven't used
 Do not go often to any
 Library good
 Library, looking forward to the new one
 Because it's clean, cool & functional
 Have not visited or used any of the facilities
 Library in good shape
 Love the library, can't wait for the new facility
 Visit all buildings!
 Good library
 Because never been there, too many of them
 Because Derby's just clean overall
 Haven't visited either one in the past 12 months
 Not perfect, not bad (Senior Center)
 Self explanatory
 I have been by the police station, it was very clean and personnel were very nice
 The facilities were clean and presentable when I have visited
 Because it was excellent (senior center)
 We go to the senior center for dinners, exercise and it's great & very clean
 Haven't used
 I only used the tree dump and that is a wonderful thing
 Visited the library and it is very well maintained
 While the places I've visited are clean, they are much worn & very used looking
 I used the library & it's always neat and clean
 The senior center is very nice
 Easy access and people are courteous an friendly and very helpful
 Don't feel we needed a new library at all, it seems like just another way to raise our taxes
 na = 64

17. If you rated your experience as "fair" or "poor" on question 16, which facility was in that condition?

City Hall = 2 (2%)
 Library = 5 (4%)
 Senior Center = 2 (2%)
 Police/Court = 0 (0%)
 fire station = 0 (0%)
 combination/na = 130 (94%)

18. How safe do you feel in your neighborhood after dark?

Very Safe = 59 (43%)
 Reasonably Safe = 64 (46%)
 Somewhat Safe = 12 (9%)
 Unsafe = 0 (0%)
 na = 4 (3%)

89% of the respondents felt reasonably safe or very safe in their neighborhoods.

19. If you have had contact with the City of Derby Police Department, including their dispatchers, within the past 12 months, please rate the quality of that contact.

Excellent = 29 (21%)
 Good = 25 (18%)
 Fair = 6 (5%)
 Poor = 4 (3%)

Don't Know = 41 (30%)
na = 34 (25%)

Of the 64 respondents who had contact in the past 12 months with the Derby Police Department, 84% rated that experience as excellent or good.

Why did you rate your response where you did?

Contact was good, results were poor
They were able to answer my question and provide a solution to my problem
Called about dogs barking at 3AM, she was polite and responded to call. Thank you
Responded in a reasonable time
No contact in last 12 months
No contact in last 12 months
Several months ago I found a wallet in a vacant lot and called police. The officer was prompt and professional
Sometimes the dispatchers are very helpful & polite but I have had rude ones also
It's true
I find all law enforcement personnel friendly and courteous. Too many speed cops, not good detectives in my experience.
No contact in last 12 months
Had some questions and received immediate answers
No contact
Received notice about garage door opened and warned to keep closed during the night
No contact
I ask why helicopters were flying over my house and shining lights down in the yard (they refused to tell me whether I was in danger or not).
Haven't contacted in the last 12 months
Always professional and have attended to my needs in a timely manner
Neighbor called police dept. to report man in my back yard. (It was gas meter reader) policemen were here in 3 minutes. Excellent. They were very mannerly too.
I liked the way they responded and handled the situation. Good job
Responsive to do fingerprints
Response to information requested was very good
No contact in the past year, however when we needed them several years ago, they were here in 90 seconds!
There was an incident at our house one night at about 1:00 a.m.. The response time was phenomenal and very professional. We also took the CPR class and
We have a dog
It is obvious that the police are targeting the Wal-Mart area for meeting ticket quotas at the end of each month.
Police seem to portray the Derby residents are important to them
No problems
When we moved here a police officer came to the door and visited us and said they would make frequent patrols.
I have witnessed a Derby police car on our street maybe 10 times in 6 years. They do like to run up and down Chet Smith.
Non-emergencies. They are wonderful, informative & timely to matters
They came out with in good time, they just don't come down the alley way very much, the small 4 wheeler ruins the road.
We left the interior light on accidentally in our car. The police ran the door bell to let us know at 2:00 am
Dispatcher couldn't find my address in emergency
They told me my garage door was open all night
On two occasions I have called the Derby Police Department and they responded in a timely manner
Haven't had contact
They came out in response to our alarm system being activated at 3:00 am
They meet the needs
Have not had any contact
I work in the school system & have to call on the DPD for assistance, they've been wonderful
No contact
Don't apply

Dispatchers are always courteous & thorough & DPD (most of them) are always courteous, professional & friendly
 Very polite and helpful
 No contact
 Police officers are courteous and professional
 Not customer service oriented when contacted
 We know most of our neighbors but more are moving in each year but still feel safe
 They have always been courteous and helpful
 No contact
 No occasion to call
 Always responsive & very kind
 na = 86

20. How visible is the City of Derby Police Department with the public?

Very Visible = 71 (53%)
 Reasonably Visible = 59 (43%)
 Not Visible = 4 (3%)
 Don't Know = 3 (2%)
 na = 2 (2%)

Of the 134 respondents, 96% felt the department was reasonably or very visible.

21. Does the City of Derby Police Department provide adequate response to emergencies?

Yes = 58 (42%)
 No = 1 (1%)
 Not Sure = 13 (10%)
 Don't Know = 64 (46%)
 na = 3 (2%)

Of the 59 respondents who had an opinion, 98% feel that the Derby Police Department provides adequate response.

Why did you rate your response where you did?

Items stolen from my home, never recovered. No follow up from police dept.
 Because I don't know
 From what I've seen several officers respond to calls
 From what we see when getting around town
 Because I see them cruising our neighborhood regularly
 No experience
 I have had to ask for help a couple of times, prompt service
 Haven't seen any stats
 I know of several instances with myself and people in my neighborhood where their response was slow. It has seemed to improve over the last 8 years though. One neighbor called in a complaint of noise, asked for anonymity and the next day was approached by the person they called in. Poor judgment by our police dept. to tell someone who made the phone call
 haven't had one
 No contact
 have not used
 No contact
 I have not yet needed police service
 My neighbors have had police response and response time seemed reasonable
 Good responses and visible during community events
 See them often, they are friendly and always patrolling
 We had to call them & the response time to our home was within 15 minutes.
 No encounter
 Because of the experience we had with them
 The few times in our 21 years here we've needed help from the Derby PD they've responded promptly and been very helpful and respectful
 Police need to focus on possible drug activity at home on west side of tracks on Market street. Streams of high school age drug using kids are seen parked outside of that house

No contact
 Have not been involved with emergency that requires the police
 Quick response at the scene
 Because I don't know
 I haven't needed them in any emergencies.
 They came out when called, 4 wheeler ruins the alley way going up and down, spinning out and throwing rocks
 Years ago we had an emergency & police response was good
 I've never needed them
 Have not had enough experience to evaluate the services
 Was in an accident with a friend and they responded very fast
 Have not had an emergency
 Have not needed their help
 Through my school experience, the answer is yes
 Because of previous car accidents I've had
 No contact
 I think the city should upgrade their on board computer regularly
 I have only seen police respond one time which was acceptable
 When my alarm activated the response was quick
 Best fits level of satisfaction
 Luckily have not had an emergency
 have not used
 I've seen it happen
 Haven't had to call
 When our alarm system goes off they are very responsive! Very proud of our police dept.
 na = 91

22. How frequently does the City of Derby fulfill your need for recreational facilities?

Always =	21 (15%)
Frequently =	52 (38%)
Sometimes =	40 (29%)
Never =	13 (10%)
na =	13 (10%)

For 82% of the respondents, the City of Derby frequently, sometimes or always fulfills their recreational needs.

Why did you rate your response where you did?

I fish in city parks
 Don't use recreation facilities much
 Never use them
 Because sometimes they do
 We usually do things as a family here in Derby, swimming, bowling, so forth
 DRC and walking/bike paths
 Parks & hike and bike trails are good. Rock River Rapids is also a positive
 Enjoy using your parks and senior center activities
 We have many good, well maintained options
 Walking paths, parks. My kids are grown
 Plenty of recreation facilities available
 I don't use the recreation facilities much
 Because of Derby DRC & Sr. Center, Library
 DRC always sends upcoming events books out late. 50% of the things have already started by the time we receive it
 We are DRC members and love this facility. Our grandkids are active in sports and the soccer and baseball fields are well maintained
 Wish we had a YMCA
 Don't need them
 Lots of parks & sidewalks
 Great, whenever I do use facilities
 I use the city parks, but not often
 Use and enjoy recreation center

No contact
High park entertainment
Need bigger theater & more restaurants
Only use during Derby Days
I use the recreation center every day & it is kept cleaner than most. The hours they are open seem restricting, especially on holidays
The parks are wonderful but we need more facilities appealing to teens and youth
Parks are nice, need more stuff like this
Don't use any of them but they are lovely and well kept
Swimming lessons weren't good at DRC
Not much information received on what's going on
DRC great place for family to spend time together and so many parks. My favorite is High Park. Great place to walk.
Need to get info out to citizens that don't use computers
Find most recreation desired in Derby, some only available in Wichita
Age, don't require a lot of facilities
Don't use many, but grandkids go
Children's sports
DRC
Excellent DRC, Senior Center \$ park systems
The city provides a variety of recreational opportunities. There is nothing I would need that the city does not provide
Need more cultural events, need more art, need more trails, need dog park, DRC & pool are too costly compared to YMCA
Most anything we like to do sports wise is available here
Good water park! City needs to relocate 4th of July celebration at stadium where families can walk to event, watch from their back yards or have much better parking. Accessibility at High Park is a nightmare
We have used the DRC & parks
Parks and DRC fill my family needs
Some playground equipment getting rough in parks
I just walk
Our parks are great. However playground equipment could be cleaned of graffiti more often
Our family wishes the DRC was open more hours on the weekends
Grandkids love Rock River Rapids. I love the pool at DRC. We regret there are so few nice restaurants
Haven't used due to illness
DRC, great staff & great facility. Good planning
Don't use them much
We have been to High Park a couple of times but I feel that Derby has a lot to offer in the form or recreational activities
I am able to participate in most activities I want
I do not go out much & they are generally for families & young, not single older adults
I really like the parks & Derby Days (especially High Park)
We've used the DRC frequently
The DRC & Rock River Rapids are nice facilities
DRC, water park good, DRC over priced. Members should not have to pay extra for classes
We love High Park
Do not have a need for any recreational facilities
Only use Rock River Rapids, DRC is too expensive!!
The DRC meets a lot of needs
Senior Center, DRC and water park
Because you have a great park
We use the DRC almost everyday
Great parks & walking paths
Lots of community activities available
Sometimes it is necessary to duplicate services for those who cannot afford to come to Derby
Plenty of parks and such
Used to a bigger city
Family members use recreation facilities frequently to their satisfaction
Best fits level of satisfaction

We are very happy with the recreational facilities

Old man, stay home with my sick wife

I like Rock River Rapids & skate park

The water park & other parks along with the bowling alley & movie theater offer a good selection of things to do

The parks are in sad shape. The DRC is always too busy & the water park is a joke. I'm a resident and have to pay full price to compete w/ Wichita residents to get in

I like the water park, DRC & High Park

As often as I need it

I like the parks, restaurants and other facilities

Never utilize

The city has no public tennis courts at all! Therefore if one wants to play we rely on the high school & I'm sorry, that is for their needs so when they need them the public is just out! If we can put a million dollar football field in why not tennis courts?

Need more bleachers at Derby Twins games

na = 54

23. Does the City of Derby provide an appropriate selection of recreational facilities without unnecessary duplication of facilities in neighboring communities?

Always = 25 (18%)
Frequently = 57 (41%)
Sometimes = 28 (20%)
Never = 1 (1%)
na = 28 (20%)

79% of the respondents feel that the City sometimes, frequently, or always provides an appropriate selection of facilities.

24. Rate the maintenance of the City of Derby's parks.

Excellent = 37 (27%)
Good = 66 (47%)
Fair = 30 (22%)
Poor = 0 (0%)
Don't Know = 0 (0%)
na = 6 (5%)

74% of the respondents felt that the City's parks were maintained at a good or excellent level of satisfaction.

25. How well are your recreational expectations met by the City of Derby's park facilities and hike/bike paths? *City parks include: Amber Ridge, Brookwood, Crane, Duck Creek, English, Garrett, Glen Hills, Hand, High, Oak Forest, Oakie Payne, Oakwood, Phillips, Rainbow Valley, Riley, Rock River Rapids, Skate Park, Springcreek Stone Creek, Tanglewood Ball Fields, Triangle Veteran Memorial, Ward Clements, Washington River, Woodland Valley, Woodlawn and Zollinger.*

Excellent = 30 (22%)
Good = 65 (47%)
Fair = 14 (10%)
Poor = 1 (1%)
na = 29 (15%)

69% of the respondents feel that their recreational expectations are being met by the City's park facilities and hike/bike paths.

Why did you rate your response where you did?

They are all maintained in excellent condition

Don't use them

All the parks I've been to are clean and kept up

Continue to increase hike & bike paths. Frustrating to have to walk around and over dog feces.

Would like to see more improvements at Stone Creek Park

We use them, great the way tree limbs are picked up after a storm

Parks are maintained and hike/bike trails are nice

Because of the appearance of the parks we visited

This community has the most parks and paths of any community I've known, well kept
All I need
I don't visit the parks often but when I do they always seem well maintained
I believe it is excellent
Maintenance seems to be good
We have taken advantage of several of Derby's parks, a good experience
Flower/tree beds are unkempt. For example, the garden at Rock/James across from the waterfall and the area along James to the east. This is a highly visible area to visitors, etc. and is not kept up appropriately.
Love city wide bike path, parks are clean/neat
As a walker I often use the parks
No use of them
They need places for people to sit
They always look good
I do not use the parks but they look nice from the road
Our outdoor park areas are fabulous. Additional trash/recycling receptacles are needed
Improve the parks, more stuff in them
Beautiful, my grandchildren use many of the parks
The parks I have visited look nice
I can take my grandkids to any of these parks and not worry about the facilities being outdated and unsafe
Need more trimming and trash pickup
Some parks need additional up keep, others are excellent
High parks is a very much used walking park. Please open earlier, especially during daylight savings time to beat the heat
Parks are plentiful and well kept
Satisfied
Have a bee allergy so don't frequent parks but they seem excellent
Many parks, many programs
Because the facilities are plentiful and well maintained
Trails are next to streets, how about a Riley Park trail & bridge to cross creek
We understand why, the hike/bike paths are concrete, but we wish there were some natural surface paths for walking and running (besides just the track at the stadium)
We love all the parks and paths in Derby
It is nice to have the parks
Never been there, High Park is too inaccessible so don't go
Too many people allow their dogs to do their bathroom duties & not pick up after them.
The main parks are well maintained, but smaller parks are not as nice
We really enjoy High Park except for all the goose poop. Sometimes the parks need more mowing
Haven't used due to illness
High park excellent, well kept
We only played on the playground equipment at High Park but it was in good condition
Waiting on bike path between 71st/63rd
We only use High Park but feel the vegetation could be better maintained with more flowers, less bagworms & better pruning
Need fish in the east Stone Creek Park pond
My opinion
They usually are well kept
Well kept and enough for all to use
Play grounds are not well maintained
What bike paths? Barely have sidewalks
Always kept clean & well groomed
Visits to numerous parks, mainly High and Rock River Rapids
Attendance at ball games, good bike paths
Need a map of the hike/bike path, not sure where it starts and goes
Haven't lived here long enough yet
Don't use them
From what I see driving by these places they look well maintained but we don't visit any of the parks except High Park to watch the fowl plus we take grandkids sometimes
Parks & paths well kept & maintained
Pretty well scattered throughout city

Don't care really
 Don't use them so just guessing
 When I have visited some of these areas they have always been in good condition
 Best fits level of satisfaction
 All is kept up very nicely
 limited experience
 DRC needs to be enlarged for more people
 Usually to High Park & we've always had a pleasant experience
 Sad little public parks that I never feel safe to use
 I really don't go to any of the parks
 It looks like they are well used
 They are very accessible, clean and safe to go to
 Never utilize
 Again, we have no tennis courts! Everything else but and you want this to be a retirement community!
 na = 63

26. Please circle all of the City Park Department's Special Events you have attended this year.

Arbor Day = 6 (5%)
 Garden Tour = 14 (10%)
 Fourth of July = 43 (31%)
 City Tree Lighting = 11 (8%)
 na = 65 (47%)

54% of the respondents attended at least one of the Park Department's Special Events this last year.

27. What is the condition of the City of Derby's streets?

Good = 26 (19%)
 Mainly Good = 97 (70%)
 Mainly Bad = 8 (6%)
 Don't Know = 1 (1%)
 na = 7 (5%)

89% of respondents noted the condition of City streets as good or mainly good.

Why did you rate your response where you did?

They are
 Because they're good
 Too many in need of repair especially Buckner from Patriot to K-15
 Repairs are made in a timely fashion, trash kept to a minimum
 South of Madison, Brookforest and Red Bud need work
 Streets seem ok to me
 Because sometimes it takes longer to get potholes fixed and fallen leaves remain in street causing water standing in summer and freezing in winter
 I have no complaints
 Some ugly repairs to asphalt
 Buckner needs work. Also, 63rd to 71st on Buckner needs mowed more often
 Streets aren't maintained as well as formerly
 Older areas need more attention
 Streets are generally well maintained. North Buckner should not have commercial truck traffic.
 Commercial vehicles should be on K-15 not Buckner
 There are a lot of streets that need replacing, not just patching
 Good repair, clean
 Look at Buckner
 In good shape & respond quickly to repairs
 As in every town there are always a few problems, which Derby does a good job maintaining
 Compare to other cities
 Very well maintained
 Buckner could use some help

The new bike paths are great!
During the winter side streets are very bad, we have a steep slope on our street and intersection has slide through all the time on snow and ice
I drive the streets of Derby every day and they seem well maintained
Older residential neighborhoods need more maintenance
Some need work
They are mostly pot hole free & very wide, great lighting
I'm sure there are some that need fixed
I can't complain too much
Some are real bumpy
Some could use updating
Some streets need upgrading or repair
Crews are always working to maintain as best they can
Most are good
Few problem areas but mainly good
I can only judge by where I came from
Derby works hard to keep our streets smooth and clean
Because I couldn't think of any poorly maintained streets that I have seen in Derby
We appreciate the constant work to maintain our streets, and prompt response to fix/repair problems
Have not seen a problem
Need to fix Buckner (real bad)
Most are in good shape
Many streets are in bad shape
I recently contacted the city about the so-called cold joints. The city engineer responded there was nothing that could be done. If it was his driveway, I would suggest he wouldn't accept that.
Buckner needs work!
Not alley ways, I live at 218 E. Washington
Buckner needs some serious help!
Have only been on main streets
No big pot holes, some resurfacing is needed
Some, like Buckner need work
So far the ones I have been on seem pretty good
I do not see many streets in bad need of repair
Few pot holes
There are streets that are not well maintained in our neighborhood
McIntosh seems to get neglected at times
The streets I have used have been good
No sidewalks or bike paths
Haven't experienced any difficulties
A few potholes and large dips
We hate the bumps all over town & Rock Road
Rock Road expansion joints are bad!!
Concentrate on older neighborhoods
Always repairing roads
Because it's between good and mainly bad
Maintenance has improved over the years
Parts of old town need work
If you live in an affluent part of Derby your streets are perfect. But regular folk have crappy streets
Buckner Street needs work, James Street floods at Lakeview
I have not seen too many pot hole roads (if any)
Main streets good, residential streets can use improvement
Some secondary streets need repair
The fourth is always a great day for the Wichita A's old car club. We have old cars
I drove to store & Wal-Mart, great streets
Most roads are ok but some, like Buckner are horrible
Buckner south of Meadowlark north to K-15 is horrible
Potholes! The roads seem generally neglected
But some are really bad
Older part of Derby seems to lack in maintenance

See very few if any problems with our streets. However, need sidewalk on Woodlawn south of Chet Smith, very dangerous for one to walk run or bike!
Buckner needs to be widened, to 4 lanes
na = 59

28. Please rate the City of Derby's snow removal process on primary and secondary streets.
This does not include residential streets or cul-de-sacs.

Good = 39 (28%)
Mainly Good = 70 (51%)
Mainly Bad = 18 (13%)
Don't Know = 5 (4%)
na = 7 (5%)

79% of the respondents felt that the City's snow removal process was mainly good or good.

Why did you rate your response where you did?

I like most others in this city live on residential streets
Seems to be pretty good
They move the snow in front of driveways and sometimes it's a struggle to get out
The arteries of the city are maintained but in my area you take your life in your hands to get there
Time here
They forget Brookforest south of Blue Spruce
Good for the amount of equipment needed
Main streets are clean in a reasonable time, but side street area left to traffic or mother nature to clear up due to increased size of city
I never have trouble getting around in inclement weather
Don't have trouble getting around town in the snow
The main streets are always treated first
It's mainly good
Haven't seen much preventive removal such as brine at intersections
We have no trouble traveling Derby streets after a snow storm
Rock Road is not cleared very well
It could be better. Need to maybe go over it again after it starts to melt
Seems good
Side streets are never cleared. Main street cleaning usually block side streets and parking lots
Some secondary streets still snow packed
This year was a test with all the snow and I was pleased
My opinion
I can understand ice storms, but last winter was mostly snow and roads were terrible
It is non-existent
Once I am out of my neighborhood it's clear
You left out residential
I live on a primary street, although I don't think it should be, Kay street
I find the roadways are cleared & kept cleared in a timely manner
No complaints here
I live on Woodlawn, but I hate the snow, they close my driveway, they pole in my entrance. I am a senior, it costs a lot to get snow removed
Really helps on getting to important places you need to get to
Seems to be quick
Some secondary streets need more attention
Appear to make every effort possible
Overkill on first storm, not enough on last storm
Do not follow up brine application with adequate removal techniques
Some much better than others. Driving in snow and on ice very new to me
Quick & sufficient snow removal
Because I believe the City does a good job with this. I have always been able to get around well in bad weather conditions
Snow is plowed up on walking paths. We walk everyday regardless of weather, rain or snow
There was a lot of snow this last winter and they kept up pretty good

They seem proactive
 Too dangerous to go out on
 Streets usually are in good shape in good time
 Seems they need to start sooner in some situations
 Snow is rare
 Haven't been here through the winter yet
 I was always ok once I left my street even at 6 in the morning
 It has been adequate for us to get to work & school
 Madison & Rock/Madison & K-15
 You can usually get around okay
 At times it seems they are a little slow getting the snow removed
 What snow removal? Snow is removed in Derby when the sun melts it!!
 Some problems last winter in my neighborhood.
 But I wish they would do residential streets. It's absolutely dangerous. I have slid through many stop signs in neighborhood.
 Side streets are terrible
 It's really improved and is as good as Wichita
 Snow is taken care of as soon as possible and streets mainly safe to drive on
 Stay on top of winter conditions
 Snow removal should include residential
 They wait too long before doing anything, especially with ice
 I don't recall much snow removal last January
 No experience
 Because hardly any snow removal seems to take place on snow days
 Some secondary streets never get snow/ice removed
 They do it as fast as they can, what we see is good
 Did clean my street, not even with a sweeper
 Good on main streets
 Streets are cleaned in a quick process
 If I can get out of my housing development the main roads are always good for winter driving
 I live on a secondary street, has never been plowed
 But bad on back streets
 Once I get out of my block seems adequate
 na = 67

29. Please rate the quality of the City of Derby's water.

Excellent =	17 (12%)
Good =	82 (59%)
Fair =	27 (20%)
Poor =	9 (7%)
na =	4 (3%)

71% of the respondents feel that the City's water quality is good or excellent.

30. Please rate the pressure and reliability of the City of Derby's water.

Excellent =	34 (25%)
Good =	88 (64%)
Fair =	10 (7%)
Poor =	2 (2%)
na =	5 (4%)

89% of the respondents feel that the City water is provided with good or excellent pressure and reliability.

31. Please rate the value of the City of Derby's water in relation to its cost.

Excellent =	10 (8%)
Good =	61 (46%)
Fair =	49 (37%)
Poor =	15 (18%)

54% of the respondents feel that the City's water is a good or excellent value in relation to its cost.

Why did you rate your response where you did?

It costs too much

Of course I'd like lower rates

Because it's too high, too hard & tastes awful

We have never had a problem

Too expensive for watering lawns

Seems ok

Cost is reasonable for the size of our city

Watering grass gets expensive

The water is high, but everyone knows that. The few times I have been at the El Paso Water Co. the staff there is horrible rude! Our experience is never pleasant to deal with them. We've also heard over the years the same treatment by other fellow citizens

It could be softer

Other towns are higher based on use

We have sprinklers and swimming pool, our water needs are more than the avg. household

Hard water, we had to buy expensive softener system, water prices have gone up

As I see it

Comparing to other cities I have lived, I think water is high

My opinion

I have had no complaints & very low water bills

Expensive for water

Derby water is priced very high. It has improved. We should have spent the money for the new water tower on the water system infra-structure. The water tower should have been paid for by the people who benefited

Our rates are still high

Could and should be lower

We couldn't do without it

The water is hard, I don't think we receive Wichita water on south end of town. We drink Culligan

I feel it's gone up too much but I realize the employees need their raises too

On the high side

You should have purchased the local company 20 years ago, Wichita water very expensive

It seems fair

Feel the quality should be better

We have always paid more (a lot more) than Wichita or Rose Hill, even before we started on Wichita Water

Just did

No real complaints

Water too expensive for such mineral laden water

I am so glad the water is not so hard requiring softeners. I was glad the rates dropped for some

Paying too much. Put a filter on water to improve taste

Many other people we know who live in other Wichita suburbs have lower water rates, but not that much lower

Too expensive to water my lawn

For what we pay it should be excellent

Water rates should not be higher than Wichita

It seems to creep higher every year

It's double cost of Wichita water & is the same water. But still it's relatively inexpensive

Too expensive!

Because of the poor quality

Seems too high

Water rate is higher than other communities & is very hard, leaves stains on everything

The tie in with Wichita seems to have worked. Water quality is great. No softener is needed now

Seems to be a little high

So far our water bill hasn't been outrageous but seems a little on the high side

I do not understand why we pay more than Wichita

Good taste & smell. Price is somewhat high

Expensive!

Not bad if you don't water your yard

Truth

The value would be good if it had a better taste and could drink it daily

Rates are no better
 Reasonable cost
 I previously had rural water which was better and cheaper than the water in the city
 My bill is very reasonable, I don't water outdoors like some do
 While water quality is good, the cost is somewhat high compared to other places
 Low bills
 Seems to high
 Because rates haven't gone up
 Not on city water
 The cost of water
 Expensive, but reliable
 Water bills too high. Need our own source
 But you should make it more convenient to pay your bill, like online or w/credit card
 The best you can expect from Wichita water
 Overall the price seems fair although I do have my own well for irrigation
 As I see it
 Too expensive
 Not as good as we would like
 Low use = high cost for water in summer
 Cost is same as was paying in eastern Kansas
 I think our rates are a little high
 Nothing to compare it to
 Water is very expensive so I use it sparingly
 It could be cheaper
 Once had to maintain water softener. Cost of water softener exceeded monthly water cost
 na = 61

32. Do you want to continue to see commercial development in the City of Derby?

Yes = 107 (77%)
 No = 21 (15%)
 na = 11 (8%)

77% of the respondents want to see continued commercial development in the City.

Why did you rate your response where you did?

Keeps the money in Derby
 Need more selection of restaurants at affordable prices
 Because we are close enough to Wichita, are we trying to out do Wichita?
 If Derby continues to grow, we will move to a smaller city
 For tax base and conveniences
 Living here all my life it is exciting to see new growth. It keeps the money in Derby
 You don't want to be stagnant
 Controlled and aesthetically developed, not hodgepodge and eye sores
 The more retail development the better. Would rather stay in Derby vs. going to Wichita
 It's good for summer jobs for our teens and college citizens, as well as increased full time employment for our adult citizens
 Don't like to go into Wichita
 I like having large city conveniences in a small town. I just hope the safety of citizens in Derby remains secure as the city grows and crime could be more prevalent
 The schools are too crowded & taxes will rise
 Easy access without going to Wichita
 Make Derby a destination city
 Properly placed commercial development
 Less often drive to Wichita, support our community
 I like the small town atmosphere, and a low traffic flow
 The price of gas, makes it more attractive for local business
 It would help tax base
 To be self sufficient w/no need to go into Wichita. However I am very concerned what will happen to Rock Rd. Dillons when Marketplace opens

Town growing too much, too fast. Also, Raju Sheth new owner coming hotel, please watch how he pays employees. Do you check on these people?
As long as the development is cost effective, no more tax increases!
Make these decisions based on business criteria!
For the creation of additional jobs and economic growth
Less driving to Wichita
If it doesn't cost too much
It raises taxes and makes too much traffic. I moved here to enjoy small town. It's almost too big now
Actually not a whole lot more there is a few stores I would like to see (like Hobby Lobby) & some restaurants I would like to see it as long as "taxpayers" don't have to pay for their problems like the City of Wichita does.
Lower tax rates for businesses, pull them out of debt
Just so that we are big enough that I don't have to go to Wichita for things
We have adequate shopping services with the completion of Derby marketplace (Target, etc.)' d
don't lose our small town feel
Derby is big enough
Need commercial to grow
But slow down a little or I think will be sorry
More quality businesses means more money for city infrastructure. Thus better infrastructure at less expensive to homeowners
I like the idea of being a little more independent from Wichita, i.e.; having adequate shopping and good jobs right here
We want higher quality stores
As long as the planning commission, city council, city staff, etc., keep doing a good job of managing the development
As we get older, it's nice not to go into Wichita for everything
Derby needs to stay small, more commercial developments mean more crime, please leave that in Wichita
If it is truly family friendly
Need instead of going to Wichita
Yes & no. We understand we need growth, but we also like it here because of the "small town atmosphere"
It's nice to have shopping/eating close by, as lot as that growth is thought out well
I like living in a smaller city, but know there is economic benefits for the city
Very glad about Target
Every city needs growth or dies
The growth is controlled, well planned
It would be nice to have more restaurants & a hobby/craft store
I'm looking forward to the new Derby Marketplace opening and feel that more is better
We chose to live in Derby because of its small size, I would prefer it stay that way
Growth is good
We need more restaurants & stores to improve the cities quality & decrease gas used to get to Wichita
So I can shop locally and not have to drive into Wichita or out west
Some but not so much as we'll have empty shopping strips in the future
People need to live close to their jobs
We need new restaurants
Growth to any city is important to its future
Tax base
More restaurants, less payday loan places
Becoming a wealthy suburb of Wichita is not my priority
With gas prices as they are, the less I have to drive the better!
Improve the tax base
So I don't have to drive to Wichita
Hard to get out on Rock Road, too much traffic
Need more sit down restaurants
Because of size & prices, don't want to be annexed into Wichita
Flooding & erosion problems due to construction along Rock Road
Keeps our taxes lower, I hope
Good to have resources here & not have to drive elsewhere
Growing too fast
But it shouldn't be specifically on Rock Road, revitalize K-15 area!
Always need new business

As long as it is well planned it can enhance our community
 Because I want a book store & craft store
 The city can be the standard for small towns
 Finish Marketplace development
 Will be great for our city
 To cut the taxes on residential
 We need to continue adding a variety of business
 I have hopes that my property tax may go down, also like the new shops
 I like small towns
 Don't want the crowd & traffic associated
 Don't want to drive to Wichita. Also want commercial development limited to or restricting less desirable
 business (dancing bars, pool halls)
 na = 53

33. Do you think the City of Derby manages its finances well?

Yes = 38 (28%)
 No = 9 (7%)
 Don't Know = 91 (66%)
 na = 1 (1%)

Although 67% of respondents did not have an opinion, those who did clearly believe that the City manages its finances well.

Why did you give the response you did?

Don't know
 Because I don't know
 Not familiar with it
 They need to stop wasting money on trivial things
 Have not checked on this
 Seems like they do a good job
 Have not read or heard of any financial problems in newspapers or on TV
 I don't know
 How can the average homeowner answer?
 The number of businesses getting tax breaks
 Haven't lived in the city long enough to make an assessment
 Do not follow budget reports
 I don't know
 I have no knowledge on the matter
 Except taxes are really high!
 Bond issues should be managed by the most cost effective company. Not the buddy deal you have now.
 Bonds should be made available to Derby residents, investors
 The budget overview shows lots of thought and records are thorough
 I have trouble with mine, Derby probably does also
 Don't follow
 I believe there is always room for improvement whether business or personal finances. Never rest on your laurels
 Just don't know the details but I do believe the city is well run or at least I have a sense that it is
 Not readily available. Taxes are very high
 Wasteful
 In the current shape of our economy, we did not need an additional tax for a library.
 As far as I can tell
 Because of some of the dumb things they spend money on
 Haven't been involved
 From what I know
 I feel Derby is trying to expand too fast. Also, as for finances, I felt some vacant buildings could have been fixed up to house other things instead of building new ones
 I have no idea how they manage the finances
 Not a huge debt & the city looks good in all areas
 I have not heard or read anything negative

I think the city board doesn't have the experience and/or expertise to manage/finance such fast growth
 As far as I can tell
 Since I have not seen any large tax increases to cover over runs I figure they are handling the finances well
 Unsure of surplus
 Even though there are some wealthy people living here there are also many low income people who need
 to be considered
 They appear to
 I don't really know, but I trust the leadership
 Spending thousands of dollars on stupid pointless bronze statues is stupid!!
 Taxes fair
 Seem to be able to pay for everything w/o new tax or mill
 I think the city council have their own personal agendas w/our money
 My fault, have not paid attention but I plan to since we have decided to most likely retire here
 It seems the city invests in the community
 Best fits level of satisfaction
 As far as we know
 Majority of the time yes, but I think street planning as far as widening could have been done better.
 I am wondering if the city could have looked more to the future
 I've heard it is not
 Taxes are still low and a lot has been done w/o raising taxes
 na = 88

34. Which of the following best describes your race? (Please circle only one)

Caucasian = 130 (94%)
 African American = 2 (2%)
 Hispanic = 3 (3%)
 Asian = 0 (0%)
 na/Other = 4 (3%)

35. What is your gender?

Male = 49 (36%)
 Female = 86 (62%)
 no response = 4 (3%)

36. What is your marital status?

Married = 113 (82%)
 Single = 23 (17%)
 no response = 3 (2%)

37. How many children live in your home who are under 18 years of age?

0 = 89 (64%)
 1 = 17 (12%)
 2 = 23 (17%)
 3 = 7 (2%)
 no response = 3 (2%)

38. What is your level of education?

Some High School = 2 (2%)
 Graduated High School = 41 (30%)
 Some College = 13 (10%)
 Graduated College = 18 (13%)
 Some Graduate School = 39 (28%)
 Graduate Degree = 24 (17%)
 no response = 2 (2%)

39. Please circle your approximate total household income.

Less than \$20,000 = 4 (3%)
 \$20,000 - \$39,999 = 13 (10%)
 \$40,000 - \$59,999 = 26 (19%)

\$60,000 - \$79,999 =	17 (12%)
\$80,000 - \$99,999 =	34 (25%)
\$100,000 and above =	34 (25%)
no response =	11 (8%)

40. What is your age?

Below 25 =	2 (2%)
25-35 years =	14 (10%)
36-50 years =	38 (28%)
51-65 years =	47 (34%)
Above 65 =	35 (25%)
no response =	3 (2%)