

## **CITIZEN SATISFACTION SURVEY**

**Dated: November 12, 2009**

Surveys were sent to 400 residents in August 2009, 100 in each ward. Addresses were randomly selected from the residential water bill database. There were 101 responses, which is a 25% return rate. (In 2008, there was a 35% return rate.) Comparative comments with the 2008 survey are included only if there was a 5% or greater difference in outcomes.

1. How long have you lived in the City of Derby?
- |                 |            |
|-----------------|------------|
| 1-4 years =     | 16 (15.8%) |
| 5-9 years =     | 15 (14.8%) |
| 10-19 years =   | 23 (22.7%) |
| over 20 years = | 46 (45.5%) |
| no response =   | 1 (.9%)    |

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

2. Why did you move to the City of Derby?
- |                         |            |
|-------------------------|------------|
| school system =         | 37 (36.6%) |
| job =                   | 36 (36.6%) |
| it's a small town =     | 11 (10.8%) |
| I've always been here = | 1 (.9%)    |
| combination/na =        | 16 (15.8%) |

73% of the respondents moved to Derby because of a job or because of the school system. This compares to 68% of the respondents in the 2008 survey who moved to Derby because of a job or because it is a small town.

3. Where do you work?
- |                        |            |
|------------------------|------------|
| City limits of Derby = | 23 (22.7%) |
| Wichita =              | 44 (43.5%) |
| McConnell AFB =        | 7 (6.9%)   |
| Other =                | 27 (26.7%) |

Nearly 45% of the respondents work in the city limits of Wichita. This compares to 37% of the respondents in the 2008 survey.

4. How would you rate the City of Derby's leadership team on its ability to maintain Derby's positive community atmosphere?
- |                  |            |
|------------------|------------|
| Excellent =      | 29 (28.7%) |
| Good =           | 58 (57.4%) |
| Fair =           | 11 (10.8%) |
| Poor =           | 2 (1.9%)   |
| combination/na = | 1 (.9%)    |

86% of the respondents rate Derby's leadership team as good or excellent. This compares to 78% in the 2008 survey.

### Why did you rate your response where you did?

I think we do a good job with activities, appearance and community spirit. The whole community in general can take pride in this.

The leaders of Derby are committed to the success of our city. They are open to ideas and value a strong family community.

They have areas that need improvement.

Never really seen any information to this regard.

You do some goofy things as far as planning and contracting and don't get your moneys worth.

While some things are good, they are too aggressive to decide major things and spending money.

Decisions based on data gathered from stakeholders as well as documented laws, rules, etc.

The team does not spend time with in-fighting and lead by example.

It is very family oriented.

There appears to be much involvement by city leaders in keeping Derby progressive but not losing the smaller community feel.

Clean, getting restaurants and shopping, hike and bike trail.

I believe the city, and the school district specifically, are in denial about the serious

drug problem Derby has.  
 Community events like fireworks, marathons, decisions over parks and upkeep, etc.  
 Derby is a clean, orderly and growing city.  
 All good experiences so far.  
 The atmosphere is great.  
 Low crime, growth, community activities are frequent and fun for families, and relatively low cost of living.  
 Trash franchising and recycling is excellent. Many positive actions like the library, water park,  
 infrastructure. But, you give away way too much with IRBs and tax abatements for hotels, retirement homes,  
 and medical offices that would come here anyway.  
 City manager very qualified and knowledgeable. Some city commissioners leave something to be desired.  
 Wastes too much money.  
 Good streets and mostly neat well-kept homes, parks, and common areas.  
 Evidence of great planning and leadership within Derby.  
 This is a pleasant place to live.  
 The city should not be in the trash business.  
 Small business growth, walkways and bike paths provide a small town atmosphere.  
 I attended the Twins games, Derby Days and July 4th parades, Summer Fest and several other small  
 events throughout the year and I saw our city government represented by someone at each one.  
 All were approachable and demonstrating their support of Derby.  
 I have great respect for Ms. Sexton and how she leads.  
 I believe there needs to be more focus on the growing school system. It is way too big.  
 Development of Rock Road, need to do better on K-15 side of Derby.  
 Because I feel safe in the city, but I still hear of crime.  
 I don't hear a lot of negative talk by residents.  
 Proud to live in Derby.  
 The business growth is certainly a positive sign. The walking paths are great!  
 Not always agree with the thought pattern of the decisions being made. Need some more sit down  
 restaurants other than fast food.  
 I think Derby is a great place to live so the leadership team must be doing it's job right.  
 Town is clean, quiet and a pleasant place to live.  
 Everyone I know that lives in Derby is proud to be part of this community.  
 Derby is a nice town but seems to be the "buddy system" and "who you know" mentality.  
 The city seems to be interested in infrastructure that is conducive to business growth and family friendly.  
 Love this small town and it is maintained well.  
 Based on information received by mail and newspaper.  
 Road construction projects always take three to four times longer than necessary because  
 they always use Cornejo.  
 The abundance of sidewalks and parks.  
 They do a very good job.  
 I have seen business growth and the awards Derby has won.  
 City awards received.  
 Derby is always finding ways to bring the community together.  
 Good leadership per Kathy Sexton, good responses, Charlie Brown, these are people who are willing to listen.  
 Like small towns.  
 City leadership does what it pleases, not what people want, such as dictating the trash service  
 people use. You say this is what people want, then let people vote on it.  
 I think it's good.  
 Very clean, small town with little crime.  
 Safe, friendly, help available at all times.  
 They are a progressive yet small town friendly.  
 Community events at High Park.  
 Can always improve, have heard a lot about how difficult and picky we are when it comes to  
 having new businesses come in such as store location, sizes of signs, and beautification.

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

Always =	8 (7.9%)
Frequently =	50 (49.5%)
Sometimes =	38 (37.6%)
Never =	5 (4.9%)

57% of respondents frequently or always receive adequate information. This compares to 53% of the respondents in the 2008 survey.

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

Always = 0 (0%)  
Frequently = 3 (2.9%)  
Sometimes = 22 (21.7%)  
Never = 73 (72.2%)  
combination/na = 3 (2.9%)

Most respondents (93%) indicated that the City's website sometimes or never meets their needs. Comments further indicate that most respondents seldom, if ever, visit the website. This compares to 73% of the respondents in the 2008 survey.

Why did you rate your response where you did?

Didn't know it existed.

Most of the time if I need to know something I can find it on the web site.

Never use it.

Ease of access.

Have never used it.

I don't use it.

I don't always tune in.

I don't check it often.

I'm not always on website.

Don't use the web site very often.

Miss the local paper for news, know it is on the internet but I just don't take time to look it up.

I am able to find what I need.

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

Daily = 12 (11.8%)  
Weekly = 49 (48.5%)  
Monthly = 23 (22.7%)  
Never = 5 (4.9%)  
na = 12 (11.8%)

60% of the respondents use the portal website on a weekly or daily basis. This compares to 75% of the respondents from the 2008 survey who indicated they never use the portal web site.

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

Excellent = 12 (11.8%)  
Good = 46 (45.5%)  
Fair = 21 (20.7%)  
Poor = 7 (6.9%)  
Don't know = 9 (8.9%)  
na = 6 (5.9%)

66% of the respondents give the City community planning function a fair or good rating. This compares to 66% of the respondents in the 2008 survey who rated this function as excellent or good.

Why did you rate your response where you did?

Derby has always done a good job with planning and controlling growth. One issue I have is lack of sidewalks on north Woodlawn from Meadowlark to Tall Tree. It appears that we are more interested in the new developments than helping some of the older areas of town.

I have been able to work with city leaders and have seen first hand how well the leaders plan for the future of Derby.

The city forces plans on people rather than getting people involved; i.e. annexation, trash services, etc.

Never given any information.

Does not seem to be coordinated.

Good long and short range plans with supporting action steps identified.

Some of the plans don't really meet a single person's perspective but I know this is a family town.

Don't want to get too big. Want to keep the small town feel. Don't like the overrun of things on Rock Road or keeping things south of Madison.

I like the influx of new business, especially restaurants.  
 City council takes on issues like trash, still feel it is a violation of choice and free trade.  
 Trash hauling.  
 I love the family friendly atmosphere and free tree drop-off for mulch.  
 There are many activities offered for families.  
 Drive-thru window that the commission wouldn't allow was a little extreme.  
 Wastes too much money.  
 Because we are happy with most of what has been done.  
 Have lived in Derby for 29 years, and have seen great improvements.  
 Communities should have storm sewers at rear easement to control water run-off.  
 Derby needs a downtown.  
 Commercial is close to residential but not co-mingled.  
 I want to see more focus on affordable housing for our elderly who need independent housing with services such as meals, housekeeping, and laundry provided.  
 I appreciate the conservative views and workings of the Derby community planning team.  
 I believe there could be more fun and free activities for kids.  
 Don't hear a lot of complaints from people.  
 Would like more community events.  
 We seem to be progressing at a reasonable rate.  
 Love all improvements and growth. It is exciting to watch.  
 Nothing is ever excellent.  
 We have a great Derby Days each year and the parades are wonderful.  
 Town expansion seems to be dictated by developers.  
 The events are family friendly.  
 We need the creek cleaned out where it ends so we don't have water backup.  
 Like it, don't let us get too big.  
 We are getting a lot of fast food, but no real restaurants; Texas Roadhouse, Outback, Carabas, etc., we are still limited to Applebee's & Village Inn.  
 It's professional.  
 We purchased our home with the expectation the entire development would be single family owner occupied homes. Instead we had duplexes proposed and ended up with single family rentals.  
 From what I see on Channel 7 and meetings.  
 Because we are happy with most of what has been done.  
 It is what the council wants, not what the people want. I have not talked to anyone that wants trash service dictated to them. Let the people vote.  
 Growth, yet still small town.  
 I feel they try to keep things financially in balance with today's trials.  
 They use long-range planning but adjust and review as necessary.  
 Community events.  
 I really like the High Park plan. Entrances into town getting built up, like a lot.  
 The trash company is questionable.

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

Excellent =	15 (14.8%)
Good =	62 (61.3%)
Fair =	19 (18.8%)
Poor =	3 (2.9%)
combination/na =	2 (1.9%)

80% of the respondents rated their satisfaction with traffic flow as good or fair. This compares to 74% of the respondents from the 2008 survey who rated traffic flow as excellent or good.

Why did you rate your response where you did?

I've been driving in Derby since we had only one stop light.  
 I am happy with the engineering of our streets. I am happy with the police visibility.  
 K-15 and 71st Street too dangerous with Nelson Street intersection.  
 Good for now, need to be looking further ahead.  
 Traffic is, in general, well managed; is specifically poorly managed at Madison/Woodlawn.  
 Wish speed limit on Madison was 35.  
 I don't have any trouble moving around.

Few traffic tie-ups.  
Some roads need speed limit changed.  
Good in non-construction zones.  
The speed limits don't seem very consistent, they change too much too quickly. Also, streets like Dry Creek need speed bumps or some control to cut down on drivers' speed.  
Rock Road is becoming a headache.  
Traffic around Derby High School before and after school is difficult.  
I do not like lights at every corner, might want to look at round-about. It think lights not only stop traffic but we become lazy and dependant on them. I notice at the Buckner intersection during construction we have to watch more. That would have been great place for a round-about.  
Better, wider roads for new areas.  
I don't understand the 30 mph speed limit on K-15. Minimum should be 40, because there are no homes along there. I think the speed limit in some residential areas should be lowered to 20.  
It moves well.  
No problems, except high school drivers.  
Lots of construction, people do not follow rules when encountering emergency vehicles.  
Most projects are helpful, but hope you are not planning to tear up Rock Road for a few more years.  
It's wasteful to be doing that every other year.  
Speed limits on busier streets (K-15, Madison, Chet Smith) are too low, so obviously traffic slows down too much.  
Construction is too slow.  
There are too many drivers who speed and text during driving to school, after school, and there are not enough police out during these times.  
We find it very easy to get around.  
No long lines or waiting at any given time.  
Find it easy for senior citizens to get around.  
Don't see any problems.  
Adequate traffic lights in high traffic areas; consider a light at Buckner and Red Powell.  
I get from A to B in 10 min or less, but the intersection of K-15 by Quik Trip is way too dangerous and needs to be dealt with immediately.  
So much construction right now. School drop off and pick up areas are a headache. I would love a stop light at James/Woodlawn intersection. The Meadowlark/K-15 intersection is crazy and dangerous. There are areas that could use improvement.  
Rock Road is too busy.  
I think on Rock Road between 71st and Chet Smith is maybe a little too fast at times (school).  
I wish city streets were 35 mph and residential was 20 mph.  
Bottlenecks are to be expected in construction zones. I believe there is effort to keep traffic moving.  
Quit messing with the lights. Set them and leave them be.  
A lot of construction right now. I think the speed limit on Madison could be raised a little, 30 mph seems low for a 4-lane road. However, I do understand it is because of the students, but they aren't on the road all the time.  
Too many traffic lights on Rock Road.  
Derby is easy to travel in.  
Not much traffic, one reason I chose Derby.  
Too many people speed in the school zones. People in Derby don't know what a yellow light means.  
A couple of areas are inconvenient (Buckner), but others are well done (Rock Road and Patriot).  
Need more balance between K-15 and Rock Road.  
Have no problems, only in construction areas.  
I like the opening of Tall Tree, fear the addition of new traffic lights on Patriot between Woodlawn and Rock Road.  
Too much construction, need stop signs at Derby Marketplace and speed limits, some areas of speed limit seem unreasonable.  
Way too many red lights except 47th Street and K-15 in the morning and between 3-6 p.m.  
Compared to Wichita, Derby's traffic moves well.  
There are only a few people slowing down on K-15. I have been in several situations where people drive 45 mph-55 mph all the way to McDonalds.  
Anything is better than Wichita.  
Please keep the speed limit on Rock Road at the current level, it is wonderful to keep traffic flow at a maximum.  
Don't have problems getting where I'm going.

Too many school zones in major through areas. However, they are needed.  
 More traffic on narrow streets.  
 It seems to move well; after Dallas, this is nothing.  
 Now that Buckner is fixed, it will improve in that area. Rock Road and Glen Hills will need a traffic light soon because a left turn there is impossible.  
 The only time I have a problem is during school.  
 I came from Houston, Texas; this is not a problem.

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 = 9 (8.9%)  
 Good = 5 (4.9%)  
 Fair = 0 (0%)  
 Poor = 1 (.9%)  
 Don't Know = 50 (49.5%)  
 combination/na = 36 (35.6%)

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?

I have had no contact within the 12 months.  
 Never used.  
 Yes, they were quick to respond.  
 Love 'em.  
 My wife has them come to her school (Cooper) several times and always gives high praises.  
 Best fire department in the state.  
 Only meet them at community events, like Derby Days and Summer Fest. They were helpful during inspection of our church.  
 We had a medical call a couple of times, they were here quick.  
 My grandfather was living in our home and they arrived on the scene in less than 10 minutes, very professional and kind.  
 Good people.  
 They were punctual and professional.  
 I have had no contact.  
 When my daughter fainted because of blood loss, they brought about six members to help and they were here very quickly.  
 When my husband fell and broke his hip, they responded quickly and were very efficient.

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 = 7 (6.9%)  
 Good = 7 (6.9%)  
 Fair = 0 (0%)  
 Poor = 1 (.9%)  
 Don't Know = 50 (49.5%)  
 combination/na = 36 (35.6%)

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

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

Very Visible = 36 (35.6%)  
 Reasonably Visible = 50 (49.5%)  
 Not Visible = 3 (2.9%)  
 Don't Know = 9 (8.9%)  
 na = 3 (2.9%)

85% of respondents felt that the Fire & Rescue Department was reasonably or very visible in the past 12 months.

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

Very Visible = 19 (18.8%)

Reasonably Visible = 50 (49.5%)  
 Not Visible = 13 (12.8%)  
 Don't Know = 15 (14.8%)  
 na = 4 (3.9%)

68% of respondents felt that Sedgwick County EMS was reasonably or very visible in the past 12 months.

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

Very Safe = 51 (50.4%)  
 Reasonably Safe = 40 (39.6%)  
 Somewhat Safe = 5 (4.9%)  
 Very Unsafe = 0 (0.0%)  
 na = 5 (4.9%)

90% 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 = 38 (37.6%)  
 No = 2 (1.9%)  
 Don't Know = 55 (54.4%)  
 na = 6 (5.9%)

Of the respondents who had an opinion, nearly 38% felt that the City's Fire & Rescue Department provided adequate 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 the last 12 months, please rate the maintenance and cleanliness of the building.

Excellent = 42 (41.5%)  
 Good = 24 (23.7%)  
 Fair = 0 (0.0%)  
 Poor = 1 (.9%)  
 Don't Know = 19 (18.8%)  
 na = 15 (14.8%)

65% of the respondents felt that the maintenance and cleanliness of City-operated facilities were excellent or good. This compares to 77% of the respondents in the 2008 survey.

Why did you rate your response where you did?

Not used in past 12 months.

These facilities are well managed, very organized and clean.

I rarely go.

Our experiences with the library have been excellent.

Because the buildings are clean.

I never use it.

Clean and neat.

I love to go to the library, one of the best in the area.

The current library is good, the new one will be better.

The Senior Center is very clean and well maintained.

One visit and it was good.

The Library is great; it is clean and well maintained.

The Library is excellent.

These facilities were well planned, excellent facilities however the Rock Road fire station is one of the ugliest spots on a major thoroughfare. The Senior Center should not have to share the present library space with any other entity. What are you thinking?

I have always utilized the library; very clean and staff are very friendly.

Helpful, friendly.

All city buildings are clean and well kept.

The Library is very poor for a city this size, hurry up with the new one.

It all looks great.

The floor in the Senior Center needs more attention, especially in the area where we have Tai Chi and Yoga.

Appearance was in good condition.

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

City Hall = 2 (1.9%)  
Library = 3 (2.9%)  
Senior Center = 5 (4.9%)  
Police/Court = 1 (.9%)  
fire station = 0 (0%)  
combination/na = 90 (89.1%)

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

Very Safe = 47 (46.5%)  
Reasonably Safe = 48 (47.5%)  
Somewhat Safe = 3 (2.9%)  
Unsafe = 0 (0%)  
na = 3 (2.9%)

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

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 = 12 (11.8%)  
Good = 16 (15.8%)  
Fair = 4 (3.9%)  
Poor = 6 (5.9%)  
Don't Know = 38 (37.6%)  
na = 25 (24.7%)

Of the respondents who had contact with the Derby Police Department in the last 12 months, nearly 28% rated that contact as excellent or good. This compares to 39% respondents in the 2008 survey.

Why did you rate your response where you did?

I worked at a bank for 2 years and when an alarm was accidentally set off there was a quick response.

Whenever you report a complaint, they tell the people who complained, not good!

They need to do more in the Park Hill area. People speed through there really bad. There are lots of kids there. They met my need.

I got a ticket for backing into police car and after much hassle, the police admitted they were parked in front of the driveway. The ticket was rescinded with help from Doug Chambers.

Friendly and timely when providing keys to Derby school gyms.

They came quickly and were very personable in each case.

They drive too fast and are not very courteous.

I always use the vacation watch when we go on vacation. They are very helpful.

Someone told me their neighbor's house on Spring Creek had minors home alone with alcohol.

The police were called 2 or 3 times but only drove by, never went to the house or knocked on the door to check. They were probably all at Quik Trip on break or trying to intimidate young drivers. Too visible.

Drive too fast and not very courteous.

Rude, didn't care and treated me like an animal.

I love the vacation program and they respond quickly to incidents. I also appreciate all of the patrolling they do. You can't drive more than a mile without seeing them.

Good response when needed.

There were issues with our home being unlocked during vacation; the police found it during watch but never reported it to us, our neighbors told us.

I was stopped by an officer who would not even tell me the problem, only handed me a citation.

I have had contact with work issues.

Very professional and friendly.

Anytime I have talked to any officer in Derby, they have always been courteous and very helpful.

The officer was rude when trying to get a look at damage to my son's car.

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

Very Visible = 40 (39.6%)  
Reasonably Visible = 53 (52.4%)

Not Visible = 3 (2.9%)  
Don't Know = 4 (3.9%)  
na = 1 (.9%)

92% of the respondents felt that the Derby Police Department was reasonably or very visible.

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

Yes = 35 (34.6%)  
No = 2 (1.9%)  
Not Sure = 10 (9.9%)  
Don't Know = 50 (49.5%)  
na = 4 (3.9%)

Of the respondents who had an opinion, nearly 35% felt that the Derby Police Department provide adequate response to emergencies. This compares to 42% in the 2008 survey.

Why did you rate your response where you did?

I have had no experience with the police department.

I've never used for an emergency.

They have a very quick response time.

When I've had to call them, they arrived quickly, even though it wasn't an extreme emergency.

Word of mouth.

My only interaction with the police was in 1996 when I received a ticket for parking the wrong way in front of my house.

It appears so, however, if there is any incident, or someone pulled over, or any kind of excitement, half the force shows up, I guess they are just bored. I find that a waste of taxpayers money. I also feel our police department spends too much timing pulling people over for going 2 or 3 mph over the speed limit; they must have a mandatory ticket quota.

I haven't needed this service, but I have heard positive comments.

They are slow, if come at all.

A very quick response time.

I don't see them in my neighborhood so they must be cruising.

I have seen the response to others, and I know some personally.

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

Always = 19 (18.8%)  
Frequently = 39 (38.6%)  
Sometimes = 29 (28.7%)  
Never = 4 (3.9%)  
na = 10 (9.9%)

For 86% of respondents, the City of Derby always, frequently, or sometimes fulfills their recreational needs. This compares to 83% of the respondents in the 2008 survey.

Why did you rate your response where you did?

Can not really think of anything that is not available for recreation.

Rarely use.

Only walk in park, don't use anything else.

We walk and run in High Park, swim at Rock River Rapids.

I don't use them for the most part.

I would love to see a dog park, a large amphitheater and a 4-plex.

I use the DRC and city parks a lot, they are well maintained.

Use sidewalks to walk.

We utilize the parks and restaurants.

I love Rock River Rapids but it's way too expensive. DRC is pricy too, only take an occasional class. Our tax dollars support it but we cannot afford membership; wish we could. Maybe need a discount for long time tax payers.

Good walking and running paths.

There is an inadequate number of baseball fields.

Need to clean and maintain all the older parks, not just new ones.

Besides plenty of parks and Rock River Rapids we go to Wichita for everything else.

We use the DRC, water park, parks, and ball diamonds.

Can not really think of anything that is not available for recreation.  
 Love the parks and school playgrounds.  
 We use the theater, water park, parks, DRC, etc.  
 Derby has a good amount of places for recreational activities.  
 We walk our dog around DHS and High Park daily. I use bike paths frequently.  
 The number of athletic fields in town is impressive.  
 We use the DRC, Senior Center, parks, hike and bike paths; all are excellent.  
 High Park, Senior Center, ball fields and DRC are excellent facilities for citizens of all ages, including senior citizens. Also wonderful water park.  
 I'm 74, and don't get out for that kind of activity very often.  
 DRC provides all my needs.  
 Don't have much need for recreation facilities.  
 I feel very strongly that there needs to be even better and more equipment for kids to play on.  
 Use walking paths and library.  
 We participate in several recreational activities.  
 I feel there are many recreational facilities for families with young children and teens.  
 The DRC is great. I would expect a facility like that only in a huge city, not our small town. It's great.  
 Use the DRC frequently, water park is great.  
 My children play recreation league sports.  
 I use our parks.  
 My family frequently uses the parks and walking paths for exercise.  
 The DRC workout room is too crowded.  
 Derby Twins supporters, Derby Days concerts, etc.  
 I use High Park often and during the summer make a visit or two to Rock River Rapids, but it's too crowded.  
 I Rock River Rapids for grandchildren and fishing.  
 I like the abundance of sidewalks, parks and community activities.  
 Love the parks.  
 We have a park right next to us and our kids use it all the time.  
 Swimming pool closes too early for the season.  
 Parks, movies, and restaurants.  
 No place to camp or boat.  
 Recreation Center is excellent, parks are very adequate.  
 DRC and community events.

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

Always = 23 (22.7%)  
 Frequently = 42 (41.5%)  
 Sometimes = 17 (16.8%)  
 Never = 4 (3.9%)  
 na = 15 (14.8%)

81% of 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 = 29 (28.7%)  
 Good = 55 (54.4%)  
 Fair = 11 (10.8%)  
 Poor = 1 (.9%)  
 Don't Know = 4 (3.9%)  
 na = 1 (.9%)

83% of respondents felt that the City's parks were maintained at a good or excellent level of satisfaction. This compares to 74% of the respondents in the 2008 survey.

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 = 26 (25.7%)

Good = 52 (51.4%)  
 Fair = 8 (7.9%)  
 Poor = 1 (.9%)  
 na = 14 (13.8%)

77% of respondents feel that their recreational expectations are being met by the City's park facilities and hike/bike paths at an excellent or good level. This compares to 69% from the 2008 survey.

Why did you rate your response where you did?

Rarely use.

It may be difficult to keep up with growing youth program needs.

I'm a rollerblader and our paths are not great for this.

Could trim bushes around crosswalks.

I love the bike paths.

Trees not trimmed adequately on bike paths and walkways.

We need a hike and bike path along Market Street all the way to High Park.

Safe for the kids.

High Park has a nice walking path.

The parks that we have been to are clean and useful for walking and biking.

I frequent High Park the most, it is a real asset. The bike paths are also a plus.

Because they are there for our use, and are well maintained.

Derby has wonderful park facilities.

High Park is very handy, and has a place for limbs.

We have good clean parks.

The baseball fields at Garrett Park are not maintained as well as could be. The fields are rocky, and concessions aren't available all the time. Bathrooms are less than optimum.

Would like to see more bike paths.

The park by our house is mowed.

They seem to be in good condition.

Could trim bushes around crosswalks.

We use several of the parks every year. All of the ones we go to are great. Very well maintained.

We have adequate sports fields too.

Derby has great, well kept parks.

Where is the downtown area?

Garrett Park needs a park bench at the southeast corner for old people.

Too much goose poop.

Our family appreciates the abundance of park options. Derby does really well at placing and maintaining park facilities.

The small memorial in Garrett Park looks horrible.

The ones I've been to are great and well kept.

We need more parks as the town grows. We need a baseball field with covered bleachers; we host the summer

Jayhawk league teams, give fans a stadium worth coming to.

Have not visited all of the parks so I based my answer on the few I have used.

The animal droppings at High Park are frustrating. We haven't visited very many of the others.

You do a great job.

I have only seen High Park. It is always clean and well manicured.

High Park is amazing, some of the older parks need work.

The parks are clean and safe.

Parks are great.

We have some of the best parks.

High Park is exceptional.

Clean and well maintained.

I live in Stone Creek but our side doesn't have a park.

The parks are fine, but need to make sure we keep them maintained, there is rusty equipment, sandpits are full of weeds; I would not let my child play in there.

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

Arbor Day = 4 (3.9%)  
 Garden Tour = 10 (9.9%)  
 Fourth of July = 77 (76.2%)

City Tree Lighting = 9 (8.9%)  
na = 1 (.9%)

100% of the respondents attended at least one of the Park Department's Special Events this year. This compares to 54% of the respondents from the 2008 survey.

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

Good = 13 (12.8%)  
Mainly Good = 77 (76.2%)  
Mainly Bad = 9 (8.9%)  
Don't Know = 0 (0%)  
na = 2 (1.9%)

89% of the respondents noted the condition of Derby's streets as good or mainly good.

Why did you rate your response where you did?

Rock Road has too many bumps in pavement because of different pavement materials used in the road.

Newer areas are maintained better than older areas.

I think that some outside contractor could do a better job with higher quality.

Life is not perfect, just like paving materials.

Hila and Springdale could use some attention.

Rock Road is still bumpy; Buckner is going to get better with current project.

Some could use help, my butt hurts when riding.

Too many bumps in streets.

The Woodland Division needs to be replaced or repaired properly and not just a band-aid fix.

Have been in other cities on trips and Derby's streets are well maintained.

Some are under construction.

Orange barrels are always somewhere.

Winter conditions do certainly create a downside due to inability to keep side streets plowed and pot holes fixed.

Ever drive on Woodlawn from 63rd to the south; the bumps will drive you crazy.

Some need work.

Not many potholes.

There is always a need for street improvements, but Derby makes a good effort.

The streets I use are good.

Our road has improved but could be better to be as good as bulk of streets in Derby.

Our roads are better than most communities.

Older neighborhoods need attention, as does Woodlawn.

Most streets are okay, a few are bad, but those are under construction; recently saw road patching; good side streets that seem to be through streets need to be more up to date.

Some need work, Buckner is a mess.

I don't find many streets that need attention.

Seem okay, some need resurfaced.

Patch job on Rock Road from James to 87th was not that good, as is the stretch from James to 71st.

Some main roads are starting to deteriorate, but you always see street improvements happening.

Most streets are in good repair.

Only have problems in winter as my street is never cleared.

Look at the streets.

Because the streets are good.

Lots of dips and potholes.

Main streets are better than side streets.

Streets seem well kept.

Lots of potholes, there is water collection during excessive rain, poor curbing, and constant construction.

Far too many bumps on Rock Road.

Except for Buckner (which is being repaired) there aren't too many potholes or buckles.

The streets I have been on are great, but others not so good.

Buckner is awful right now because of construction, will be great when it is done.

Rock Road from Meadowlark to Chet Smith needs re-doing. This stretch of pavement is only going to get worse.

If they get finished with Buckner.

Residential curbs are cracking and falling apart, and there are ruts in streets.

Some are too narrow.

It's like everything, and needs to be replaced after time.  
 Except Buckner.  
 There is always room for improvement.  
 Overall in good condition.  
 Used to be a lot better.  
 Major streets are nice, smaller residential streets need help.

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 = 25 (24.7%)  
 Mainly Good = 58 (57.4%)  
 Mainly Bad = 6 (5.9%)  
 Don't Know = 7 (6.9%)  
 na = 5 (4.9%)

82% of the respondents felt that the City's snow removal process was good or mainly good.

Why did you rate your response where you did?

The fire chief lives on my street.  
 What snow removal?  
 Seem to keep ahead of the storms.  
 Streets are okay but I don't like the ice wall left at the end of my driveway most times.  
 I appreciate deicers, and the hills in residential areas being sanded.  
 All streets, major or side, need snow removal.  
 Please grade snow onto sidewalks, not next to the street. It's hard to walk with large row of snow.  
 They get it off quickly.  
 Seems like most streets are somewhat cleared quickly.  
 Response is always timely and well planned.  
 Main streets are usually adequate. There is room for improvement on residential streets.  
 Side streets with hills are never cleared, hard to get up on ice.  
 Some need work.  
 Depending on weather conditions, snow removal is not a major worry.  
 Main routes are okay, but when the "residential" streets are so treacherous, that is what I remember most. I hope I make it to the main roads.  
 Could be better.  
 It satisfies my needs  
 Not great.  
 Primary good, secondary not as good.  
 The streets have always been cleared when I needed them to be.  
 This past winter was better than some.  
 Main streets are clear.  
 I'm a snowbird.  
 Not so great on secondary streets.  
 They stay on top of it.  
 Never saw them on our street.  
 Are they cleared?  
 Good job!  
 I don't travel when streets are bad.  
 I can get around immediately.  
 It's hard to keep up but they try.  
 We are usually gone during the snow season.  
 Streets are clear.  
 Cul-de-sacs never have snow removal, neither does the main street in subdivision, primary streets are good.

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

Excellent = 17 (16.8%)  
 Good = 59 (58.4%)  
 Fair = 14 (13.8%)  
 Poor = 2 (1.9%)  
 na = 9 (8.9%)

75% of the respondents feel that the City's water quality is excellent or good.

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

Excellent = 30 (29.7%)  
Good = 56 (55.4%)  
Fair = 6 (5.9%)  
Poor = 0 (0%)  
na = 9 (8.9%)

85% of the respondents feel that the City's 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 = 6 (5.9%)  
Good = 44 (43.5%)  
Fair = 34 (33.6%)  
Poor = 5 (4.9%)  
na = 12 (11.8%)

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

Why did you rate your response where you did?

The quality is good, but the pressure has gone down over past few years. I feel that the cost is a little high. The water sometimes stinks, it is not Derby water, it's Wichita water.

Cost could be less, like Wichita.

Nothing to compare it to.

I don't have city water, but I wish I did.

The cost is high compared to other places we've lived, in the past four years have had two billing problems and our water has been interrupted repeatedly.

Over priced compared to Wichita.

Always room for improvement.

Rural water.

I pay less than in Florida.

I know of other areas with poor water.

Much, much better than our 1st time here.

I think it's still expensive, but I know it's our only source of water for now.

The cost per month is within expectations.

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

Yes = 83 (82.1%)  
No = 11 (10.8%)  
na = 7 (6.9%)

82% of the respondents want to see continued commercial development in the City. This compares to 77% of the respondents in the 2008 survey.

Why did you rate your response where you did?

I think it has improved the quality of live but we should control it. We do not want to see empty store fronts due to over-development.

I don't want to have to go to Wichita.

Thank goodness for Dillons Marketplace.

Need to push for more small businesses.

I would like some of my favorite stores closer.

A few nicer places to eat, enough fast food already.

The increased opportunities of residents and the potential of raising my property value.

We like Derby because it's a bedroom community to Wichita. We like some restaurants and stores but it does not need to be another Wichita.

Limited growth, keep small town feel.

We need quality stores and sit down restaurants (Hobby Lobby, book store, Golden Corral, Olive Garden).

Would really like more restaurants, we have enough fast food.

Only slow growth to keep population and traffic down.

Continue the effort on Rock Road with additional restaurants such as Texas Roadhouse, Italian Garden,

Joes Crab Shack, etc.  
 It would be nice to have more professional jobs in Derby.  
 It's nice to have things close.  
 I would like to see Derby offer more restaurants.  
 Lowe's and Target are nice, but Dillion's Marketplace was unnecessary. What's to be done with the old store and how much will it cost the city?  
 Because I'm tired of driving to Wichita for shops and restaurants.  
 All the commercial development with high traffic and congestion and taxes still go up.  
 Maybe, at a slower rate than recently.  
 It is great to see new development in Derby for economic reasons.  
 Growth is good.  
 More commercial development, means more jobs.  
 Outlying areas would be fine for new and more job opportunities.  
 It is growing too rapidly. It was once a nice cozy place to live. I don't see myself here in 5 years.  
 Derby is big enough.  
 I like going out to eat.  
 We need to remain competitive and people will shop here.  
 Love the growth.  
 Growth is good.  
 More jobs means more spending and growth.  
 Being military means we won't be here forever. More commercial development means more people, and more people means a better housing market when it's time for us to sell.  
 The new developments brought in over the past few years may be hard to support.  
 It helps fund our city.  
 Don't make it too big.  
 Grow or die, no growth means the death of a town.  
 It's great to see a community growing.  
 Restaurants.  
 I like the small town feel and commercialization takes away from that.  
 Good for Derby.  
 Derby has done a good job of maintaining an atmosphere of a thriving small town, with unique individual businesses.  
 It is good for everyone.  
 Let's keep the "flavor" of small town America, too much of anything becomes cumbersome and takes away from the appeal for safe and satisfactory living.  
 I no longer have to drive to Wichita since my bank, service station and Spangles have opened here.  
 We're getting out of the small town atmosphere it used to be.  
 I am getting older; keep people from moving in will be nice; we have what we need.  
 Not much need to go to Wichita now.  
 Where I live there is enough of that already.  
 Without commercial development, our taxes will go up.  
 New businesses to grow community.

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

Yes =	25 (24.7%)
No =	6 (5.9%)
Don't Know =	65 (64.3%)
na =	5 (4.9%)

Although 64% 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?

From my perspective, I think the council members and city staff try to spend within our means and what they do spend we seem to get the most bang for our buck.

How would we know one way or other?

I don't know much about the budget, but I do know that property taxes are getting too high.

Stop spending so much money.

I am unaware of the financial status of the city.

I haven't taken time to look at budget. Do not let the casino in here to help with the budget.

I think the trash decision was made based on the benefit of the city, not the property owners.  
 I think everything is fine except I don't like someone telling me who can haul my trash.  
 IRBs and tax abatements are given to favored people and are unnecessary. Special assessments are a crazy way to build infrastructure. We have been hit once since 2003 for improvements of questionable value to my neighborhood. We expect to be hit hard by Madison expansion even though it does not improve my home.  
 Mill levy seems livable.  
 They seem to.  
 There seems to be little or no wrong doing in Derby.  
 Because I am not on the board of commerce.  
 It appears okay, our taxes don't seem to go up too much.  
 Not involved enough as a resident to judge.  
 I don't really get involved. I think the taxes are reasonable so I don't think there are any financial problems.  
 With all the new businesses and rising sales taxes received by the city I have not seen lower property taxes, only increases to pay for more schools, fire dept, police, etc.  
 I know Chuck Warren, he has good character.  
 The city spends too much money on statues and unneeded things instead of using money for what is needed.  
 City seems to be run well.  
 I believe they try to do the best they can given the world today. Derby really is a great town.  
 The city has made some great improvements while keeping our taxes lower than a lot of area towns.

34. A typical definition of a community garden is a space that is open to the public and provides opportunities for food production, beautification, education and social gatherings. How would you describe your interest in developing a community garden for the citizens of Derby?

Sounds good to me - count me in = 26 (25.7%)  
 Sounds good to me - but I don't want to participate = 24 (23.7%)  
 I don't really care one way or another = 27 (26.7%)  
 No, I don't think we need it = 2 (1.9%)  
 combination/na = 22 (21.7%)

While 50% of the respondents are ambivalent about a community garden, 26% expressed interest in developing one.

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

Caucasian = 89 (88.1%)  
 African American = 3 (2.9%)  
 Hispanic = 0  
 Asian = 0  
 other/na = 9 (8.9%)

36. What is your gender?

Male = 42 (41.5%)  
 Female = 57 (26.7%)  
 no response = 2 (1.9%)

37. What is your marital status?

Married = 83 (82.1%)  
 Single = 15 (14.8%)  
 no response = 3 (2.9%)

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

0 = 56 (55.4%)  
 1 = 13 (12.8%)  
 2 = 19 (18.8%)  
 3 = 6 (5.9%)  
 no response = 7 (6.9%)

39. What is your level of education?

Some High School = 1 (.9%)  
 Graduated High School = 28 (27.7%)  
 Some College = 4 (3.9%)

Graduated College =	14 (13.8%)
Some Graduate School	32 (31.6%)
Graduate Degree =	20 (19.8%)
no response =	2 (1.9%)

40. Please circle your approximate total household income.

Less than \$20,000 =	3 (2.9%)
\$20,000 - \$39,999 =	7 (6.9%)
\$40,000 - \$59,999 =	11 (10.8%)
\$60,000 - \$79,999 =	18 (17.8%)
\$80,000 - \$99,999 =	13 (12.8%)
\$100,000 and above =	33 (32.6%)
no response =	16 (15.8%)

41. What is your age?

Below 25 =	0 (0%)
25-35 years =	13 (12.8%)
36-50 years =	28 (27.7%)
51-65 years =	30 (29.7%)
Above 65 =	28 (27.7%)
no response =	2 (1.9%)