

2011 CITIZEN SATISFACTION SURVEY

Instructions:

There is only one survey per household. Please circle the response that best fits your level of satisfaction. Please return your survey to City Hall by August 31, 2011. To return your survey, you may

- * use the enclosed envelope and drop it in the water utility payment box in front of City Hall,
- * use the enclosed envelope and mail it to Janae Prunier, Administrative Assistant, at 611 Mulberry,
- * fax it to 788-6067, or
- * scan it and e-mail the file to JanaePrunier@derbyweb.com.

1. How long have you lived in the City of Derby?
1-4 years 5-9 years 10-19 years over 20 years
2. Why did you move to the City of Derby?
school system job it's a small town I've always been here
3. Where do you work?
City limits of Derby Wichita McConnell AFB Other
4. How would you rate the City of Derby's leadership team on its ability to maintain Derby's positive community atmosphere?
Excellent Good Fair Poor

Why did you rate your response where you did?

5. How frequently do you receive adequate information regarding city issues?
Always Frequently Sometimes Never
6. How frequently does the City of Derby's website (www.derbyweb.com) meet your needs?
Always Frequently Sometimes Never

Why did you rate your response where you did?

7. How often do you use the portal website (www.derbyks.com) to get the latest community information?
Daily Weekly Monthly Never
8. What is your overall level of satisfaction with the City of Derby's community planning?
Excellent Good Fair Poor Don't Know

Why did you rate your response where you did?

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

Excellent Good Fair Poor

Why did you rate your response where you did?

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 Good Fair Poor Don't Know

Why did you rate your response where you did?

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 Good Fair Poor Don't Know

12. How visible is the Derby Fire & Rescue Department in the community?

Very Visible Reasonably Visible Not Visible Don't Know

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

Very Visible Reasonably Visible Not Visible Don't Know

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

Very Safe Reasonably Safe Somewhat Safe Very Unsafe

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

Yes No Don't Know

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

Excellent Good Fair Poor Don't Know

Why did you rate your response where you did?

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

City Hall Library Senior Center Police/Court fire station

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

Very Safe Reasonably Safe Somewhat Safe Unsafe

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

Excellent Good Fair Poor Don't Know

Why did you rate your response where you did?

20. How visible is the Derby Police Department in the community?

Very Visible Reasonably Visible Not Visible Don't Know

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

Yes No Not Sure Don't Know

Why did you rate your response where you did?

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

Always Frequently Sometimes Never

Why did you rate your response where you did?

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

Always Frequently Sometimes Never

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

Excellent Good Fair Poor Don't Know

25. How well are your recreational expectations met by the City of Derby's park facilities and hike/bike paths?

Excellent Good Fair Poor

Why did you rate your response where you did?

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

Arbor Day Garden Tour Fourth of July City Tree Lighting

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

Good Mainly Good Mainly Bad Don't Know

Why did you rate your response where you did?

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 Mostly Good Mainly Bad Don't Know

Why did you rate your response where you did?

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

Excellent Good Fair Poor

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

Excellent Good Fair Poor

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

Excellent Good Fair Poor

Why did you rate your response where you did?

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

Yes No

Why did you give the response you did?

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

Yes No Don't Know

Why did you give the response you did?

Please help us ensure that this survey has reached a cross section of our community by answering a few demographic questions. Please be assured that responses cannot be attributable, and all information will be confidential.

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

Caucasian African American Hispanic Asian Other

40. What is your gender?

Male Female

41. What is your marital status?

Married Single

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

Response:

43. What is your highest level of education?

Some High School Some College Some Graduate School
Graduated High School Graduated College Graduate Degree

44. Please circle your approximate total annual household income.

Less than \$20,000 \$20,000 - \$39,999 \$40,000 - \$59,999 \$60,000 - \$79,999
\$80,000 - \$99,999 \$100,000 and above

45. What is your age?

Below 25 25-35 years 36-50 years 51-65 years Above 65

Thank you for taking the time to complete this survey. Results will be included in a report to the community to be completed this fall and presented at a City Council meeting. If you have any questions or comments, please contact Janae Prunier, Administrative Assistant, at 788-1519 or at JanaePrunier@derbyweb.com.