

## **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 September 30, 2009. To return your survey, you*

*\* may use the enclosed envelope and drop it in the water utility payment box,*

*\* may use the enclosed envelope and mail it to Stephanie Knebel, Assistant City Manager, at  
611 Mulberry,*

*\* may fax it to 788-6067, or*

*\* may scan it and e-mail the file to [StephanieKnebel@derbyweb.com](mailto:StephanieKnebel@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 web site ([www.derbyweb.com](http://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 web site ([www.derbyks.com](http://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 City of Derby's Fire & Rescue Department in the public?

Very Visible                      Reasonably Visible                      Not Visible                      Don't Know

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

Very Visible                      Reasonably Visible                      Not Visible                      Don't Know

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

Very Safe                      Reasonably Safe                      Somewhat Safe                      Very Unsafe

15. Does the City of 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, Police/Municipal Court Building, or a fire station 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 the City of Derby 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 City of Derby Police Department with the public?

Very Visible                      Reasonably Visible                      Not Visible                      Don't Know

21. Does the City of 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? *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, Woodland Valley, Woodlawn and Zollinger.*

Excellent                      Good                      Fair                      Poor

Why did you rate your response where you did?

26. Please circle all of the City Park Department'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?

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.                      Sounds good to me - but I don't want to participate  
I don't really care one way or another.                      No, I don't think we need it.

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.

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

Caucasian                      African American                      Hispanic                      Asian                      Other

36. What is your gender?

Male                      Female

37. What is your marital status?

Married                      Single

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

Response:

39. What is your level of education?

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

40. 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

41. 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 Stephanie Knebel, Assistant City Manager, at 788-1519 or at [StephanieKnebel@derbyweb.com](mailto:StephanieKnebel@derbyweb.com).