



Mayor William A. Baird

January 2024

Re: Citizen Satisfaction Survey

Dear Lee's Summit Resident:

As part of our ongoing commitment to providing quality services that best meet the needs of our residents, the City invites you to participate in our 2023 Citizen Satisfaction Survey. Your feedback on various aspects of city services, including public safety, infrastructure, recreational programs and more will provide valuable insight into areas where we are succeeding and areas where improvement may be needed.

Your opinion is vital!!! You are one of 5,000 households randomly selected by our independent consultant, ETC Institute, to complete this important survey. Please return the survey in the enclosed postage-paid, self-addressed envelope as soon as possible. Your responses are confidential and your individual answers will not be disclosed. The survey can also be completed online at LSSurvey.org. **After fully completing the survey, you can enter to win a \$500 Visa gift card. ETC Institute will collect and tabulate the responses.**

By better understanding the needs and expectations of our residents, the City can continue to enhance and improve the services we provide and determine where to consider spending tax dollars in the future. The survey responses will also further determine how well our community is doing in comparison to similar-sized cities locally and regionally.

Thank you for taking the time to share your feedback with the City. By participating in the survey, you are assisting the City in making informed decisions about the future of Lee's Summit.

If you have questions, please contact our ETC Institute's Project Manager, Ryan Murray, at (913) 254-4598.

Yours Truly,

A handwritten signature in black ink that reads 'W Baird'.

William A. Baird
Mayor

Para completar esta encuesta en español, llame al ETC Institute al 844-811-0411.