

CITY OF LEE'S SUMMIT 2017 CITIZENS LEADERSHIP ACADEMY EVALUATION SUMMARY

Participants in the 2017 CLA were asked to complete evaluations for each session. Below is a summary of the responses received from the participants.

1 = Unsatisfactory 2 = Needs Improvement 3 = Satisfactory 4 = Exceeds Expectations 5 = Excellent

	1s	2s	3s	4s	5s
SESSION 1: COMMUNITY HISTORY AND MEANING OF CITIZENSHIP					
City Hall					
Opening Remarks _____			2	2	8
Overview of Academy - Denise Chisum _____				2	9
Lee's Summit Then and Now - Denise Chisum _____			1	1	8
What does Citizenship mean to you? - Denise Chisum			2	2	7
Materials and handouts - Glossary of Terms				4	7
Comments:					
<i>Really liked the history. Fascinating.</i>					
<i>Great start of the Academy. Loved the history.</i>					
<i>Would be helpful to add history factoids/notes to slides.</i>					
<i>I'm glad hard copies started to be provided at the time or ahead of class time.</i>					
<i>Good group participation workup.</i>					
<i>Missed this week but certain it was perfect.</i>					
<i>It would have been nice to have the LS History book available to purchase on spot.</i>					
SESSION 2: STRUCTURE OF GOVERNMENT AND CITY CHARTER/ORDINANCES					
Airport					
Glossary of Terms quiz			1	7	6
Structure of Government - Steve Arbo and Nick Edwards				4	9
City Charter and City Ordinances - Brian Head				3	9
Tour of facility				2	7
Materials and handouts				3	9
Comments:					
<i>A little dry but a tough topic to make interesting. Appreciate Steve Arbo's honesty & insight.</i>					
<i>Excellent content.</i>					
<i>Steve and Nick's comments, as in all the others' comments, are based on facts and figures. When conversations had personal perception, [sic] they comments and bias was <u>clearly</u> stated.</i>					
<i>Excellent to have a City Manager who is "great" at being a conduit between the City and Council/Mayor.</i>					
<i>Very familiar with Airport. Didn't tour.</i>					
<i>Presenters well versed in their topics</i>					
<i>We need a copy of the City organizational structure. We need copies of several slides, too many to mention. Allow more time for questions and comments!!! Great tour.</i>					
SESSION 3: PUBLIC WORKS AND PLANNING & DEVELOPMENT					
Maintenance Facility					
Public Works Department				4	9
Planning and Development Department			1	3	9
Street Department Operations			1	3	9
Tour of facility				4	7
Materials and handouts	1				3

Comments:					
<i>Snow/Ice removal – who knew☺</i>					
<i>Interesting aspect of seeing how the City works.</i>					
<i>I appreciate the transparency and full disclosure.</i>					
<i>Great Q & A. Lots of info/transparency.</i>					
<i>This was an excellent meeting, full of info, exchanges and questions that were answered! The Staff was very accommodating and forthright. I felt relaxed and welcomed. Thank you for the surprise gift.</i>					
<i>Impressive presentation by Staff.</i>					
<i>More time for questions!!! Hand outs for Dept. of Plan. & special projects would have been nice.</i>					
<i>Enjoyed the tour.</i>					

SESSION 4: COMMUNITY BUILDING AND CONFLICT RESOLUTION Police Training Room					
Community Building			1	6	6
Conflict, Consensus Building and Collaboration			1	7	6
Policy Development			2	5	6
Tour of facility			1	4	7
Materials and handouts			1	6	6

Comments:					
<i>The Chief of Police was very “normal”, informative and relaxed and interesting. Tom Lovell presented informative and interesting about Parks. ...was a little rushed and we wanted info rather than the assignment. Thanks for answering most of our questions.</i>					
<i>Good material for anyone.</i>					
<i>I enjoyed key note speaker – learned a lot about P&R. I know nothing can be done about it BUT...side conversations are VERY annoying and distracting and disrespectful.</i>					

SESSION 5: FINANCE AND ECONOMIC DEVELOPMENT Gamber Center					
Municipal Finance – Conrad Lamb			2	1	11
Finance/Budget and Development Incentives – Conrad Lamb & Mark Dunning			2	3	9
Economic Development and Redevelopment – Mark Dunning & Conrad Lamb			2	3	9
Tour of facility			2	1	10
Materials and handouts	1		1	1	11

Comments:					
<i>Very informative.</i>					
<i>On the MOVE! From the year 2000-2015, 16 & 17 the city was developing and then we set a new growth that equaled an “Economic Explosion” with all the qualified Staff on board to thrust us forward.</i>					
<i>Very good explanation of municipal finance and development activities of the city.</i>					
<i>Yellowstone room too noisy with class next door. Waited after class in the front for approximately 10 minutes and never got a tour nor was I acknowledged-disappointed. I was looking forward to a tour.</i>					

SESSION 6: PUBLIC SAFETY Fire Station #7					
Fire Department – Asst. Fire Chief Jim Eden				3	10
Police Department – Captain Jim Green				3	10
Codes Administration – Tracy Deister				3	9
Tour of facility				4	8
Materials and handouts			1		

Comments:					
<i>Great session. Loved the humor.</i>					
<i>The “Jims” are very entertaining and informative. Excellent session.</i>					
<i>I found the Staff very informative, highly motivated and forward on our future! I expected the humor along the way. I think some humor makes the presentation human</i>					
<i>(Materials and Handouts) None from FD/:D – Codes +++</i>					

Chief Eden always does a good job. Captain Green represented the PD well. Mr. Dunning was informative about Code Admin.

Very important information relayed. Side conversations are very disrespectful.

SESSION 7: COUNCIL MEETING AND PROCEDURES					
MOCK COUNCIL MEETING					
City Hall					
Conducting and participating in a meeting			2	1	11
Discussion of Mock City Council Meeting			1	2	11
Mock City Council Meeting			1	1	11
Materials and handouts			1	1	11

Comments:

I have thoroughly enjoyed this program. So glad with my choice of city, so impressed with the Staff. THANK YOU!!

Outstanding! Appreciate the complexity of running Council meetings.

This has been an excellent experience. Thank you for this opportunity to become more involved in our community.

Excellent learning experience.

Fun and great insight.

This continues to be a professional and action-packed meeting and very personal and fun. Denise has done an excellent job for this whole academy experience!

Side conversations are very disrespectful.

Timing of meetings:					
Time of the year:			1	2	12
Frequency of meetings:			1	2	12
Length of meetings:			2	2	11
Materials and handouts			1	2	11

Comments:

Make the handouts electronic.

I am very glad that participation and conversations are encouraged and time taken for thorough discussions!!

OVERALL:					
Did the sessions meet expectations?			1	1	13
Should there be more leadership training?			1	1	12
Quality of work			1	1	13
Timeliness of information prior to meetings			1	1	13
Accessibility of Staff			1	1	13
Courtesy and professionalism of Staff - <i>(One participant said: 10+)</i>			1		13
What best defines your overall opinion of the academy?			1		13
			1		13

Comments:

Looking forward to staying involved.

This was a professional, comprehensive review of city government. Session 2 could be a great stand-alone for any citizen.

Denise did a great job with session. I enjoyed and learned a lot about the running of a city.

Possibly, or maybe, an assigned book(s) to read, like "Leading From the Middle" or "5 Dysfunctions of a Team" or "Servant Leadership".

Very exceptionally done program. Everyone from the City involved gave a ton of insight as to "how it all works" together. No one seemed to mind that this was a Saturday class and was taking away from personal time. Well Done!!

Very interesting session. Staff very knowledgeable. Please that city Staff makes an effort to be involved with residents.

I enjoyed the Academy...and I want to thank the City for making the program available. Now, of course, I have a million more questions. I really would have enjoyed working with city ...past days.

It far surpassed my expectations. Our city is definitely worth bragging about! I learned so much and want to become more involved.

Denise does an outstanding job of coordinating this well-planned program.

Allow more time for questions.

Please provide any suggestions for future academies:

I really appreciated Councilmans Faith and Binney attending, along with the City Manager and other staff, and [State] Rep. Cross. Thank you to Denise, and to Nick, for the tremendous amount of work they put into making this such a valuable and worth-while learning experience!

Incorporate on-line discussions into the learning.

City Staff do a "Role Reversal".

Session 4 was a little "crammed". Maybe look at that. Play out a couple of scenarios, discuss each one after. Example- for conflict and consensus, brief scenario. Maybe give pseudo Council and Staff two-weeks before packet.

After living in LS for 20 years, I thought I was very well informed about city information, history and the way our city functioned, this class has truly opened my eyes to the fact I was not nearly as informed as I believe. Thank you to all those who put their time into this course, as well as their heart and soul. It shows it is not merely a job but a passion.
