



2024 City of Lee's Summit Citizen Survey

Thank you for taking time to complete this important survey. City leaders will use survey input to help set community priorities so that tax dollars are spent wisely. Please return the completed survey in the envelope provided. Surveys can be completed online by visiting [LSSurvey.org](https://www.lee-summit.org/LSSurvey.org). **At the end of the survey, to say thank you for your time and feedback, you can enter to win a \$500 Visa gift card for fully completing the survey.**

1. PERCEPTIONS OF THE COMMUNITY. Several items that may influence your perception of the City of Lee's Summit are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall image of City government	5	4	3	2	1	9
2. How well the City is managing growth	5	4	3	2	1	9
3. Overall quality of life in Lee's Summit	5	4	3	2	1	9
4. Overall quality of services provided by the City	5	4	3	2	1	9
5. Overall value you receive for your City tax dollars and fees	5	4	3	2	1	9

2. LEADERSHIP. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City leadership.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall effectiveness of City elected officials	5	4	3	2	1	9
2. Overall effectiveness of boards and commissions	5	4	3	2	1	9
3. Overall effectiveness of the City manager and staff	5	4	3	2	1	9

3. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Not Likely At All," please indicate how likely you are to recommend to a friend or colleague...

How likely would you be to recommend...	Very Likely	Likely	Neutral	Not Likely	Not Likely at All	Don't Know
1. Living in Lee's Summit	5	4	3	2	1	9
2. Conducting business in Lee's Summit	5	4	3	2	1	9
3. Visiting Lee's Summit	5	4	3	2	1	9

4. QUALITY OF CITY SERVICES. Please rate your overall satisfaction with each of the following services provided by the City of Lee's Summit using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of fire and emergency medical services (ambulance)	5	4	3	2	1	9
03. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
04. Overall maintenance of City streets, facilities and buildings	5	4	3	2	1	9
05. Overall enforcement of private property/building maintenance ordinances	5	4	3	2	1	9
06. Overall quality of public safety education programs	5	4	3	2	1	9
07. Overall quality of customer service received from employees	5	4	3	2	1	9
08. Overall quality of communication	5	4	3	2	1	9
09. Overall quality of programs designed to connect citizens with the City	5	4	3	2	1	9
10. Overall quality of new commercial development	5	4	3	2	1	9
11. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
12. Overall flow of traffic and congestion management (excluding MoDOT highway interchanges)	5	4	3	2	1	9
13. Overall quality of municipal court	5	4	3	2	1	9

5. Which **FOUR** of the items listed in Question 4 on the previous page do you think are the **MOST IMPORTANT** services for the City to provide? [Write in your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

6. **POLICE SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following police services provided by the City of Lee's Summit.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Efforts to prevent crime	5	4	3	2	1	9
2. Overall professionalism of police employees	5	4	3	2	1	9
3. Police Department response to emergencies	5	4	3	2	1	9
4. Quality of Animal Control	5	4	3	2	1	9

7. Which **THREE** of the police services listed in Question 6 do you think are the **MOST IMPORTANT** services for the City to provide? [Write in your answers below using the numbers from the list in Question 6.]

1st: ____ 2nd: ____ 3rd: ____

8. **FIRE AND EMERGENCY MEDICAL SERVICES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following fire and emergency medical services provided by the City of Lee's Summit.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local fire protection	5	4	3	2	1	9
2. Overall quality of ambulance service	5	4	3	2	1	9
3. Visibility of fire department personnel	5	4	3	2	1	9
4. Efforts to enhance fire prevention	5	4	3	2	1	9
5. The number of fire stations	5	4	3	2	1	9
6. How quickly the fire department responds to emergencies	5	4	3	2	1	9

9. Which **TWO** of the fire and emergency medical services listed in Question 8 do you think are the **MOST IMPORTANT** services for the City to provide? [Write in your answers below using the numbers from the list in Question 8.]

1st: ____ 2nd: ____

10. **FEELING OF SAFETY.** On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In City parks during the day	5	4	3	2	1	9
4. In City parks at night	5	4	3	2	1	9
5. Traveling on City streets	5	4	3	2	1	9
6. In other public areas in Lee's Summit	5	4	3	2	1	9
7. Overall feeling of safety in Lee's Summit	5	4	3	2	1	9

11. **COMMUNICATION.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City communication.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. The City's efforts to keep you informed about City government issues	5	4	3	2	1	9
3. The level of public involvement in local decision-making	5	4	3	2	1	9
4. Information provided on the City's website (Cityofls.net)	5	4	3	2	1	9

12. Please **CHECK ALL** of the following sources of information you **CURRENTLY USE** to get information about the City of Lee's Summit.

- | | |
|--|------------------------------|
| ___(1) Local TV news | ___(5) Radio |
| ___(2) Social media (Facebook, Twitter (X), Instagram, Nextdoor, LinkedIn) | ___(6) Newspaper |
| ___(3) Internet (websites, search engines (Google), etc.) | ___(7) Podcasts |
| ___(4) YouTube | ___(8) Email (e-newsletters) |
| | ___(9) Other: _____ |

13. Which **THREE** of the information sources listed in Question 12 are the **MOST PREFERRED** method for you to get information about the City of Lee's Summit? *[Write in your answers below using the numbers from the list in Question 12.]*

1st: ___ 2nd: ___ 3rd: ___

14. Do you have cable television in your home? ___(1) Yes *[Answer Q14a.]* ___(2) No

14a. Approximately how often do you watch the City's government access cable channels (Channel 2, 7, or 99)?

- | | | |
|-----------------------------|--------------------------------|------------------|
| ___(1) Not at all | ___(3) At least once per month | ___(5) Every day |
| ___(2) Once or twice a year | ___(4) At least once per week | |

15. **STREETS, SIDEWALKS, AND INFRASTRUCTURE.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City services. *[NOTE: The items below are only applicable to City streets, sidewalks, and infrastructure and does NOT include MoDOT highways, interchanges, nor private streets, sidewalks and infrastructure that is beyond the control and responsibility of the City of Lee's Summit.]*

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of City streets (excluding MoDOT highways and interchanges)	5	4	3	2	1	9
02.	Condition of sidewalks and shared use paths/trails along City streets	5	4	3	2	1	9
03.	Maintenance of City roadway markings and street signs	5	4	3	2	1	9
04.	Availability of public transportation (transit services)	5	4	3	2	1	9
05.	Availability of sidewalks along City streets	5	4	3	2	1	9
06.	Availability of shared use paths/trails along City streets	5	4	3	2	1	9
07.	Adequacy of bicycling accommodations along or adjacent to City streets	5	4	3	2	1	9
08.	Operation of City traffic signals (excluding MoDOT highways and interchanges)	5	4	3	2	1	9
09.	Maintenance of City street lights on major roadways (excluding neighborhood Every street lights)	5	4	3	2	1	9
10.	Maintenance of City medians and curbs (excluding MoDOT highways and interchanges)	5	4	3	2	1	9
11.	Overall cleanliness of City streets (excluding MoDOT highways and interchanges)	5	4	3	2	1	9
12.	Maintenance of City stormwater drainage systems (ditches, pipes, inlets) and flooding mitigation	5	4	3	2	1	9

16. Which **FOUR** of the services listed in Question 15 do you think are the **MOST IMPORTANT** services for the City to provide? *[Write in your answers below using the numbers from the list in Question 15.]*

1st: ___ 2nd: ___ 3rd: ___ 4th: ___

17. **CODE ENFORCEMENT.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City code enforcement.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing of grass and weeds on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property	5	4	3	2	1	9
4.	Enforcing the maintenance of business property	5	4	3	2	1	9
5.	Enforcing sign regulations	5	4	3	2	1	9
6.	Overall appearance of the City	5	4	3	2	1	9

18. Which TWO of the code enforcement services listed in Question 17 do you think are the MOST IMPORTANT services for the City to provide? [Write in your answers below using the numbers from the list in Question 17.]

1st: ____ 2nd: ____

19. **PARKS AND RECREATION SERVICES.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied you are with the following aspects of Parks and Recreation.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Adult athletic programs	5	4	3	2	1	9
02.	Dog parks (currently 2)	5	4	3	2	1	9
03.	Ease of registering for programs	5	4	3	2	1	9
04.	Fees charged for activities	5	4	3	2	1	9
05.	Gamber Community Center	5	4	3	2	1	9
06.	Harris Park Community Center	5	4	3	2	1	9
07.	Hartman Park Sports Area	5	4	3	2	1	9
08.	Lee's Summit Parks and Recreation Board	5	4	3	2	1	9
09.	Legacy Park Amphitheater	5	4	3	2	1	9
10.	Legacy Park youth sports fields	5	4	3	2	1	9
11.	Longview Community Center	5	4	3	2	1	9
12.	Lovell Community Center	5	4	3	2	1	9
13.	Maintenance of City parks	5	4	3	2	1	9
14.	Miles of walking/biking trails (currently 94 miles)	5	4	3	2	1	9
15.	Number of City parks (currently 32 parks)	5	4	3	2	1	9
16.	Number of playgrounds (currently 24 playgrounds)	5	4	3	2	1	9
17.	Other recreation programs, such as classes and summer camps	5	4	3	2	1	9
18.	Passive open space/native areas	5	4	3	2	1	9
19.	Splash pads (currently 3)	5	4	3	2	1	9
20.	Summit Ice	5	4	3	2	1	9
21.	Summit Waves	5	4	3	2	1	9
22.	Youth athletic programs	5	4	3	2	1	9
23.	Youth sports practice areas	5	4	3	2	1	9

20. Which FOUR of the Parks and Recreation services listed in Question 19 do you think are the MOST IMPORTANT services for the City to provide? [Write in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

21. Have you had any contact with the City of Lee's Summit during the past year?

___(1) Yes [Answer Q21a.] ___(2) No [Skip to Q22.]

21a. What method did you use to contact the City most recently?

___(1) Phone call ___(4) Online through the City's website [Answer Q21b-c.]
___(2) Social media ___(5) LSConnect App (SeeClickFix)
___(3) Email ___(6) Other: _____

21b. Please rate how easy it was to contact the City by going online.

___(5) Very Easy ___(3) Neutral ___(1) Very Difficult
___(4) Easy ___(2) Difficult

21c. Please rate how easy it was to find the information you needed online.

___(5) Very Easy ___(3) Neutral ___(1) Very Difficult
___(4) Easy ___(2) Difficult

22. **TRASH AND SOLID WASTE SERVICES.** Which THREE of the following items are MOST IMPORTANT to your household when it comes to trash and solid waste services? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "cost of the service" is your 1st Choice, enter "1" in the space next to "1st Choice" below.]

1. Cost of the service
2. Timeliness of the service
3. The ability to choose different providers
4. The availability of various services (recycling, bulky item pickup, etc.)
5. Customer service
6. The impact on my neighborhood (many providers servicing your neighborhood multiple times per week)
7. Something else: _____

1st Choice: ___ 2nd Choice: ___ 3rd Choice: ___

Demographics

23. What is your age? _____ years

24. Including yourself, how many people regularly live in your household? _____ people

25. Including yourself, how many people in your household are...

Under age 5: ___	Ages 15-19: ___	Ages 35-44: ___	Ages 65-74: ___
Ages 5-9: ___	Ages 20-24: ___	Ages 45-54: ___	Ages 75+: ___
Ages 10-14: ___	Ages 25-34: ___	Ages 55-64: ___	

26. Are you of Hispanic, Latino, or Spanish ancestry? ___(1) Yes ___(2) No

27. Which of the following best describes your race/ethnicity? [Check all that apply.]

___(01) Asian or Asian Indian	___(04) White or Caucasian
___(02) Black or African American	___(05) Native Hawaiian or Other Pacific Islander
___(03) American Indian or Alaska Native	___(99) Other: _____

28. Which of the following best describes your current employment status? [Check only one.]

___(1) Employed outside of the home - inside Lee's Summit
 ___(2) Employed outside of the home - outside Lee's Summit
 ___(3) Employed outside the home but work remotely and only occasionally go to a physical work location
 ___(4) Employed outside the home but work remotely and never go to a physical work location
 ___(5) Student
 ___(6) Retired
 ___(7) Not currently employed

29. Do you own or rent your current residence? ___(1) Own ___(2) Rent

30. **Approximately how many years have you lived in the City of Lee's Summit?** _____ years

31. **What is your total annual household income?**

- | | | |
|------------------------------|--------------------------------|--------------------------------|
| ____(1) Under \$25,000 | ____(4) \$75,000 to \$99,999 | ____(7) \$150,000 to \$174,999 |
| ____(2) \$25,000 to \$49,999 | ____(5) \$100,000 to \$124,999 | ____(8) \$175,000 to \$199,999 |
| ____(3) \$50,000 to \$74,999 | ____(6) \$125,000 to \$149,999 | ____(9) \$200,000 or more |

32. **Do you have any other comments you would like to make?**

33. **As a way to say thank you for your time, we will be randomly selecting one survey respondent to receive a \$500 Visa gift card (sent by email). To enter the drawing, please provide your name, phone number and email address below:**

Name: _____

Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.