



2024 City of Lee's Summit Citizen Survey Findings Report

Presented to the City of
Lee's Summit, Missouri

March 2024



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Executive Summary

2024 City of Lee's Summit Citizen Survey

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Purpose

ETC Institute administered a survey to residents of the City of Lee's Summit during January of 2024. The purpose of the survey was to gather resident opinion and feedback on various aspects of city services. The survey results will be used to enhance and improve the services provided and will help City leaders determine where to consider spending tax dollars in the future.

Methodology

The six-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in Lee's Summit. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Ten days after the surveys were mailed, ETC Institute sent follow-up text messages to the households that received the survey to encourage participation. The texts contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Lee's Summit from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 700 residents. This goal was exceeded, with a total of 775 residents completing the survey. The overall results for the sample of 775 households have a precision of at least +/-3.5% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results, including comparisons to previous survey results (Section 1),
- benchmarking data that show how the City of Lee's Summit's results compare to other communities regionally and nationally (Section 2),
- Importance-Satisfaction analysis, which determines priority actions for the City to address based on the survey results (Section 3),
- tables that show the results for each question on the survey (Section 4), and
- a copy of the survey instrument (Section 5).

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The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Lee’s Summit with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of city services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the report will reflect this with the phrase “*who had an opinion.*”

Overall Satisfaction with Perceptions of the Community

The highest levels of satisfaction with various perceptions of the community, based upon the combined percentage of “very satisfied” and “somewhat satisfied” responses among residents *who had an opinion*, were: the overall quality of life in Lee’s Summit (88%), the overall quality of services provided by the City (73%), and the overall image of the City government (69%).

Overall Satisfaction with City Services

The highest levels of satisfaction with City services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire and emergency medical services (92%), the overall quality of parks and recreation programs and facilities (88%), and the overall quality of police services (81%).

Based on the sum of their top four choices, the City services that respondents think are the most important for the City to provide were: the quality of police services (77%), the maintenance of streets, buildings, and facilities (72%), and the quality of fire and emergency medical services (71%).

Satisfaction with Specific City Services

City Leadership. The highest levels of satisfaction with City leadership, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall effectiveness of the City manager and staff (54%) and the overall leadership quality of City elected officials (52%).

Police Services. The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall professionalism of police employees (84%) and Police Department response to emergencies (81%).

Based on the sum of their top three choices, the police services that respondents think are most important for the City to provide were: police department response to emergencies (94%) and efforts to prevent crime (93%).

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Fire and Emergency Medical Services. The highest levels of satisfaction with fire and Emergency Medical Services (EMS), based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local fire protection (92%), the overall quality of ambulance service (88%), and how quickly the fire department responds to emergencies (88%).

Based on the sum of their top two choices, the fire and emergency medical services that residents think are the most important for the City to provide were: how quickly the fire department responds to emergencies (69%), the overall quality of local fire protection (55%), and the overall quality of ambulance service (49%).

Communication. The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs and services (62%), information provided on the City’s website (62%), and the City’s efforts to keep residents informed about local issues (51%).

Based on the sum of their top three choices, the most preferred methods for residents to get information about the City of Lee’s Summit were: social media (76%), the internet (70%), and local TV news (46%).

Streets, Sidewalks, and Infrastructure. The highest levels of satisfaction with City streets, sidewalks, and infrastructure, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City street lights on major roadways (74%), maintenance of City roadway markings/street signs (68%), operation of City traffic signals (67%), and maintenance of City medians and curbs (61%).

Based on the sum of their top three choices, the streets, sidewalks, and infrastructure services that respondents think are the most important for the City to provide were: the condition of City streets (87%), the condition of sidewalks/shared use paths/trails (44%), and overall cleanliness of City streets (38%).

Code Enforcement. The highest levels of satisfaction with code enforcement items, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall appearance of the City (74%), enforcing the maintenance of business property (53%), and enforcing sign regulations (51%).

Based on the sum of their top two choices, the code enforcement services that residents think are the most important for the City to provide were: overall appearance of the City (53%), enforcing cleanup of litter and debris (52%), and enforcing maintenance of business property (27%).

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Parks and Recreation Services. The highest levels of satisfaction with Parks and Recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the number of City parks (89%), maintenance of City parks (85%), the number of playgrounds (84%), and miles of walking/biking trails (81%).

Based on the sum of their top four choices, the parks and recreation services that respondents think are the most important for the City to provide were: maintenance of City parks (53%), miles of walking/biking trails (33%), and fees charged for activities (32%).

Customer Service. Forty-one percent (41%) of respondents indicated they contacted the City of Lee's Summit during the past year. Of those who contacted the City, most did so via phone call. When asked to rate the ease of contacting the City by going online, most respondents (87%) *who had an opinion* thought the process was “very easy” or “easy.” Furthermore, 82% of respondents, *who had an opinion*, rated the ease of finding the information they needed online as “very easy” or “easy.”

Importance of Trash and Solid Waste Services. Based on the sum of their top three choices, the trash and solid waste services that respondents think are the most important were: cost of the service (84%), availability of various services (61%), and timeliness of the service (52%).

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How Lee's Summit Compares to Other Communities in the Kansas City Metro Area

Satisfaction ratings for the City of Lee's Summit **rated at or above the Kansas City Metro average in 29 of the 48 areas** that were assessed. The City rated significantly higher than the Kansas City Metro average (difference of 5% or more) in 20 of these areas. The table below shows how the City of Lee's Summit compares to the Kansas City Metro average:

Service	Lee's Summit	KC Metro	Difference	Category
Maintenance of City roadway markings/street signs	68%	36%	32%	Streets, Sidewalks, and Infrastructure
Adult athletic programs	71%	44%	27%	Parks and Recreation
Youth athletic programs	73%	51%	22%	Parks and Recreation
Miles of walking/biking trails	81%	66%	15%	Parks and Recreation
Overall feeling of safety in the City	89%	76%	13%	Feeling of Safety in Various Situations
Number of City parks	89%	76%	13%	Parks and Recreation
Quality of Animal Control	69%	56%	13%	Police Services
Public safety education programs	52%	40%	12%	Major Categories of City Services
Overall appearance of the City	74%	62%	12%	Code Enforcement
Quality of parks/recreation programs/facilities	88%	78%	10%	Major Categories of City Services
How quickly the fire department responds	88%	79%	9%	Fire & Emergency Medical Services
Police Department response to emergencies	81%	73%	8%	Police Services
Ease of registering for programs	65%	57%	8%	Parks and Recreation
Overall quality of life in the City	88%	80%	8%	Perceptions of the Community
How well City is managing growth	54%	47%	7%	Perceptions of the Community
Overall quality of ambulance service	88%	81%	7%	Fire & Emergency Medical Services
Maintenance of City parks	85%	79%	6%	Parks and Recreation
Overall quality of police services	81%	76%	5%	Major Categories of City Services
Overall quality of local fire protection	92%	87%	5%	Fire & Emergency Medical Services
Efforts to prevent crime	69%	64%	5%	Police Services
Information on City's website	62%	58%	4%	City Communication
Quality of communication	65%	62%	3%	Major Categories of City Services
Efforts to enhance fire prevention	64%	62%	2%	Fire & Emergency Medical Services
Maintenance of City streets/buildings/facilities	57%	55%	2%	Major Categories of City Services
Condition of sidewalks/shared use paths/trails	55%	54%	1%	Streets, Sidewalks, and Infrastructure
Overall quality of services provided by the City	73%	73%	0%	Perceptions of the Community
Overall image of City government	69%	69%	0%	Perceptions of the Community
Feeling of safety in your neighborhood during the day	97%	97%	0%	Feeling of Safety in Various Situations
Enforcing the maintenance of business property	53%	53%	0%	Code Enforcement
Overall value received for City tax dollars/fees	53%	54%	-1%	Perceptions of the Community
Effectiveness of City Manager & professional staff	54%	55%	-1%	City Leadership
Feeling of safety in your neighborhood at night	84%	85%	-1%	Feeling of Safety in Various Situations
Mowing/trimming of grass/weeds on private property	45%	46%	-1%	Code Enforcement
Availability info about City programs/services	62%	64%	-2%	City Communication
Adequacy of bicycling accommodations	38%	40%	-2%	Streets, Sidewalks, and Infrastructure
Enforcing the maintenance of residential property	44%	47%	-3%	Code Enforcement
Enforcing the clean-up of litter and debris	42%	45%	-3%	Code Enforcement
Customer service from City employees	69%	73%	-4%	Major Categories of City Services
Enforcing sign regulations	51%	55%	-4%	Code Enforcement
Effectiveness of City elected officials	52%	57%	-5%	City Leadership
Quality of City's stormwater management system	61%	66%	-5%	Major Categories of City Services
City efforts to keep you informed	51%	59%	-8%	City Communication
Level of public involvement in local decisions	35%	43%	-8%	City Communication
Operation of City traffic signals	67%	76%	-9%	Streets, Sidewalks, and Infrastructure
Condition of City streets	55%	64%	-9%	Streets, Sidewalks, and Infrastructure
Overall cleanliness of City streets	60%	70%	-10%	Streets, Sidewalks, and Infrastructure
Flow of traffic/congestion management	52%	63%	-11%	Major Categories of City Services
Availability of public transportation	15%	33%	-18%	Streets, Sidewalks, and Infrastructure

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How Lee's Summit Compares to Other Communities in the Plains Region

Satisfaction ratings for the City of Lee's Summit **rated above the Plains regional average in 38 of the 41 areas** that were assessed. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma. The City rated significantly higher than the Plains regional average (difference of 5% or more) in 34 of these areas. The table below shows how the City of Lee's Summit compares to the Plains regional average:

Service	Lee's Summit	Plains Region	Difference	Category
Quality of parks/recreation programs/facilities	88%	52%	36%	Major Categories of City Services
Information on City's website	62%	33%	29%	City Communication
Effectiveness of City Manager & professional staff	54%	26%	28%	City Leadership
Quality of communication	65%	37%	28%	Major Categories of City Services
Customer service from City employees	69%	42%	27%	Major Categories of City Services
Quality of Animal Control	69%	43%	26%	Police Services
Police Department response to emergencies	81%	56%	25%	Police Services
Feeling of safety in your neighborhood at night	84%	59%	25%	Feeling of Safety in Various Situations
Overall quality of police services	81%	57%	24%	Major Categories of City Services
Overall feeling of safety in the City	89%	65%	24%	Feeling of Safety in Various Situations
Maintenance of City streets/buildings/facilities	57%	35%	22%	Major Categories of City Services
Availability info about City programs/services	62%	40%	22%	City Communication
Efforts to enhance fire prevention	64%	43%	21%	Fire & Emergency Medical Services
Overall quality of services provided by the City	73%	52%	21%	Perceptions of the Community
Overall quality of ambulance service	88%	67%	21%	Fire & Emergency Medical Services
How quickly the fire department responds	88%	67%	21%	Fire & Emergency Medical Services
Overall value received for City tax dollars/fees	53%	33%	20%	Perceptions of the Community
Effectiveness of City elected officials	52%	32%	20%	City Leadership
Overall image of City government	69%	50%	19%	Perceptions of the Community
Maintenance of City roadway markings/street signs	68%	50%	18%	Streets, Sidewalks, and Infrastructure
Public safety education programs	52%	34%	18%	Major Categories of City Services
Overall appearance of the City	74%	56%	18%	Code Enforcement
How well City is managing growth	54%	37%	17%	Perceptions of the Community
Efforts to prevent crime	69%	52%	17%	Police Services
Feeling of safety in your neighborhood during the day	97%	80%	17%	Feeling of Safety in Various Situations
Overall quality of local fire protection	92%	76%	16%	Fire & Emergency Medical Services
Condition of sidewalks/shared use paths/trails	55%	40%	15%	Streets, Sidewalks, and Infrastructure
Quality of City's stormwater management system	61%	46%	15%	Major Categories of City Services
Condition of City streets	55%	41%	14%	Streets, Sidewalks, and Infrastructure
Operation of City traffic signals	67%	57%	10%	Streets, Sidewalks, and Infrastructure
Enforcing the maintenance of business property	53%	43%	10%	Code Enforcement
City efforts to keep you informed	51%	42%	9%	City Communication
Enforcing sign regulations	51%	42%	9%	Code Enforcement
Overall cleanliness of City streets	60%	51%	9%	Streets, Sidewalks, and Infrastructure
Enforcing the maintenance of residential property	44%	40%	4%	Code Enforcement
Flow of traffic/congestion management	52%	50%	2%	Major Categories of City Services
Mowing/trimming of grass/weeds on private property	45%	44%	1%	Code Enforcement
Level of public involvement in local decisions	35%	34%	1%	City Communication
Enforcing the clean-up of litter and debris	42%	44%	-2%	Code Enforcement
Adequacy of bicycling accommodations	38%	41%	-3%	Streets, Sidewalks, and Infrastructure
Availability of public transportation	15%	38%	-23%	Streets, Sidewalks, and Infrastructure

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How Lee's Summit Compares to Other Communities in the U.S.

Satisfaction ratings for the City of Lee's Summit **rated at or above the national average in 37 of the 41 areas** that were assessed. The City rated significantly higher than the national average (difference of 5% or more) in 34 of these areas. The table below shows how the City of Lee's Summit compares to the national average:

Service	Lee's Summit	U.S.	Difference	Category
Quality of parks/recreation programs/facilities	88%	49%	39%	Major Categories of City Services
Customer service from City employees	69%	39%	30%	Major Categories of City Services
Overall quality of police services	81%	53%	28%	Major Categories of City Services
Quality of communication	65%	37%	28%	Major Categories of City Services
Police Department response to emergencies	81%	56%	25%	Police Services
Overall quality of services provided by the City	73%	49%	24%	Perceptions of the Community
Overall feeling of safety in the City	89%	66%	23%	Feeling of Safety in Various Situations
Feeling of safety in your neighborhood at night	84%	61%	23%	Feeling of Safety in Various Situations
Overall value received for City tax dollars/fees	53%	33%	20%	Perceptions of the Community
Information on City's website	62%	42%	20%	City Communication
Efforts to prevent crime	69%	49%	20%	Police Services
Quality of Animal Control	69%	49%	20%	Police Services
Overall appearance of the City	74%	55%	19%	Code Enforcement
Maintenance of City roadway markings/street signs	68%	50%	18%	Streets, Sidewalks, and Infrastructure
Overall quality of ambulance service	88%	71%	17%	Fire & Emergency Medical Services
Effectiveness of City Manager & professional staff	54%	38%	16%	City Leadership
Overall quality of local fire protection	92%	76%	16%	Fire & Emergency Medical Services
How quickly the fire department responds	88%	72%	16%	Fire & Emergency Medical Services
Maintenance of City streets/buildings/facilities	57%	41%	16%	Major Categories of City Services
Availability info about City programs/services	62%	46%	16%	City Communication
Overall image of City government	69%	53%	16%	Perceptions of the Community
Feeling of safety in your neighborhood during the day	97%	81%	16%	Feeling of Safety in Various Situations
How well City is managing growth	54%	39%	15%	Perceptions of the Community
Public safety education programs	52%	37%	15%	Major Categories of City Services
Efforts to enhance fire prevention	64%	49%	15%	Fire & Emergency Medical Services
Effectiveness of City elected officials	52%	38%	14%	City Leadership
Quality of City's stormwater management system	61%	50%	11%	Major Categories of City Services
Condition of sidewalks/shared use paths/trails	55%	47%	8%	Streets, Sidewalks, and Infrastructure
City efforts to keep you informed	51%	43%	8%	City Communication
Flow of traffic/congestion management	52%	45%	7%	Major Categories of City Services
Enforcing the maintenance of business property	53%	46%	7%	Code Enforcement
Overall cleanliness of City streets	60%	53%	7%	Streets, Sidewalks, and Infrastructure
Enforcing sign regulations	51%	45%	6%	Code Enforcement
Condition of City streets	55%	50%	5%	Streets, Sidewalks, and Infrastructure
Operation of City traffic signals	67%	63%	4%	Streets, Sidewalks, and Infrastructure
Level of public involvement in local decisions	35%	34%	1%	City Communication
Enforcing the maintenance of residential property	44%	44%	0%	Code Enforcement
Mowing/trimming of grass/weeds on private property	45%	46%	-1%	Code Enforcement
Enforcing the clean-up of litter and debris	42%	45%	-3%	Code Enforcement
Adequacy of bicycling accommodations	38%	42%	-4%	Streets, Sidewalks, and Infrastructure
Availability of public transportation	15%	37%	-22%	Streets, Sidewalks, and Infrastructure

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Investment Priorities

Recommended Priorities. In order to help the City identify investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

- Maintenance of City streets, buildings, and facilities (I-S = 0.3116)
- Flow of traffic/congestion management (I-S = 0.1584)
- Quality of police services (I-S = 0.1459)
- Quality of new commercial development (I-S = 0.1131)

The table on the following page shows the Importance-Satisfaction rating for the thirteen major categories of City services that were rated.

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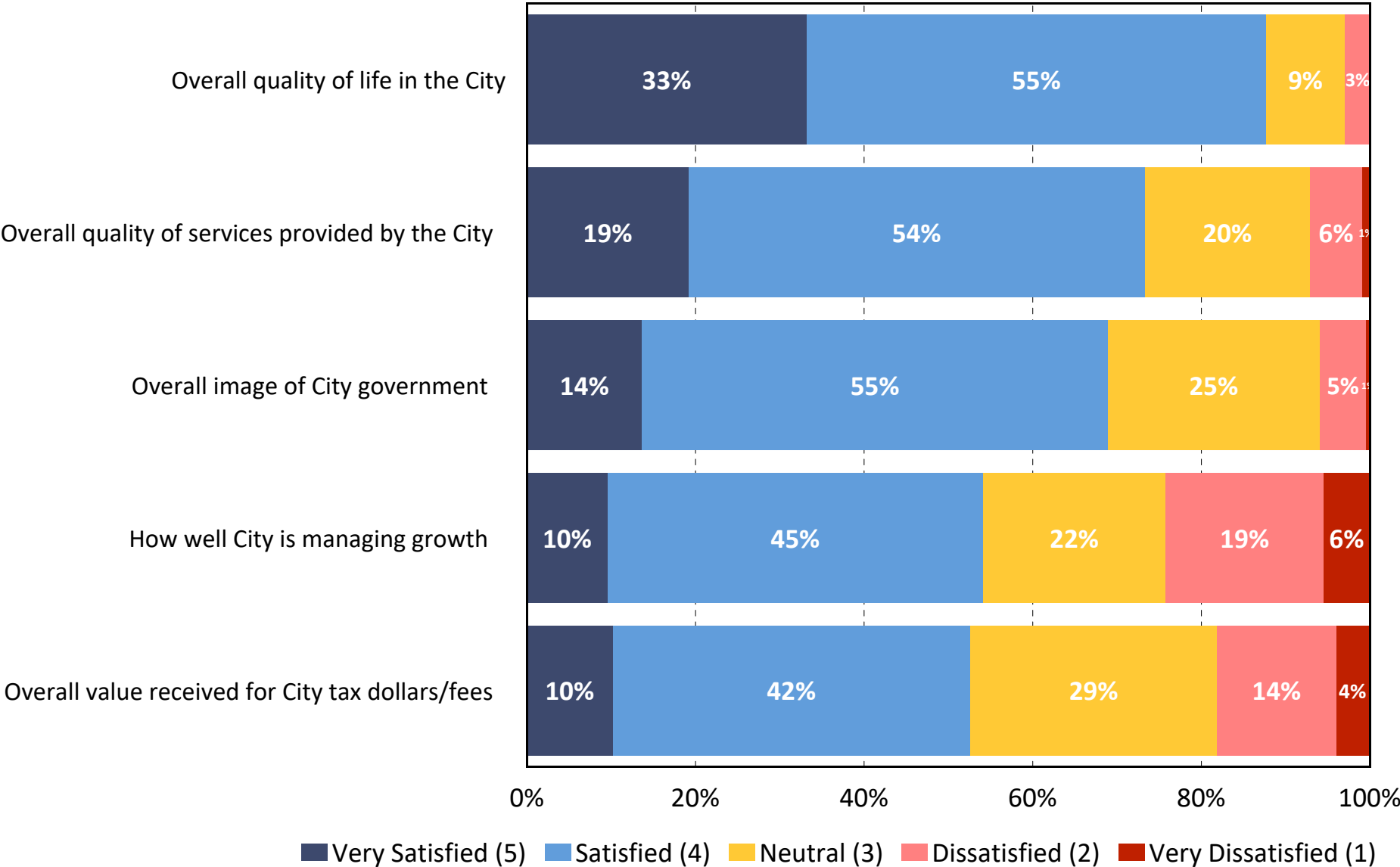
2024 Importance-Satisfaction Rating						
City of Lee's Summit, Missouri						
Overall Quality of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets/buildings/facilities	72%	2	57%	7	0.3116	1
High Priority (IS .10-.20)						
Flow of traffic/congestion management	33%	5	52%	8	0.1584	2
Overall quality of police services	77%	1	81%	3	0.1459	3
Quality of new commercial development	22%	6	48%	12	0.1131	4
Medium Priority (IS <.10)						
Enforcing private property/building ordinances	14%	7	52%	10	0.0655	5
Programs designed to connect citizens with City	12%	10	51%	11	0.0600	6
Quality of fire and emergency medical services	71%	3	92%	1	0.0543	7
Quality of City's stormwater management system	14%	8	61%	6	0.0531	8
Quality of parks/recreation programs/facilities	42%	4	88%	2	0.0500	9
Quality of communication	12%	9	65%	5	0.0433	10
Public safety education programs	7%	12	52%	9	0.0324	11
Customer service from City employees	7%	11	69%	4	0.0212	12
Quality of municipal court	2%	13	47%	13	0.0096	13



Charts and Graphs:

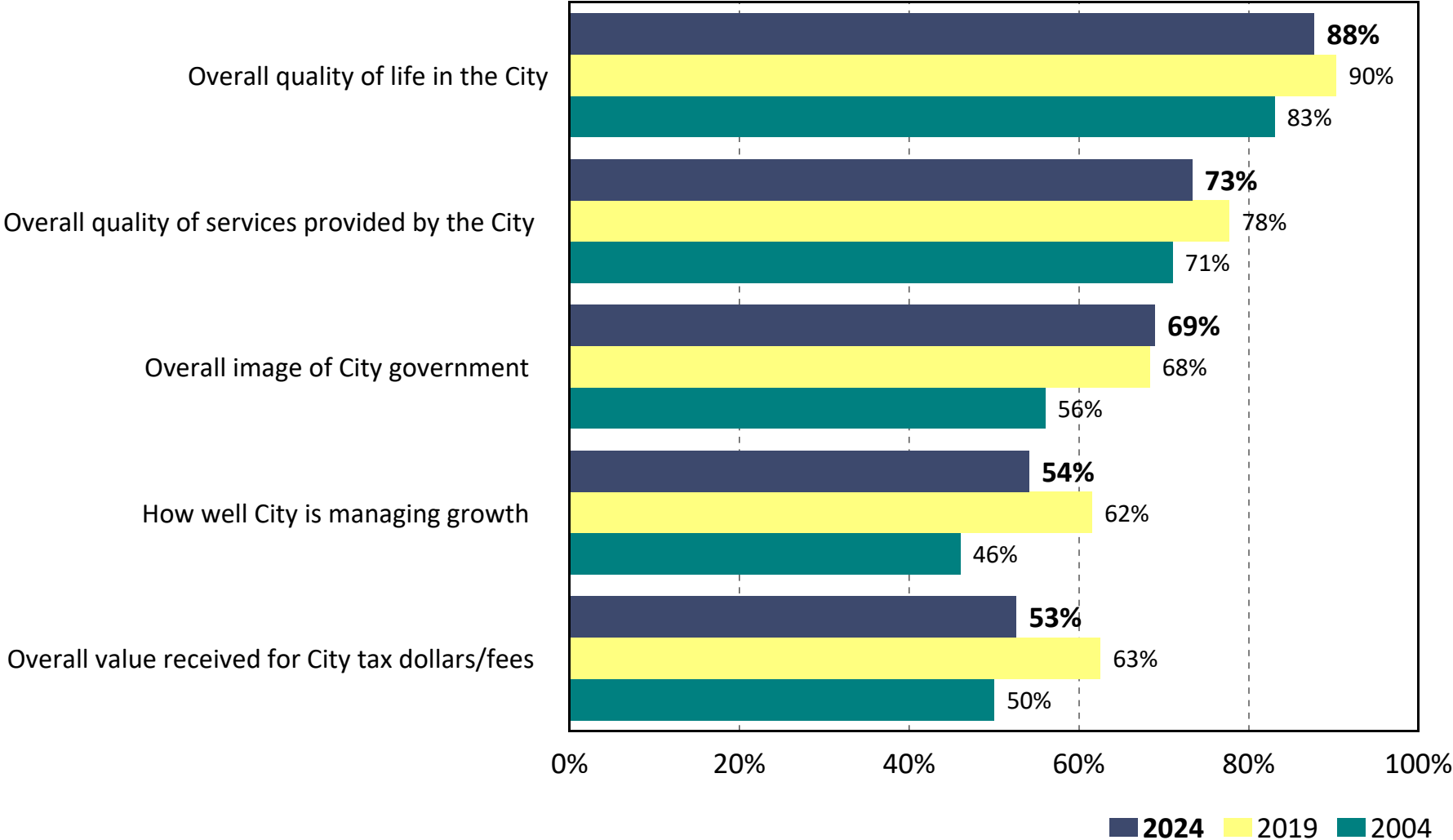
Q1. Satisfaction With Items That Influence Perceptions Residents Have of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



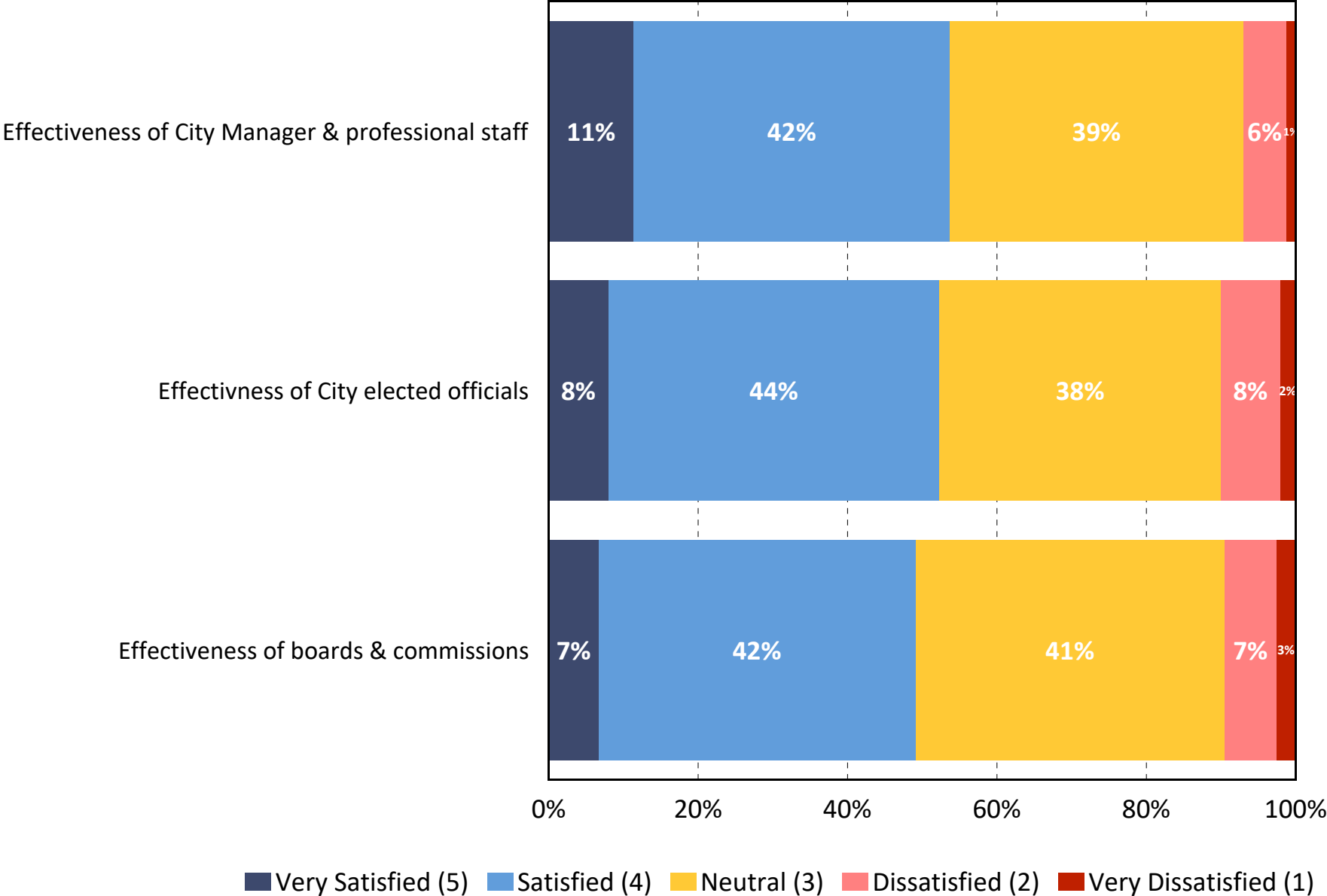
TRENDS: Satisfaction With Items That Influence Perceptions Residents Have of the City 2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



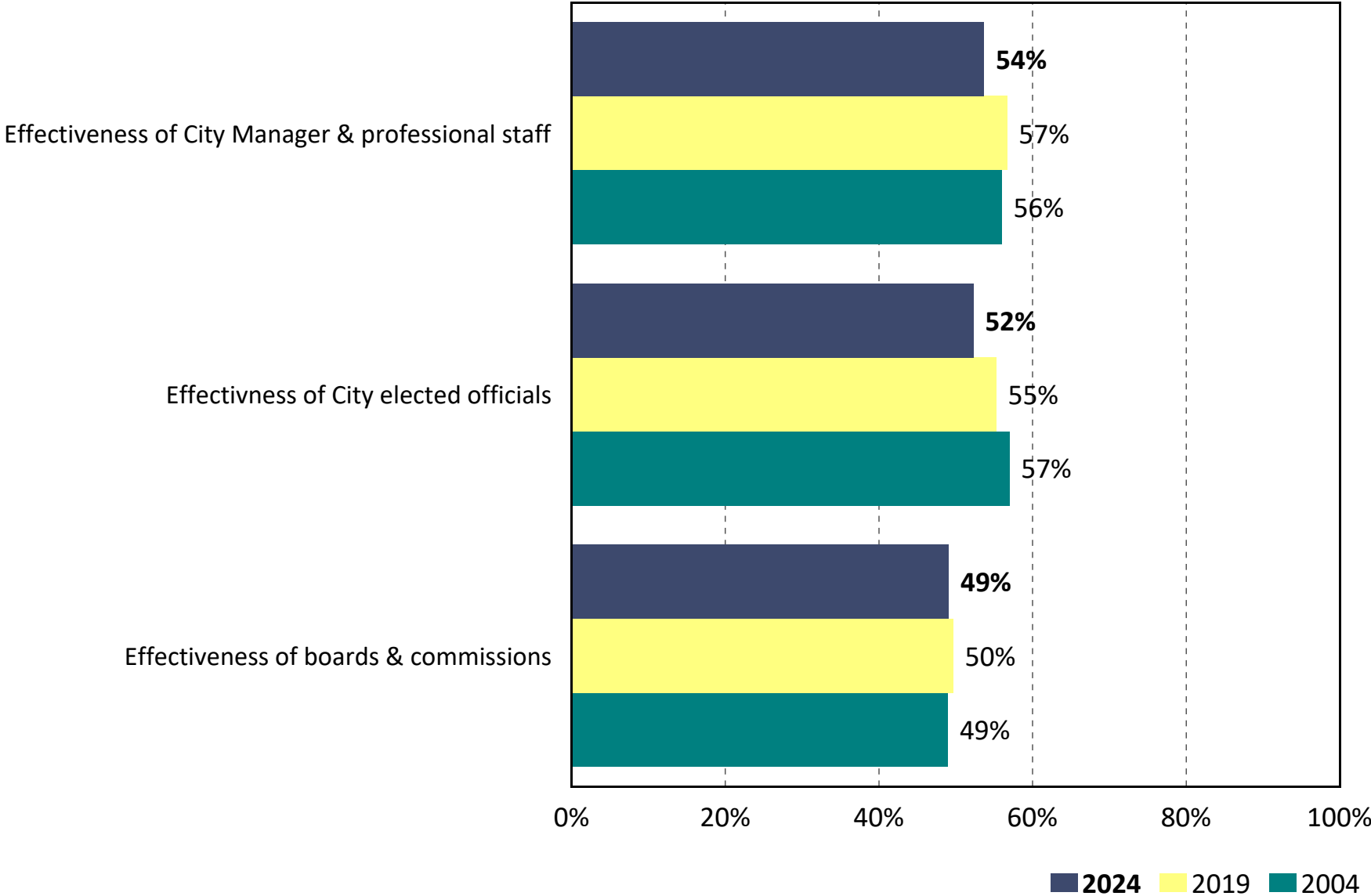
Q2. Satisfaction with City Leadership

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



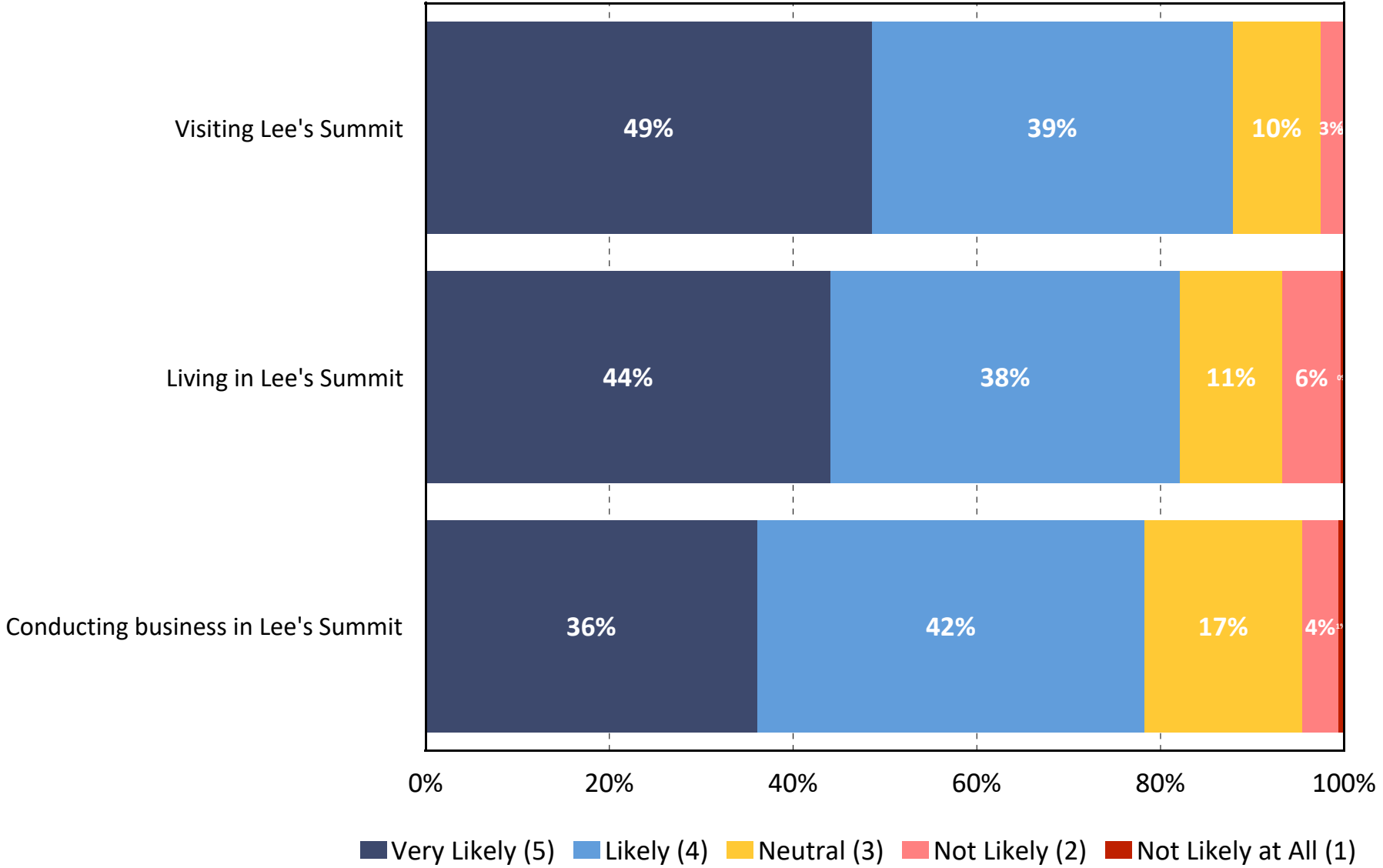
TRENDS: Satisfaction With City Leadership **2024 vs. 2019 vs. 2004**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



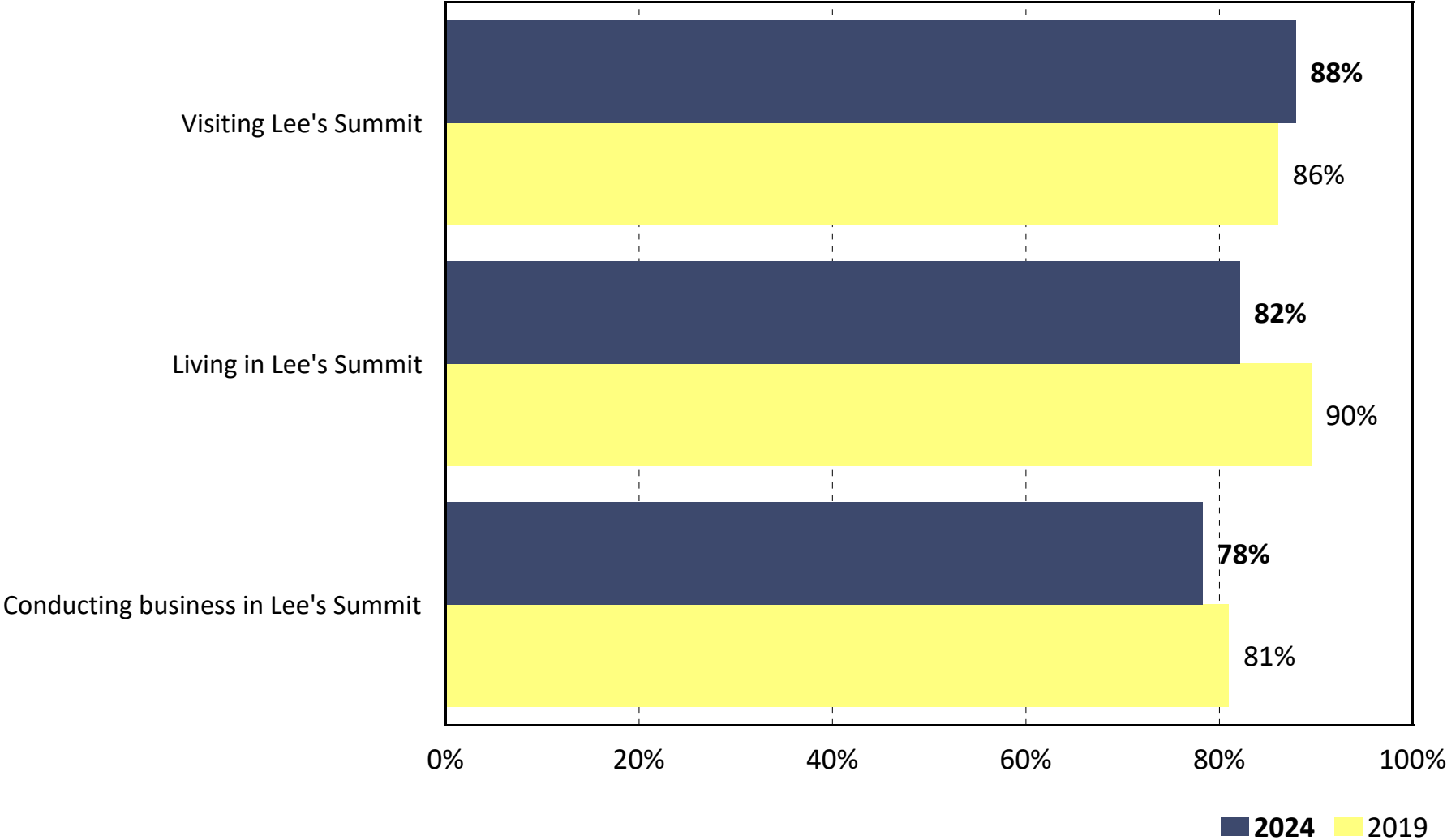
Q3. How likely would you be to recommend the City in the following areas?

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



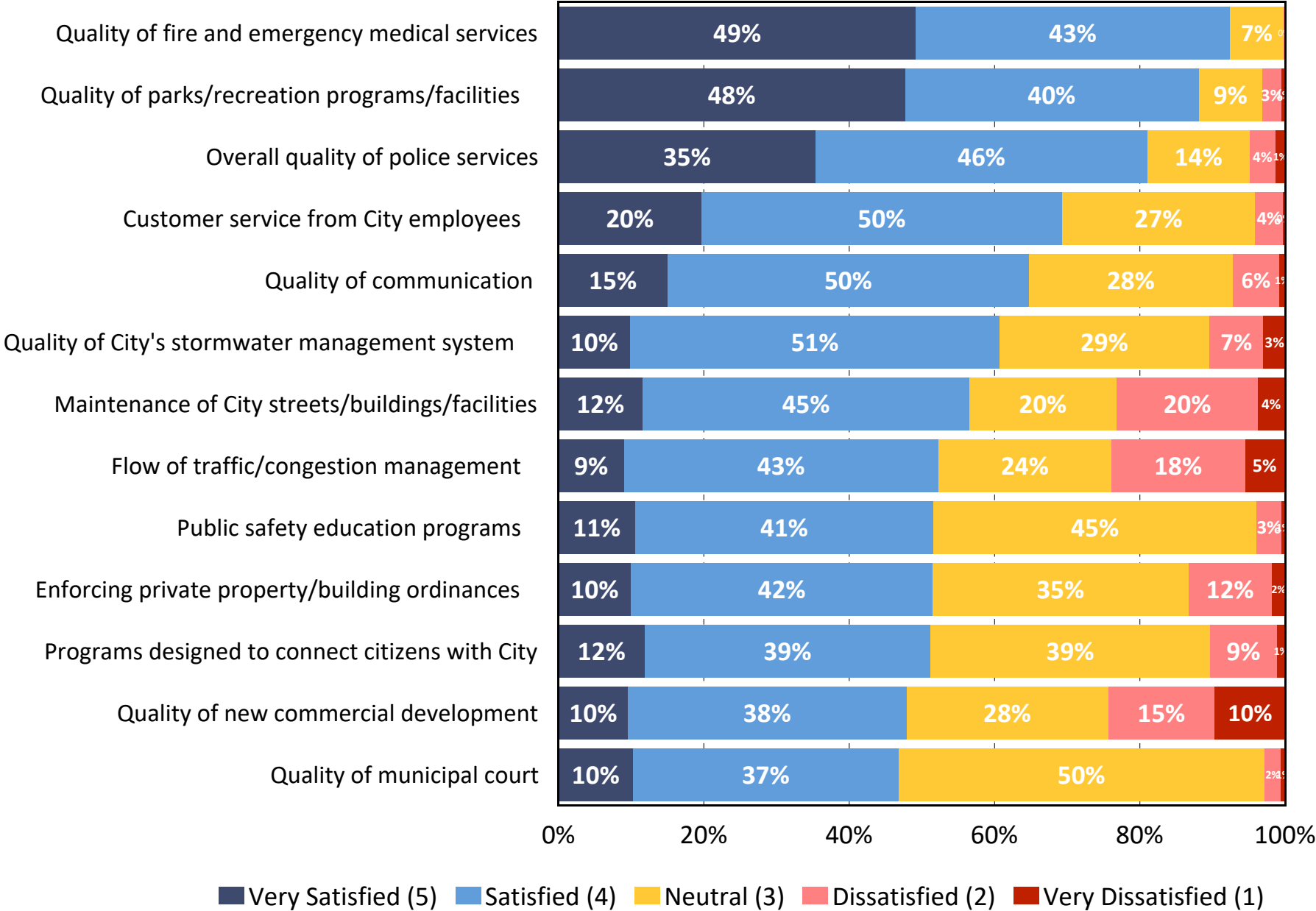
TRENDS: How likely would you be to recommend the City in the following areas? 2024 vs. 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Q4. Overall Satisfaction With City Services

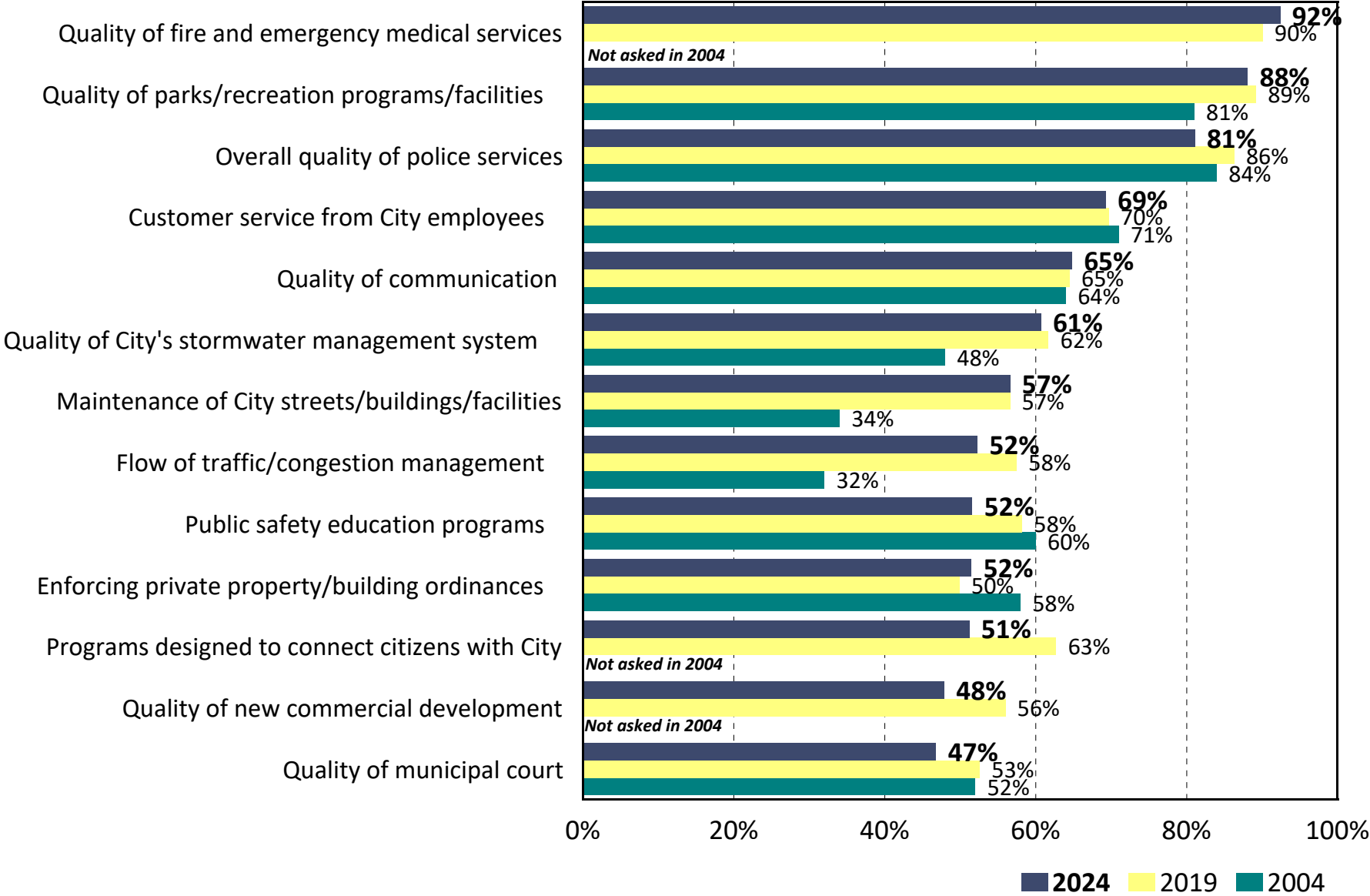
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Overall Satisfaction With City Services

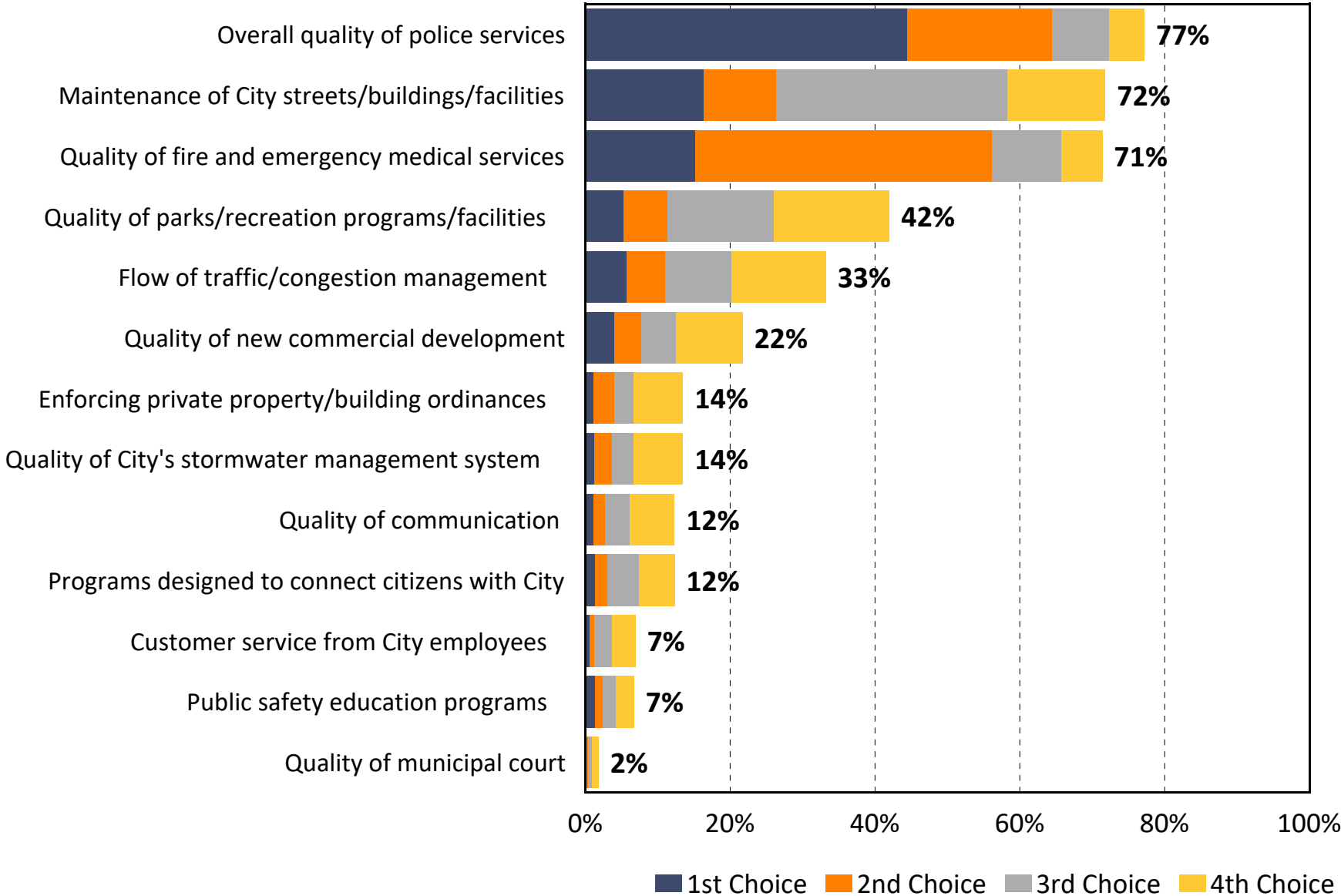
2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



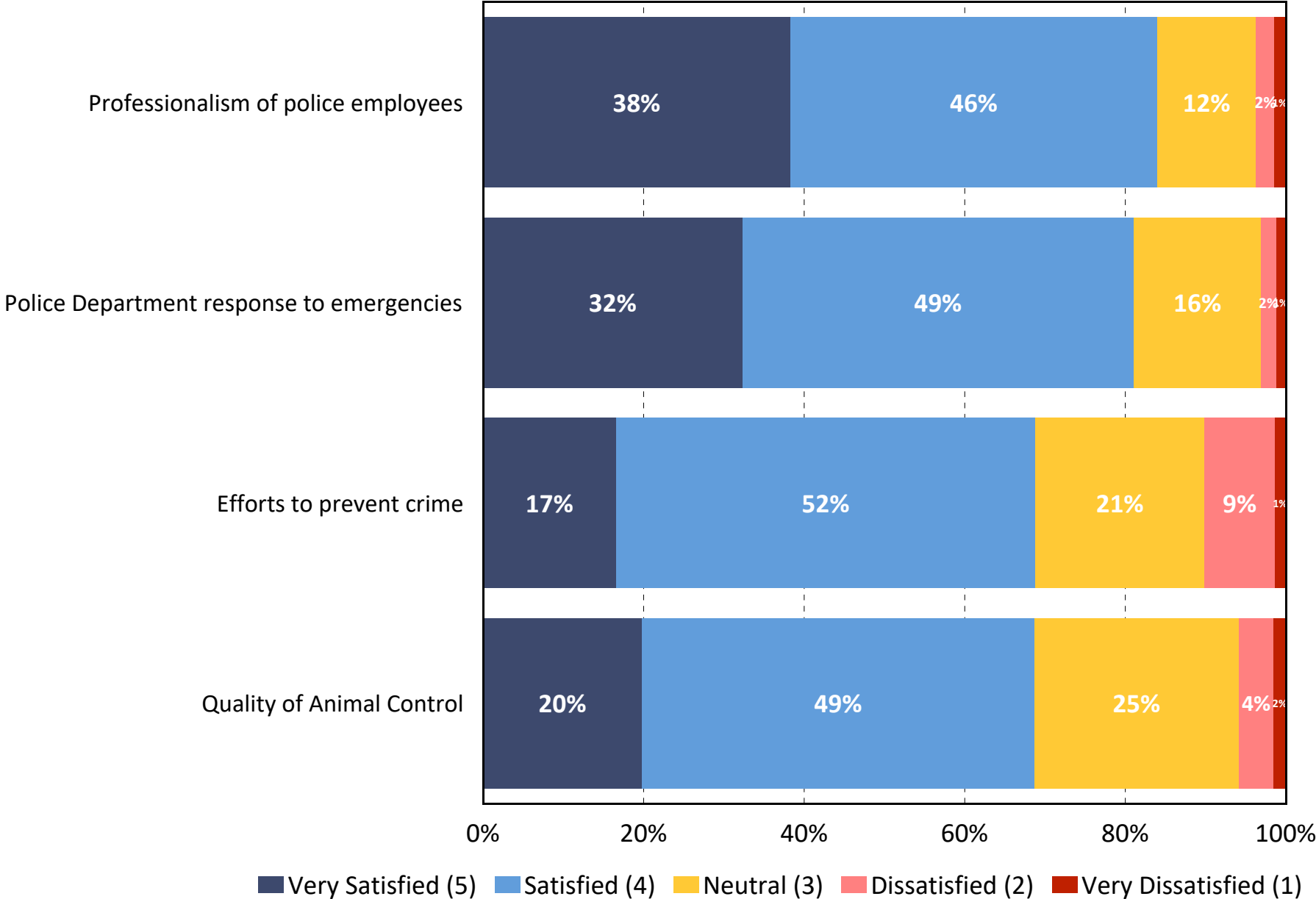
Q5. City Services That Residents Think Are Most Important to Provide

by percentage of respondents who selected the item as one of their top four choices



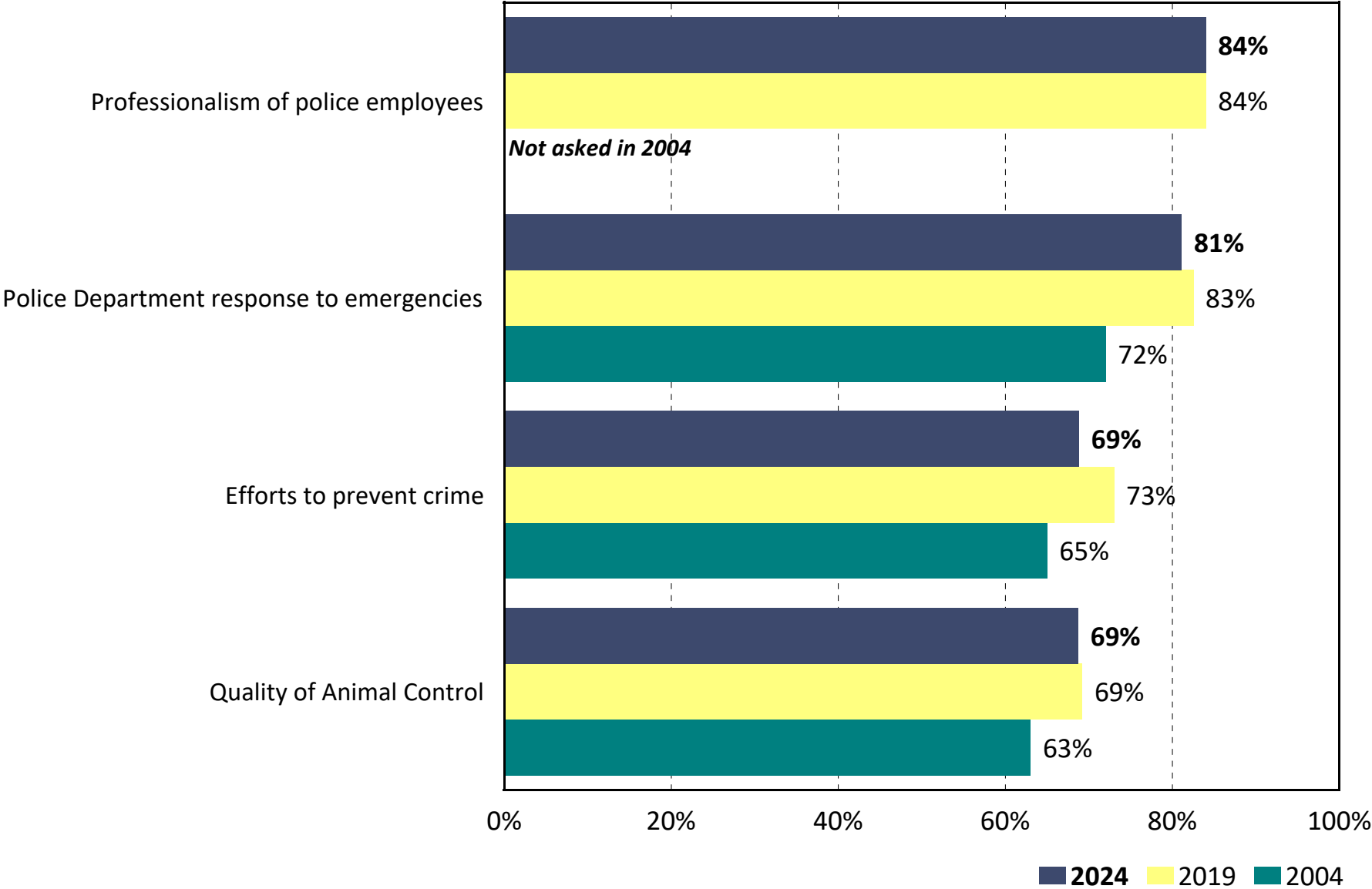
Q6. Satisfaction with Police Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



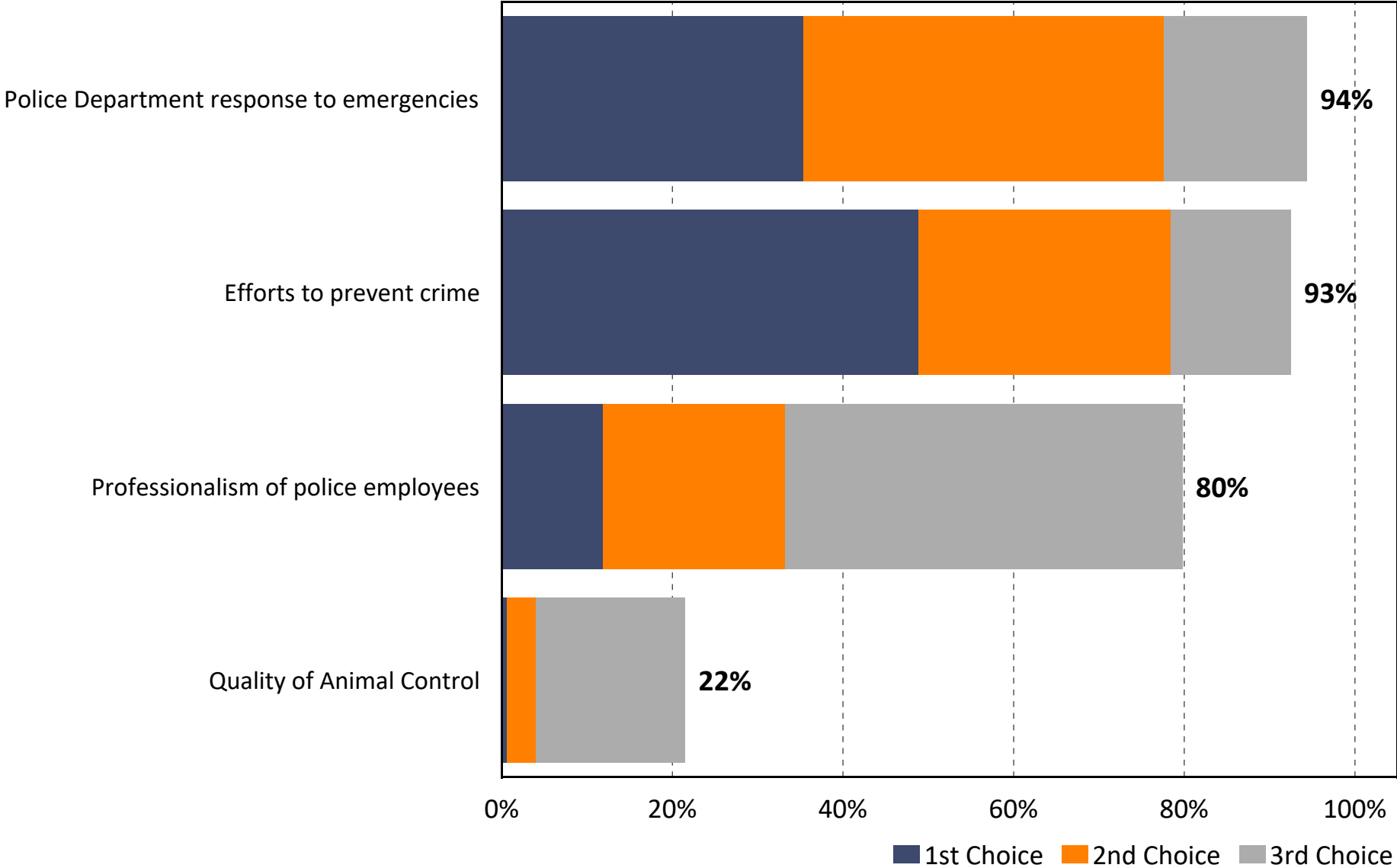
TRENDS: Satisfaction with Police Services **2024 vs. 2019 vs. 2004**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



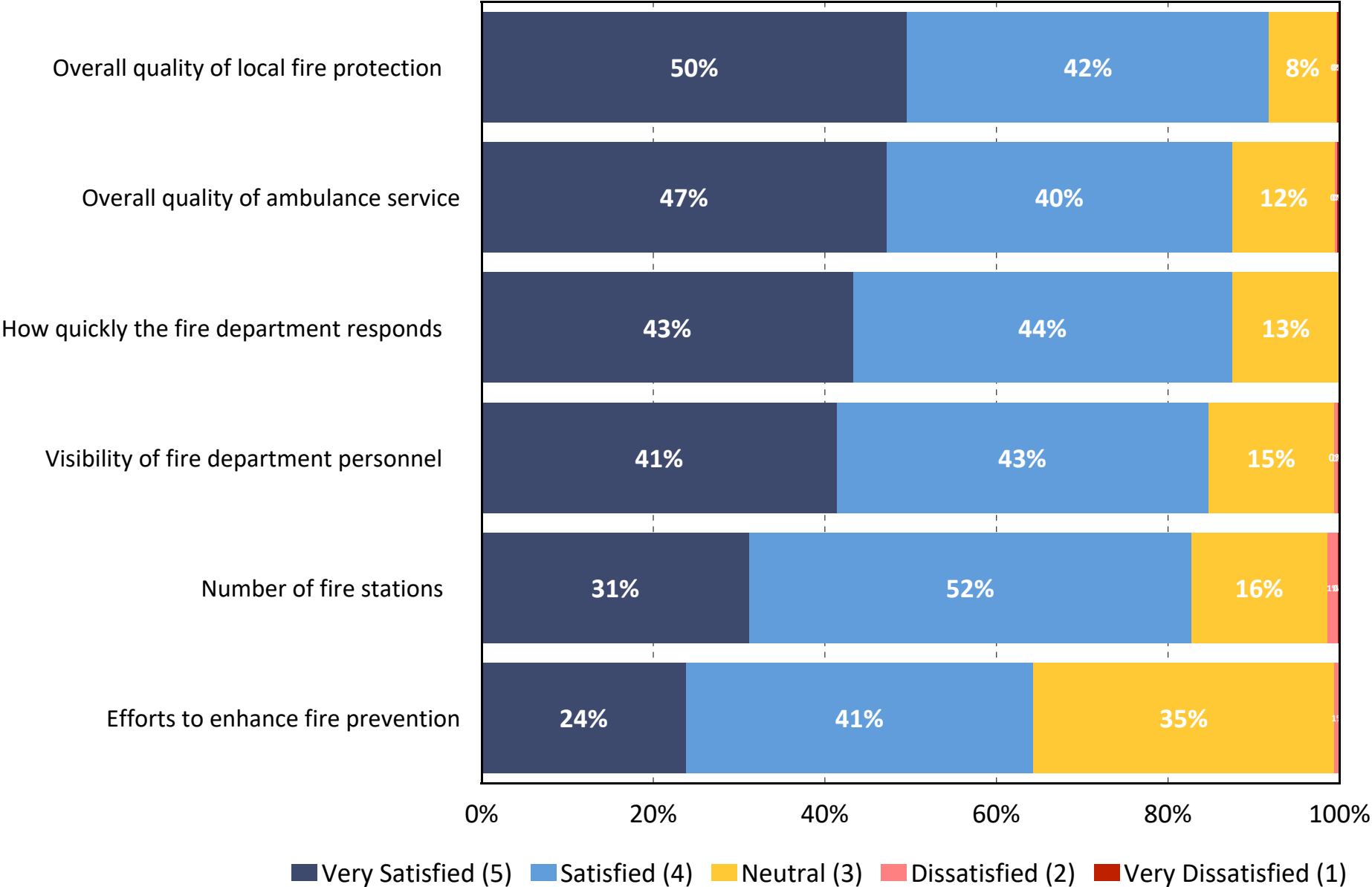
Q7. Police Services That Residents Think Are Most Important to Provide

by percentage of respondents who selected the item as one of their top three choices



Q8. Satisfaction with Fire and Emergency Medical Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

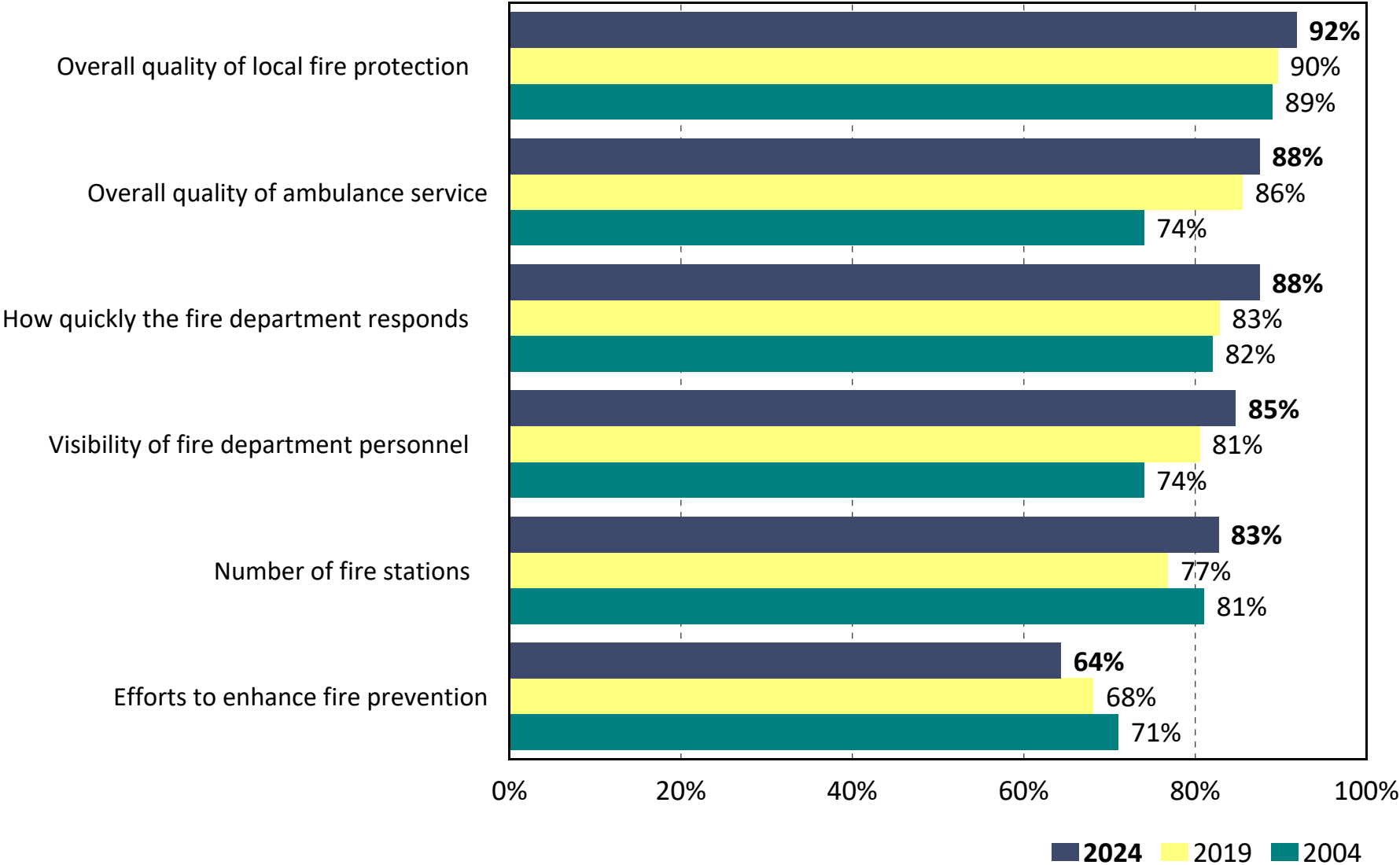


TRENDS: Satisfaction with Fire and Emergency

Medical Services

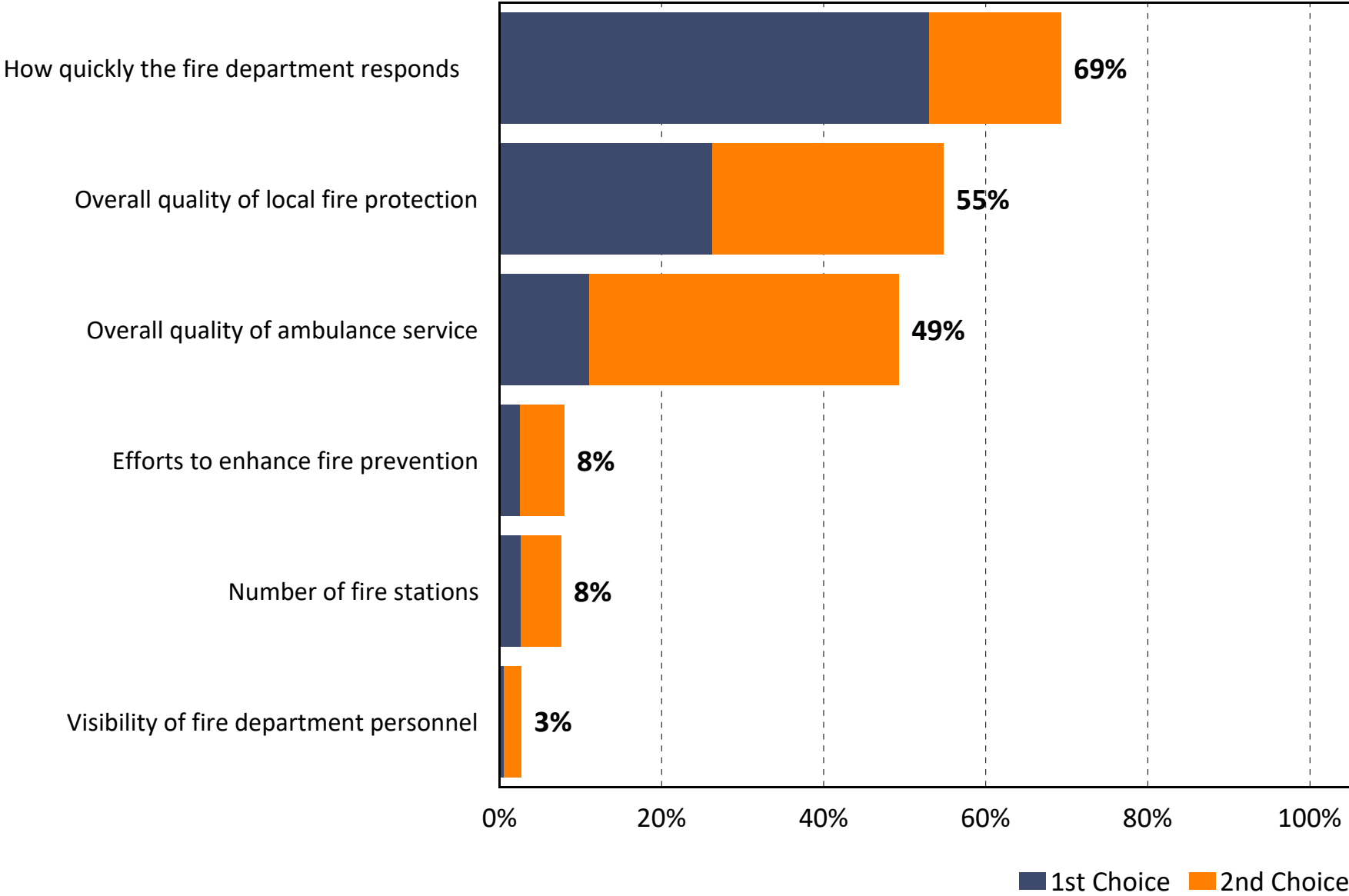
2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



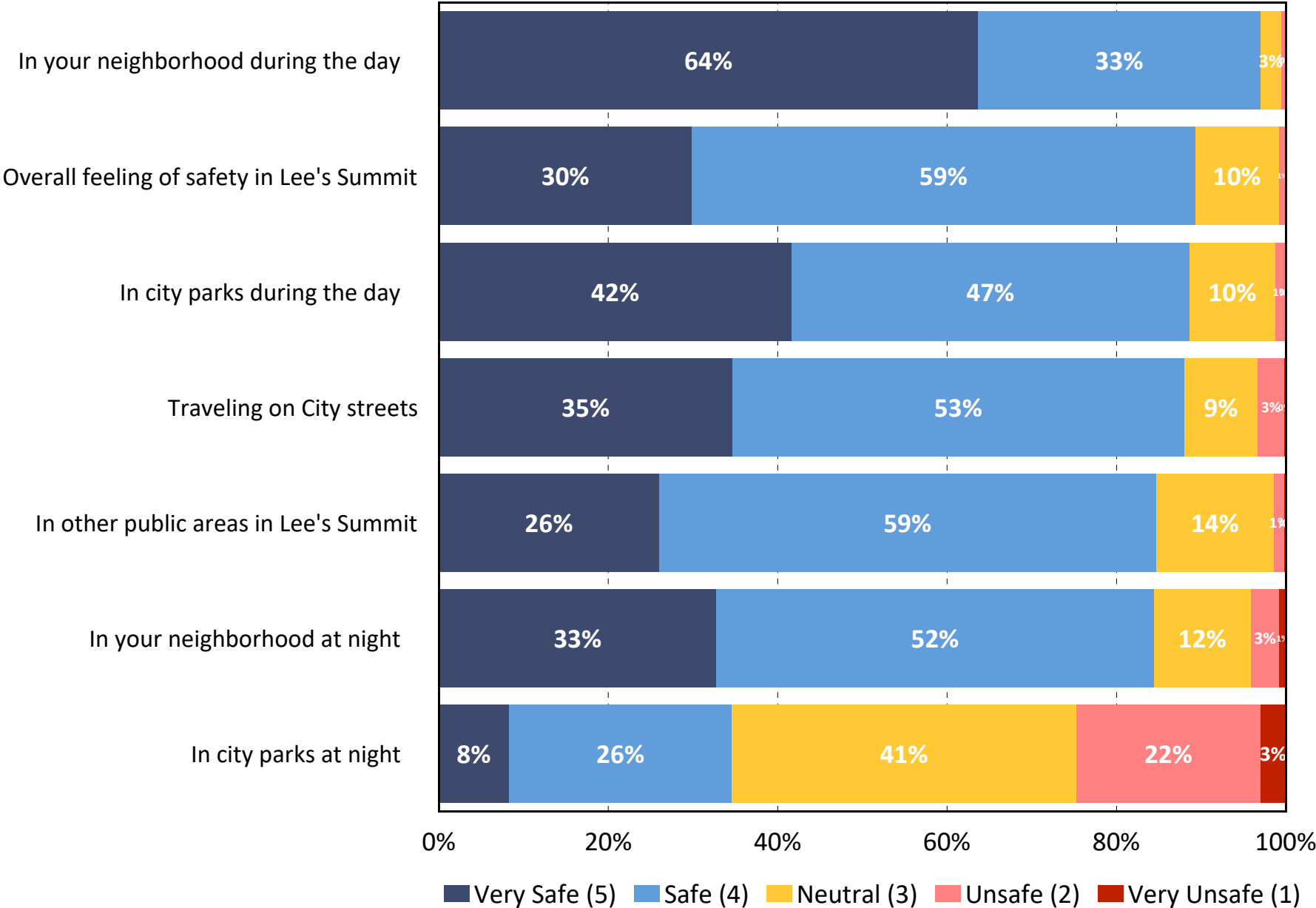
Q9. Fire and Emergency Medical Services That Residents Think Are Most Important to Provide

by percentage of respondents who selected the item as one of their top two choices



Q10. How Safe Residents Feel In Various Situations

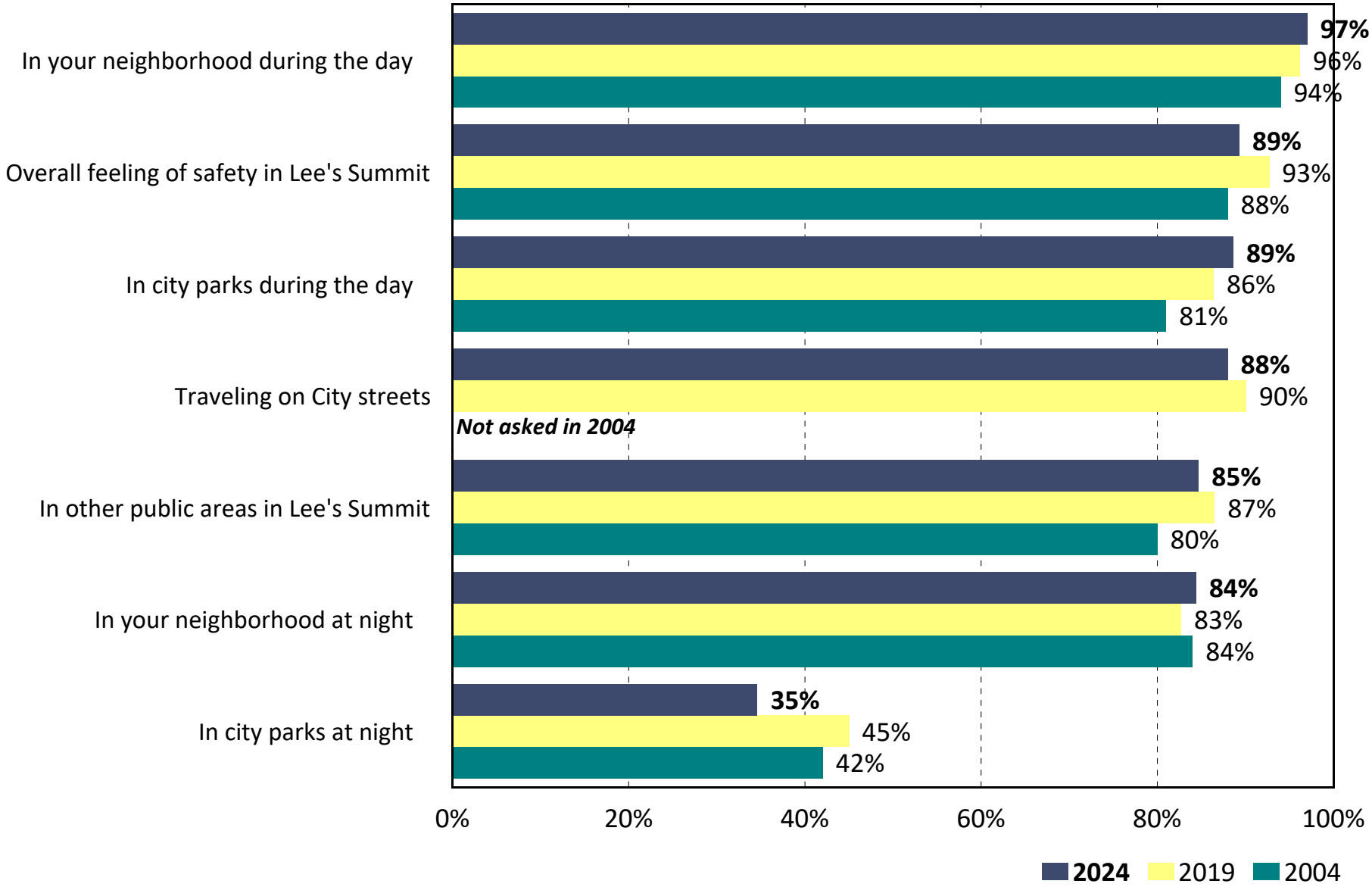
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: How Safe Residents Feel In Various Situations

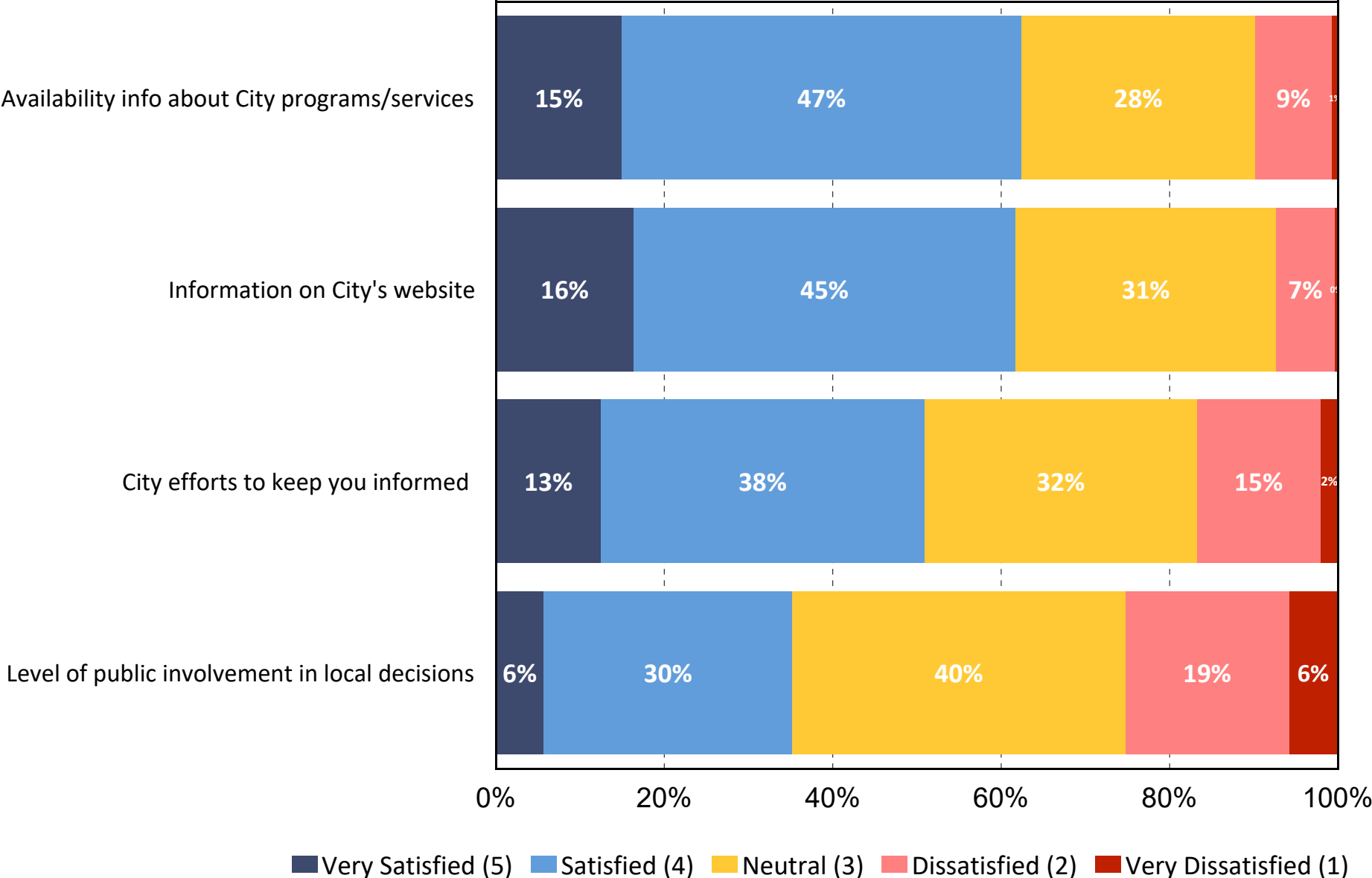
2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Q11. Satisfaction with City Communication

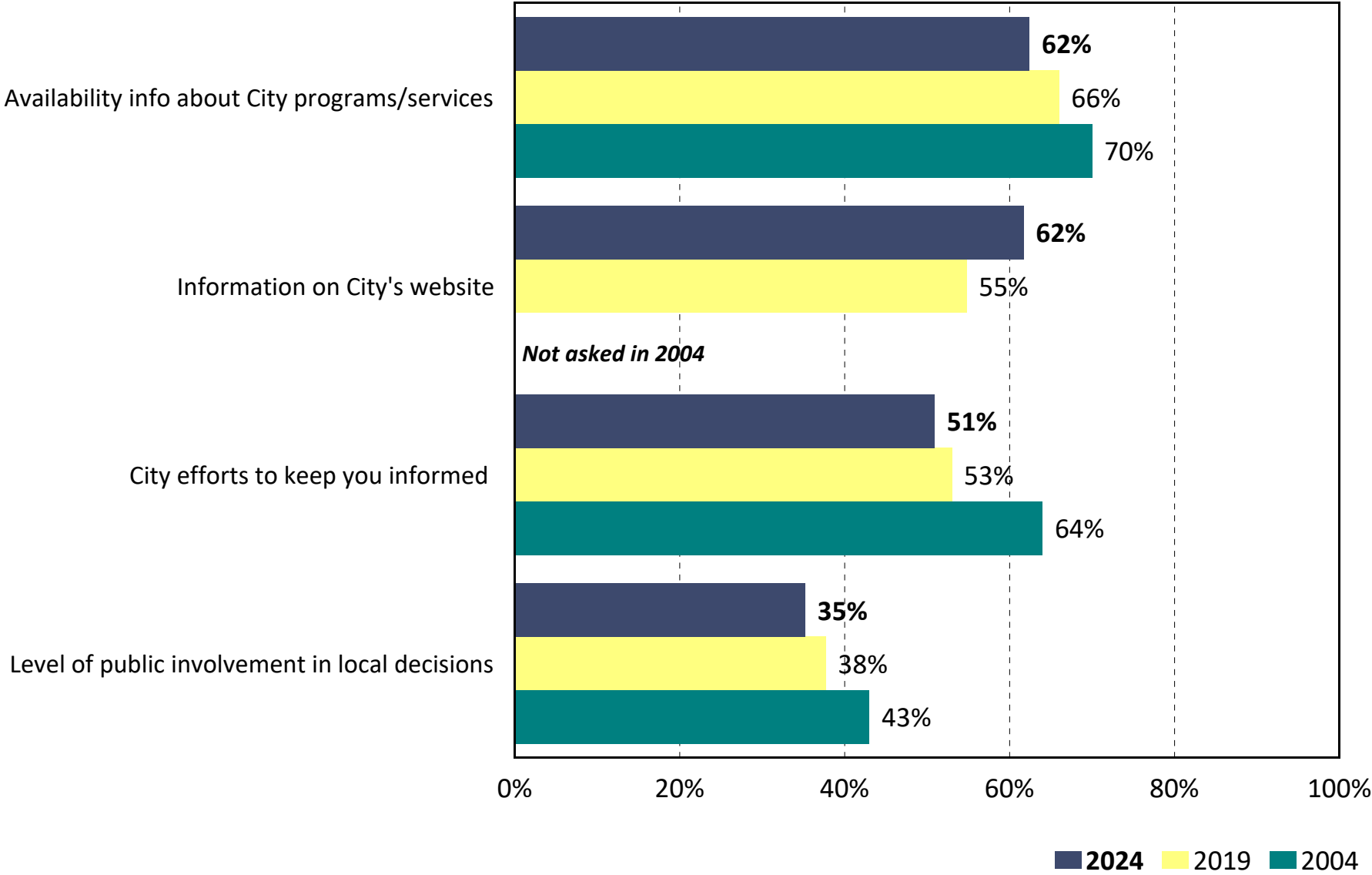
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Satisfaction with City Communication

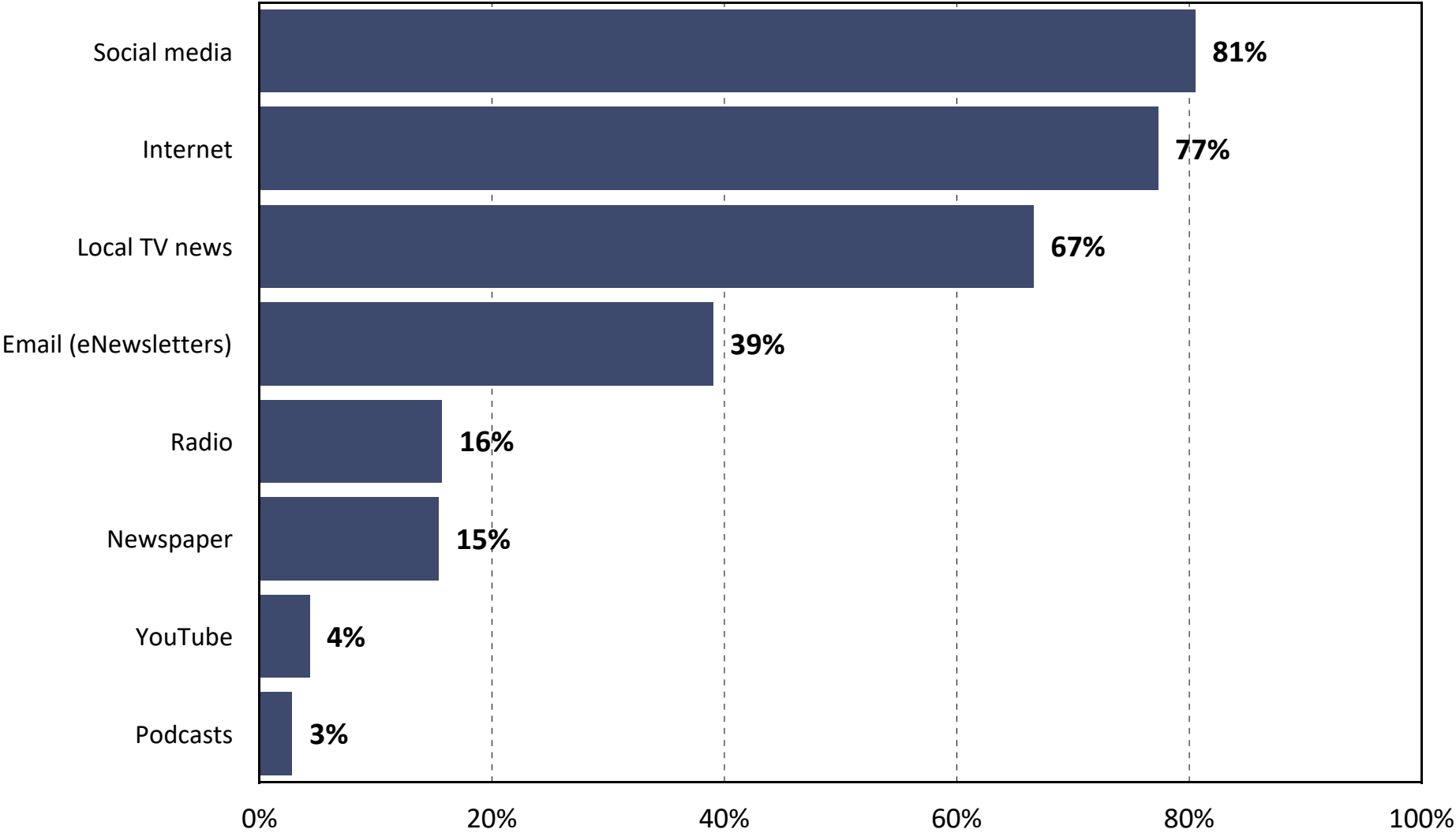
2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



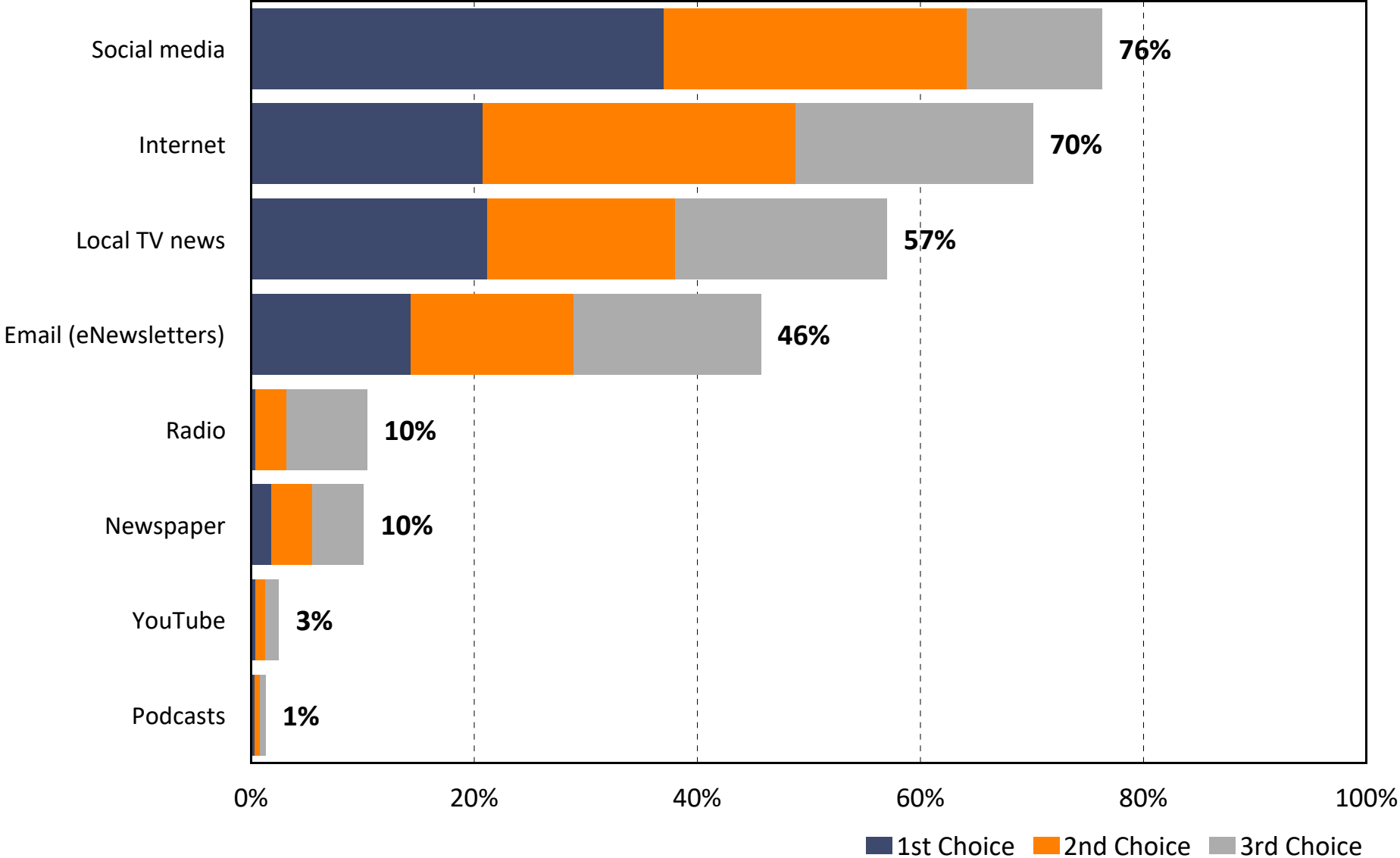
Q12. Sources of Information Currently Used to Get Information About Lee's Summit

by percentage of respondents (multiple selections could be made)



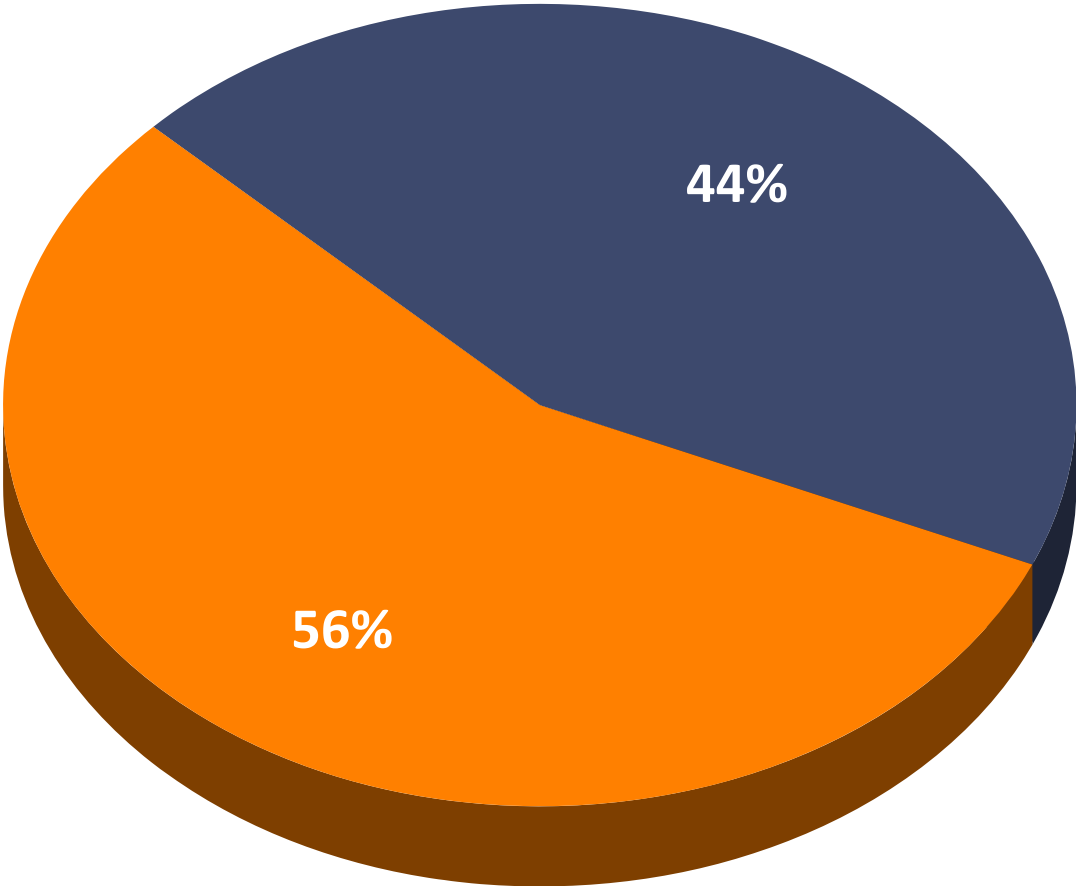
Q13. Most Preferred Methods to Get Information About Lee's Summit

by percentage of respondents who selected the item as one of their top three choices



Q14. Do you have cable television in your home?

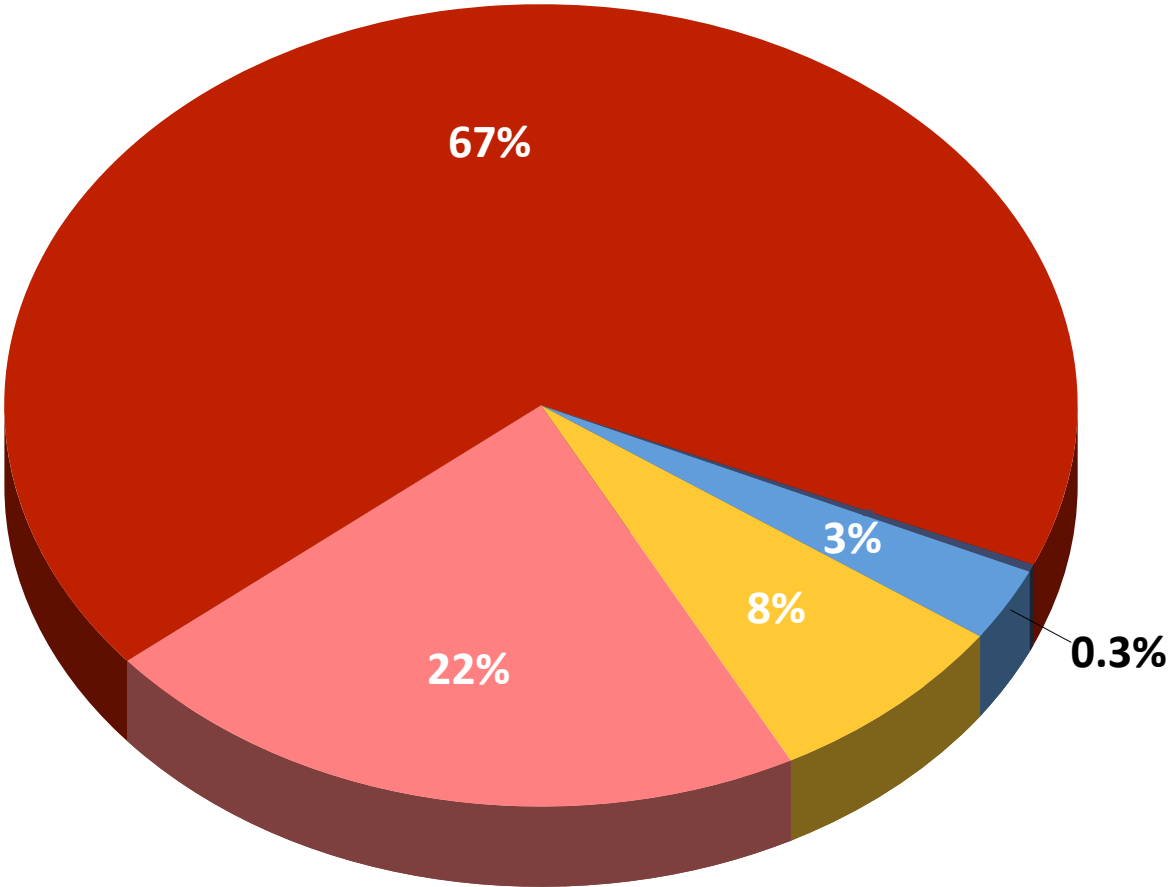
by percentage of respondents (excluding "not provided")



■ Yes ■ No

Q14a. Approximately how often do you watch the City's government access cable channels (Channel 2, 7, or 99)?

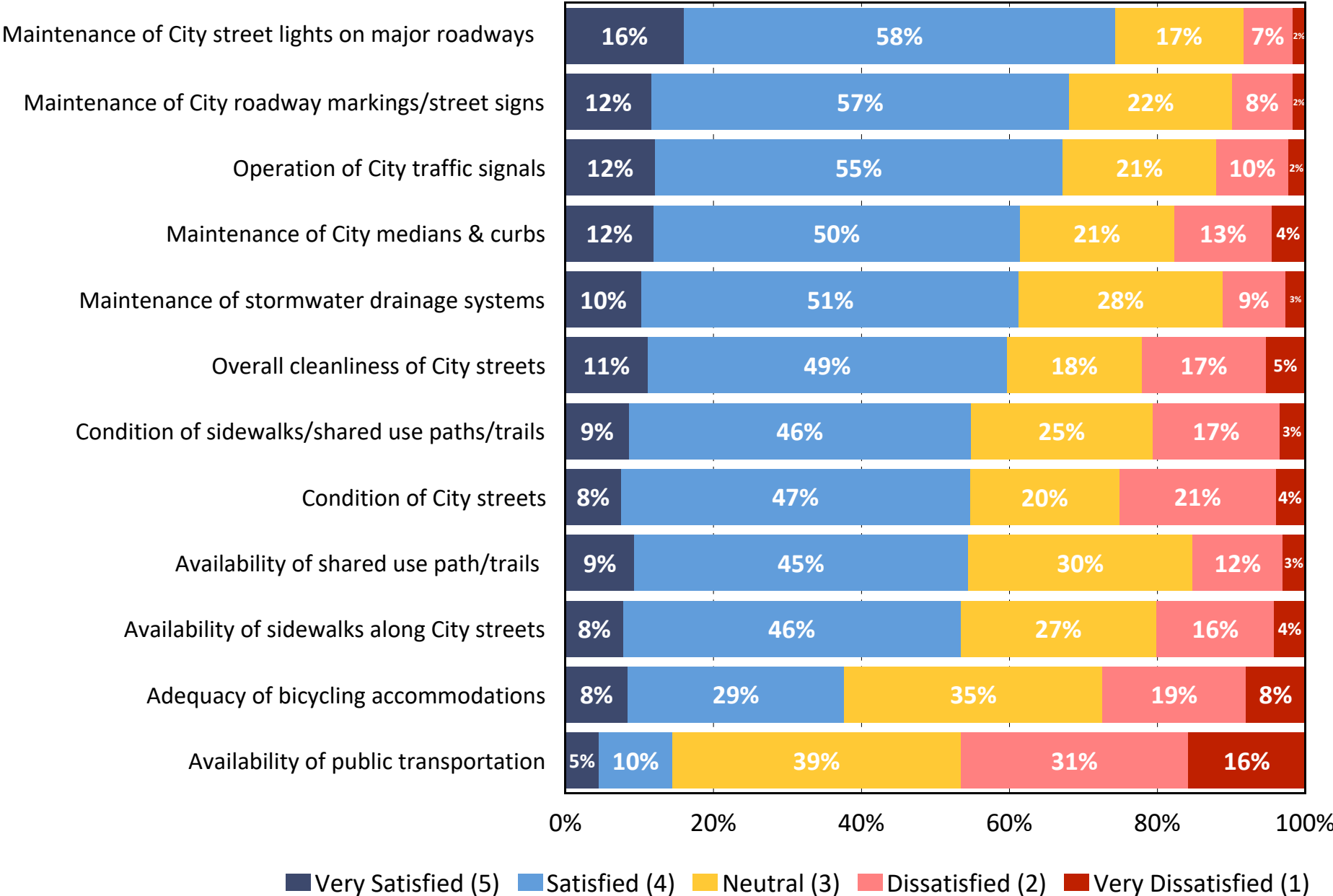
by percentage of respondents who have cable television in their home (excluding "not provided")



■ Not at all ■ Once or twice a year ■ At least once per month ■ At least once per week ■ Every day

Q15. Satisfaction with Streets, Sidewalks, and Infrastructure

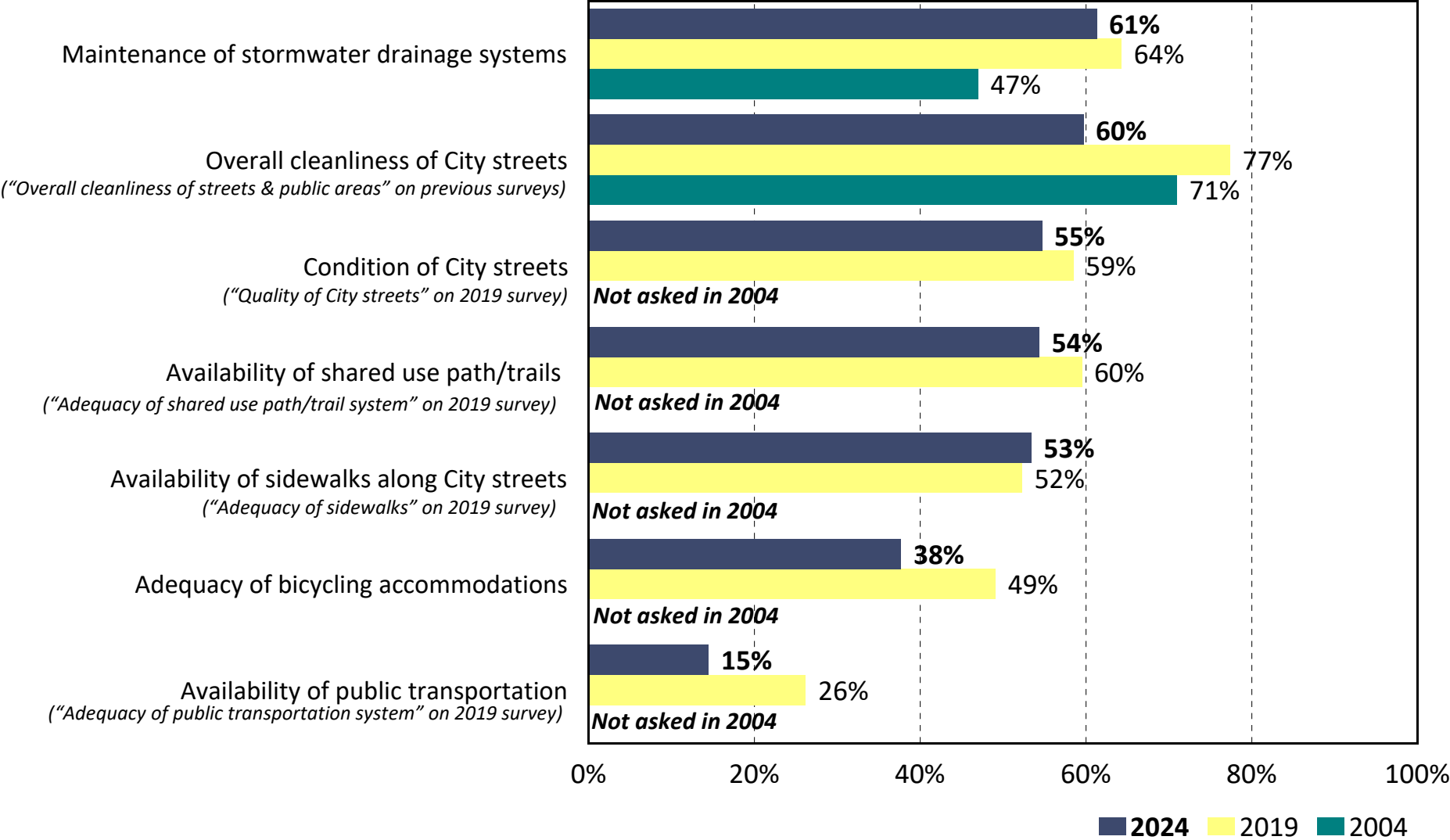
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Satisfaction with Streets, Sidewalks, and Infrastructure

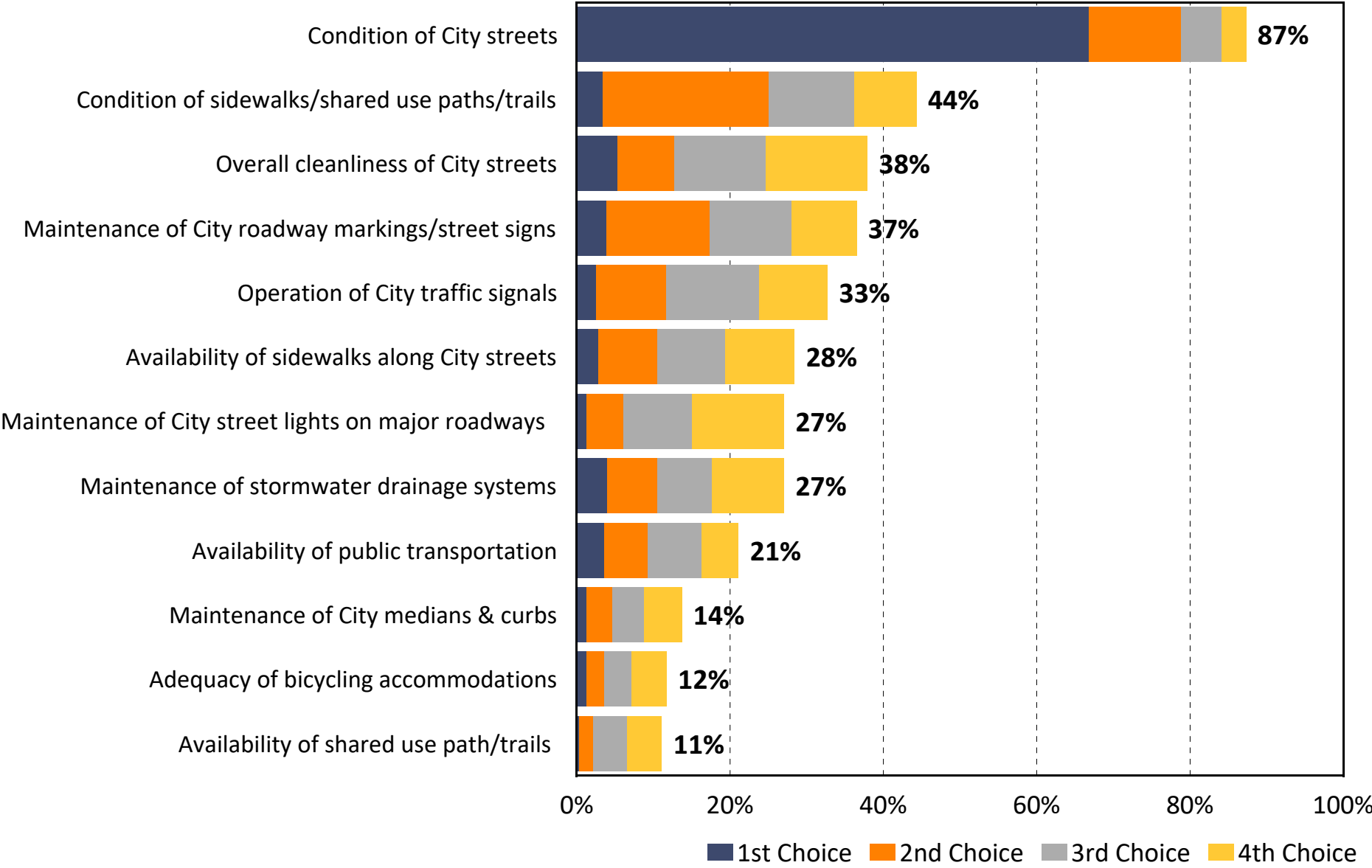
2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



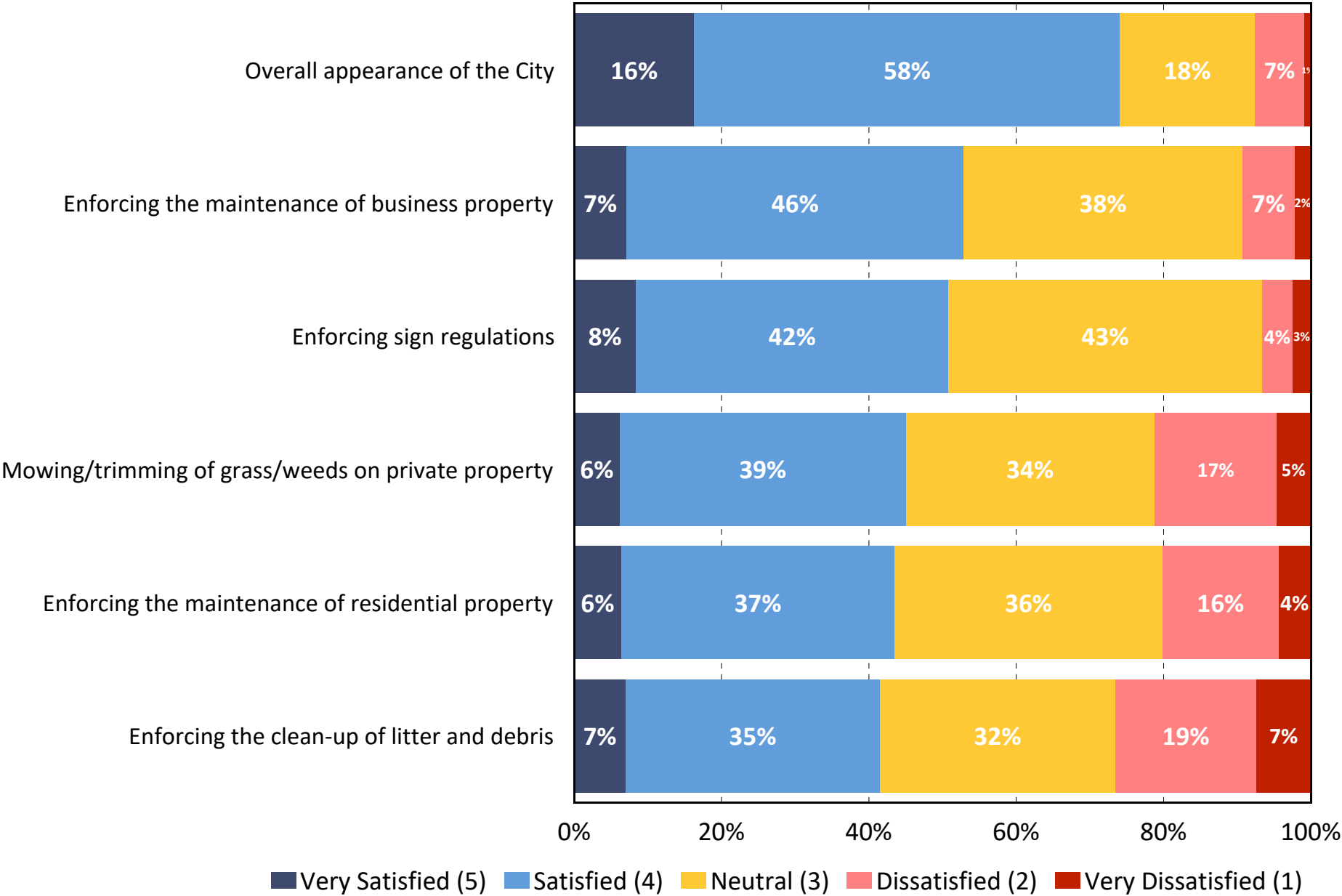
Q16. Streets, Sidewalks, and Infrastructure Services That Residents Think Are Most Important to Provide

by percentage of respondents who selected the item as one of their top four choices



Q17. Satisfaction with City Code Enforcement

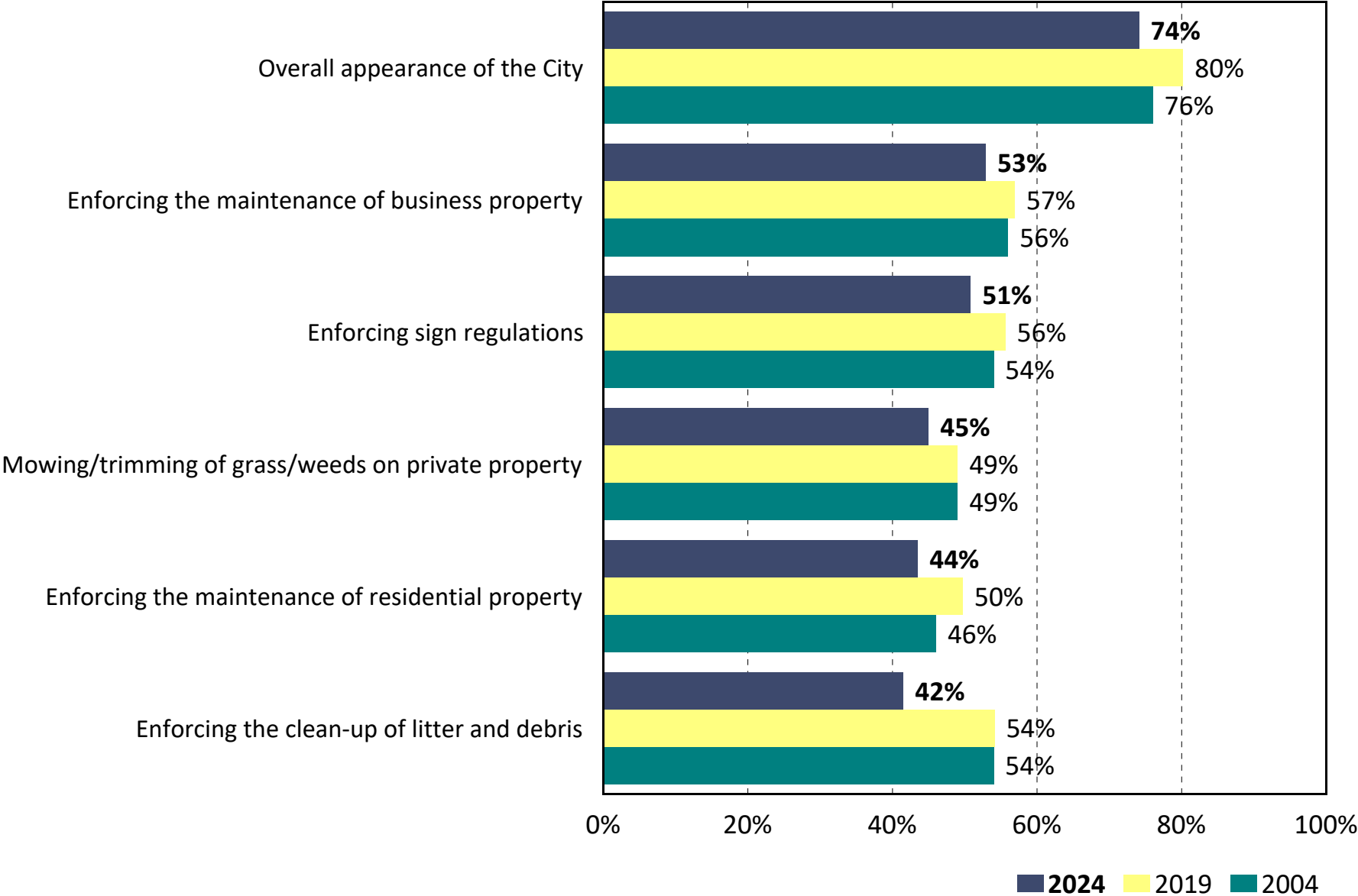
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Satisfaction with City Code Enforcement

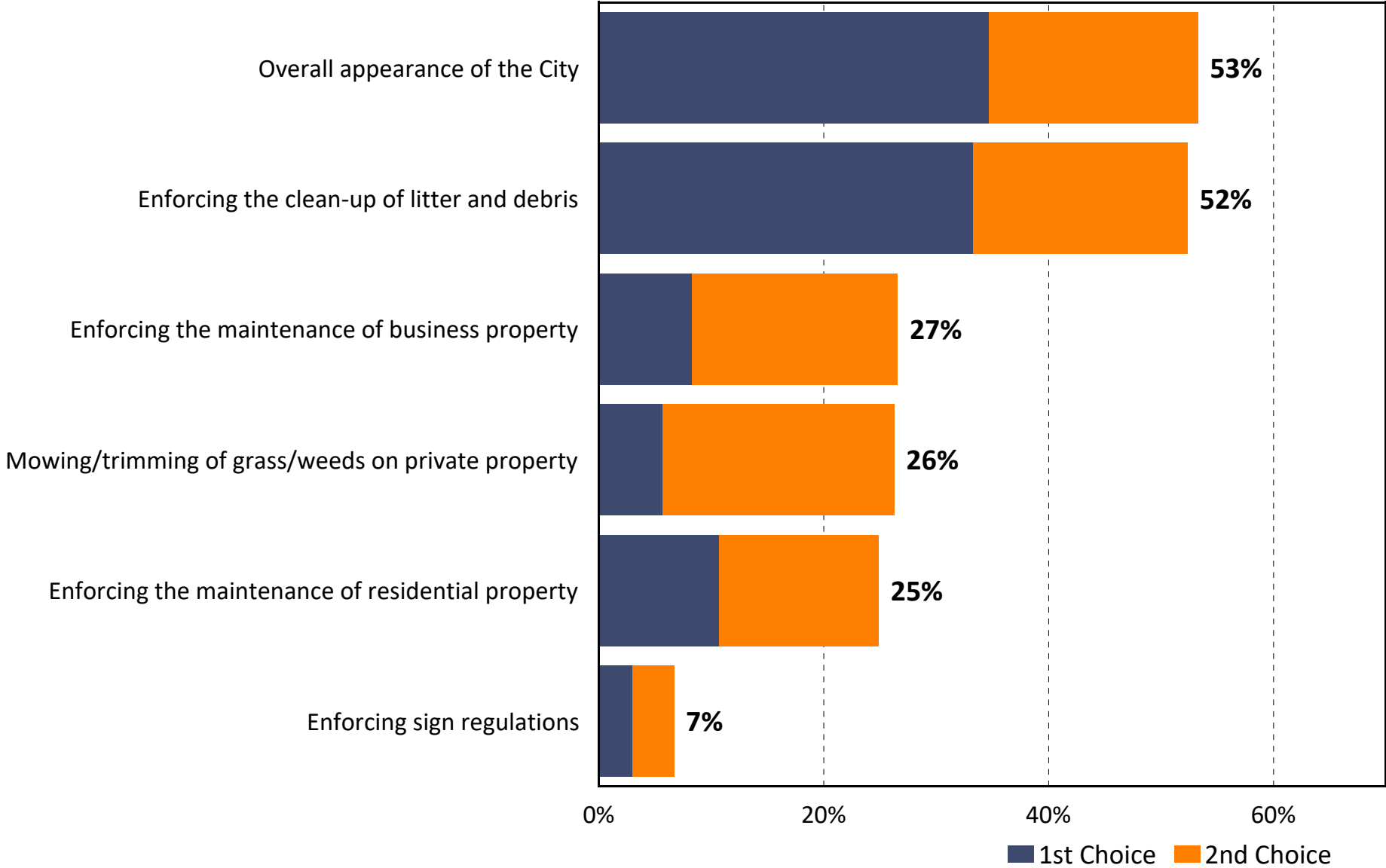
2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



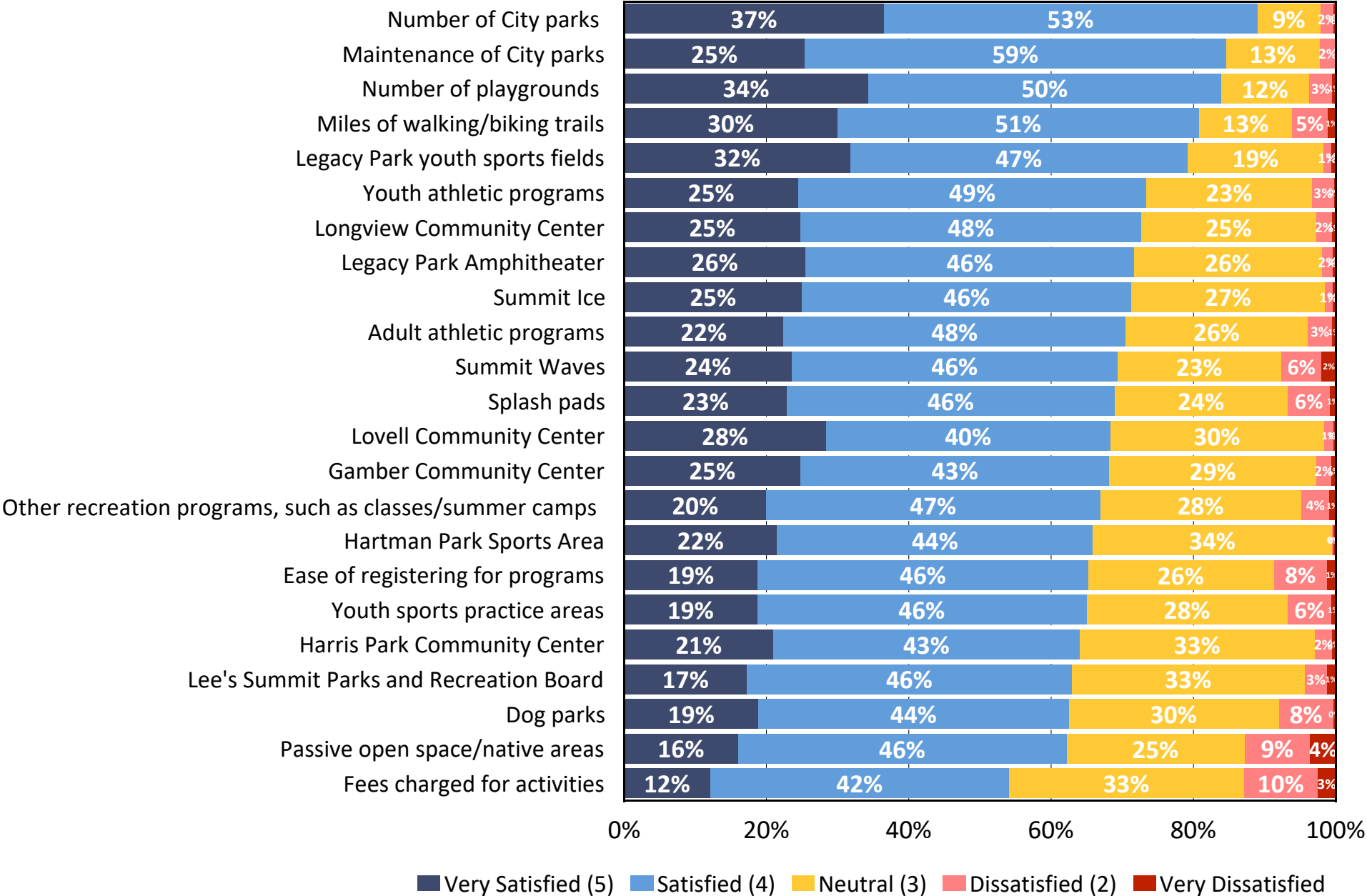
Q18. Code Enforcement Services That Residents Think Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top two choices



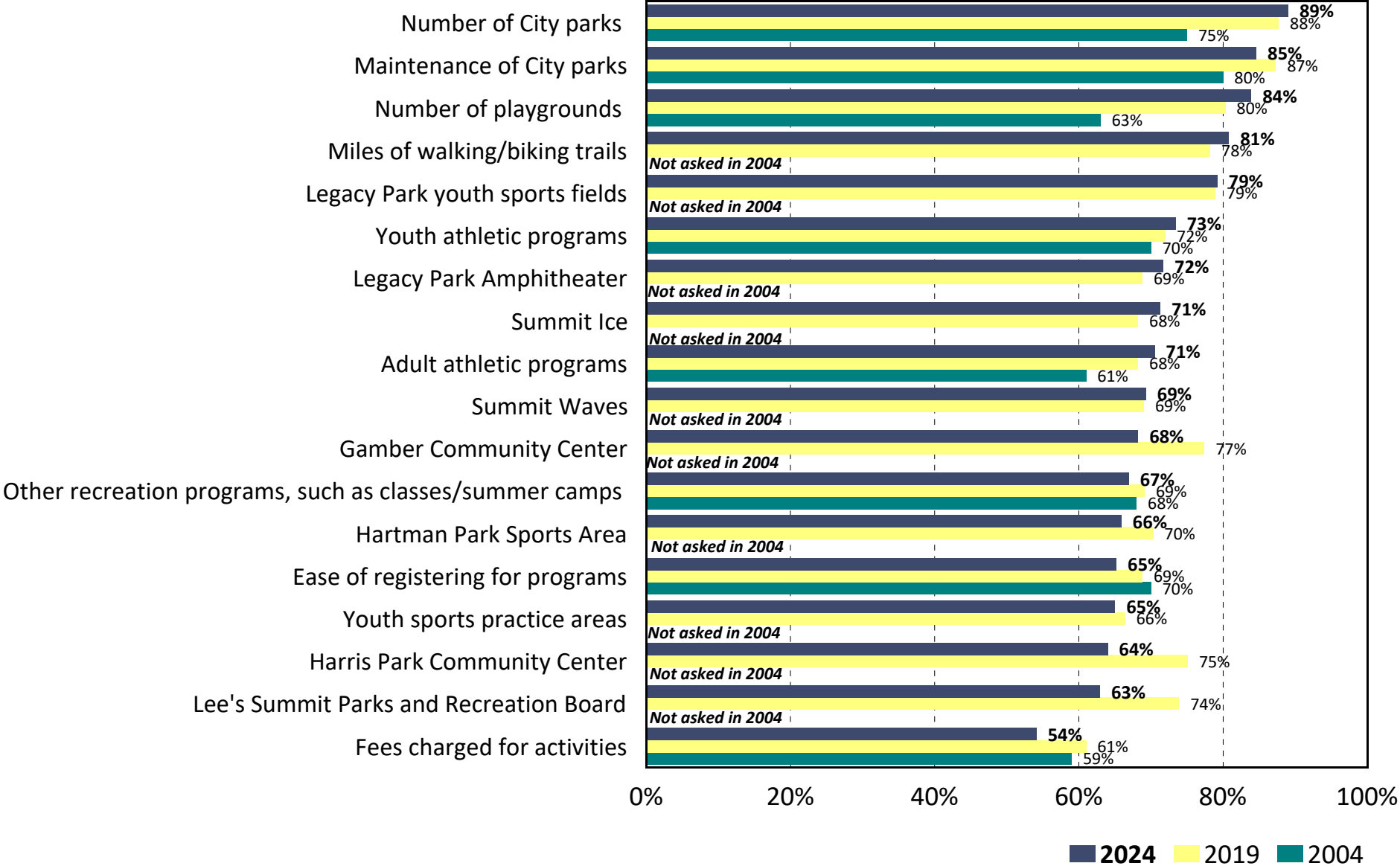
Q19. Satisfaction with Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



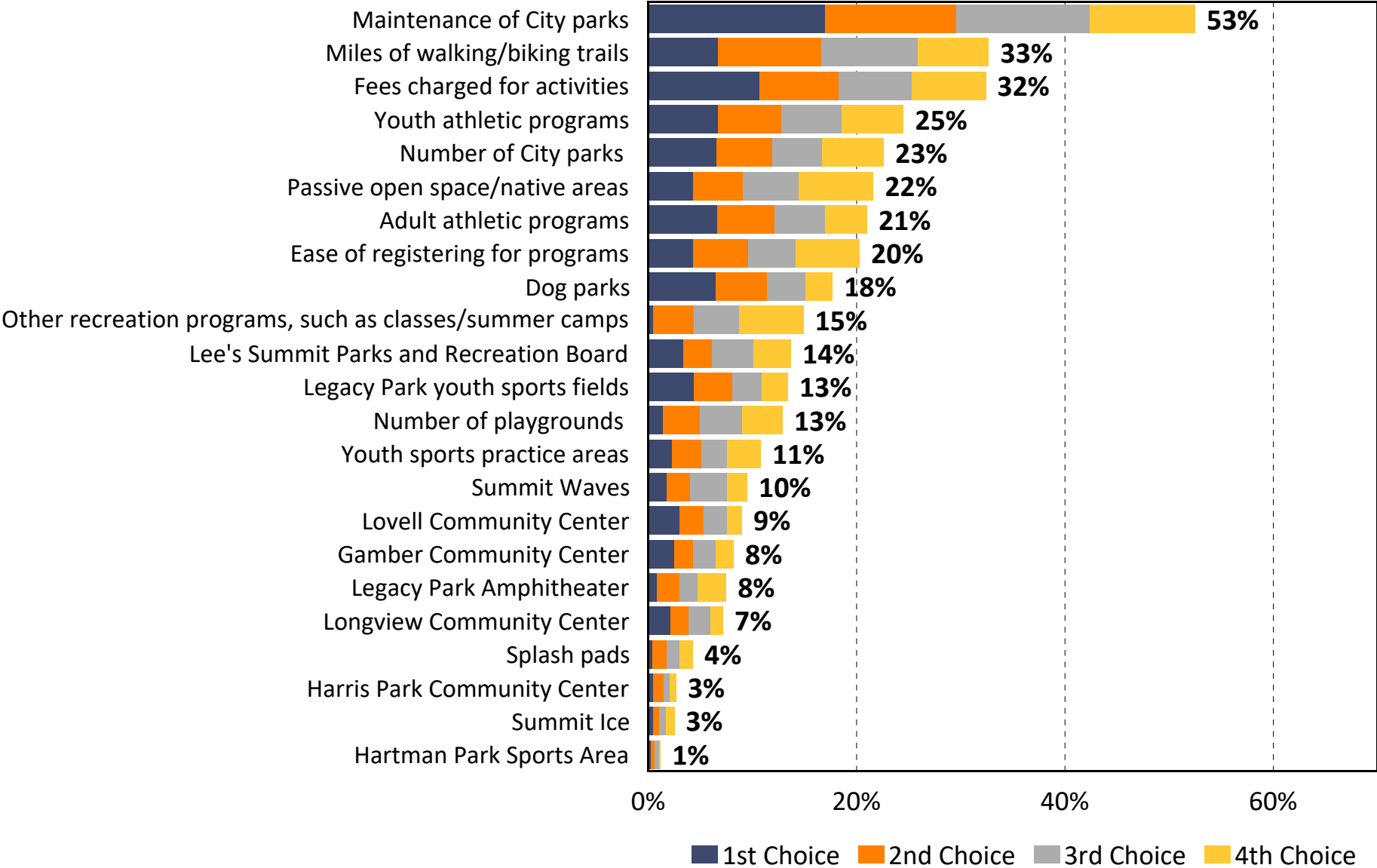
TRENDS: Satisfaction with Parks and Recreation 2024 vs. 2019 vs. 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



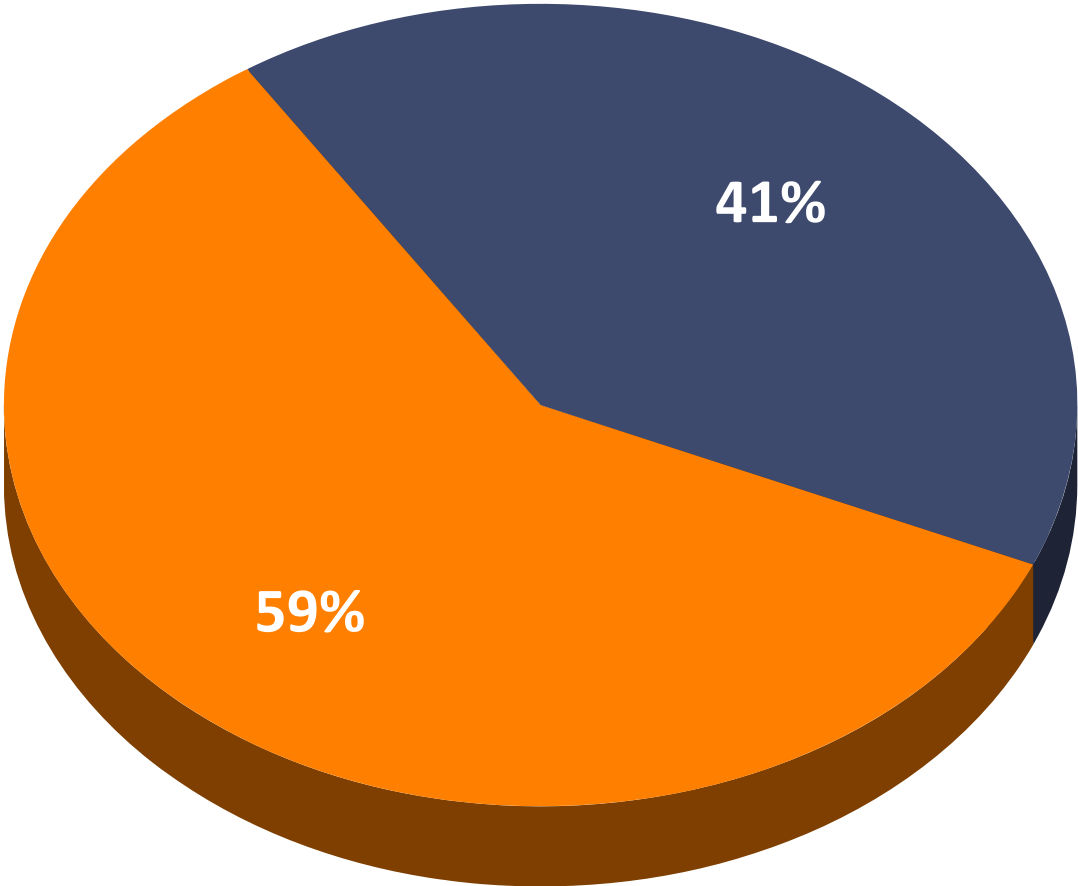
Q20. Parks and Recreation Services That Residents Think Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top four choices



Q21. Have you had any contact with the City of Lee's Summit during the past year?

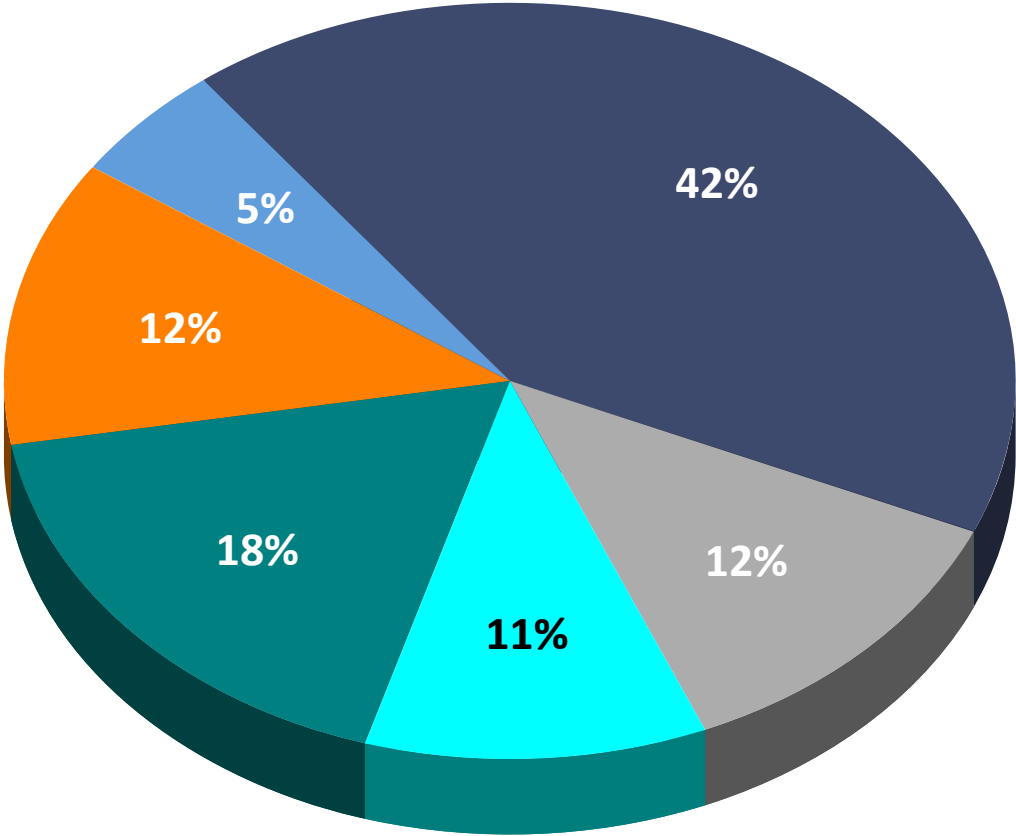
by percentage of respondents



■ Yes ■ No

Q21a. What method did you use to contact the City most recently?

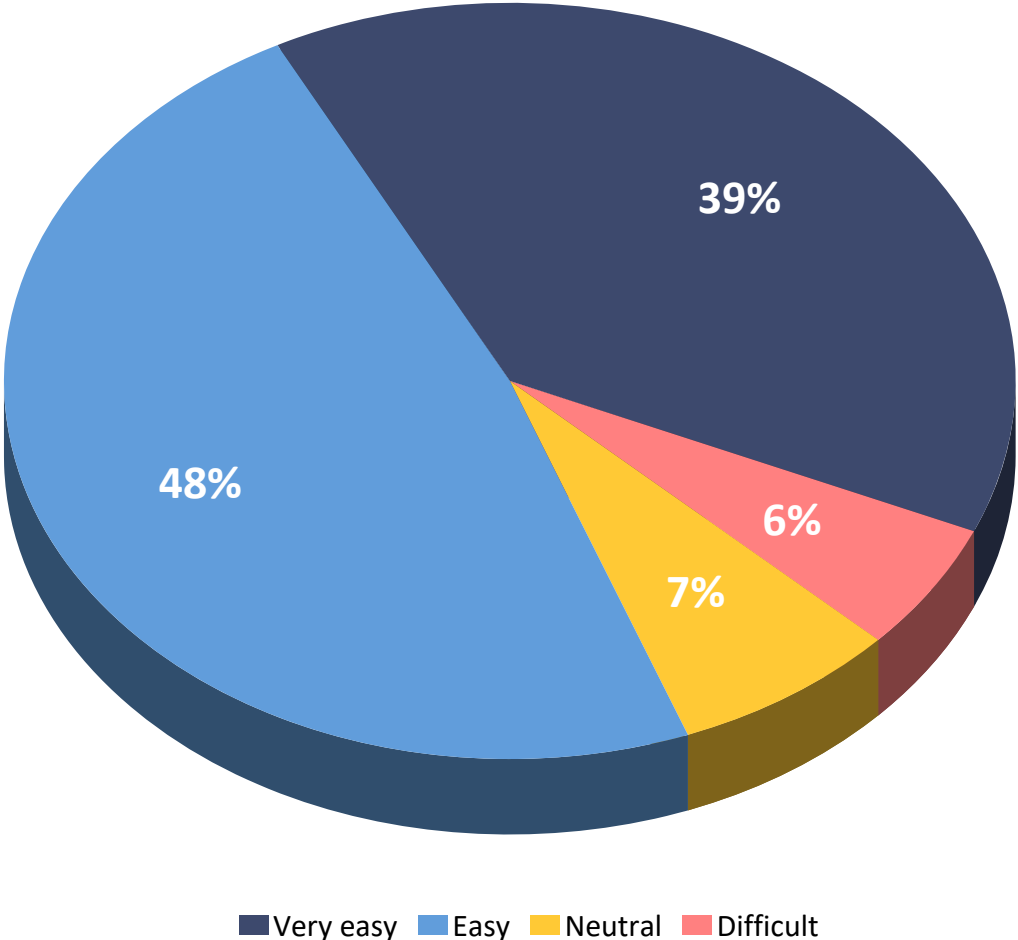
by percentage of respondents who contacted the City during the past year (excluding "not provided")



- Phone call
- Social media
- Email
- Online through City's website
- LSConnect app (SeeClickFix)
- Other

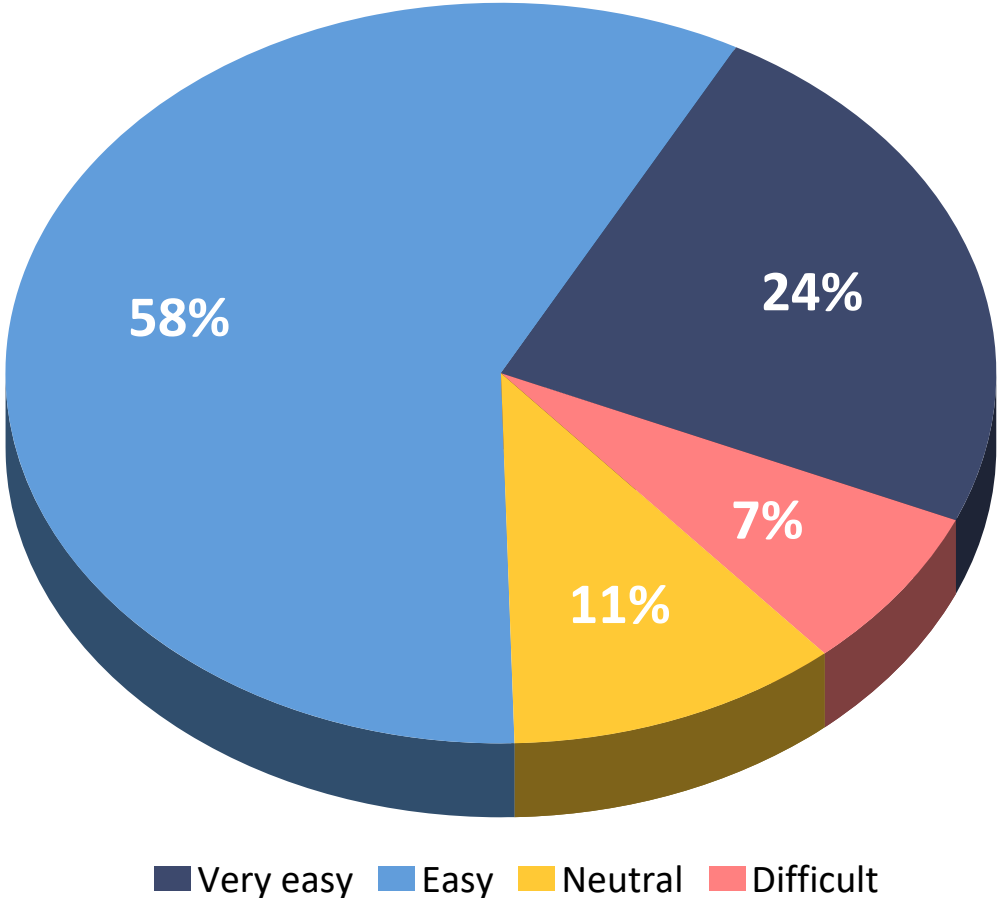
Q21b. Please rate how easy it was to contact the City by going online

by percentage of respondents who contacted the City online during the past year (excluding "not provided")



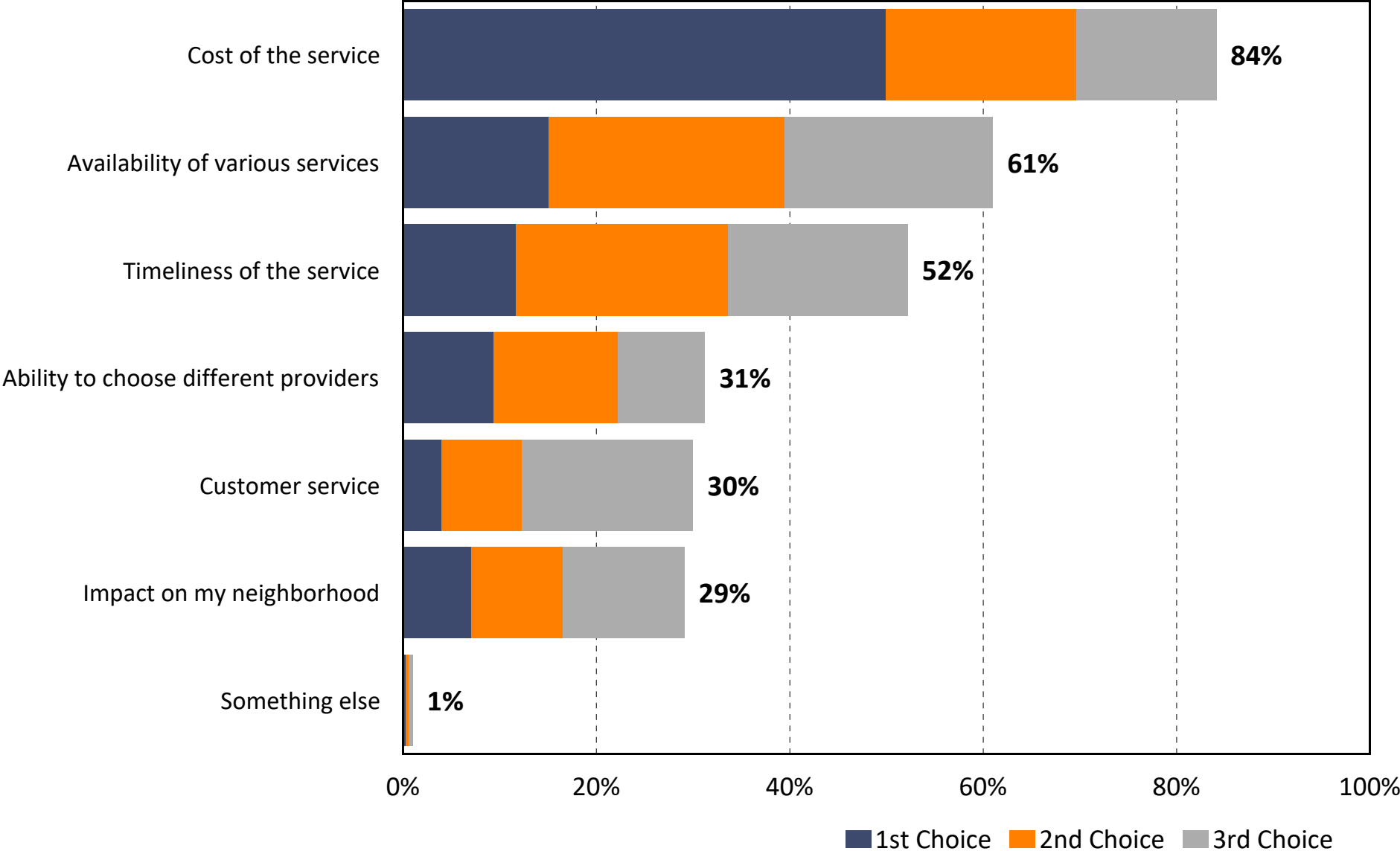
Q21c. Please rate how easy it was to find the information you needed online

by percentage of respondents who contacted the City online during the past year



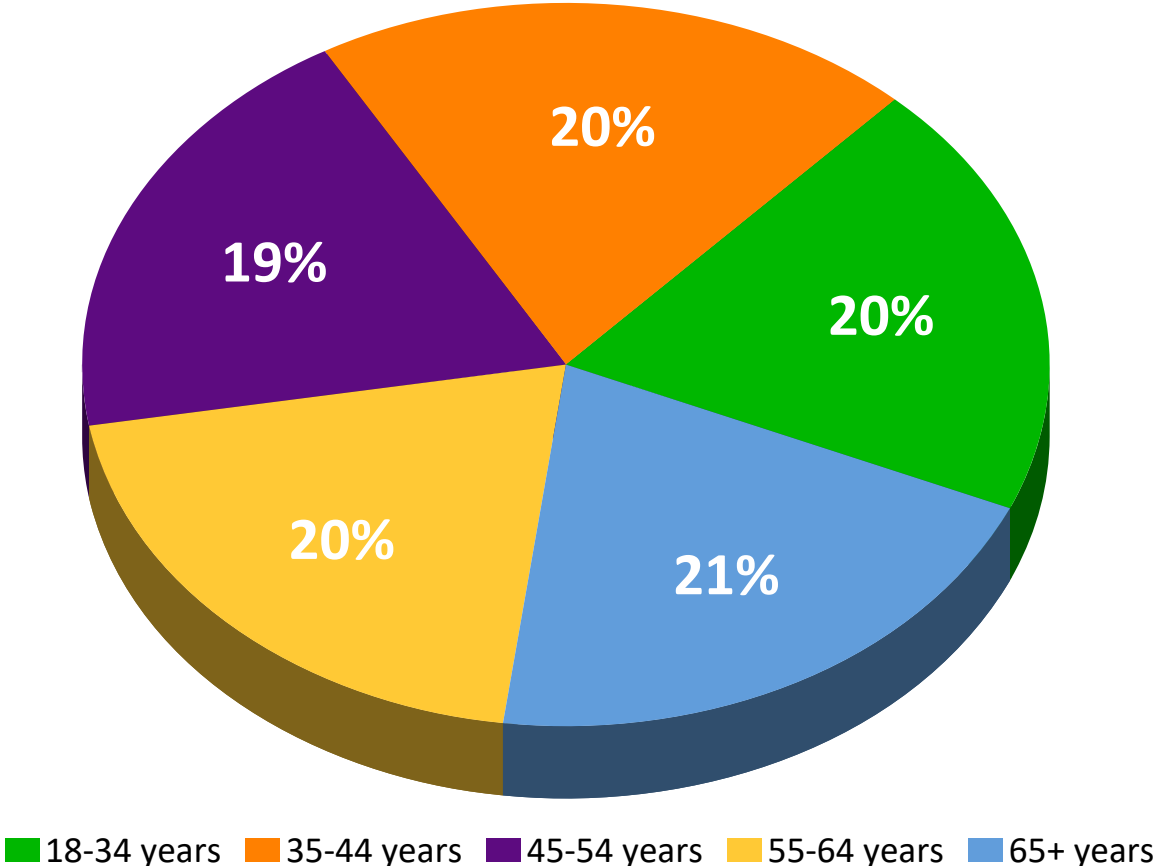
Q22. Trash and Solid Waste Services That Residents Think Are Most Important

by percentage of respondents who selected the item as one of their top three choices



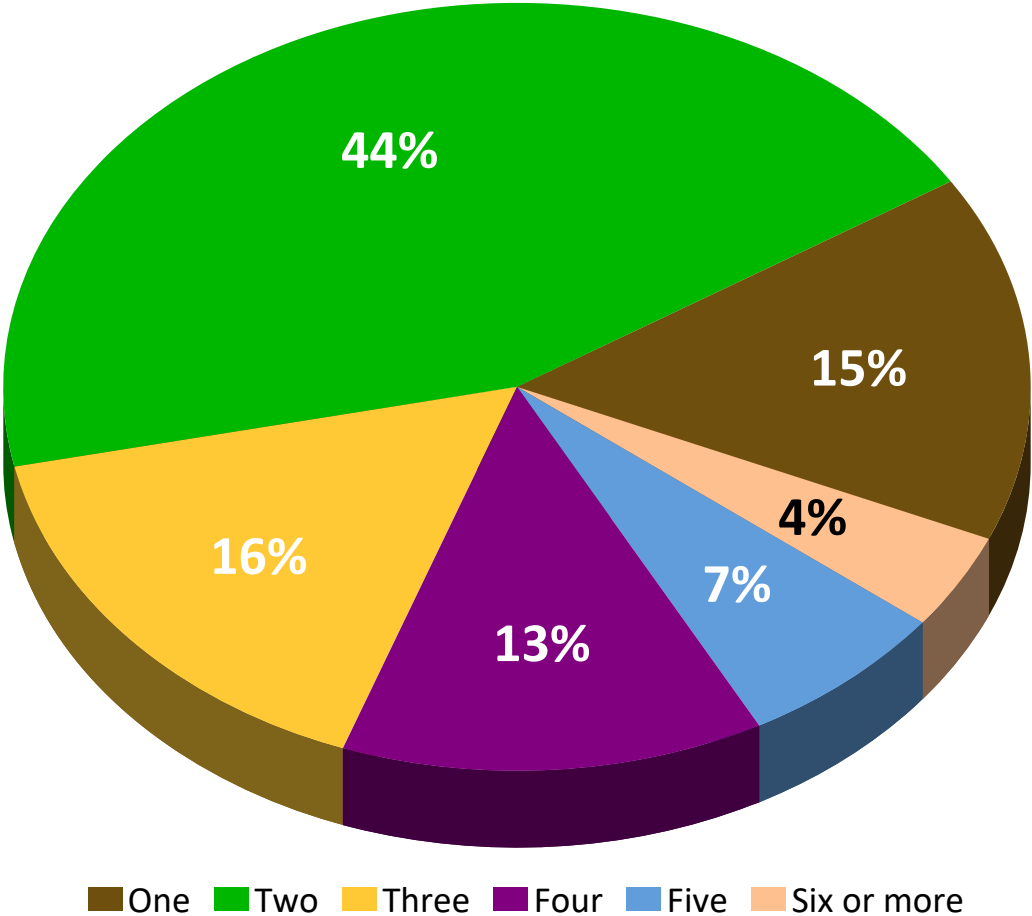
Q23. What is your age?

by percentage of respondents (excluding "not provided")



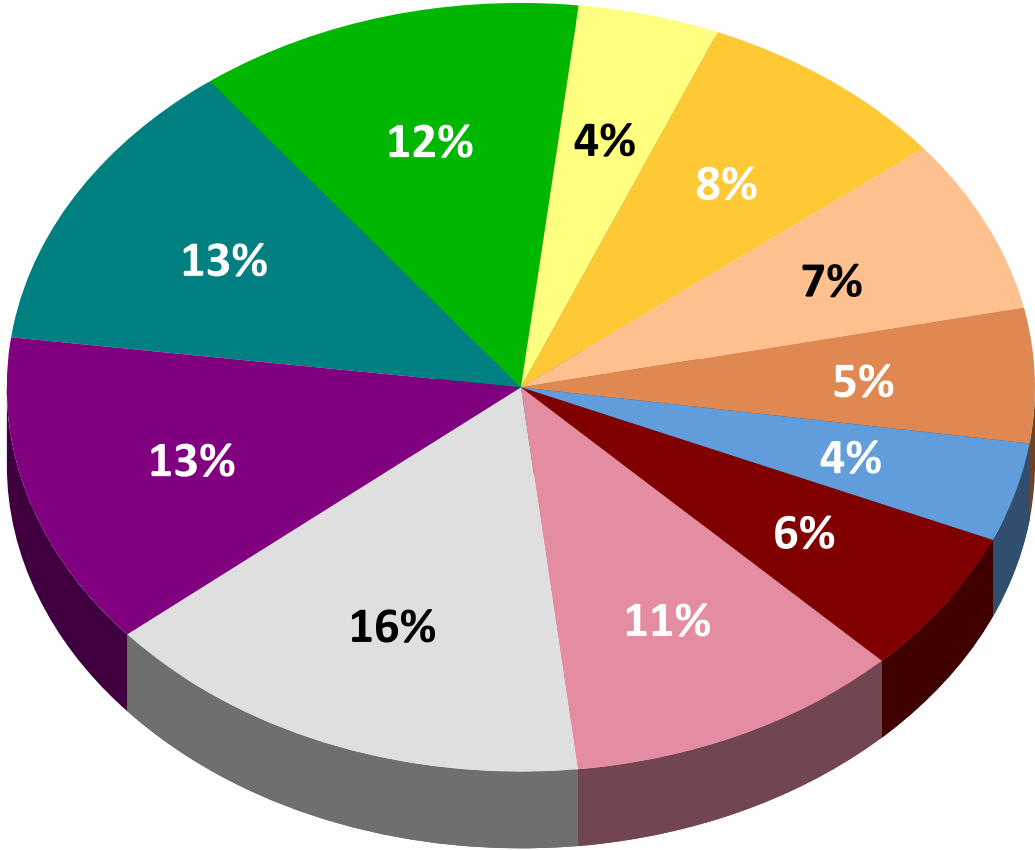
Q24. Including yourself, how many people regularly live in your household?

by percentage of respondents (excluding "not provided")



Q25. Including yourself, how many people in your household are...

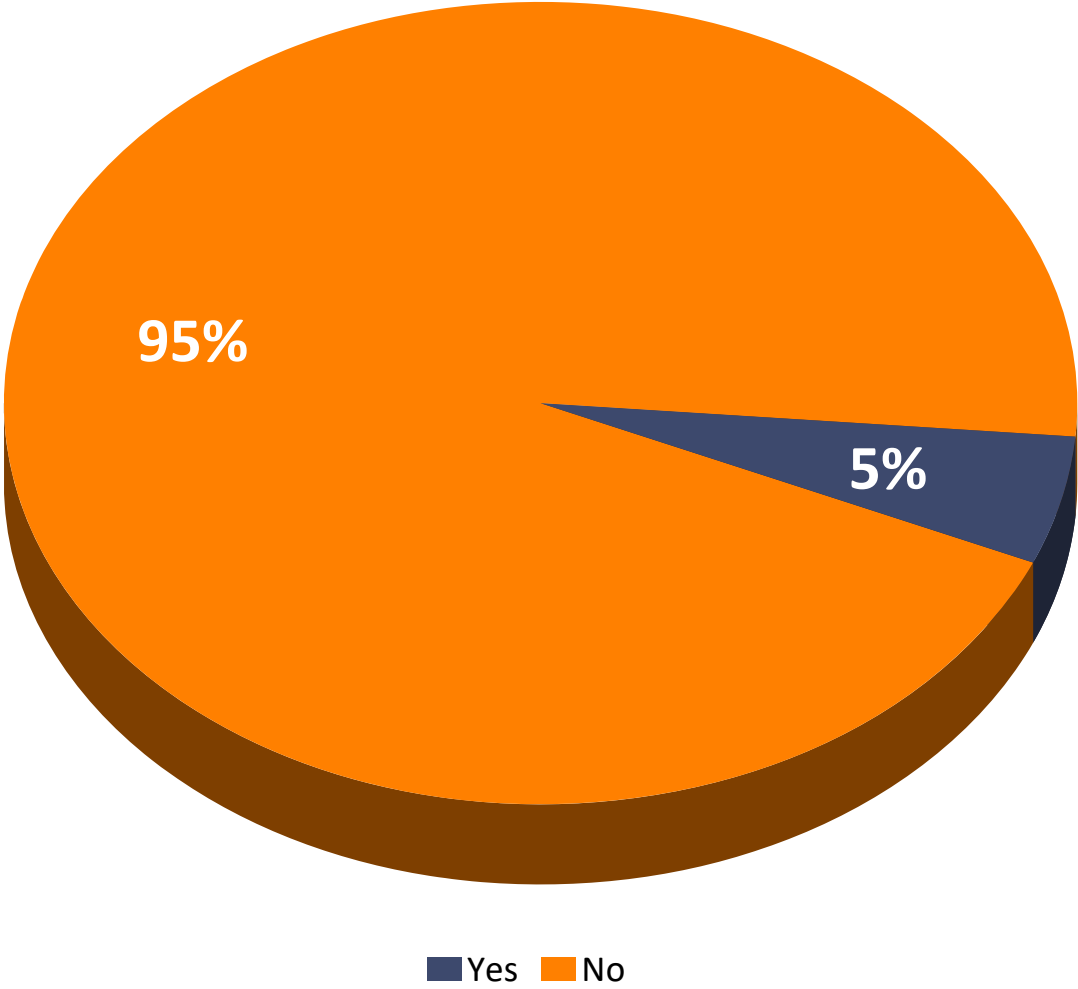
by percentage of persons in the household



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

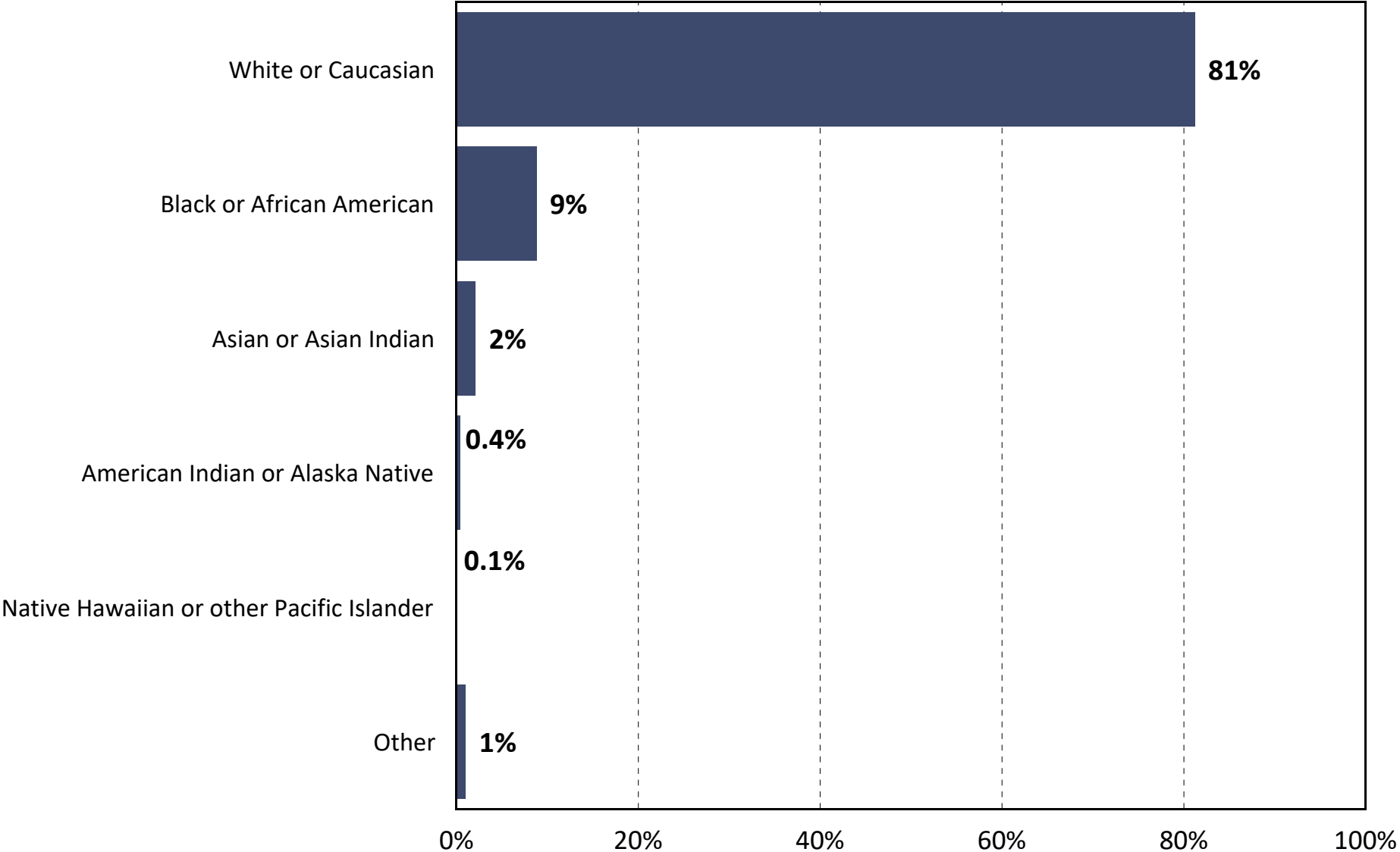
Q26. Are you of Hispanic, Latino, or Spanish ancestry?

by percentage of respondents (excluding "not provided")



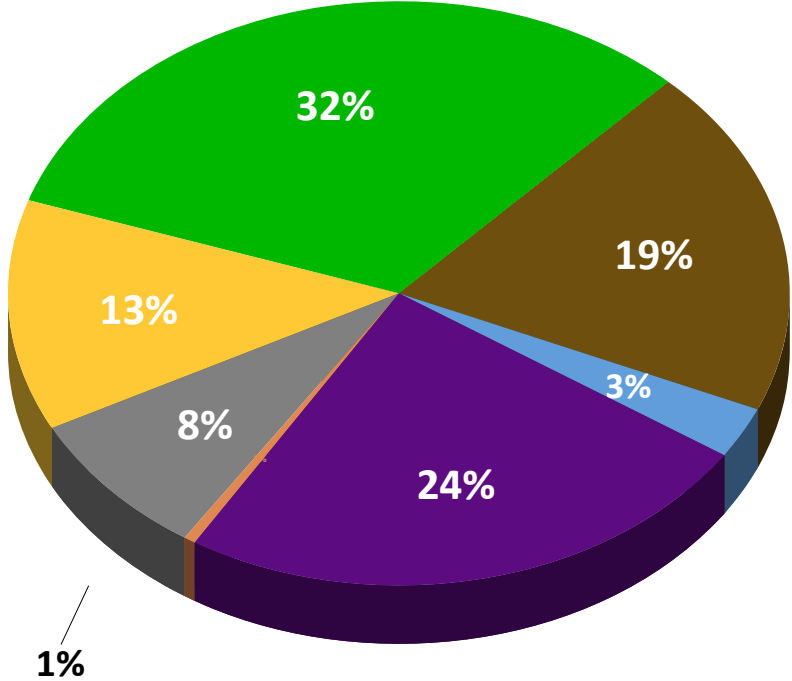
Q27. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



Q28. Which of the following best describes your current employment status?

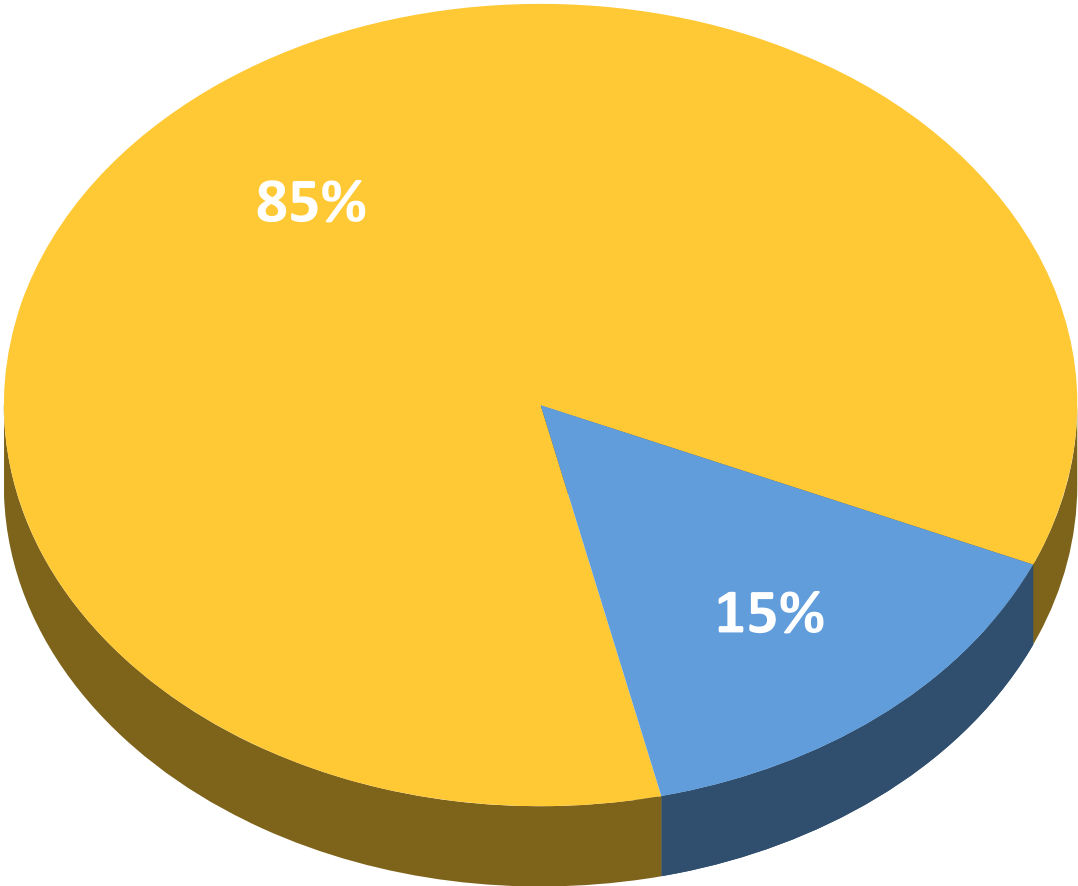
by percentage of respondents (excluding "not provided")



- Employed outside of home-inside Lee's Summit
- Employed outside of home-outside Lee's Summit
- Employed outside home/work remotely & only occasionally go to physical work location
- Employed outside home/work remotely & never go to physical work location
- Student
- Retired
- Not currently employed

Q29. Do you own or rent your current residence?

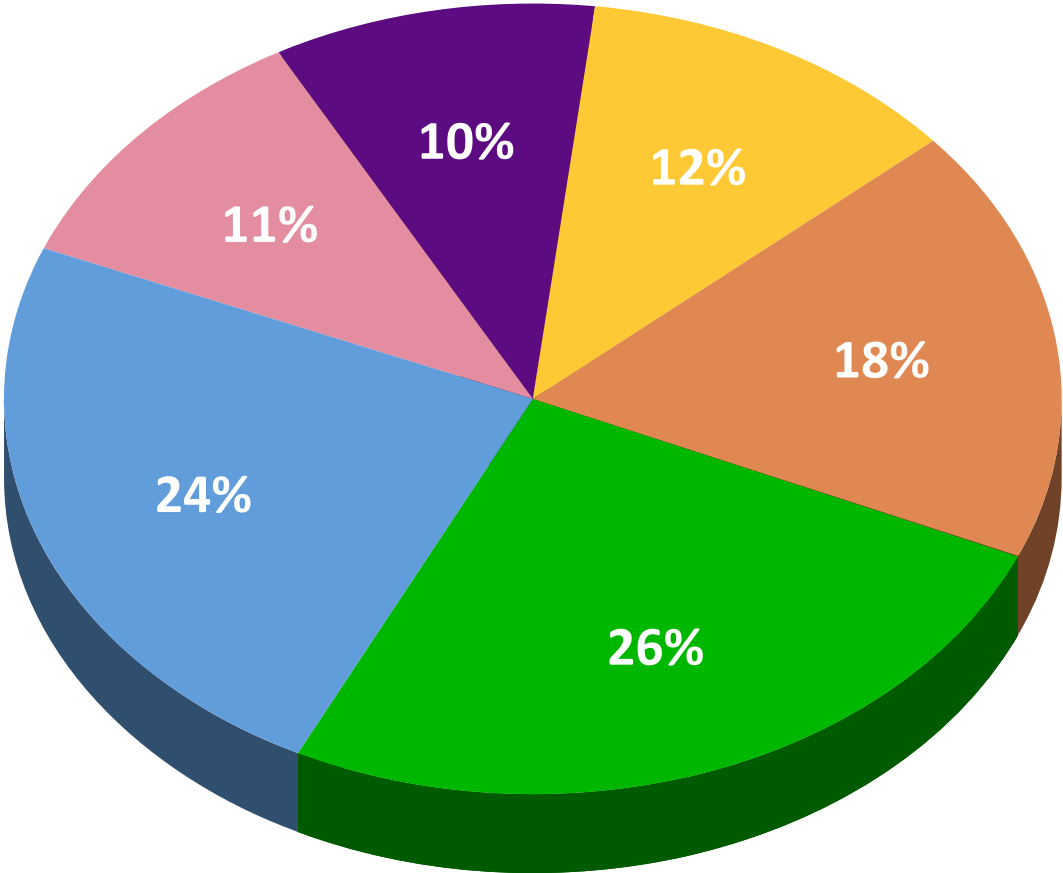
by percentage of respondents (excluding "not provided")



Own Rent

Q30. Approximately how many years have you lived in the City of Lee's Summit?

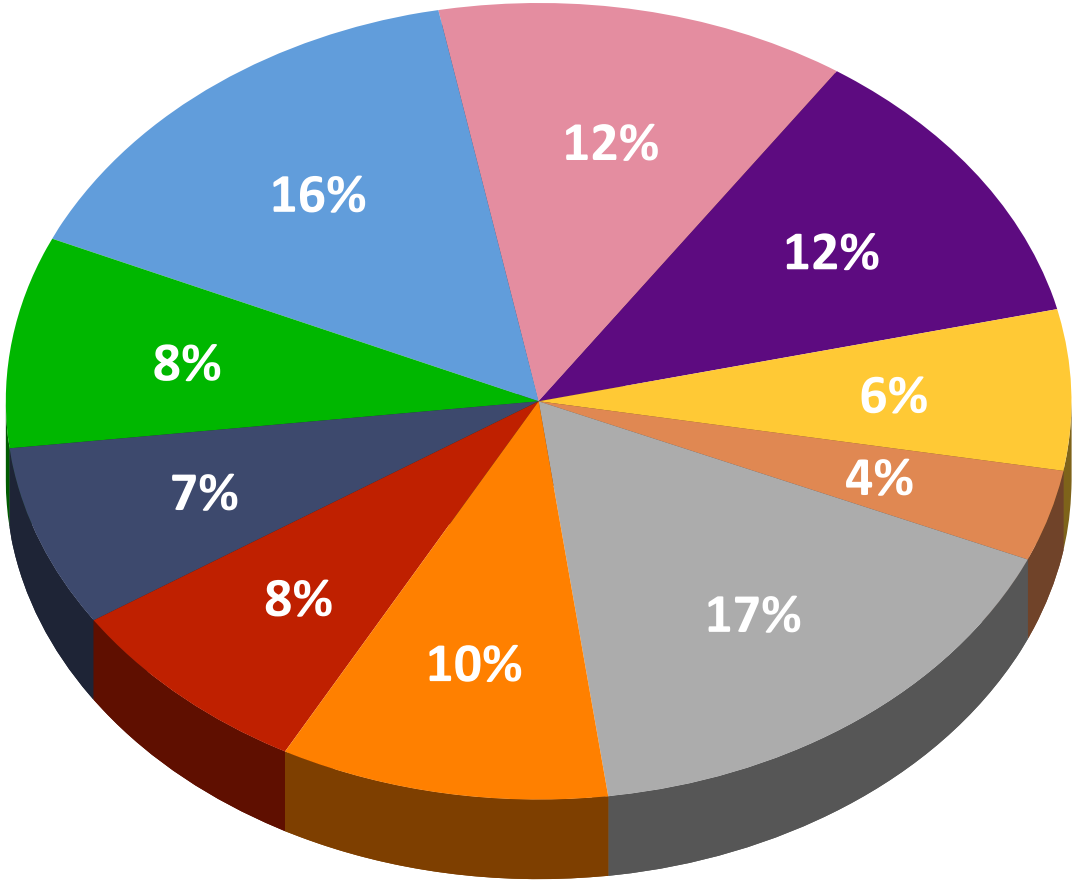
by percentage of respondents (excluding "not provided")



5 years or less 6-10 years 11-15 years
16-20 years 21-30 years 31+ years

Q31. What is your total annual household income?

by percentage of respondents



- Under \$25K
- \$25K to \$49,999
- \$50K to \$74,999
- \$75K to \$99,999
- \$100K to \$124,999
- \$125K to \$149,999
- \$150K to \$174,999
- \$175K to \$199,999
- \$200K+
- Not provided



2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically-valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents across the United States, (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Plains Region of the United States; the Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma, and (3) from individual surveys that were administered in 17 Kansas City Metro area communities between January 2021 and December 2023. The Kansas City Metro average includes the communities listed below:

- Belton, Missouri
- Blue Springs, Missouri
- De Soto, Kansas
- Edgerton, Kansas
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Lenexa, Kansas
- Merriam, Kansas
- Mission, Kansas
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Raymore, Missouri
- Roeland Park, Kansas
- Smithville, Missouri
- Wyandotte County, Kansas

Interpreting the Charts

The charts on the following pages show how the ratings for Lee's Summit compare to the Kansas City metro average, the Plains regional average, and the national average. The yellow bar shows the ratings for Lee's Summit, the gray bar shows the Kansas City Metro average, the orange bar shows the Plains regional average, and the blue bar shows the national average.

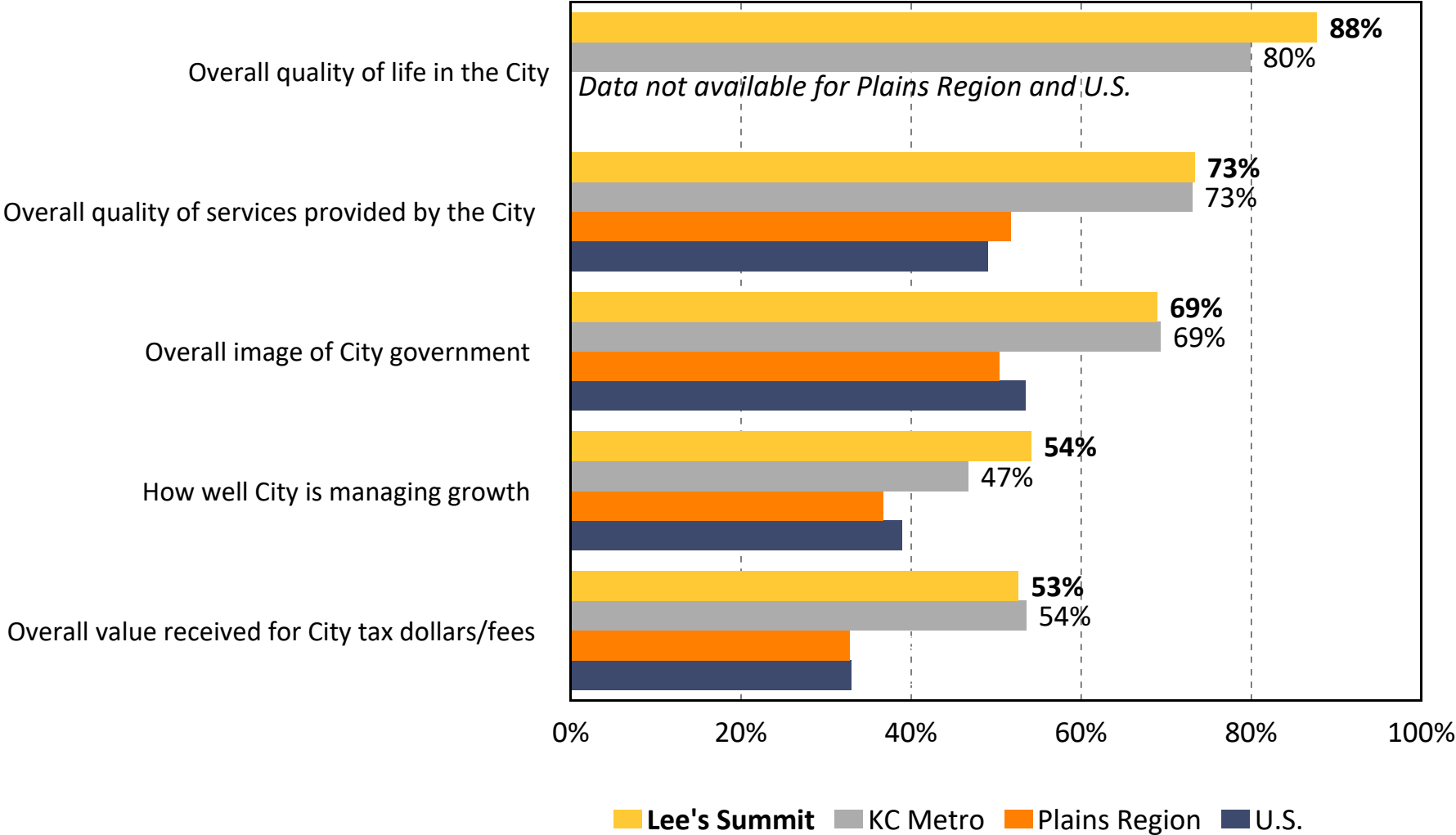
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Lee's Summit, Missouri is not authorized without written consent from ETC Institute.

Satisfaction with Perceptions of the Community

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

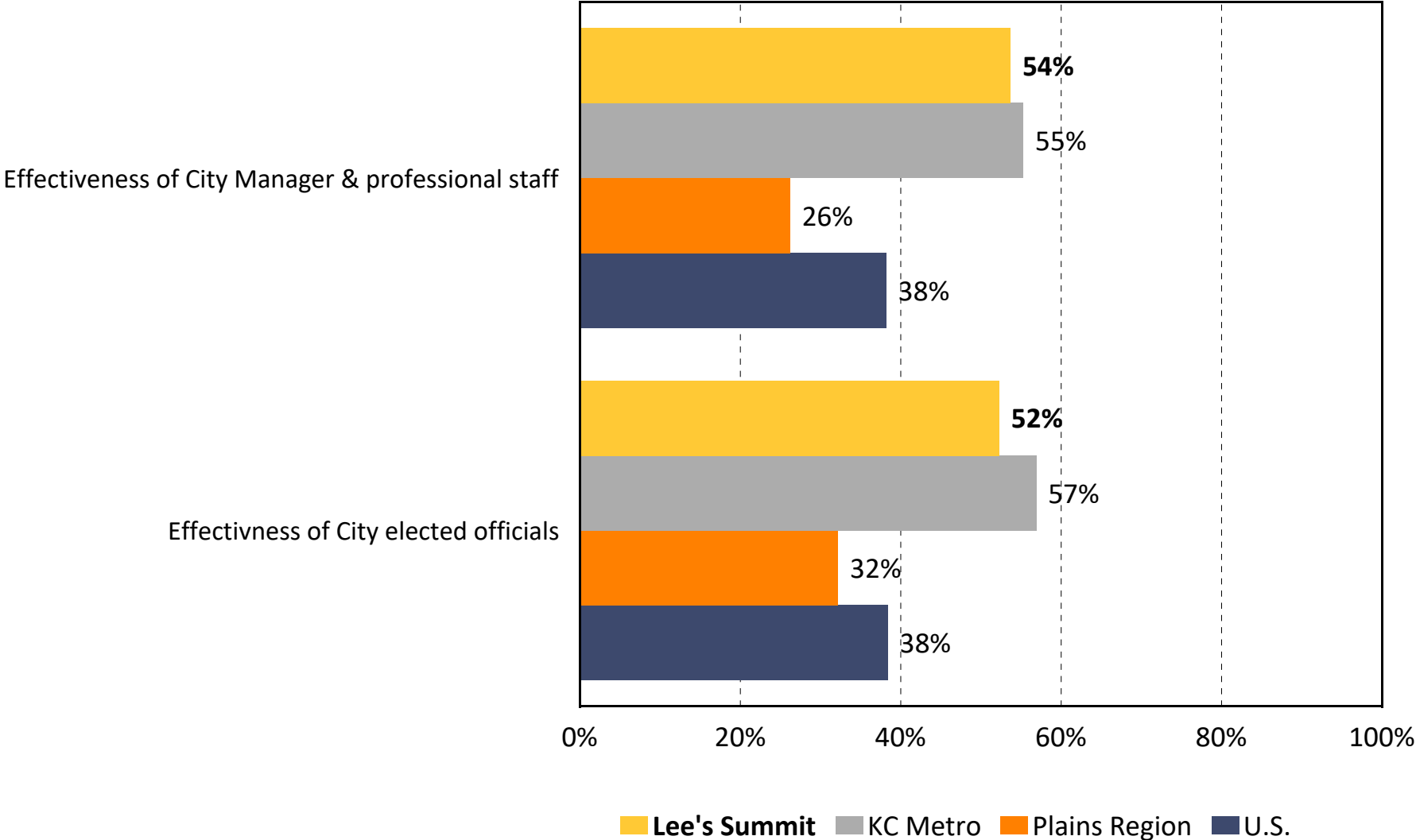
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with City Leadership

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

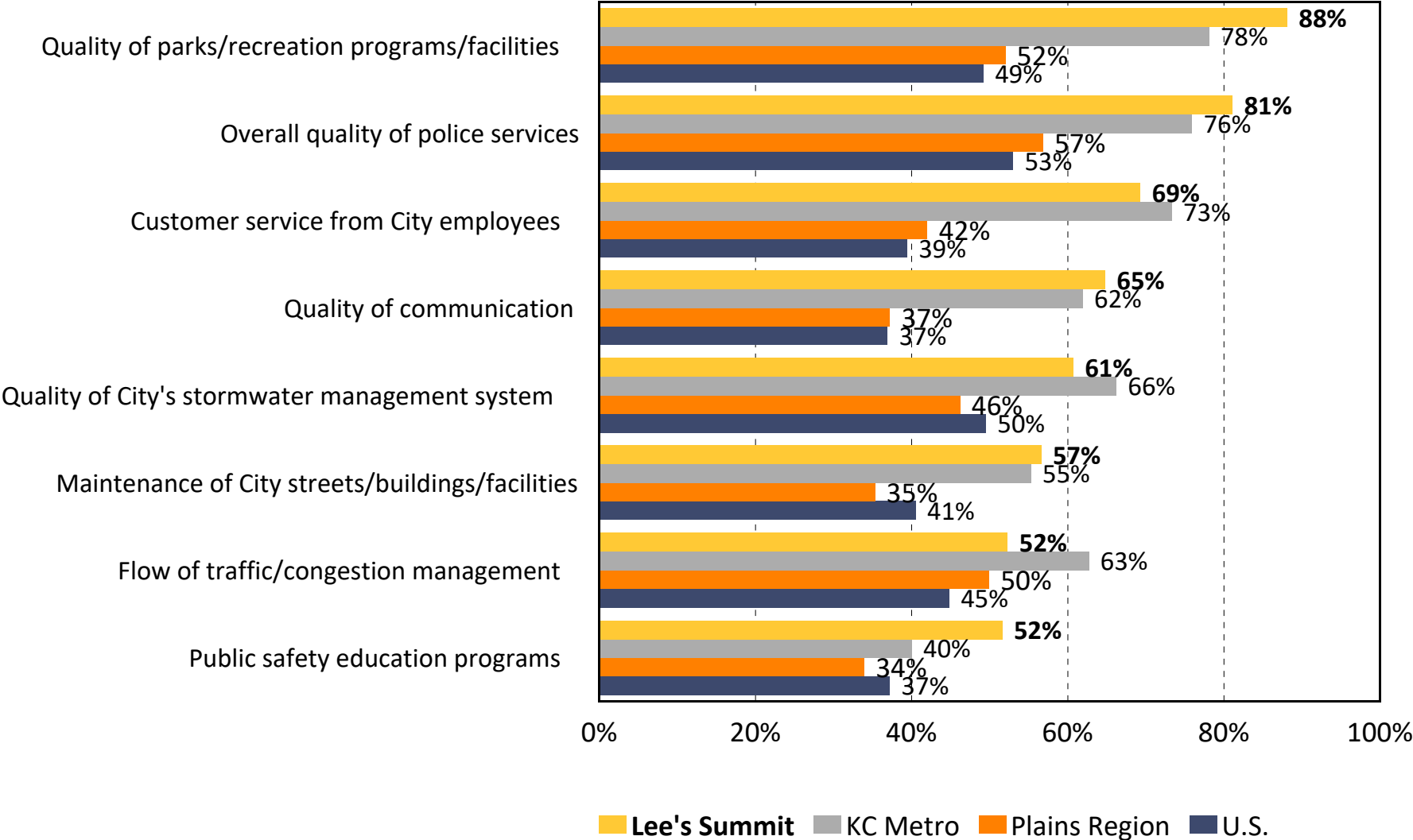
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Major Categories of City Services

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

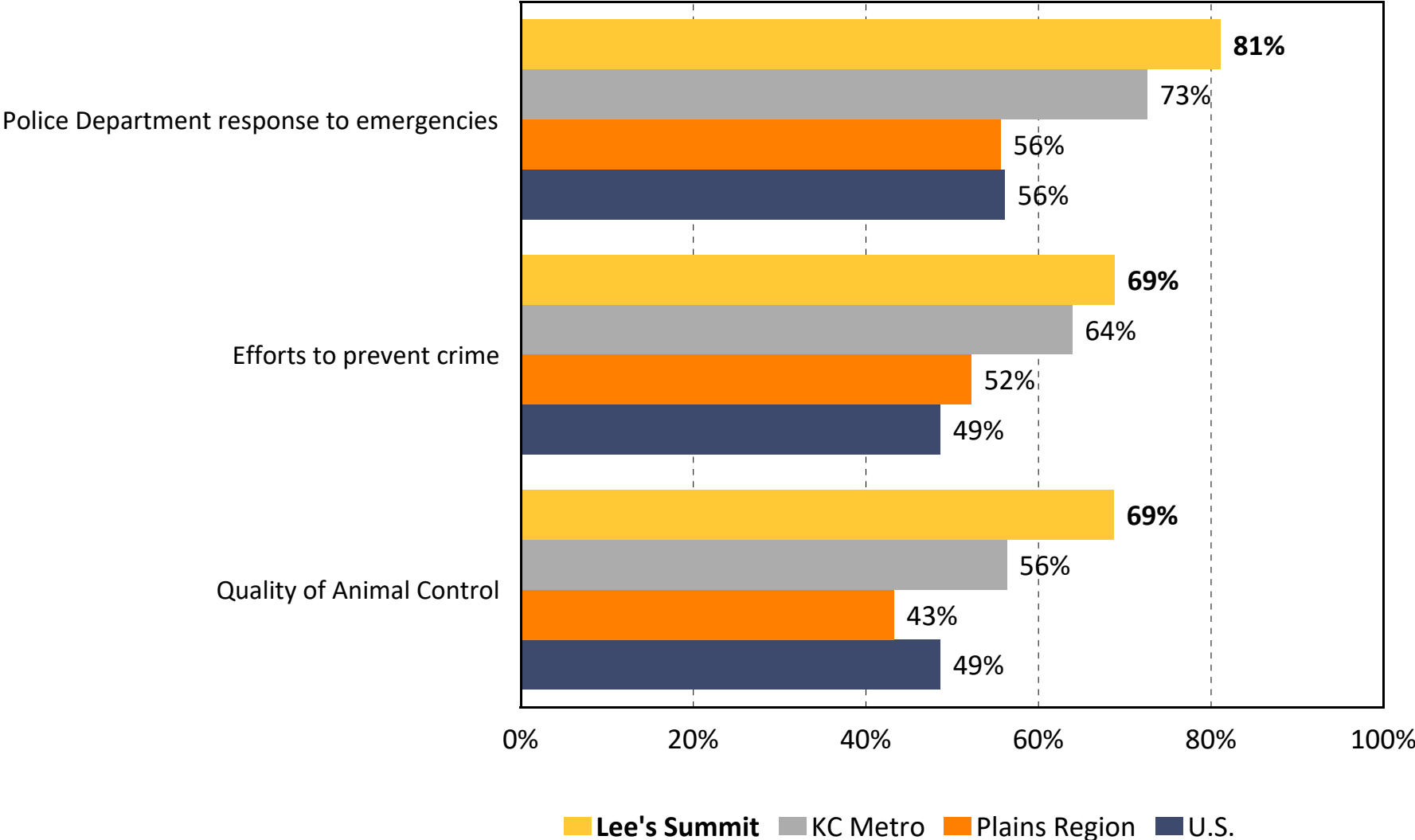
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Police Services

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

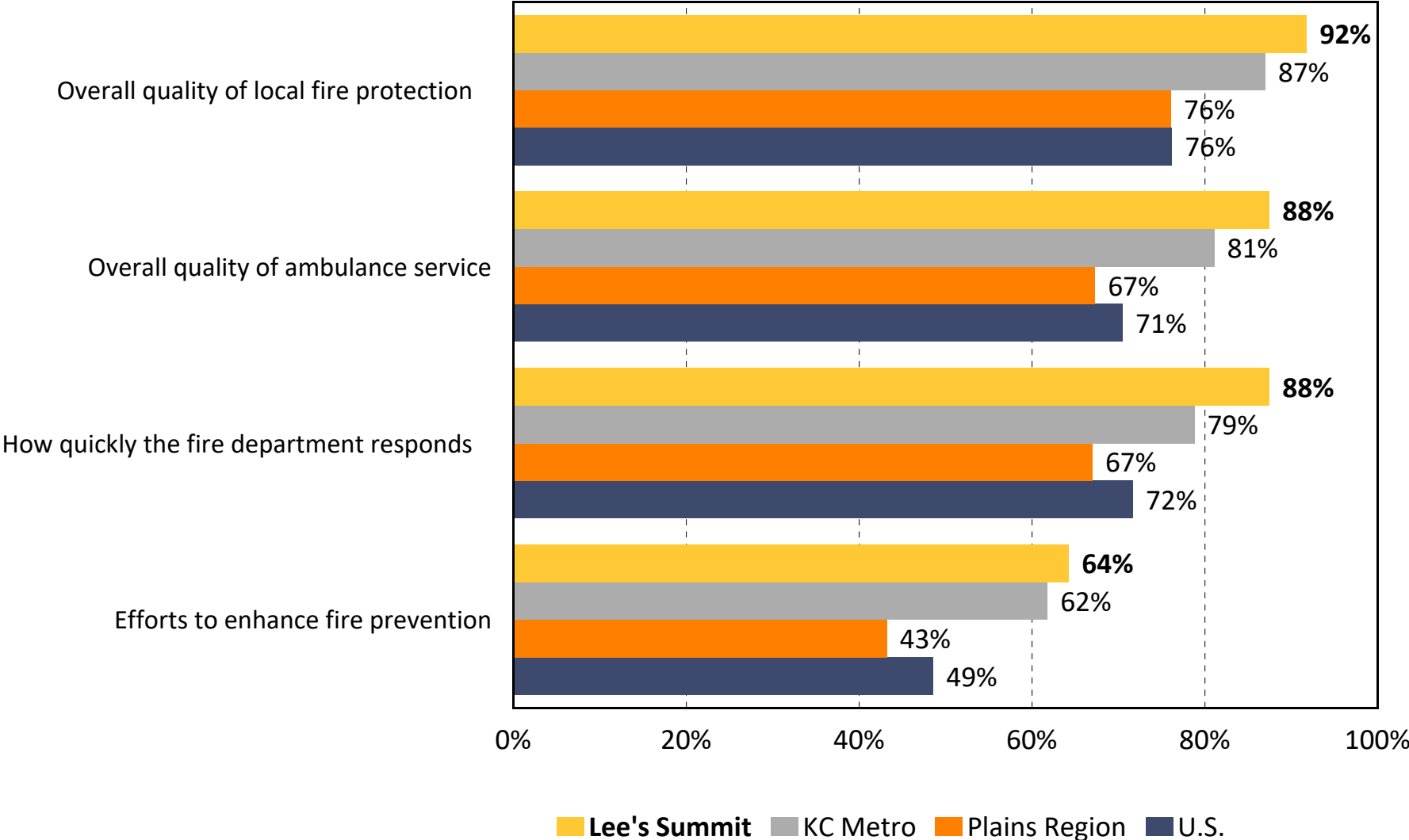
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Fire and Emergency Medical Services

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

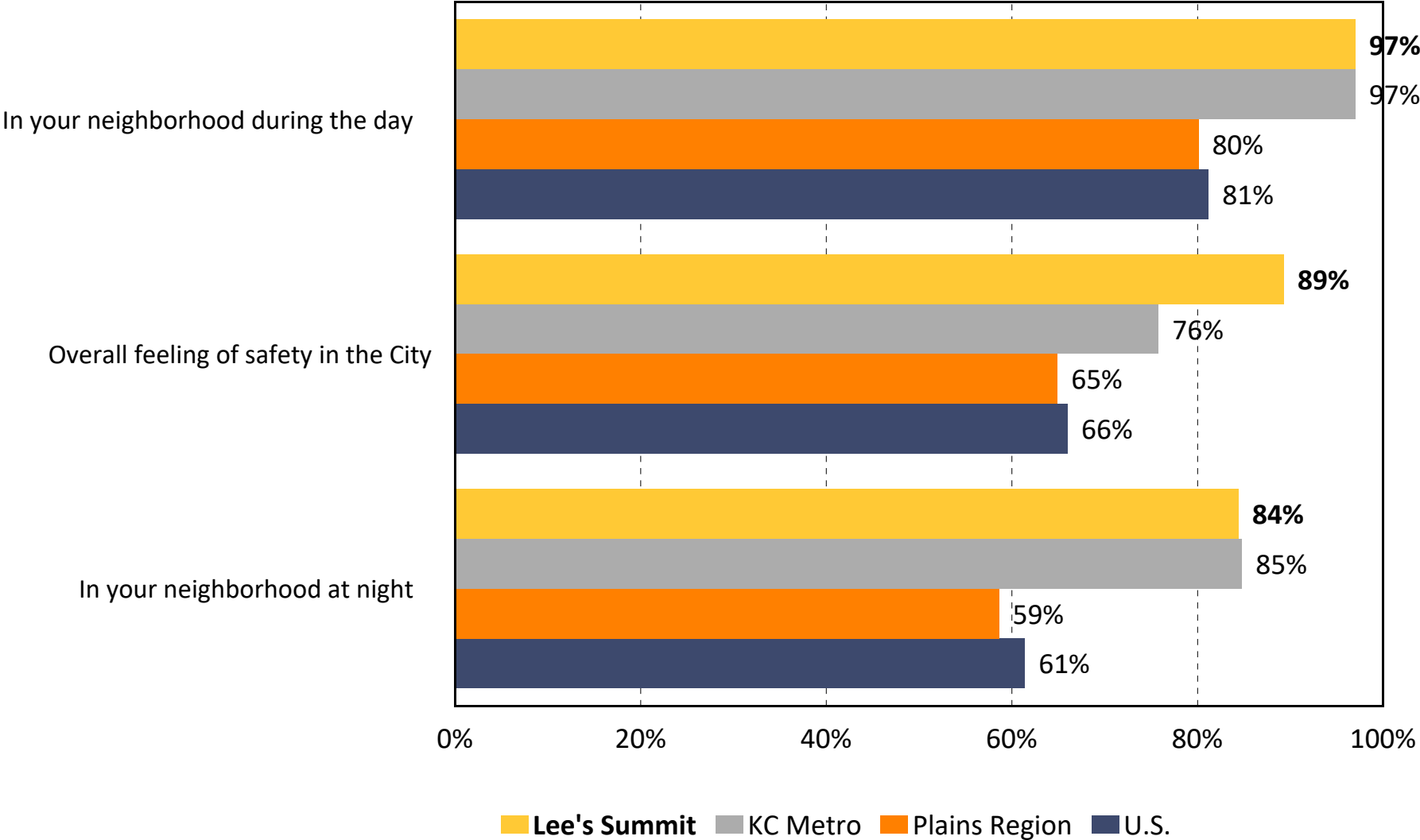
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Feeling of Safety in Various Situations

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

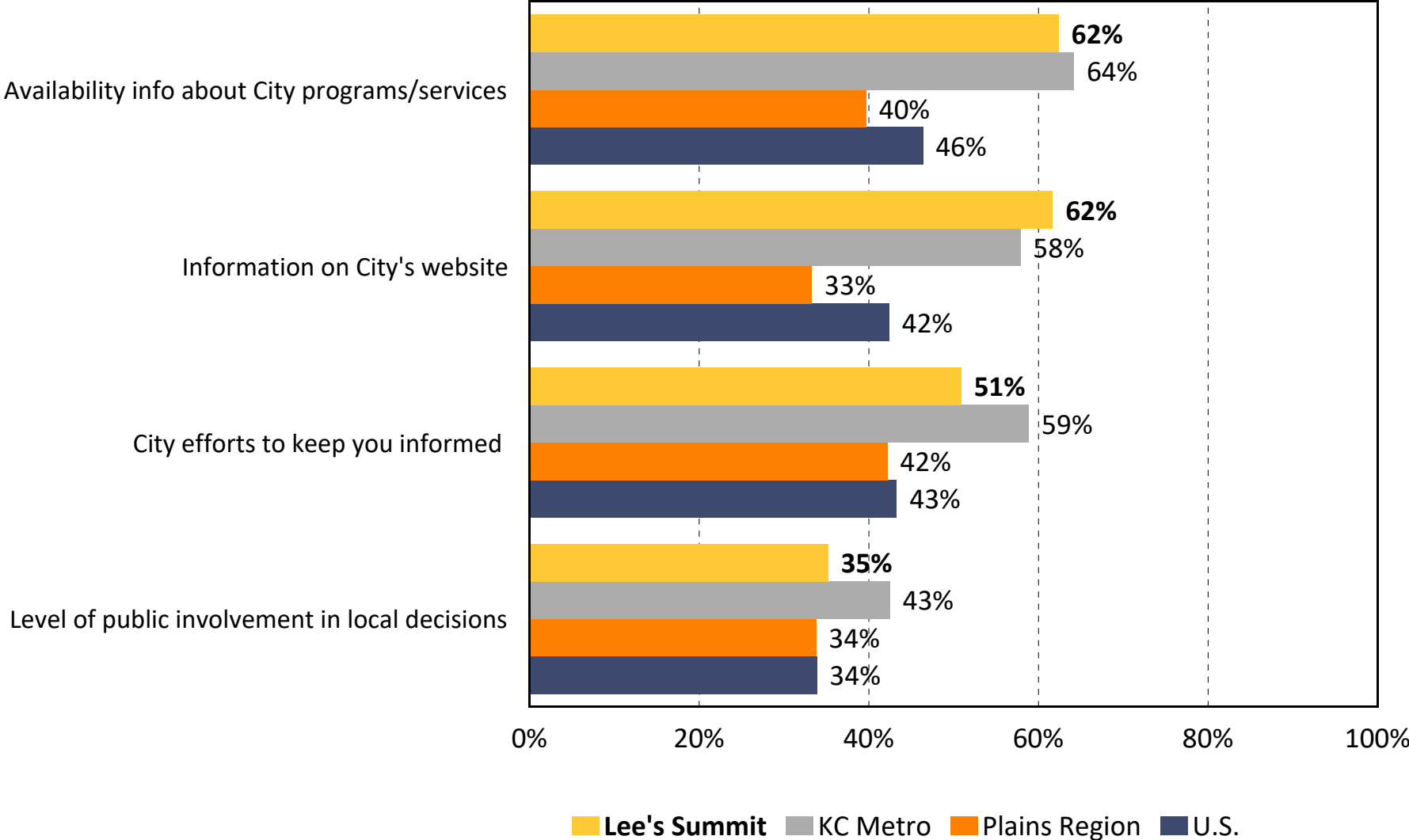
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with City Communication

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

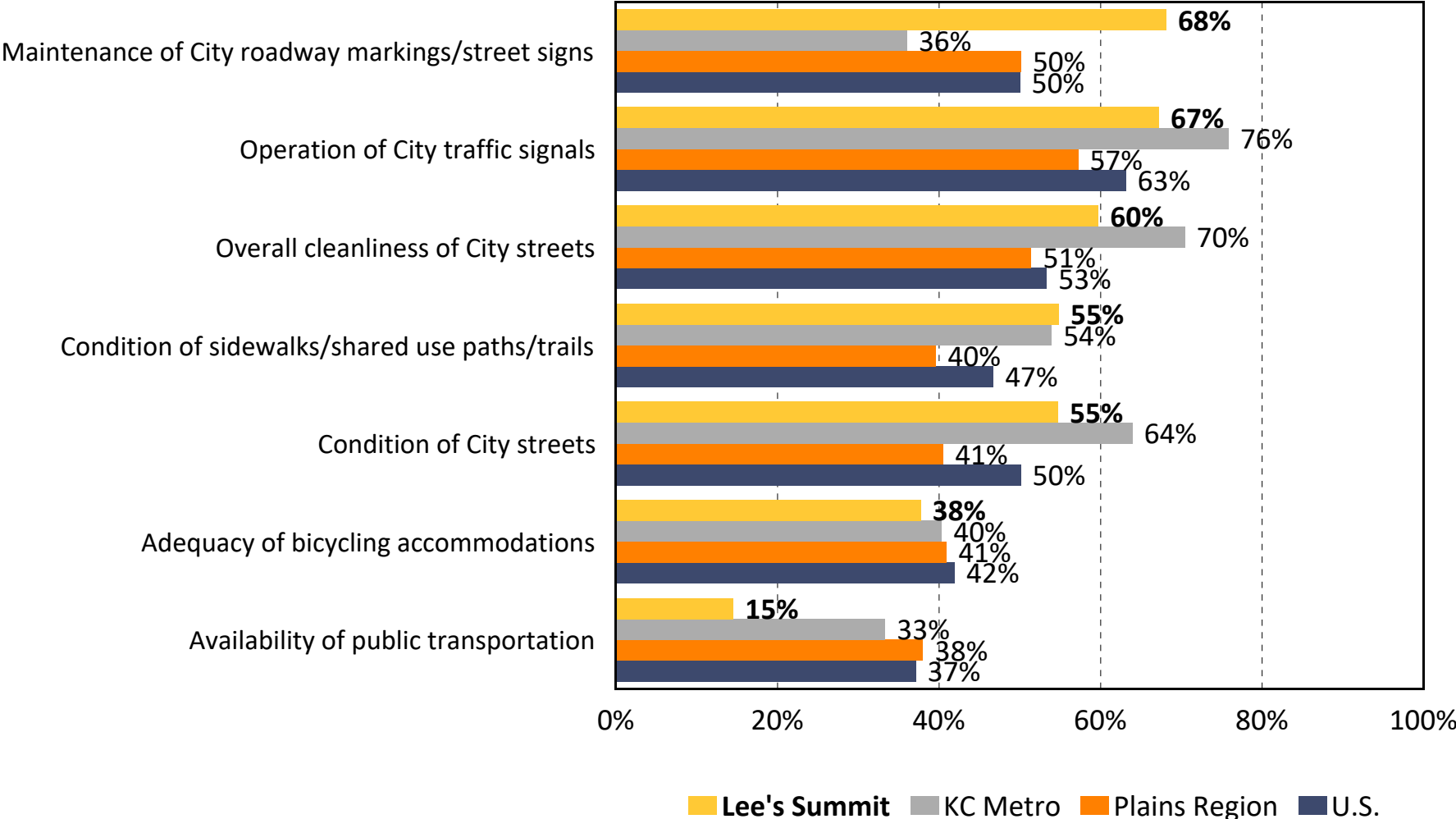
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Streets, Sidewalks, and Infrastructure

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

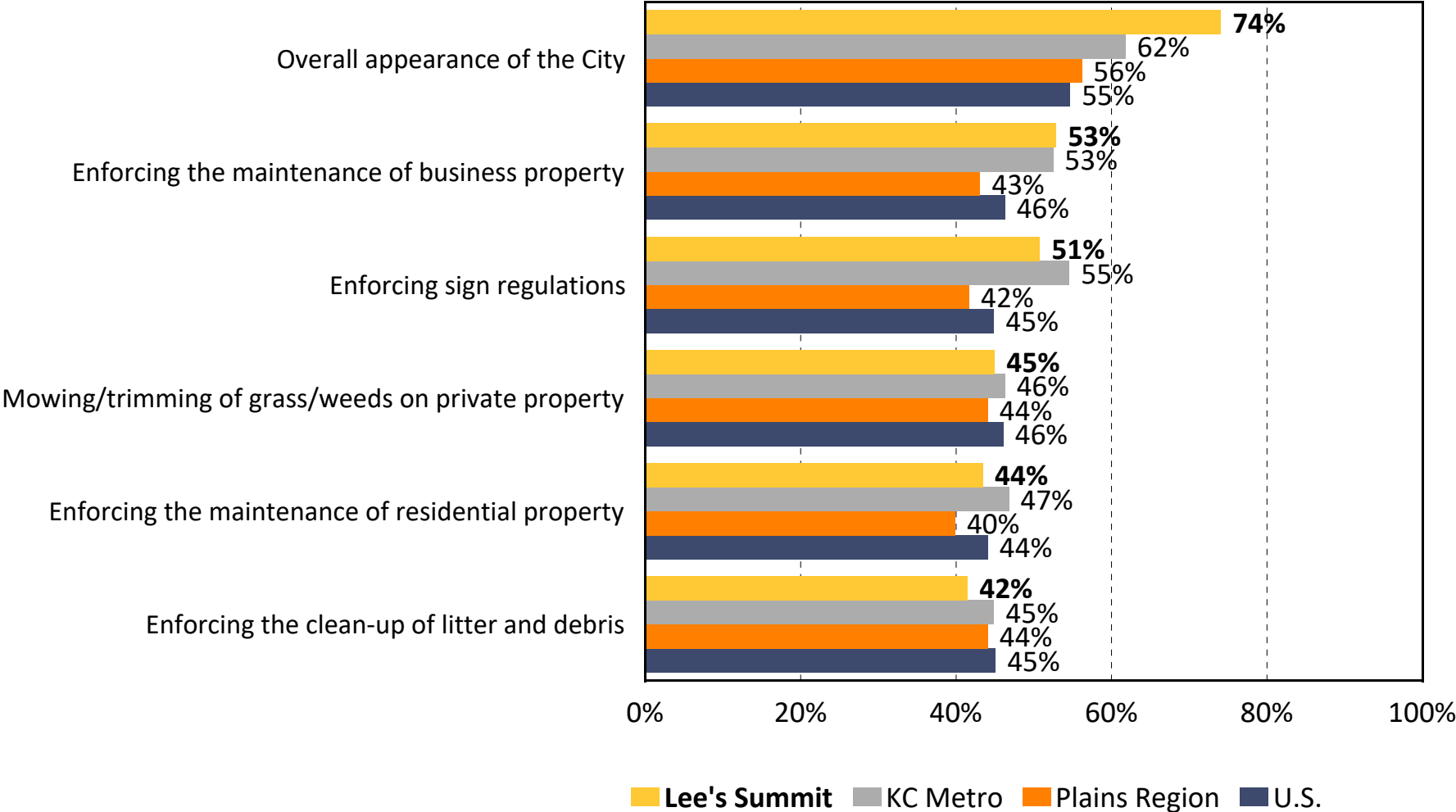
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Code Enforcement

Lee's Summit vs. KC Metro vs. Plains Region vs. the U.S.

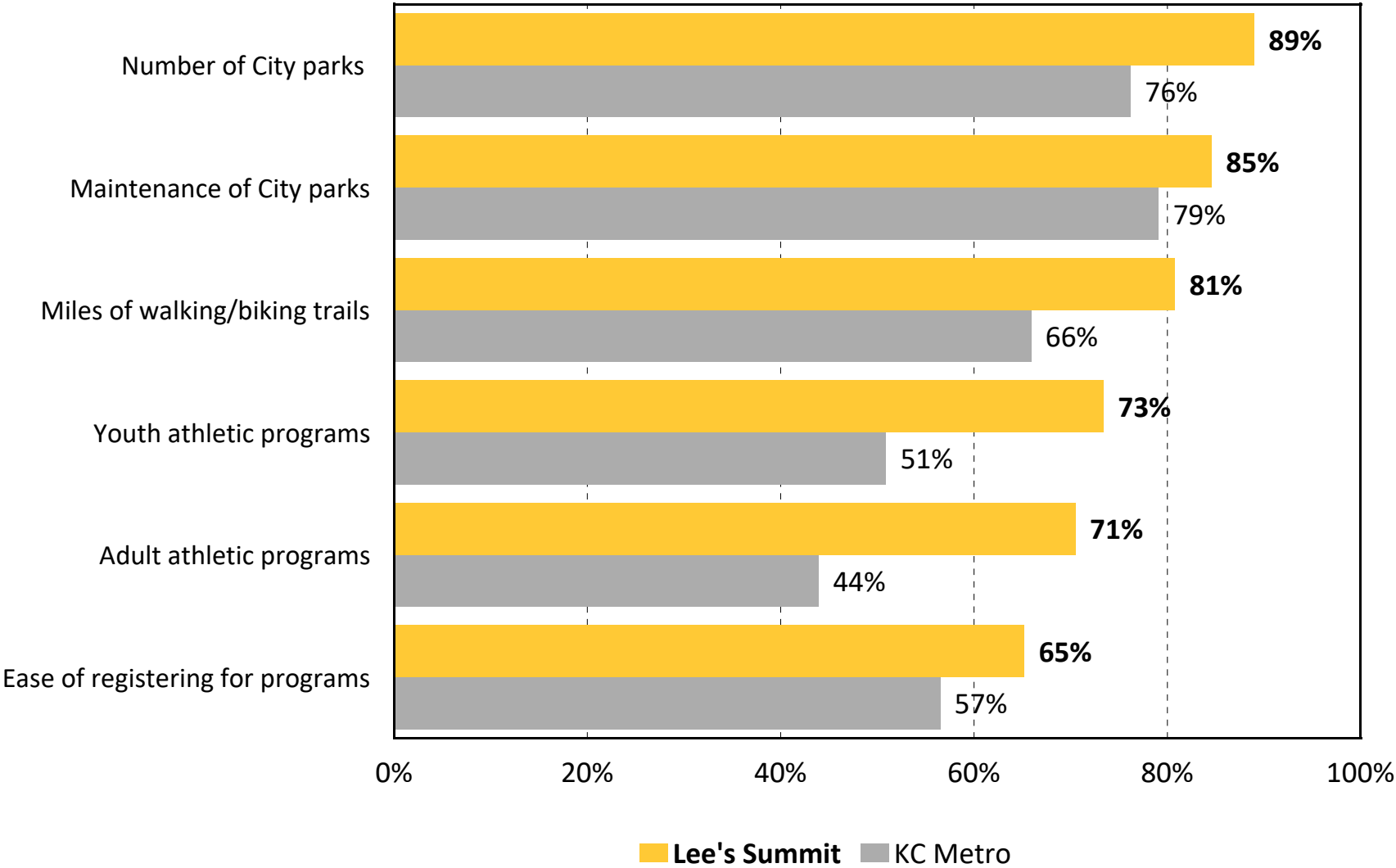
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Parks and Recreation

Lee's Summit vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Data not available for Plains Region and U.S.



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, and fourth most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. Nearly three-fourths (71.8%) of households selected "*maintenance of City streets, buildings, and facilities*" as one of the most important items for the City to provide.

With regard to satisfaction, 56.6% of respondents surveyed rated "*maintenance of City streets, buildings, and facilities*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 71.8% was multiplied by 43.4% (1-0.566). This calculation yielded an I-S rating of 0.3116, which ranked first out of thirteen categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top four choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Lee's Summit are provided on the following pages.

2024 Importance-Satisfaction Rating

City of Lee's Summit, Missouri

Overall Quality of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets/buildings/facilities	72%	2	57%	7	0.3116	1
High Priority (IS .10-.20)						
Flow of traffic/congestion management	33%	5	52%	8	0.1584	2
Overall quality of police services	77%	1	81%	3	0.1459	3
Quality of new commercial development	22%	6	48%	12	0.1131	4
Medium Priority (IS <.10)						
Enforcing private property/building ordinances	14%	7	52%	10	0.0655	5
Programs designed to connect citizens with City	12%	10	51%	11	0.0600	6
Quality of fire and emergency medical services	71%	3	92%	1	0.0543	7
Quality of City's stormwater management system	14%	8	61%	6	0.0531	8
Quality of parks/recreation programs/facilities	42%	4	88%	2	0.0500	9
Quality of communication	12%	9	65%	5	0.0433	10
Public safety education programs	7%	12	52%	9	0.0324	11
Customer service from City employees	7%	11	69%	4	0.0212	12
Quality of municipal court	2%	13	47%	13	0.0096	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

City of Lee's Summit, Missouri

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts to prevent crime	93%	2	69%	3	0.2886	1
High Priority (IS .10-.20)						
Police Department response to emergencies	94%	1	81%	2	0.1784	2
Professionalism of police employees	80%	3	84%	1	0.1277	3
Medium Priority (IS <.10)						
Quality of Animal Control	22%	4	69%	4	0.0673	4

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

City of Lee's Summit, Missouri

Fire and Emergency Medical Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
How quickly the fire department responds	69%	1	88%	3	0.0866	1
Overall quality of ambulance service	49%	3	88%	2	0.0616	2
Overall quality of local fire protection	55%	2	92%	1	0.0449	3
Efforts to enhance fire prevention	8%	4	64%	6	0.0286	4
Number of fire stations	8%	5	83%	5	0.0131	5
Visibility of fire department personnel	3%	6	85%	4	0.0041	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

City of Lee's Summit, Missouri

Streets, Sidewalks, and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of City streets	87%	1	55%	8	0.3955	1
Condition of sidewalks/shared use paths/trails	44%	2	55%	7	0.2002	2
High Priority (IS .10-.20)						
Availability of public transportation	21%	9	15%	12	0.1804	3
Overall cleanliness of City streets	38%	3	60%	6	0.1527	4
Availability of sidewalks along City streets	28%	6	53%	10	0.1323	5
Maintenance of City roadway markings/street signs	37%	4	68%	2	0.1164	6
Operation of City traffic signals	33%	5	67%	3	0.1073	7
Maintenance of stormwater drainage systems	27%	8	61%	5	0.1045	8
Medium Priority (IS <.10)						
Adequacy of bicycling accommodations	12%	11	38%	11	0.0729	9
Maintenance of City street lights on major roadways	27%	7	74%	1	0.0694	10
Maintenance of City medians & curbs	14%	10	61%	4	0.0529	11
Availability of shared use path/trails	11%	12	54%	9	0.0506	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

City of Lee's Summit, Missouri

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcing the clean-up of litter and debris	52%	2	42%	6	0.3065	1
High Priority (IS .10-.20)						
Mowing/trimming of grass/weeds on private property	26%	4	45%	4	0.1447	2
Enforcing the maintenance of residential property	25%	5	44%	5	0.1407	3
Overall appearance of the City	53%	1	74%	1	0.1380	4
Enforcing the maintenance of business property	27%	3	53%	2	0.1253	5
Medium Priority (IS <.10)						
Enforcing sign regulations	7%	6	51%	3	0.0330	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating City of Lee's Summit, Missouri Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Fees charged for activities	32%	3	54%	23	0.1487	1
Medium Priority (IS <.10)						
Passive open space/native areas	22%	6	62%	22	0.0816	2
Maintenance of City parks	53%	1	85%	2	0.0809	3
Ease of registering for programs	20%	8	65%	17	0.0706	4
Dog parks	18%	9	63%	21	0.0664	5
Youth athletic programs	25%	4	73%	6	0.0652	6
Miles of walking/biking trails	33%	2	81%	4	0.0628	7
Adult athletic programs	21%	7	71%	10	0.0620	8
Lee's Summit Parks and Recreation Board	14%	11	63%	20	0.0508	9
Other recreation programs, such as classes/summer camps	15%	10	67%	15	0.0493	10
Youth sports practice areas	11%	14	65%	18	0.0378	11
Summit Waves	10%	15	69%	11	0.0292	12
Lovell Community Center	9%	16	68%	13	0.0285	13
Legacy Park youth sports fields	13%	12	79%	5	0.0279	14
Gamber Community Center	8%	17	68%	14	0.0261	15
Number of City parks	23%	5	89%	1	0.0249	16
Legacy Park Amphitheater	8%	18	72%	8	0.0212	17
Number of playgrounds	13%	13	84%	3	0.0208	18
Longview Community Center	7%	19	73%	7	0.0197	19
Splash pads	4%	20	69%	12	0.0134	20
Harris Park Community Center	3%	21	64%	19	0.0097	21
Summit Ice	3%	22	71%	9	0.0072	22
Hartman Park Sports Area	1%	23	66%	16	0.0041	23

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

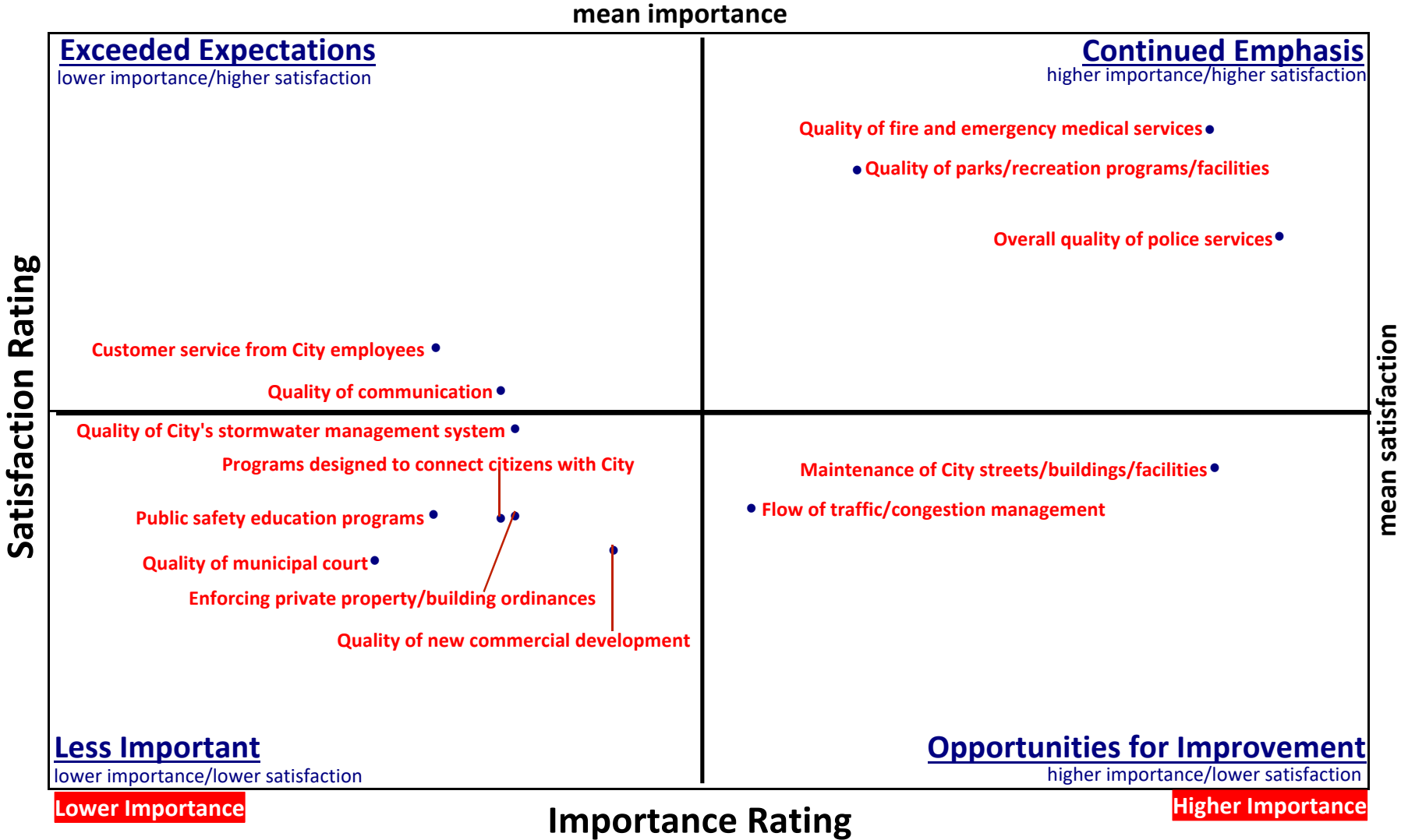
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrix charts showing the results for the City of Lee's Summit are provided on the following pages.

2024 City of Lee's Summit Citizen Survey Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

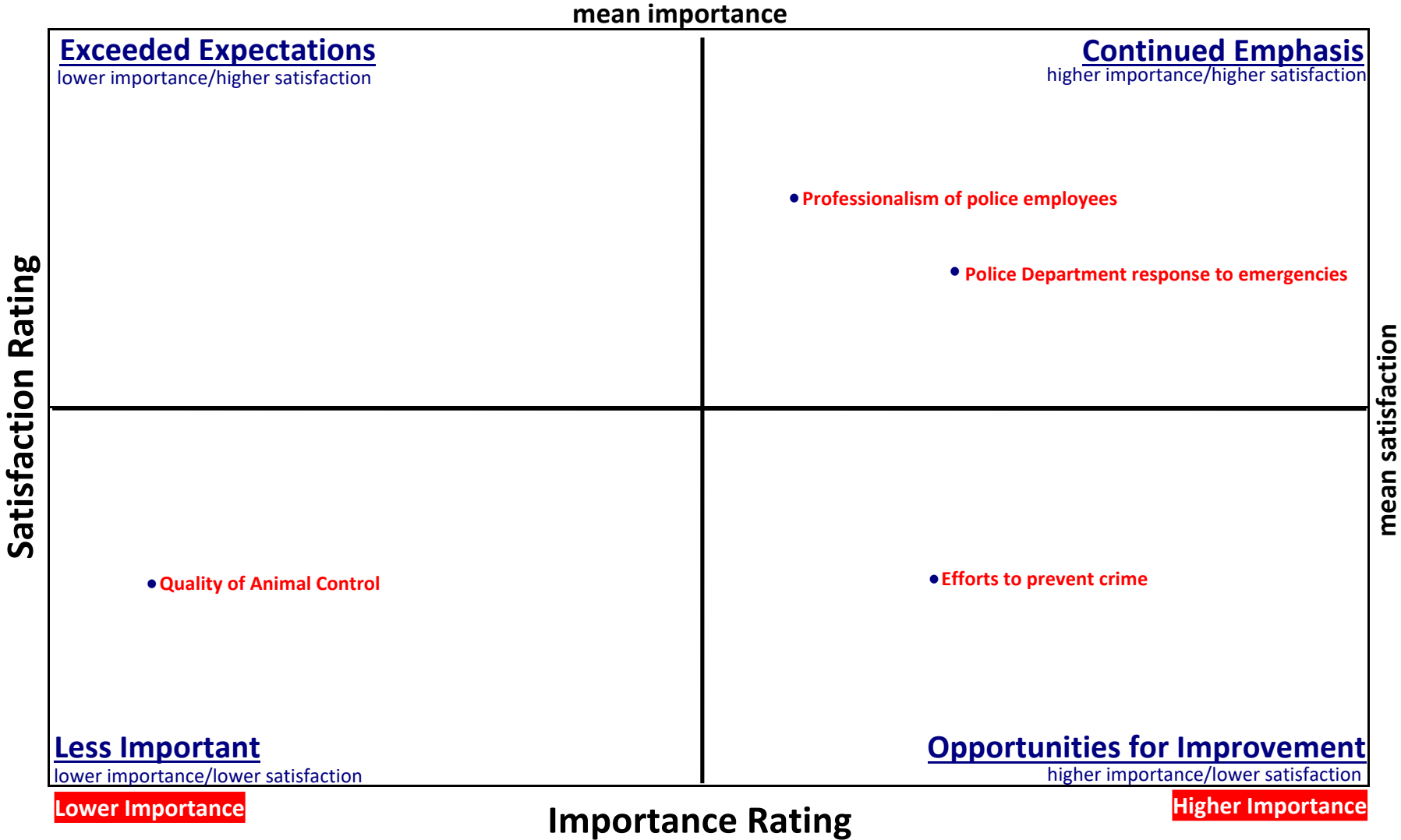
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 City of Lee's Summit Citizen Survey Importance-Satisfaction Assessment Matrix

-Police Services-

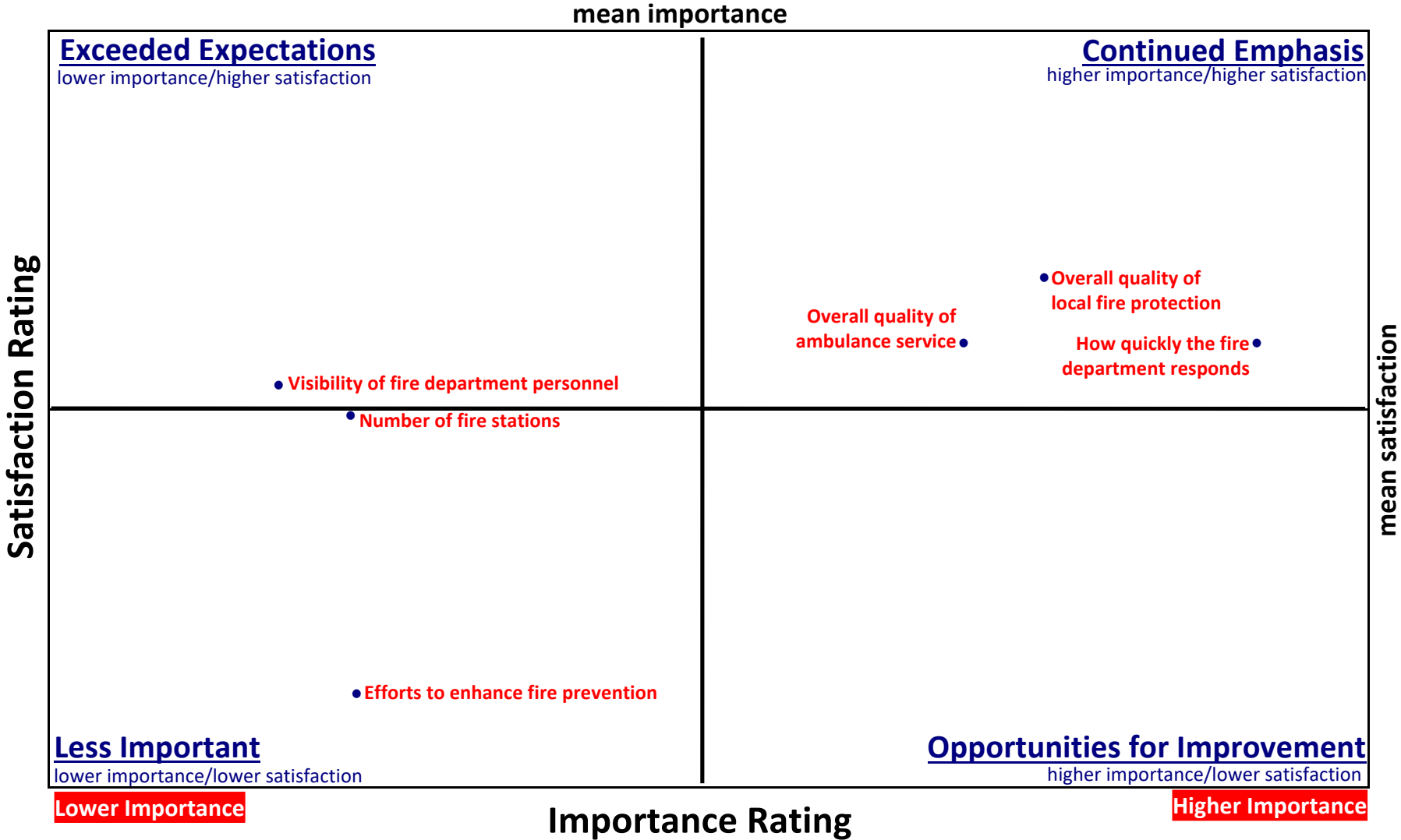
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 City of Lee's Summit Citizen Survey Importance-Satisfaction Assessment Matrix

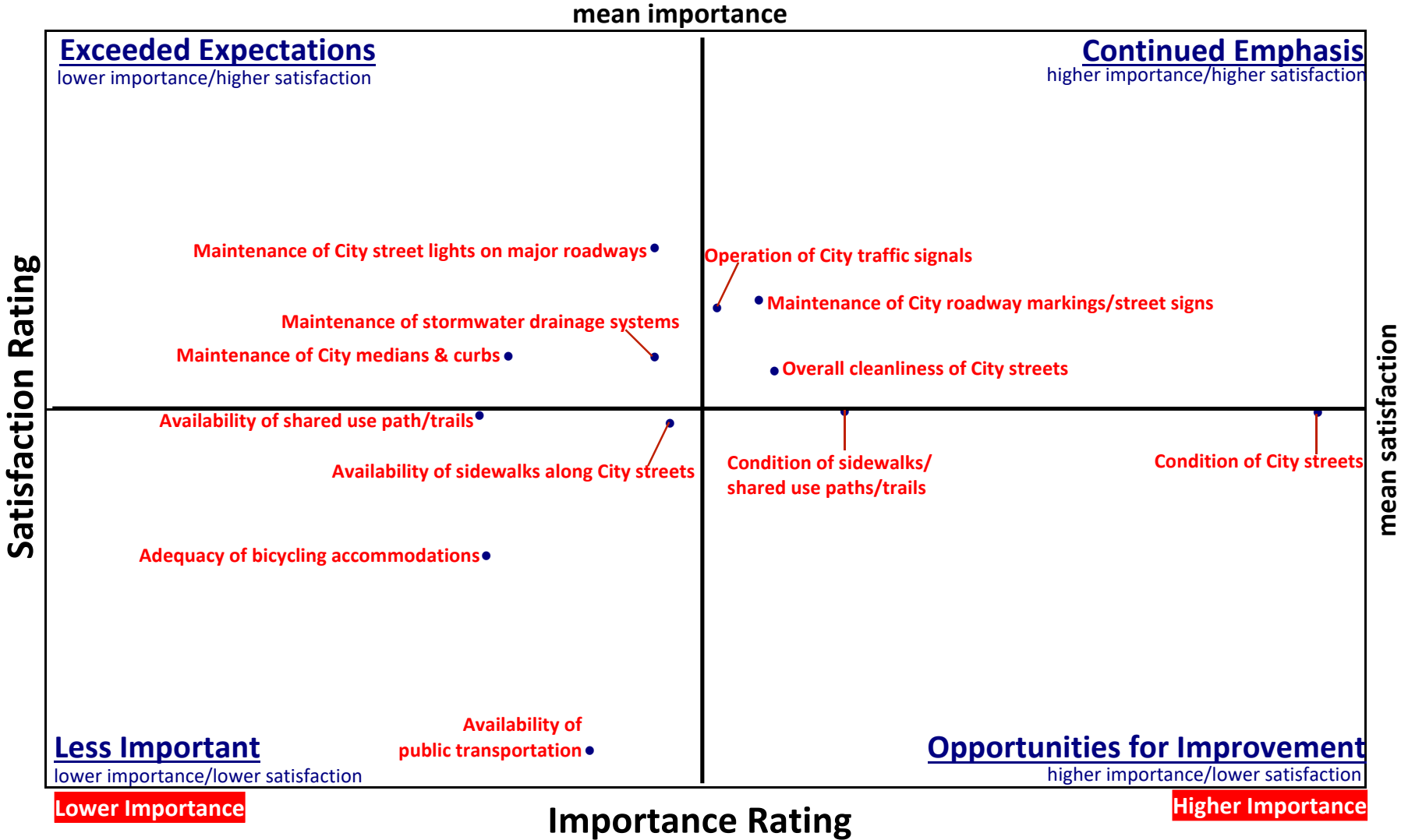
-Fire and Emergency Medical Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 City of Lee's Summit Citizen Survey Importance-Satisfaction Assessment Matrix -Streets, Sidewalks, and Infrastructure-

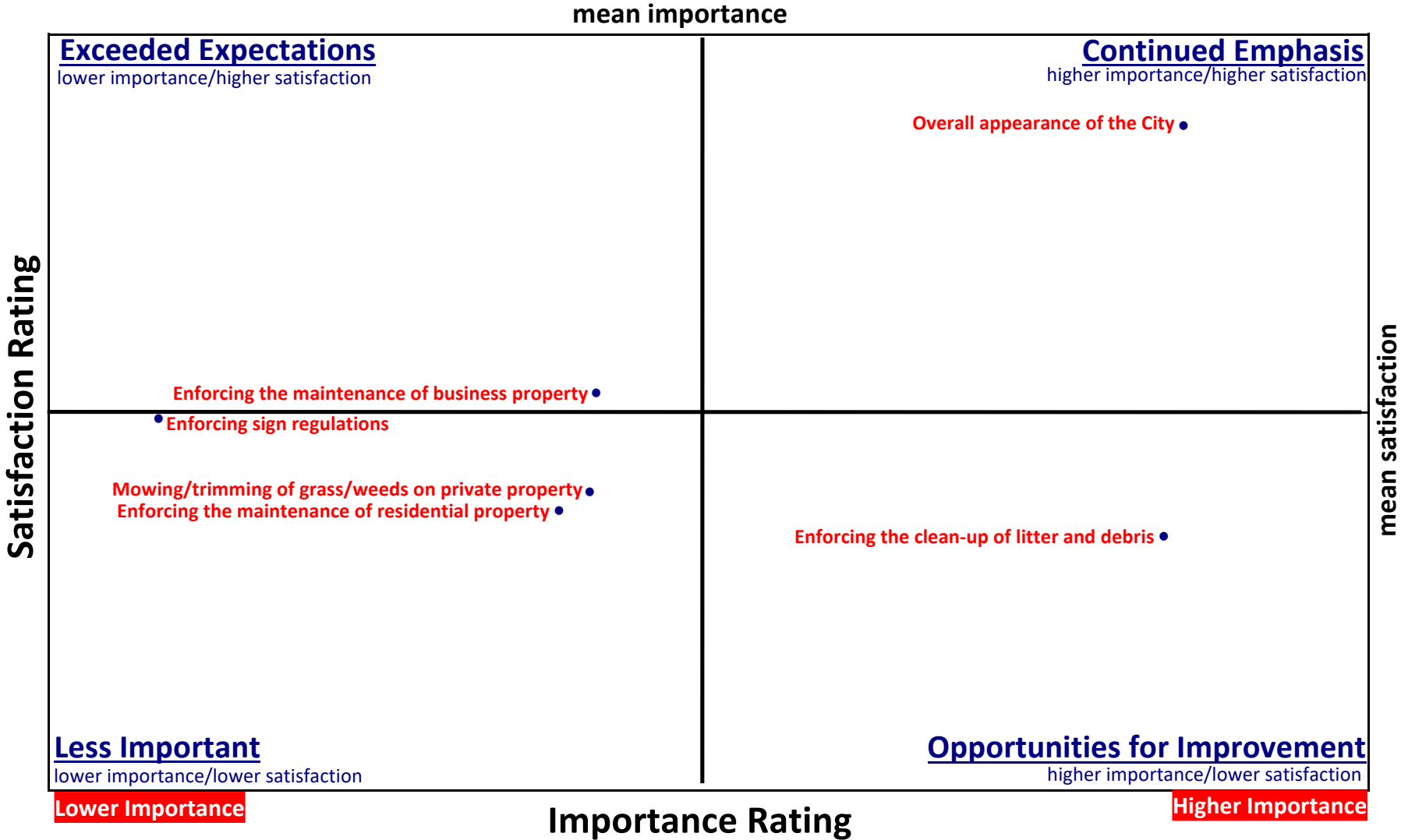
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 City of Lee's Summit Citizen Survey Importance-Satisfaction Assessment Matrix

-Code Enforcement-

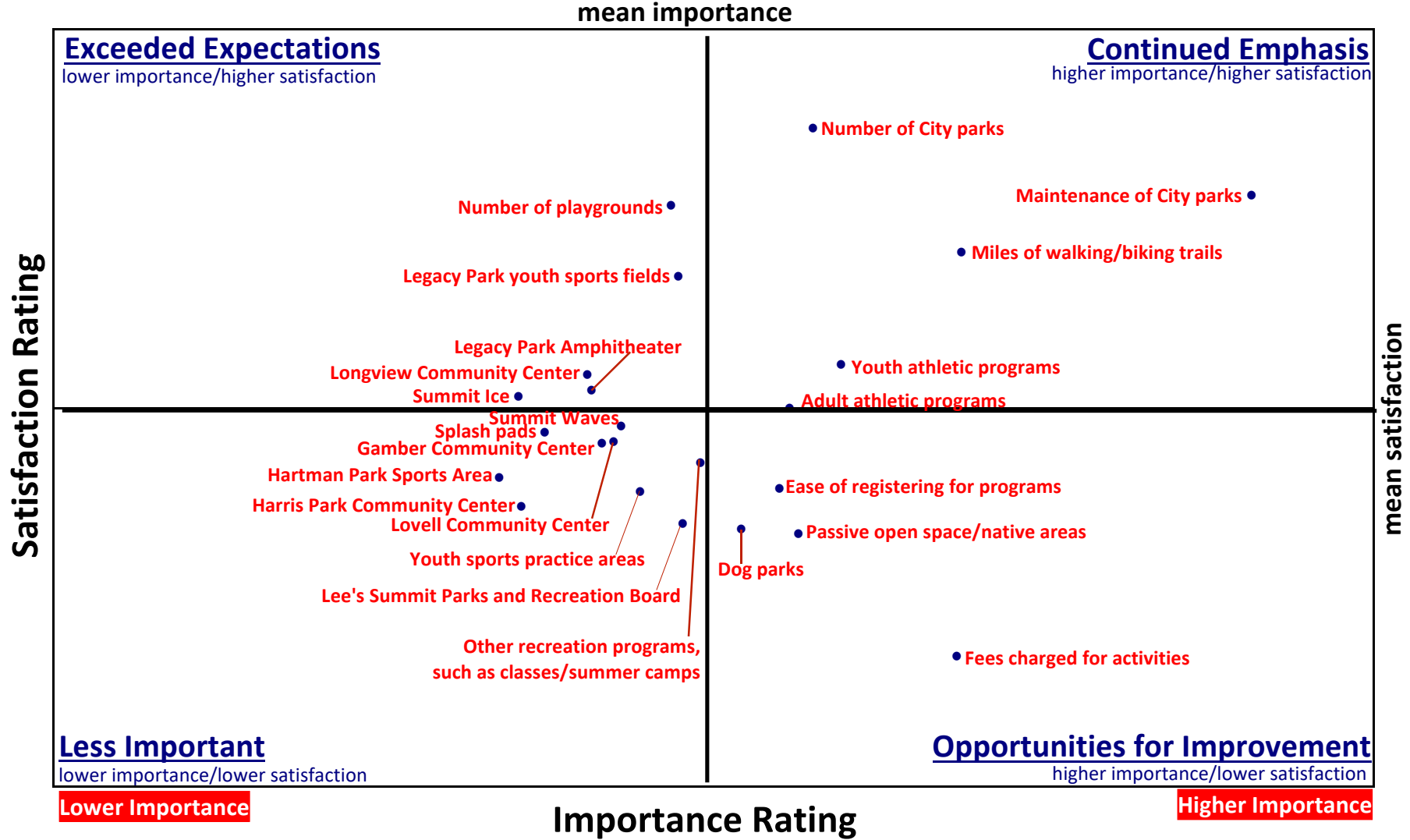
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2024 City of Lee's Summit Citizen Survey Importance-Satisfaction Assessment Matrix

-Parks and Recreation Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





4

Tabular Data

Q1. 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."

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall image of City government	13.3%	53.7%	24.5%	5.3%	0.5%	2.7%
Q1-2. How well City is managing growth	9.4%	43.6%	21.3%	18.3%	5.4%	1.9%
Q1-3. Overall quality of life in Lee's Summit	33.2%	54.5%	9.3%	3.1%	0.0%	0.0%
Q1-4. Overall quality of services provided by City	19.1%	53.9%	19.5%	6.2%	0.9%	0.4%
Q1-5. Overall value you receive for your City tax dollars & fees	10.1%	41.7%	28.8%	13.8%	3.9%	1.8%

WITHOUT "DON'T KNOW"

Q1. 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." (without "don't know")

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall image of City government	13.7%	55.2%	25.2%	5.4%	0.5%
Q1-2. How well City is managing growth	9.6%	44.5%	21.7%	18.7%	5.5%
Q1-3. Overall quality of life in Lee's Summit	33.2%	54.5%	9.3%	3.1%	0.0%
Q1-4. Overall quality of services provided by City	19.2%	54.1%	19.6%	6.2%	0.9%
Q1-5. Overall value you receive for your City tax dollars & fees	10.2%	42.4%	29.3%	14.1%	3.9%

Q2. 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.

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall effectiveness of City elected officials	7.4%	40.5%	34.5%	7.2%	1.9%	8.5%
Q2-2. Overall effectiveness of boards & commissions	5.9%	37.5%	36.6%	6.1%	2.3%	11.5%
Q2-3. Overall effectiveness of City manager & staff	10.1%	37.4%	34.7%	5.0%	1.2%	11.6%

WITHOUT "DON'T KNOW"

Q2. 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. (without "don't know")

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall effectiveness of City elected officials	8.0%	44.3%	37.7%	7.9%	2.1%
Q2-2. Overall effectiveness of boards & commissions	6.7%	42.4%	41.4%	6.9%	2.6%
Q2-3. Overall effectiveness of City manager & staff	11.4%	42.3%	39.3%	5.7%	1.3%

Q3. 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...

(N=775)

	Very likely	Likely	Neutral	Not likely	Not likely at all	Don't know
Q3-1. Living in Lee's Summit	44.0%	37.9%	11.2%	6.3%	0.4%	0.1%
Q3-2. Conducting business in Lee's Summit	34.6%	40.4%	16.4%	3.9%	0.5%	4.3%
Q3-3. Visiting Lee's Summit	48.3%	39.0%	9.4%	2.5%	0.1%	0.8%

WITHOUT "DON'T KNOW"

Q3. 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... (without "don't know")

(N=775)

	Very likely	Likely	Neutral	Not likely	Not likely at all
Q3-1. Living in Lee's Summit	44.1%	38.0%	11.2%	6.3%	0.4%
Q3-2. Conducting business in Lee's Summit	36.1%	42.2%	17.1%	4.0%	0.5%
Q3-3. Visiting Lee's Summit	48.6%	39.3%	9.5%	2.5%	0.1%

Q4. 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."

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of police services	34.3%	44.4%	13.5%	3.5%	1.3%	3.0%
Q4-2. Overall quality of fire & emergency medical services (ambulance)	45.5%	40.0%	6.8%	0.1%	0.0%	7.5%
Q4-3. Overall quality of parks & recreation programs & facilities	47.6%	40.4%	8.8%	2.6%	0.5%	0.1%
Q4-4. Overall maintenance of City streets, facilities & buildings	11.6%	44.9%	20.1%	19.5%	3.6%	0.3%
Q4-5. Overall enforcement of private property/building maintenance ordinances	8.6%	35.7%	30.3%	9.9%	1.5%	13.8%
Q4-6. Overall quality of public safety education programs	8.1%	31.4%	34.1%	2.6%	0.4%	23.5%
Q4-7. Overall quality of customer service received from employees	17.2%	43.2%	23.2%	3.4%	0.3%	12.8%
Q4-8. Overall quality of communication	14.2%	47.1%	26.5%	6.1%	0.8%	5.4%
Q4-9. Overall quality of programs designed to connect citizens with City	10.7%	35.4%	34.6%	8.3%	1.0%	10.1%
Q4-10. Overall quality of new commercial development	9.2%	36.6%	26.6%	13.9%	9.4%	4.3%
Q4-11. Overall quality of City's stormwater runoff/stormwater management system	9.2%	47.1%	26.8%	6.8%	2.8%	7.2%
Q4-12. Overall flow of traffic & congestion management (excluding MoDOT highway interchanges)	8.8%	42.5%	23.4%	18.1%	5.3%	2.1%
Q4-13. Overall quality of municipal court	5.5%	19.6%	27.1%	1.2%	0.4%	46.2%

WITHOUT "DON'T KNOW"**Q4. 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." (without "don't know")**

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of police services	35.4%	45.7%	14.0%	3.6%	1.3%
Q4-2. Overall quality of fire & emergency medical services (ambulance)	49.2%	43.2%	7.4%	0.1%	0.0%
Q4-3. Overall quality of parks & recreation programs & facilities	47.7%	40.4%	8.8%	2.6%	0.5%
Q4-4. Overall maintenance of City streets, facilities & buildings	11.6%	45.0%	20.2%	19.5%	3.6%
Q4-5. Overall enforcement of private property/building maintenance ordinances	10.0%	41.5%	35.2%	11.5%	1.8%
Q4-6. Overall quality of public safety education programs	10.6%	41.0%	44.5%	3.4%	0.5%
Q4-7. Overall quality of customer service received from employees	19.7%	49.6%	26.6%	3.8%	0.3%
Q4-8. Overall quality of communication	15.0%	49.8%	28.0%	6.4%	0.8%
Q4-9. Overall quality of programs designed to connect citizens with City	11.9%	39.3%	38.5%	9.2%	1.1%
Q4-10. Overall quality of new commercial development	9.6%	38.3%	27.8%	14.6%	9.8%
Q4-11. Overall quality of City's stormwater runoff/stormwater management system	9.9%	50.8%	28.9%	7.4%	3.1%
Q4-12. Overall flow of traffic & congestion management (excluding MoDOT highway interchanges)	9.0%	43.3%	23.8%	18.4%	5.4%

WITHOUT "DON'T KNOW"

Q4. 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." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-13. Overall quality of municipal court	10.3%	36.5%	50.4%	2.2%	0.7%

Q5. Which FOUR of the items listed in Question 4 do you think are the MOST IMPORTANT services for the City to provide?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	344	44.4 %
Overall quality of fire & emergency medical services (ambulance)	118	15.2 %
Overall quality of parks & recreation programs & facilities	41	5.3 %
Overall maintenance of City streets, facilities & buildings	126	16.3 %
Overall enforcement of private property/building maintenance ordinances	9	1.2 %
Overall quality of public safety education programs	11	1.4 %
Overall quality of customer service received from employees	5	0.6 %
Overall quality of communication	9	1.2 %
Overall quality of programs designed to connect citizens with City	10	1.3 %
Overall quality of new commercial development	31	4.0 %
Overall quality of City's stormwater runoff/stormwater management system	9	1.2 %
Overall flow of traffic & congestion management (excluding MoDOT highway interchanges)	44	5.7 %
<u>None chosen</u>	<u>18</u>	<u>2.3 %</u>
Total	775	100.0 %

Q5. Which FOUR of the items listed in Question 4 do you think are the MOST IMPORTANT services for the City to provide?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	156	20.1 %
Overall quality of fire & emergency medical services (ambulance)	318	41.0 %
Overall quality of parks & recreation programs & facilities	47	6.1 %
Overall maintenance of City streets, facilities & buildings	78	10.1 %
Overall enforcement of private property/building maintenance ordinances	22	2.8 %
Overall quality of public safety education programs	8	1.0 %
Overall quality of customer service received from employees	5	0.6 %
Overall quality of communication	12	1.5 %
Overall quality of programs designed to connect citizens with City	14	1.8 %
Overall quality of new commercial development	29	3.7 %
Overall quality of City's stormwater runoff/stormwater management system	19	2.5 %
Overall flow of traffic & congestion management (excluding MoDOT highway interchanges)	41	5.3 %
Overall quality of municipal court	3	0.4 %
<u>None chosen</u>	<u>23</u>	<u>3.0 %</u>
Total	775	100.0 %

Q5. Which FOUR of the items listed in Question 4 do you think are the MOST IMPORTANT services for the City to provide?

Q5. 3rd choice	Number	Percent
Overall quality of police services	61	7.9 %
Overall quality of fire & emergency medical services (ambulance)	74	9.5 %
Overall quality of parks & recreation programs & facilities	114	14.7 %
Overall maintenance of City streets, facilities & buildings	247	31.9 %
Overall enforcement of private property/building maintenance ordinances	21	2.7 %
Overall quality of public safety education programs	14	1.8 %
Overall quality of customer service received from employees	19	2.5 %
Overall quality of communication	27	3.5 %
Overall quality of programs designed to connect citizens with City	33	4.3 %
Overall quality of new commercial development	37	4.8 %
Overall quality of City's stormwater runoff/stormwater management system	23	3.0 %
Overall flow of traffic & congestion management (excluding MoDOT highway interchanges)	71	9.2 %
Overall quality of municipal court	4	0.5 %
None chosen	30	3.9 %
Total	775	100.0 %

Q5. Which FOUR of the items listed in Question 4 do you think are the MOST IMPORTANT services for the City to provide?

Q5. 4th choice	Number	Percent
Overall quality of police services	37	4.8 %
Overall quality of fire & emergency medical services (ambulance)	44	5.7 %
Overall quality of parks & recreation programs & facilities	123	15.9 %
Overall maintenance of City streets, facilities & buildings	105	13.5 %
Overall enforcement of private property/building maintenance ordinances	53	6.8 %
Overall quality of public safety education programs	19	2.5 %
Overall quality of customer service received from employees	25	3.2 %
Overall quality of communication	47	6.1 %
Overall quality of programs designed to connect citizens with City	38	4.9 %
Overall quality of new commercial development	71	9.2 %
Overall quality of City's stormwater runoff/stormwater management system	53	6.8 %
Overall flow of traffic & congestion management (excluding MoDOT highway interchanges)	101	13.0 %
Overall quality of municipal court	7	0.9 %
None chosen	52	6.7 %
Total	775	100.0 %

SUM OF TOP 4 CHOICES**Q5. Which FOUR of the items listed in Question 4 do you think are the MOST IMPORTANT services for the City to provide? (top 4)**

<u>Q5. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	598	77.2 %
Overall quality of fire & emergency medical services (ambulance)	554	71.5 %
Overall quality of parks & recreation programs & facilities	325	41.9 %
Overall maintenance of City streets, facilities & buildings	556	71.7 %
Overall enforcement of private property/building maintenance ordinances	105	13.5 %
Overall quality of public safety education programs	52	6.7 %
Overall quality of customer service received from employees	54	7.0 %
Overall quality of communication	95	12.3 %
Overall quality of programs designed to connect citizens with City	95	12.3 %
Overall quality of new commercial development	168	21.7 %
Overall quality of City's stormwater runoff/stormwater management system	104	13.4 %
Overall flow of traffic & congestion management (excluding MoDOT highway interchanges)	257	33.2 %
Overall quality of municipal court	14	1.8 %
None chosen	18	2.3 %
Total	2995	

Q6. 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.

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Efforts to prevent crime	15.4%	48.3%	19.5%	8.0%	1.3%	7.6%
Q6-2. Overall professionalism of police employees	34.1%	40.6%	11.0%	2.1%	1.2%	11.1%
Q6-3. Police Department response to emergencies	26.3%	39.7%	12.9%	1.5%	0.9%	18.6%
Q6-4. Quality of Animal Control	15.6%	38.5%	20.0%	3.5%	1.2%	21.3%

WITHOUT "DON'T KNOW"

Q6. 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. (without "don't know")

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Efforts to prevent crime	16.6%	52.2%	21.1%	8.7%	1.4%
Q6-2. Overall professionalism of police employees	38.3%	45.7%	12.3%	2.3%	1.3%
Q6-3. Police Department response to emergencies	32.3%	48.8%	15.8%	1.9%	1.1%
Q6-4. Quality of Animal Control	19.8%	48.9%	25.4%	4.4%	1.5%

Q7. Which THREE of the police services listed in Question 6 do you think are the MOST IMPORTANT services for the City to provide?

Q7. Top choice	Number	Percent
Efforts to prevent crime	379	48.9 %
Overall professionalism of police employees	92	11.9 %
Police Department response to emergencies	274	35.4 %
Quality of Animal Control	5	0.6 %
None chosen	25	3.2 %
Total	775	100.0 %

Q7. Which THREE of the police services listed in Question 6 do you think are the MOST IMPORTANT services for the City to provide?

Q7. 2nd choice	Number	Percent
Efforts to prevent crime	229	29.5 %
Overall professionalism of police employees	165	21.3 %
Police Department response to emergencies	327	42.2 %
Quality of Animal Control	26	3.4 %
None chosen	28	3.6 %
Total	775	100.0 %

Q7. Which THREE of the police services listed in Question 6 do you think are the MOST IMPORTANT services for the City to provide?

Q7. 3rd choice	Number	Percent
Efforts to prevent crime	109	14.1 %
Overall professionalism of police employees	361	46.6 %
Police Department response to emergencies	130	16.8 %
Quality of Animal Control	136	17.5 %
None chosen	39	5.0 %
Total	775	100.0 %

SUM OF TOP 3 CHOICES**Q7. Which THREE of the police services listed in Question 7 do you think are the MOST IMPORTANT services for the City to provide? (top 3)**

<u>Q7. Sum of top 3 choice</u>	<u>Number</u>	<u>Percent</u>
Efforts to prevent crime	717	92.5 %
Overall professionalism of police employees	618	79.7 %
Police Department response to emergencies	731	94.3 %
Quality of Animal Control	167	21.5 %
None chosen	25	3.2 %
Total	2258	

Q8. 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.

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Overall quality of local fire protection	43.2%	36.8%	6.8%	0.1%	0.3%	12.8%
Q8-2. Overall quality of ambulance service	37.7%	32.1%	9.5%	0.1%	0.3%	20.3%
Q8-3. Visibility of fire department personnel	37.7%	39.5%	13.4%	0.4%	0.1%	8.9%
Q8-4. Efforts to enhance fire prevention	17.7%	30.1%	26.1%	0.5%	0.0%	25.7%
Q8-5. Number of fire stations	27.9%	46.1%	14.2%	1.0%	0.3%	10.6%
Q8-6. How quickly fire department responds to emergencies	34.3%	35.1%	9.9%	0.0%	0.0%	20.6%

WITHOUT "DON'T KNOW"

Q8. 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. (without "don't know")

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall quality of local fire protection	49.6%	42.2%	7.8%	0.1%	0.3%
Q8-2. Overall quality of ambulance service	47.2%	40.3%	12.0%	0.2%	0.3%
Q8-3. Visibility of fire department personnel	41.4%	43.3%	14.7%	0.4%	0.1%
Q8-4. Efforts to enhance fire prevention	23.8%	40.5%	35.1%	0.7%	0.0%
Q8-5. Number of fire stations	31.2%	51.5%	15.9%	1.2%	0.3%
Q8-6. How quickly fire department responds to emergencies	43.3%	44.2%	12.5%	0.0%	0.0%

Q9. 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?

Q9. Top choice	Number	Percent
Overall quality of local fire protection	204	26.3 %
Overall quality of ambulance service	86	11.1 %
Visibility of fire department personnel	5	0.6 %
Efforts to enhance fire prevention	19	2.5 %
Number of fire stations	20	2.6 %
How quickly fire department responds to emergencies	411	53.0 %
None chosen	30	3.9 %
Total	775	100.0 %

Q9. 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?

Q9. 2nd choice	Number	Percent
Overall quality of local fire protection	221	28.5 %
Overall quality of ambulance service	296	38.2 %
Visibility of fire department personnel	16	2.1 %
Efforts to enhance fire prevention	43	5.5 %
Number of fire stations	39	5.0 %
How quickly fire department responds to emergencies	126	16.3 %
None chosen	34	4.4 %
Total	775	100.0 %

SUM OF TOP 2 CHOICES

Q9. 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? (top 2)

Q9. Sum of top 2 choices	Number	Percent
Overall quality of local fire protection	425	54.8 %
Overall quality of ambulance service	382	49.3 %
Visibility of fire department personnel	21	2.7 %
Efforts to enhance fire prevention	62	8.0 %
Number of fire stations	59	7.6 %
How quickly fire department responds to emergencies	537	69.3 %
None chosen	30	3.9 %
Total	1516	

Q10. 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.

(N=775)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q10-1. In your neighborhood during the day	63.0%	32.9%	2.5%	0.4%	0.1%	1.2%
Q10-2. In your neighborhood at night	32.4%	51.0%	11.4%	3.2%	0.8%	1.3%
Q10-3. In City parks during the day	39.7%	44.6%	9.7%	1.0%	0.1%	4.8%
Q10-4. In City parks at night	6.7%	21.3%	32.9%	17.5%	2.5%	19.1%
Q10-5. Traveling on City streets	34.3%	52.8%	8.6%	3.1%	0.1%	1.0%
Q10-6. In other public areas in Lee's Summit	25.3%	57.2%	13.5%	1.2%	0.3%	2.6%
Q10-7. Overall feeling of safety in Lee's Summit	29.5%	58.7%	9.8%	0.8%	0.0%	1.2%

WITHOUT "DON'T KNOW"

Q10. 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. (without "don't know")

(N=775)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q10-1. In your neighborhood during the day	63.7%	33.3%	2.5%	0.4%	0.1%
Q10-2. In your neighborhood at night	32.8%	51.6%	11.5%	3.3%	0.8%
Q10-3. In City parks during the day	41.7%	46.9%	10.2%	1.1%	0.1%
Q10-4. In City parks at night	8.3%	26.3%	40.7%	21.7%	3.0%
Q10-5. Traveling on City streets	34.7%	53.3%	8.7%	3.1%	0.1%
Q10-6. In other public areas in Lee's Summit	26.0%	58.7%	13.9%	1.2%	0.3%
Q10-7. Overall feeling of safety in Lee's Summit	29.9%	59.4%	9.9%	0.8%	0.0%

Q11. 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.

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Availability of information about City programs & services	14.2%	44.9%	26.3%	8.6%	0.6%	5.3%
Q11-2. City's efforts to keep you informed about City government issues	11.9%	36.4%	30.7%	13.8%	2.1%	5.2%
Q11-3. Level of public involvement in local decision-making	5.0%	25.8%	34.7%	17.0%	5.0%	12.4%
Q11-4. Information provided on City's website (Cityofls.net)	14.5%	40.0%	27.4%	6.1%	0.4%	11.7%

WITHOUT "DON'T KNOW"

Q11. 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. (without "don't know")

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Availability of information about City programs & services	15.0%	47.4%	27.8%	9.1%	0.7%
Q11-2. City's efforts to keep you informed about City government issues	12.5%	38.4%	32.4%	14.6%	2.2%
Q11-3. Level of public involvement in local decision-making	5.7%	29.5%	39.6%	19.4%	5.7%
Q11-4. Information provided on City's website (Cityofls.net)	16.4%	45.3%	31.0%	6.9%	0.4%

Q12. Please CHECK ALL of the following sources of information you CURRENTLY USE to get information about the City of Lee's Summit.

Q12. All the sources of information you currently use to get information about City	Number	Percent
Local TV news	516	66.6 %
Social media (Facebook, Twitter (X), Instagram, Nextdoor, LinkedIn)	624	80.5 %
Internet (websites, search engines (Google), etc.)	599	77.3 %
YouTube	33	4.3 %
Radio	122	15.7 %
Newspaper	119	15.4 %
Podcasts	22	2.8 %
Email (eNewsletters)	302	39.0 %
Other	65	8.4 %
Total	2402	

Q12-9. Other

- Ask friends, neighbors
- Aware App
- by mail.
- Chamber of Commerce, LSEDC
- City of Lee's Summit website
- City of Lee's Summit website
- City of Lee's Summit website
- City of Lee's Summit website
- City of Lee's Summit website
- City of Lee's Summit website
- City of Lee's Summit website
- Jackson County website - Respective County Legislature Representatives
- City of LS meeting agendas, city council members, meetings I attend
- Conversation with other people about their experiences with the city government
- Conversation with others
- Direct city notification
- During previous interaction with some of the city council members, they have kept us in the loop of information. Otherwise, we wouldn't know about most decisions.
- Face to face with other residents.
- family
- Flier in the mail.
- Friends
- Friends and family discussing Lees Summit happenings
- I recently signed up for the city alert system.
- Information in the mail.

Q12-9. Other

- Information we receive through our homeowners association.
- items I receive in the mail that refer to activities/classes offered via the Park dept. I get little other news.
- Lee's Summit Illustrated
- Lee's Summit magazine
- LS Alert email
- LS app
- LS app
- LS aware
- Magazine about Lee's Summit
- Magazines
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- Mail
- My mother. My father.
- Neighborhood apt.
- Neighborhood Facebook and HOA.
- Neighborhood HOA
- Neighbors
- Newsletter mailing
- Newsletters and mail communication
- People
- People
- Public signage.
- Quarterly Lee's Summit Parks & Rec magazine-like publication. LSSD publications. Similar. Call the department involved with my question.
- Relations in Lee Summit.
- Signs
- Televised on local station YouTube
- Text messages, emails and phone calls
- The recorded messages/alerts sent by the city
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth "rumors" that make me dig into what's being said
- Work meetings and neighbors and friends

Q13. 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?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Local TV news	164	21.2 %
Social media (Facebook, Twitter (X), Instagram, Nextdoor, LinkedIn)	287	37.0 %
Internet (websites, search engines (Google), etc.)	161	20.8 %
YouTube	3	0.4 %
Radio	3	0.4 %
Newspaper	14	1.8 %
Podcasts	2	0.3 %
Email (eNewsletters)	111	14.3 %
Other	14	1.8 %
None chosen	16	2.1 %
Total	775	100.0 %

Q13. 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?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Local TV news	130	16.8 %
Social media (Facebook, Twitter (X), Instagram, Nextdoor, LinkedIn)	211	27.2 %
Internet (websites, search engines (Google), etc.)	217	28.0 %
YouTube	7	0.9 %
Radio	22	2.8 %
Newspaper	29	3.7 %
Podcasts	4	0.5 %
Email (eNewsletters)	113	14.6 %
Other	7	0.9 %
None chosen	35	4.5 %
Total	775	100.0 %

Q13. 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?

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Local TV news	147	19.0 %
Social media (Facebook, Twitter (X), Instagram, Nextdoor, LinkedIn)	94	12.1 %
Internet (websites, search engines (Google), etc.)	165	21.3 %
YouTube	9	1.2 %
Radio	56	7.2 %
Newspaper	36	4.6 %
Podcasts	4	0.5 %
Email (eNewsletters)	130	16.8 %
Other	37	4.8 %
None chosen	97	12.5 %
Total	775	100.0 %

SUM OF TOP 3 CHOICES

Q13. 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? (top 3)

<u>Q13. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Local TV news	441	56.9 %
Social media (Facebook, Twitter (X), Instagram, Nextdoor, LinkedIn)	592	76.4 %
Internet (websites, search engines (Google), etc.)	543	70.1 %
YouTube	19	2.5 %
Radio	81	10.5 %
Newspaper	79	10.2 %
Podcasts	10	1.3 %
Email (eNewsletters)	354	45.7 %
Other	58	7.5 %
None chosen	16	2.1 %
Total	2193	

Q14. Do you have cable television in your home?

Q14. Do you have cable television in your home	Number	Percent
Yes	341	44.0 %
No	431	55.6 %
Not provided	3	0.4 %
Total	775	100.0 %

WITHOUT "NOT PROVIDED"

Q14. Do you have cable television in your home? (without "not provided")

Q14. Do you have cable television in your home	Number	Percent
Yes	341	44.2 %
No	431	55.8 %
Total	772	100.0 %

Q14a. Approximately how often do you watch the City's government access cable channels (Channel 2, 7, or 99)?

Q14a. How often do you watch City's government access cable channels	Number	Percent
Not at all	227	66.6 %
Once or twice a year	73	21.4 %
At least once per month	26	7.6 %
At least once per week	10	2.9 %
Every day	1	0.3 %
Not provided	4	1.2 %
Total	341	100.0 %

WITHOUT "NOT PROVIDED"

Q14a. Approximately how often do you watch the City's government access cable channels (Channel 2, 7, or 99)? (without "not provided")

Q14a. How often do you watch City's government access cable channels	Number	Percent
Not at all	227	67.4 %
Once or twice a year	73	21.7 %
At least once per month	26	7.7 %
At least once per week	10	3.0 %
Every day	1	0.3 %
Total	337	100.0 %

Q15. 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.

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Condition of City streets (excluding MoDOT highways & interchanges)	7.5%	47.0%	20.1%	21.0%	3.9%	0.5%
Q15-2. Condition of sidewalks & shared use paths/trails along City streets	8.5%	45.5%	24.3%	16.9%	3.4%	1.4%
Q15-3. Maintenance of City roadway markings & street signs	11.5%	56.0%	21.8%	8.1%	1.7%	0.9%
Q15-4. Availability of public transportation (transit services)	3.2%	7.2%	28.0%	22.2%	11.4%	28.0%
Q15-5. Availability of sidewalks along City streets	7.6%	44.4%	25.8%	15.5%	4.1%	2.6%
Q15-6. Availability of shared use paths/trails along City streets	8.5%	41.2%	27.7%	11.1%	2.8%	8.6%
Q15-7. Adequacy of bicycling accommodations along or adjacent to City streets	6.8%	23.7%	28.3%	15.7%	6.5%	19.0%
Q15-8. Operation of City traffic signals (excluding MoDOT highways & interchanges)	11.9%	54.1%	20.4%	9.5%	2.2%	1.9%
Q15-9. Maintenance of City street lights on major roadways (excluding neighborhood Evergy street lights)	15.6%	57.0%	16.9%	6.6%	1.7%	2.2%
Q15-10. Maintenance of City medians & curbs (excluding MoDOT highways & interchanges)	11.6%	48.3%	20.4%	12.9%	4.3%	2.6%
Q15-11. Overall cleanliness of City streets (excluding MoDOT highways & interchanges)	11.0%	47.9%	17.9%	16.5%	5.2%	1.5%
Q15-12. Maintenance of City stormwater drainage systems (ditches, pipes, inlets) & flooding mitigation	9.4%	46.7%	25.2%	7.7%	2.6%	8.4%

WITHOUT "DON'T KNOW"**Q15. 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. (without "don't know")**

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Condition of City streets (excluding MoDOT highways & interchanges)	7.5%	47.2%	20.2%	21.1%	3.9%
Q15-2. Condition of sidewalks & shared use paths/trails along City streets	8.6%	46.2%	24.6%	17.1%	3.4%
Q15-3. Maintenance of City roadway markings & street signs	11.6%	56.5%	22.0%	8.2%	1.7%
Q15-4. Availability of public transportation (transit services)	4.5%	10.0%	38.9%	30.8%	15.8%
Q15-5. Availability of sidewalks along City streets	7.8%	45.6%	26.5%	15.9%	4.2%
Q15-6. Availability of shared use paths/trails along City streets	9.3%	45.1%	30.4%	12.1%	3.1%
Q15-7. Adequacy of bicycling accommodations along or adjacent to City streets	8.4%	29.3%	34.9%	19.4%	8.0%
Q15-8. Operation of City traffic signals (excluding MoDOT highways & interchanges)	12.1%	55.1%	20.8%	9.7%	2.2%
Q15-9. Maintenance of City street lights on major roadways (excluding neighborhood Every street lights)	16.0%	58.3%	17.3%	6.7%	1.7%
Q15-10. Maintenance of City medians & curbs (excluding MoDOT highways & interchanges)	11.9%	49.5%	20.9%	13.2%	4.4%

WITHOUT "DON'T KNOW"

Q15. 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. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-11. Overall cleanliness of City streets (excluding MoDOT highways & interchanges)	11.1%	48.6%	18.2%	16.8%	5.2%
Q15-12. Maintenance of City stormwater drainage systems (ditches, pipes, inlets) & flooding mitigation	10.3%	51.0%	27.5%	8.5%	2.8%

Q16. Which FOUR of the services listed in Question 15 do you think are the MOST IMPORTANT services for the City to provide?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of City streets (excluding MoDOT highways & interchanges)	518	66.8 %
Condition of sidewalks & shared use paths/trails along City streets	26	3.4 %
Maintenance of City roadway markings & street signs	30	3.9 %
Availability of public transportation (transit services)	28	3.6 %
Availability of sidewalks along City streets	22	2.8 %
Availability of shared use paths/trails along City streets	2	0.3 %
Adequacy of bicycling accommodations along or adjacent to City streets	10	1.3 %
Operation of City traffic signals (excluding MoDOT highways & interchanges)	19	2.5 %
Maintenance of City street lights on major roadways (excluding neighborhood Evergy street lights)	10	1.3 %
Maintenance of City medians & curbs (excluding MoDOT highways & interchanges)	10	1.3 %
Overall cleanliness of City streets (excluding MoDOT highways & interchanges)	41	5.3 %
Maintenance of City stormwater drainage systems (ditches, pipes, inlets) & flooding mitigation	31	4.0 %
<u>None chosen</u>	<u>28</u>	<u>3.6 %</u>
Total	775	100.0 %

Q16. Which FOUR of the services listed in Question 15 do you think are the MOST IMPORTANT services for the City to provide?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of City streets (excluding MoDOT highways & interchanges)	94	12.1 %
Condition of sidewalks & shared use paths/trails along City streets	168	21.7 %
Maintenance of City roadway markings & street signs	105	13.5 %
Availability of public transportation (transit services)	44	5.7 %
Availability of sidewalks along City streets	60	7.7 %
Availability of shared use paths/trails along City streets	14	1.8 %
Adequacy of bicycling accommodations along or adjacent to City streets	18	2.3 %
Operation of City traffic signals (excluding MoDOT highways & interchanges)	71	9.2 %
Maintenance of City street lights on major roadways (excluding neighborhood Evergy street lights)	37	4.8 %
Maintenance of City medians & curbs (excluding MoDOT highways & interchanges)	26	3.4 %
Overall cleanliness of City streets (excluding MoDOT highways & interchanges)	57	7.4 %
Maintenance of City stormwater drainage systems (ditches, pipes, inlets) & flooding mitigation	50	6.5 %
<u>None chosen</u>	<u>31</u>	<u>4.0 %</u>
Total	775	100.0 %

Q16. Which FOUR of the services listed in Question 15 do you think are the MOST IMPORTANT services for the City to provide?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of City streets (excluding MoDOT highways & interchanges)	40	5.2 %
Condition of sidewalks & shared use paths/trails along City streets	86	11.1 %
Maintenance of City roadway markings & street signs	82	10.6 %
Availability of public transportation (transit services)	54	7.0 %
Availability of sidewalks along City streets	69	8.9 %
Availability of shared use paths/trails along City streets	35	4.5 %
Adequacy of bicycling accommodations along or adjacent to City streets	27	3.5 %
Operation of City traffic signals (excluding MoDOT highways & interchanges)	94	12.1 %
Maintenance of City street lights on major roadways (excluding neighborhood Evergy street lights)	69	8.9 %
Maintenance of City medians & curbs (excluding MoDOT highways & interchanges)	32	4.1 %
Overall cleanliness of City streets (excluding MoDOT highways & interchanges)	93	12.0 %
Maintenance of City stormwater drainage systems (ditches, pipes, inlets) & flooding mitigation	55	7.1 %
<u>None chosen</u>	<u>39</u>	<u>5.0 %</u>
Total	775	100.0 %

Q16. Which FOUR of the services listed in Question 15 do you think are the MOST IMPORTANT services for the City to provide?

<u>Q16. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Condition of City streets (excluding MoDOT highways & interchanges)	25	3.2 %
Condition of sidewalks & shared use paths/trails along City streets	63	8.1 %
Maintenance of City roadway markings & street signs	66	8.5 %
Availability of public transportation (transit services)	37	4.8 %
Availability of sidewalks along City streets	70	9.0 %
Availability of shared use paths/trails along City streets	35	4.5 %
Adequacy of bicycling accommodations along or adjacent to City streets	36	4.6 %
Operation of City traffic signals (excluding MoDOT highways & interchanges)	69	8.9 %
Maintenance of City street lights on major roadways (excluding neighborhood Evergy street lights)	93	12.0 %
Maintenance of City medians & curbs (excluding MoDOT highways & interchanges)	38	4.9 %
Overall cleanliness of City streets (excluding MoDOT highways & interchanges)	102	13.2 %
Maintenance of City stormwater drainage systems (ditches, pipes, inlets) & flooding mitigation	73	9.4 %
<u>None chosen</u>	<u>68</u>	<u>8.8 %</u>
Total	775	100.0 %

SUM OF TOP 4 CHOICES**Q16. Which FOUR of the services listed in Question 15 do you think are the MOST IMPORTANT services for the City to provide? (top 4)**

<u>Q16. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of City streets (excluding MoDOT highways & interchanges)	677	87.4 %
Condition of sidewalks & shared use paths/trails along City streets	343	44.3 %
Maintenance of City roadway markings & street signs	283	36.5 %
Availability of public transportation (transit services)	163	21.0 %
Availability of sidewalks along City streets	221	28.5 %
Availability of shared use paths/trails along City streets	86	11.1 %
Adequacy of bicycling accommodations along or adjacent to City streets	91	11.7 %
Operation of City traffic signals (excluding MoDOT highways & interchanges)	253	32.6 %
Maintenance of City street lights on major roadways (excluding neighborhood Every street lights)	209	27.0 %
Maintenance of City medians & curbs (excluding MoDOT highways & interchanges)	106	13.7 %
Overall cleanliness of City streets (excluding MoDOT highways & interchanges)	293	37.8 %
Maintenance of City stormwater drainage systems (ditches, pipes, inlets) & flooding mitigation	209	27.0 %
None chosen	28	3.6 %
Total	2962	

Q17. 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.

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing cleanup of litter & debris on private property	5.9%	29.4%	27.2%	16.3%	6.3%	14.8%
Q17-2. Enforcing mowing of grass & weeds on private property	5.3%	33.2%	28.9%	14.2%	3.9%	14.6%
Q17-3. Enforcing maintenance of residential property	5.4%	31.5%	30.8%	13.3%	3.7%	15.2%
Q17-4. Enforcing maintenance of business property	5.9%	38.2%	31.5%	5.9%	1.8%	16.6%
Q17-5. Enforcing sign regulations	6.6%	33.3%	33.4%	3.2%	1.9%	21.5%
Q17-6. Overall appearance of City	16.0%	56.6%	17.9%	6.6%	0.9%	1.9%

WITHOUT "DON'T KNOW"

Q17. 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. (without "don't know")

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing cleanup of litter & debris on private property	7.0%	34.5%	32.0%	19.1%	7.4%
Q17-2. Enforcing mowing of grass & weeds on private property	6.2%	38.8%	33.8%	16.6%	4.5%
Q17-3. Enforcing maintenance of residential property	6.4%	37.1%	36.4%	15.7%	4.4%
Q17-4. Enforcing maintenance of business property	7.1%	45.8%	37.8%	7.1%	2.2%
Q17-5. Enforcing sign regulations	8.4%	42.4%	42.6%	4.1%	2.5%
Q17-6. Overall appearance of City	16.3%	57.8%	18.3%	6.7%	0.9%

Q18. Which TWO of the code enforcement services listed in Question 17 do you think are the MOST IMPORTANT services for the City to provide?

Q18. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	258	33.3 %
Enforcing mowing of grass & weeds on private property	44	5.7 %
Enforcing maintenance of residential property	83	10.7 %
Enforcing maintenance of business property	64	8.3 %
Enforcing sign regulations	23	3.0 %
Overall appearance of City	269	34.7 %
None chosen	34	4.4 %
Total	775	100.0 %

Q18. Which TWO of the code enforcement services listed in Question 17 do you think are the MOST IMPORTANT services for the City to provide?

Q18. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	148	19.1 %
Enforcing mowing of grass & weeds on private property	160	20.6 %
Enforcing maintenance of residential property	110	14.2 %
Enforcing maintenance of business property	142	18.3 %
Enforcing sign regulations	29	3.7 %
Overall appearance of City	144	18.6 %
None chosen	42	5.4 %
Total	775	100.0 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the code enforcement services listed in Question 17 do you think are the MOST IMPORTANT services for the City to provide? (top 2)

Q18. Sum of top 2 choices	Number	Percent
Enforcing cleanup of litter & debris on private property	406	52.4 %
Enforcing mowing of grass & weeds on private property	204	26.3 %
Enforcing maintenance of residential property	193	24.9 %
Enforcing maintenance of business property	206	26.6 %
Enforcing sign regulations	52	6.7 %
Overall appearance of City	413	53.3 %
None chosen	34	4.4 %
Total	1508	

Q19. 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.

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Adult athletic programs	17.8%	38.3%	20.4%	2.7%	0.4%	20.4%
Q19-2. Dog parks (currently 2)	14.5%	33.4%	22.6%	5.9%	0.3%	23.4%
Q19-3. Ease of registering for programs	15.2%	37.7%	21.2%	6.1%	1.0%	18.8%
Q19-4. Fees charged for activities	9.9%	34.3%	27.0%	8.5%	2.1%	18.2%
Q19-5. Gamber Community Center	16.4%	28.6%	19.2%	1.4%	0.4%	33.9%
Q19-6. Harris Park Community Center	13.4%	27.5%	21.2%	1.5%	0.3%	36.1%
Q19-7. Hartman Park Sports Area	12.4%	25.5%	19.4%	0.1%	0.1%	42.5%
Q19-8. Lee's Summit Parks & Recreation Board	12.9%	34.1%	24.5%	2.3%	0.9%	25.3%
Q19-9. Legacy Park Amphitheater	17.4%	31.6%	18.1%	1.0%	0.3%	31.6%
Q19-10. Legacy Park youth sports fields	23.0%	34.2%	13.8%	0.8%	0.4%	27.9%
Q19-11. Longview Community Center	17.2%	33.2%	17.0%	1.5%	0.4%	30.7%
Q19-12. Lovell Community Center	17.5%	24.6%	18.6%	0.8%	0.3%	38.2%
Q19-13. Maintenance of City parks	23.6%	55.0%	12.3%	2.1%	0.0%	7.1%
Q19-14. Miles of walking/biking trails (currently 94 miles)	27.2%	46.1%	11.9%	4.5%	1.0%	9.3%
Q19-15. Number of City parks (currently 32 parks)	34.3%	49.4%	8.4%	1.7%	0.3%	5.9%
Q19-16. Number of playgrounds (currently 24 playgrounds)	30.5%	44.0%	11.0%	2.8%	0.5%	11.2%
Q19-17. Other recreation programs, such as classes & summer camps	15.1%	35.4%	21.3%	3.0%	0.6%	24.6%

Q19. 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.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-18. Passive open space/ native areas	13.4%	38.8%	21.0%	7.7%	3.1%	15.9%
Q19-19. Splash pads (currently 3)	17.7%	35.5%	18.8%	4.5%	0.6%	22.8%
Q19-20. Summit Ice	16.9%	31.4%	18.5%	0.8%	0.3%	32.3%
Q19-21. Summit Waves	17.5%	33.9%	17.2%	4.1%	1.5%	25.7%
Q19-22. Youth athletic programs	16.3%	32.5%	15.5%	2.1%	0.1%	33.5%
Q19-23. Youth sports practice areas	12.3%	30.3%	18.6%	4.0%	0.4%	34.5%

WITHOUT "DON'T KNOW"

Q19. 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. (without "don't know")

(N=775)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Adult athletic programs	22.4%	48.1%	25.6%	3.4%	0.5%
Q19-2. Dog parks (currently 2)	18.9%	43.6%	29.5%	7.7%	0.3%
Q19-3. Ease of registering for programs	18.8%	46.4%	26.1%	7.5%	1.3%
Q19-4. Fees charged for activities	12.1%	42.0%	33.0%	10.4%	2.5%
Q19-5. Gamber Community Center	24.8%	43.4%	29.1%	2.1%	0.6%
Q19-6. Harris Park Community Center	21.0%	43.0%	33.1%	2.4%	0.4%
Q19-7. Hartman Park Sports Area	21.5%	44.4%	33.6%	0.2%	0.2%
Q19-8. Lee's Summit Parks & Recreation Board	17.3%	45.6%	32.8%	3.1%	1.2%
Q19-9. Legacy Park Amphitheater	25.5%	46.2%	26.4%	1.5%	0.4%
Q19-10. Legacy Park youth sports fields	31.8%	47.4%	19.1%	1.1%	0.5%
Q19-11. Longview Community Center	24.8%	47.9%	24.6%	2.2%	0.6%
Q19-12. Lovell Community Center	28.4%	39.9%	30.1%	1.3%	0.4%
Q19-13. Maintenance of City parks	25.4%	59.2%	13.2%	2.2%	0.0%
Q19-14. Miles of walking/ biking trails (currently 94 miles)	30.0%	50.8%	13.1%	5.0%	1.1%
Q19-15. Number of City parks (currently 32 parks)	36.5%	52.5%	8.9%	1.8%	0.3%

WITHOUT "DON'T KNOW"

Q19. 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. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-16. Number of playgrounds (currently 24 playgrounds)	34.3%	49.6%	12.4%	3.2%	0.6%
Q19-17. Other recreation programs, such as classes & summer camps	20.0%	46.9%	28.3%	3.9%	0.9%
Q19-18. Passive open space/native areas	16.0%	46.2%	25.0%	9.2%	3.7%
Q19-19. Splash pads (currently 3)	22.9%	46.0%	24.4%	5.9%	0.8%
Q19-20. Summit Ice	25.0%	46.3%	27.2%	1.1%	0.4%
Q19-21. Summit Waves	23.6%	45.7%	23.1%	5.6%	2.1%
Q19-22. Youth athletic programs	24.5%	48.9%	23.3%	3.1%	0.2%
Q19-23. Youth sports practice areas	18.7%	46.3%	28.3%	6.1%	0.6%

Q20. 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?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adult athletic programs	51	6.6 %
Dog parks (currently 2)	50	6.5 %
Ease of registering for programs	33	4.3 %
Fees charged for activities	83	10.7 %
Gamber Community Center	19	2.5 %
Harris Park Community Center	4	0.5 %
Hartman Park Sports Area	2	0.3 %
Lee's Summit Parks & Recreation Board	26	3.4 %
Legacy Park Amphitheater	7	0.9 %
Legacy Park youth sports fields	34	4.4 %
Longview Community Center	16	2.1 %
Lovell Community Center	23	3.0 %
Maintenance of City parks	132	17.0 %
Miles of walking/biking trails (currently 94 miles)	52	6.7 %
Number of City parks (currently 32 parks)	51	6.6 %
Number of playgrounds (currently 24 playgrounds)	11	1.4 %
Other recreation programs, such as classes & summer camps	4	0.5 %
Passive open space/native areas	33	4.3 %
Splash pads (currently 3)	3	0.4 %
Summit Ice	4	0.5 %
Summit Waves	14	1.8 %
Youth athletic programs	52	6.7 %
Youth sports practice areas	18	2.3 %
<u>None chosen</u>	<u>53</u>	<u>6.8 %</u>
Total	775	100.0 %

Q20. 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?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Adult athletic programs	43	5.5 %
Dog parks (currently 2)	38	4.9 %
Ease of registering for programs	41	5.3 %
Fees charged for activities	59	7.6 %
Gamber Community Center	14	1.8 %
Harris Park Community Center	8	1.0 %
Hartman Park Sports Area	2	0.3 %
Lee's Summit Parks & Recreation Board	21	2.7 %
Legacy Park Amphitheater	16	2.1 %
Legacy Park youth sports fields	29	3.7 %
Longview Community Center	14	1.8 %
Lovell Community Center	18	2.3 %
Maintenance of City parks	98	12.6 %
Miles of walking/biking trails (currently 94 miles)	77	9.9 %
Number of City parks (currently 32 parks)	41	5.3 %
Number of playgrounds (currently 24 playgrounds)	28	3.6 %
Other recreation programs, such as classes & summer camps	30	3.9 %
Passive open space/native areas	37	4.8 %
Splash pads (currently 3)	11	1.4 %
Summit Ice	5	0.6 %
Summit Waves	17	2.2 %
Youth athletic programs	47	6.1 %
Youth sports practice areas	22	2.8 %
None chosen	59	7.6 %
Total	775	100.0 %

Q20. 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?

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Adult athletic programs	38	4.9 %
Dog parks (currently 2)	29	3.7 %
Ease of registering for programs	36	4.6 %
Fees charged for activities	54	7.0 %
Gamber Community Center	17	2.2 %
Harris Park Community Center	5	0.6 %
Hartman Park Sports Area	4	0.5 %
Lee's Summit Parks & Recreation Board	31	4.0 %
Legacy Park Amphitheater	14	1.8 %
Legacy Park youth sports fields	22	2.8 %
Longview Community Center	16	2.1 %
Lovell Community Center	18	2.3 %
Maintenance of City parks	99	12.8 %
Miles of walking/biking trails (currently 94 miles)	72	9.3 %
Number of City parks (currently 32 parks)	37	4.8 %
Number of playgrounds (currently 24 playgrounds)	31	4.0 %
Other recreation programs, such as classes & summer camps	33	4.3 %
Passive open space/native areas	42	5.4 %
Splash pads (currently 3)	9	1.2 %
Summit Ice	5	0.6 %
Summit Waves	28	3.6 %
Youth athletic programs	45	5.8 %
Youth sports practice areas	19	2.5 %
None chosen	71	9.2 %
Total	775	100.0 %

Q20. 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?

<u>Q20. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Adult athletic programs	31	4.0 %
Dog parks (currently 2)	20	2.6 %
Ease of registering for programs	47	6.1 %
Fees charged for activities	55	7.1 %
Gamber Community Center	13	1.7 %
Harris Park Community Center	5	0.6 %
Hartman Park Sports Area	1	0.1 %
Lee's Summit Parks & Recreation Board	28	3.6 %
Legacy Park Amphitheater	21	2.7 %
Legacy Park youth sports fields	19	2.5 %
Longview Community Center	9	1.2 %
Lovell Community Center	11	1.4 %
Maintenance of City parks	78	10.1 %
Miles of walking/biking trails (currently 94 miles)	53	6.8 %
Number of City parks (currently 32 parks)	46	5.9 %
Number of playgrounds (currently 24 playgrounds)	30	3.9 %
Other recreation programs, such as classes & summer camps	48	6.2 %
Passive open space/native areas	55	7.1 %
Splash pads (currently 3)	10	1.3 %
Summit Ice	6	0.8 %
Summit Waves	15	1.9 %
Youth athletic programs	46	5.9 %
Youth sports practice areas	25	3.2 %
<u>None chosen</u>	<u>103</u>	<u>13.3 %</u>
Total	775	100.0 %

SUM OF TOP 4 CHOICES**Q20. 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? (top 4)**

<u>Q20. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Adult athletic programs	163	21.0 %
Dog parks (currently 2)	137	17.7 %
Ease of registering for programs	157	20.3 %
Fees charged for activities	251	32.4 %
Gamber Community Center	63	8.1 %
Harris Park Community Center	22	2.8 %
Hartman Park Sports Area	9	1.2 %
Lee's Summit Parks & Recreation Board	106	13.7 %
Legacy Park Amphitheater	58	7.5 %
Legacy Park youth sports fields	104	13.4 %
Longview Community Center	55	7.1 %
Lovell Community Center	70	9.0 %
Maintenance of City parks	407	52.5 %
Miles of walking/biking trails (currently 94 miles)	254	32.8 %
Number of City parks (currently 32 parks)	175	22.6 %
Number of playgrounds (currently 24 playgrounds)	100	12.9 %
Other recreation programs, such as classes & summer camps	115	14.8 %
Passive open space/native areas	167	21.5 %
Splash pads (currently 3)	33	4.3 %
Summit Ice	20	2.6 %
Summit Waves	74	9.5 %
Youth athletic programs	190	24.5 %
Youth sports practice areas	84	10.8 %
None chosen	53	6.8 %
Total	2867	

Q21. Have you had any contact with the City of Lee's Summit during the past year?

Q21. Have you had any contact with City during past year	Number	Percent
Yes	314	40.5 %
No	461	59.5 %
Total	775	100.0 %

Q21a. What method did you use to contact the City most recently?

Q21a. What method did you use to contact City most recently	Number	Percent
Phone call	128	40.8 %
Social media	16	5.1 %
Email	37	11.8 %
Online through City's website	55	17.5 %
LSConnect app (SeeClickFix)	33	10.5 %
Other	38	12.1 %
Not provided	7	2.2 %
Total	314	100.0 %

WITHOUT "NOT PROVIDED"**Q21a. What method did you use to contact the City most recently? (without "not provided")**

Q21a. What method did you use to contact City most recently	Number	Percent
Phone call	128	41.7 %
Social media	16	5.2 %
Email	37	12.1 %
Online through City's website	55	17.9 %
LSConnect app (SeeClickFix)	33	10.7 %
Other	38	12.4 %
Total	307	100.0 %

Q21b. Please rate how easy it was to contact the City by going online.

<u>Q21b. How easy was it to contact City by going online</u>	<u>Number</u>	<u>Percent</u>
Very easy	21	38.2 %
Easy	26	47.3 %
Neutral	4	7.3 %
Difficult	3	5.5 %
Not provided	1	1.8 %
Total	55	100.0 %

WITHOUT "NOT PROVIDED"**Q21b. Please rate how easy it was to contact the City by going online. (without "not provided")**

<u>Q21b. How easy was it to contact City by going online</u>	<u>Number</u>	<u>Percent</u>
Very easy	21	38.9 %
Easy	26	48.1 %
Neutral	4	7.4 %
Difficult	3	5.6 %
Total	54	100.0 %

Q21c. Please rate how easy it was to find the information you needed online.

<u>Q21c. How easy was it to find the information you needed online</u>	<u>Number</u>	<u>Percent</u>
Very easy	13	23.6 %
Easy	32	58.2 %
Neutral	6	10.9 %
Difficult	4	7.3 %
Total	55	100.0 %

Q22. 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?

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Cost of the service	387	49.9 %
Timeliness of the service	91	11.7 %
Ability to choose different providers	73	9.4 %
Availability of various services (recycling, bulky item pickup, etc.)	117	15.1 %
Customer service	31	4.0 %
Impact on my neighborhood (many providers servicing your neighborhood multiple times per week)	55	7.1 %
Something else	2	0.3 %
None chosen	19	2.5 %
Total	775	100.0 %

Q22. 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?

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Cost of the service	153	19.7 %
Timeliness of the service	170	21.9 %
Ability to choose different providers	99	12.8 %
Availability of various services (recycling, bulky item pickup, etc.)	189	24.4 %
Customer service	64	8.3 %
Impact on my neighborhood (many providers servicing your neighborhood multiple times per week)	73	9.4 %
Something else	2	0.3 %
None chosen	25	3.2 %
Total	775	100.0 %

Q22. 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?

Q22. 3rd choice	Number	Percent
Cost of the service	112	14.5 %
Timeliness of the service	144	18.6 %
Ability to choose different providers	70	9.0 %
Availability of various services (recycling, bulky item pickup, etc.)	167	21.5 %
Customer service	137	17.7 %
Impact on my neighborhood (many providers servicing your neighborhood multiple times per week)	98	12.6 %
Something else	3	0.4 %
None chosen	44	5.7 %
Total	775	100.0 %

SUM OF TOP 3 CHOICES

Q22. 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? (top 3)

Q22. Sum of top 3 choices	Number	Percent
Cost of the service	652	84.1 %
Timeliness of the service	405	52.3 %
Ability to choose different providers	242	31.2 %
Availability of various services (recycling, bulky item pickup, etc.)	473	61.0 %
Customer service	232	29.9 %
Impact on my neighborhood (many providers servicing your neighborhood multiple times per week)	226	29.2 %
Something else	7	0.9 %
None chosen	19	2.5 %
Total	2256	

Q22-7. Something else

- I wish we could adopt trash services similar to cities that prioritize ease of trash collection. For instance, I would love to live in a city that collects my trash and that does not charge for trash pickup (included in city taxation). So anyone could put their trash in anyone's trash bin. I truly feel this would help minimize trash dumping! The amount of litter in our city is getting out of control.
- Keeping the trash from blowing all over the neighborhood because of bad methods of picking up the trash.
- Making sure they pick up trash when they drop it, and placing the containers back in a safe place.
- More convenient hazardous waste drop off.
- Our subdivision chooses - we haven't selected/paid privately in 17 years
- Sidewalks
- This category is not applicable as waste disposal services are provided by our HOA.
- Unpopular opinion? Sanitation services should be a function of government. As many as 6 trucks run through my neighborhood on trash day.

Q23. What is your age?

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	149	19.2 %
35-44	153	19.7 %
45-54	148	19.1 %
55-64	156	20.1 %
65+	157	20.3 %
Not provided	12	1.5 %
Total	775	100.0 %

WITHOUT "NOT PROVIDED"**Q23. What is your age? (without "not provided")**

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	149	19.5 %
35-44	153	20.1 %
45-54	148	19.4 %
55-64	156	20.4 %
65+	157	20.6 %
Total	763	100.0 %

Q24. Including yourself, how many people regularly live in your household?

<u>Q24. How many people regularly live in your household</u>	<u>Number</u>	<u>Percent</u>
1	115	14.8 %
2	332	42.8 %
3	123	15.9 %
4	98	12.6 %
5	51	6.6 %
6+	31	4.0 %
Not provided	25	3.2 %
Total	775	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Including yourself, how many people regularly live in your household? (without "not provided")**

<u>Q24. How many people regularly live in your household</u>	<u>Number</u>	<u>Percent</u>
1	115	15.3 %
2	332	44.3 %
3	123	16.4 %
4	98	13.1 %
5	51	6.8 %
6+	31	4.1 %
Total	750	100.0 %

Q25. Including yourself, how many people in your household are...

	Mean	Sum
number	2.7	2010
Under age 5	0.1	83
Ages 5-9	0.1	110
Ages 10-14	0.2	149
Ages 15-19	0.2	165
Ages 20-24	0.1	89
Ages 25-34	0.3	242
Ages 35-44	0.3	255
Ages 45-54	0.3	263
Ages 55-64	0.4	314
Ages 65-74	0.3	215
Ages 75+	0.2	125

Q26. Are you of Hispanic, Latino, or Spanish ancestry?

<u>Q26. Are you of Hispanic, Latino, or Spanish ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	39	5.0 %
No	731	94.3 %
Not provided	5	0.6 %
Total	775	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Are you of Hispanic, Latino, or Spanish ancestry? (without "not provided")**

<u>Q26. Are you of Hispanic, Latino, or Spanish ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	39	5.1 %
No	731	94.9 %
Total	770	100.0 %

Q27. Which of the following best describes your race/ethnicity?

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	16	2.1 %
Black or African American	68	8.8 %
American Indian or Alaska Native	3	0.4 %
White or Caucasian	629	81.2 %
Native Hawaiian or other Pacific Islander	1	0.1 %
Other	8	1.0 %
Total	725	

Q27-6. Self-describe your race/ethnicity:

<u>Q27-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Multiple races	2	25.0 %
Mixed	1	12.5 %
Mexican/White	1	12.5 %
Mexican	1	12.5 %
More than one	1	12.5 %
Puerto Rican	1	12.5 %
Indian, Polish, Irish	1	12.5 %
Total	8	100.0 %

Q28. Which of the following best describes your current employment status?

<u>Q28. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside of home-inside Lee's Summit	147	19.0 %
Employed outside of home-outside Lee's Summit	245	31.6 %
Employed outside home but work remotely & only occasionally go to a physical work location	96	12.4 %
Employed outside home but work remotely & never go to a physical work location	63	8.1 %
Student	4	0.5 %
Retired	186	24.0 %
Not currently employed	22	2.8 %
<u>Not provided</u>	<u>12</u>	<u>1.5 %</u>
Total	775	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Which of the following best describes your current employment status? (without "not provided")**

<u>Q28. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside of home-inside Lee's Summit	147	19.3 %
Employed outside of home-outside Lee's Summit	245	32.1 %
Employed outside home but work remotely & only occasionally go to a physical work location	96	12.6 %
Employed outside home but work remotely & never go to a physical work location	63	8.3 %
Student	4	0.5 %
Retired	186	24.4 %
<u>Not currently employed</u>	<u>22</u>	<u>2.9 %</u>
Total	763	100.0 %

Q29. Do you own or rent your current residence?

Q29. Do you own or rent your current residence	Number	Percent
Own	652	84.1 %
Rent	116	15.0 %
Not provided	7	0.9 %
Total	775	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you own or rent your current residence? (without "not provided")**

Q29. Do you own or rent your current residence	Number	Percent
Own	652	84.9 %
Rent	116	15.1 %
Total	768	100.0 %

Q30. Approximately how many years have you lived in the City of Lee's Summit?

Q30. How many years have you lived in City of Lee's Summit	Number	Percent
0-5	134	17.3 %
6-10	90	11.6 %
11-15	73	9.4 %
16-20	83	10.7 %
21-30	181	23.4 %
31+	195	25.2 %
Not provided	19	2.5 %
Total	775	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Approximately how many years have you lived in the City of Lee's Summit? (without "not provided")**

Q30. How many years have you lived in City of Lee's Summit	Number	Percent
0-5	134	17.7 %
6-10	90	11.9 %
11-15	73	9.7 %
16-20	83	11.0 %
21-30	181	23.9 %
31+	195	25.8 %
Total	756	100.0 %

Q31. What is your total annual household income?

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	29	3.7 %
\$25K to \$49,999	49	6.3 %
\$50K to \$74,999	93	12.0 %
\$75K to \$99,999	95	12.3 %
\$100K to \$124,999	120	15.5 %
\$125K to \$149,999	65	8.4 %
\$150K to \$174,999	57	7.4 %
\$175K to \$199,999	62	8.0 %
\$200K+	76	9.8 %
Not provided	129	16.6 %
Total	775	100.0 %

WITHOUT "NOT PROVIDED"**Q31. What is your total annual household income? (without "not provided")**

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	29	4.5 %
\$25K to \$49,999	49	7.6 %
\$50K to \$74,999	93	14.4 %
\$75K to \$99,999	95	14.7 %
\$100K to \$124,999	120	18.6 %
\$125K to \$149,999	65	10.1 %
\$150K to \$174,999	57	8.8 %
\$175K to \$199,999	62	9.6 %
\$200K+	76	11.8 %
Total	646	100.0 %



5

Survey Instrument



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 2024 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. Only one survey per household will be accepted. 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.



2024 City of Lee's Summit Citizen Survey

Thank you for taking the 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 [LSurvey.org](https://www.lee-summit.org/LSurvey.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 (Cityoffs.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. **Interest in a Research Panel. If you would be willing to participate in additional research sponsored by the City of Lee's Summit to discuss some of the issues addressed on this survey, please provide your contact information below.**

Name: _____

Phone Number: _____

Email Address: _____

34. **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.