

DECEMBER 2021

Park Board Meeting Packet



LSPR hosted the annual Thanksgiving Luncheon as a drive-thru at Gamber Community Center.



Our Park staff completed the holiday decorations at Howard Station Park



LSPR will be hosting the Holiday Luncheon on Dec. 17 at Gamber Community Center in person!



Summit Ice opened for the 2021-2022 season on Saturday, November 20.



MISSION

To provide our community with outstanding recreational services, facilities, and parks.



PARKS AND RECREATION BOARD MEETING City of Lee's Summit, Missouri ♦ 220 SE Green Street ♦ Lee's Summit, Missouri AGENDA			
DATE:	December 1, 2021	TIME: 6:00 PM	PLACE: Strother Conference Room
6:00 PM Meeting Call To Order @ Strother Conference Room		President, Melinda Aulenbach	
CITIZEN COMMENTS			
PRESENTATIONS			
Camp Summit 2021 Review		Ryan Gibson	
AGENDA ITEM			
APPROVAL OF MINUTES:			
<ul style="list-style-type: none"> October 2021 Regular Session Minutes 			1-6
TREASURER'S REPORT: read by James Huser, Treasurer (includes October 2021 Financial Report)		Devin Blazek	7-16
SALES/USE TAX REPORT: November 2021		Devin Blazek	17-18
BOARD APPROVAL ITEMS			
<ul style="list-style-type: none"> Longview Community Center Full-Time Service Representative Position 		David Dean	19
OLD BUSINESS			
<ul style="list-style-type: none"> Projects and Services Review 		All Staff	20-27
<ul style="list-style-type: none"> Capital Projects Plan – Velie Park Update 		Steve Casey	28
NEW BUSINESS			
2021 Planning Retreat Summary		Tede Price	29-37
End of Activity Reports		Various Staff	38-113
PATRON COMMENT REVIEW		Joe Snook	114-123
MONTHLY CALENDARS		For Information Only	124-125
ROUNDTABLE		Park Board Members and Staff	N/A
OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD		Joe Snook	N/A
MEETING ADJOURNMENT			
CLOSED SESSION: Pursuant to Section 610.021(1) of the Revised Statutes of the State of Missouri pertaining to legal actions, causes of action, or litigation involving a public governmental body and any confidential or privileged communication between a public governmental body or its representatives and its attorneys.			
BOARD COMMITTEES			
Budget James Huser-Chair Samantha Shepard Bernadette Basham	Personnel Lawrence Bivins-Chair Casey Crawford Wesley Fields	Youth Sports Casey Crawford Jon Ellis Tyler Morehead	Foundation Board Tyler Morehead Mindy Aulenbach

LEE'S SUMMIT PARKS AND RECREATION BOARD MEETING MINUTES

CITY OF LEE'S SUMMIT, MISSOURI

DATE:	October 27, 2021	TIME:	6:00 PM	PLACE:	Strother Conference Room
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Board Members Present:	Board Members Absent:	Staff Present:	Other Guests:
Mindy Aulenbach, President	Wesley Fields	Joe Snook	Scott Ison
Lawrence Bivins, Vice President		Steve Casey	Jackie McCormick-Heanue
Jim Huser, Treasurer		David Dean	
Casey Crawford		Brooke Chestnut	
Tyler Morehead		Tede Price	
Jon Ellis		Devin Blazek	
Samantha Shepard		Ruth Buckland	
Bernadette Basham		Megan Crews	

AGENDA ITEM	DISCUSSION (Findings/Conclusions)	RECOMMENDATIONS/ ACTIONS
PRESENTATIONS		
Employee of the 3rd Quarter 2021	Mr. Snook presented Megan Crews, manager of Gamber Community Center, as the employee of the quarter for the 3 rd quarter of 2021. Over the summer Ms. Crews stepped up to run Camp Summit when the camp manager fell ill while also maintaining her responsibilities at Gamber Center. Mr. Snook thanked Ms. Crews for her extra effort over the summer. Ms. Crews began working for LSPR as a camp counselor and assistant manager, so she enjoyed being able to return to her roots.	
Gamber Community Center FY21 Presentation	<p>Ms. Crews presented a PowerPoint highlighting the End of Activity report for the Gamber Community Center. The full report was included in the September 29, 2021 Park Board packet. Ms. Crews presented an overview of the facility operations, participation numbers through memberships and facility rentals, and patron survey and comment results. As an operational change, staff has begun offering the shelter located behind the community center as a rentable space to host parties and social gatherings.</p> <p>Mr. Ellis asked how many people can fit in the Gamber Park Shelter. Ms. Crews stated the shelter is advertised with a capacity of 50, but weddings have been hosted with roughly 200 people. Mr. Snook stated the patron receives use of the entire courtyard when they rent the space not just the gazebo.</p> <p>Vice President Bivins asked if coffee is still provided in the bistro area. Ms. Crews stated coffee service has not been reinstated post-COVID, however staff plans to begin offering coffee again this winter. Vice President Bivins stated one amenity which may bring more activity to Gamber would be a gas stove which would allow for hosting events with professional chefs, whether it is a catered event or cooking classes.</p>	
AGENDA ITEM		
Approval of Minutes of September 29, 2021 Regular Session Park Board Meeting	Supporting documentation (see pages 1-5). No questions or discussion.	Vice President Bivins made a motion to accept the regular session minutes from the Park Board meeting on September 29, 2021; Mr. Ellis seconded. Motion carried unanimously.
Treasurer's Report – September 2021	Supporting documentation (see pages 6-15). Treasurer Huser read the Treasurer's report for the September financial statements. No questions or discussion.	Vice President Bivins made a motion to accept the Treasurer's Report from September 2021; Mr. Morehead seconded. Motion carried unanimously.
Sales and Use Tax Report – October 2021	Supporting documentation (see pages 16-17). Mr. Blazek stated both sales and use tax are still performing strong as both are slightly ahead of the projected budget. The included report reflects revenue received from July thru October which has already exceeded 80% of our yearly projection for sales and use tax.	No Board Action.

BOARD APPROVAL ITEMS		
<p>Asphalt Bid from Tandem Paving</p>	<p>Supporting documentation (see pages 18-23).</p> <p>Mr. Casey presented staff’s recommendation to approve the bid from Tandem Paving for the asphalt paving contract. Tandem Paving has held this contract for a number of years, although there is a modest price increase from the previous contract. This increase is expected as there has been an increase in both petroleum and trucking costs. The current contract is set to expire in December, but staff is presenting the bid now to avoid a gap in coverage.</p> <p>Mr. Crawford asked if there have been multiple bidders for the asphalt contract in the past. Mr. Casey stated we may have had 2 or 3 companies, but Tandem Paving has held this contract for a number of years. They were the general contractor for the Lea McKeighan South project and are very easy to work with. Mr. Crawford asked if any other contractual terms have changed other than the pricing. Mr. Casey stated no other specifications have changed.</p> <p>Vice President Bivins asked if it would be appropriate in the future to reach out to reputable paving companies to see why they are not bidding, whether due to man power, supply chain issues, etc. Vice President Bivins does not want staff to get too comfortable with a company no matter how good they are. Mr. Snook stated staff has reached out to vendors in the past when little or no response is received on a bid. This particular bid was handled by the city’s procurement department, so staff does not know if any other companies have been contacted. Treasurer Huser stated the procurement department does reach out, but it is also hard for companies to bid on city jobs. Mr. Snook agreed, stating the city’s process is very lengthy and many companies do not want to put in the effort for the bid.</p>	<p>Mr. Ellis made a motion to approve the 2021 Asphalt Bid from Tandem Paving for asphalt projects performed by Lee’s Summit Parks and Recreation and authorized the Administrator of Parks and Recreation to execute any and all documents necessary to procure the relevant products and services consistent with the approved budget; Mr. Crawford seconded. Motion carried unanimously.</p>
OLD BUSINESS		
<p>Projects and Services Review – FY22</p>	<p>Supporting documentation (See pages 24-31).</p> <p>Mr. Ellis asked if the activities listed as “On Hold” are going to start up again next year. Mr. Snook stated currently a lot of our programs are not meeting the minimum enrollment. Once the mask mandate is lifted we anticipate our participation numbers to increase. Mr. Ellis asked if there is a certain point where staff will decide to cut a program all together. Mr. Snook stated yes, at the end of the year staff will make the decision to discontinue certain programs and introduce new ones.</p>	<p>No Board Action.</p>
<p>Capital Projects Plan</p>	<p>Velie Park Improvements: Supporting documentation (See page 32).</p> <p>Mr. Casey reported staff is finalizing contracts with the playground equipment vendors and selecting equipment colors. Signage will soon be placed at the park to inform the neighbors of the improvements.</p> <p>Mr. Crawford asked if staff expects any delays in the completion of this project. Mr. Casey stated it is hard to say at this point. Some estimated delays in production or delivery time were built in to the schedule. Mr. Crawford asked if a completion timeline has been shared with the public. Mr. Snook stated we have not shared a completion date as we do not want to put signage out before construction begins.</p>	<p>No Board Action.</p>
NEW BUSINESS		
<p>Discussion of Park Board Contact Information for Public Use</p>	<p>Mr. Snook received an email from a City Council Member regarding issuing a city email to each park board member for the purpose of a citizen being able to contact a board member directly. Currently, a citizen can submit a generic email through the Lee’s Summit Parks and Recreation website where administrative staff receives the email and forwards it on to the appropriate staff member or park board, if applicable. Any comments of significance received from our facilities or through email are included in the park board packet so board members are made aware of compliments, complaints or requests. Mayor Baird reached out to President Aulenbach requesting board members discuss implementing a contact method for a citizen to reach out to board members directly regarding issues related to the parks system.</p>	<p>No Board Action.</p>

President Aulenbach asked a few friends to look on the parks and recreation website to determine how easy it was to locate information about the park board members and how to contact them. They found her picture easily, but the website was not clear on how to contact board members. President Aulenbach believes there should be a better way for a citizen to contact park board members, but it needs to be done through the park's website. If an important email comes through while she is on vacation without access to email it still needs to be handled in a timely manner.

Mr. Crawford looked at surrounding communities to determine how they handle this issue. Kansas City Parks and Recreation, who also has an administrative board, provides a short biography of each board member and lists the dates they meet, but does not provide an individual email for each member.

President Aulenbach asked if anyone looked at the Lee's Summit School District Board. Treasurer Huser stated he has used the contact form before, but is concerned because park board members do not represent a particular district; all members are "at large". This is different than the city council whereas each district has a representative a citizen can reach out to with concerns. He believes there should be an evident way for a citizen to communicate with the park board, for this communication to be seen by the entire board, and then for the board to review and respond to the patron. Treasurer Huser's concerned with only seeing items of significance as he believes the board should determine whether an item is significant.

Mr. Snook clarified any email received directed to the park board would be sent to the board. The comments received at the facilities or through the generic email not directed to the board are compiled in the park board packet once it is determined significant to include as we receive a lot of emails regarding normal day-to-day operations.

Mr. Crawford asked if there is a compromise to create a board-wide email which would automatically send to all of the park board members in addition to the administrator. All board members are then made aware of the email and the citizens have the ability to contact the board members directly. He does not know if other commissions or boards in the city have their contact information made public. Mr. Snook said there are no other volunteer boards whose contact information is made public. Mr. Crawford stated this board is different, but maybe the compromise is creating a contact link containing the individual emails for board members.

Mr. Snook suggested creating a link underneath the board members pictures on the website to contact the board. The link would take the citizen to an email which would then be sent to parks staff and forwarded to the park board members. This provides a clear way for a citizen to contact the board without having to create a city email for each board member. Mr. Crawford is supportive of a single contact form which would send an email to all board members as well as copying certain staff as needed.

Ms. Basham agrees with Mr. Crawford's idea and suggested implementing an automatic return response to let the citizen know their email has been received and a board member will follow up with them. Mr. Snook stated we could create a generic response. However, if a citizen submits an email regarding a piece of broken equipment at a playground or mowing concerns we do not expect a board member to follow up with the patron. Staff will investigate the claim and contact the patron regarding the concern. Mr. Snook would like to minimize emails to board members concerning day-to-day maintenance or operations of the parks and facilities.

Mr. Crawford asked if there was a way to separate out general concern emails versus contacting the park board. Treasurer Huser stated putting the park board contact email on the park board page of the website may allow for separation between the generic email and the park board specific email. Mr. Snook believes

	<p>the park board may still receive a lot of emails about the general maintenance of parks and facilities. We may want to have a descriptor regarding the proper use of the Park Board specific email.</p> <p>Ms. Shepard suggested creating a daily or weekly report of the forms submitted so board members can receive this rundown to read and respond to the submitted forms. Mr. Crawford believes if there is a separate all board email patrons looking for a way to contact the park board will use that address, but others will continue to use the generic email address.</p> <p>Treasurer Huser believes protocols must be set so all board members do not respond to an email. All of the board members will be able to see the email, but Mr. Snook will be the respondent to the patron unless there is something specific a board member would like to respond to.</p> <p>Vice President Bivins has no issues being contacted directly when needed, but he does not want to be responsible for logging into an email to check daily. It is important for patrons to be able to contact board members, but board members will not have time to check emails daily. Having a general mailbox with certain staff copied on the email may be a good solution.</p> <p>Mr. Morehead believes a generic email for each board member where the administrator is copied on the emails, so it is viewed by both the park board member and the administrator, may offer a good solution. Mr. Morehead does not have a problem being contacted directly if needed.</p> <p>Councilmember Forte believes there does not seem to be a problem at this time as the current process has worked. There is a difference between being an appointed volunteer and an elected official. The idea of wanting to have a generic email is great, but she does not see how this would solve any of the problems board members are having. Councilmember Forte cautions board members about moving forward if there was not a problem with the way things were done before this situation arose.</p> <p>President Aulenbach will let Mayor Baird and the city council know this was discussed. Mr. Snook agreed stating he will contact IT regarding a generic park board email and the feasibility of having the administrator copied to ensure there is a second set of eyes. Then if the email is addressed to park board members directly Mr. Snook can discuss with them to formulate a response.</p> <p>Mr. Ellis clarified the change from the current process would be to create an email under the Park Board members on the website to directly contact board members. Mr. Snook says he will ask IT if we can have a generic email for the Park Board to be distributed one of two ways: either to a designated staff member who will send it to all board members and Mr. Snook, or embedded in the link is every member's email address so it is automatically sent to all board members and Mr. Snook. Once IT determines what is feasible board members can determine how they would like to move forward. Mr. Ellis stated he doesn't want it to become redundant between the emails staff already addresses. Mr. Snook stated if it is an operational concern he would reach out to the board members to let them know the issue is taken care of and they do not need to respond to the patron.</p>	
Quarterly Fundraising Update	<p>Supporting documentation (see pages 33-35).</p> <p>Mr. Dean stated our sponsorship coordinator recently secured an additional banner sponsor as well as a sponsor for Dogwood Park.</p>	No Board Action.
3rd Quarter Security Report	<p>Supporting documentation (see pages 36-39).</p> <p>Ms. Chestnut drew attention to the dashboard created on page 39 by Mr. Blazek which presents the crime incidents in a graph format. Mr. Ellis and Mr. Crawford were thankful for the graph representation.</p>	No Board Action.
NRPA Staff Conference Reports	Supporting documentation (see pages 40-46). No questions or discussion.	No Board Action.

End of Activity Reports	<p>Supporting documentation (see pages 47-75).</p> <p>Mr. Ellis asked how staff determines comments or suggestions of significance as there seem to be many random suggestions submitted at the conclusion of a program. Mr. Snook states it depends on the program and participation numbers. The facilities receive a lot of surveys, so if only two people suggest a change it may not receive as much attention as if 50 people suggest it. Mr. Ellis appreciates staff's efforts to receive feedback.</p> <p>Treasurer Huser asked if Camp Summit pays Summit Waves for memberships. Mr. Snook stated yes, and this revenue is noted in the Summit Waves end of activity report.</p> <p>Vice President Bivins drew attention to page 55 where a parent stated their child was hit on the head and blacked out. If the comment from the parent is factual, it is problematic that an incident report was not completed. Vice President Bivins assumes it was addressed, but wanted to point out the comment in case it was not. Treasurer Huser asked if an incident report is completed when there is an incident such as this. Mr. Snook stated our procedure is to complete an "ouch" report detailing the incident and provide it to the parent at time of pick-up, but if a camper blacked out he is confident an ambulance would have been called.</p>	
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PATRON COMMENT REVIEW

Supporting documentation (see pages 76-81). No questions or discussion.

MONTHLY CALENDARS

Supporting documentation (see pages 82-83). No questions or discussion.

ROUNDTABLE

Mr. Crawford attended the youth sports association meeting on October 18th. Staff is currently collecting bids for a new vendor for background checks, but each association handles payment for background checks differently. Mr. Snook stated LSPR and Sporting Lee's Summit pay for the background checks for all of their volunteers, but the other associations require their volunteers to pay for their own background check. The cost of a background check will likely double, so this was brought to the attention of the associations during the meeting.

President Aulenbach stated there has been a change of date for the combined city council and park board meeting which Mr. Snook will discuss later. Both the park board retreat and employee breakfast went well and provided a good time to hear all about the plans for LSPR. Mr. Snook and President Aulenbach attended a training for the Legacy for Parks Foundation and thanked Ms. McCormick-Heanue for putting it all together. Ms. McCormick-Heanue feels there is a lot of excitement and momentum moving forward. A new contact sheet was provided to board members containing phone numbers and email addresses for fellow board members.

OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD

The combined Park Board and City Council meeting has been moved to either January 11th or 18th instead of November 9th. It is important for all board members to be in attendance as this is the first joint session with the city council. Treasurer Huser asked if the park board is sitting in on a city council meeting, or if it is a meeting of the two boards together. Mr. Snook stated it will be held during a city council meeting time and will have a pre-determined agenda, but will mainly be addressing items pertaining to both organizations. Mr. Ellis asked if there will be an option to attend via Zoom. Mr. Snook stated he is not sure at this time.

Summit Ice will not be opening on November 1st due to the temperatures remaining high. The tentative date to open will be November 12th.

Patrons have reached out to Mr. Snook expressing interest to financially support the purchase of the sculpture located at Legacy Park Amphitheater. Mr. Snook needs to let the artist know if we would be interested in purchasing this piece as a permanent structure at the amphitheater. Mr. Ellis asked if a new piece would be leased if the current piece is not purchased. Mr. Snook stated yes, we would lease another piece and place it at either the amphitheater or another park. Staff likes having a piece of art at the amphitheater as it is a cultural arts venue, so this provides another avenue of art. Ms. Basham asked if this piece was created by a local artist. Ms. Price stated the artist is from Minneapolis, MN. Mr. Snook shared LSPR participates in a program called Sculpture on the Move, in which numerous municipalities across the state participate. Artists submit their work and staff is able to select which pieces they would like for a two-year time period. At the end of the two years we can either negotiate to keep the art piece or take it out of the system and pick a new piece. Currently we have three pieces located at the amphitheater, Summit Park and Lowenstein Park. Vice President Bivins stated since there seems to be a consensus about purchasing the piece at the amphitheater to go ahead and purchase it but not spend a lot of time recruiting funding. We can afford the piece, it would be money well spent and it is within the budget. Mr. Crawford suggested in the future staff reach out to the high schools or community college to see if they have artists who might like to submit a piece of work to the park board for review to showcase a local artist. Mr. Snook stated we have done this at Gamber Community Center, but we have never considered this for outdoor art pieces. Mr. Crawford is supportive of purchasing this piece. President Aulenbach is supportive as well and suggested maybe using donation money from the Legacy for Parks Foundation. Mr. Snook agrees stating he spoke with Ms. McCormick-Heanue regarding this to bring more awareness to the foundation. Mr. Ellis suggested having a conversation with Glenda Masters to see if LSPR could collaborate more with her program. Overall the board is in support of purchasing the art piece.

The November/December Park Board meeting will be held on December 1, 2021. The next regular meeting will be on the fourth Wednesday of January as normal.

The city will be receiving funding from the American Recovery Plan Act, so staff is working with the city to determine how funds will be allocated to the parks department.

MEETING ADJOURNMENT

Vice President Bivins made a motion to move into closed session pursuant to Section 610.021 (2) of the Revised Statutes of the State of Missouri pertaining to the leasing, purchase or sale of real estate by a public governmental body; Treasurer Huser seconded. Roll Call: Aye – President Aulenbach, Vice President Bivins, Treasurer Huser, Ms. Basham, Mr. Crawford, Mr. Ellis, Mr. Morehead, Ms. Shepard.

Financial Outlook as of October 31, 2021



Fund	Fund Balance @ 9/30/21
Gamber Community Center	\$ 529,969
Lovell Community Center	\$ 1,276,174
Longview Community Center	\$ (828,020)
Harris Park Community Center	\$ 435,992
Parks and Recreation	\$ 2,826,889
Summit Waves	\$ 455,595
Cemetery	\$ 1,331,536
Construction	\$ (548,278)
Park COP	\$ 2,315,515

Fund	MTD 10/31/21	Prior YTD Actual	Current YTD Actual	Approved FY22 Budget	Percentage of FY22 Budget
Gamber Community Center					
Revenue	\$ 31,777	\$ 79,745	\$ 116,044	\$ 317,390	36.56%
Expenses	\$ 24,268	\$ 112,056	\$ 121,254	\$ 350,193	34.63%
Income (Loss)	\$ 7,510	\$ (32,311)	\$ (5,210)	\$ (32,803)	
Lovell Community Center					
Revenue	\$ 94,102	\$ 333,330	\$ 384,846	\$ 1,702,459	22.61%
Expenses	\$ 80,675	\$ 412,993	\$ 420,944	\$ 1,634,771	25.75%
Income (Loss)	\$ 13,427	\$ (79,663)	\$ (36,098)	\$ 67,688	
Longview Community Center					
Revenue	\$ 64,729	\$ 160,831	\$ 260,616	\$ 934,470	27.89%
Expenses	\$ 59,643	\$ 317,599	\$ 280,760	\$ 1,026,493	27.35%
Income (Loss)	\$ 5,087	\$ (156,768)	\$ (20,144)	\$ (92,023)	
Harris Park Community Center					
Revenue	\$ 68,574	\$ 222,646	\$ 488,295	\$ 1,591,276	30.69%
Expenses	\$ 62,788	\$ 352,534	\$ 436,978	\$ 1,429,862	30.56%
Income (Loss)	\$ 5,787	\$ (129,888)	\$ 51,318	\$ 161,414	
Parks and Recreation					
Revenue	\$ 21,350	\$ 44,800	\$ 66,335	\$ 3,909,711	1.70%
Expenses	\$ 292,575	\$ 1,200,823	\$ 1,271,109	\$ 3,740,251	33.98%
Income (Loss)	\$ (271,225)	\$ (1,156,023)	\$ (1,204,774)	\$ 169,460	
Summit Waves					
Revenue	\$ 3,425	\$ 127,568	\$ 522,504	\$ 851,397	61.37%
Expenses	\$ 12,614	\$ 308,491	\$ 392,547	\$ 844,636	46.48%
Income (Loss)	\$ (9,189)	\$ (180,923)	\$ 129,957	\$ 6,761	
Cemetery					
Revenue	\$ 5,500	\$ 68,884	\$ 35,848	\$ 194,163	18.46%
Expenses	\$ 14,511	\$ 48,864	\$ 47,939	\$ 179,825	26.66%
Income (Loss)	\$ (9,011)	\$ 20,020	\$ (12,091)	\$ 14,338	
Construction					
Revenue	\$ 350,000	\$ 1,166,667	\$ 1,400,000	\$ 4,200,000	33.33%
Expenses	\$ 2,095	\$ 142,864	\$ 147,913	\$ 457,500	32.33%
Income (Loss)	\$ 347,905	\$ 1,023,803	\$ 1,252,087	\$ 3,742,500	
Park COP Debt					
Revenue	\$ 507,101	\$ 1,524,980	\$ 1,954,271	\$ 4,477,543	43.65%
Expenses	\$ 364,583	\$ 1,219,167	\$ 1,458,333	\$ 4,375,000	33.33%
Income (Loss)	\$ 142,518	\$ 305,814	\$ 495,937	\$ 102,543	

**GAMBER COMMUNITY CENTER
FUND 201
Financial Report for the Month Ending October 31, 2021**

	Previous Year-to-date Oct 2020	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Activity & Membership Fees	19,393	9,184	26,657	25,489	1,169	94,391
User Charges	65	43	237	55	182	190
Rentals	7,486	7,976	30,570	11,926	18,644	² 37,039
Interest	293	-	254	5,900	(5,646)	8,200
Other Revenue	8	-	-	1,170	(1,170)	2,570
Miscellaneous	-	(9)	(8)	-	(8)	-
Transfers In from Park COP	52,500	14,583	58,333	58,333	0	175,000
TOTAL REVENUES	79,745	31,777	116,044	102,873	13,171	317,390
EXPENDITURES						
Personnel Services	69,652	17,603	68,412	69,845	(1,433)	212,055
Other Supplies, Services and Charges	16,314	2,383	17,994	19,482	(1,489)	59,250
Repairs and Maintenance	6,731	995	15,544	3,336	12,208	³ 14,217
Utilities	12,524	1,791	14,819	15,105	(286)	45,981
Interdepartment Charges	6,836	1,495	4,485	6,815	(2,330)	18,690
TOTAL EXPENDITURES	112,056	24,268	121,254	114,584	6,671	350,193
NET GAIN / (LOSS)	(32,311)	7,510	(5,210)	(11,711)	6,500	(32,803)

BEGINNING FUND BALANCE

535,179 ¹

ENDING FUND BALANCE

529,969

¹ Beginning Fund Balance is unaudited and subject to change.

² Revenues increased due to additional facility rentals booked compared to budget.

³ Aerobic Room roof repair and wall partition repair completed late in FY21, delayed invoicing from vendors. Leak repairs in Ballroom, back roof repairs, and light repairs indoor unbudgeted for in FY22.



**LOVELL COMMUNITY CENTER
FUND 202
Financial Report for the Month Ending October 31, 2021**

	Previous Year-to-date Oct 2020	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	326,659	85,035	360,140	428,891	(68,750)	²	1,606,919
User Charges	85	105	943	858	86		2,131
Rentals	(320)	4,873	18,342	-	18,342	³	46,423
Interest	3,257	-	151	8,332	(8,181)		25,996
Other Revenue	150	102	567	-	567		1,214
Contributions	-	3,750	3,750	7,500	(3,750)		15,000
Miscellaneous	499	237	952	208	744		1,257
Transfers In	3,000	-	-	3,519	(3,519)		3,519
TOTAL REVENUES	333,330	94,102	384,846	449,307	(64,461)		1,702,459
EXPENDITURES							
Personnel Services	298,746	61,337	270,272	344,619	(74,347)	⁴	1,149,254
Other Supplies, Services and Charges	40,309	8,401	31,935	60,290	(28,354)	⁵	143,425
Repairs and Maintenance	17,612	5,606	33,261	41,905	(8,644)		102,788
Utilities	38,157	1,405	46,252	30,854	15,398	⁶	161,009
Capital Outlay	-	-	27,450	27,450	-		27,450
Interdepartment Charges	18,170	3,925	11,774	19,838	(8,065)		50,845
TOTAL EXPENDITURES	412,993	80,675	420,944	524,957	(104,013)		1,634,771
NET GAIN / (LOSS)	(79,663)	13,427	(36,098)	(75,649)	39,552		67,688

BEGINNING FUND BALANCE 1,312,272¹
ENDING FUND BALANCE 1,276,174

¹ Beginning Fund Balance is unaudited and subject to change.

² An unfavorable variance in Activities (\$7,300), Gate Receipts (10,200) and Memberships (\$51,100).

³ Facility rentals, including Birthday parties, was not budgeted to start until January 1, 2022 but started May 29, 2021. In addition, two afterhours pool party rentals have occurred.

⁴ A favorable variance in Part-Time salaries (\$5,300) and a Recreation Supervisor position has been put on hold. In addition, three new full-time employees have recently started resulting in a saving on Health/Dental. Also, Workers Compensation expense (\$29,452) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

⁵ There is a favorable variance in Professional Fees, Printing, Chemicals and Janitorial Supplies. In addition, the annual amount for Insurance Expense (\$17,595) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

⁶ Unfavorable variance in Natural Gas (\$1,700), Electricity (\$7,900) and Water/Sewer (\$5,700).

**LONGVIEW COMMUNITY CENTER
FUND 205
Financial Report for the Month Ending October 31, 2021**

	Previous Year-to-date Oct 2020	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Activity & Membership Fees	127,374	46,283	210,330	215,643	(5,313)	775,970
User Charges	39	65	581	543	38	1,930
Rentals	32,914	18,295	49,615	47,883	1,732	155,369
Miscellaneous	505	86	91	8	83	1,201
TOTAL REVENUES	160,831	64,729	260,616	264,077	(3,461)	934,470
EXPENDITURES						
Personnel Services	223,116	48,860	200,209	227,647	(27,439) ²	657,419
Other Supplies, Services and Charges	29,573	4,117	20,225	43,993	(23,768) ³	115,098
Repairs and Maintenance	11,620	886	8,255	24,673	(16,418) ⁴	51,670
Utilities	33,736	2,287	38,806	37,343	1,463	157,989
Interest Expense	3,716	-	2,786	3,500	(714)	-
Interdepartment Charges	15,838	3,493	10,480	16,609	(6,129)	44,317
TOTAL EXPENDITURES	317,599	59,643	280,760	353,766	(73,005)	1,026,493
NET GAIN / (LOSS)	(156,768)	5,087	(20,144)	(89,688)	69,544	(92,023)

BEGINNING FUND BALANCE

(807,876)¹

ENDING FUND BALANCE

(828,020)

¹ **Beginning Fund Balance** is unaudited and subject to change.

² A favorable variance for Part-Time (\$4,500). Also, Workers Compensation expense (\$22,897) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

³ There is a favorable variance in Printing, Janitorial Supplies and Professional Fees. In addition, the annual amount for Insurance Expense (\$9,527) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

⁴ HVAC service and repair (\$6,000) has not been needed. The hardwood floor resurfacing (\$4,000) and annual boiler maintenance (2,500) is currently on hold. The chemical controller probes were scheduled for maintenance in August but completed in November (\$1,200).



**HARRIS PARK COMMUNITY CENTER
FUND 530
Financial Report for the Month Ending October 31, 2021**

	Previous Year-to-date Oct 2020	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	124,117	29,814	355,144	397,581	(42,437)	²	1,189,460
User Charges	55	-	8,384	9,879	(1,494)		69,638
Rentals	19,180	29,264	54,661	46,437	8,224		153,394
Interest	(104)	-	(661)	-	(661)		-
Other Revenue	79,222	(478)	53,429	44,500	8,929		3,449
Contributions	126	9,975	16,735	35,400	(18,665)	³	166,900
Miscellaneous	50	-	602	834	(232)		8,435
TOTAL REVENUES	222,646	68,574	488,295	534,631	(46,335)		1,591,276
EXPENDITURES							
Personnel Services	237,962	27,509	262,298	299,644	(37,346)	⁴	813,933
Other Supplies, Services and Charges	68,890	23,564	124,768	148,017	(23,249)	⁵	433,464
Repairs and Maintenance	7,963	6,731	26,419	19,352	7,067		41,770
Utilities	27,419	3,464	18,931	21,869	(2,938)		97,324
Depreciation	6,618	-	-	6,302	(6,302)		18,905
Transfers Out	3,000	-	-	3,519	(3,519)		3,519
Interdepartment Charges	7,300	1,521	4,562	9,072	(4,510)		20,947
TOTAL EXPENDITURES	352,534	62,788	436,978	501,473	(64,495)		1,429,862
NET GAIN / (LOSS)	(129,888)	5,787	51,318	33,158	18,160		161,414

BEGINNING FUND BALANCE

384,674 ¹

ENDING FUND BALANCE

435,992

¹ Beginning Fund Balance is unaudited and subject to change.

² An unfavorable variance in Camp Summit (\$26,000), Instructional (\$1,400), Athletics (\$23,000) and a favorable variance at the Amphitheater (\$9,000).

³ The reported YTD revenue is dependent on the timing of monthly sponsorship payments.

⁴ Workers Compensation expense (\$13,600) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report. Also, a favorable variance in Part-Time Harris Park (\$9,600), Athletics (\$5,000) and Lea McKeighan (\$1,600).

⁵ A favorable balance on Professional Fees, Recreational Supplies and Advertising. Also, the annual amount for Insurance Expense (\$13,126) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.



**PARKS & RECREATION
FUND 200
Financial Report for the Month Ending October 31, 2021**

	Previous Year-to-date Oct 2020	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Taxes	-	-	-	-	-		3,664,500
Fines & Forfeitures	2,014	1,228	5,041	4,800	241		17,000
Interest	1,191	-	4,490	40,785	(36,295)	²	58,814
Other Revenue	2,024	100	1,986	667	1,319		2,000
Contributions	17,509	15,665	28,055	15,890	12,165	³	97,735
Miscellaneous	10,274	2,994	22,676	18,330	4,346		47,325
Transfers In	11,789	1,362	4,087	11,436	(7,349)		22,337
TOTAL REVENUES	44,800	21,350	66,335	91,907	(25,572)		3,909,711
EXPENDITURES							
Personnel Services	673,175	160,196	644,704	691,992	(47,288)	⁴	1,998,879
Other Supplies, Services and Charges	247,035	78,172	330,995	477,126	(146,132)	⁵	1,060,242
Repairs and Maintenance	88,774	33,262	117,821	133,840	(16,019)	⁶	315,655
Utilities	52,580	10,806	69,885	55,465	14,420	⁷	146,118
Fuel & Lubricants	8,757	-	2,429	11,380	(8,951)		33,790
Capital Outlay	63,105	7,875	53,000	53,000	-		153,000
Interdepartment Charges	67,399	15,211	104,063	104,063	0		187,926
Reimbursement - Interfund	-	(12,946.58)	(51,786.33)	(51,786.32)	(0)		(155,359)
TOTAL EXPENDITURES	1,200,823	292,575	1,271,109	1,475,079	(203,970)		3,740,251
NET GAIN / (LOSS)	(1,156,023)	(271,225)	(1,204,774)	(1,383,172)	178,398		169,460

BEGINNING FUND BALANCE	<u>4,031,663</u> ¹
ENDING FUND BALANCE	<u>2,826,889</u>

¹ Beginning Fund Balance is unaudited and subject to change.

² Unfavorable variances in Interest on Investment (\$4,400) and Mark to Market (\$31,854).

³ Lee's Summit Soccer Association paid their FY21 dues in FY22.

⁴ Variance exists in Full Time Salaries and Worker's Compensation. The favorable variance in Personnel Services is partially due to a vacant FT Park Specialist position and the September payroll accruals not being posted at the time of reporting. Workers Compensation expense (\$45,551) has not been recorded at this time. Workers Compensation amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

⁵ The annual amount for Insurance Expense (\$73,832) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report. Also, a favorable variance in Printing, Professional Fees, Consumable Tools, Asphalt and Rock & Gravel.

⁶ Baseball Cupola repairs scheduled in October but completed in November(\$15,600).

⁷ Unfavorable variance in Water/Sewer (\$16,600) and a favorable variance in Electricity (\$1,900). The three splashpads were used more this year resulting in a higher than usual Water/Sewer bill.



**SUMMIT WAVES
FUND 203
Financial Report for the Month Ending October 31, 2021**

	Previous Year-to-date Oct 2020	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Activity Fees	100,666	-	404,059	238,159	165,900	688,117 ²
User Charges	20,510	-	105,146	57,938	47,209	111,054 ³
Rentals	7,000	3,425	15,256	12,480	2,776	45,146
Interest	(693)	-	(1,678)	880	(2,558)	2,090
Miscellaneous	84	-	(279)	2,115	(2,394)	4,990
TOTAL REVENUES	127,568	3,425	522,504	311,572	210,932	851,397
EXPENDITURES						
Personnel Services	205,549	10,309	278,505	249,533	28,972	487,330 ⁴
Other Supplies, Services and Charges	45,064	(500)	60,329	63,682	(3,354)	158,740
Repairs and Maintenance	5,446	713	6,109	5,750	359	39,439
Utilities	38,820	569	33,557	57,010	(23,452)	89,800 ⁵
Interdepartment Charges	7,628	1,523	8,062	9,547	(1,485)	21,422
Capital Outlay	-	-	-	-	-	41,920
Transfers Out (To 200)	5,985	-	5,985	5,985	-	5,985
TOTAL EXPENDITURES	308,491	12,614	392,547	391,507	1,040	844,636
NET GAIN / (LOSS)	(180,923)	(9,189)	129,957	(79,935)	209,892	6,761

BEGINNING FUND BALANCE
ENDING FUND BALANCE

325,638¹
455,595

¹ Beginning Fund Balance is unaudited and subject to change.

² There is a favorable variance in Gate Receipts (\$165,500) due to Kids Country coming twice a week, Oceans of Fun closed twice a week and Adventure Oasis allowing residents only.

³ There is a favorable variance in Concessions Sales (\$47,000) due to an increase in Single Visits.

⁴ A unfavorable variance for Part-time (\$36,300). Also, Workers Compensation expense (\$8,100) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

⁵ Budget was based on last year actuals which included the first year of the wave pool operations. There has been a significant savings in Electricity (\$19,600) and Water/Sewer (\$3,800) from previous year.



**CEMETERY TRUST
FUND 204
Financial Report for the Month Ending October 31, 2021**

	Previous Year-to-date Oct 2020	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Services	48,344	3,500	25,413	33,937	(8,525)	134,483
Sale of Property	16,000	2,000	10,000	16,000	(6,000)	36,000
Interest	4,540	-	435	7,770	(7,335)	23,680
TOTAL REVENUES	68,884	5,500	35,848	57,707	(21,859)	194,163
EXPENDITURES						
Personnel Services	13,814	4,114	16,365	18,184	(1,819)	49,069
Other Supplies, Services and Charges	22,989	4,300	17,980	31,407	(13,427) ²	86,043
Repairs and Maintenance	808	3,530	3,648	2,230	1,418	9,500
Utilities	750	83	712	950	(238)	4,000
Fuel & Lubricants	125	-	-	320	(320)	960
Interdepartment Charges	4,575	1,121	5,146	6,119	(973)	13,905
Transfers Out (To 026)	5,804	1,362	4,087	5,449	(1,362)	16,348
TOTAL EXPENDITURES	48,864	14,511	47,939	64,659	(16,720)	179,825
NET GAIN / (LOSS)	20,020	(9,011)	(12,091)	(6,952)	(5,139)	14,338

BEGINNING FUND BALANCE	<u>1,343,627</u> ¹
ENDING FUND BALANCE	<u>1,331,536</u>

¹ Beginning Fund Balance is unaudited and subject to change.

² Favorable variance in Professional fees and Other Construction Materials.



**CONSTRUCTION FUND
FUND 327
Financial Report for the Month Ending October 31, 2021**

	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES					
Transfers from Fund 410	350,000	1,400,000	1,400,000	-	4,200,000
TOTAL REVENUES	350,000	1,400,000	1,400,000	-	4,200,000
EXPENDITURES					
Interest Expense	-	6,246	10,833	(4,587)	32,500
Additions to Const in Progress	2,095	141,666.67	141,666.67	-	425,000
TOTAL EXPENDITURES	2,095	147,913	152,500	(4,587)	457,500
NET GAIN / (LOSS)	347,905	1,252,087	1,247,500	4,587	3,742,500

BEGINNING FUND BALANCE (1,800,365)¹
ENDING FUND BALANCE (548,278)

¹ Beginning Fund Balance is unaudited and subject to change. The Fund Balance is negative due to the purchase of the Longview Community Center in September 2018 for \$4.1 million.



**PARKS COP DEBT
FUND 410
Financial Report for the Month Ending October 31, 2021**

	Month-to-Date Oct 2021	Year-to-Date Oct 2021	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES						
Taxes	447,581	1,739,108	1,428,705	310,403	²	4,286,120
EATS	(2,676)	(41,261)	(48,192)	6,931	²	(144,577)
Use Tax	62,196	260,781	108,333	152,448	²	325,000
Interest	-	(4,357)	3,667	(8,024)		11,000
TOTAL REVENUES	507,101	1,954,271	1,492,513	461,758		4,477,543
EXPENDITURES						
Transfers Out-Gamber Center	14,583	58,333	58,333.33	-		175,000
Transfers Out-Construction Fund	350,000	1,400,000	1,400,000	-		4,200,000
TOTAL EXPENDITURES	364,583	1,458,333	1,458,333	-		4,375,000
NET GAIN / (LOSS)	142,518	495,937	34,179	461,758		102,543

BEGINNING FUND BALANCE	<u>1,819,578</u> ¹
ENDING FUND BALANCE	<u><u>2,315,515</u></u>

¹ **Beginning Fund Balance** is unaudited and subject to change.

² See separate Sales/Use Tax Report included in this packet.

MEMORANDUM



Date: December 1, 2021

To: Joe Snook, CPRP
Administrator of Parks and Recreation

From: Devin Blazek, MBA
Management Analyst

Re: Sales and Use Tax Update – November 2021

Sales tax proceeds received in November totaled \$322,648.25, which is 9.66% under the monthly projection. Due to the unpredictable cutoff of processing remittance at the State of Missouri, the annual revenue budget has been spread evenly throughout FY2022. The year-to-date sales tax received totals \$2,061,756.40, which is \$248,627.00 over the amount received through November FY2021.

At the time of this report, there is no additional information regarding the remitters included in the amount received from the State of Missouri.

The EATs payments for a portion of September through November are not available at this time.

Use tax proceeds received in November totaled \$59,343.10, which is 119% over the monthly projection. Due to the unpredictable cutoff of processing remittance at the State of Missouri, the annual revenue budget has been spread evenly throughout FY2022. The year-to-date use tax totals \$320,123.93. Due to use tax collection starting in December FY2021, there was no collection of use tax in November of FY2021.

Attached is a summary of the proceeds received for the Sales Tax, Economic Activity Taxes (EATs) and Use Tax.

Sales Tax and EATs	Budget	Actual	Amount Difference \$
Cumulative Balance Through FY 2021	76,045,008	76,877,280	832,272
FY 2022			
YTD Balance Forward - Sales Tax	1,428,707	1,739,108	310,401
YTD Balance Forward - EATs	(48,192)	(51,577)	(3,385)
Sales Tax Receipts - November 2022	357,176	322,648	(34,528)
EATs - November 2022	(12,048)	(1,413)	10,635
YTD Balance - Sales Tax	1,785,883	2,061,756	275,873
YTD Balance - EATs	(60,240)	(52,990)	7,250
LIFE-TO-DATE DATA BY SALES TAX			
Cumulative Net Proceeds-1/4 cent Sales Tax (4/1/18 through 3/31/33) **	14,053,197	14,805,579	752,382
Cumulative Net Proceeds-1/4 cent Sales Tax (4/1/08 through 3/31/18)	30,963,365	31,100,648	137,283
Cumulative Net Proceeds-3/8 cent Sales Tax (4/1/98 through 3/31/08)	32,768,255	32,955,600	187,345

Use Tax	Budget	Actual	Amount Difference \$
Cumulative Balance Through FY 2021	-	375,524	375,524
FY 2022			
YTD Balance Forward - Use Tax	108,333	260,780	152,447
Use Tax - November 2021	27,083	59,343	32,260
YTD Balance - Use Tax	135,416	320,123	184,707
LIFE-TO-DATE DATA BY USE TAX			
Cumulative Net Proceeds-December 2020 through Current Month	135,416	695,647	560,231

MEMORANDUM



Date: November 11, 2021
To: Joe Snook, Lee's Summit Parks and Recreation Administrator
From: Heath Harris, Longview Community Center Manager
Re: Full-Time Service Representative at Longview Community Center

Staff is requesting approval to hire one full-time Service Representative for the Longview Community Center, with a requested start date being January 2022.

When Longview Community Center reopened in May 2020 staff saw a 50% reduction in memberships and 60% reduction in facility attendance due to the pandemic. In an effort to reduce facility expenses staff did not fill the vacant full-time Service Representative position and provided coverage by part-time Service Representatives. Over the past several months welcome desk coverage has been a struggle due to current part-time staff's availability and the number of new employee applications have been minimal. The facility manager and other full-time supervisors, are currently covering approximately 21 hours a week at the welcome desk due to the lack of staffing. Hiring a full-time service representative at Longview Community Center would help bring consistency to the welcome desk, reduce staff shortages at the welcome desk and would alleviate the facility manager of performing full-time service representative responsibilities, allowing the facility manager to focus more on managerial duties. The facility manager is currently performing full-time service representative duties such as monthly health plan reports, daily deposits, facility rental entries, daily membership paperwork, refund requests, membership cancellation entries and membership paperwork filing.

The full-time Service Representative's responsibilities would include being the primary point of contact for department patron service such as transactions and answering questions in person and over the phone. This position would perform administrative reports, data entry and filing for the facility. Other responsibilities would include scheduling and preparing notices for facility rentals and perform daily cash handling procedures for the facility. This position would be scheduled 40 hours per week.

Hiring a full-time service representative was not included in the FY22 LVCC budget. A full-time service representative's annual salary is \$31,922.82 and benefits are \$19,997.68 for a total annual cost of \$51,920.50. With a start date of January 2022 for this position, that would leave 6 months remaining in the current fiscal year totaling \$25,960.25 in additional expenses for the current fiscal year. If a full-time service representative is hired it would potentially save \$10,187.10 in part-time staff expenses, resulting in an estimated coverage of \$15,800 for staffing. The full-time service representative would cover the welcome desk in place of the part-time service representatives that currently cover the welcome desk from 8am to 4pm.

Staff recommends hiring one full-time Service Representative for the Longview Community Center, with a start date of January 2022.

Proposed Motion:

I move to approve the addition of a full time Service Representative at the Longview Community Center recommended by staff for a total expense of \$25,960.25 for the remainder of FY22.

TO: Joe Snook, CPRP
 Administrator of Parks and Recreation

DATE: December 1, 2021

FROM: David Dean, Superintendent of Recreation Services
 Steve Casey, Superintendent of Park Development and Construction
 Tede Price, Superintendent of Administration
 Brooke Chestnut, Superintendent of Park Operations



SUBJECT: FY22 Capital Improvement Projects and Parks and Recreation Services Report

Project	Budget ¹	Exp to Date	Variance ²	Status	Estimated Completion ³
Gamber Community Center Fund (201)					
		-	-		
Lovell Community Center Fund (202)					
Childcare Roof Repairs	27,450	-	27,450	In Progress	Nov-21
	27,450	-	27,450		
Longview Community Center Fund (205)					
		-	-		
Harris Park Community Center Fund (530)					
		-	-		
Parks and Recreation Fund (200)					
Operations					
Deer Valley Park Shelter	30,000	-	30,000	In Progress	Dec-21
Tilt Trailer	8,000	-	8,000	In Progress	Sep-21
Asphalt	185,000	52,094	169,842	In Progress	Jun-22
Legacy Park					
Wayfinding Signage	100,000	-	100,000	In Progress	Dec-21
Asphalt	125,000	79,826	45,174	In Progress	Jun-22
	448,000	131,920	353,016		
Summit Waves Fund (203)					
Additional Shade Installation	41,920	-	41,920		May-22
	41,920	-	41,920		
Cemetery Fund (204)					
		-	-		
Capital Projects Fund (327)					
Lowenstein Park Renovations (*Continued from FY20)	515,000	518,559	(3,559)	complete	Oct-21
Velie Park Renovations	425,000	-	425,000	In Progress	May-22
Pleasant Lea Park Improvements	670,000	-	670,000	In progress	Sep-22
	1,610,000	518,559	1,091,441		
TOTAL	2,127,370	650,479	1,513,827		

¹ Budget amount established per Board Approval

² Variance is the difference between the budget and the year-to-date expenditures.

³ Estimated completion dates will be updated as necessary to reflect our best estimate of when a project will be completed.

The Services Review is based on the current Fiscal Year (July 2021-June 2022). "Goals" are based on the number implied in the Fiscal Year Budget. Some goals are annualized (i.e., LPCC, GCC and HPCC information). Other numbers will be reported on a monthly basis (i.e., programs beginning in the current board month) as well as annualized figures being reported against budgeted numbers. Shaded areas are completed services and activities.

	Run Time	Target Goals - This Year (participants) 2021-2022	Results to Date (for programs/events starting July 2021)
Fund 201 - Gamber Community Center			
Memberships			
July 21 - June 22			
Resident Total			
Active Flex	July 21 - June 22	1120	249
Annual		39	7
Non-Resident Total			
Active Flex		60	20
Annual		3	1
Single Visit			
Discount		76	81
Regular		17	6
(All Inclusive Membership - GCC)			
July 21 - June 22			
Resident			
Annual		39	11
Flex	July 21 - June 22	720	305
Non-Resident			
Annual		2	0
Flex		60	23
(Insurance Based Memberships)			
July 21 - June 22			
Silver Sneakers Total	July 21 - June 22		2,772
Renew Active	July 21 - June 22		1,031
Facility Rentals			
July 21 - June 22			
Event Packages		5 Packages	1
Gamber Package		43 Packages	12
Ballroom All	July 21 - June 22	90 hrs Booked	50
Ballroom A	July 21 - June 22	163 hrs Booked	130
Ballroom B		33 hrs Booked	55
Classroom		167 hrs Booked	65
Aerobics Room	July 21 - June 22	75 hrs Booked	42
Programming			
July 21 - June 22			
GCC Paid Group Fitness	July 21 - June 22		
Bingo	July 21 - June 22	600	375
Line Dance	July 21 - June 22	360	197
Art Classes	July 21 - June 22	20	20
Ballroom, Swing, Latin Dance	July 21 - June 22	60	17
Youth Tech	July 21 - June 22	10	3
Special Event Programming			
Mistletoe Madness	July 21 - June 22	30 Booths	29
Thanksgiving Day Luncheon	July 21 - June 22	100 participants	85
Holiday Luncheon	July 21 - June 22	100 participants	
Father Daughter Dance	July 21 - June 22	150/night	

Fund 202 - J. Thomas Lovell Jr. Community Center at Legacy Park

Memberships			
Resident			
Annual	July 21 - June 22	1,074	871
	July 21 - June 22	3,393	2,134
Non-Resident			

	Run Time	Target Goals - This Year (participants) 2021-2022	Results to Date (for programs/events starting July 2021)
Annual	July 21 - June 22	153	280
Flex	July 21 - June 22	725	526
<u>Single Visit - Resident</u>	July 21 - June 22	21,003	4,139
<u>Single Visit -- Non-Resident</u>	July 21 - June 22	6,998	1,811
<u>Silversneakers</u>	July 21 - June 22	16,405	6,324
<u>Prime</u>	July 21 - June 22	139	62
<u>Renew Active</u>	July 21 - June 22	2,914	3,909
<u>Active and Fit</u>	July 21 - June 22	0	101
<u>Silver and Fit</u>	July 21 - June 22	101	262
<u>90 Day Memberships</u>			
Resident	July 21 - June 22	12	3
Nonresident	July 21 - June 22	3	3
Facility Rentals			
<u>Birthday Party Packages</u>			
Resident			
Package A	July 21 - June 22	172	54
Package B	July 21 - June 22	31	9
Non-Resident	July 21 - June 22		
Package A	July 21 - June 22	74	37
Package B	July 21 - June 22	7	7
<u>Community Rooms</u>			
Resident	July 21 - June 22	2	0
Non-Resident	July 21 - June 22	0	0
<u>Court Rentals</u>			
Resident	July 21 - June 22	4	0
Non-Resident	July 21 - June 22	1	0
Lock-ins	July 21 - June 22	1	0
Pool	July 21 - June 22	2	0
<u>Paid Park Amenities</u>			
Resident			
Canoe	July 21 - June 22	280	33
Paddleboard	July 21 - June 22	1,049	359
Non-Resident			
Canoe	July 21 - June 22	151	28
Paddleboard	July 21 - June 22	439	128
<u>Free Park Amenities</u>			
Bikes	July 21 - June 22	750	191
<u>Child Care</u>			
Drop In	July 21 - June 22	280	209
Pass Card - Member	July 21 - June 22	37	7
Pass Card - Non-member	July 21 - June 22	0	9
Water and Land Aerobic Programming	July 21 - June 22	50,000	8,326
Provide Miscellaneous Fitness			
Personal Training	July 21 - June 22	70	79
Virtual Personal Training	July 21 - June 22	0	0
LCC Paid Group Fitness	July 21 - June 22	120	12
LPA Paid Group Fitness	July 21 - June 22	500	55
Massage Therapy	July 21 - June 22	76	63
RevUP	July 21 - June 22	98	14
RevUP Reload	July 21 - June 22	100	39
Healthy Eating Every Day (H.E.E.D)	July 21 - June 22	0	14
Swim Lessons			
Swim Lessons	July 21 - June 22		187

	Run Time	Target Goals -	Results to Date
		This Year (participants) 2021-2022	(for programs/events starting July 2021)
Private Swim Lessons	July 21 - June 22		17

Fund 530 - Harris Park Community Center

Camp Summit			
Camp Summit Enrollment	Summer 2021	750 Enrolled	755 Enrolled
Camp Summit Enrollment	Summer 2022		
Weekly Attendance	Summer 2021	440 Avg/Week	420 Weekly Avg
Weekly Attendance	Summer 2022		

Offer School Break Camps			
School Break Camp Enrollment	Sept 1 - April 20	100	34
School Break Days	Nov 1 - April 14	Avg of 30/Day	19

Recreation Center Operations			
Gym Rentals	July 21 - June 22	300 Rentals	106 Rentals
Classroom Rentals	July 21 - June 22	200 Rentals	55 Rentals
Entire Facility Rentals	July 21 - June 22	12 Rentals	2 Rental(s)
Week Long Rentals	July 21 - June 22	2 Rentals	1 Rental(s)
Open Gym	July 21 - June 22	1500 Participants	163 Participants

Summit Ice/Lea Mck North			
Public Skate	Nov 20 - March 21	8000	12,091 Skaters
Public skate - Non Res	Nov 21 - Feb 22	2500	
Public skate - Res	Nov 21 - Feb 22	5500	
Pond Hockey	Nov 20 - March 21	350	1212 Players
Pond hockey - Non Res	Nov 21 - Feb 22	80	
Pond hockey - Res	Nov 21 - Feb 22	150	
Skate with Santa (3)	December 20	200	Cancelled (Covid-19)
Skate with Sanata (3)	December 21	200	
Valentines Day Special	February 20	100	Cancelled (Covid-19)
Valentines Day Special	February 21	100	
Birthday Party Packages	Nov-March 20	75	Cancelled (Covid-19)
Birthday Party Packages	Nov-Feb 22	75	
Shelter Rentals	2020	100	0 (Covid-19)
Shelter Rentals	2021	100	

ATHLETICS			
Hartman Fields	July 21 - June 22	625 (Rental hours)	267 (Rental Hours)

Adult Leagues			
Softball -- Coed, Men's, Women's			
• Fall	Sept 21 - Oct 21	27 (Teams)	15 (teams)
• Spring	Mar 22 - May 22	35 (Teams)	OH
• Summer	June 21 - Aug 21	32 (Teams)	31(teams)

Basketball -- Men's			
• Fall	Aug 21 - Oct 21	20 (Teams)	OH
• Winter	Nov 21 - Feb 22	20 (Teams)	2 (Teams) thru 11.17.21
• Spring	Mar 22 - May 22	16 (Teams)	OH
• Summer	July 21 - Aug 21	16 (Teams)	8 (Teams)

Volleyball -- Coed, Women's			
• Fall	Oct 21 - Dec 22	50 (Teams)	30 (Teams)
• Winter	Jan 22 - Mar 22	58 (Teams)	OH
• Spring	April 22 - June 22	50 (Teams)	OH
• Summer I and II	July 21 - Sept. 21	50 (Teams)	66 (Teams)

Kickball			
• Fall	Aug 21 - Oct 21	14 (Teams)	DNM
• Spring	Apr 22 - May 22	14 (Teams)	OH
• Summer	June 22 - Aug 22	14 (Teams)	DNM 23

	Run Time	Target Goals - This Year (participants) 2021-2022	Results to Date (for programs/events starting July 2021)
Adult Instructional-Athletics			
<i>Golf</i>			
• Adult Beginning	July 21 - June 22	20	OH
<i>Tennis</i>			
• Outdoor Adult Beginning	July 21 - June 22	10	0
Youth Instructional-Athletics			
<i>Golf</i>			
• Youth Beginner	July 21 - June 22	30	OH
<i>Tennis</i>			
• Rookies (Mighty Stars)	Year-to-date count	30	7
• Youth Beginner	Year-to-date count	65	42
Middle/High School	Year-to-date count	10	15
Adult	Year-to-date count		0
Youth Leagues			
Girl's Basketball	Nov 21 - Feb 22	300 Participants	414 Participants (thru 11.17.21)
Spring Youth Volleyball	March 22 - May 22	250 Participants	On Hold
Fall Youth Volleyball	Sept 21 - Nov 21	280 Participants	172 Participants
Summer Youth Volleyball	July 21 - Aug 21	10 Teams	6 teams
Winter Youth Volleyball	Jan 22 - Feb 22	10 Teams	On Hold
Youth Special Events-Athletics			
Junior Triathlon	July 21	50 Participants	Cancelled - Covid
Youth Camps-Athletic			
Baseball Camp	June 22	15	On Hold
Basketball Camp	July 21	15	On Hold
Volleyball Camp	July 21	35	On Hold
Indoor Soccer Camp	June 22	15	On Hold
Tournaments			
Summer Classic Tennis Tournament	June 22	50	On Hold
INSTRUCTIONAL ACTIVITIES			
Adult Instructional			
<i>First Aid/CPR</i>			
CPR/AED	July 21 - June 22 (Year-to-date count)	40	10
First Aid	July 21 - June 22 (Year-to-date count)	25	0
BLS Healthcare Provider CPR	July 21 - June 22 (Year-to-date count)	30	0
CPR for Family and Friends	July 21 - June 22 (Year-to-date count)	30	21
Youth Instructional			
<i>Itty-Bitty Sports</i>			
• Flag Football	Sept 11-Oct 9	50	46
• Basketball	Jan 8 - Feb 12	80	25
• Outside Soccer	July 24 -Aug 21	50	63
• T-Ball	July 21 - June 22 (Year-to-date count)	50	0
<i>Itty-Bitty Instructional Programs</i>			
• Itty Bitty PE	July 21 - June 22 (Year-to-date count)	10	18

	Run Time	Target Goals - This Year (participants) 2021-2022	Results to Date (for programs/events starting July 2021)
• Itty Bitty Dancers	July 21 - June 22 (Year-to-date count)	50	On Hold
Indoor T-Ball	July 21 - June 22 (Year-to-date count)	20	10
Instructional Basketball	July 21 - June 22 (Year-to-date count)	20	30
• Indoor Soccer	July 21 - June 22 (Year-to-date count)	25	28
• Itty Bitty Tumblers	July 21 - June 22 (Year-to-date count)	80	On Hold

Pint Size			
Pint Size Playtime	Sept 20 - April 21	150	On Hold

Pee Wee Sports			
• Flag Football	July 21 - June 22 (Year-to-date count)	20	On Hold
• Basketball	Jan 8 - Feb 12	40	43
• Tumblers	July 21 - June 22 (Year-to-date count)	20	On Hold

Animal Wonders			
• Workshop	July 21 - June 22 (Year-to-date count)	10	0
• Camps	July 21 - June 22 (Year-to-date count)	10	On Hold

All Ages- Instructional

Horsemanship Classes			
• Beginning Horsemanship	July 21 - June 22 (Year-to-date count)	9 participants	On Hold
• Beginner Rider I	July 21 - June 22 (Year-to-date count)	4 participants	On Hold
• Beginner Rider II	July 21 - June 22 (Year-to-date count)	2 participants	On Hold
• Texas Tots	July 21 - June 22 (Year-to-date count)	2 participants	On Hold
• Texas Tots II	July 21 - June 22 (Year-to-date count)	2 participants	On Hold

Special Event Programming for Families

Night Flight	Oct-22		84
Tour de Lakes	Oct-22		443

Festivals

Peace, Love & Music	July 17	700	788
Landslide	Aug 20	700	1,363
Bill Forness & One More Round	Sept 18	700	610

	Target Goals - This Year (participants) 2021-2022	Results to Date (for programs/events starting July 2021)
Run Time		

Fund 200 - Parks and Recreation

Administration			
Provide departmental Annual Report	Sept 2020	Mar-21	Completed May 2021
Coordinate, edit and produce Lee's Summit Illustrated.	FY22		
Publish bi-annual Visionary Task Force Newsletter (Legacy for Tomorrow)	Bi-annually		
Park Operations			
Two annual inventories performed	Bi-annually		
Two annual park openings performed on all parks (Spring and Fall)	Bi-annually		
Legacy Park Operations			
Maintain user group agreements	FY22		
City Grounds Maintenance			
Maintain Public Works MOU areas	FY22	Monthly	Ongoing

Fund 203 - Aquatics

Summit Waves			
Group Swim Lessons	July 22 - Aug 22	117	442
Group Swim Lessons	May 21 - June 21		
Private swim parties	July 22 - Aug 22	9	13
Private swim parties	May 21 - June 21		
Junior Guard clinics	July 22 - Aug 22	10	0
Junior Guard clinics	May 21 - June 21		
Public swim - Regular	July 22 - Aug 22	5350	15,942
Public swim - Regular	May 21 - June 21		
Public swim - Discount	July 22 - Aug 22	19,700	17,704
Public swim - Discount	May 21 - June 21		
Twilight - Regular	July 22 - Aug 22	245	315
Twilight - Regular	May 21 - June 21		
Twilight - Discount	July 22 - Aug 22	1120	605
Twilight - Discount	May 21 - June 21		
Season Pass Sales	July 22 - Aug 22	50	86
Season Pass Sales	May 21 - June 21		
Group Promotions			
Family Fun Nights (2&3)	July 22 - Aug 22	360	206
Family Fun Nights (1)	May 21 - June 21		
Birthday Party Packages	July 22 - Aug 22	36	68
Birthday Party Packages	May 21 - June 21		
Cabana Rentals	July 22 - Aug 22	20	28
Cabana Rentals	May 21 - June 21		

Fund 205 - Longview Community Center

Memberships			
Resident			
Annual	July 21 - June 22	1,118	802
Flex	July 21 - June 22	1,040	928
Non-Resident			
Annual	July 21 - June 22	182	162
Flex	July 21 - June 22	225	244
90 Day Memberships			
Resident	July 21 - June 22	56	7
Nonresident	July 21 - June 22	13	8
Single Visit - Resident	July 21 - June 22	8,000	2,174
Single Visit -- Non-Resident	July 21 - June 22	1,556	876
Silversneakers visits	July 21 - June 22	7,729	3,188 26

	Run Time	Target Goals - This Year (participants) 2021-2022	Results to Date (for programs/events starting July 2021)
<i>Prime visits</i>	July 21 - June 22	103	200
<i>Active and Fit visits</i>	July 21 - June 22	62	48
<i>Silver and Fit visits</i>	July 21 - June 22	103	38
<i>Renew active visits</i>	July 21 - June 22	2,130	2,455
<i>MCC Athletes Pass</i>	July 21 - June 22	NA	13
<i>MCC PE Pass</i>	July 21 - June 22	NA	22
<i>MCC Non resident memberships Pass</i>	July 21 - June 22	1000 max	27
Facility Rentals			
<u>Lap lane rentals (hours)</u>			
Resident	July 21 - June 22	6925	3,039
Non-Resident	July 21 - June 22	60	18
<u>Room Rentals</u>			
Resident	July 21 - June 22	52	18
Non-Resident	July 21 - June 22	26	39
<u>Court Rentals</u>			
Resident	July 21 - June 22	76	5
Non-Resident	July 21 - June 22	69	0
Lock-ins	July 21 - June 22	1	0
Full Pool rental	July 21 - June 22	4	0
<u>Child Care</u>			
Drop In	July 21 - June 22	0	0
Pass Card - Member	July 21 - June 22	0	0
Pass Card - Non-member	July 21 - June 22	0	0
Water and Land Aerobic Programming	July 21 - June 22	30,000	6,308
Provide Miscellaneous Fitness			
Personal Training	July 21 - June 22	78	123
Virtual Personal Training	July 21 - June 22	0	0
LVCC Paid Group Exercise Classes	July 21 - June 22	192	53
LVCC Paid Fitness programs	July 21 - June 22	96	0
Massage Therapy	July 21 - June 22	76	15
RevUP	July 21 - June 22	68	8
RevUP Reload	July 21 - June 22	72	16
Healthy Eating Every Day (H.E.E.D)	July 21 - June 22	0	16
Lowenstein Park Fitness Classes	July 21 - June 22	0	44
Swim Lessons			
Swim Lessons	July 21 - June 22	437	196
Private Swim Lessons	July 21 - June 22	152	15

MEMORANDUM



Date: December 1, 2021
To: Joe Snook, CPRP, Parks Administrator
From: Steve Casey, PLA, ASLA, Superintendent of Park Planning and Construction
Re: Velie Park Update

Velie Park was vandalized on the evening of May 19, 2020 with significant damage to the playground equipment. LSPR continues to work with LSPD and LSFd to investigate the incident. Over the past several months, some Velie park patrons have reached out to us with issues and suggestions for park improvements. At this time, we want to update the Board on a schedule to address future improvements.

Prior to the incident, the LSPR Parks Master Plan identified Velie Park for renovations in 2023. Consequently, we plan to move the Velie Park renovations up to the fall of 2021. In an effort to start the renovations as soon as possible, we have started the process of reaching out to our neighbors and community for feedback and ideas, which will be facilitated by our Parks and Recreation planning staff.

Staff has made color selections for the playground equipment, fitness equipment, and park shelter and finalized the custom order. Once a firm delivery date can be established, our crews will begin the removal of the old equipment and begin grading the site for the new equipment and shelter.

We will continue to keep the Park Board advised of updates on the Velie project.

(Portions not underlined denote new information since the previous Board update)

MEMORANDUM



Date: November 11, 2021

To: Joe Snook, CPRP
Administrator of Parks and Recreation

From: Tede Price
Superintendent of Administration II

CC: David Dean, Superintendent of Recreation II
Steve Casey, Superintendent of Park Planning & Construction II
Brooke Chestnut, Superintendent of Park Operations

Re: Summary of Park Board and Staff Retreats

In preparation for the upcoming FY23 budget process, the annual planning retreats for LSPR staff and the Park Board were held on September 17 and October 9, respectively.

At the LSPR staff retreat, several one-year and five-year goals were identified. These goals were presented at the Park Board retreat who proposed a few additional one-year goals. Participants at the retreats were asked to prioritize goals in both the one-year and five-year categories. The top 10 one-year and five-year goals from each retreat are listed by priority on Attachment A. Goals placing in the top 10 at both the LSPR staff retreat and Park Board retreat are color coded.

In addition, staff conducted a “Start Doing/Stop Doing” exercise identifying 27 items to “Start” doing and 9 items to “Stop” doing. Participants at the retreats were asked to prioritize these items. The top 10 start doing and stop doing from each retreat are listed by priority on Attachment A-1.

A complete list of all goals identified at both retreats is included on Attachment B and B-1.

A complete list of Start doing and Stop doing items identified at both retreats is included on Attachment C and C-1.

Other agenda items at the retreats included viewing the 2021 Gold Medal videos submitted by the finalist in our same category, a review of the Mission, Affirmation and Values, a review of the FY2021 financial results, an update on construction projects, and a presentation on trends related to Parks and Recreation. A review of the Legacy for Tomorrow campaign plan and a list of 2020 accomplishments from the goals and objectives established at the prior year retreats was also reviewed.

Both retreats were held at the Fred Arbanas Golf Course Club House.

Top Ten 1 Year Goals (FY23)

Rating	PARK BOARD	Rating	STAFF
1	Mobile App	1	Asset Management System
1	Website redesign*	2	Fully Staffed
1	Secure site for Fieldhouse	2	Mobile App
4	Employee Recruitment (Part-time and Full-time)	4	WIFI @ PCOC
5	Online registration for Group Exercise classes	5	Website redesign*
6	Overhaul of programs post COVID	5	Connecting Lower & Upper Banner Park
6	Fully Staffed	7	Legacy Lake storage
8	Trail connections @ Legacy along Legacy Park Drive*	8	Reevaluate Part-Time evaluation system
9	Adding kayaks to Legacy Lake	9	Extra Dump Truck - Parks*
10	Outside 4 square courts	10	New HVAC Unitl at PCOC
10	Successful Esports program	10	Successful Sensory friendly swim time
10	Go Pro-Parks	10	Lower Banner Park improvements
10	Digital check in/out @ Camp Summit	10	Paint all restrooms floor

Top Ten 5 Year Goals (FY23)

Rating	PARK BOARD	Rating	STAFF
1	Fieldhouse completed*	1	Fieldhouse completed*
2	Outdoor Pickleball Facility*	2	All Inclusive Playground*
3	Establish a Marketing Division	3	Renovate the upstairs at LVCC
4	Obstacle Course @ Park	4	Tier Hartman Park Landscaping
5	Win Gold Medal	5	Construct a 3rd slide @ Summit Waves
6	Junior Golf Center & Practice Area	6	Eco Counter (People)
7	Splashpad @ Hartman Park	7	Win Gold Medal
8	Complete Reaccreditation - 2023	8	Locker replacement @ LVCC & revamp all unisex locker rooms
9	Establish an E-Gaming Facility	9	Acquire and plan South Regional Park (PRI)
10	Special needs Water Safety Program	10	Small Wildlife & Nature Center

*Items also identified at the retreat held in 2020.

Items in Bold were introduced by the Park Board

Goals placing in the top 10 at both the staff retreat and Board retreat are color coded.

Top Ten Start Doing (FY23)

Rating	PARK BOARD	Rating	STAFF
1	Outreach/Alternative Marketing*	1	Selling Memorial Bricks @ Dogwood Park
2	Eblast with Rec Trac emails	2	Black Hoodies/Shorts for Park Ops staff
3	Trail Mile Markers	3	More Collaborative Work Projects, i.e.-opening of SW
4	Year-Round Restroom Cleaning	4	Red and Blue LSPR Staff Shirts
5	Inclusive Ice-Skating Program	5	Free memberships for Full-Time Staff
6	Park & Program visits	6	Trail Mile Markers
7	Leadership program for younger staff	7	Events sign up for Over Time for Staff
8	Communication team with other departments	8	Composting Dog Poop
9	Free memberships for Full-Time Staff	9	Restart Green team
10	Selling Memorial Bricks @ Dogwood Park	10	Only booking watercraft rentals with QR codes

Top Ten Stop Doing (FY23)

Rating	PARK BOARD**	Rating	STAFF
1		1	Requiring Checking Account for Memberships*
2		2	Storing supplies @ Cemetery
3		3	Selling in person single visits @ SW
4		4	Staying open until 10pm
5		5	Operating Lea McKeighan concessions in September
6		6	Entire day long seasonal staff training
7		7	Requiring internal safety training
8		8	Using cash pick services at SW
9		9	Making exempt employees work more than 1 time @ LPA Concessions stand
10		10	

*Items also identified at the retreat held in 2020.

**No items were identified as priorities by the Park Board.

Goals placing in the top 10 at both the staff and board retreat are color coded.

1 YEAR GOALS for FISCAL YEAR 2023

Adding kayaks to Legacy Lake
Additional cameras system wide*
Assessment of Lovell plumbing areas
Asset Management System*
Begin/Complete Legacy wayfinding signage*
Complete Citizens Feedback/GCC
Concrete repair @ Harris (Speedbumps/Sidewalk)
Connecting Lower & Upper Banner Park
Curtains @ HPCC
Digital check in/out @ Camp Summit
Drink/Bottle filler @ Summit Waves
Employee Recruitment (Part-time and Full-time)
Establish full operations
Evaluate parking at Harris Park
Extra Dump Truck Parks
Fix humidity issue in LVCC Group Exercise*
Full replacement of fountain at Howard Station Park
Fully Staffed
Go Pro - Parks
Illustrated assessment & change
Integrate all software programs
Laserfiche Online Forms
LCC Leisure pool Diamond Brite
LCC Pool boiler replacement
LED Conversion @ LCC*
Legacy Lake dredge
Legacy Lake storage
Lift @ HPCC
Lower Banner Park improvements
LPA programming increase
Mobile App
More nature programming
Mud jacking @ GCC & HPCC
New A/C Unit at Cemetery
New HVAC Unit at PCOC
New office chairs for PCOC

* Items also identified at the 2020 retreat

1 YEAR GOALS for FISCAL YEAR 2023

Online registration for Group Exercise classes

Outside 4 square courts

Overhaul of programs post COVID

Paint all restrooms floor

Park bench @ Longview

Parking lot repair @ GCC

Purchase excavator

Reestablish partnerships (MCPL, etc.)

Rebuild Arborwalk bridge

Redo job postings

Reevaluate Part-Time evaluation system

Remove sandpits @ playgrounds

Revamp birthday party packages

Rewrite Shelter Rules/Reformat Rule Sign

Second Concessions Stand @ SW

Secure site for Fieldhouse

Small floor machine for Summit Ice/Summit Waves

Successful Esports Program

Successful joint programming MDC

Successful Sensory friendly swim time

Summit Ice gate for snow & water removal

Trail connections @ Legacy along Legacy Park Dr.*

Treat cubbies @ Summit Ice

Update Park Strategic Plan

Walking/bike lane on Legacy Park Dr & Coneflower Dr*

Website redesign*

WIFI @ PCOC

Williams Grant Playground

* Items also identified at the 2020 retreat

5 YEAR GOALS for FISCAL YEAR 2023

100% Cost Recovery at LVCC
Acquire and plan South Regional Park (PRI)
All Inclusive Playground*
Arboretum
Cemetery financial operation review/adjustments
Complete Reaccreditation - 2023*
Complete rebranding of GCC
Construct a 3rd Slide @ Summit Waves
Control burn of nature areas
Different materials on playgrounds
Dredge Legacy Lake*
Eco Counter (People)
Establish a Marketing Division
Establish an E-Gaming Facility
Evaluate RevUp Program
Expanded minimum wage plan
Fieldhouse completed*
Flooring replacement of track & weight room @ LCC
Full-time Camp Summit Supervisor
Full-time Lifeguard position
GCC Long Term Landscaping Plan
Get laptops for all Full-Time Staff
Hartman Fence & Backstop Replacement
HPCC Classroom HVAC Replacement
Implement a Time & Service Bonus for employees
Interpretive Center at the Landfill site & Bailey Park
Junior Golf Center & Practice Area
LCC Assistant Manager
LCC Lobby Furniture Replacement*
LCC Slide gel coat
LED Signage @ Facilities
Locker replacement @ LVCC & revamp all unisex locker rooms
Lovell Splashpad*

* Items also identified at the 2020 retreat

5 YEAR GOALS for FISCAL YEAR 2023

Maintenance supervisor @ LVCC

New Gator Drag for Hartman Park

New HVAC system @ LCC

New Program Partnerships

Obstacle Course @ Park

Outdoor Pickleball Facility*

Personal Sports Specific Training

Redo the Concrete Paver entrance @ LCC

Renovate the upstairs at LVCC*

Replace rust areas @ PCOC

Replace the Mayor's Christmas Tree @ Howard Station Park

Resurface inside roads @ Legacy Park and add a Bike Lane

Safety Town*

Signature Amenity @ Summit Waves

Small Wildlife & Nature Center

Solar Panel Charging Picnic Tables

Solar panels @ all Community Centers

Special needs Water Safety Program

Splashpad @ Hartman Park

Start Phase 1 of landfill project

Tier Hartman Park Landscaping

Water Safety Training for Staff

Wiffleball Field

Win Gold Medal*

* Items also identified at the 2020 retreat

START DOING FOR FISCAL YEAR 2023

START DOING:

Selling Memorial Bricks @ Dogwood Park

Black Hoodies/Shorts for Park Ops staff

More Collaborative Work Projects, i.e.-opening of SW

Red and Blue LSPR Staff Shirts

Free memberships for Full-Time Staff

Trail Mile Markers

Events sign up for Over Time for Staff

Composting Dog Poop

Restart Green team

Only booking watercraft rentals with QR codes

Vandal Proof Restrooms

Inclusive Ice-Skating Program

Explore HR Staffing (Paperwork/FISH/Policies)

Plant trees in right season

Regional Trails Group

Eblast with Rec Trac Emails

Park & Program visits

Outreach/Alternative Marketing

Hire staff to specifically train lifeguards

Leadership Program for younger staff

Cross train facility staff in all areas

Find good tribute bands

Communication team with other departments

Year-Round Restroom Cleaning

Cameras on park projects for time lapse/security

Balance Special Event Assignments

Keep track of maintenance hours spent on projects as part of overall project cost

* Items also identified at the 2020 Retreat

STOP DOING FOR FISCAL YEAR 2023

STOP DOING:

Requiring Checking Account for Memberships

Storing supplies @ Cemetery

Selling in person single visits @ SW

Staying open until 10pm

Operating Lea McKeighan concessions in September

Entire day long seasonal staff training

Requiring internal safety training

Using cash pick up services at SW

Making exempt employees work more than 1 time @ LPA Concessions stand

* Items also identified at the 2020 Retreat

End of Activity Report
Kids Fishing Derby
September 11, 2021
Report Completed by: Sean Dorrance

Executive Summary

Brief Program Description:

The Kids Fishing Derby was a two-hour event held on Saturday, September 11 from 10:00AM-11:30PM. The activity was open to children ages 2-16. This event was held in conjunction with Lee's Summit Parks and Recreation and the Rob Ellerman Real Estate Team, along with a donation of worms from Bass Pro Shop. Each child received a container of worms with registration. Prizes were given for biggest fish and smallest fish for three different age groups, 2-5, 6-10 and 11-16 as well as a grand prize for overall largest and overall smallest fish.

Participant numbers:

2021: 39
2020: 0¹
2019: 95

Total Revenue:

<u>Year</u>	<u>Budget</u>	<u>Actual</u>
2021	\$0.00 ²	\$96.00
2020	\$0.00 ¹	\$0.00 ¹
2019	\$250.00	\$820.00

Total Expenses:

<u>Year</u>	<u>Budget</u>	<u>Actual</u>
2021	\$17.11 ²	\$42.86 ³
2020	\$0.00 ¹	\$0.00 ¹
2019	\$136.95	\$101.03

Net:

<u>Year</u>	<u>Budget</u>	<u>Actual</u>
2021	\$(17.11) ²	\$53.14
2020	\$0.00 ¹	\$0.00 ¹
2019	\$113.05	\$718.97

¹ Event not held in 2020 due to COVID-19.

² Event not budgeted in 2021 due to COVID-19.

³ Actual Expense includes both direct and indirect expenses. Indirect budgeted expenses for this activity: \$17.11.

Recommendations:

Comment: Should we continue to hold this program?

Recommendation: This program is a good benefit to the community and staff recommends continuing the program.

Comment: Enrollment was lower in 2021.

Recommendation: This years Kids Fishing Derby was held later in the year and conflicted with many already scheduled outdoor activities. In 2022 the event will return to its normally scheduled month, May, and staff believes an increase in participation will occur.

Comment: Revenue was lower in 2021 compared to 2019.

Recommendation: 2019 included a \$500 sponsorship. While sponsorship was included in 2021 it was done in prizes rather than a monetary payment. A donation of bait was also provided by Bass Pro Shop. The sponsorship and donation covered all expenses except for indirect and labor.

Extensive Staff Report

Purpose of Report:

End of Activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, participant satisfaction, participation numbers and financial performance. These areas are compared to the planned budget and previous sessions.

Recommendations for improvements are developed from this review.

Program Description:

The Kids Fishing Derby was a two-hour event held at the Legacy Park Lake on Saturday, September 11th from 10:00AM-11:30PM. The activity was open to children ages 2-16. This event was held in conjunction with Lee's Summit Parks and Recreation and the Rob Ellerman Real Estate Team, along with a donation of worms from Bass Pro Shop. Each child received a container of worms with registration. Prizes were given for biggest fish and smallest fish for three different age groups, 2-5, 6-10 and 11-16 as well as grand prizes for overall biggest and overall smallest catches.

Benefits of Program:

The benefits of Kids Fishing Derby are the learning of basic skills of fishing, developing social and motor skills, promotion of environmental friendliness, a socialization opportunity for the whole family, an opportunity for quality time between children and parents/guardians to build their emotional bond learning lifelong skills and simply having fun.

Service Hours:

of participants: 39 x 2 hours

2021: 78 hours

2020: 0 hours⁴

2019: 190 hours

Volunteer Hours:

Total number of volunteers: 6

Total number of hours/volunteers [6 volunteers x 3 hours]: 18 hours

Based on national volunteer wage of \$28.54/hour x 18 hours = **\$513.72**

Refunds:

Total Refunds: 0

Refunds Due to Dissatisfaction: 0

Event Rescheduled/Scheduling Conflict: 0

⁴ Event not held due to COVID-19.

Fees Charged:

<u>Fiscal Year</u>	<u>Amount</u>
2021	\$2.00/\$3.00
2020 ⁵	\$0.00/\$0.00
2019	\$2.00/\$3.00

Program Timeline:

- May: Finalize dates and times.
- June: Put program in LSPR Illustrated
- July: Coordinate Marketing plan
- August: Coordinate Volunteers, finalize sponsorships, process donations
- September: Event takes place, pictures taken, surveys sent
- October: End of Activity Report completed and sent to Park Board.

Marketing:

This program was marketed in the LSPR Illustrated, LSPR website, Facebook, posters, and multiple eBlast.

Evaluation/Assessment:

Out of 35 surveys distributed to unique households, 10 surveys were completed and returned. This is a 28.5% return rate for the surveys. Please see attached Survey Summary for results.

⁵ No event held due to COVID-19.

Lee's Summit Parks & Recreation "Kid's Fishing Derby 2021" Survey

Number of Surveys Distributed - Email: 35 Via Mail: 0 In-Person: 0 # of Surveys Returned: 10

Were you a - Participant: 0 Coach: 0 Parent/Guardian: 10

How did you heard about the program? LS Illustrated: 7 Website/Facebook/Twitter: 6 Email Blast: 0 Flyer: 0 Postcard: 0
Newspaper: 0 LS Cable Channel: 0 Acquaintance: 0 Previous Participant: 3 Other: 0

Regarding the Registration Process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	5	0	0	1	1	3	4.40
If you registered on-line, please rate the ease of registration	3	0	0	2	2	3	4.14
Please rate the amount of time taken to register.	0	0	1	1	4	4	4.10
Please rate the overall registration procedure.	0	0	1	1	4	4	4.10

Regarding the Value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	0	1	1	1	8	4.45
Was the content of the activity appropriate for the fee?	0	0	1	2	1	7	4.27
If awards were given, were they appropriate for the fee?	0	0	0	1	3	6	4.50

- Great activity for the price, wish they could have gotten to fish a little longer.
- Great day, beautiful weather.
- Great prizes!

Regarding the Program Sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff.	0	0	0	1	1	8	4.70
Please rate the friendliness of activity staff.	0	0	0	0	3	7	4.70
Please rate the ability to recognize activity staff.	0	0	0	1	4	5	4.40
Please rate the amount of staff available during the activity.	0	0	0	1	3	6	4.50
Were the rules, regulation and policies appropriate for the activity?	0	0	0	0	5	5	4.50
Please rate the condition and suitability of the facility/fields used.	0	0	0	2	3	5	4.30
Please rate condition and suitability of the equipment used.	5	0	0	0	2	3	4.60
Please rate the perceived safety of program.	0	0	0	2	3	5	4.30

- Too many people on the main dock at the same time, would have liked to see the staff move people around. Other than that the event was well run.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	1	4	5	4.40
What is the likelihood of your recommendation of this activity to others?	0	0	0	1	3	6	4.50
Please rate the participant's overall enjoyment level	0	0	0	1	4	5	4.40
What is your overall rating of the activity?	0	0	0	1	4	5	4.40
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	1	4	5	4.40

- Was very glad to see this activity come back this year!
- Had a great time!!!

**End of Activity Report
Longview Community Center
FY21
Report completed by: Heath Harris**

Executive Summary

Brief Program Description:

The Longview Community Center (LVCC) is a 60,000 square foot facility that offers a multitude of fitness and community related activities geared to meet the needs of the residents of Lee’s Summit and surrounding communities. These activities include: land and water group exercise classes, group and private swim lessons, strength and cardiovascular training areas, a gymnasium lined for basketball, volleyball, pickleball and badminton, walking track, a lap swimming pool, spa, a group exercise room, cycle studio, a drop-off childcare area for facility patrons, and outdoor bike reservations.

Participant Numbers:

FY2021: 119,161

FY2020: 106,057²

FY2019: 75,844¹

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
FY2021	\$1,090,501	\$688,928 ³
FY2020:	\$1,478,871	\$793,747 ²
FY2019:	\$824,027	\$586,556

<u>Total Expenses:</u>	<u>Budget</u>	<u>Actual</u>
FY2021:	\$1,260,224	\$980,788 ³
FY2020:	\$1,362,821	\$1,159,157 ²
FY2019:	\$971,479	\$768,761

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
FY2021:	(\$169,723)	(\$291,860) ³
FY2020:	\$116,050	(\$365,410) ²
FY2019:	(\$147,452)	(\$182,205)

¹FY19 numbers based off of December 17, 2018-June 30, 2019

²FY20 financials affected by the facility closure March 16-May 26, 2020 due to Jackson County Health Department Stay-at-Home orders

³FY21 Revenue was down due to COVID-19. Longview Community Center’s programming was limited, hours of operations were shortened and non-residents single visit passes were not allowed until August 29, 2020.

Revenue by section	FY21 Budget	FY21Actual¹
Activity Fees	\$89,945	\$41,283
Admission Fees-gate	\$100,009	\$44,264
Membership Fees	\$705,633	\$481,187
Facility Rentals	\$153,083	\$119,627
Concessions	\$2,215	\$867
ProShop	\$1,415	\$219
Interest On Investments	\$0	\$0
Market to Market Adj.	\$0	\$0
Refunds/Reimbursements	\$37,833	\$1,467
Cash Over/Short	\$24	\$15
Other Revenue	\$344	\$0
Contributions	\$0	\$0

Recommendations:

Comment: Childcare and Childcare Hours scored a 3.60 and a 3.42 and had 13 comments from patrons to bring childcare back to LVCC.

Recommendation: On October 1, 2020 LVCC closed the childcare center temporarily due to low attendance. The childcare center was budgeted to remain closed in FY22 due to the decreased number of memberships and low facility attendance. Patrons that need childcare have this option available at the Lovell Community Center. At this time staff does not recommend opening the childcare for the remainder of FY22. Staff will continue to monitor facility attendance and number of active memberships and make adjustments if needed for FY23.

Comment: The walking track scored a 3.90 and had 31 comments from patrons stating the track is too small.

Recommendation: The walking track is located on the second floor. It takes 22 laps to walk one mile. Patrons may also utilize the gymnasium to walk. It takes 16 laps to walk a mile in the gym. At this time staff does not have plans to expand or relocate the walking track.

Comment: Open Swim times scored a 3.98 and had 19 comments from patrons stating LVCC caters to swim teams and there is not enough open swim time available for patrons.

Recommendation: On average LVCC has 452 hours of lap swimming, 120 hours of rental time, 14 hours of open swim and 5 hours of programming a week. At this time, staff does not recommend changing the current rental availability. Committing a minimum of three lanes for patrons during peak times is currently working. Staff will closely monitor the patron usage and make adjustments as necessary.

¹FY21 Revenue was down due to COVID-19. Longview Community Center's programming was limited, hours of operations were shortened and non-residents single visit passes were not allowed until August 29, 2020.

Comment: The Men's Locker Room scored a 3.99 and had 17 comments from patrons stating the locker room is not well maintained and requesting alternatives to the open shower concept.

Recommendation: The lockers currently have signage posted encouraging patrons to notify staff if excess water on the floor needs to be cleaned up. Currently the locker rooms are cleaned by a third-party cleaning vendor after the facility closes each night, and checks and touched up throughout the day if needed. Staff will work with the Maintenance Manager to ensure a locker room walk through and cleaning is completed during each shift.

The showers in the men's locker room at LVCC is an open shower concept. Staff does not recommend making any changes to the shower layout at this time. Staff will begin researching options to improve patron privacy in the locker rooms for potential locker room improvements in the future.

Comment: There were 70 comments made by patrons who would like to see our hours of operations return to our pre-COVID operating hours.

Recommendation: The hours of operation in FY21 were; Monday-Friday 5am-8pm, Saturday 7am-6pm and Sunday 12pm-6pm. In FY22 these hours have remained the same except on Sundays. Sunday's operating hours are now 10am-6pm, which began on May 26, 2020 when the facility reopened. The reduced hours help offset the loss of revenue the facility has experienced due to decreased patron usage. Staff will continue to review the patron usage of the facility and adjust the hours of operations when the facility has a consistent increase in patron usage.

Comment: There were 18 comments made by patrons about the lack of cleanliness in the lap pool, spa and around the pool deck.

Recommendation: Since Longview Community Center opened in December of 2018 a pool maintenance week has not been scheduled for the aquatic's area at LVCC. Staff has a pool maintenance week scheduled for next fiscal year in August 2022. Staff also experienced pool vacuum issues in Spring and Summer of 2021. This did not allow staff to vacuum the lap pool on a nightly basis during that time.

Staff has taken steps to address these comments. This summer a weekly cleaning of the grout lines around the pool are scrubbed and cleaned, the pool vacuum has been fixed and placed in the lap pool on a nightly basis and the pool deck was pressure washed in October.

Comment: Longview Community Center is struggling to bring in enough revenue to cover the expenses of the facility.

Recommendation: Since reopening from the COVID-19 shutdown on May 26, 2020, LVCC has seen a decrease in the number of memberships and patron usage of the facility. In May of 2021 Jackson County Health Department lifted the mask mandate for Jackson County. Once the mask mandate was lifted staff saw an increase in memberships and facility attendance. Staff continues to evaluate expenses closely. The facility is still operating with reduced hours, childcare is not being offered, the full-time recreation supervisor position remains vacant, service representative hours are still reduced and fewer group exercise classes are being offered from before the COVID-19 shutdown. Additionally, staff continues to find ways to market memberships, safety and the facility amenities through social media to help bring in potential members.

Extensive Staff Report:

Purpose of Report:

End of Activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, participant satisfaction, participation numbers, and financial performance. These areas are compared to the planned budget and previous sessions. Recommendations for improvements are developed from this review.

Program:

The Longview Community Center (LVCC) is a 60,000 square foot facility that offers a multitude of fitness and community related activities geared to meet the needs of the residents of Lee's Summit and surrounding communities. These activities include: land and water group exercise classes, strength and cardiovascular training areas, a gymnasium lined for basketball, volleyball, pickleball and badminton, walking track, lap swimming pool, spa, group exercise room, cycle studio, RevUp, group and private swim lessons, a drop-off childcare area for facility patrons, and free bike reservations.

In FY21, Longview Community Center's operating hours were Monday through Friday 5:00am until 8:00pm, Saturday 7:00am until 6:00pm and Sunday 12:00pm until 6:00pm. In FY21, LVCC was open 357 full days, 5 shortened holidays and 2 holidays completely closed and 1 day the facility closed due to a power outage (May 8, 2021). The facility offers after hour events for private groups that wish to use the, aquatics area, gymnasium area or the entire facility.

Benefits:

The Longview Community Center offers many benefits to the residents of Lee's Summit including all five components of wellness: physical, mental, emotional, social and spiritual. Patrons determine what benefits are desirable to them and participate in those activities. The LVCC is also a family friendly facility and offers many programs geared towards increasing family togetherness and core family values.

Service Hours:

FY2021: 297,960 (2.5 estimated stay hours x 2,292 average weekly attendance x 52 weeks)
FY2020: 265,142 (2.5 estimated stay hours x 2586 average weekly attendance x 41 weeks)
FY2019: 189,670 (2.5 estimated stay hours x 2,918 average weekly attendance x 26 weeks)

Refund Information

Total issued \$37,277.711

Refunds due to dissatisfaction: \$408.01

Memberships -\$28,700.70

COVID-19: \$10,140.08

Moving: \$4,625.54

Not Using: \$2,787.36

College: \$1,887.40

Masks: \$1,328.12

Changed Membership Plan: \$1,340.80

Do Not Need: \$1,230.38

New Gym: \$1,037.46

Medical: \$767.43

Staff Error: \$741.84
 Lack of Classes: \$703.64
 Lack of Equipment: \$447.72
 No Childcare: \$429.12
 Rules and Regulations: \$267.94
 Surcharge: \$221.00
 Satisfaction Guarantee: \$200.68

(1: Midriff rule, 4: incorrect information given by staff, 1: pool too busy, 1: patron threw up in pool)

Location: \$187.60
 RevUp Reimbursement: \$130.77
 Pool Too Crowded: \$124.83
 Hours of Operations: \$60.99

Activity Fees- \$1,672.00

Cancelled Activity: \$761.00
 Surcharge: \$385
 COVID-19: \$273.00
 Medical: \$125.00
 COVID-19: \$3,399.75
 Satisfaction Guarantee: \$60.00
 (signed up for the wrong facility)
 Scheduling Conflict: \$57.00
 Staff Error: \$11.00

Facility Rentals -\$1,198

Deposits: \$300
 Rentals Cancelled: \$710
 Price Different Than Posted on Website: \$188.00

Fee Schedule

Activity Fees	Non-Members	Members
Swim Lessons	\$60.00 /\$49.00	\$49.00/\$37.00
Private Swim Lessons	\$75.00	\$75.00
Personal Training		
1 session	\$58.00	\$48.00
Couples 1 session	\$94.60	\$78.00
5 sessions	\$278.00	\$231.00
Couples 5 session	\$453.00	\$374.00
10 sessions	\$532.00	\$423.00
Couples 10 sessions	\$754.00	\$701.00
Healthy Eating Every Day	\$119.00	\$99.00
Circuit Training	\$63.00	\$60.00
Childcare multi-visit pass	\$80.00	\$70.00
Childcare drop-in	\$3.00 per child for up to 2 hours	
Massage Therapy		
Swedish		
(30 min)	\$50.00	\$36.00
(60 min)	\$83.00	\$66.00
(90 min)	\$121.00	\$93.00

Deep Tissue		
(30 min)	\$50.00	\$36.00
(60 min)	\$83.00	\$66.00
(90 min)	\$121.00	\$93.00
Prenatal		
(60 min)	\$83.00	\$66.00
Hot Stone		
	\$12 add-on to any Swedish, Deep Tissue or Sports massage	
Aroma Therapy		
	\$5 add-on to any massage	
Chair		
	(\$1 per minute)	

Admission Fees- gate

	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual (4 and up)	\$8.00 (July-Dec. 2020)	\$6.00 (July- Dec.2020)
	\$9.00 (Jan-June 2021)	\$7.00 (Jan-June 2021)

Membership Fees

	<u>Regular Rate</u>	<u>Discounted Rate</u>
Annual Flex		
Individual	\$20.42/ mo (July-Dec 2020)	\$17.42/ mo (July-Dec 2020)
Monthly, \$25.00 enrollment fee	\$21.42/mo (Jan-June 2020)	\$18.42/mo (Jan-June 2021)

	<u>Regular Rate</u>	<u>Discounted Rate</u>
Annual		
Individual	\$245.00 (July-Dec 2020)	\$209.00 (July-Dec 2020)
	\$257.00 (Jan-June 2021)	\$221.00 (Jan-June 2021)

	<u>Regular Rate</u>	<u>Discounted Rate</u>
90 day membership	\$144.00	\$120.00

Rentals

	<u>Regular Rate</u>	<u>Discounted Rate</u>
Gymnasium (one court)	\$90.00 per hour	\$72.00 per hour
(\$100 deposit)		
After Hours Gymnasium	\$145.00 per hour	\$116.00 per hour
(both courts)		
(\$100 deposit, 2 hour minimum)		
Group exercise Room	\$45.00 per hour	\$40.00 per hour
Lock-in	\$1,500.00	\$1,500.00
(\$250 deposit)		
After Hours Pool	\$162.00 per hour	\$135.00 per hour
(\$100 deposit, 2 hour minimum)		

Fee Schedule continued

Damage Deposit: \$100.00 for all rentals
 Alcohol Service Fee: \$175.00
 Security: \$42.00-\$55.00 per hour

Marketing:

Since the facility opened in December 2018, staff has been marketing the LVCC through our traditional means of the Illustrated, cross marketing internally, use of the community access cable channel, Facebook, Twitter, Eblasts and attendance at community safety and health fairs. There are information packets available at the welcome desk for community members that stop in and staff offers tours.

Summary of marketing results from the survey:

The question was asked of our patrons, are you are resident of Lee's Summit? The responses are listed below:

Yes: 375 No: 80

The question was asked of our patrons, how did you hear about Longview Community Center?

- Previous participant: 192
- Other: 111
- Acquaintance: 160
- Web page: 47
- Illustrated: 42
- Flyer: 4
- Social Media: 6

The question was asked of our patrons, what type of membership do you have? The responses are listed below:

- Annual: 240
- Insurance provided: 139
- Flex: 80
- 90 Day: 3

Patrons were asked "Have you heard of the Friends of the Park program?" The responses are listed below:

Yes: 227 No: 220

Patrons were asked "Are you a member of the Friends of the Park program?" The responses are listed below:

Yes: 83 No: 361

Evaluation/assessment (results):

Evaluations were mailed and emailed (through Survey Monkey); to all current and expired pass holders, during the months of July 2021 through September 2021. Staff asked patrons to return the surveys with any positive or negative comments about their experience at the LVCC. Surveys were distributed to 3,206 unique households representing 3,553 participants.

Of the 3,206 surveys distributed, 468 were returned for an overall return rate of 14.6%. Included below are some of the major trends that surfaced and a summary of positive/negative comments. For your reference, a blank copy of the survey can be found as pages 10 and 11. For a complete record of the survey comments regarding the facility and the service of LVCC, please see Survey Comments pages 12-34.

Rated above 4.5 on Likert scale

- Parking lot
- Lobby
- Staff Friendliness

Rated below 4.0 on Likert scale (needs improvement)

- Childcare
- Walking track
- Men's Locker Room
- Open Swim Hours
- Childcare Hours

The following is a summary of the most frequently made positive and negative comments.

Positive

- LVCC overall
- Staff Friendliness

Negative

- Reduced hours of operation
- Swim teams taking up space
- Lack of group fitness classes
- Strength equipment aging
- Walking track too small

<u>Overall</u>	<u>Total FY21</u>	<u>Total FY20</u>
LVCC	4.45	4.51
LSPR	4.42	4.54
<u>Facility</u>	<u>Total FY21</u>	<u>Total FY20</u>
Parking Lot	4.51	4.51
Lobby	4.59	4.60
Vending Area	4.10	4.10
Childcare	3.60	4.43
Gymnasium	4.32	4.42
Walking Track	3.90	3.95
Free Weight Equipment	4.11	4.28
Cardio Equipment	4.27	4.29
Strength Training Equipment	4.18	4.29
Aquatics Center	4.27	4.50
Pickelball Courts	4.01	4.26
Family Changing Room	4.13	4.27
Men's Locker Room	3.99	4.21
Women's Locker Room	4.16	4.26
Group Exercise Studio	4.24	4.21
Functional fitness space	4.07	4.22
Cycle Studio	4.02	4.19
Massage room	4.07	4.32
<u>Service</u>	<u>Total FY21</u>	<u>Total FY20</u>
Value of your membership	4.47	4.37
Membership Options	4.30	4.28
Staff Friendliness	4.60	4.56
Staff Knowledge	4.39	4.41
General Safety of the facility	4.48	4.45
Rules, Regulations and Policies	4.26	4.30
Current Hours of Operation	4.06	4.05
Open Swim Times	3.98	3.87
Child Care Hours	3.42	4.08
Quality of Land Exercise Classes	4.16	4.35
Quality of Water Exercise Classes	4.21	4.35
Fee Based programs	4.26	4.26
Personal Training	4.28	4.38
Registration Process	4.31	4.24
Bike Reservations	4.36	4.02
Massage	4.33	4.32

“Longview Community Center” Survey for LS Parks & Recreation

Dear Patron,

Your satisfaction is extremely important to us so we ask that you take a few minutes to complete this brief survey. Each survey is carefully evaluated, and recommendations are made so that we can better serve you and your family. By sharing your opinion, you will help us provide the highest quality of service for you and your family.

Thank you!

Sincerely,



Joseph Snook, CPRP ♦ LSPR Administrator ♦ (816) 969-1500 ♦ lspr@cityofls.net

Which type of membership do you currently have?

- Annual
 Monthly Flex
 90 day
 SilverSneakers
 Renew Active
 Prime
 Silver and Fit
 Other _____

Are you currently a Resident Non Resident?

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good
Overall rating of Longview Community Center	0	1	2	3	4	5
Overall rating of Lee’s Summit Parks and Recreation	0	1	2	3	4	5
<u>Please rate your overall satisfaction with the facility...</u>	N/A	Very Poor	Poor	Fair	Good	Very Good
Parking lot	0	1	2	3	4	5
Lobby	0	1	2	3	4	5
Vending Area	0	1	2	3	4	5
Childcare	0	1	2	3	4	5
Gymnasium	0	1	2	3	4	5
Walking Track	0	1	2	3	4	5
Free Weight Equipment	0	1	2	3	4	5
Cardio Equipment	0	1	2	3	4	5
Strength Training Equipment	0	1	2	3	4	5
Pool	0	1	2	3	4	5
Hot Tub	0	1	2	3	4	5
Diving Well	0	1	2	3	4	5
Pickleball Courts	0	1	2	3	4	5
Family Changing Rooms	0	1	2	3	4	5
Men’s Locker Room	0	1	2	3	4	5
Women’s Locker Room	0	1	2	3	4	5
Group Fitness Room	0	1	2	3	4	5
Functional Fitness Space	0	1	2	3	4	5
Cycle Studio	0	1	2	3	4	5
Massage room	0	1	2	3	4	5

Comments: If you rated any area 3 or below please tell us why. _____

Please rate our services...	N/A	Very Poor	Poor	Fair	Good	Very Good
Value of Your Membership	0	1	2	3	4	5
Membership Options	0	1	2	3	4	5
Staff Friendliness	0	1	2	3	4	5
Staff Knowledge	0	1	2	3	4	5
General Safety of the Facility	0	1	2	3	4	5
Rules, Regulations and Policies	0	1	2	3	4	5
Current Hours of Operation	0	1	2	3	4	5
Open Swim Times	0	1	2	3	4	5
Child Care Hours	0	1	2	3	4	5
Quality of Land Fitness Classes	0	1	2	3	4	5
Quality of Water Fitness Classes	0	1	2	3	4	5
Fee-Based Programs/Paid Group Fitness Classes	0	1	2	3	4	5
Quality of Personal Training	0	1	2	3	4	5
Quality of Massage Services	0	1	2	3	4	5
Registration Process	0	1	2	3	4	5
Bike Reservations	0	1	2	3	4	5

Comments: If you rated any area 3 or below please tell us why.

1. How did you hear about the facility? (Please check all that apply):

- LS Illustrated
 Website
 Facebook/ Twitter
 Flyer
 LS Cable
 Acquaintance
 Prev. Participant
 Other _____

2. Have you heard of the Friends of the Park program? YES NO

3. Are you a member of the Friends of the Park program? YES NO

4. How would you prefer to be contacted about programs (please mark all that apply):

- On-site Email Mail Phone Other _____

Are there any additional amenities you would like to see at LVCC?

Thank you for your time. We appreciate your feedback!
 Please complete this survey by September 1, 2021.

Longview Community Center
3801 SW Longview Drive ♦ Lee's Summit, MO 64081
Ph: 816-969-1520 ♦ Fax: 816-969-1515

Facility Comments
Have not used these services.
Another flat bench press or another squat rack would be beneficial. A t-bar row machine would be a great piece of equipment also.
Lighting for Pickleball is not good; a lot harder to see the ball at Longview than at Legacy.
Areas I don't use.
Don't use any of these.
Don't use those areas.
I have not had a chance to use all the things that are marked n/a.
I haven't tried all the mentioned areas yet.
I rated things I don't/haven't use N/A.
Items/areas that I don't use.
n/a = I do not use these services.
It's extremely hard for those of us who have disabilities to get from the parking lot to the building. The handicapped spots are too far away and there's only one ramp so if you're parked any farther than 2 places away and are unable to step up, that's even difficult.
Park lot could use more lightning.
I'm handicapped and getting to the facility from the parking lot is a real struggle. I could bring my walker but then I'd have to struggle getting it into the pool area or leave it in the locker room and it was expensive so I'm reluctant to leave it unattended. Many of us are confused about how cold the pool is some days. We've even decided not to stay to swim because it's been so cold. And when the doors are open leaves and bugs get in the pool. We swim 3-4 times a week and always find bugs in the pool. Other swimmers are often unfriendly and tell me that the diving area is open swim only, no lap swim but that's the only place I can get in and out of without help. And I know all lanes in open swim can be used to do laps so I just keep trying to explain it to them. Your lifeguards aren't very much help with those of us who need the exercise but also need moderate help or accommodations. The women's locker room floor is often really wet and slippery and insects like it. Pre-Covid there used to be staff that mopped up a few times during the day and that really helped but we all understand times are tough so I wipe up the floor with my towel after I swim and I'm dressed.
Parking lot rated fair because the handicap area is too far from entrance --- exceptionally difficult for any handicap to gain access (esp when certain staff can enter on back side just a few steps from back entrance). Hot tub fair because it most often is too cool for any benefit (not always, but more than half the time) Rated pool good but on many days it is only fair when the temp is at 83-84 degrees. It should be kept at around 81 (80-82 max). I know this seems to be difficult with the age advanced equipment. As a reference the pool for the US Olympic Trials was set at 79 - 79.5. A visit to the natatorium just off 150 highway and 291 might be helpful for education as these pools (larger body of water) are almost always at the correct temp (80-81) and chemical composition and they offer lap swim as well as deep and shallow water aerobics without any complaints or issues) One final observation concerning the pool hours is that the teams obviously need time for training, but should be limited not to interfere with those members that have work schedules by limiting lanes or times for training. I do realize that teams are additional facility revenue. Also scheduling should be as accurate as possible, scheduling shouldn't change without warning as some members arrange their days around pool hour availability and make
Not handicapped friendly. Only one handicapped stall located in women's changing. Parking lot too far from front door, again not an easy access. Probably good for college students and younger people but not good for those who are impaired.

Benches in aqua/pool area need to be anchored to floor. They are light weight and tip over easily, they have dumped several ladies onto the floor.
Couldn't really use any pool area to swim because private swim instructor had taken over the open swim area and the child I had was too young for laps.
I didn't rate the pool low because it actually has great lap lanes. BUT I would really appreciate improvements in cleaning! There are a large amount of used bandaids either laying on the deck or in the pool. Where is the effort in cleaning?
Lifeguards need to stay off there phones and pay attention to surroundings.
Not enough open pool lanes for members. The lanes are all open during working hours. Too many swim teams use the pool. They do not need to take up that many lanes.
Please keep 50% or more swim lanes available for members. Very frustrating for many members when all but 2-3 lanes are closed for rentals!!
Pool could use some updates.
Pool is too cold!!
Pool normally satisfactory, but today found a bug swimming around. One of the lanes had a bandaid stuck to the side at the end of the lane for months-how often do they really look at it?
Pool water is cold!
They way the pool area is run is horrible.
Would have rated the pool very good other than the water temperature is too cold. I know at least 5 people who have canceled membership due to low temp, even after buying wetsuits to try to make it bearable. Any increase in temps for older swimmers would be great!!
I was swimming one day when I saw the lifeguard pouring chlorine powder into the pool. She did this in 3 different places, one of which was the lane right next to where I was swimming. Two days later, I developed a MASSIVE yeast infection which lasted for 2 1/2 weeks and kept me from working out at all!!!! I came in to tell the manager who listened and said he would check into it, but I never heard anything back from the manager at all. I am very reluctant to swim again.
Often the pool temperature too cold. No privacy in locker rooms when wanting to shower.
The swimming pool is very old and could be cleaner. The ladies locker room is also very dated.
Women's locker room needs a facelift. Also designated areas needed for pool folks. Water can be found on the floor everywhere. Group fitness area has equipment(cycle) in the way for other classes.
We signed up for membership and swim lessons took money but never got classes. Love the individual swim lanes. Why is it sometimes freezing? Love the patio to dry off. Hot tub has sometimes has too many chemicals. Need more classes in evening and afternoon.
I'm a diver but am not allowed to do so during lap swim. I'd rather do so during the weekday instead of during family swim.
The pool deck and locker rooms often have clumps of hair laying around. I understand it's a pool and hard to keep up with the pool deck, but the clumps can get out of hand. The group X room has been very hot lately - it wasn't a problem before covid, so I'm wondering if something was adjusted during the time you were closed? It's been a little too warm in the room lately to take classes in there.
Not enough pool exercise classes. I joined in 2020 so I don't know what it is like normally.
I like to bring my sister swimming with me and I think \$9.00 is way to expensive for a 35-45 minute swim. The pool is kind of dirty too.
Wish there were more Aqua classes in the evening.

I love all your Community Centers. I live in Lee's Summit where the Longview Community Center is located. The pool has steps and I really like that. I quit going to the community center during Covid and I really missed it.
Excellent- very clean, love the pool and hot tub.
Hot tub availability has been an issue since the LSPR took over from Longview CC. This morning, Friday 1-Oct-2021, was the first morning in over 2 weeks that we have been able to utilize it in the morning. Wednesday, 29-Sept we walked in at 5:45am, and by the time we finished swimming at 6:20 the sign had been placed out saying Closed (it was open when we walked in). It's not difficult to monitor water levels throughout the day, and ensure proper ppm chemical readings.
Hot tub needs to work consistently.
Hot tub varies in temperature and is often dirty.
Hot tub was cool.
Hot tub. Out of service, message. Scheduling difficult.
Hot tube heater not working properly.
Only used it a few times. Never hot enough and sometimes too foamy.
Spa temperature is inconsistent day to day, plus its out of service way to often, lots of time for chemical imbalance which is totally a function of testing. Don't understand why this is so difficult to maintain. Plus, when I have asked how long it will be to get fixed I'm told the manager needs to come in to do it". It's not rocket science to do the test, train the lifeguards.
The hot tub always seems slimy and unclean.
The hot tub is relatively small.
Diving boards closed off a lot, lane rope is too close to the landing.
I play with a variety of people and at various times (mornings, late morning into early afternoon and evenings). There is really only one constant complaint I ever hear about playing Pickleball at Longview Rec Center; that is the lighting. The balls get lost in the shadows or in the bright light reflecting off the courts by the sun. This is a major reason that I play at other facilities when I am within walking distance of Longview Rec Center.
Pickleball is very poor lighting, not enough courts and the hours are wonkey.
There needs to be more pickle ball times and space.
Usually play at Harris Park and they are great. Longview not so much, bad lighting and courts are not as dedicated for pickle ball.
More room for Pickleball please. Group fitness room needs expansion and better airflow.
We don't like that pickle ball is shared with the basketball courts.
Only one visit-reason pickleball!
Family changing area is not great no bathrooms or showers.
Family changing room small with no access to toilets. Hot tub too much chlorine, the smell makes eyes burn
The family changing areas are simple, no reason why they are rated poorly, just not anything special I suppose. But nothing wrong with them...I also rated vending low. I remember there being a juice and smoothie bar when the college owned it. I'd love to see that return. Otherwise, is there anything to eat or drink at Longview??
Lockers in mens locker room getting old and worn out.

Men's Locker Room doesn't appear to be cleaned daily.
The soap dispensers in men's showers are terrible. Can't get soap out of them.
Mens locker room needs to be cleaned more. Showers and walls need to be scrubbed. The toilet upstairs has a handle that has not worked for 6 months.
Did not, however,would be good to keep tabs on men's locker room & shower area upkeep and especially better train life guards on "customer (not people "renting space") Service."
Men's locker room is a bit dated. Getting a second cable station on the weight room floor, would be a great help during peak periods. A second benching station would also very helpful.
If you have been in that locker room, anytime since 1985, you know.
Locker room floors need to be mopped more frequently-I've slipped and fell numerous times because of the extremely wet floors from swimmers.
Locker rooms need better cleaning and showers need doors not curtains.
Lockers could be updated and swim suit spinner fixed.
Men's locker room is okay; recommend the HVAC be re-balanced especially during the winter, so the room stays at a warmer temperature. Room temperatures during the summer seem to be ok most of the time. Would prefer staff not begin the nightly spraying of lockers and benches before 8:00pm.
Lockers are rusted. Shower heads need cleaning. Floor next to wall in shower is dirty. Need a masseur on staff.
Ladies locker room really needs to be cleaned better. Hair on the floors and in shower drains...yuck!
Women's showers need updating. No privacy and no bench or area to put your personal items.
Women's locker room is not cleaned thoroughly or regularly. Open up past 8 pm!!
After Covid extra steps toward cleaning and sanitizing protocols were lifted, the women's locker room and showers have not been maintained well. Debris is not being swept/removed from the showers and it appears mildew is forming along edges. The hot tub water and water level has been questionable. It would also be good information to have an accurate water temperature posted.
WISH MEN HAD PRIVATE SHOWERS!...everything else is great about the men's locker room.
Group fitness room could be bigger and need a stage.
Group fitness room gets crowded and hot.
I would like more classes.
It can be crowded in the fitness room, especially when the class is only offered once per week. It would be great to add on more yoga & pilates classes.
Need more fitness classes available and need more space. Removing bikes would help some.
Need more Silver Sneaker group classes. More variety in instructors.
Please keep group ex room cooler.
The group fitness room is always too warm. I have asked multiple times at the desk that the air be turned down, but never seems to get cooler. Either fix the temp or move classes into the gym please!
Wait time before SS Classic to clear room.
I would love more classes starting at 9 or 10am.
The group fitness room NEEDS FANS!!!!!! It gets way too hot in there while exercising/dancing. You need AIR BLOWING ON YOU!!!!!!

It's way too hot in the group fitness room. Please buy a couple more fans. The 2 mounted small fans don't improve the ventilation/circulation at all.
Let's make this simple. Don't take a great class and put it in a small room with poor ventilation because you are not smart enough to realize if it's not broke don't try to change it. We are talking about the class on Saturday at 9:00. That was stupid to put it in the class exercise room instead of GYM. Poor ventilation, not enough room. Please use your brain and make a normal decision. GREAT CLASS! Put it back in GYM.
Yoga needs it's own area Need scenes in the gym to separate courts. 8:00AM start times for Pickleball.
We need more morning classes in the gym each day of the week. Like HIT and set.
I'd like to see more weights for group fitness. Would be nice to have a few more vending options. Group fitness area - needs more fans fit cardio and less noise for yoga.
The Group fitness room is too small for some classes. The vending is limited. Walking track is smaller than other Rec Centers. The hot tub is always out, off or not available. Also they do not have enough aerobic classes.
Attended pilates class in gym - not a good space for an instructor using a portable mic system. Could not understand directions at all it was so garbled and echo in the room was so bad. Class would have been better in the group exercise room. Will not attend the class again mostly because of this.
Group fitness room. Fair. Not big enough for most class sizes and poor air movement. There are multiple spots in the space that are hot spots where A/C doesn't move air and fans don't help. Odd shape area that makes mirror usage for seeing and hearing the instructor difficult. I enjoyed group fitness in the gym during Covid more than workouts in that group fitness space. Walking track. Poor if not very poor. Too small for use as an indoor walking track. Really only useful for walking between reps on weight machines. Or for killing time before a scheduled class. Definitely not a track to use for running.
It would be nice to have more fans and equipment in the group fitness area. The sound system is always having issues too. If a class is really crowded it is nice to use the gym. It would be nice if there were a few more treadmills.
Cycle studio is not active with no instructor.
Old cycle studio might have workout and yoga or tai chi DVDs, nice room for small non scheduled session. Tai chi as an offered program.
Lobby-Why aren't the Longview classes listed on line, as they are for the other locations.
Not much there.
Areas need repair and/or updating.
Bathrooms upstairs need self flushing toilets. Constantly there is urine and feces sitting in the toilet. Partly because people are lazy, but more so because most toilets are self flushing. These needs to be an immediate priority.
Changes of Hours and lack of towel service is problematic from when I joined.
Needs a steam room or sauna.
No wipes to clean equipment.
Not a fully developed space.
Seems water on floor every where.
Spaces were a bit small.
Still upset I paid for so many months. Just started going back as mask mandates were lifted. Really shouldn't have been paying during that time.

The only reason I said NA is that I haven't been in the center for a 1 1/2 years. We continue to pay our dues because we plan to come back when things settle down.
When I work out, I typically end up cleaning the workout equipment I use, before and after I use it. The person standing/walking around ignores the signs.
Wish open hours at Longview would go back to 10pm and later on Sundays.
Not a safe place- no visible security for a secluded location, very weak covid rules, younger folks monopolize equipment.
Steam room or sauna would be nice. Towel service would be great. The number / type of weight lifting equipment was better when it was run by the college.
10 very good.
Best in town and state!
Cleanliness.
The morning guy Doug is excellent!
We use Gamber Center.
Machines too cramped together at Legacy - Have had trainers from LS Staff dominate more than 1 machine at a time saying they are using for training, why should they use more than 1 machine and not let other people work in? Have seen more than once.
Legacy pool very dirty bandaids and on several occasions we use to love swimming there really needs to be scrubbed so disappointed.
Not enough lanes-too short need larger pool.
Pickleball glare on courts is very bad. Management is not helpful on getting courts ready and I play at Lovell and Harris.
The pickleball nets are in bad shape at Legacy. Netting/cardboard covering opening at bleacher rail is a tripping hazard.
I don't go to the Longview facility but I have been there and feel it is a great place but I go to Gamber Center since it has the senior classes that I prefer. I am so happy to be able to keep fit at age 78.
Not much to choose from the vending machine.
Limited selection in vending machines; limited amount of free weights and strength training equipment; locker room is old and dated.
The machines don't take credit or debit cards sometimes and at times, they take your money. The pool and hot tub don't always work right. Noticing guys having their phones out and it makes me uncomfortable.
Vending machines are not processing cards at this time. They used to! Hot tub just looks old and tired :) The men's locker room is really in need of all new lockers. I'm sure that is a big expense but many of them have broken hooks and have rust on them.
Would like better selection at vending machines. Would like a Zumba Gold class in the morning.
Vending area - could use high protein snacks and drinks. Walking track - it's pretty short (I realize there's not much to be done there!) Cardio equipment - is it possible to face some outside to enjoy the excellent view? Free weights - an additional bench and a couple extra plates would help
PLEASE PLEASE PLEASE bring back childcare!!!
Please evaluate the services for children that are available at Legacy, compared to Longview. The kids here are just as precious as the children in the eastern part of town. The pool lacks a children area, the courts for pickle ball etc are smaller, among other services. Also, please consider developing a walking trail starting at Longview and if possible going by the Lake, wooded area, and around the campus. Thank you.

Need childcare back and more challenging group classes during the day! Pool and hot tub area are not always clean, pool temp is cold, and not much space for families/children to play.
Child Care no longer available. Walking track is fair given the limited space. Pool has been downgraded since LSPR purchased it. The lane ropes in the pool should not be the 4 inch inexpensive ones. They should be 6 inch turbulent resistant. Especially considering the expensive rates charged to rent the pool. Family changing could use less echo and possibly plumbing. Men's locker room is generally musty less than clean. The functional fitness space is fair, but some things should be considered. For example, the bench press is directly under a bright light that makes the functionality unusable.
Bring back child care. Group fitness room gets way too hot. Please have more aqua evening classes. I miss the Tues and Thurs Aqua Zumba.
Although the courts are clean, the lighting is a challenge. Also, there is no real place to sit except on bleachers and they fill up fast. The staff is great about setting up more courts as needed.
All group classes need to be offered in the gym and have full use of the gym. We also need more options for group classes in the morning.
Difficult to hear instructor in the gym for yoga & pilates.
Fitness classes in the gym are a poor choice. Acoustics are very poor and access to necessary equipment is poor also. Classes work best in the smaller areas. Popular classes like yoga and general fitness should be early classes so participants can also go before work or other daily obligations.
At volleyball games in gymnasium players and spectators are not wearing masks, same with those playing basketball.
Would really like the group fitness classes to stay in the gym, this is a better location, maybe when classes reach a certain size this could be done? With Covid numbers going up again being in the small fitness class room people are very close.
When classes are large they should be held in the gym.
Group fitness room at Longview is sooo hot!The gym is much more comfortable. Would also like more classes back. Love taking group fitness classes.
We were part of the Wheelchair Rugby group that practiced at this location. I was only there for a few hours a week and only utilizes the courts but my overall experience there was wonderful. The staff was always kind and aware. The courts served our purpose and we had plenty of room for all of our equipment. I highly recommend this place. Keep up the great work.
Don't like walking track, it goes through the weight area.
The walking track is very small.
The walking track could be longer.
The Walking track is nice but really small - but functional. Not as nice as Gamber.
The walking track is pretty small. Sometimes I feel too close to weight lifters.
The walking track is short and often crowded. Probably not much that can be done to address this due to location/space.
The walking track is small.
The walking track is SO tiny--for runners, it really isn't an option. I know that's just a space issue though :)
The walking track is too small but love everything else!
The track is very short.
Walking track good just a little small.
Walking track is too small. Should extend above/over perimeter in gym.
Walking track just seems kind of pointless.

Walking track very small.
Walking track way to small.
Pool-too few lanes open, using up the time I like to swim. Walking track- too short and other persons get in way of walkers as they cross over to get to a machine, etc.
I swim and use the men's locker room to shower and change. I really dislike having to shower in a wide open room. Some simple dividers with a place to hang a towel would be great, actual stalls best. Send out a survey to members to see if they prefer a stall over an open room and I am sure the results would show a change is needed. Thanks. Also, walking track is too small and in the way of the weight room, just odd, needs removed.
Walking track small limited in size. Locker room not always maintained.
The walking track is ridiculously small and it's basically the pathway between all the machines so you can't possibly run on it. The hot tub temp is too high. The diving well would be great if people could actually use it, but it's constantly closed. Needs to be more family changing rooms with an actual toilet.
Walking track is too small and family changing rooms don't have a bathroom.
More fans/air flow in the group class rooms. Walking track at Longview is inconvenient.
Walking track and group fitness room are small.
The walking track is tiny. The vending is too few options and expensive-- even front desk could handle so you're not paying a vending service to reduce cost. Family changing rooms are small and no showers.
The free weights are very crowded and I can seldom get my full workout in. The walking track is in the middle of a lot of activity.
I'm an older person, but I like to use the free weight/ strength training equipment. I have difficulty using the equipment because someone is already using it. I also like to use the walking track but find it difficult to use because of people walking leisurely on the track and not paying attention to those walking for exercise. I find this particularly annoying when it is a rec center employee who is strolling on the track, which happened about 5 times earlier this week.
Would like to see one or two more squat racks and bench presses. Walking track is what it is, it is too small to be very useful but not sure how to fix that given the space.
The track and the equipment inside and out get in each others way, but the facility is never super crowded, so you just manage to go around each other. I do not believe this problem is solveable.
It's nice to have an indoor place to walk but it is very short. I regularly take a class in the gym. The acoustics are terrible. I can't hear much so I just watch the instructor.
I had not been to a facility since covid, the water aerobics has me in excellent shape. The walking trail is great.
Floors need cleaned more often, lots of hair balls and dust sitting around. Would like to see free weights cleaned more instead of emoloyees walking around the track or just standing around the weights. Overall decent compared to some other places.
Please obtain a new flat bench press; there is only one for the entire gym and there is frequently a line to use it as bench press is a core lift. The former Longview gym had four (4) flat bench presses. Thanks!

Need just one more free weight bench for bench press. Also equipment need more TLC with lube when temp changes. Two squat racks need to be moved further back from the wall with the mirrors about 3 ft.
Need sauna, stair climbers, more benches & free weights and larger functional training area with turf.
Not enough weight machines. Need decline bench. Need a leg machine where you lay belly down for leg curls for hamstrings and glutes. Gym should be open early Sunday Morning. Not Noon.
The old gym had 3 types of free weights. You have one type they are bulky and not meant for a woman to use. You could use more cardio & strength options...maybe a stairclimber, more ab/oblique machines, tricep push down machine...Planet Fitness has all of these.
The upstairs gym is much too hot year round, and the humidity in the summer makes it even more uncomfortable.
Machines have rust and need to be oiled. More free weights/ bench needed. Can't use at times, as all are in use. Need a chair for weights. More machines for different muscle groups. Thx for providing survey.
There could be more squat racks and more resistance bands.
I rated functional fitness space fair because at times when it is busy, it feels very cramped. Oftentimes people are awaiting the machine I am currently at and I feel like I need to hurry through a workout.
This is ONLY because it is all getting rusty because the equipment is sprayed so many times and then not dried off. I hate seeing this. It is lovely equipment and should not be all rusty. The young people doing this probably have not had proper training.
Would like more options on free weights, cardio machinery & strength machines.
I need to use my arms to rotate handles while seated, the Gamber Community Center had one about 2 years ago. We are at Longview now; once I recovered from a pulled hamstring, arthritis shoulder could be helped.
I rated fair for some because there is only one flat barbell bench! There is plenty of room for another one or even two. Other than that it is pretty sufficient.
Not enough equipment. Cannot use as someone is always on it.
The fair rating is mostly based on quantity. Very limited if more than 10 people are there.
It would be wonderful if every month you'd check the batteries in the remotes of the treadmills. I often switch due to the remote not working.
The 2 cycles (now just 1) that have the computer screen coach tours around the world and also the small screen with rpm's, etc. These are broken and need to be fixed. One has been taken out of use. These are the best machines you have.
The stationary bikes are not pleasant to use. Very uncomfortable. Not everyone is a speed racer.
The treadmills often do not have a working TV. It's hard enough to walk or run with a mask on, the TVs need to be kept up to par, remotes also.
Coverings on hand weights peeling off.
I struggle with the cleanliness of the floor in abs equipment area. Yes the equipment is wiped after every use, but it is not cleaned properly and the floor is disgusting.
Need another bench press setup (bench, weights, and barbell).
Need another flat bench.
Not enough equipment in the weight area to handle a slight crowd.
The resistance equipment appears to be rusting and needs some lubrication. The TVs on the treadmills fail often.

The strength training equipment is rusty and some machines have loose parts. However, the machines still get the job done.

We need more hand weights in the front area and some 17.5# weights, the curling bars with the in between amounts 15,25, 35 etc and additional chest press/incline press benches.

There is not enough strength training equipment for the amount of people trying to use it. The cardio area only has a few options.

Service Comments
Do not use certain services, pool is not open in late hours, Sunday hours should be extended.
A staff member explained to me that I wasn't allowed to wear certain workout attire. I had worn the outfit and similar ones many other times and had no other comments. I would appreciate if the rules were made clear to members and possibly even posted for convenience.
Again, management is like pulling teeth to set up pickleball. I will when I get time is a response I've heard.
A bit of equipment needs updated. More hammer strength type equipment. Plus whatever chemical you're using to disinfect the equipment is rusting every piece you use it in.
Areas I don't use.
As non-resident I think I pay too much for the little I use it. The daily rate to bring a friend seems high. I miss the towel service and lock service provided by the previous owner.
Being required to wear a mask while working out has been proven to be harmful, yet you still require it. It is why I no longer attend. I am all for safety and social distancing, but wearing a mask while doing physical exertion is detrimental to health.
Childcare is not available.
Close much earlier than previous gym did.
Could be better to stay open longer.
Could use more fans and equipment in group fitness classes. Could use more treadmills.
Daycare isn't available. Before COVID restrictions there were many members who used daycare. Classes would have more participation if daycare was available.
Didn't like the "no full court" rules for using the games goals.
Do not like kids lessons here, should be somewhere else.
Do not like the hours on Sundays. Opening at noon is too late.
Do not like the shorter hours. Would prefer close for some time in middle of day if not busy to allow later close times.
Don't use these.
Everything is great. We just need more aqua exercise classes in the afternoon for those of us who have difficulty getting there earlier.
Fee based programs should be minimized.
Gym should open early Sunday morning. Frustrating that you rent out so many swim lanes for swim teams. Frustrating when there are not enough swim lanes. Seems like gym is double dipping charging members that want to swim laps then charge swim teams that fill most of the lanes.
Hours - Earlier hours would be helpful. Registration could have been faster/online.
Hours - open earlier on Sunday like 10:00 AM.
Hours and lack of towels is problematic as lost some flexibility and can't go to gym before work and go to work after shower.
Hours could be extended a little bit.
Hours could be later on the weekends. I do not like the dress code rules and I think masks should be optional.

How about: more water aerobics options? Perhaps evening hours? People sometimes have to work.
I am fine with wiping down machines if supplies are available (which they are empty often). You have some staff that spend all their time chatting with each other or friends in the facility and walk by 5 machines, spray bottle in hand, with CLEAN ME signs on them and do nothing. I frequently watch some young men do nothing the entire time I am working out.
I can never get the wifi to work.
I feel you should implement a family fee as opposed to making each individual pay a fee. That would be more economical for families.
I got the flex membership (5 memberships) for the pool. There are never swim times during the school year weeks that are available for open swim or lap lanes. I keep my membership to support LS Parks anyway.
I have not used some services or classes and left them blank.
I have several favorite instructors: Christa, Gulshan and Melissa. All three have amazing energy in all of their classes (strength, yoga, Zumba). I feel challenged, and have fun in any class I take with them. With Gulshan's absence, I was hoping LSPR would bring in another instructor like Gulshan; fun, high energy, likeable, willing to engage with the crowd. Especially considering the crowd Gulshan brought in on Tuesday nights. Unfortunatley her replacement (Jamie) was a let down to the group. I honestly didn't feel like I was taking a Zumba class when I tried her class. Jamie seems nice, but hardly interacted with the group during class. Her playlist had oldies, and "bops" from the past, but only 2 or 3 Latin songs. As someone in their 20s looking to get a solid workout in, the music was completely unrelatable. Gulshan/Christa/Melissa bring fun and challenging choreography and fun songs to their classes. However, Jamie had simple choreography (almost cheerleader like), but didn't que to the group when she changed moves. It was honestly very hard to follow. This leads me to wonder if she's Zumba certified. Is that something LSPR checks? It seems wrong to call her class Zumba. Maybe it should be called "Dance Fitness"? The energy in her class was much lower than when Gulshan was the teacher. Several of us looked after class to see if there's another option for Zumba at Longview, but it seems that Jamie is the only option. I understand change can be hard, but I think it would have made more sense to put Christa or Melissa in charge of that class. Jamie seems better suited for the SilverSneakers crowd.
I have submitted comment cards requesting the facilities open earlier on Sunday with no response. At least open ONE of the facilities before noon for the people wanting to work out earlier than noon.
I recall, pool was open later pre-Covid. It would be nice if facility including pool had longer evening hours.
I know current hours of operations are being influenced by the county in response to the covid alert. That said, I'd like to ask that staff not begin shutting down the weight and resistance training area by reorganizing free weights, removing free weights from the machine bars, and spraying the circuit machines until 8:00pm. Sometimes this activity starts as early as 7:30-7:45pm, and several of us are using the machines until nearly 8:00pm (and then trying to hustle out before the doors lock). Would like to see a better arrangement for pool times when the schools and swim teams begin practice. When two or more teams are practicing for two hours each evening during the limited pool schedule, it can be difficult to access or share the remaining three lanes. Often it becomes a waiting game until someone vacates a lane, and the next member in line grabs the lane. Is it possible to either limit practice time or schedule no more than one team each night?
I mainly use the faculty for swimming laps. I have a hard time finding times where lanes are open. It would be really helpful if the faculty extended its hours to 10pm with pool closing at 930 like it used to be pre-pandemic.
I rated hours of operation poor as I have a long shifts that require work from 6am to 7pm. Getting to gym hours is not realistic.

I rated things I don't/haven't used or have no experience of N/A.
I really dislike the fact that you have to call Gamber at closing time to reserve a class for the next day. There has got to be a better way to.
I swim and use the men's locker room to shower and change. I really dislike having to shower in a wide open room. Some simple dividers with a place to hang a towel would be great, actual stalls best. Send out a survey to members if they prefer a stall over an open room and I am sure the results would
I was very disappointed in the registration process. I signed up fo the monthly membership. I do not carry checks, so I was required to make a special trip to my bank to obtain a letter with my routing number and checking account number. I already had this information and could have provided it with my paperwork, however, the staff insisted the information come directly from the bank. This was a major inconvenience. In a time where many people no longer use checks and sign up for direct withdrawals for many different services, this policy of requiring the information on bank letterhead is bad business. It is insulting and almost deterred me from joining. Please consider revising the policy.
I wish the center stayed open later. Maybe until 10pm or 11pm during the week and 8 pm on weekends. I wish the community center had a sauna or steam room. The staff doesn't adequately enforce mask wearing.
I wish the facility was open later than 8pm. Ideally midnight or later! I also think of the facility lacks important amenities like a steam room, sauna,
I wish there was a basic yoga class.
I wish you guys were open later but that isn't that big of a deal.
I work full time during the day and there are no water aerobics classes in the evenings. I attend the Saturday morning class but would like more aqua classes. I cannot do non- aqua classes.
I would like earlier opening times on Saturday and Sunday. Otherwise hours of operation are good.
I would like later hours.
I would like longer evening hours during the week.
I would like see more yoga classes offered to meet the needs of working people. Evening and later in the morning on Saturday options would be nice.
I would like to see the staff wearing masks as the covid numbers increase.
I would love to have a few more fitness options in the evening and to have them start around 5pm.
I would use the facility after 8pm if those hours were available.
If I was buying an individual membership, the value is good. However, we are a family of 6 and the price was too high for all of us to join. A family membership would be nice. Bringing in a voided check is antiquated.
It would be helpful to receive updated pool schedules when there are changes, such as the school year starting. Then I can plan use accordingly instead of coming only to find out the pool is not available contrary to the schedule I initially received. Thank you.
It would be nice if registration for water classes could be done online.
It would be nice if they open earlier on weekends.
Items I don't use.
It's extremely unhealthy having to wear a mask while working out !!!!!!!
I've gotten "dress coded" while at this gym. I don't think that anywhere I'm paying to be should be able to tell me what to wear.
Just inform attendees to not DROP free weights (the BOOM) is disturbing and obviously not ideal weight to work with?
Large classes should be held in the Gym. Yoga classes during the week would be great.

Later fitness center hours, especially on weekends, would be more convenient for college students.
Like to see more fun based cardio/strength classes. Something like more Zumba or a class like the old Fit Fusion class before the pandemic hit and you closed down.
Locker rooms should be carpeted. Water from swimmers tracked in to locker rooms.
Longview doesn't have any child care facility - I would use it on Saturday mornings if available.
Lots of jumping through hoops to sign up for the flex membership.
Male trainers are not in great shape and few in numbers.
Mask mandates in pool area don't work with swim caps, neither do they promote health in classes with cardio training; can't breathe.
Mask requirement when on cardio equipment is tough to do.
Mask wearing while working out is insane and dangerous. I won't do it. Ridiculous rule. If that doesn't end soon, I'll request a refund and leave.
More aqua classes and fit fusion.
More open swim times need to be available.
More pickleball hours would be nice. Players are not respectful of quitting time of noon. I was charged to play after a two week absence and there was no one available to check my registration which WAS valid. It eventually got straightened out but several others had the same problem.
Need evening aqua fitness classes.
Need more fitness classes.
Need more general,yoga class offerings.
Need more group exercise classes. Get rid of credit card fee.
Need more pickleball courts.
Need more pickleball times.
Need more variety of classes. Yoga please.
Need more Zumba or Hip Hop classes. Should go back to 10 closing time.
Need to go back to a pre-pandemic Aqua Aerobics evening schedule.
Need weekday-evening water aqua fitness classes at 6pm.
No one enforces rules in weight room- horseplay, not wearing mask properly, etc. Staff at Legacy does not wipe down machines like they do at Longview.
No vending. More classes needed.
Non resident options are limited and confusing as well, even staff could not answer questions about cost of services for non residents, extended hours would be nice.
Not enough water fitness classes. Men's locker room is not as clean as it should be.
Not many choices of classes/levels of classes (beginner/intermediate, etc); would like to see online signup for classes instead of a notebook.
Old gym was open much later and had more group fitness classes and more variety of classes.
Open swim times are not good times for me.
Opening earlier on Sundays would be amazing!

Operation hours listed as fair, since facility has not yet returned to pre pandemic hours, such as opening at 8 am on Sundays.
Pickelball needs to be available from 8:00 A.M. to 9:00 PM. Lees Summit is WAY behind the rest of the area in Pickelball offering. I just played an excellent tournament At Meadowbrook in Johnson County that had over 25 Lees Summit participants. Lees Summit needs to drastically upgrade its Pickelball offerings.
Please extend the evening hours. Getting to the gym by 7 during the wk to get an hour workout can be challenging. For the hot tub, having a requirement to be 16 seems extreme. I would understand 13 with parental supervision. 13 yr olds can work out by themselves after orientation, so they should be able to use hot tub also & if rowdiness occurs, lifeguard could kick them out of the hot tub.
Please extend the hours from 8:00 PM to 10:00 PM on weeknights. It is difficult at times for workers to get to the gym before 8:00 PM on Weeknights.
Please extend the hours to 9 pm.
Please stay open until at least 9pm during the week. Then my wife may rejoin.
Registration desk is sometimes very busy. There should be a way for members to swipe tag and sign the class sheet without the help of a human.
Reinstate the deep water and boot camp classes. Current available classes do not offer much intensity.
Should open earlier on Sunday.
Some life guards are very nice and attentive. Others just talk with each other and their masks might not be covering their noses.
Sometimes I have observed the employees talking with people too much upstairs and not cleaning equipment or walking around and bypassing
Sometimes the lanes are full, especially if swim teams are using lanes.
Spring, summer air. Fans or more ventilation please.
Staff is good depending on who you talk to. Staff do not stop rude behavior in weight lifting area. Policies need to be enforced on those obviously ignoring, not the grey areas, just the obvious.
Stay open later than 8pm!!!!!!
Still about the diving well.
Swim teams taking up so many lanes has resulted in wait times of up to 45 minutes.
Swimming classes are always full. Additional classes are needed.
The facility closes at 8pm on weekdays which is too early for my schedule. I would like to see the facility resume the pre-covid schedule of closing at 9 or 10pm.
The front desk doesn't offer a whole lot of positive greeting personalities. Especially in the evening. Heath has a smile on his face and greets all patrons! The cleaning crew in the weights area does a pretty good job at staying engaged. Nikki Parkhurst is a real bright spot on the floor as well!
The glaringly obvious complaint is the mask "policy". I'm a competitive athlete and had been utilizing the rowers upstairs to train. During high intensity workouts not only is it difficult to breath but to keep it on in general, not to mention sweating heavily that causes it to fall off. Moreover, being lectured by the staff who can visibly see it's difficult to adhere to the "policy" when running on a treadmill, riding one of the bikes, using the assault runner or the rower machines. I won't dive into the ridiculous notion of wearing masks, as a medical professional who works in research that's a conversation for a different time, but this enforcement makes it impossible to get in a quality cardio workout on the equipment and as it gets colder outside I'll continue

The gym used to be open longer! It really should be open longer than 8pm. I work late. Also, I am a woman who has lots of sports bras the lengths of tank tops/crop tops. They aren't revealing, yet I've recently been told my belly button is a problem? Why is that a problem? I get hot when I workout, just like anyone else. I just want to wear the workout clothes I have. Thanks.
The hours could be improved.
The hours on Sunday are limited and having hours later in the evening would be good for some work schedules.
The instructor was late for the appointment and didn't feel we got a very good orientation.
The lack of open lanes for swimmers in the evening can be problematic. It's down to 1 lane on occasion.
The Parks & Recreation registration process is not user-friendly in my opinion.
The pool open hours has become a problem as school swim teams have been back in session. Would be nice to have another lane for members...I often have to wait. It would be nice too if the facility was open a bit later (maybe 10 pm) for those of use who like to beat the crowds after dinner.
The pool should not have High School team practice there. They have their own facilities.
The requirement to wear a mask during workouts is counterintuitive to healthy practices when you're breathing heavy doing cardio. Therefore, I have been forced to workout at other facilities that don't have that same mandate in place. Which is a bummer because I really enjoy my workouts and the classes there.
The value of my membership is HIGHLY dependent on the availability of childcare. I'm begging you to bring it back so I can actually come workout regularly!
The young people who are hired to clean often spend a lot of their time talking to friends and not cleaning.
There is a need for more silver sneakers classes. Would like a Zumba Gold class in the morning.
There really needs to be more open lanes in the early mornings.
Those young men walk around the workout area with their sanitizer and rarely ever use it. They should be wiping down all equipment and surfaces not just the machines that have a "clean me" sticker on it. The Sunday hours need to be returned to pre-Covid, open at 8am.
Too expensive to bring a child to swim while you exercise!!!
Understand pool space is precious, but swim teams and limited hours are frustrating. Weekly or monthly membership options would be nice for families with kids in college.
Walking track is very short.
We are paying the same amount as before covid but the facility is open fewer hours. The facility should be open until 10pm again. I cannot make it most days after work with family and kids. Equipment is not cleaned as often as it should be. Sometimes I will go my entire workout without seeing a staff member in the weight room.
We need more cardio fitness classes like zumba!!!!!! We need Christa, Becky, Regina, and Jennifer back!!!!
We need to have more fitness classes added. Also, if daycare was available at Longview, more people would be able to take fitness classes.
We use Gamber Center.

We were spoiled by Gulshan and her SilverSneakers water aerobics classes. The two current classes are ok but don't really help us exercise any more than what we can do on our own. The staff seems inattentive. There are times when children get in the way of people exercising or swimming laps playing games and splashing. Several times groups of staff have gathered at the deep end of the dive area and we've run into them while swimming. If you need an area of the pool for classes or training it would be nice to know that before we get to the gym. There are several of us who only swim in the dive area because we would need your staff's help removing ropes to get into other lanes and we can't use the ladders to get out of the pool.
We would like to have childcare options available at this location.
What are the chances you would increase the Internet timeout to 90 minutes?
When is the equipment cleaned? There were no wipes when I took a class nor did the instructor tell participants to bring their own. With COVID- it is poor.
Wish I could lift without shoes on (deadlifts/squats). I also wish the hours were back to the pre covid lockdown hours that existed for a short time after the renovations were finished.
Wish the gym stayed open a little bit later.
Wish we had old hours :) everything else is great.
Would be nice if you were open earlier on both weekends days! PLEASE BRING BACK CHILDCARE!!
Would like a family option for membership.
Would like earlier on Sunday, but understand why it's later.
Would like staff to clean bikes and ellipticals quicker. The two NuSteps and bikes in the corner are often over looked. Cleaners are inconsistent on level of effort.
Would like closing hours extended back to 10:00pm on weekdays and to 8:00pm on weekends
Would like to see the gym open later in the evenings. Getting off work and having time to run errands then getting time in at the gym is difficult with your hours. Can we get later hours? Sometimes the carpet and track look like they are dirty and noticed a lot of dirt under the treadmills the other day. Also noticed some erosion on some equipment. Are they getting replaced? The monthly memberships are difficult and antiquated with having to provide a voided check or letter from bank. We've not used checks in years. Would like to see this changed or made an easier process.
Would like you to be open until at least 10 PM. Need more exercise equipment.
Would love for the facility to be open much longer hours. I often work long days, and by the time I'd get to the center from Raytown and get changed, I wouldn't have sufficient time to work out.
Would love to see Women's bathroom updated.
Would prefer earlier or longer Sunday hours.
Yoga classes are substandard, particularly compared with the classes offered prior to change over to p&r! Need more classes with better instructors. I have chatted with many yoga friends that have just quit going to yoga due to this...as I have! Find Scott again!
You need to start making good decisions. If you have a outstanding class leave it alone. The group fitness room at Longview sucks. You know it and so does everyone that uses it.
You never should've mandated masks. Let people decide for themselves. Also please bring back the old childcare hours. The current hours are worthless for parents with small children. Particularly at the Longview location.

You should not have to sign up ahead of time for fitness classes!! I cannot always sign up a week ahead of time. A lot of people do not show up and you have to wait to see if you can get in. First come, first serve on that day!!

Your hours could be later and that would be really helpful.

Your weekend opening hours are terrible. Make all the excuses you want for not opening earlier, but that doesn't work. You manage to open at reasonable times during the week when working people can't come. Then punish them with your weekend hours.

You're going to have a problem with your floors being damaged if you continue to allow people to "drop weights" - open earlier on Sunday.

Additional Comments
Popular classes like yoga and general fitness should be early classes so participants can also go before work or other daily obligations. Thank you for this opportunity.
A couple of suggestions for the free weight area. Would be great to add a couple of additional Olympic Curl Bars. Right now there is only one. Also would be great to add 35 pound and 40 pound Kettle Balls, currently the heaviest in the gym is 30lbs.
A Friday night Zumba class at 6pm would be fantastic!
Add an advanced yoga class at Longview. (level 2) Also, move the classes from the small room to the gym.
Another comment.... The water aerobic teachers don't need to have the music so loud!! Please tone it down a bit.
Appreciate the opportunity to give feedback. Thank you.
As previously stated, it would be great to have extended hours in the evening.
Bring back the coffee station at Longview! :)
Clean the pool and deck better!!
Earlier fitness classes 6 am is good. Also larger classes need to be in gym. i.e. Saturday AM class. Anything over 12 in small room too many.
Find a way to fix your weekend opening hours. 10:00 am on Sunday? Are you kidding me?
Get rid of televisions - we get enough propaganda as it is - or offer choices other than the usual drive-by media.
Good range of equipment, notice often young men tend to sit on equipment and just poke their phones while I am waiting on that machine for my routine, not sure when is best time to beat the kids in.
Great facility that can't easily be found in any area either in Metro KC or around the country. From what I've seen many reviews facilities at medium size communities have at most 1-2,swim lanes. I have been to some pools that are either salt water or mineral based that from a chemistry and safety background have some big advantages. Yes they still use some chlorine but much less stored and safer for employees and members. Also as a former energy engineer it might be worthwhile to have a reputable company do an energy audit of the facility. Some possible significant cost savings. I don't do this anymore but could give thoughts as an engineer on possibilities.
Have not used facility in 12 months due to pandemic.
Hours of operation are geared for day people, I work nights and the closing times are too early, I miss swim often due to times of operation.
Hours should be back to closing at 10pm, shouldn't raise the rate and shorten the operating hours, use your brain.
I did my best to answer questions, although my use of full facilities has been limited; mostly just use pool/locker-room.
I did this survey mainly in the hope of being able to say that I really hope more water exercise classes will be added soon.
I have signed up for the LSPR Friends of the Park Program, although I am not sure what benefit there has been for being a member.
I hope childcare returns to Longview eventually!
I hope Lee's summit residents know they should be thankful for your services.
I hope the parks and rec keep up the good work. My friends and I have coffee at Legacy Park during warm weather and enjoy watching the children play on the equipment supplied for them. Georgia Wille

I liked when staff was cleaning/spraying the equipment. It felt safer during Covid. I see less of that now so I am cleaning it. I understand having staff is an issue for all.
I love how they handle the pandemic procedures. Also kudos for an excellent land fitness teachers. Nikki and Lauren and Cheryl are superb instructors. Also I love the friendly staff and how they are wiping down things in the exercise room. Way to go!!! When the land fitness get large the room is way too small and hot for us. If I said no to anything above it is because it does Not apply to me.
I love Longview. Its clean, comfortable, and affordable! I just wish the men had private showers or at least dividers between showers with a curtain.
I love LSPR, swim multiple times a week at Longview or Legacy and played cards at Gamber before covid.
I love the hours of operation, only wish it was open on Sunday morning as well.
I swim and use the men's locker room to shower and change. I really dislike having to shower in a wide open room. Some simple dividers with a place to hang a towel would be great, actual stalls best. Send out a survey to members if they prefer a stall over an open room and I am sure the results would
I use the pool frequently. Thank you for always making sure several lanes are available even when the teams have practice. The friendliness of the staff is top notch.
I was hoping to have access to spin bikes for personal use in a quiet space.
I will not be returning while the masks are mandatory.
I wish there were a solution to the bad design of the pool deep end ladders since the lane line is in the middle of the ladder making climbing out VERY difficult.
I would like for Longview CC to open earlier than noon on Sundays. I appreciate the staff wiping down the equipment after each use. Some of the equipment could use a thorough cleaning, not just the parts that people touch.
I would love to see more childcare options return once the pandemic slows some. Thank you for all your safety measures.
I would really like to see the 10 pm closing time again.
Is it possible to encourage members, especially in the weight area, to not use the machines as lounge furniture while they scan their phone? This becomes enormously frustrating when again, some of us have limited time to complete a workout and we must wait for the individual to move on. I hesitate to ask someone if they are still using a piece of equipment. I believe the staff can police this better than I. Maybe additional or more visible signage on training room etiquette would be beneficial. I don't mind if these members use their phones as long as they find somewhere to the side or
It does seem a bit warm in the gym a lot of times & the ceiling fans barely produce any air. A cooler temp would be appreciated. I really like this gym
It's great to have a membership that includes so many options for facilities. I believe LSPR staff have really put some thought into what the community wants.
Just joined for swimming. Blue Springs YMCA closed, Independence has poor hours for working folks. Nice facility and convenient pool times. Thanks
Just would like to have a water aerobics class that starts at 10 AM.
Keeping the facility open till 9pm in the summer would be nice. I didn't remember the hours pre-Covid, but I thought it was open past 8pm.
Longer open hours please!
LS Parks make Lee's Summit a prime place to live!
LSPR is a great facility with an awesome staff. Everyone should be proud and the people of the community can see the hard work everyone has put in making LSPR the best. Keep up the great work. Thank you!!

LSPR seems to be shunting silver sneaker classes to Gamber whose rooms are small. How about a restorative floor yoga class seniors are able to participate in? And a teacher who is knowledgeable would be nice as well.
Make the facility open until 10pm on weekdays like it was before covid.
Mask requirement prevents me from using this facility- medically dangerous to require a mask while exercising.
More classes.
More classes in the evenings and weekends.
More open gym for volleyball. I would like to be able to bring my daughter up to work with her.
More water aerobics at later times also.
More water classes in pm is the best.
My main complaint is that I wish you provided towels. Otherwise, I think the facility is great.
Need later hours. Should consider some sort of family discounted membership or discount for two memberships in the family. Staff are very friendly.
Need more afternoon or evening aqua fitness classes.
Need more Silver Sneakers programs including chair yoga at Longview. Gamber is too small to take advantage of the programs because they are always packed.
Need Tues./Thursday evening aqua fitness/Zumba classes at 6pm.
Nikki does a superb job providing great classes on Monday, Wednesday and Friday! Please procure 25 and 30 pound dumbbells for the fitness classes.
Nikki is a great instructor.
No other comments. Thank you.
No, I wont be using this facility any longer.
Not in your control... but remove the mask mandate. Won't be back... till its gone.
Overall I am very pleased with Longview Community Center. I give it high marks for cleanliness and I love the classes and the instructors.
Overall I love LSPR and drive in from Kansas City several times a week to exercise and swim. It's the best value for the money, even for non-residents and I've gotten several more of my friends to join over the last 3 years. I know some of the things I mentioned may not be easy to fix but thought you'd want to know. I'll keep coming back as long as I'm able! Thanks!
Overall I really enjoy Longview. I'm there multiple times a week to lift, take yoga, attend aqua Zumba, and swim. I think it's a wonderful facility, with super nice staff. I have to give a huge shoutout to Kennedy, the weekend manager. He and Madelyn are super nice, and they run a tight ship. There's also a really nice weekend weights assistant (I think his name is Davis?) who is amazing. I usually see him on Sunday's working upstairs. He's always up, walking around, making sure things stay tidy. Finally, I have to say I LOVE Christa's Aqua Zumba class. I wish you had more on the schedule with her as the teacher.
Overall pretty decent gym just needs some better equipment. Also having to bend over and place the heavier dumbbells back on rack is a little annoying. Like to see a better solution to that.
Overall, parks & rec have done a great job with all their facilities and staff.
People take their masks off or lower them beneath their noses, which defeats the purpose.
Personal trainer Nicki exceptional!

Pickle ball times are hard to find.
Please add evening aqua fitness classes. Currently there is only ONE aqua class available to working adults. I would like to see the Tuesday/Thursday evening classes return. Thank you.
Please add more classes and return to class start time of 9 am. Thanks
Please allow full court play at least for the side goals.
Please bring back childcare so I can utilize my membership. I would also love to see more group fitness classes return, especially Rev and Flow!
Please bring back Mixed Fit group fitness class!
Please change the hours of operation on Sundays to open earlier than noon.
Please keep up your good work.
Please offer more aqua fitness classes in the evening.
Please recognize Doug at the front desk for being an exceptional employee. Doug is very personable, professional, and makes sure we're taken care of. I've been a patron since 2010 and no other front desk worker has been so kind.
Provide flyers on Train staff to inform new customers/members.
Put in a sauna room.
Quit making stupid mistakes.
Racquet ball is fun.
Remove mask mandate.
Sanitizing equipment is very inconsistent. A guy in the mornings mists the cleaner like he is spraying fabreeze and wipes nothing. Davis in the afternoons does an excellent job. The front desk clerk Pam is always friendly and speaks. Very welcoming.
See comments above. Overall I'm pleased with and enjoy going to the gym.
Staff is friendly. Covid has caused changes but perhaps more availability of classes would help.
Staff leave the upstairs tv on channels that are typically not showing anything worthy. There is no way to change the channel yourself and when you ask staff to change it, it is usually met with an eye roll, or a sigh, because for some unknown bad reason, the remotes to the TVs are all downstairs.
Thank you for all you guys did to keep the facility open during the pandemic. The staff kept a positive attitude even when many people were unpleasant. I personally appreciate the extra effort LSPR put in this past year. Thank you.
Thanks for a great facility!
The biggest draw of this facility is the personnel including prior manager Jodi, new manager Heath, Eric, Doug, Brie, Nicki, Dillon (lifeguard), Pam and essentially all the staff are exceptionally courteous and generally helpful.
The classes and times seem to cater more towards an older age group. I would attend more classes if they were earlier, later, or more appealing to a younger crowd.
The fitness equipment is rusting due to the spraying and not wiping sufficiently. I've stopped using a couple of them due to the drag. I don't understand why the seats are sprayed, barely wiped and remain wet.
The fitness instructors for the classes are terrific. My only complaint about the whole facility is I wish you provided towels.

The gym is wonderful and clean most of the time. Noticing some employees upstairs coming out of rooms with their phone or earbuds on. Would like to see that stopped. What happens if an emergency and they are not able to be reached or can't hear? Noticed a guy leaving his keys on the steps and talking a lot with younger friends I'm assuming. I wonder if this is being brought to your attention.
The parks are great for the kids.
The pool is beginning to look grimy and dirty. Mold and/or dirt is accumulating around the edges of the pool and hot tube. The zero entry area has yellow discolored areas on the pool floor. Other areas of the pool look like the paint is flaking on the bottom. Water quality seems good, is consistently clear. Best indoor pool for lap swimming but it's deteriorating.
The staff is outstanding. Always friendly, helpful
The upkeep on the cleaning of the equipment has been sporadic. Part of the issue is some of the red and green markers have disappeared and need to be replaced so we don't know if the equipment has been cleaned or not.
There does not seem to be much consistency on the lap swimming lane availability and the communication about the lane availability.
Too many kids per swimming class.
Very clean facility. Keep it up! Much appreciated. Makes all the difference when considering options of other facilities.
Very nice facility with great instructors!
Want to see more water classes added. There are 50-ish people in there and pre-covid there were HALF that. There is not enough room to hear instructor while being able to spread out.
Was thrilled that the LSPR purchased Longview. It makes those of us on this particular side of town have an option!
We have a granddaughter that stays with us all summer. It would be wonderful if we could pay the monthly fee just for those months so she could come with us. \$8 a day is a little steep for the summer.
Would like another pilates class @ Longview.
Would like more early morning classes!
Would like to see more classes for 65 plus age group-yoga, Tai chi , low impact.
Would really like a yoga class in the evenings. Miss that a lot.
You are doing a great job.
Your team is great! I really like the facility and the staff is always nice in the morning (I don't go in the evening).

**End of Activity Report
Night Flight
October 1, 2021
Report Completed by: Jodi Jordan**

Executive Summary

Program Description:

The 40th Annual Night Flight 5K Run was held on Friday, October 1 at 9PM. The route began and ended at the Legacy Park Amphitheater. The course featured a scenic route around Legacy Lake and through Legacy Park. Participants were allowed to enjoy yard games such as baggots and washers in the venue after the race. Participants also roasted marshmallows and enjoyed s' mores post-race. The event is co-sponsored by Lee's Summit Medical Center and Lee's Summit Parks and Recreation.

Participant numbers:

2021: 84

- 10 Pre-registered through www.RunSignup.com
- 74 Pre-registered through LSPR (Rec Trac)
- 18 Runners were youth runners (13 and under)

2020: 0

- Event Canceled due to COVID19 pandemic

2019:196

- 136 runners pre-registered through www.runsignup.com
- 60 runners pre-registered through LSPR (Rec Trac)
- 30 runners were youth runners (13 and under)

2018:259

- 220 runners pre-registered through www.runsignup.com
- 39 runners pre-registered through LSPR (Rec Trac)
- 25 runners were youth runners (13 and under)

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
FY21	\$6,500.00	\$2,115.00
FY19	\$7,125.00	\$4,711.62
FY18	\$8,000.00	\$5,890.00

<u>Total Expense:</u>	<u>Budget</u>	<u>Actual</u>
FY21	\$8,877.62 ¹	\$8,382.29 ¹
FY19	\$9,600.00	\$8,587.73
FY18	\$10,002.10	\$8,123.39

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
FY21	(\$2,277.62)	(\$6,267.29)
FY19	(\$2,475.00)	(\$3,876.11)
FY18	(\$2,002.10)	(\$2,233.39)

¹ Budgeted & actual expenses include indirect cost (\$4,640.62). Indirect expenses charged back to the event include one Assistant Superintendent of Recreation, five exempt staff and four park operations staff time. Additional indirect expenses not charged back to the event include administrative support (\$780).

Recommendations:

Comment: It was dark on the course. This comment was mentioned 6 times and scored at 3.92 condition and suitability of the course.

Recommendation: In past years LSMC provides 20 -30 volunteers to assist runners along the course with flashlights, this year only 9 volunteers were available to assist. Staff placed 600 luminaries along the course this year, and a light at the water station/half way point. Staff recommends choosing a date with a full moon, adding a 3rd pole light and starting the run 30 minutes to one hour earlier to help avoid it getting so dark prior to everyone finishing.

Comment: Participants enjoyed the new course.

Recommendation: Based on feedback received from previous runs at Legacy Park the course was adjusted to keep runners on the paved trail and to loop around the park instead of running down and back. Staff recommends keeping the course route the same and communicating to the YSA's to close the park for this event.

Comment: The event lost money.

Recommendation: This event utilized 1 full time staff as well as a 3-person volunteer committee from LSMC to plan and organize the event. Staff secured donations for the event but recommends trying to secure sponsors to help offset the expenses.

Comment: Should we continue to offer this program?

Recommendation: Staff realizes there are many runs offered. However, this is unique in that it is the only one in Lee's Summit that is held at night. The 2021 run was moved from June to October due to the COVID -19 pandemic. The date change and current pandemic greatly impacted the participation numbers. Staff recommends hosting the event on June 10, 2022.

Extensive Staff Report

Purpose of Report:

End of Activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, participant satisfaction, participation numbers, and financial performance. These areas are compared to the planned budget and previous sessions. Recommendations for improvements are developed from this review.

Program Description:

The 40th Annual Night Flight 5K Run was held on Friday, October 1 at 9PM. The route began and ended at the Legacy Park Amphitheater. The course featured a scenic route around Legacy Lake and through Legacy Park. Participants were allowed to enjoy yard games such as baggoss and washers in the venue after the race. Participants also roasted marshmallows and enjoyed Smores post-race. The event is co-sponsored by Lee's Summit Medical Center and Lee's Summit Parks and Recreation.

Benefits of Program:

- Partnership with Lee's Summit Medical Center
- Provides opportunities for partnerships with community organizations through volunteering, sponsorships, and donation opportunities
- Opportunity to establish goodwill in giving to the community by establishing an annual benefactor or benefactors
- Meets a recreational need in the community for participants
- Support of worthy cause
- Physical exercise
- Familiarization and exposure to the Legacy Park Amphitheater
- Socialization with fellow runners
- Encourage running and walking
- Provides a sense of community
- Family event

Service hours: (1 hour x # of participants)

2021: 84 hours

2020: 0 (event canceled)

2019: 196 hours

2018: 259 hours

Volunteer Hours:

Total number of volunteers: 9

Total number of hours: 4.5

Based on the national volunteer wage of \$27.20 x 40.50 hours = \$1,101.60

Refunds:

Total Refunds: 0

Due to Dissatisfaction: 0

Dissatisfaction reasons: N/A

Fee Charged: \$25.00 for ages 14 and up, through September 17
 \$20.00 for ages 13 and under, through September 17
 \$30.00 for ages 14 and up, after September 17
 \$25.00 for ages 13 and under, after September 17

Distribution of Proceeds:

Though this event is generally held, in part, to serve as a fundraiser, because the event experienced a net loss this year, there was no distribution of proceeds. See Appendix A for a detailed expense report.

Program Timeline:

- June 10, 2021- Select date for event
- June 10, 2021 Meet with LSMC volunteer committee
- July 8, 2021- Meet with LSMC volunteer committee
- July 12, 2021- Approve course route
- July 12, 2021 - Secure timing company
- July 13, 2021 -Submit special event permit
- August 5, 2021-Meet with LSMC volunteer committee
- August 20, 2021- Order medals
- August 27, 2021-Secure donations (packets and fruit and post event food)
- September 6, 2021- Secure volunteers
- September 9, 2021 -Meet with LSMC volunteer committee
- September 29, 2021-Online registration closes at midnight
- September 17, 2021- T-shirt guaranteed through
- September 20, 2021 -Order T-shirts
- September 23, 2021 - Meet with LSMC volunteer committee
- September 30, 2021 from 4 to 7 pm -Packet pick- up and late registration
- October 1, 2021 Registration ends
- October 1, 2021 from 5 to 8pm Packet pick up on Race Night
- October: Compile survey information for End of Activity Report
- November: End of Activity Report completed
- November: End of Activity Report submitted for Park Board review

Marketing:

- Illustrated ad- 7/1/21
- Postcards Ordered 7/21/21
- LSPR Webpage 8/2/21
- Night Flight Facebook Post 8/2/21
- Part of 5-things E-Blast 8/6/21
- Part of 5-things E-Blast 8/13/21
- Did you Know TV Ad -9//21-10/1/21
- Part of 5-things E-Blast 8/20/21
- Facebook Post 8/24/21
- Part of 5-things E-Blast 8/27/21
- Facebook Post 9/1/21
- Postcards delivered 9/1/21
- Posters delivered 9/1/21
- Part of 5-things E-Blast 9/4/21
- Facebook Post 9/6/21
- Facebook Post 9/8/21
- Facebook Post 9/10/21
- Facebook Post 9/11/21
- Facebook Post 9/13/21
- Part of 5-things E-Blast 9/13/21
- E-Blast to Past Participants 9/14/21
- Press Release 9/15/21

- Web Page banner 9/15/21
- Social Media Post and Boost 9/17/21
- Facebook Post 9/17/21
- Banners Hung 9/20/21
- Part of 5-things E-Blast 9/20/21
- Facebook Post 9/24/21
- Facebook Post 9/27/21
- Part of 5-things E-Blast 9/27/21
- Facebook Post 9/29/21
- Facebook Post 9/30/21

Evaluation/assessment:

Out of 74 surveys sent to unique household participants, 15 completed and returned a survey (20% return rate). Please see attached results.

LS Parks & Recreation "Night Flight 2021" Survey

of Surveys Distributed: Email: 74 Via Mail: 0 # of Surveys Returned: 15 20% of Returns

Participant: 14 Parent/Guardian 1 Coach/Asst.Coach/Volunteer ?

LS Illustrated 3 Website/Facebook/Twitter 2 Email Blast 0 Flyer 2 Postcard 1 Newspaper 0

LS Cable Channel 0 Acquaintance 0 Previous Participant 11 Other 3

Comments (Other):

- Facebook
- Banners
- Poster

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	11	0	0	1	1	1	4.00
If you registered on-line, please rate the ease of registration	3	0	0	1	4	7	4.50
Please rate the amount of time taken to register	0	0	0	2	6	7	4.33
Please rate the overall registration procedure.	0	0	0	2	5	8	4.40
If you received a manual or information packet,	3	0	0	4	3	5	4.08

Comments:

- I tried to register online, but needed to make some account changes first. It was very frustrating because the site wouldn't let me make the changes. I had to email in and the help I received was great. But I still ended up registering in person. (Having to make a special trip to do that was frustrating.) Also, I would have liked to have seen a drawing of the race course online (ahead of time) and in the paperwork. (Please forgive me if it was available and I missed it.) I also couldn't find the race results online. I tried searching for them on the Parks & Rec search bar to no avail.
- The freebies in the packet all went in the trash--the "headbands" had too much HCA signage on them. Why not include some glow sticks?
- I thank God for Nite Flight!

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	0	0		6	9	4.60
Was the content of the activity appropriate for the fee?	0	0	0	1	5	9	4.53
If a uniform was provided, was it appropriate for the fee?	8	0	0	2	4	1	4.20
If awards were given, were they appropriate for the fee?	5	0	0	3	3	4	4.10

Comments:

- There should be more categories for the kids race--grouping all 12 and under together is unfair (what 8 year old can compete with a 12 year old in a 5K?). And kids run this race too--why weren't there kids' t-shirt sizes available?
- All good! Thx for after party! Fun times!

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	0	7	8	4.53
Please rate the friendliness of activity staff	1	0	0	0	2	12	4.85
Please rate the ability to recognize activity staff	0	0	0	0	7	8	4.53
Please rate the amount of staff available during the activity	0	0	0	2	5	8	4.40
Were the rules, regulation and policies appropriate.	1	0	0	0	6	8	4.57
Please rate the officials if applicable	0	1	0	1	8	5	4.28
Were the rules, regulations and policies appropriate for the activity?	6	0	0	1	4	4	4.33
Please rate the condition and suitability of the facility/fields used.	0	1	0	5	5	4	3.92
Please rate the condition and suitability of equipment used	1	0	0	0	7	7	4.50
Please rate the perceived safety of program.	0	1	0	1	6	7	4.28

Comments:

- My daughter(participant) rated Fair for amount of staff, safety and course for just one reason: the path was not well lighted. When we ran this course a couple of years ago, there were staff all along the edges with flashlights, etc. there were several places along the path this year that were too dark and she was afraid of running off the path. Otherwise the staff and course was awesome.

- I had some concerns along the course as to how dark some of the course was...would anyone (including myself) trip or slip? The glow sticks were a good idea, but still it was SO dark in some places. Appreciated the big lights provided at some areas. And the cones.
- The course was fun! Just enough of a challenge!
- The two really large lights on the course actually made it harder to see, particularly when you were approaching them. They were blinding. More helpful when they were at your back. Softer lighting or shields around them or something would have helped.
- The course was really dark in some spots--kinda cool but my mother-in-law was really worried about tripping. The staff seemed to struggle with scoring/tracking times at the end (something about that they couldn't access any of the 12 and under times?) I miss running in downtown LS--consider moving it back! That was so fun!
- Not enough light. Concerned about stepping in a hole and breaking ankles.
- A little hard to see the first mile but it is at 9pm. Was hard to see trail/other runners

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	1	5	9	4.31
What is the likelihood of your recommendation of this activity to others?	0	0	0	1	4	9	4.33
Please rate the participant's overall enjoyment level	0	0	1	0	4	10	4.31
What is your overall rating of the activity?	0	0	1	0	5	9	4.25
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	0	4	11	4.35

Comments:

- I walked most of the race, but still felt good about finishing. By the time I was done the awards had already been presented. I saw a line and it looked like people were waiting for a participation medal. By the time I got to the end of the line I realized the line was only for those that placed in their age category. The woman mentioned "you didn't place" which felt negative after my positive experience. Of course I already knew I didn't place - I was one of the last people in. I simple stood in a line for something, incorrectly.
- This race is so fun and we look forward to running it in the future!! The only thing I would highly recommend is providing more light along the path.
- I think the staff worked really hard for the race and I appreciate that. But I was surprised at the low turnout compared to other years. (Possibly Covid.) Maybe the race wasn't advertised well-enough? Maybe it was the location? (I kind of miss it not being in town/downtown...more centrally located and more of a community feel.) Still had a good time though. Thanks!
- Surprised not as many participants in race this year... Think the time of year influenced it...with school activities/games, etc.
- The course was fun, it would have helped though to have a better course marker at the park entrance so you knew to go straight past the entrance rather than take the turn into the park. That spot was confusing and I saw a little boy take the wrong way as I was approaching the area and I wasn't sure at that point if I should go straight or turn right, you could see glow lights on both paths.
- Add Porta potty at water break table for older participants.
- Love LSPR. They do a great job. I really enjoy this race.
- Praise the Lord Jesus Christ for LSPR

Appendix A

Night Flight Revenue 2021 Revenue and Expenses			
	Actual FY21	Budgeted FY21	Actual FY19
Revenue			\$840.00
Rec Trac	\$1,855.00	\$6,500.00	\$3,871.62
Run Sign UP	\$260.00		
Revenue	\$2,115.00	\$6,500.00	\$3,871.62
Expenses			
T-Shirts	\$969.00	\$1,787.00	\$1,209.30
Banners & advertising (posters, postcards)	\$721.00	\$300.00	\$747.79
Glow Sticks for bags and glow bracelets	\$277.00	\$300.00	\$225.72
Misc supplies (paper bags)& safety pins spray paint	\$511.67	\$650.00	\$570.76
Food and Beverage	\$69.00	\$150.00	\$133.27
Timing Services	\$900.00	\$800.00	\$550.00
Awards (medals and trophies)	\$294.00	\$250.00	\$215.88
Expenses	\$3,741.67	\$4,237.00	\$3,652.72
Net Income	-\$1,626.67	\$2,263.00	\$218.90
Estimated Indirect Expenses			
LSPR staff	\$0.00		\$247.86
Full time staff (5 hours)	\$622.40		\$4,000.00
LSPR Race Director (80 hours)	\$3,512.00		\$687.15
Parks staff (6 hours)	\$506.22		\$4,267.35
Indirect Expenses	\$4,640.62	\$0.00	\$8,954.50
Total Net Income including indirect expenses	-\$6,267.29	\$2,263.00	-\$8,735.60
Indirect Expenses not being charged back			
Administrative Staff (12hrs*\$65 per hour)	\$780.00		\$780.00

End of Activity Report
Indoor Summer Swim Lessons – LCC & LVCC
June –August 2021
Grace Carson

Executive Summary:

Brief Program Description:

The summer swim lesson program is designed to provide participants ages 6 months – 11 years instruction in a variety of aquatic skills. The program consists of 4 sessions during the week, parent/child has six classes and levels 1-4 have eight classes. To supplement the individual needs of the community private lessons are also offered.

Participant Numbers

2021: 434

2020: -----¹

2019: 494

Total Revenue:	Budget	Actual
2021	\$21,750.00 ²	\$21,548.37 ³
2020	-----	-----
2019	\$30,915.00	\$24,550.00

Total Expense:	Budget	Actual
2021	\$16,092.19 ⁴	\$10,239.53
2020	-----	-----
2019	\$16,673.84	\$13,352.47

Net:	Budget	Actual
2021	\$5,657.81	\$11,308.84
2020	-----	-----
2019	\$14,241.16	\$11,197.53

¹ Summer lessons did not take place in summer of 2020 due to COVID-19

² Budget revenue is combined with LCC (\$12,280.00), and LVCC (\$9,440.00)

³ Actual revenue is combined with LCC (\$9,906.00), and LVCC (\$11,642.37)

⁴ Budget and Actual expenses include indirect expenses combined LCC & LVCC \$7,817.27

Recommendations:

Comment: There were 18 negative comments regarding enrolling online and using the website. Most included glitches, confusion, difficulty navigating, and the process taking too long (especially for families enrolling more than one child). There were five positive comments regarding enrolling online including some patrons saying it was great and easy, to others saying they had used the website many times before so they knew how to navigate.

Recommendation: Staff were able to assist patrons via phone or in person to help get the participants enrolled in swimming lessons. Comments will be shared with LSPR Administration staff. Staff does not recommend changes at this time and will continue to assist patrons with enrollment when needed.

Comment: There were 11 negative comments regarding the descriptions of the classes online.

Recommendation: Many patrons said that the age range on the descriptions was not helpful or accurate. There were three comments that said they couldn't understand the difference between the level numbers and animals that are used in the descriptions. Staff has recently updated the verbiage used to describe classes. When enrolling, level numbers are listed next to animal name for the class.

Comment: There were 26 positive comments regarding the overall value of the program.

Recommendation: Parents gave positive comments about how well organized it was and how great the price was for the value. Many of them were thankful for putting on lessons post COVID-19.

Comment: There were 24 positive comments regarding the swim instructors.

Recommendation: Parents gave positive comments about the instructors and their patience with the kids in the classes as well as the friendliness of the LSPR staff. Staff will be recognized in an attempt to continue the momentum.

Comment: There were 19 comments regarding class size and instructor to student ratio.

Recommendation: This comment is received every season. The American Red cross standard ratio for class sizes is one instructor per six students, and LSPR makes every effort to adhere to this standard. Due to staffing levels and availability, in rare cases, class ratios were 1:8. Staff recommends continuing to adhere to the Red Cross standard of 1:6 when staffing levels allow and continuing to recruit swim instructor staff.

Comment: There were five negative comments regarding communication between instructors and parents.

Recommendation: Staff appreciates the feedback and will communicate with swim instructors moving forward the importance of the line of communication between the parents.

Extensive Staff Report:

Purpose of Report:

End of activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, participation satisfaction, participation numbers and financial performance. These areas are compared to the planned budget and previous seasons. Recommendations for improvements are developed from this review.

Program Description:

The summer swim lesson program consists of four, eight-day sessions for levels one through five and six-day sessions for the parent/tot class at 5:00pm and 6:00pm weekday evenings.

LCC: Session one ran from June 7 to June 16, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot ran from June 8 to June 15, 2021 at 5-5:30p and 6-6:30p. Session two ran from June 21 to June 30, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot session two ran from June 22 to June 29, 2021 at 5-5:30p and 6-6:30p. Session three ran from July 12 to July 21, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot session three ran from July 13 to July 20, 2021 at 5-5:30p and 6-6:30p. Session four ran from July 26 to Aug. 4, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot session four ran from July 27 to Aug. 3, 2021 at 5-5:30p and 6-6:30p.

LVCC: Session one ran from June 7 to June 16, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. Session two ran from June 21 to June 30, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. Session three ran from July 12 to July 21, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. Session four ran from July 26 to Aug. 4, 2021 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. There were no parent/tot classes taught at LVCC during the summer.

The American Red Cross Learn to Swim program provides instruction for basic to advanced levels of aquatic skills for toddlers and above. The swim lesson instructors range in age from high school age to adult depending on availability.

Benefits of Program:

The benefits of the Learn to Swim program are that the participants learn the basic to advance skills of swimming such as floating on your back and stomach, the cross stroke, back stroke, breast stroke and diving. Also the participants have interaction with other participants, have fun and participate in a physical activity. Swimming empowers children to be more confident around the water as well as preparing them with safety skills.

Service Hours:

FY21:	2,370
FY20:	----- ⁵
FY19:	2,535

Refunds:

Total: \$562.00
3 Due to Illness
2 Due to scheduling conflicts
4 Due to other conflicts

⁵ No indoor lessons summer 2020 due to COVID-19

Fees Charged:

	Early Bird Price (Member/Non-Member)	Regular Price (Member/Non-Member)
Parent Tot	\$31.00/\$35.00	\$37.00/\$41.00
Group	\$47.00/\$49.00	\$58.00/\$60.00
Private	N/A	N/A

Program Timeline:

March: Registration begins.

April: Select and train staff.

May: Assign teaching schedules and continue with training.

June: Begin and end first weekday session; begin and end second weekday session. Distribute and collect patron surveys.

July: Begin and end third weekday session. Distribute and collect patron surveys. Begin fourth weekday session.

August: End fourth weekday session. Distribute and collect patron surveys.

September: End of activity report

Marketing:

The swim lesson program was marketed in several different ways. The program was listed in the Spring edition of the LS Illustrated. In addition, information was listed on the LSPR website, posters placed at LSPR community centers, Facebook, and 5-things e-blasts.

Evaluation/assessment:

Out of 366 unique households given/sent a survey, 207 completed and returned a survey (56.5% return rate). Please see attached survey results.

Summer 2021 Swim Lessons Survey Results (Indoor)

of Surveys Distributed: Email: 0 In Person: 366 # of Surveys Returned: **207** **56.55%** of Returns

How did you hear about the program?

LS Illustrated – 12 Website/Facebook/Twitter – 92 Email Blast – 1 Acquaintance – 17 Previous Participant – 59 Other – 24

Comments (Other): foot traffic in community center, google search

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	123	1	0	5	11	66	4.64
If you registered on-line, how easy was the process?	52	4	5	19	47	75	4.09
Please rate the amount of time taken to register	13	3	3	19	69	99	4.31
Please rate the overall registration procedure	26	2	4	20	73	90	4.48

Comments:

- Had a hard time getting enrolled- tried for several months. Difficult to sign up and website hard to navigate (no availability)
- Trying to register online was really confusing
- It would be nice if we didn't have to start a new activity search to add another participant in the activity
- Would have liked an info email or reminder email before first session with expectations
- Easy prices but we are very familiar with the site, having signed up for several things in the past
- Was unsure of which class to choose
- Better explanation of levels
- The website or portal felt very outdated
- Computer is not user friendly- hard to navigate and had to call to get fixed
- Website could use some updates. Takes a while to figure out
- I think there should be more descriptions of what each class requires as prerequisites
- It would be great to register as a guest without making an account
- I called on the phone regarding registration. The woman took down my information and never called back so I had to pay a late fee for doing it online instead. This late fee is not well advertised either
- Did it over the phone - very easy
- Website kept saying I had duplicate orders when trying to register for 2 kids
- Some class were available online but on the phone was not available
- Lady on the phone was understanding of online problem I was having
- Easy
- Confusing with various facilities all listed. Days of class did not match online
- The days listed on the website were confusing / incorrect
- Days/days need to be clarified - the verbiage is confusing
- The staff went above and beyond to help me get enrolled and I am grateful
- I had trouble with the website. On my first day of class I had questions about the teacher/class. The lady at the front desk was very rude and unwilling to help.
- Confusing how it isn't clear you have to make a profile for the children to register. That isn't clear.
- Website was awkward.
- Way too much clickety click on the website.
- I felt the website was hard to locate lessons. Once found, went smooth. Getting to right spot was harder.
- Very friendly staff.
- Could not register online for Longview location.
- Easy-no issues
- Good
- The age description and skills description were not appropriate for my child skills setting. The age range made it seem as if I had to enroll my child in that class regardless of skills
- Tried to register online but didn't work
- Great
- Very kind staff
- The instructors talk in terms of levels, but I only see animal names on the class descriptions
- Somewhat confusing once class was chosen- how to pay (class was put in cart or had to choose? It's been awhile.)

- Website seemed to have age limits on the classes, but when meeting instructor they said they did not care; placed son in a class based on skill not age
- Should have been notified of late fee. Never mentioned prior to receiving receipt. Not acceptable.
- A bit difficult to register online when you don't know your kids' skill level, especially if age doesn't match what online says
- It was a bit confusing looking at all the different classes. Not easy to compare options
- Couldn't enroll my child in the right class due to age - she's a beginner and no class fit her level
- Person on phone was very helpful
- The descriptions of the class levels could maybe provide more detail
- Registration online did not work. Had to come in person to register.
- Website is difficult to navigate
- Should not block older children from registering in younger not yet learned classes
- Called regarding seals being more expensive than all the other classes prior to late fees being added on, I never received a call back and ended up having to pay a late fee
- Payment screen for registration is clunky. Missing info prompts user to start over from beginning instead of highlighting fields that are an issue
- No mention of credit card fee. Charged over \$4 for using credit card
- Not able to choose class based on ability with age restrictions
- Easy
- The only drawback is that I know her level but they are listed by animal online - confusing!
- Had to reschedule lessons because kids were sick tried to charge me a ton more money

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	1	0	23	54	128	4.47
Was the content of the activity appropriate for the fee?	2	1	4	20	58	121	4.41

Comments:

- It would be good to know up front what skills would be learned in class last part of registration process. If that was part of it, I missed it. Still a great value to kick off swimming season
- Need more time practicing skills before moving on to next skill?
- Good value for what is taught
- Very good teachers and content
- Great value for the cost
- This level 2 class was amazing. Taylor was great at gauging when a child was ready to be more independent as was the sub Rachel.
- Great kind teachers
- Two weeks But more would be better. Or give the option of a class to last longer
- Made my child much more confident in the water
- Believe more could have been done as far as positions
- I cannot get over how amazing Kiki and Max are with the kids!!
- Could use more free swim time
- Your lifeguards rock!
- Would much rather have 2 classes a week for 4 weeks as we've previously done
- The first lessons it was obvious that the teacher was brand new. Didn't seem like there was any ahead of time preparation.
- Kiddos seem to spend a lot of time out of the water sitting on the side waiting for their turn- would like to see more water time
- I feel the kids should have learned more in general but for the value the price is very good
- For a 45 min lesson, there is a lot of idle time for participants. This was a HUGE reason why we have not done P&R lessons for many years.
- We were very impressed with the entire program
- Class seemed a little too full but content was good
- Disappointed in teachers
- I feel Jacob was new. He rarely got in the water with them and stepped away 2 different days to chat with friends, leaving the kids unwatched in the pool.
- 2 boys - youngest one really enjoyed swim lessons. The older boy was with 2 girls and no boys in his group, so disappointed at first - but did all right and adjusted
- Occasionally unfocused but overall great!
- There were several students in the level 3 class, but instructors tried to work with each student the best they could
- Lots of waiting around while other kids did stuff 1 at a time. Not sure how to fix that but I would guess 40% of the time was just waiting

- She has come a long way in a short time
- Would like to see more individual training

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of the activity staff	0	1	3	12	53	138	4.56
Please rate the friendliness of the activity staff	1	1	0	8	38	159	4.71
Please rate the ability to recognize activity staff	1	0	0	4	43	158	4.72
Please rate the amount of staff available during the activity	1	0	3	18	43	142	4.57
Were the rules, regulations and policies appropriate for the activity?	3	0	0	6	39	159	4.75
Please rate the condition and suitability of facility used	3	0	0	3	45	156	4.75
Please rate the condition and suitability of equipment used	4	0	2	3	43	157	4.77
Please rate the perceived safety of the program	5	0	0	5	48	149	4.71

Comments:

- I'm unsure if the staff reviewed rules with the participants each time, example: how to sit safely on edge of pool?
- Pool was very cold.
- Class size too big. Wish had more sessions, smaller teacher to kid ratio.
- Awesome staff, tailored the lessons to each kids' ability. My kid was very timid and they recognized that and made him comfortable. Thank you!
- A little more correction to get the "moves" right, would be nice. Arms out and not to kick during front float went uncorrected multiple days.
- Change of teachers were not easy on student
- Level two lifeguards were great! They pushed daughter out of her comfort zone to acquire new skills. Level 2 was worth the time and money.
- Instructors did well at making sure a previous child was on the ledge prior to moving on to another child. This is particularly important once they moved to the deep end and couldn't touch.
- The lead instructor is doing really great. She knows what she's doing
- It would be nice to know the instructor's names in case I would like to sign up for individual sessions at some point.
- She really seemed to enjoy the class; instructors were great
- More concurrent tasks
- The instructors were all amazing
- Rachel and her normal coworker [Lexi] are amazing. Should have less kids per instructor. Should spend less time out of the water.
- You have a great swim program! I loved the mid-way reports on each child.
- Lexi and Rachel were great - the kids liked them and they seemed confident and competent
- One of the instructors seemed a little harsh saying "Hey! Look at me" but was overall friendly
- I think rules and expectations could have been clearly communicated to the students from day one.
- Instructors first week seemed to be going through the motions. Didn't have control of class and didn't seem to care if kid did good or not.
- I would have liked more effort to encourage my son to participate - one substitute was able to get him involved but the regular ones would ask and if he said no they would skip him.
- Making sure the kids listen and stay on the skills will help the instructors better focus on each child individually.
- Since instructors needs eyes on individuals, lifeguard needs assigned just to class. One lifeguard in 8 classes actually watched out kids.
- I think 18 months is a little too young, maybe it was just my is though!!
- Water could be warmer, staff has not been engaging at all - all except 1 act like they hate their jobs. Kids feed off that. Some continuity would be nice, same teacher or only 2.
- I think with 6 kids it would have been nice to have 2 teachers so more time was spent with each kid. The teacher was nice and patient with the kids
- Kiki was great! Very kind and patient with the kids. Great teacher!
- Our son had a blast and learned a lot. This program definitely expanded his skills. Thank you to Max and Kiki.
- Sometimes it was hard to know who was in charge
- Chris was out instructor even though he's a very nice person he is not the right personality for this task. I don't agree that the kids sit on the edge of the pool during the whole 45 minutes. They only go in for a few seconds then get out. Even if that kid needed a little more time to be comfortable or be successful in the task; they had to get out to move on to the next kid; likely due to time issues. It seems like the typical child to instructor ration everywhere else is 4+1. Which 8+1 is way too much for 1

person. Please keep in mind a young female child tries to jump and be hugging distance to a teen boy they have never met can be hard for them. Chris did well in adjusting but that's asking a lot of a child's comfort zone while trying to learn a new task.

- We ran across an issue where instructor turned back to child and left in to deep water. Had to yell as child went under water and child cannot swim.
- Prefect would be 1 staff to 3 kids. These little guys lose interest sitting on the wall for 5-10 minutes
- It took a while to gain trust with instructors because they kept changing. First day there wasn't much structure. Classes got better as time went on. The brunette teacher is very good.
- Better communication after the incident where classes were rescheduled.
- I feel 4-5 children per instructor is more appropriate, would prefer much more water time and reiteration of essential water skills. They did more floating on their backs and jumping in the water compared to actually putting the movements together to swim.
- Some days a lot of different activities going on at once (I.E. so many different groups and classes)
- Good
- I realize the teachers are 15 but there was a lot of sitting around. Often teachers would be standing somewhere else and not engaging the students. They would do 2 strokes then sit on the wall for 5 minutes. Not much time spent on strokes. Probably 5 minutes total swimming out of 45.
- Seems like after so many years of offering these lessons daily objectives should be manageable by instructors including skills and swimmers can practice when instructors are focusing on an individual
- Think you could use another instructor, 5:1 ratio for level 1 swimmers is a little scary the first couple of lessons. Also, don't see the point in having level 1 swimmers jump off the diving board into 13ft water when none of them know how to swim independently on the last day of lessons/seems very unnecessary (and wasted 20 minutes doing it)
- Class size too large. Ratio higher than explained. Too much for teachers
- The pool seemed a little too busy with multiple other activities going on at the same time
- Level 1 teachers were AMAZING with the kids. Couldn't be happier with the teachers
- 1:4 ratio for classes would be even better
- Staff was great!
- All of the staff did an amazing job!
- Swim team practice was distracting and crowded the kids
- What skills needed for each level should be clearer when signing up
- Wish masks were required for non-swimmers and staff who aren't swimming or lifeguards
- The 4th level coach can spend more time showing how to swim instead of sitting all the time
- There didn't seem to be a lifeguard watching students while instructors were teaching and working with individual students. I was expecting to see a lifeguard watching from above all the time
- Lifeguards were disengaged. There was an instance of 1 instructor to 9 higher level kids. Discipline to kids not following rules was lacking
- The girl's coaches' level 3 were extremely nice and helpful. My daughter loved them! Thanks!
- Excellent safety but one day the kids were swimming across the pool and 1 lifeguard were with them so kids waiting in water unsupervised 8/2
- Other than main instructor no names of staff were given. 2nd instructor changed several times on first few days
- One day, August 2nd, no lifeguard was on duty for a while. When a blonde in a yellow shirt did come on, she sat on a bench where she was unable to visualize children, played with her hair and checked her phone. But overall out teachers were AMAZING

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	1	2	17	60	127	4.49
What is the likelihood of your recommendation of this activity to others?	2	2	1	12	51	140	4.60
Please rate the participant's overall enjoyment level	0	1	0	10	50	146	4.64
What is your overall rating of the activity?	0	1	2	11	57	136	4.57
What is your overall rating of Lee's Summit Parks & Recreation?	2	1	0	7	46	152	4.71

Comments:

- Thank you!
- We really enjoy everything we have done through LSPR!
- It is a little cold outside the water. The kids were shivering sitting on the side. Overall great!
- The parent tot class was very poorly run. The lifeguard was so sweet but she didn't know how to teach a class. We've participated in 3 previous parent tot classes and the had structure with fun songs. This class had nothing. One of the days the only thing the instructor said was "today all we're doing is having them go underwater!" No instruction or tips or anything else - for a 35-minute class! I could have done that on my own time at my own pool.

- This is my 2nd time enrolling my son in level 1 swimming (last time was Longview) and this class was much more organized and efficient
- Don't punish everyone if other kids don't listen. If kids don't sit have them wait out or play games, teach group games for when taking turns.
- You are all great! Thanks for your patience!!
- Very good
- I wish the students/teacher ratio could be lower. We have 1 teacher taught 6/7 students. If the students could be limited to less than 5 to a teacher, that would be great!
- I do wish they would move to the deep end sooner in the session! I also would've liked a lot more than one day treading water. Overall this level 2 session was a great experience. Taylor is AMAZING!
- Overall Rachel was really great.
- Keep up the great work! Ms. Rachel especially was a great instructor
- Classroom management (pool) takes time to learn. As the teachers continue to learn management skills the classes will get better and better. I highly commend the teachers in remaining calm even when dealing with challenging parents and children.
- Loved it! We're bringing the other children next month
- Loved it!
- We loved our time! Both boys had a great time and learned a lot.
- Thank you!!
- I can see a huge improvement in all students! Instructors are awesome!
- Seating could be better, more independent action would be helpful to learn
- Instructors need to be able to determine when a child is treading to try a new skill. My child went from previously (with Serena in level 1) a couple months ago, my child was putting head underwater and putting all the movements together to swim. I feel like he has no progress from level 1 to level 2. I also feel that all the children should spend a lot (if not the whole session) in the water (like level 3, especially since they can touch. We signed up for more sessions and hope to have a better experience with a new instructor! The current level 1 instructor is also doing a lot more with the level 1 kids than the level 2 instructor is doing with the level 2 kids.
- Would appreciate more competent staff on 1st day. It got better as the sessions went on.
- Excellent!!
- Will enroll my child in private lessons at this time
- Class was a little oversized for 1 more instructor needed
- Concerns: not same staff / instructors throughout the course, ratio of students to instructor (mostly 4:1 okay, but a few 5:1 or 8:1 days), staff never sure what area of the pool was available for class, LOVED this when run by MCC-LV, all the above are reasons we quit doing P&R lessons 8+ years ago
- Took a long time to figure out where the class would be. Not in water for 10 minutes. Overall my children are better swimmers then when they started. For the test they had to swim a lap and a half but hadn't done from than 5-10 strokes at a time before the test. Kennadie was nice and my kids enjoyed her.
- Too many kids per instructor - seems like a lot of time spent sitting on the wall, waiting for a turn.
- Great
- My child is improved in the class and the instructors were amazing.
- My kids loved the instructors. They looked forward to the lessons every time. We will highly recommend the swim lessons to friends and family
- Thank you to all! Very pleased with progress my children made!!
- Great experience! Thank you!
- Great job by the coaches! Thanks
- Great experience for my kid
- One session the kids only did 4 techniques
- The instructors were professional and amazing. My child thoroughly enjoyed the course.
- I wish there was one more instructor for my son's level 1 class. There were 11 kids and two instructors. I did not feel that my son got the attention he deserved. The instructors were great though!
- My kids loved swim lessons and were excited to attend every day
- Need to better communicate the days of the classes
- Overall great experience, my daughter couldn't swim and now she can and I feel more confident in her abilities. Thank you!
- Smaller class sizes or more staff per class
- Everything went well!
- We "heart" the parks!
- We live closer to Legacy, but if I remember correctly, the level swimming lessons we needed for our 2 boys were only offered at Longview - not Legacy.
- Many thanks to all involved!

- Overall loved level 3 and would participant again, it was frustrating that my child's diving was not critiqued again until the last day when Delaney came back then he did much better. But I loved out teachers they were both knowledgeable and so sweet!

**End of Activity Report
Tour de Lakes
October 9, 2021
Report Completed by: Jodi Jordan**

Executive Summary

Brief Program Description:

19th annual Tour de Lakes bike ride was held on October 9, 2021. The ride, was established as a fundraising event to honor the memory of Tom Logan, a long-time Lee’s Summit resident and avid bike rider. It includes four courses that encompass five area lakes throughout Grandview, Kansas City, Lee’s Summit, and Blue Springs. The ride begins at the Longview Community Center located at View High and Third Street in Lee’s Summit — near New Longview. There is a short, 10-mile ride that encircles Longview Lake. A slightly longer 32-mile ride that includes Longview Lake and Raintree Lake. A 56-mile route that includes Longview, Raintree and Lakewood. The longest course is 64 miles and tours Longview Lake, Raintree Lake, Lakewood, Blue Springs Lake, and Lake Jacomo.

Participant numbers:

- 2021-443
 - 154 (35%) riders pre-registered through www.active.com
 - 202 (45%) riders pre-registered through LSPR (Rec Trac)
 - 87 (19%) riders registered at packet pick up the day before or on-site the morning of the ride
- 2020: 0 Canceled due to COVID 19 pandemic
- 2019: 711
 - 272 (38%) riders pre-registered through www.active.com
 - 226 (31%) riders pre-registered through LSPR (Rec Trac)
 - 213 (29%) riders registered at packet pick up the day before or on-site the morning of the ride
- 2018: 859
 - 406 (48%) riders pre-registered through www.active.com
 - 282 (33%) riders pre-registered through LSPR (Rec Trac)
 - 171 (20%) riders registered at packet pick up the day before or on-site the morning of the ride

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
FY2021	\$28,900.00	\$20,325.00
FY2019	\$29,725.00	\$26,105.00
FY2018	\$30,000.00	\$29,285.00

<u>Total Expenses:</u>	<u>Budget</u>	<u>Actual</u>
FY2021	\$18,514.24	\$17,808.13 ¹
FY2019	\$26,299.00	\$25,156.56
FY2018	\$38,055.00	\$24,626.38

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
FY2021	\$10,385.76	\$2,516.87
FY2019	\$3,426.00	\$948.44
FY2018	(\$8,055.00)	\$4,658.62

¹Actual expenses include indirect expenses. Indirect expenses charged back to the event include Assistant Superintendent of Recreation, nine exempt staff and park operations staff time (\$8,413.47). Additional indirect expenses not charged back to the event include the marketing coordinator and administrative support (\$1,1407.40). Actual expense does not include the benefactor total (\$2,516.87).

Recommendations:

Comment: Participation numbers declined from the previous year.

Recommendation: There was 274 less riders in 2021 than 2019 (2020 was canceled). Staff attributes the decline in participation to the COVID-19 pandemic and this year's event being postponed 4 months.

Comment: Overall, this is one of the best and most organized rides (14 comments).

Recommendation: Staff and the volunteer committee meets several times throughout the year to continue to find ways to improve this event. Staff recommends no changes at this time.

Comment: Lack of presence of the Lee's Summit Police department at major intersections was noticed (12 comments).

Recommendation: There was a communication breakdown within the Lees Summit Police Department, officers did not assist with the ride until the later part of the 56- and 64-mile course. Staff will hold an in-person meeting prior to the ride and review the details of the officer needs.

Comment: Pryor Road had a lot of traffic and not safe (6 comments).

Recommendation: Staff was forced to re-route to Pryor Road due to a conflict with construction and another event on Ward Road. Staff recommends utilizing Ward in future rides if and when LSPD and LS Public Works approve.

Comment: The post event lunch should be served at 10am (4 comments).

Recommendation: HyVee East catered the lunch and were scheduled to have lunch ready by 10am. They ran out of propane as soon as they arrived causing a delay in the lunch to be served at 10:30am. Staff will remind next year's caterer to check propane levels prior to arriving to the event.

Comment: Regarding online registration, comments mentioned it being confusing, or not working at all (4 comments).

Recommendation: Staff will continue to use both RecTrac and Active.com. Active.com is available to assist non-residents and those without a household ID, with the ease of registration without having to obtain a household ID first. However, an additional fee is required from the registrant to use this alternative service. RecTrac is available to residents and non-residents who frequently use LSPR services and have previously obtained a household ID. Participants must have a household ID prior to registering online, but can register over the phone by calling any LSPR facility. Staff suggest providing clearer directions and noting on the registration form next year that registering through Active.com (service fee applies).

Comment: Participants enjoyed the fall ride (4 comments)

Recommendation: The event was moved to the fall due to the COVID-19 restrictions. Although participants enjoyed the weather, staff recommends moving the ride back to its original date in June due to the multiple events happening in the fall and lower participation numbers.

Extensive Staff Report

Purpose of Report:

End of Activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, participant satisfaction, participation numbers, and financial performance. These areas are compared to the planned budget and previous sessions. Recommendations for improvements are developed from this review.

Program Description:

The 19th annual Tour de Lakes bike ride was held on October 9 this year. The ride, which honors the memory of Tom Logan, a long-time Lee's Summit resident and avid bike rider, includes four courses that encompass five area lakes throughout Grandview, Kansas City, Lee's Summit, and Blue Springs. The ride begins at the Longview Recreation Center located at View High and Third Street in Lee's Summit — near New Longview. There is a short, 10-mile ride that encircles Longview Lake. A slightly longer 32-mile ride that includes Longview Lake and Raintree Lake. A 56-mile route that includes Longview, Raintree and Lakewood. The longest course is 64 miles and tours Longview Lake, Raintree Lake, Lakewood, Blue Springs Lake, and Lake Jacomo.

Benefits of Program:

- Opportunity for partnerships with community organizations through volunteering and sponsorships
- Opportunity to establish goodwill through giving to the community by establishing an annual benefactor or benefactors
- Meets a recreational need in the community for participant
- Support of worthy cause
- Physical exercise
- Familiarization with geography of lakes throughout the Lee's Summit area and surrounding community
- Socialization with fellow bike riders
- Encourage biking as an alternative transportation method
- Exposure to LSPR Greenway
- Expose Lee's Summit to the metro area residents

Service hours:

2021: 3,101 (1day x 7 hours x 443 participants)

2020: 0

2019: 4,977 (1day x 7 hours x 711 participants)

2018: 6,013 (1day x 7 hours x 859 participants)

Volunteer hours:

Total number of volunteers: 94

Total number of hours/volunteer: 376 (4 hours average)

Based on national volunteer wage of \$27.20 /hour x 376 hours = \$10,227.20

Refunds:

Total refunds:0

Due to dissatisfaction:0

Fee Charged:

\$30.00 for ages 14 and up

\$25.00 for ages 13 and under

\$35.00 for ages 14 and up, the day of the ride

Distribution of Proceeds:

Consistent with the practices of years' past, because the event purpose is, in part, to serve as a fundraiser, the proceeds of the event, totaling \$2,616.87 have been distributed to the Legacy for Parks Foundation. See Appendix A for a detailed expense report.

Program Timeline:

- June 11, 2021- Select date for event
- June 11, 2021 Meet with volunteer committee
- July 9, 2021- Meet with volunteer committee
- July 20, 2021- Secure tent rental
- July 20, 2021- Secure SAG locations
- July 22, 2021- Order Bike Assist Bracelets
- July 28, 2021- Approve course route
- July 28, 2021 -Submit special event permit
- July 29, 2021- Reserve porta potties
- August 2, 2021- Secure sponsors and donations
- August 6, 2021-Meet with volunteer committee
- September 6, 2021- Secure volunteers
- September 7, 2021- Secure quotes for post event lunch
- September 10, 2021 -Meet with volunteer committee
- September 17, 2021 - T-shirt guaranteed
- September 20, 2021- Order T-shirts
- September 27, 2021 – Submit work order to Park Operations
- October 7, 2021 - Online registration closes at midnight
- October 8, 2021 from 4 to 7 pm -Packet pick- up and late registration
- October 9, 2021 from 6am to 7:30am -Packet pick up on event day
- October 9, 2021-Late Registration ends
- October: Compile survey information for End of Activity Report
- November: End of Activity Report completed
- November: End of Activity Report submitted for Park Board review

Marketing:

- TDL Facebook post 6/7
- TDL Facebook post 6/12
- Illustrated ad- 7/1/21
- Postcards Ordered 7/21/21
- TDL Facebook Post 7/22/21
- LSPR Webpage 8/2/21
- TDL Facebook Post 8/31/21
- Part of 5-things E-Blast 8/6/21
- Part of 5-things E-Blast 8/13/21
- Did you Know TV Ad -9//21-10/1/21
- Part of 5-things E-Blast 8/20/21
- Part of 5-things E-Blast 8/27/21
- Facebook Post 9/6/21
- Postcards delivered 9/1/21
- Posters delivered 9/1/21
- Press Release 9/4/21
- Part of 5-things E-Blast 9/4/21
- Facebook Post 9/9/21
- Facebook Post 9/11/21
- Posted on websites - 9/11/21
 - KC Metro Bike Clue
 - Missouri Bike Federation
 - Bike America
 - KCMBC
 - Liveable Streets
 - Lawrence Bike Club
 - Bike Walk KC
- Facebook Post 9/13/21
- Facebook Post 9/17/21
- Facebook Post 9/20/21
- Part of 5-things E-Blast 9/13/21
- Web Page banner 9/15/21
- Social Media Post and Boost 9/17/21
- Facebook Post 9/29/21
- Banners Hung 9/27/21
- Part of 5-things E-Blast 9/20/21
- E-Blast to Past Participants 9/24/21
- Part of 5-things E-Blast 9/27/21
- Facebook Post 9/29/21
- Facebook Post 9/30/21
- Facebook Post 10/6/21

Evaluation/assessment:

Out of 423 surveys sent to participants, 92 completed and returned a survey (21% return rate). Please see attached results.

LS Parks & Recreation "Tour De Lakes 2021" Survey

of Surveys Distributed: Email: 423 Via Mail: 0 **# of Surveys Returned:** 92 21% of Returns

Participant: 91 Parent/Guardian 1 Coach/Asst.Coach/Volunteer 0

LS Illustrated 3 Website/Facebook/Twitter 10 Email Blast 0 Flyer 8 Postcard 0 Newspaper 0

LS Cable Channel 0 Acquaintance 28 Previous Participant 53 Other

Comments (Other):

- Library

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	64	0	1	5	15	38	4.52
If you registered on-line, please rate the ease of registration	8	2	1	7	28	43	4.34
Please rate the amount of time taken to register	0	1	1	9	29	48	4.65
Please rate the overall registration procedure.	1	1	1	7	32	28	4.23
If you received a manual or information packet,	0	1	0	7	28	29	4.29

Comments:

- I'm a woman and I got men socks that were way too big. I love the sperate flyers for the different ride length!!
- I tried multiple times to register online and was never able to complete the process. I walked into the Parks and Rec office at City Hall and easily registered. Not sure what the problem was, in years' past, it was easy to register online.
- Hi, I just had my COVID booster the day before, was feeling debilitated so the 10 mile ride was perfect for me that day. Thanks for offering that option!
- Socks AND T-shirt, you all are awesome!
- I tried to register online but the process was absolutely ridiculous and I was unable to. Since I really wanted to participate I decided to register in person and did so at Thomas Lovell CC. I also wrote a check because I didn't want to pay a processing fee for paying with my debit card. I have participated several times in this event and never has it been such a challenge just to register!!
- Being a first time participant, I couldn't figure out what 14+ meant when I was on the site on my phone, I didn't know if it was a different price for teams over 14 or something. I finally looked at in on my PC later and realized that was an age. Maybe a "duh" on my part, but just adding "yrs" to it would be way more clear...
- Great goodie bag and excellent maps. I don't know how to use the downloadable/GPS map option but nice that it's there for those savvy participants.
- While the gps maps were available they didn't work with any app I have.
- I registered through active. I had no other information about the race. I wasn't even sure it was still going on because I didn't get an email or a packet pick up other than having to look it up on Facebook. For a while I thought I hadn't even registered because I didn't get a confirmation until I went back on active.
- I wish the main website was updated with new pictures and a description of the course, like where the steep hills are, or what to expect the day of the ride.
- I would like to see more photos/posts/information on Facebook/social media.
- Great maps.
- I registered on Thursday evening and picked up my packet on Friday (the next day) and y'all had all my information and packet ready to go.
- The online registration has many links to advertisements, otherwise it was good.

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	1	0	0	4	15	72	4.74
Was the content of the activity appropriate for the fee?	1	0	0	4	15	72	4.74

Comments:

- Absolutely!!! on both questions. Although I don't ride the longest distance, I really enjoy the course, the people that help and the riders.
- Love the shirts and the food and the fellowship.
- An amazingly well supported event!
- I appreciated all the rest stops. I think they did a nice job.
- The only suggestion I would have is to start the ride later in the morning. That time of year it doesn't get light very early. You might also have lunch ready earlier. I rode the 30 mile course and was still finished before they started cooking burgers so I just went home.
- I hope you are able to conduct this in late September or October each year in the future! The weather was far better than I have experienced the previous years that I have participated in June.
- One of the best fees I have found for a sponsored ride. All the support and food was excellent. I will definitely be attending again in the future.
- Liked getting socks and lunch.
- Really great!

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	1	0	0	1	15	74	4.81
Please rate the friendliness of activity staff	1	0	0	0	11	79	4.87
Please rate the ability to recognize activity staff	0	1	1	4	15	68	4.63
Please rate the amount of staff available during the activity	0	2	2	1	14	72	4.67
Please rate the Volunteers, if applicable.	1	0	0	1	7	82	4.90
Were the rules, regulations and policies appropriate for the activity?	2	0	0	1	19	69	4.76
Please rate the condition and suitability of the facility/fields used.	0	2	1	6	21	61	4.51
Please rate the perceived safety of program.	0	1	3	4	27	52	4.44

Comments:

- Lots of potholes not marked.
- Placing volunteers at key turns and connection points is good.
- I thought streets would be blocked off, was surprised we were riding with some traffic.
- Missed the LSPD at busy intersection.
- Some busy intersections (such as Bannister and Independence) should have manned traffic control for safety.
- Colbern Road was a little sketchy...
- In previous years, officers were posted at major intersections—not to direct traffic but to alert motorists. I missed that this year.
- Colbern road could use some coning and police presence.
- There was a lot of debris on the shoulders of the streets. The east side of Blue Springs Lake was extremely dangerous.
- This was my first 64-mile ride. While many riders were bunched up for the first 20 miles after that I rode mostly by myself. Riding out to and around Lake Jacomo could have been better marked with the small "Ride in Progress" signs. I got off track along with a few other riders at various turns due to apparent poor street signage.
- When the course was on Pryor Road, I found the amount of traffic and little shoulder for the number of participants unsafe.
- I really loved this ride, until my tire jammed in a crack and I was thrown to the ground, which resulted in a broken clavicle and a long time without work and pay... I totally realize we ride at our own risk, but I heard a man say the same thing happened to his friend at that spot last year. AND it threw another rider down in less than 10 minutes of my wreck. So I guess what is disheartening about this one is that this crack was known about at least a year ago and it wasn't marked/tagged. I'm just praying at least 2 years of injuries at that one spot, has earned the attention for next year's race. I actually will mark it myself if the race doesn't. I did completely enjoy the race though, until that point. I will do it again, as I want to complete it next year.
- Route was well marked and staff/volunteers appreciated at crucial turn points.
- I'll take this space to say that a sweep of side on Pryor road would have increased safety and possibly helped keeping riders out of road way.
- I thought the traffic was terrible. I thought it was very dangerous some of the places that we were riding that we had no one there directing us across major streets. And the city didn't seem to know we were there, there wasn't much police presence. It was very dangerous at times.
- With Ward road being closed the traffic on Pryor was very heavy making for sometimes uncomfortable riding.
- Only felt a little unsafe on Colbern because of the cars flying by... good otherwise.
- Very good doesn't even come close regarding the programming! It was amazing from start to finish. Start, on course, finish! Wow. Thank you all so much.
- very fun race, good job of blocking off roads, having volunteers help with routes, etc.
- No escort provided at all, that's very disappointing.
- Noticed a few dead animals along the 10-mile route, glass on roadway of Scherer as well as across the Longview Dam. Thought it would have been swept prior to the race.
- Lack of police presence for 2021.

- Pryor Rd got a bit busy, but never felt unsafe and I know the high school had a lane on Ward blocked off for their 5k so it's all good.
- The course was very poor. High traffic, high speed roads were used with little to no marshalling and no event specific traffic control methods (put out some cones in high conflict areas). We witnessed a tow truck cut through event bicycle traffic at a high rate of speed to make a right turn OVER a curb. Terrifying. We witnessed participants running through traffic lights and stop signs with car traffic present and no event staff to help. Where there were wide shoulders, they were filled with debris including glass and trash. These stretches should be swept prior to the event.
- I preferred the route around Raintree that went down Ward road and through more of rain tree —this year the route down Pryor road had a lot of cars and little shoulder.
- Shoulders were not swept where there were no bike lanes. Quite a bit of glass and hazards. No police presence at busy intersections.
- The Pryor road leg had quite a bit of traffic but I don't know of a better route. For variety, next year it might be nice if the order of Lakes is changed up so the 32 mile option visits different lakes.
- Packet pickup could have been better. There was 1 line for those registered and 1 line for people needing to register. Line of 20 for those registered and line of 1 for those not registered. Took a long time to get packet.
- Everything was awesome. No complaints.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	2	4	18	67	4.64
What is the likelihood of your recommendation of this activity to others?	0	2	0	4	11	74	4.35
Please rate the participant's overall enjoyment level	1	1	0	3	15	71	4.72
What is your overall rating of the activity?	0	0	2	2	14	72	4.71
What is your overall rating of Lee's Summit Parks & Recreation?	6	0	0	3	22	59	4.66

Comments:

- There was a long long delay in food availability. And there was no vegan (bean) burgers. Would recommend maybe some protein bars, protein shakes, and more fruit varieties. It was a prefect day for a ride. I would like to do this ride in October again. Not too hot, not too cold.
- Great ride. My 2nd time!
- I am very proud of the Lee's Summit Parks and Rec facilities, the people and the wide variety of activities offered by the whole program. Thank you
- Love the events, all the parks, and the Rock Island Trail.
- Especially appreciated the wonderful volunteers who guided us to parking!
- Always one of the best rides of the year. Really nice to have some food for the early finishers this time.
- Too narrow a sample to rate the whole department, but you knocked it out of the park on this ride! I intend to come back.
- I would encourage the event staff to have the hotdogs or burgers ready by 9:30 or 10:00. Many people on the 32 Mile ride are close to getting done. When you get up at 4:00 you are ready for a nice grilled hotdog or burger by then. ☺ Thanks for all the other snacks as well!
- Beer at the finish with lunch would be a nice touch!
- I honestly believe that next years Tour de Lakes will be my last time I participate. In my opinion it's not worth \$30-35 for the event.
- I liked the October date for this event.
- The snacks available at the sag stations were very lacking in variety.
- The routes were very well marked! Plenty of snacks and water at the SAG stops. Everyone was very friendly.
- Would like to know how many riders we had this year with the change to October instead of having to ride in the spring?
- I did not like route for this year's ride. The roads we were on were a lot busier with car traffic than the route in previous years. Not sure I will ride again with this same route.
- Great route!
- Very well organized. Thanks for all of your efforts.
- Volunteers were amazing
- Thank you for putting on this event.
- I was a little disappointed that the lunch was not available for the 10 and 30 mile participants.
- Excellent ride all around. Thank you so much!!
- My husband and I enjoyed the event with our daughter. The course was scenic and overall safe. We would do again next year. Thank you.
- I have always enjoyed the ride. There's no place to put this but the food from catering was very poor and comment on. The hamburger especially.
- I don't think that you partnered with the police or at least gave them a clue that we were biking that morning. I say that because some of the turns we had to meet and some of that major traffic cross roads were very dangerous and when you weren't with the main pack you were solo alone on the roads. Some of the signage was also just on the road and no one was there to direct and luckily, we didn't get lost. I'm talking about the area where you had to turn in around the lake and it was a residential road. There was no one there. It was on the Street a weird looking arrow.

- Can't say enough good things about my experience. This was my first organized cycling event and you all have set the bar high for all future events that I will attend. Can't wait for next year.
- It was so great that the Bike Shop provided services. My chain fell off as soon as I unloaded my bike. They put the chain on, oiled it and aired up my tires! So nice!! Perfect ride...everything was just great.
- Prefer the ride being in the Fall as opposed to June....much better weather!!
- It was a great event! I do wish we had more volunteers at the later turns/ check points. I missed a key directional change towards the end.
- I wouldn't recommend any of my cycling friends to participate, because lack of support on the route.
- Enjoyed having this event in the fall!
- Tour de Lakes is one of my favorite rides! I look forward to it every year!
- A very nice day riding! Thank you.
- I had a fantastic time on the ride. It was well organized and run very smoothly.
- Don't change a thing, except do re-work your online registration, as there were conflicting statements about the cost to register, and about the labels for different registration pages. But you have an excellent ride, a really good route, good staff, good volunteers, and an upbeat overall feel. I'm happily wearing my Tour de Lakes t-shirt right now, for that matter.

Appendix A

TDL 21 Revenue and Expenses			
	2021 actual	2021 budgeted	2019 actual
Revenue			
Early registrations	\$10,140.00	\$24,000.00	\$11,070.00
Late registrations	\$3,045.00	\$3,500.00	\$6,765.00
Sponsorships	\$6,500.00	\$7,500.00	\$7,500.00
Donation (\$400 Hyvee west and \$100 mckeever's)	\$0.00		\$0.00
Jerseys	\$640.00	\$1,400.00	\$770.00
Revenue Total	\$20,325.00	\$36,400.00	\$26,105.00
Expenses			
Longview Rec Center campus police fee	\$0.00	\$320.00	\$320.00
Misc. Supplies(paint/jerseys/coolers)*	\$1,092.90	\$1,600.00	\$1,688.66
T-Shirts	\$3,040.16	\$5,500.00	\$4,846.50
Wristbands	\$117.00	\$75.00	\$0.00
Porta Potties 18regular and 1 accesible	\$980.00	\$1,445.00	\$1,370.00
Printing/advertising(2500 postcards)	\$1,118.84	\$1,299.00	\$829.45
street sweeper	\$0.00	\$0.00	\$690.58
Food and Beverage	\$325.80	\$300.00	\$277.36
Tent rental	\$552.00	\$425.00	\$409.00
Mileage	\$67.76	\$0.00	\$0.00
LSPD (8 officers)**	\$0.00	\$2,300.00	\$2,290.51
grilled luncheon meal(400)	\$2,100.00	\$5,250.00	\$3,800.00
benefactor		\$0.00	\$948.44
Expense Total*	\$9,394.46	\$18,514.00	\$16,522.06
Net w/out indirect expenses	\$10,930.54	\$17,886.00	\$9,582.94
Indirect Expenses			
Jodi Jordan	\$5,268.00	\$5,232.00	\$5,900.40
FT staff assigned (9 hours)	\$1,956.87	\$775.00	\$1,518.30
Interns (2019)	\$0.00	\$80.00	\$80.00
Parks Staff (10 hours)	\$1,188.80	\$2,100.00	\$1,135.80
Total estimated indirect expenses	\$8,413.67	\$8,187.00	\$8,634.50
Total net with indirect expenses	\$2,516.87	\$9,699.00	\$948.44
Estimated Indirect Expenses not charged			
Administrative Staff (15 hours)	\$975.00	\$975.00	\$975.00
Collin McCage (20 hours)	\$432.40	\$501.40	\$543.20
Total estimated indirect expenses not charged	\$1,407.40	\$1,476.40	\$1,518.20

* Expense total does not include benefactor totaling \$2,616.87

End of Activity Report
SPRING YOUTH VOLLEYBALL
March to May 2021
Report Completed By: Ryan Gibson

Executive Summary

Brief Description:

The Spring Youth Volleyball program is an activity for the youth of Lee's Summit and surroundings areas in 4th – 8th grade designed to encourage participation in an organized recreational activity. It was held at Harris Park Community Center from March to May. Teams are coached by volunteers, practice once a week and play one game a week for eight weeks.

There was no Spring league in 2020 due to COVID-19.

Participant Numbers:

<u>Year</u>	<u>Participants</u>	<u>Teams</u>
2021	196	21
2020	0	0
2019	270	27

Total Revenue:

	<u>Budget</u>	<u>Season</u>
2021	\$15,448.00 ¹	\$13,132.00
2020	\$0.00	\$0.00
2019	\$19,500.00	\$24,094.80

Total Expense:

	<u>Budget</u>	<u>Season</u>
2021	\$8,578.89 ^{1,2}	\$6,479.89 ²
2020	\$0.00	\$0.00
2019	\$11,864.89	\$10,575.07

Net:

	<u>Budget</u>	<u>Season</u>
2021	\$6,869.11	\$6,652.11
2020	\$0.00	\$0.00
2019	\$7,635.11	\$13,519.73

¹ Budgeted revenue and expense lower than previous seasons due to adjustments related to COVID-19

² Total budget and season expense include both direct and indirect expenses. Indirect expense for this activity: \$3,489.89

Recommendations:

Comment: Should the program continue to be offered?

Recommendation: Staff recommends LSPR continue to offer the program as it cultivates every aspect of youth sports; including teamwork, fundamentals and sportsmanship. In addition, the league maintains financial success.

Comment: There were 74 less participants in 2021 compared to the 2019 Spring season, and 6 less teams.

Recommendation: Staff believes this is directly related to the COVID-19 pandemic. While staff implemented many policies and procedures to ensure the program was offered in a safe environment, staff believes people did not sign up due to the virus. For reference, the 2021 Fall league was short 91 players and 7 total teams from the previous year.

Comment: Due to the COVID-19 pandemic, staff implemented many new policies/protocols/procedures to ensure a safe environment for practice and games.

Recommendation: Below is a list of the policies/protocols/procedures that staff put in place:

- No usage of LSR-7 facilities, so all practices and games were held at Harris Park Community Center.
 - First two weeks were 1-hour practices on Saturdays at HPCC for each team, then rotated on Saturdays between double-header games and practices
 - Week 3: Game
 - Week 4: Practice
 - Week 5: Game
 - Week 6: Practice
 - Week 7: Game
 - Week 8: Game
 - Game weeks, each team played double headers.
 - This allowed staff to keep the league at a total of eight weeks, and players were able to still play eight games.
- Two game courts were used, they were set up on opposite sides of the gymnasium and the facility was split by a curtain
- Games on each court were scheduled on the hour, allowing plenty of time for the teams that just finished to leave the facility before the next two teams entered.
- The two courts had staggered start times by 30 minutes, thus avoiding teams entering/leaving at the same time
- Masks had to be worn by every individual in the facility, except for the players actively playing on the court. Once they came off the court they had to put their mask back on
- Parents were not allowed to attend practices
- There was no cubbie seating allowed at Harris Park Community Center on game days, parents had to bring their own seating and sit socially distanced in the assigned parent seating sections and each family was encouraged to have no more than two individuals per player attend games
- LSPR purchased electronic whistles, so referees did not have to blow on a whistle for the sounds to be heard. The electronic whistles work by pressing a button

- Staff sanitized player benches after every match and the game ball was switched out for a freshly sanitized and air dried game ball
- Staff used certain cubbies for player benches, the benches were socially distanced from the other team
- Two part-time front desk staff were scheduled to work during game days, so one staff person could constantly clean all touch points throughout the facility

Extensive Staff Report

Purpose of Report:

End of Activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, participant satisfaction, participation numbers and financial performance. These areas are compared to the planned budget and previous seasons. Recommendations for improvements are developed from this review.

Program Description:

The Spring Youth Volleyball program is an activity for 4th through 8th grade girls of the Lee's Summit and the surrounding areas to participate in an organized recreational activity. Practices and games are held at Harris Park Community Center due to the COVID-19 pandemic. Teams are coached by volunteers and practiced once a week and played one game a weekend for eight weeks.

Program Benefits:

The benefits of the Youth Volleyball program are that it is a great physical activity for the players. It fights obesity and helps players lead healthier lives. It helps players learn character building values such as teamwork, dedication and discipline. The program helps develop socialization skills, skill development, leadership skills and sportsmanship for the participants.

Service Hours:

The approximate number of service hours provided by this activity is 3,136 (196 players x 2 hour/week x 8 weeks).

2021	3,136
2020	0
2019	6,480

Volunteer Hours:

Total number of volunteers: 33

Total number of hours: 528 [33 volunteers x 2 hours (1 practice & 1 game per week) week x 8 weeks]

Based on national volunteer wage of \$28.54/hour x 528 hours = \$15,069.12

Refunds:

Refunds: 3

Refunds Due to Dissatisfaction: 0

Refund Reason: Other commitments during season dates.

Fee Charged:

2021	\$67.00/\$77.00 ³
2020	\$0.00/\$0.00
2019	\$78.00/\$86.00

Program Timeline:

February:	Budget Publicity of Spring League through the Department Marketing Plan to include flyers, emails to previous participants, Web and email blasts Registrations for spring
March:	Recruitment of personnel Scheduling of league Coaches' Meeting NAYS Clinics Order T-Shirts
April:	League begins play Observation Order Awards
May:	Observation
June:	Observation Evaluation of league Collect Equipment
July:	EOA Report

Marketing:

The Youth Volleyball activity is marketed through the LS Illustrated, flyers/posters at Park and Recreation facilities, emails sent to previous participants, email blasts and department social media outlets.

Evaluation/Assessment:

The program is evaluated at the conclusion of the league by the parents of the players. A total of 172 evaluations were distributed to unique households. A total of 58 evaluations (33%) were returned. Attached are the results of the survey.

³ Price decrease to account for not using LSR-7 facilities, so no gym usage fees included in price.

LS Parks & Recreation "Spring Youth Volleyball 2021" Survey

of Surveys Distributed: Email: 172 # of Surveys Returned: 58 33% of Returns

Participant: 0 Parent/Guardian 120 Coach/Asst.Coach/Volunteer 19

LS Illustrated 6 Website/Facebook 8 Email Blast 1 Flyer _____ Postcard _____ Newspaper _____
 Acquaintance 6 Previous Participant 24 Other _____

Comments (Other):

Friends

My daughter asked about it, previous participant of another sport.

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	36	0	0	2	6	10	4.44
If you registered on-line, please rate the ease of registration	10	1	3	5	20	18	4.09
Please rate the amount of time taken to register	0	0	3	2	27	26	4.31
Please rate the overall registration procedure	0	0	2	6	25	25	4.26

Comments:

- Please update the website.
- Called payment in over the phone, easier that way.
- Called to get a number for my house, then could use the system online.
- Daughter played last year, so knew what to do.
- Online enrollment is difficult, need a lot of information to get into the system.
- Jared took care of it, nice guy.
- Takes a while to figure out the online registration process.

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	0	0	8	24	26	4.31
Was the content of the activity appropriate for the fee?	0	0	1	1	23	28	4.47
If a uniform was provided, was it appropriate for the fee?	0	0	1	5	24	27	4.35
If awards were given, were they appropriate for the fee?	21	3	0	3	14	17	4.14

Comments:

- Covid was not that bad that we couldn't have used the schools for practice.
- Did the best you could given the amount of gym space.
- Glad you all switched from four weeks in a row of practice to every other week, was better for skill development.
- Wish there was something given to the girls to remember the league by.
- Our coach was great, loved how he taught the skills.
- Longer season please.
- Shirt was too big, not sure what size we ordered but was never told if we could get a different size.
- Give the girls a trophy or medal, regardless of place in league.
- Nice trophy for the winners.
- Thanks for a good league!

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	1	0	0	6	24	27	4.37
Please rate the friendliness of activity staff	1	0	0	6	25	26	4.35
Please rate the ability to recognize activity staff	2	0	0	7	21	27	4.36
Please rate the amount of staff available during the activity	1	0	0	8	22	27	4.33
Please rate the VOLUNTEER coaches if applicable	3	2	0	4	19	30	4.36
Please rate the officials if applicable	0	0	1	10	18	26	4.25
Were the rules, regulations and policies appropriate for the activity	0	0	1	5	23	29	4.37
Please rate the condition and suitability of the facility/fields used.	0	0	0	5	17	36	4.53
Please rate the condition and suitability of the equipment used.	0	0	0	4	19	35	4.53
Please rate the perceived safety of program.	1	0	0	4	17	36	4.56

Comments:

- Really good and friendly referees.
- Our coach was awful. Didn't know the rules.
- Too loud in gym.
- I loved that the courts were split, keep that please!
- Covid makes things different, but good work to get the season in.
- Our coach was great.
- Love coach Jerry!
- When the referees have to keep score, time and call the game it is too much. Having parents volunteer to line judge is a bad idea also.
- Hope that COVID is gone so we can get back to normal, but you all did what you could and that is appreciated.
- Thanks!

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	2	4	16	36	4.48
What is the likelihood of your recommendation of this activity to others?	0	0	1	4	15	38	4.55
Please rate the participant's overall enjoyment level	0	0	0	4	18	36	4.55
What is your overall rating of the activity?	0	0	0	5	22	31	4.45
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	6	17	35	4.50

Comments:

- Great league and LSPR is great!
- We just moved to LS right before the league started. The gentleman got us signed up and, on a team and because of that, our daughter met new people quicker. Thank you!
- We do everything through LSPR, wonderful aspects of the City of Lee's Summit.
- Referees were great, nice facility. Great program.
- Teams were not balanced, and coach was bad.
- Great league, my daughter had fun.
- I do wish we could have used the schools for practice, but it was fine since Covid decreased the practice space.
- Trophies for everyone please.
- Love LSPR!
- Thank you to Ryan and Jared for all of their help and making things work for the league.
- Will play again! Thanks!

**End of Activity Report
Youth Tech Computer Classes
2021
Megan Crews**

Executive Summary

Brief Description:

LSPR offers instructional youth computer classes in partnership with Youth Tech Inc. The purpose of these youth computer programs is to give participants the tools needed to explore the computer world in new and innovative ways.

Due to COVID19 no classes were held in 2020.

Participant number:

2021: 34¹

2019: 62

2018: 38

Total Revenue:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
2021	\$1,500.00	\$ 6,139.00
2019	\$5,670.00	\$10,472.00
2018	\$6,320.00	\$ 5,281.00

Total Expenses:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
2021	\$3,092.97 ²	\$6,512.97 ²
2019	\$4,662.00	\$9,675.42
2018	\$4,445.00	\$4,337.27

Net:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
2021	(\$1,592.97)	(\$373.97)
2019	\$1,008.00	\$796.58
2018	\$1,875.00	\$943.73

Recommendations:

Comment: Should we continue to hold these programs?

Recommendation: Staff recommends we continue to offer the Youth Tech Computer classes.

Comment: Online registration rated below a 4.0 on the survey.

Recommendation: Registration feedback has been shared with LSPR's administration. Staff continues to evaluate and improve upon online registration options.

Comment: The content of the program rated below a 4.0 on the survey. Staff also received feedback regarding the equipment and descriptions of the program.

Recommendation: Staff will work with Youth Tech Inc to ensure program descriptions, content, and equipment are up to date and applicable to the current technology trends.

¹ Due to the pandemic participation in Youth Tech programming was budgeted for a total of 10 participants. Actual participation was higher than budgeted but lower than previous years as anticipated.

² Budgeted and actual expenses include indirect expenses of \$2,242.97. Direct expenses for Youth Tech totaled \$4,270.00.

Extensive Staff Report

Purpose of Report:

End of Activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, participant satisfaction, participation numbers and financial performance. These areas are compared to the planned budget and previous sessions. Recommendations for improvements are developed from this review.

Full Program Description:

LSPR offers instructional youth computer classes in partnership with Youth Tech Inc.

- Robotics – Battle Bots
- iVideo Game Design
- Animation
- Movie Makers
- Video Game Design
- iCode
- Roblox Studio
- iGame Creator

The purpose of these youth computer programs is to give participants the tools needed to explore the computer world in new and innovative ways. Classes are held at the Gamber Community Center, located at 4 SE Independence Avenue, Lee's Summit, MO. All classes are contracted through Kevin Suhr who is the owner of Youth Tech Inc. All programs meet for several sessions and vary in length.

Benefits of Program:

The benefits of LSPR youth computer programs are the learning of age appropriate skills and techniques of computer design, enhancing social skills among peers, promoting creativity and imagination, developing concentration, learning computer technology terminology and simply having fun. There was no specific assessment done of their skill development but there was an improvement observed in most participants by the end of the programs.

Service hours:

2021: 340 hours
2019: 660 hours
2018: 404 hours

Volunteer Hours:

There were no volunteer hours for these programs.

Refunds:

Total Refunds: 1 (\$170.00)
Scheduling Conflict: 1

Fees Charged

<u>Program</u>	<u>Amount</u>
iVideo Game Design	\$170.00
iCode	\$120.00
iGame Creator	\$120.00
Robotics – Battle Bots	\$150.00
Roblox Studio	\$155.00
Animation	\$150.00
Movie Makers	\$150.00
Video Game Design	\$170.00

Program Timeline:

- January: Program for Spring Illustrated. Send out surveys
- February: Enter Spring program information into RecTrac
- April: Program for Fall Illustrated. Send out surveys
- May: Enter Fall program information into RecTrac
- July: Send out surveys
- August: Program for Winter Illustrated. Send out surveys
- September: Compile survey information for End of Activity Report and End of Activity Report completed

Marketing:

LSPR youth computer programs were primarily marketed in the LSPR Illustrated, LSPR website, LSPR flyers, multiple eBlasts and on the LSR7 website.

Evaluation/assessment:

Out of 34 surveys distributed to unique households, 10 surveys were completed and returned. This is a 29% return rate for the surveys. Please see attached Survey Summary for results.

LS Parks & Recreation "Youth Tech, 2021" Survey

of Surveys Distributed: Email: 34 Via Mail: 0 **# of Surveys Returned:** 10 29 % of Returns

Parent/Guardian 10

LS Illustrated 2 Facebook/Twitter 1 Email Blast 2 Website 5 Postcard 0 Newspaper 0 Acquaintance 1 Previous Participant 1 Other 0
Comments (Other):

Are you a LSPR "Friend of the Parks": Yes 1 No 4 I don't know what this is 4

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	6	0	0	0	1	3	4.75
If you registered on-line, please rate the ease of registration	1	0	1	2	5	1	3.67
Please rate the amount of time taken to register	0	0	0	1	6	3	4.20
Please rate the overall registration procedure	0	0	0	1	5	4	4.30
Comments:	<ul style="list-style-type: none"> I couldn't get the online registration to work so I just called and did it on the phone. 						

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	0	1	1	5	3	4.00
Was the content of the activity appropriate for the fee?	0	1	0	2	4	3	3.80
Comments:	<ul style="list-style-type: none"> Old equipment that worked occasionally so kids couldn't even come close to creating anything (computer and camera, kids ended up bringing their own equipment, but the computer was so old it couldn't read the files from even their phones), activities listed on description were not taught (seriously, we could have pulled green screen videos up on YouTube ourselves) 						

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	1	6	3	4.20
Please rate the friendliness of activity staff	0	0	0	0	5	5	4.50
Please rate the ability to recognize activity staff	1	0	0	0	6	3	4.33
Please rate the amount of staff available during the activity	0	0	0	2	5	3	4.10
Please rate the condition and suitability of the facility/fields used.	0	0	0	0	5	5	4.50
Please rate the perceived safety of program.	0	0	0	0	5	5	4.50
Comments:	<ul style="list-style-type: none"> Thank you for holding classes this summer. 						

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	1	0	1	3	5	4.10
What is the likelihood of your recommendation of this activity to others?	0	1	0	1	3	5	4.10
Please rate the participant's overall enjoyment level	0	0	0	1	4	5	4.40
What is your overall rating of the activity?	0	0	1	0	4	5	4.30
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	1	3	6	4.50
Comments:	<ul style="list-style-type: none"> Enjoy LSPR! Took a risk enrolling our kid in another LSPR activity after the first bust 7 years ago. Won't be making that mistake again. Huge waste of money. Even our kid is disappointed that he didn't get to edit and produce a short bit. 						

December 2021 COMMENT REPORT

Attached are 21 patron comments with staff responses that were either submitted verbally, in writing or via email. Of these comments, 8 were making requests, 4 were inquiries regarding programs or facilities, 3 were compliments and 6 were negative.

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
1	LCC	Complaint	9/24/21	Rachel Smith	Erin Keeney	Sue Hartzheim	Anna should not be allowed to teach a SET class. Her form is bad and she doesn't understand how to properly transition from aerobics to strength. This is not a "style" issue. What she is doing could cause injuries to participants.	Thank you for your comment card. Patron's comments are very important to us and often times help to make us better. LSPR fitness instructors are required to be certified in a primary group exercise certification and/or a specialized group exercise certification. Anna is a certified group exercise instructor and certified in Pilates. Staff has made Anna aware of your concerns and her supervisor plans to observe the next time she subs for a SET class. LSPR wants to ensure the safety of patrons and will work with Anna to address the concerns. Sue appreciated staff is taking this comment card serious. Sue explained that she has taught SET for many years and Anna's form is unsafe for participants. She explained, that Anna doesn't know how to properly transition between aerobic and strength exercises. For example, she would have participants get up and down for different exercises and this could result in passing out. Sue emphasized that she would like a supervisor to observe Anna the next time she subs for a SET class. EK
2	LCC	Request	10/14/21	Rachel Smith	Erin Keeney	Mary Abram	Please consider a high intensity class on Mondays. I believe there are plenty of people who would welcome another Tammy West class.	Thank you for your request. At this time, Lovell Community Center cannot add anymore group fitness classes. Due to the pandemic, LSPR has seen a 50% reduction in memberships and 60% reduction in attendance. This forced LSPR to re-evaluate the amount of group exercise classes offered. As the membership grows, LSPR plans to gradually add more classes and staff will take this request into consideration. Mary was appreciative of the phone call. She understands why LSPR cannot add anymore classes right now. Mary is looking forward to more classes in the future. EK
3	LCC	Request	10/18/21	Jodi Jordan	Rachel Smith	RT Ryan	Please Bring Coffee Back!!!	LSPR plans to bring coffee service back in the future. However, since we are still in a pandemic and have current mask mandates, LSPR does not want to encourage groups of patrons to congregate and remove their masks to drink coffee indoors. Staff called the patron and left a message regarding the comment card and asked for a return call so we could discuss. Follow up: Mr. Ryan appreciated the call, but was not pleased with the response. RS.
4	LCC	Complaint	10/20/21	Rachel Smith	Erin Keeney	Debbie McIntyre	1. I am disappointed I can no longer enjoy Calorie Crush. Moving the class to 8am took out "the working class". I can start work late some days but not that late! 2. Disappointed I am no longer able to come to Calorie Crush. Moving the class to 8am is too late for me to get to work.	Thank you for your comment card. Wednesday's Calorie Crush start time was changed from 7am to 8am due to the low participation. Staff decided on a later time based on the higher participation in the later morning classes. At this time, Calorie Crush start time will stay at 8am on Wednesdays. EK
5	LCC	Complaint	10/22/21	Jodi Jordan	Rachel Smith	Sharon Williams	Why are those playing basketball in gym not wearing masks? Have reported and called regarding this before. We wear them for Zumba & Fitness classes.	We do require proper mask wearing throughout the facility in accordance with the current mask mandate. Part of that mandate allows medical exemptions for patrons that have various medical conditions. Staff are expected to address this issue if they see non-compliance. We do not have enough staff to have someone stationed in the gym at all times, but we do our best having staff move throughout the facility. Checking mask compliance is one of the things staff check on during these rounds. Staff ask patrons to notify them if someone is not wearing a mask or wearing it incorrectly so the issue may be addressed immediately. We were unable to reach Sharon as she did not leave a number and we have multiple people with the same name in RecTrac. RS Update: The mask mandate expired on Friday, 11/12/21.
6	LCC	Complaint	10/23/21	Rachel Smith	Erin Keeney	Bozena Jirinec	The music for Saturday Zumba is too loud in the gym. Please respect other people in the gym. Thanks.	Thank you for your comment card. LSPR policy states group exercise music is required to be below 90 decibels. On Saturday, the site supervisor conducted two decibels readings; 83.6 at 10:48am and 86.1 at 10:50am. If the music were to go above 90 decibels, staff will ask the instructor to lower the music. Staff will continue to monitor this issue. EK
7	Parks	Compliment	10/27/21	Paul Arndorfer		Michelle Zimmerman	I just wanted to tell you that the gentleman who was working at Hartman park cleaning the bathrooms is fantastic! He was trying to clean the ladies' restroom this morning around 9:30 AM when two girls wanted to use it. He kindly walked out and held the door for them. Later, he saw me stretching and asked if I needed to use it. I told him that I didn't and he said for me to have a great day. I know how difficult it is to find good employees right now. You have a fantastic one! Have a great day!	
8	Parks	Inquiry	10/27/21	Staff		Kim Feyerabend	Are dogs allowed at the softball complex?	Dogs are not allowed inside the fenced in area. Only the parking lot on a leash.
9	LCC	Compliment	11/3/21	Jodi Jordan	Rachel Smith	Unknown	Erin and Patty are awesome.	Thank you for your comment. Staff shared this comment Erin Keeney and Patty Lorenz, and they will be recognized at our next staff meeting. RIS
10	Parks	Request	11/9/21	Steve Casey		Brian Conaty	Velie Park is in need of a pet waste station. I lived in Oaks Ridge Meadows for 15 years and with the size of this neighborhood and park it is definitely needed. Please help us get one. Thank you!!	Mr. Conaty: Thank you for your comment. We will look into getting this added to the park improvements and installed as soon as possible. Thank you for your patronage of Velie Park
11	Parks	Request	11/9/21	Steve Casey		Patricia Abbinanti	Please install a pet waste station/receptacle in Velie Park as part of your renovation.	Ms. Abbinanti: Thank you for your comment. We will look into getting this installed as soon as possible with the upcoming improvements to the park. Thank you for your patronage of Velie Park.
12	Parks	Request	11/9/21	Steve Casey		Chandara Bowersox	Please add a pet waste station to Velie Park	Ms. Bowersox: Thank you for your comment regarding upgrades to Velie Park. We will have a waste station installed in the park very soon. Thank you for your patronage of Velie Park.
13	Parks	Request	11/9/21	Steve Casey		Jacqueline Dorsey	Hello, I notice that there are great improvements planned for Velie Park but those plans do not include a pet waste station. There are lots of pets in this neighborhood including my own and many are walked around the park. A pet waste station would help encourage proper clean up and disposal and keep the park area clean. Can this be added the plans for Velie Park?	Ms Dorsey: Thank you for your observations and suggestions regarding additional improvements to the park. We are looking into getting a waste station added as soon as possible. Thank you for your patronage of Velie Park.
14	Parks	Request	11/9/21	Steve Casey		Rebecca Wates	Writing to add my voice to my neighbors' in Oaks Ridge Meadow, and request that a pet waste station be included in the plan for Velie Park.	Rebecca: Thank you for your comment and request. I have received several inquiries about this today. We are looking into adding a pet waste station as soon as possible. Thank you for your patronage of Velie Park.

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
15	LCC	Complaint	11/11/21	Rachel Smith		Mike Carpino	We need heat in the cardio room. All the glass windows and no heat means it is cold there. Please acknowledge and correct this matter. Thank you.	Mr. Carpino, Thank you for your email regarding the temperature in the cardio room. We have contacted the heating company and they are currently on site addressing the issue. We anticipate this issue to be resolved soon.
16	LVCC	Compliment	11/15/21	Jodi Jordan	Grace Carson	Julie Hendrix	Thank you for employing Dillon Ralston as lifeguard! He is so pleasant, caring and helpful. He goes above and beyond to make people feel confident and encouraged. Thanks!	Staff appreciates the positive comment about the lifeguard staff. Dillon is a great asset to the Longview Community Center and enjoys interacting with morning patrons. Staff will share the positive comment with Dillon. GC
17	LCC & LVCC	Inquiry	11/15/21	Erin Keeney		Prahlad Acharya	Is Silver Sneakers open now?	Are you talking about Silver Sneaker fitness classes? We offer Silver Sneaker fitness classes at J. Thomas Lovell Jr. Community Center, Longview Community Center and Gamber Community Center. However, Gamber Community Center offers the most Silver Sneaker classes. I have attached all three facilities fitness schedules for you. Please let
18	Parks	Request	11/15/21	Steve Casey		Traci Davies	Hi. I live near Velle park in Oaks Ridge Meadows condos. I would like to suggest a dog waste station to help people pick up after pets. I have a dog and bring bags with me but sometimes it just makes it easier if someone runs out. Lots of dogs are walked on that trail. Would be a great addition! Thanks!	Traci: Thank you for your concern and comment. We are currently working to have a dog waste station installed in the park as part of the park renovations. Thank you for your patronage of the park. Let me know if you have any further concerns.

From: desiree.schlotterer@lsr7.net <desiree.schlotterer@lsr7.net>
Sent: Wednesday, October 20, 2021 8:41 AM
To: LSPRregister <LSPRregister.LSPRregister@cityofls.net>
Subject: Contact Parks online form from CityofLS.net

***** This email is from an external source, use caution before clicking on links or opening attachments. *****

The Contact Parks online form from the cityofls.net website was submitted.

Name: Desiree Schlotterer

Address:
301 NE Tudor Rd.
Lee's Summit, Missouri 64086

Phone: 8169861135

Email: desiree.schlotterer@lsr7.net

Message: I'm the new Wellbeing Coordinator for the Lee's Summit School District, and I'm wondering what I need to do in order to get the district added as a business allowing our staff to benefit from the resident membership rates?

Thanks so much in advance!

On Wed, Oct 20, 2021 at 1:13 PM Jodi Jordan <Jodi.Jordan@cityofls.net> wrote:

Desiree- We would be happy to have your employees benefit from LSPR memberships at our facilities, we do not offer any business discounts. Our resident rate is \$18.42/ month and our non-resident rate is \$21.42/mo with a \$30 enrollment fee. We would be happy to answer any additional questions you may have, please let me know how we can help assist you.

Thank you

Jodi Jordan, CPRP | Assistant Superintendent of Recreation Services
Longview Community Center
3801 SW Longview Road | Lee's Summit, MO 64081
Office: 816.969.1526 | www.lsparks.net

From: Desiree Schlotterer <desiree.schlotterer@lsr7.net>
Sent: Wednesday, October 20, 2021 1:26 PM
To: Jodi Jordan <Jodi.Jordan@cityofls.net>
Subject: Re: FW: Contact Parks online form from CityofLS.net

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Thank you Jodi

I saw on your website in the FAQ that individuals who own a business in Lees Summit qualify for resident rates so was curious. I am coming from the City of Merriam where I worked in Parks and Rec and not only did the business owner qualify as a resident, but anyone working for the business did as well. But this is not the case in Lee's Summit?

On Wed, Oct 20, 2021 at 1:29 PM Jodi Jordan <Jodi.Jordan@cityofls.net> wrote:

Oh yes that is the case. The way we determine residency is based off tax payments made to the City of Lee's Summit. Typically it's the business owner (not the employees) who receives this benefit as they are the one paying the taxes. I would be happy to get more clarification and get back to you.

Thank you for following up!

Jodi Jordan, CPRP | Assistant Superintendent of Recreation Services
Longview Community Center
3801 SW Longview Road | Lee's Summit, MO 64081
Office: 816.969.1526 | www.lsparks.net

From: Desiree Schlotterer <desiree.schlotterer@lsr7.net>
Sent: Wednesday, October 20, 2021 1:34 PM
To: Jodi Jordan <Jodi.Jordan@cityofls.net>
Subject: Re: FW: Contact Parks online form from CityofLS.net

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No worries! I appreciate your help. I definitely understand the bureaucratic nature of municipalities, and that there is very little wiggle room when negotiating membership rates 😊. In Merriam we were able to offer these rates to any business in the area including Ikea, chain restaurants, etc. I just thought if there was a way to offer a lower rate or resident rate to our 3,000 employees that would be worth checking into.

If it ever does become the case that we are able to offer a resident rate for school district employees I'd love the opportunity to talk more about it!

Thanks so much

From: W PJ <patjames.wp@gmail.com>
Sent: Wednesday, November 3, 2021 11:32 AM
To: LSPRregister <LSPRregister.LSPRregister@cityofls.net>
Subject: Aquatic facilities at Lovell Community Center

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I hope this email will make it to the attention of Mr. Snook. When I stopped this morning and asked who to register a complaint with, the gentleman at the counter referred me to him. I have been going to the Lovell center for about 3 years. I swim laps in the morning. In nearly all of this time there seems to be an inability to maintain the environment and water temperature. Either the life guard staff are cooked or frozen. The water temperature never seems to be constant. This morning I was headed off by another patron before I made it to the locker room. Water temperature was 72 degrees!!

If it is an operator issue please get them trained.

More likely the issue...if it is the equipment please get it fixed.

I don't mean to have such a harsh attitude but this has been a long term matter. I have brought it to the attention of the staff on more than a couple of occasions. Generally the response has been either lackluster or " I have told them but no one listens to me ".

Thanks for your attention to this matter.

William James

From: [Joe Snook](mailto:Joe.Snook)
To: patjames.wp@gmail.com
Cc: [Ruth Buckland](mailto:Ruth.Buckland)
Subject: FW: Aquatic facilities at Lovell Community Center
Date: Thursday, November 4, 2021 11:49:02 AM

Greetings Mr. James,

I appreciate your feedback regarding the aquatic area at Lovell Community Center and apologize for any inconvenience you experienced. I will do my best to explain what occurred and how our staff has resolved the issues.

Over the past couple of days, we experienced a series of unfortunate maintenance issues related to the boilers for two of the pools as well as our de-humidification system. Once the issues were diagnosed by staff, our city contracted HVAC service provider was called to make all necessary repairs. As of 7:00 am on Wednesday, Nov. 3, all issues had been resolved, however it took a majority of the day for each body of water to reach its setpoint. There are times when mechanical issues are beyond LSPR's ability to fix and we work diligently with contractors to resolve in a timely manner.

Regarding the lifeguard staff being either "cooked or frozen", the de-humidification unit is set to keep the air temperature at 85.7 (+/-2) degrees at all times. For de-humidification to work effectively, the temperature should be set 2 degrees warmer than the water temperature. When outdoor temperatures fluctuate, this can have a slight impact on the indoor temperatures. Also, the west facing windows impact the indoor temperatures if it is a sunny day.

Lastly, I apologize if staff has provided a “lackluster” response to your concerns in the past. I have asked our full-time staff to address this issue in future staff meetings. In addition, if lifeguard staff are unable to address your concern, they should direct you to Grace Carson, Aquatics Manager (grace.carson@cityofls.net), or Rachel Smith, Lovell Community Center Manager (rachel.smith@cityofls.net). In the future if you have concerns regarding the aquatics area, please feel free to reach out to either of them.

If you have other concerns or would like to discuss my response further, I can be reached at joe.snook@cityofls.net or my direct number 816-969-1504.

Respectfully,
Joe Snook

Joe Snook, M.S., CPRP | Administrator of Parks & Recreation
220 SE Green Street | Lee's Summit, MO 64063
(816) 969.1504 | fax: 816.969.1515 | www.lsparks.net
[Become a Friend of the Park today! Click Here!](#)

From: Cassiebarnes1024@gmail.com <Cassiebarnes1024@gmail.com>

Sent: Thursday, November 4, 2021 8:04 PM

To: LSPRregister <LSPRregister.LSPRregister@cityofls.net>

Subject: Contact Parks online form from CityofLS.net

***** This email is from an external source, use caution before clicking on links or opening attachments. *****

The Contact Parks online form from the cityofls.net website was submitted.

Name: Cassie Barnes

Address:

Greenwood, Missouri 64034

Phone: 8168058024

Email: Cassiebarnes1024@gmail.com

Message: Hello, I, along with many other Greenwood residents, would like to bring a concern to your attention. Unlike several subdivisions in Lee's Summit, Greenwood neighborhoods don't have pools. The large majority of us with kids at home go to summit waves. As property tax bills start to arrive, we are reminded that we, as Greenwood residents, pay all Lees Summit taxes including schools & parks and recreation. Why is it that we pay taxes to support and fund Summit waves, but we are not given the "resident rate"?

From Page URL: <https://cityofls.net/parks/contact-us>

Submission Date: 2021-11-04_20:01:17

User IP: 69.247.211.126

See User IP Information: <https://whatismyipaddress.com/ip/69.247.211.126>

From: [Jodi Jordan](mailto:Jodi.Jordan@gmail.com)
To: Cassiebarnes1024@gmail.com
Cc: [LSPRregister](mailto:LSPRregister@cityofls.net)
Subject: Contact Parks online form from CityofLS.net
Date: Monday, November 8, 2021 12:07:53 PM

Ms. Barnes,

Thank you for contacting us regarding the fee structure at Summit Waves. I will do my best to explain how and why the resident rates are applied to the LSPR fee structure for our facilities.

All Lee's Summit Parks and Recreation facilities, including Summit Waves, operate at 100% cost recovery and do not receive tax dollars to operate the facility. Summit Waves was built with funds from a ¼ cent sales tax which the residents of Lee's Summit voted for in 1998. The resident discount is to show appreciation to its citizens who in 1998 chose to support the development of their park system by passing the sales tax initiative.

Non-residents, including Greenwood residents, do not pay property taxes to the City of Lee's Summit, vote for the elected officials or tax issues specifically designated for the City of Lee's Summit. Many of our non-residents do pay LSR7 school taxes, but the school district is a separate entity and neither the City of Lee's Summit or the Lee's Summit Parks and Recreation department receive any portion of the tax money paid to the R7 School District. In the event that LSPR is unable to meet the financial obligations for our facilities or programs the burden to pay for this would fall on the residents of Lee's Summit, not the surrounding communities.

If my explanation has fallen short or if you have any additional questions please do not hesitate to contact me directly. Thank you again for contacting LSPR.

Sincerely,

Jodi Jordan, CPRP | Assistant Superintendent of Recreation Services

Longview Community Center

3801 SW Longview Road | Lee's Summit, MO 64081

Office: 816.969.1526 | www.lsparks.net

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2021 NOVEMBER

Lee's Summit Parks and Recreation Board Monthly Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	01	02 City Council Meeting - 6:00pm	03	04	05 Mistletoe Madness - GCC - 9:00am-6:00pm	06 Mistletoe Madness - GCC - 9:00am-4:00pm
07	08	09 City Council Meeting - 6:00pm Fitness Class @ Lowenstein Park - 9:30am	10	11	12	13
14	15	16 City Council Meeting - 6:00pm	17	18 Thanksgiving Drive-Thru Lunch @ GCC	19 Mayor's Christmas Tree Lighting - Howard Station Park - 6:30pm	20
21 Turkey Burn @ LCC - 12:00pm	22	23	24	25 Thanksgiving - All Facilities Closed	26 Administrative Offices Closed	27
28	29	30	01	02	03	04
05	06	07	08	09	10	11

2021 DECEMBER

Lee's Summit Parks and Recreation Board Monthly Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	01 Park Board Meeting - Strother Conference Room 6:00pm	02	03	04 Happy Holidayz Zumba Party @ 12:30pm - GCC
05	06	07 City Council Meeting - 6:00pm	08	09	10 Happy Holidayz Zumba Party @ 6pm - LVCC	11
12	13	14 City Council Meeting - 6:00pm	15	16 Holiday Drive-Thru Lunch @ GCC	17 Happy Holidayz Zumba Party @ 6pm - LCC	18
19	20	21 City Council Meeting - 6:00pm	22	23 Administrative Offices Closed	24 Christmas Eve - Administrative Offices Closed	25 Christmas Day - All Facilities Closed
26	27	28	29	30	31 New Years Eve - Administrative Offices Closed	01
02	03	04	05	06	07	08

Howard Park Disc Golf Course Updated

Lee's Summit Parks and Recreation (LSPR) has updated the Howard Park 9-hole disc golf course in northern Lee's Summit, located at 3498 NE Independence. The course has alternative pin locations for each hole and tee boxes have been installed on all holes. Two benches, trash cans, and creek crossings have been added along the course as well.

"The disc golf course is located in the wooded area of the park and provides a 'challenging' 9-hole experience for players," Joe Snook, LSPR Administrator, said. "I am confident Howard Park will be a

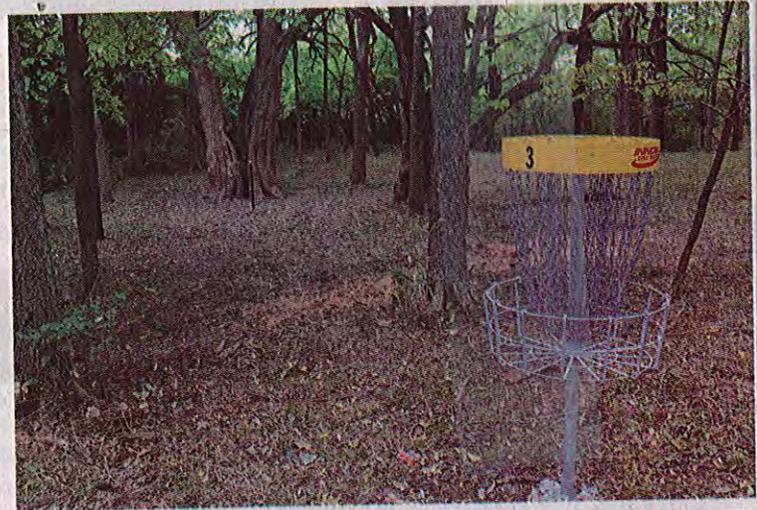
Lee's Summit
P  **RKS**
& RECREATION

"Every Age, Every Season"

'must play' location for area disc golfers."

Howard Park received a renovation in the summer of 2020, and with it came the disc golf course. The new additions to the disc golf

Continued on page 3



Disc Course continued from page 1

course have been completed and are open for free play to all patrons of the park. The course is 2,361 feet in length and the average per hole is over 290 feet each.

"Seeing the course come to fruition and opening the land to be enjoyed is pretty exciting," Duane Steiner, a Lee's Summit resident and

professional disc golf player, said. "I have played the course and enjoyed the updates like the tee pads and the multiple pin placements; I found numbers 7 and 8 in the longest placements a good challenge."

For more information on Howard Park, and Lee's Summit Parks and Recreation, please visit LSParks.net.

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Upcoming Lee's Summit Parks + Rec Activities

Summit Ice Opening

Tentatively Friday, November 12

Get your ice skates ready and bring the family and friends to Lee's Summit Parks and Recreation's Summit Ice, located at 120 NE Chipman Road. Summit Ice is the only outdoor ice rink in eastern Jackson County and boasts the perfect winter wonderland to enjoy a magical season! The facility also has concessions, rent-

als for skates, fire pits and more.

Hours are dependent upon if Lee's Summit School District (LSR-7) is in session or not.

LSR-7 In Session
Monday, Wednesday: 3-8pm

Tuesday, Thursday, Friday: 3-10pm

Saturday: 12-10pm
Sunday: 12-8pm*

*Beginning January 1, 2022: Sunday Public Skate

will be from 12-6pm*

LSR-7 Not In Session
Monday, Wednesday, Sunday: 12-8pm*

Tuesday, Thursday, Friday, Saturday: 12-10pm

Beginning January 1, 2022: Sunday Public Skate will be from 12-6pm

Adult Men's Basketball League

Begins December 1, games played at Harris Park Community Center

Men's Basketball League is coming soon. Organize your team and take on the competition this season at Harris Park Community Center. Recreational and Competitive leagues available.

Call 816-969-1542 for more information and to sign-up your team.

Turkey Burn

Fitness Event on Monday, Nov. 20 at the Lovell

Community Center

Enjoy a three-course fitness event to burn calories before Thanksgiving in Turkey Burn. The 100-minute course features HIIT, Body Pump, and a Yoga & Pilates mash-up. Instructor Tammy West will be your head chef for the evening.

For more details and to sign up visit the Parks + Rec website at cityofls.net/parks.

Make-N-Take Family

Paint Night

Wednesday, November 24, 2021 at the Gamber Community Center

Enjoy a family night to paint a festive fall painting inspired by Van Gogh's stunning "Vase With Twelve Sunflowers" on 9"x12" canvas. Each participant will create their own version to take home.

To sign up visit the Parks website.