

NOVEMBER 2022

Park Board Meeting Packet



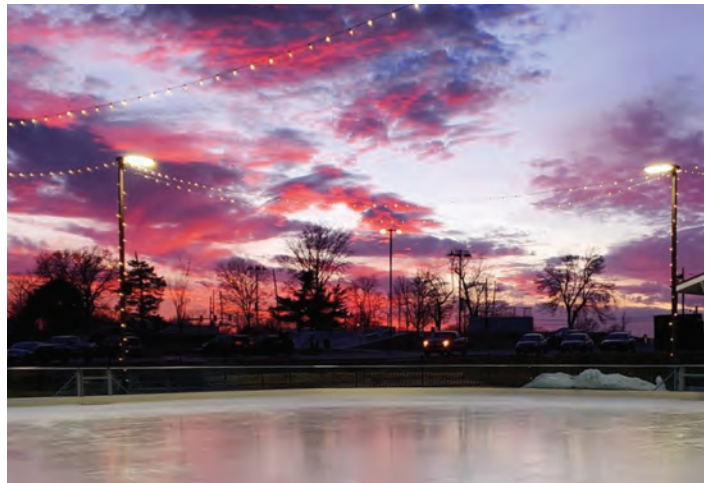
Two new pickleball courts were completed at Osage Trails and open for play on October 24.



Shoppers snapped up goodies from over over 25 different vendors at the Gamber Center Mistletoe Madness on November 4 & 5.



Attendees of the Thanksgiving luncheon at the Gamber Center enjoyed a turkey dinner and entertainment from St. Michael's choir on November 17th.



Summit Ice opened for the season on November 18 as planned, bringing in 1,766 paid skaters as of November 27.



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 7, 2022	TIME:	6:00 PM	PLACE:	Strother Conference Room
6:00 PM Meeting Call to Order @ Strother Conference Room				President, Lawrence Bivins	
SPECIAL GUESTS					
CITIZEN COMMENTS					
PRESENTATIONS					
Summit Waves End of Activity Report				Grace Carson	
Gamber Community Center End of Activity Report				Megan Crews	
Website/RecTrac Updates				Technology Team	
AGENDA ITEM					
APPROVAL OF MINUTES:					
• October 26, 2022 Park Board Minutes				Tede Price	1-2
TREASURER’S REPORT: read by Samantha Shepard, Treasurer (includes October 2022 Report)				Devin Blazek	3-12
SALES/USE TAX REPORT: October 2022				Devin Blazek	13-14
BOARD APPROVAL ITEMS					
Easement of Woodland Shores Subdivision				Scott Ison	15-16
OLD BUSINESS					
Projects and Services Review				All Staff	17-24
• Capital Projects Plan: Pleasant Lea Park Update				Steve Casey	25-28
NEW BUSINESS					
Athletic Business Conference Staff Summaries				Various Staff	29-35
Annual Retreat Summaries				Tede Price	36-43
End of Activity Reports				Various Staff	44-146
PATRON COMMENT REVIEW				Joe Snook	147-152
MONTHLY CALENDARS				For Information Only	152-154
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 (2) of the Revised Statutes of the State of Missouri pertaining to leasing, purchase or sale of real estate by a public governmental body where public knowledge of the transaction might adversely affect the legal consideration.					
BOARD COMMITTEES					
Budget		Personnel		Youth Sports	
Samantha Shepard-Chair		Jim Huser-Chair		Lawrence Bivins	
Bernadette Basham		Mindy Aulenbach		Casey Crawford	
Wesley Fields		Jon Ellis		Foundation Board	
				Tyler Morehead	
				Mindy Aulenbach	

LEE'S SUMMIT PARKS AND RECREATION BOARD MEETING MINUTES

CITY OF LEE'S SUMMIT, MISSOURI

DATE:	October 26, 2022	TIME:	6:00 PM	PLACE:	Strother Conference Room
Board Members Present:		Board Members Absent:		Staff Present:	Other Guests:
Lawrence Bivins, President				Joe Snook	Scott Ison
Jim Huser, Vice President				Brooke Chestnut	Bill Chipman, Foundation member
Samantha Shepard, Treasurer				Steve Casey	
Bernadette Basham				Jodi Jordan	
Mindy Aulenbach				Tede Price	
Jon Ellis				Devin Blazek	
Casey Crawford				David Dean	
Wesley Fields (arrived 6:05 pm)				Ryan Gibson	
Tyler Morehead				Micalah Lilly	
				Melissa Pfannenstiel	
SPECIAL GUESTS					
Employee of the Quarter – Melissa Pfannenstiel, Micalah Lilly		Mr. Snook recognized both Micalah Lilly and Melissa Pfannenstiel for being selected at Employee of the Quarter by their peers.			
		No board action			
PRESENTATIONS		DISCUSSION (Findings/Conclusions)			RECOMMENDATIONS/ ACTIONS
Camp Summit End of Activity		Mr. Gibson presented an overview of Camp Summit 2022. Camp had 550 children enrolled and 324 average weekly attendance of campers. Mr. Crawford asked if there was anything being done to market staffing opportunities for next year. Mr. Gibson stated yes, there is a department wide campaign to increase the awareness and outreach of employment opportunities. Mr. Snook stated staff is working on work force development for seasonal positions, as well as staff recruitment.			
AGENDA ITEM					
Approval of Minutes of September 28, 2022 Regular Session Park		Supporting documentation (see pages 1-3). Ms. Aulenbach stated the minutes in regards to the treasurers report on page 1 be corrected to note Ms. Aulenbach motioned to accept the treasures report for August 2022.			Ms. Aulenbach made a motion to approve the meeting minutes from the Park Board meeting on September 28,2022. Mr. Ellis seconded. The motion carried unanimously.
Joint City Council Park Board Minutes October 11, 2022		Supporting documentation (see pages 4-5). No questions or discussion.			Ms. Aulenbach made a motion, to approve the joint city council park board meeting minutes from the Park Board meeting on October 11, 2022 . Ms. Basham seconded. The motion carried unanimously
Treasurer’s Report – September 2022		Supporting documentation (see pages 6-15). Treasurer Shepard read the treasurer’s report from September 2022. No questions or discussion.			Mr. Fields made a motion to accept the regular session minutes from the Park Board meeting on August 24, 2022; Mr. Ellis seconded. Motion carried unanimously.
Sales and Use Tax Report – September 2022		Supporting documentation (see pages 16-17). Mr. Blazek stated sales tax reported both are performing well. The sales tax is 24% over budget for FY23 and Use tax is 22% over budget for FY23.			No Board Action.
BOARD APPROVAL ITEMS					
OLD BUSINESS					

Projects and Services Review –	Supporting documentation (See page 18-25)	
Capital Projects Plan	Pleasant Lea Park Improvements: Supporting documentation (See pages 26-29) Mr. Casey stated they are making progress and have been very active with installing the playground equipment. November 7 the playground surfacing should begin and within a couple of weeks begin on the shelter. Staff estimates another 3-4 weeks of work. President Bivins stated he stopped by last week and the park progress looks great.	No Board Action. No Board Action.
NEW BUSINESS		
Safety Report	Supporting documentation (See pages 30-33). No additional comments.	No Board Action.
Fundraising Update	Supporting documentation (See pages 34-35). Mr. Dean stated an additional three year renewal has been secured for Jungmeyer and Suresh Dental for a third three year term. The fundraiser sponsorship is also looking for a new Zamboni sponsor for Summit Ice. Ms. Shepard asked if we ever provide sponsors the numbers of impressions in the park. Mr. Dean stated that information is provided to each of the sponsors.	No Board Action.
Velie Park Renovations End of Project Report	Supporting documentation (See pages 36-38). Mr. Casey said the project came in 4% under budget. All the installation of the landscape was finished yesterday. It has been an upgrade for the community for that park and this project is now complete.	No Board Action.
National Parks and Recreation Conference Staff Summaries	Supporting documentation (See pages 39-45). Ms. Shepard commented on the session about teen programming and liked the idea of a teen council for soliciting feedback. President Bivins suggested to find a strategic way to get teens involved on future park projects.	No Board Action.
Leadership Development Institute Staff Summaries	Supporting documentation (See pages 46-51). No additional comments.	No Board Action.
End of Activity Reports	Supporting documentation (See pages 52-84). No additional comments.	No Board Action.
PATRON COMMENT REVIEW		
	Supporting documentation (see pages 85-91) No additional comments	No Board Action.
MONTHLY CALENDARS		
	Supporting documentation (see pages 92-93). No Additional Comment	No Board Action.
ROUNDTABLE		
	Mr. Crawford stated he had read an article on the decrease in female sports across the board. The most significant being in female high school basketball. He will share the article with the board. Ms. Basham said the retreat was very informative. Mr. Ellis said he liked the format of the retreat and length of it. He was impressed with the job site at Pleasant Lea and liked the sport court. Treasurer Shepard complemented Mr. Snook on the article he wrote and it brings positive light to Lee's Summit. President Bivins stated he liked the retreat format this year.	
OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD		
	Mr. Snook reminded the Board of Athletic Business next month. And the combined November/December meeting will be December 7. Last Saturday staff conducted a community input process at Williams Grant Park and had a great turnout. Good conversations with neighbors and they are very passionate about the park. It was a great morning for community input. Osage Trails pickleball courts opened this week.	
MEETING ADJOURNMENT		
	The meeting adjourned at 6:52pm and into closed session. Mr. Crawford made a motion to go into closed session, Ms. Aulenbach seconded the motion. Motion carried unanimously.	

Financial Outlook as of October 31, 2022



Fund	Fund Balance @ 10/31/22
Gamber Community Center	\$ 548,934
Lovell Community Center	\$ 1,151,824
Longview Community Center	\$ (923,404)
Harris Park Community Center	\$ 450,231
Parks and Recreation	\$ 3,958,897
Summit Waves	\$ 438,172
Cemetery	\$ 1,305,034
Construction	\$ 2,382,182
Park COP	\$ 3,967,883

Fund	MTD 10/31/22	Prior YTD Actual	Current YTD Actual	Approved FY23 Budget	Percentage of FY22 Budget
Gamber Community Center					
Revenue	\$ 30,284	\$ 113,935	\$ 130,273	\$ 399,782	32.59%
Expenses	\$ 30,990	\$ 130,837	\$ 131,064	\$ 435,847	30.07%
Income (Loss)	\$ (706)	\$ (16,902)	\$ (791)	\$ (36,065)	
Lovell Community Center					
Revenue	\$ 110,385	\$ 384,195	\$ 466,849	\$ 1,864,488	25.04%
Expenses	\$ 137,605	\$ 450,303	\$ 646,514	\$ 2,009,219	32.18%
Income (Loss)	\$ (27,220)	\$ (66,107)	\$ (179,665)	\$ (144,731)	
Longview Community Center					
Revenue	\$ 73,145	\$ 256,495	\$ 279,674	\$ 1,104,005	25.33%
Expenses	\$ 103,326	\$ 321,234	\$ 358,239	\$ 1,167,263	30.69%
Income (Loss)	\$ (30,181)	\$ (64,739)	\$ (78,565)	\$ (63,258)	
Harris Park Community Center					
Revenue	\$ 72,386	\$ 483,018	\$ 494,382	\$ 1,783,843	27.71%
Expenses	\$ 88,636	\$ 474,951	\$ 564,748	\$ 1,680,202	33.61%
Income (Loss)	\$ (16,249)	\$ 8,066	\$ (70,366)	\$ 103,641	
Parks and Recreation					
Revenue	\$ 2,794	\$ 78,192	\$ 14,563	\$ 3,940,921	0.37%
Expenses	\$ 291,287	\$ 1,335,120	\$ 1,308,875	\$ 3,942,628	33.20%
Income (Loss)	\$ (288,493)	\$ (1,256,928)	\$ (1,294,312)	\$ (1,707)	
Summit Waves					
Revenue	\$ -	\$ 522,944	\$ 547,273	\$ 1,021,077	53.60%
Expenses	\$ 39,091	\$ 418,080	\$ 531,073	\$ 1,001,947	53.00%
Income (Loss)	\$ (39,091)	\$ 104,864	\$ 16,200	\$ 19,130	
Cemetery					
Revenue	\$ 4,505	\$ 37,717	\$ 23,851	\$ 179,796	13.27%
Expenses	\$ 8,773	\$ 52,939	\$ 40,293	\$ 170,526	23.63%
Income (Loss)	\$ (4,269)	\$ (15,222)	\$ (16,442)	\$ 9,270	
Construction					
Revenue	\$ 250,000	\$ 1,400,000	\$ 1,015,585	\$ 3,000,000	33.85%
Expenses	\$ 99,995	\$ 147,913	\$ 293,680	\$ 1,750,000	16.78%
Income (Loss)	\$ 150,005	\$ 1,252,087	\$ 721,905	\$ 1,250,000	
Park COP Debt					
Revenue	\$ 483,597	\$ 1,954,271	\$ 2,039,120	\$ 5,104,090	39.95%
Expenses	\$ 264,583	\$ 1,458,333	\$ 1,058,333	\$ 3,175,000	33.33%
Income (Loss)	\$ 219,014	\$ 495,937	\$ 980,787	\$ 1,929,090	

**GAMBER COMMUNITY CENTER
FUND 201
Financial Report for the Month and Year Ending October 31, 2022**

	Previous Year-to-date Oct 2021	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Activity & Membership Fees	26,316	7,420	38,542	35,679	2,862	116,257
User Charges	237	49	314	140	174	420
Rentals	28,116	8,112	36,807	32,590	4,217	96,605
Interest	940	-	(3,957)	2,500	(6,457)	8,000
Other Revenue	(8)	120	126	900	(774)	2,700
Miscellaneous	-	-	108	-	108	800
Transfers In from Park COP	58,333	14,583	58,333	58,333	0	175,000
TOTAL REVENUES	113,935	30,284	130,273	130,143	131	399,782
EXPENDITURES						
Personnel Services	70,141	21,649	84,347	82,406	1,941	249,662
Other Supplies, Services and Charges	23,602	3,395	20,347	23,733	(3,386)	71,496
Repairs and Maintenance	15,544	679	9,581	11,075	(1,494)	29,927
Utilities	14,819	5,266	16,789	14,456	2,333	48,806
Capital Outlay	-	-	-	16,339	(16,339)	16,339
Interdepartment Charges	6,730	-	-	7,174	(7,174)	19,617
TOTAL EXPENDITURES	130,837	30,990	131,064	155,183	(24,119)	435,847
NET GAIN / (LOSS)	(16,902)	(706)	(791)	(25,041)	24,250	(36,065)

BEGINNING FUND BALANCE

549,725 ¹

ENDING FUND BALANCE (Preliminary)

548,934

¹ **Beginning Fund Balance** is final as the year-end audit is complete.

² Capital Outlay is for the ballroom flooring. This project has been put on hold until February.



**LOVELL COMMUNITY CENTER
FUND 202
Financial Report for the Month and Year Ending October 31, 2022**

	Previous Year-to-date Oct 2021	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	355,005	107,305	438,862	522,387	(83,525)	²	1,701,614
User Charges	943	126	1,147	807	340		2,132
Rentals	17,567	2,910	25,716	19,664	6,052		60,277
Interest	1,891	-	(9,258)	9,000	(18,258)	³	29,000
Other Revenue	567	(70)	2,592	390	2,202		1,889
Contributions	3,750	-	7,500	7,500	-		15,000
Miscellaneous	952	113	290	9	281		1,058
Transfers In	3,519	-	-	53,519	(53,519)	⁴	53,518
TOTAL REVENUES	384,195	110,385	466,849	613,276	(146,427)		1,864,488
EXPENDITURES							
Personnel Services	301,074	91,932	371,851	446,750	(74,900)	⁵	1,307,967
Other Supplies, Services and Charges	50,267	9,571	62,422	119,622	(57,200)	⁶	205,042
Repairs and Maintenance	33,261	14,399	40,895	37,909	2,986		108,887
Utilities	46,252	17,250	47,366	62,484	(15,118)	⁷	192,344
Capital Outlay	-	-	106,165	141,553	(35,388)	⁸	141,533
Interdepartment Charges	19,448	4,454	17,815	20,959	(3,143)		53,446
TOTAL EXPENDITURES	450,303	137,605	646,514	829,277	(182,763)		2,009,219
NET GAIN / (LOSS)	(66,107)	(27,220)	(179,665)	(216,001)	36,336		(144,731)

BEGINNING FUND BALANCE	<u>1,331,489</u> ¹
ENDING FUND BALANCE (Preliminary)	<u>1,151,824</u>

¹ **Beginning Fund Balance** is final as the year-end audit is complete.

² An unfavorable variance in Memberships (\$80,800) and Activities (\$900) and Gate Receipts (\$1,800).

³ An unfavorable variance in Intest on Investments (\$3,756) and Mark to Market (\$14,502).

⁴ Transfer in from General Fund for Legacy Blast (\$50,000) and from Fund 530 for LPA utilities (3,519) has not occurred.

⁵ Workers Compensation expense (\$31,380) 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, favorable variance in Part-Time (\$26,000).

⁶ There is a favorable variance in Recreational Supplies and Professional Fees. In addition, the annual amount for Insurance Expense (\$19,8914) 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.

⁷ A favorable variance in Electricity (\$12,000) and Water/Sewer (\$2,600)

⁸ The budget includes the replacement of the boiler and this is still in progress.

**LONGVIEW COMMUNITY CENTER
FUND 205
Financial Report for the Month and Year Ending October 31, 2022**

	Previous Year-to-date Oct 2021	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	207,204	56,692	231,683	271,276	(39,593)	²	916,159
User Charges	581	159	976	782	194		2,180
Rentals	48,619	16,276	46,663	53,956	(7,293)		184,439
Miscellaneous	91	19	353	8	345		1,227
TOTAL REVENUES	256,495	73,145	279,674	326,022	(46,348)		1,104,005
EXPENDITURES							
Personnel Services	224,087	61,917	244,084	274,680	(30,596)	³	785,398
Other Supplies, Services and Charges	29,792	7,025	23,536	40,571	(17,035)	⁴	109,525
Repairs and Maintenance	8,255	13,923	17,951	20,662	(2,711)		56,230
Utilities	38,806	16,582	53,443	57,402	(3,959)		169,555
Interest Expense	3,922	-	3,711	3,922	(212)		
Interdepartment Charges	16,372	3,879	15,515.00	17,514	(1,999)		46,545
TOTAL EXPENDITURES	321,234	103,326	358,239	414,751	(56,512)		1,167,253
NET GAIN / (LOSS)	(64,739)	(30,181)	(78,565)	(88,729)	10,164		(63,248)

BEGINNING FUND BALANCE	<u>(844,839)</u> ¹
ENDING FUND BALANCE (Preliminary)	<u><u>(923,404)</u></u>

¹ **Beginning Fund Balance** is final as the year-end audit is complete.

² Unfavorable variance in Activities(\$6,600) and Memberships (\$33,800)

³ Workers Compensation expense (\$24,396) 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. In addition, a favorable variance in Part-Time (\$5,700).

⁴ The annual amount for Insurance Expense (\$10,204) 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, there is a favorable variance in Miscellaneous Equipment and Janitorial Supplies.

**HARRIS PARK COMMUNITY CENTER
FUND 530
Financial Report for the Month and Year Ending October 31, 2022**

	Previous Year-to-date Oct 2021	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	352,873	35,058	354,319	513,727	(159,408)	²	1,286,642
User Charges	8,384	1,213	12,812	19,793	(6,981)		90,492
Rentals	54,361	20,095	58,239	51,745	6,493		190,577
Interest	(172)	-	(3,388)	-	(3,388)		-
Other Revenue	434	20	2,558	700	1,858		4,149
Contributions	66,535	16,000	61,100	37,200	23,900	³	196,300
Miscellaneous	602	-	8,743	7,978	765		15,683
TOTAL REVENUES	483,018	72,386	494,382	631,144	(136,761)		1,783,843
EXPENDITURES							
Personnel Services	277,523	33,690	294,793	368,400	(73,607)	⁴	893,325
Other Supplies, Services and Charges	139,777	36,428	194,856	248,338	(53,483)	⁵	577,036
Repairs and Maintenance	26,419	3,450	12,708	22,792	(10,084)	⁶	44,513
Utilities	18,931	13,228	34,964	22,896	12,068	⁷	94,491
Capital Outlay	-	-	20,070	18,894	1,176		25,394
Depreciation	6,618	-	-	6,618	(6,618)		19,854
Transfers Out	3,519	-	-	3,519	(3,519)		3,519
Interdepartment Charges	8,783	1,839.17	7,356.67	9,629	(2,272)		22,070
TOTAL EXPENDITURES	474,951	88,636	564,748	694,468	(129,720)		1,680,202
NET GAIN / (LOSS)	8,066	(16,249)	(70,366)	(63,325)	(7,041)		103,641

BEGINNING FUND BALANCE

520,597 ¹

ENDING FUND BALANCE (Preliminary)

450,231

¹ Beginning Fund Balance is final as the year-end audit is complete.

² An unfavorable variance in Camp Summit (\$88,800), Instructional (\$22,000), Athletics (\$3,700) and Legacy Park Amphitheater (\$49,000).

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

⁴ Favorable variance on Camp Summit Part-Time (\$34,000). Also, the payroll accruals and Workers Compensation expense (\$14,502) 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 The annual amount for Insurance Expense (\$16,071) 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. In addition, Professional Fees, Trip & Tours, Recreational Supplies, Uniforms, Furniture, Fixtures and Office Equipment have a favorable variable.

⁶ The carpeting and curtain repair has not been completed at Harris Park Community Center.

⁷ Irrigation leaks at Hartman Park resulted in an unfavorable variance Water/Sewer (\$14,500).

**PARKS & RECREATION
FUND 200
Financial Report for the Month and Year Ending October 31, 2022**

	Previous Year-to-date Oct 2021	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Taxes	-	-	21	-	21		3,737,790
Fines & Forfeitures	5,041	820	4,765	5,039	(274)		17,365
Interest	9,203	-	(33,456)	4,400	(37,856)	²	15,200
Other Revenue	1,908	380	1,060	382	678		1,829
Contributions	28,055	600	8,496	5,885	2,611		76,190
Miscellaneous	22,551	994	23,605	24,251	(646)		71,060
Transfers In	11,434	-	10,073	11,436	(1,363)		21,487
TOTAL REVENUES	78,192	2,794	14,563	51,393	(36,829)		3,940,921
EXPENDITURES							
Personnel Services	691,831	157,974	635,097	719,868	(84,771)	³	2,076,453
Other Supplies, Services and Charges	410,435	66,231	343,589	497,600	(154,011)	⁴	1,086,035
Repairs and Maintenance	127,765	38,045	134,292	142,698	(8,406)		335,937
Utilities	69,885	13,949	71,322	88,597	(17,275)	⁵	163,306
Fuel & Lubricants	12,874	1,157	9,580	13,372	(3,792)		40,469
Capital Outlay	7,875	26,995	42,204	96,631	(54,427)	⁶	180,131
Interdepartment Charges	66,242	-	125,047.00	125,047	-		217,063
Reimbursement - Interfund	(51,786)	(13,064)	(52,255.33)	(52,255)	-		(156,766)
TOTAL EXPENDITURES	1,335,120	291,287	1,308,875	1,631,557	(322,682)		3,942,628
NET GAIN / (LOSS)	(1,256,928)	(288,493)	(1,294,312)	(1,580,164)	285,853		(1,707)

BEGINNING FUND BALANCE

5,253,209 ¹

ENDING FUND BALANCE (Preliminary)

3,958,897

¹ Beginning Fund Balance is final as the year-end audit is complete.

² A favorable variance in Interest on Investments (\$3,322) and an unfavorable variance on Mark to Market Adjustments (\$41,178).

³ Workers Compensation expense (\$48,535) 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. In addition, the Administrative Services Coordinator and a Park Specialist positions are currently vacant.

⁴ The annual amount for Insurance Expense (\$84,232) 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. In addition, an unfavorable variance in Professional Fees and Asphalt.

⁵ Favorable variance in Water/Sewer (\$11,431) and Electricity (\$6,135).

⁶ Laserfiche Personnel scope of work is being developed, Beehive contract signed in October payment made in November. In addition, Lea McKeighan North cameras are not installed and the trailer replacement will be in October.

**SUMMIT WAVES
FUND 203
Financial Report for the Month and Year Ending October 31, 2022**

	Previous Year-to-date Oct 2021	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity Fees	403,937	-	429,786	360,605	69,181	²	798,108
User Charges	105,146	-	100,364	95,213	5,151		158,177
Rentals	15,156	-	18,927	25,090	(6,163)		55,752
Interest	(1,016)	-	(5,480)	1,300	(6,780)		4,400
Miscellaneous	(279)	-	3,676	2,215	1,461		4,640
TOTAL REVENUES	522,944	-	547,273	484,423	62,850		1,021,077
EXPENDITURES							
Personnel Services	287,313	7,602	313,730	297,329	16,401	³	559,243
Other Supplies, Services and Charges	75,875	138	76,907	72,726	4,181		179,409
Repairs and Maintenance	6,109	3,880	11,035	6,013	5,022		41,051
Utilities	33,557	8,249	49,328	53,370	(4,042)		100,430
Interdepartment Charges	9,241	-	8,591	10,146	(1,555)		22,589
Capital Outlay	-	13,238	65,497	35,870	29,627	⁴	93,240
Transfers Out (To 200)	5,985	5,985	5,985	5,985	-		5,985
TOTAL EXPENDITURES	418,080	39,091	531,073	481,439	49,634		1,001,947
NET GAIN / (LOSS)	104,864	(39,091)	16,200	2,984	13,216		19,130

BEGINNING FUND BALANCE

421,972 ¹

ENDING FUND BALANCE (Preliminary)

438,172

¹ **Beginning Fund Balance** is final as the year-end audit is complete.

² There was a favorable variance in Gate Receipts (\$70,609).

³ Workers Compensation expense (\$8,713) 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. In addition, an unfavorable variance in Part-Time (\$21,400) and Holiday Hours Worked (\$4,500) which were not budgeted. Full-Time Aquatic Supervisor was hired in October.

⁴ Additional shade structures were budgeted in July but have not been purchased or installed.

**CEMETERY TRUST
FUND 204
Financial Report for the Month and Year Ending October 31, 2022**

	Previous Year-to-date Oct 2021	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Services	25,414	2,255	27,314	23,402	3,912	115,796
Sale of Property	10,000	2,250	6,500	13,500	(7,000)	36,000
Interest	2,303	-	(9,963)	9,000	(18,963)	² 28,000
TOTAL REVENUES	37,717	4,505	23,851	45,902	(22,051)	179,796
EXPENDITURES						
Personnel Services	19,359	4,267	16,280	18,976	(2,696)	51,383
Other Supplies, Services and Charges	18,619	4,214	23,043	19,594	3,450	75,138
Repairs and Maintenance	3,648	22	105	2,394	(2,289)	9,664
Utilities	712	271	749	1,100	(351)	4,372
Fuel & Lubricants	216	-	116	157	(41)	717
Interdepartment Charges	4,935	-	-	5,509	(5,509)	13,750
Transfers Out (To 026)	5,449	-	-	5,451	(5,451)	15,502
TOTAL EXPENDITURES	52,939	8,773	40,293	53,181	(12,888)	170,526
NET GAIN / (LOSS)	(15,222)	(4,269)	(16,442)	(7,279)	(9,163)	9,270

BEGINNING FUND BALANCE

1,321,476 ¹

ENDING FUND BALANCE (Preliminary)

1,305,034

¹ Beginning Fund Balance is final as the year-end audit is complete.

² Unfavorable variance in Interest on Investments (\$4,509) and Mark to Market (14,454).



**CONSTRUCTION FUND
FUND 327
Financial Report for the Month and Year Ending October 31, 2022**

	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES						
Interest	-	15,585	5,393	10,193	²	-
Contributions	-	-	250,000	(250,000)	³	-
Transfers from Fund 410	250,000	1,000,000	1,000,000	-		3,000,000
TOTAL REVENUES	250,000	1,015,585	1,255,393	(239,807)		3,000,000
EXPENDITURES						
Interest Expense	-	-	-	-		-
Additions to Const in Progress	99,995	293,680	583,333	(289,653)	⁴	1,750,000
TOTAL EXPENDITURES	99,995	293,680	583,333	(289,653)		1,750,000
NET GAIN / (LOSS)	150,005	721,905	672,059	49,846		1,250,000

BEGINNING FUND BALANCE	<u>1,660,277</u> ¹
ENDING FUND BALANCE (Preliminary)	<u><u>2,382,182</u></u>

¹ Beginning Fund Balance is final as the year-end audit is complete.

² A favorable variance in Mark to Market (\$21,046) and an unfavorable variance in Interest on Investments (\$5,461).

³ Land and Water Conservation Fund Grant for Pleasant Lea Park.

**PARKS COP DEBT
FUND 410
Financial Report for the Month and Year Ending October 31, 2022**

	Month-to-Date Oct 2022	Year-to-Date Oct 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES						
Taxes	433,350	1,784,425	1,457,281	327,144	²	4,371,843
EATS	(9,736)	(45,422)	(49,156)	3,734	²	(147,469)
Use Tax	59,983	325,907	291,072	34,835	²	873,216
Interest	-	(25,790)	2,167	(27,957)	³	6,500
TOTAL REVENUES	483,597	2,039,120	1,701,363	337,757		5,104,090
EXPENDITURES						
Transfers Out-Gamber Center	14,583.33	58,333.33	58,333.33	-		175,000
Transfers Out-Construction Fund	250,000	1,000,000	1,000,000	-		3,000,000
TOTAL EXPENDITURES	264,583	1,058,333	1,058,333	-		3,175,000
NET GAIN / (LOSS)	219,014	980,787	643,030	337,757		1,929,090

BEGINNING FUND BALANCE	2,987,096 ¹
ENDING FUND BALANCE (Preliminary)	3,967,883

¹ Beginning Fund Balance is final as the year-end audit is complete.

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

³ Favorable variance on Interest on Investments (\$4,137) and an unfavorable variance on Mark to Market (\$32,381) .

MEMORANDUM



Date: December 7, 2022

To: Joe Snook, CPRP
Administrator of Parks and Recreation

From: Devin Blazek, MBA
Management Analyst

Re: Sales and Use Tax Update – October 2022

Sales tax proceeds received in October totaled \$433,350.07, which is 18.95% 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 FY2023. The year-to-date sales tax received totals \$1,784,425.07, which is \$45,317.28 over the amount received through October FY2022.

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

Use tax proceeds received in October totaled \$59,982.64, which is 18.5% 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 FY2023. The year-to-date use tax totals \$325,906.75, which is \$65,125.92 over the amount received through October FY2022.

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 2022	80,186,552	81,761,680	1,575,128
FY 2023			
YTD Balance Forward - Sales Tax	1,092,961	1,351,075	258,114
YTD Balance Forward - EATs	(36,867)	(35,686)	1,181
Sales Tax Receipts - October 2022	364,320	433,350	69,030
EATs - October 2022	(12,289)	(9,735)	2,554
YTD Balance - Sales Tax	1,457,281	1,784,425	327,144
YTD Balance - EATs	(49,156)	(45,421)	3,735
LIFE-TO-DATE DATA BY SALES TAX			
Cumulative Net Proceeds-1/4 cent Sales Tax (4/1/18 through 3/31/33) **	17,877,223	19,420,217	1,542,994
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 2022	325,000	1,256,247	931,247
FY 2023			
YTD Balance Forward - Use Tax	218,304	265,924	47,620
Use Tax - October 2022	72,768	59,982	(12,786)
YTD Balance - Use Tax	291,072	325,906	34,834
LIFE-TO-DATE DATA BY USE TAX			
Cumulative Net Proceeds-December 2020 through Current Month	616,072	1,582,153	966,081

MEMORANDUM



Date: December 1, 2022

To: Lee's Summit Parks and Recreation Board

From: Joe Snook, CPRP
Administrator of Parks and Recreation

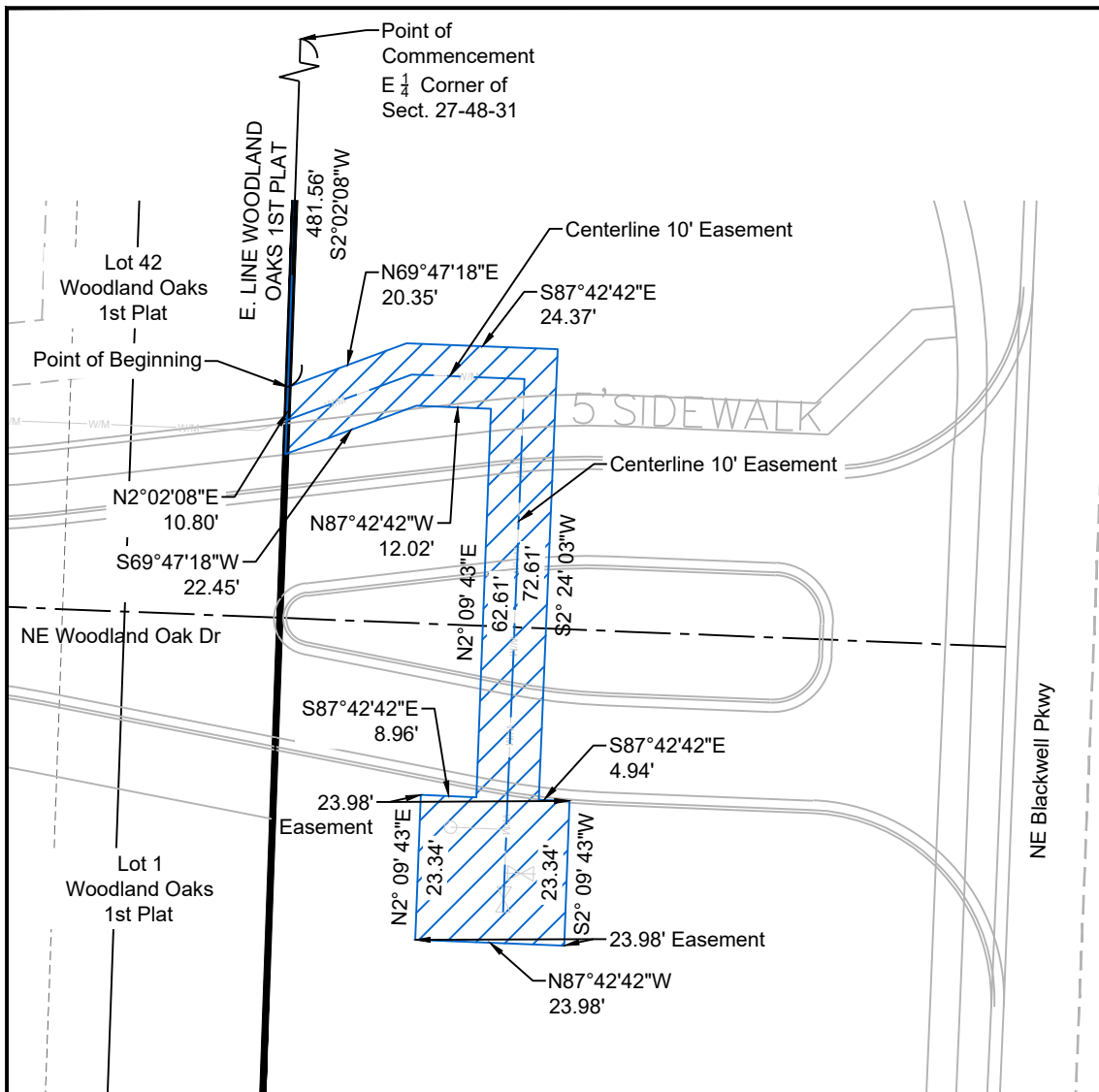
Re: Public Water Supply District No. 13 Easement

To facilitate the development of the Woodland Oaks subdivision, Public Water Supply District No. 13 of Jackson County is requesting a water line easement on Park property located at Legacy Park. The subdivision is located on the northeast corner of NE Blackwell Rd. and NE Colbern Rd.

The depiction of the easement, as shown on Exhibit A attached to this memo, shows the location and size of the requested easement. The purpose of this easement is to provide access to a fire hydrant. This would be a permeant easement granted to the Public Water Supply District for the exclusive placement of water lines and would encompass approximately 1,646.51 square feet of Park property.

The agreement has been reviewed by the City's legal department and has been recommended for approval. The proposed easement is attached as Exhibit A.

Recommended Motion: I move to approve the requested easement for Public Water Supply District No. 13 as presented in the exhibit and also move to approve the Administrator to execute any and all documents required for the easement.



MO
Prepared By:
Matthew J. Schlicht
PLS-2012000102

DESCRIPTION:

A TRACT OF LAND BEING LOCATED IN SECTION 27-T48-R31 IN THE CITY OF LEE'S SUMMIT, JACKSON COUNTY, MISSOURI, BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS:

COMMENCING AT THE EAST QUARTER CORNER OF SAID SECTION 27; THENCE S2°02'08"W ALONG THE EAST LINE OF WOODLAND OAKS 1ST PLAT, A SUBDIVISION IN SAID LEE'S SUMMIT, A DISTANCE OF 481.56 FEET TO THE POINT OF BEGINNING; THENCE N69°47'18"E, A DISTANCE OF 20.35 FEET; THENCE S87°42'42"E, A DISTANCE OF 24.37 FEET; THENCE S2°24'03"W, A DISTANCE OF 72.61 FEET; THENCE S2°09'43"W, A DISTANCE OF 23.34 FEET; THENCE N87°42'42"W, A DISTANCE OF 23.98 FEET; THENCE N2°09'43"E, A DISTANCE OF 23.34 FEET; THENCE S87°42'42"E, A DISTANCE OF 8.96 FEET; THENCE N2°09'43"E, A DISTANCE OF 62.61 FEET; THENCE N87°42'42"W, A DISTANCE OF 12.02 FEET; THENCE S69°47'18"W, A DISTANCE OF 22.45 FEET; THENCE N2°02'08"E, A DISTANCE OF 10.80 FEET TO THE POINT OF TERMINATION.

THE ABOVE DESCRIBED LEGAL DESCRIPTION CONTAINS 1,646.51 SQUARE FEET.

Easement Exhibit

**Waterline
Esmt**

SHEET 1 OF 1

DATE:

6/21/2022

PROJECT NUMBER:

Woodland Oaks

REV. TO DWG.:

N/A

SCALE:

1"=30'

Easement Exhibit

Woodland Oaks

Woodland Oaks Lots 1 thru 42

Lee's Summit, Jackson County, Missouri



ENGINEERING
ENGINEERING & SURVEYING
SOLUTIONS

50 SE 30TH STREET
LEE'S SUMMIT, MO 64082
P:(816) 623-9888 F:(816)623-9849

TO: Joe Snook, CPRP
Administrator of Parks and Recreation

DATE: December 7, 2022

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: FY23 Capital Improvement Projects and Parks and Recreation Services Report

Project	Budget ¹	Exp to Date	Variance ²	Completion Status	Budget Status	Estimated Completion ³
Gamber Community Center Fund (201)						
Ballroom flooring replacement	16,339	-	16,339	On Schedule	On Budget	Feb-23
	16,339	-	16,339			
Lovell Community Center Fund (202)						
Pool boiler (3) replacement	124,386		124,386	Behind Schedule	Over Budget	Dec-22
	124,386	-	124,386			
Longview Community Center Fund (205)						
	-	-	-			
Harris Park Community Center Fund (530)						
Summit Ice concrete pad	10,500	21,841	(11,341)	Completed	Over Budget	Aug-22
Classroom carpet replacement	8,394		8,394	On Schedule	On Budget	Dec-22
Gymnasium divider curtain replacment	6,500	5,800	700	Completed	Under Budget	Oct-22
	25,394	27,641	(2,247)			
Parks and Recreation Fund (200)						
Administration						
Asset Management System	9,800		9,800	On Schedule	On Budget	Jan-23
HR Software	18,500		18,500	On Schedule	On Budget	Apr-23
Operations						
Deer Valley Park Shelter ⁴	30,000	26,993	3,007	Behind Schedule	On Budget	Dec-22
Asphalt (FY22) ⁴	185,000	133,461	51,539	Behind Schedule	On Budget	Jun-23
Asphalt (FY23)	170,000	105,632	64,368	On Schedule	On Budget	Jun-23
Trailer Replacement	9,450		9,450	On Schedule	On Budget	Dec-22
LMS Cameras	13,924		13,924	On Schedule	On Budget	Dec-22
Disc Golf	8,500	9,249	(749)	Completed	Over Budget	Oct-22
Howard Station Fountain	25,000		25,000	On Schedule	On Budget	Mar-23
Arborwalk Bridge	20,000		20,000	On Schedule	On Budget	Jun-22
	-	-	-			
Legacy Park						
Cupolas	50,000		50,000	On Schedule	On Budget	Dec-22
Concrete Repair	15,103		15,103	On Schedule	On Budget	Nov-22
Wayfinding Signage ⁴	100,000	-	100,000	Behind Schedule	On Budget	Apr-23
Asphalt (FY22) ⁴	125,000	124,410	590	Completed	On Budget	Oct-22
Asphalt (FY23)	150,000		150,000	On Schedule	On Budget	Jun-23
	930,277	399,746	380,531			
Summit Waves Fund (203)						
Concrete Step Repair	10,874	11,011	(137)	Completed	Over Budget	Oct-22
Camera/DVR Install	17,847	17,878	(31)	Completed	Over Budget	Jul-22
Cabana Upgrade	28,645		28,645	On Schedule	On Budget	Mar-23
Additional Shade Installation ⁴	41,920	23,369	18,551	Completed	Under Budget	Oct-22
	99,286	52,258	47,028			
Cemetery Fund (204)						
	-	-	-			
Capital Projects Fund (327)						
Eagle Creek/Park West Development	200,000		200,000	On Schedule	On Budget	Jun-23
Pickle Ball Research/Osage Trails Courts	200,000	79,087	120,913	Completed	Underbudget	Nov-22
Fieldhouse Planning	1,000,000		1,000,000	On Schedule	On Budget	Jun-23
Lower Banner Park	200,000		200,000	On Schedule	On Budget	Jun-23
Williams Grant Park	150,000		150,000	On Schedule	On Budget	Jun-23
Velie Park Renovations ⁴	490,287	470,612	19,675	Completed	Under Budget	Oct-22
Pleasant Lea Park Improvements ⁴	670,000	533,237	136,763	Behind Schedule	On Budget	Apr-23
	2,910,287	1,082,936	1,827,351			
TOTAL	4,105,969	1,562,581	2,393,388			

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.

⁴ Items rolled over from FY22

The Services Review is based on the current Fiscal Year (July 2022-June 2023). "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.

Results to Date
(for programs/events starting July 2022)

Fund 201 - Gamber Community Center

Memberships	
<u>Resident Total</u>	
Active Flex	70
Annual	41
<u>Non-Resident Total</u>	
Active Flex	8
Annual	3
<u>Single Visit</u>	
Discount	18
Regular	0
(All Inclusive Membership - GCC)	
<u>Resident</u>	
Annual	56
Flex	57
<u>Non-Resident</u>	
Annual	6
Flex	4
(Insurance Based Memberships)	
Silver Sneakers Total	3,108
Renew Active	2,051
Facility Rentals	
Event Packages	0
Gamber Package	6
Ballroom All	43
Ballroom A	143
Ballroom B	83
Classroom	140
Aerobics Room	28
Programming	
GCC Paid Group Fitness	
Bingo	330
Line Dance	255
Art Classes	53
Ballroom, Swing, Latin Dance	14
Youth Tech	4
Special Event Programming	
Mistletoe Madness	34
Thanksgiving Day Luncheon	100
Holiday Luncheon	26
Father Daughter Dance	

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

Memberships	
<u>Resident</u>	
Annual	1,109
Flex	2,223
<u>Non-Resident</u>	

Results to Date
(for programs/events starting July
2022)

Annual	381
Flex	567
<u>Single Visit - Resident</u>	6,544
<u>Single Visit -- Non-Resident</u>	2,425
<u>Silversneakers</u>	8,023
<u>Prime</u>	126
<u>Renew Active</u>	7,933
<u>Active and Fit</u>	98
<u>Silver and Fit</u>	228
<u>90 Day Memberships</u>	
Resident	7
Nonresident	13

Facility Rentals	
<u>Birthday Party Packages</u>	
Resident	
Package A	60
Package B	21
Non-Resident	
Package A	77
Package B	9
<u>Community Rooms</u>	
Resident	0
Non-Resident	0
<u>Court Rentals</u>	
Resident	1
Non-Resident	0
Lock-ins	0
Pool	1
<u>Paid Park Amenities</u>	
Resident	
Canoe	108
Paddleboard	358
Kayak	
Non-Resident	
Canoe	89
Paddleboard	175
Kayak	
<u>Free Park Amenities</u>	
Bikes	269

<u>Child Care</u>	
Drop In	79
Pass Card - Member	15
Pass Card - Non-member	0
Water and Land Aerobic Programming	11,342
Provide Miscellaneous Fitness	
Personal Training	300
LCC Paid Group Fitness Classes	0
LCC Paid Group Fitness Programs	0
LPA Paid Group Fitness Events	148
Massage Therapy	65
RevUP	15
RevUP Reload	55
Swim Lessons	
Swim Lessons	155

Results to Date
(for programs/events starting July
2022)

Private Swim Lessons	
----------------------	--

Fund 530 - Harris Park Community Center

Camp Summit	
Camp Summit Enrollment	550 enrolled
Camp Summit Enrollment	
Weekly Attendance	325 Avg/Week
Weekly Attendance	

Offer School Break Camps	
School Break Camp Enrollment	12
School Break Days	Average of 19/Day for 21-22

Recreation Center Operations	
Gym Rentals	101 rentals (through 11.29)
Classroom Rentals	69 rentals (through 11.29)
Entire Facility Rentals	1
Week Long Rentals	0
Open Gym	320

Summit Ice/Lea Mck North	
Public Skate	1752 (through 11.29)
Pond Hockey	71 (through 11.29)
Skate with Santa (2)	
Skate with Sanata (3)	
Birthday Party Packages	\$1759 (through 11.29)
Birthday Party Packages	
Shelter Rentals	111
Shelter Rentals	

ATHLETICS	
Hartman Fields	243.5 hours (through Nov. 30)

Adult Leagues	
<i>Softball -- Coed, Men's, Women's</i>	
• Fall	5 (Teams)
• Spring	
• Summer	22 (Teams)
<i>Basketball -- Men's</i>	
• Fall	14 (Teams)
• Winter	
• Spring	
• Summer	15 (Teams)
<i>Volleyball -- Coed, Women's</i>	
• Fall	38 (Teams)
• Winter	
• Spring	
• Summer	25 (Teams)
<i>Kickball</i>	
• Fall	DNM
• Spring	
• Summer	DNM

Adult Instructional-Athletics	
<i>Golf</i>	
• Adult Beginning	OH
<i>Tennis</i>	
• Outdoor Adult Beginning	5 (through September 12)

Results to Date
(for programs/events starting July
2022)

Youth Instructional-Athletics

Golf

- Youth Beginner

OH

Tennis

- Rookies (Mighty Stars)
- Youth Beginner
- Middle/High School

15 (through September 12)

P

12 (through September 12)

Youth Leagues

Girl's Basketball

448 Participants

Spring Youth Volleyball

Fall Youth Volleyball

217 Participants

Summer Youth Volleyball

9 teams

Winter Youth Volleyball

Youth Camps-Athletic

Baseball Camp

Basketball Camp

Volleyball Camp

Indoor Soccer Camp

Tournaments

Summer Classic Tennis Tournament

INSTRUCTIONAL ACTIVITIES

Adult Instructional

First Aid/CPR

CPR/AED

OH

First Aid

OH

CPR for Family and Friends

OH

Youth Instructional

Itty-Bitty Sports

- Flag Football
- Basketball
- Outside Soccer
- T-Ball

64

2

0

0

Itty-Bitty Instructional Programs

- Itty Bitty PE

10

Indoor T-Ball

12

Instructional Basketball

22

- Indoor Soccer

31

Pint Size

Pint Size Playtime

0

Pee Wee Sports

**Results to Date
(for programs/events starting July
2022)**

• Flag Football	43
• Basketball	1
Indoor T-Ball	7
Indoor Soccer	13
Pee Wee PE	0
Instructional Basketball	28
Kids Night Out	4

All Ages- Instructional

Horsemanship Classes

• Beginning Horsemanship	On Hold
• Beginner Rider I	On Hold
• Beginner Rider II	On Hold
• Texas Tots	On Hold
• Texas Tots II	On Hold

Dance Classes

Dance with me	0
Discover Dance	5
Dance 1	0
Dance 2	0

Learn to Play D&D

6

Special Event Programming for Families

Night Flight	287
Tour de Lakes	602

Festivals

Warrant/Firehouse	957
The Phil Collins Experience	854
TheM80's	627

Fund 200 - Parks and Recreation

Administration

Provide departmental Annual Report	Completed May 2021
Coordinate, edit and produce Lee's Summit Illustrated.	
Publish bi-annual Visionary Task Force Newsletter (Legacy for Tomorrow)	

Park Operations

Two annual inventories performed	
Two annual park openings performed on all parks (Spring and Fall)	

Results to Date
(for programs/events starting July
2022)

Legacy Park Operations	
Maintain user group agreements	
City Grounds Maintenance	
Maintain Public Works MOU areas	Ongoing

<i>Fund 203 - Aquatics</i>	
Summit Waves	
Group Swim Lessons	525
Group Swim Lessons	
Private swim parties	28
Private swim parties	
Public swim - Regular	14,902
Public swim - Regular	
Public swim - Discount	16,800
Public swim - Discount	
Twilight - Regular	200
Twilight - Regular	
Twilight - Discount	914
Twilight - Discount	
Season Pass Sales	46
Season Pass Sales	
<u>Group Promotions</u>	
Family Fun Nights (2&3)	1,102
Family Fun Nights (1)	
Dive in Movie (1)	
Pooch	116
Birthday Party Packages	
Birthday Party Packages	85
Cabana Rentals	
Cabana Rentals	66

Fund 205 - Longview Community Center

Memberships	
<u>Resident</u>	
Annual	379
Flex	1,064
<u>Non-Resident</u>	
Annual	72
Flex	281
<u>90 Day Memberships</u>	
Resident	21
Nonresident	6
Single Visit - Resident	3,001
Single Visit -- Non-Resident	1,295
Silversneakers visits	3,532
Prime visits	73
Active and Fit visits	156
Silver and Fit visits	141
Renew active visits	4,020
MCC Athletes Pass	19
MCC PE Pass	16
MCC Non resident memberships Pass	34
Facility Rentals	
<u>Lap lane rentals (hours)</u>	
Resident	2,001
Non-Resident	6.5

Results to Date
(for programs/events starting July
2022)

Room Rentals

Resident	58.5
Non-Resident	144.5

Court Rentals

Resident	15
Non-Resident	0
Lock-ins	0
Full Pool rental	1
Water and Land Aerobic Programming	9,102

Provide Miscellaneous Fitness

Personal Training	322
LVCC Paid Group Exercise Classes	9
LVCC Paid Fitness Programs (6 weeks)	0
Massage Therapy	45
RevUP	11
RevUP Reload	5
Lowenstein Park Fitness Classes	18

Swim Lessons

Swim Lessons	163
Private Swim Lessons	5

MEMORANDUM



Date: December 7, 2022
To: Joe Snook, CPRP, Parks Administrator
From: Steve Casey, PLA, ASLA, Superintendent of Park Planning and Construction
Re: Pleasant Lea Park Update

Pleasant Lea Park was awarded a Land and Water Conservation grant in 2020 in the amount of \$250,000. Prior to the grant award, LSPR staff completed a master plan for park improvements which included neighborhood and community wide feedback sessions to solicit ideas for park upgrades. Park renovations are scheduled to begin in late 2021 and early 2022. An anticipated completion date for the upgrades is late 2022. Total estimated budget for the park improvements is \$670,000 with \$400,000 in Parks CIP funds and a \$20,000 contribution for the Legacy for Parks Foundation.

LSPR is acting as the general contractor for the park renovation. Crews have recently completed an extensive renovation to the tee ball/softball field on the east side of the park for use by the youth sports associations.

At the time of this report, crews have completed the playground and surface installation along with the connecting sidewalks around the playground and pad site for the park shelter. Over the next several weeks and through to the end of the year, LSPR crews will work to complete the shelter installation, comfort station enclosure, site furnishings, and general site work. Staff is preparing a year end partial reimbursement request to MDNR for work completed to date

We will continue to keep the Board updated on progress.

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



PLEASANT LEA PARK - master plan



Project Name: Pleasant Lea Park Improvements

22-Nov-22

		Park Board approved CIP project budget \$400,000 (less park master plan) plus \$250,000 LWCF Grant and \$20,000 LFPF donation		
Item			Commitments to date	Notes
Pre Construction/ Site Preparation	Equipment Rentals	\$ 8,000.00	\$ 1,086.70	
	Architectural + Engineering	\$ 12,000.00	\$ -	
	Erosion Control/Tree Protection	\$ 2,000.00	\$ -	
	Earthwork/Grading	\$ 20,000.00	\$ -	
	Demolition of Existing Park Features	\$ 2,500.00	\$ 488.00	
Site Utilities	Storm Drainage	\$ -	\$ -	
	Sanitary Sewer Connection	\$ -	\$ -	
	Electrical	\$ -	\$ -	
	Water Tap/Meter/Service	\$ -	\$ -	
Paving	Concrete Walks and Curbs	\$ 40,000.00	\$ 10,630.91	
	Asphalt-New Trail Construction and Repair	\$ 25,000.00	\$ -	\$20,000 in asphalt repairs FY21/\$20,000 in repairs in FY22
	Multi Sport Court Renovation and Fencing	\$ 120,000.00	\$ 145,556.00	
Park Features and Structures	Restroom Construction	\$ 12,000.00	\$ -	ADA compliant comfort station
	Park Shelter and Installation	\$ 32,000.00	\$ 20,830.00	
	Playground Equipment and Install	\$ 300,000.00	\$ 225,502.00	main playground, stream crossing, small nature play pods
	Playground surfacing+drainage and install	\$ 22,000.00	\$ 104,288.80	substitute unitary surfacing. included in overall playground budget
	Landscaping	\$ 10,000.00	\$ 1,182.56	
	Site furnishings	\$ 12,000.00	\$ 18,615.90	
	Softball Field Renovations	\$ 9,000.00	\$ 5,056.93	\$8502 total labor ballfield renovattion as of 11/30/21
	Pedestrian Bridges labor and materials	\$ 10,000.00	\$ -	
	Park Signage	\$ 2,500.00	\$ -	
			\$ -	
	Subtotal	\$ 639,000.00	\$ 533,237.80	
	Contingencies (3%)	\$ 19,500.00		
	Previous Park Master Planning- Landworks Studio	\$ 12,443.00		
	Project Estimated Cost	\$ 670,943.00		
	Total Approved Park Budget	\$ 670,000.00		
	Total addiitonal approved budget (10% increase per LWCF)	\$ 67,000.00		
	Revised park renovation budget as of 6.22.22	\$ 737,000.00		

Athletic Business 2022
National Conference Summary
Joe Snook

Wednesday, November 16

Staff and Board members traveled to Orlando for the conference.

Thursday, November 17

9:00 AM – 10:00 AM

My Project Startup Kit: How to Get Your Project Rolling

This was a panel discussion that focused on practical guidelines for getting facility projects started. A panel discussed strategies for developing a workable plan including facility assessments, programming and design, site selection, community and stakeholder outreach, and construction and operational budgeting.

10:30 AM – 11:15 AM

Lifestyle Pool of the Future

The presenters discussed future concepts for aquatic facilities and how to possibly maximize the use of aquatic space. Ideas focused on movable floors and bulkheads which are currently being used in Europe.

12:00 PM – 4:00 PM

Exhibit Hall

4:00 PM – 5:15 PM

Creating Positive Practices to Reduce Unconscious Bias

The presenter discussed steps to create positive practices and awareness and ensure that unconscious bias is recognized and reduced. She discussed blind spots and seeing things from a different perspective, the power of commonalities, and outlined intentional steps to engage staff to recognize and reduce biases.

Friday, November 18

8:45 AM – 10:30 AM

Unleash Your Leadership Potential to Have More Influence

The presenter discussed how influential leaders invest time and energy to become aware of their strengths and weaknesses and expand their skills to empower and mobilize others. Key takeaways: effective communication, listen and act of feedback, and how to influence those around you to perform at their best.

10:00 AM – 11:00 AM

Where to Start: Space Needs and Planning Standards

Successful project starts with appropriate space programming, planning metrics and budgeting. This presentation focused on the pre-design and space programming phase of a building project and present it in the context of the overall design process.

11:30 AM – 12:30 PM

Key Note – Fans First Way – How to Turn Customers into Raving Fans

Jesse Cole, owner of the Savannah Bananas, shared behind-the-scenes stories and hard-earned lessons learned while growing the Bananas. He emphasized the 5 E's – Eliminate Friction, Entertain Always, Experiment Constantly, Engage Deeply and Empower Action – to stand out in your marketplace, drive growth and inspire loyalty.

12:30 PM – 4:00 PM

Exhibit Hall

4:00 PM – 5:15 PM

Roundtable: Recreation Programming Challenges in Your Recreation Center

I assisted consultants Ballard King & Associates with a roundtable discussion focused on challenges in recreational programming. Hot topics included pickleball, e-sports, staffing issues, and the metaverse.

Saturday, November 19

8:30 AM – 9:45 AM

Recruitment and Retention: Today and Tomorrow's Challenge

The presenter discussed a number of methods to find applicants, develop a streamline approach to interviewing and establishing a culture to retain high-quality employees. Key take a ways included shortening the application to hiring process, becoming a destination employer or employer of choice, and developing career paths.

11:00 AM

Started the return home.

Paul Arndorfer
Recreation Supervisor
Athletic Business Show, 2022
Orlando, FL
November 17-19, 2022

Wednesday, November 16th

Fly to Orlando, FL
Check into hotel, eat dinner, prepare for Thursday

Thursday, November 17th

Making it Safer to Compete

9:00am – 10:15am

Callahan Walsh (son of John Walsh) spoke on ensuring the safety of children from abductions. Callahan talked about systems to put into place for drop offs and pickups in order to make sure that safety measures are there for protecting program participants.

The Art of Dealing with Difficult People in Youth Sports

10:30am – 11:45am

Chris Stevenson talked about different ways to handle difficult situations and people within your programs. This starts with clearly outlining your goals and objectives of the program. Then using communication skills to enforce your policies and diffused situations that arise with difficult people.

Exhibit Hall and Lunch

12:00pm – 4:00pm

Attended the exhibit hall and met with a number of different vendors, learning about their products and what they can offer LSPR.

Powerful Promotion: The Keys to a Successful NEW Program

4:00pm – 1:30pm

In this session Marissa Hall discussed the importance of good marketing for new programming. In her presentation, she discussed the qualities of a good marketing program, the qualities needed by the person doing the marketing in order for the program to be successful, and how to train your staff in order to ensure that your marketing plan is carried out properly.

Friday, November 18th

Youth Sports Official: We Need You

8:15am-9:15am

There is an ongoing problem throughout the country in finding youth sports officials. The biggest problem is that older officials are “aging out” at a faster rate than new officials are being recruited. Trenton Buchanan and Gordie Wetman discussed various ways to recruit new officials and how to retain officials from year to year. In addition, they discussed the best ways to train new officials in your program.

How to Design a New Fitness Facility for Optimal Usage and Results

10:00am – 11:15am

Unfortunately, they had some technical difficulties and Tom Behr was unable to load his Power Point presentation. He also did not have any hard copies of his presentation and just try to “wing it”. This presentation turned more into a discussion of what a lot of college facilities are doing to refurbish space for programs such as badminton and racquet ball. There was a little talk about pickleball as well, which is a little more in line with our programming plans.’

Athletic Business Keynote – Fans First

11:25pm – 12:30pm

Jesse Cole, owner of the Savanna Bananas, delivered the Keynote address. Jesse brought a lot of energy and charisma with his speech. He talked about his vision when he bought the Bananas and how his focus was on customer service and fan experience to build what has become one of the most popular baseball teams in the country.

Learn to Lead Like a Pro in Youth Sports

4:00pm – 5:15pm

In this presentation, Matthew Raidbard discussed different leadership styles and what comprises each style. He gave some examples of some critical issues and how each style would handle the issue. He also showed ways where leadership styles could be combined to help with issues that might arise.

Saturday November 19th

Let’s Make Our Programs Better

8:30am – 9:45am

This presentation took different topics in park and recs programming and got roundtable type input with a 5 minute allotment to discuss each topic. We discussed topics such as participation trophies, dealing with parents in sports leagues, should individual awards be given out, single teams.

Travel to Orlando International Airport

10:30am

Return Home

1:30pm – 1:30am

November 17th

Technology: The Final Frontier for Fitness

This session reviewed the history of technology in group fitness classes and what technology is being utilized in the group fitness industry now. The top trends with technology in group fitness classes now are broadcasting classes virtually with two-way camera, experience driven classes and wearable technology.

Virtual classes – two-way cameras built into the group exercise studio. Provide audio and visual quality that makes the patron feel like they are there in-person. The virtual classes are shared with patrons via Zoom. Still struggle with only members receiving access to virtual classes. Mind-Body is the only known program right now that will only allow members to enter virtual classes. The instructor recommended using WIFI for internet connection- need a strong connection.

Experience Driven Classes- Stimulate all five senses of the body. Utilize color lighting, black lights, and battery candles helps set the mood of the class. For smell, essential oils with diffusers can be used (If you are imagining laying in a field of flowers, it should smell like a field of flowers.) Example given was a Relax and Restoration Yoga class: Black lighting, start projectors on the ceiling, battery candles, diffuser and relaxing sounds.

Wearable technology- this technology gives you data, utilize it- be competitive with one another. Orange Theory displays the data collected from each patron on a screen in class. This technology has been around for a while, don't feel like you have to recreate the wheel, perfect the wheel or repurpose the wheel. Example given was a Vert class, Vert (wearable technology that tracks vertical, landing force and exploding force) will be worn in class while each patron was on a mini trampoline. The data from each Vert is displayed on screen behind the instructor.

Top 50 in 50: Parks and Recreation Edition

This session was about a successful program from each state. The presenters discussed each program and about how we as programs need to make sure we are not just "checking the box" with programs. Staff shared the presentation with the Recreation Supervisors once we returned from conference.

The Crystal Ball: How to Best Respond to Today's Opportunities While Preparing for Tomorrow.

This session was focused on thoughts to keep in mind when building a new facility. The presenters stated to focus on the quality of the space rather than the quantity of space. There was discussion on converting locker rooms and restrooms into unisex areas and adaptive space for female/male staff in male/female areas. Discussion on trends in sports and recreations: E-sports, Soccer, Women's sports and Cricket.

Technology Advancements: POE – Power over Ethernet not live wired, review energy code advancements, compliance changes and new stakeholders.

November 18th

Expanding My Rec Center: Planning for Inclusion and Growth

This session discussed identifying your target for your facility, Understanding the needs and how to increase participation.

Target- is your facility for a specific group or a broad user base?

Understanding the need- perform a demographic profile, market study, master planning and community outreach.

Increase participation- utilize an operations report, activity user percentage and identify key stakeholders.

How to Design a Dream Fitness Facility for Optimal Usage and Results

The presenter for this session could not get his presentation to work. This session turned into members of the audience sharing challenges they face in their facilities.

College Rec Centers- Racquetball courts have been converted to office space, spin studios, personal training rooms and yoga studios.

Everyone- Needs more pickleball courts.

Parks and Recreation- Pickleball tournaments go through pickleballtournaments.com and some agencies have started Pickleball Personal Training.

The Gym of 2025: Insight on the Technology Revolutionizing the Fitness Industry, Member Expectations and Facility Design.

This session discussed technology changes in fitness and in fitness centers.

Facilities have Video on Demand and Streaming- hybrid classes are the new normal. You want to capture data during classes and create an in-person experience for everyone.

Fitness equipment advancements- Connected Cardio and Connected Strength equipment. You want to personalize the workouts and collect data and show results. Tonal and Peloton equipment or like equipment are growing.

Facility Design- Make your spaces flexible, make your fitness areas connect with wearable technology. Recovery stations are becoming a trend.

With all of this technology in spaces where you did not think of it before, a strong WIFI system is a must. Hard wiring is not recommended with wiring and multiple pieces of equipment.

November 19th

Recruitment and Retention: Today and Tomorrow's Challenges

This session was about rethinking the recruitment and interview processes.

The message was to think of your employees as programs. You want to make it as easy as possible for them to join your team. Hiring is a year around process, even for seasonal staff.

Simplify the process- Reduce the size of your application, make the job descriptions appealing and show how the job will build their resume. If you like an applicant, interview them right away. You do not have to wait until others come through.

HR is your best friend- work with your HR department, come up with a plan of action. Work together on a recruitment plan and develop a target group.

Retention- stay in touch with staff members, help them grow, show gratitude.

Hire for attitude and train for skill.

MEMORANDUM



Date: November 4, 2022

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
Jodi Jordan, Superintendent of Recreation

Re: Summary of Park Board and Staff Retreats

In preparation for the upcoming FY24 budget process, the annual planning retreats for LSPR staff and the Park Board were held on September 30 and October 21, respectively.

At the LSPR staff retreat, several Major Initiatives were identified and discussed in length. These initiatives were also presented at the Park Board retreat. The five initiatives included; staff recruitment, staff retention, barriers to participation, sustainability of recreation facilities and programs, and securing land for future growth. Discussion points and suggestions from each initiative are included on Attachment A.

In addition, staff conducted a “Start Doing/Stop Doing” exercise identifying 77 items to “Start” doing and 28 items to “Stop” doing. Participants at the retreats were asked to prioritize these items. The top 10 start doing and stop doing from each are listed by priority on Attachment B. A complete list of Start doing and Stop doing items is included on Attachment C.

Other agenda items at the retreats included viewing the 2022 Gold Medal videos submitted by the finalist in our same category, a review of the Mission, Affirmation and Values, a review of the FY2022 financial results, an update on construction projects, and a presentation on trends related to Parks and Recreation. A review of LSPR’s road map to the future and a list of 2021 accomplishments from the goals and objectives established at the prior year retreats was also reviewed.

Both retreats were held at Midcontinent Public Library- Colbern Branch.

Major Initiatives

Recruitment

- College FB social media
- Indeed
- Word of Mouth (family/friends)
- City Website
- Job Fair
- Yard signs/vehicles with QR code
- Glass door
- Post on COLS website
- Breezy
- Recruiters
- Schools job fairs, send to professors for jobs, vocational schools
- 50+ age include benefits for insurance incentives
- Over 50 softball league
- Job shadow with students from schools
- Referral program
- Regular posting on social media boards
- Monitor W/U hiring practices
- Testimonials "great place to work"
- Video time lapse of projects
- eBlast to facility members
- free membership
- QR campaign
- 4 x 10 shifts
- Hybrid work week
- Communicate w/ other college departments (non Parks & Rec)
- Welcome back letter to family
- Ability to hire above entry level
- Follow up w/ postings refresh
- Time of day posts
- Internship for parks/construction/maintenance

Retention- why do staff continue to stay or return to LSPR?

- Not better – grass isn't greener on the other side
- Known
- Location
- Like people
- Schedule
- Benefits
- Favorite things – FT and PT
- Environment between FT and PT staff
- Connection / comradery

- Social interaction, enjoy people in the facility
- Sense of value
- Patrons and community

What can we do to keep them?

- Reward longevity
- Pay progression scale
- Luncheon or breakfast for PT/seasonal
- Make PT feel more included
- Progression plan for PT / creating a mentorship to move PT to FT
- Training up – certs
- More team building / spontaneous party and ARC communication

How can we help camp and SW reach 15%

- Show each other how valuable they are. Gratitude

Barriers

What barriers are impacting LSPR's success?

- Contractors staff has other jobs to do. Contractors short employees
- Inflation
- Voided checks / policy barriers
- Technology
- Alternate payment
- Supply shortages and delays
- Processing fees
- Patron Dress code
- Update FAQs
- Refund policy
- Late fee
- Rental deposit
- Reevaluate 90 day membership
- Requirements for contracts
- Purchasing process – more vendors
- Work program
- Wifi
- Credit card without 2.75% surcharge
- Automated phone options
- what it takes to get a contract class or program
- How to get bids out there so we get more bids. More vendors for same materials (concrete)
- Purchasing process
- Overall accessibility
- Free programming with partnerships

Sustainability

Overall recreation programming 100% cost recovery

- Partnerships to help pay with costs and grants, financial
- Small partnerships (coffee)
- Rental vs service agreement
- Financial commitment from Longview CC
- Self service rentals
- Self service guided rec opportunity
- Evaluate the overall expenses of the programs
- What should we really be charging
- Comparison on other facility / cities

LPA

- Stop national acts
- Redo partnerships for programming
- Marketing of LPA rentals (weddings, etc)
- Additional programming
- Flexing the costs
- Talent shows, movie in the park, walk thru Christmas lights
- Vintage market
- Weekend festival (wine, craft beer, food truck)
- Jeep fest
- High school symphony or choir
- Local theater
- Naming rights

GCC/HPCC/LVCC

- Repurpose GCC
- HPCC satellite facility for field house or pickleball complex
- Flexibility for adult league play times
- Improve on adult offerings
- Practice space for youth sports
- Camp summit stops everything in summer
- Switch adult league to KC Crew
- E-gaming at LVCC upstairs
- All – make it a destination (coffee shop) or bridgespace
- Get rid of GCC only membership
- Longview has safety town upstairs in upper parking lot. Connect a program to a facility
- Homeschool programs
- Student activity fee with MCC
- Update fitness machines. Keep up with trends with fitness equipment

- Keep facilities maintained
- Physical therapy partnership. New steps. Aqua aerobics
- Upgrades to HVAC control systems

TOP 10 START DOING							
LSPR Staff							
START DOING:	1	2	3	4	5	VOTES	WEIGHTED VOTES
Task Force to clean up Mdrive and Pdrive – Creating an organization flow or direction for each to remain organized	5	3	3	2	1	14	51
Allow purchase for Single Visit for facilities online	5	5	1		1	12	49
Allow Membership Purchased/Renewed Online	7	1	1	2	1	12	47
Accepting more forms of payment (Apple Pay/Paypal/etc.)	5	3	1	3		12	46
Digital banners	6	2		3		11	44
improve pedestrian crossings and connections through Legacy Park (Park Drive, Blackwell, Coneflower) for safety and convenience	6	1	3			10	43
Annual Waivers for watercraft/bike rentals	3	5		1	2	11	39
providing memberships to facilities for full time staff as employment incentive	6	1		1	2	10	38
increasing the price for non-residents	2	3	2	4	2	13	38
Work from home (at least on payroll days)	5	1	1	2		9	36

TOP 10 STOP DOING					
LSPR Staff					
STOP DOING:	1	2	3	VOTES	WEIGHTED VOTES
Stop booking National acts at LPA	10	5		15	40
Plexiglass barriers at the front desks	7	4	6	17	35
Requiring to respond to all comment cards, including ones that don't want a follow-up.	4	8	2	14	30
Single Visit Wavier Signatures – Do we require it for Summit Waves?	8	2	1	11	29
Charging full time staff to use the facilities	7	3	2	12	29
Daily waivers for watercraft/bike rentals	5	5	3	13	28
Full time staff working bag check at LPA events (use security company)	4	4	2	10	22
Using indirect expense on EOA	6	1	1	8	21
Free Visit at GCC	4	3	1	8	19
Event Banners	4	2	2	8	18

START DOING							
LSPR Staff							
START DOING:	1	2	3	4	5	VOTES	WEIGHTED VOTES
Task Force to clean up Mdrive and Pdrive – Creating an organization flow or direction for each to remain organized	5	3	3	2	1	14	51
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Improve pedestrian crossings and connections through Legacy Park (Park Drive, Blackwell, Coneflower) for safety and convenience	6	1	3			10	43
Annual Waivers for watercraft/bike rentals	3	5		1	2	11	39
providing memberships to facilities for full time staff as employment incentive	6	1		1	2	10	38
increasing the price for non-residents	2	3	2	4	2	13	38
Work from home (at least on payroll days, I don't want to drive into work to use computers that barely work and take 3 times as long versus a standard home computer).	5	1	1	2		9	36
give current staff opportunities for specialized training (welding, HVAC, plumbing)	2	4	2	1		9	34
Offering family memberships	5	2				7	33
Budget for PT Staff Meetings/Holiday Party	2	4	1	1	1	9	32
Utilize solar power lights	3	2	1	2	1	9	31
Virtual review of documents (rather than printing and making edits)	4	1	1		2	8	29
Allow smaller sponsorship opportunities. (ex. Gusto's sponsor LVCC coffee stand) Belton does this.		2	6	1	1	10	29
Using a system to count patrons in parks	3	1	2	1	1	8	28
Adjusting pool schedule on weekdays to accommodate for mid-day staffing shortages	1	3	1	3	2	10	28
Improve safety for operations vehicles around PCOC buildings (mirrors)	2	1	3	2		8	27
Increasing security camera coverage at all facilities	3	1	1	1	1	7	25
letting WRA's at LCC wear light colored T-shirts (instead of black polos in the hot sun)	4		1	1		6	25
coordinate with Fleet on acquiring equipment, vehicles used from other city departments (i.e. forklift)	2	2	1	1	1	7	24
Park/Program Visits (like we used to do pre-covid)	1	3	1		3	8	23
Regular PT employee work experience surveys	3	1	1		1	6	23
Explore opportunities for an indoor dog park – open year round with "Dog" memberships.		3	3	1		7	23
Increasing networking opportunities with the City, Chamber, Rotary, DT Mainstreet – especially for younger professionals	1	1	1	4	2	9	22
Review the End of Activity Report process for accurate data tracking and utilization with indirect expense review.	3		1	2		6	22
Wider focus on invasive plants	1	3	1	1		6	22
Provide needed apparel (sweatshirt) for part time staff OR adjust the complicated and restrictive uniform policy	1	2	1	2	1	7	21
reach out to vocational schools for labor		2	3	1	1	7	20
Reestablish R7 relationship		4	1		1	6	20
Park RX program	1	1	1	2	3	8	19
Re-Start Professional Development Series (internally and external) – During Staff Meetings or Partnership with other agencies.		4	1			5	19
Get a system set up for online class reservations and racquetball courts	1	2		3		6	19
Plans for dedicated esports facility	2	2				4	18
Develop sponsorship program for coffee service	1	2	1		2	6	18
Improve outdoor storage at PCOC (covered) for equipment and deliveries	2		1	2	1	6	18
Reduce the Vendor fee for food/snack vendors at LPA		3	1	1		5	17
improve seasonal recruitment with benefits		1	1	4	1	7	16
Re-Establish Green Team		3			3	6	15
Paying for all required PT Certifications (first aid/cpr, food handlers)	1	1		1	3	6	14
Placing unique permanent features in parks (chess/checkers tables, Gaga ball pits/horseshoe pits?)		1		4	2	7	14
specialized teams within operations for landscaping, trail repair/maintenance, other	2	1				3	14
Evaluate the need for a FT/PT administrative assistant for the Parks Staff	1		1	1	1	4	11
Hiring Additional Marketing/Public Relations team member or create liaison with Creative Services similar to LSPD	1		1	1		3	10
Teen council – facilitate teen interest and programming in LSPR			3			3	9
LSPR app- park map, facility hours, FAQ's, links to reserve shelters, FOP section			2	1	1	4	9
Better way to communicate with patrons letting them know closures (pool closure, class canceled, etc.) more efficiently			2	1	1	4	9
Technology-friendly Nature programming	1				2	3	7
Have fitness orientation as a part of the Weight Room/Facility Attendant staff responsibilities. Rather than having a separate Floor Trainer position.				2	3	5	7
Ensure max usage of Legacy sports		1	1			2	7
Move Challenger sports to Legacy fields		1	1			2	7

Non Traditional programming at LPA (camp out?)		1		1		2	6
More effective method for marketing new programs		1			1	2	5
Create new partnership with LSR-7 to use their busses/bus drivers for Camp Summit or LPA overflow parking events			1		2	3	5
More events at Legacy Lake			1		2	3	5
making all people who use GCC have a membership (billiards)	1					1	5
Sell LSPR towels instead of water bottle bags.			1		1	2	4
Free use of Legacy fields		1				1	4
Create a sand pit area at a park – used for physical training/spike ball/etc.			1			1	3
Using some gym space at LVCC & LCC for youth instructional programming for a couple hours on the weekdays			1			1	3
Determine the departments involvement for dedicated senior programming			1			1	3
Develop a Full Time Rec. Supervisor for Camp Summit and School Break Camp				1		1	2
Host Frisbee Golf league/tournament					1	1	1
Host a 'Nature Play Day' (special event)					1	1	1
Make the memo process for new programs faster, from first draft to completion this can take around a month					1	1	1
selling chili dogs and nachos at Summit Ice					1	1	1
Programming and Rental planning for Fieldhouse						0	0
Group Sports Performance Training for Youth						0	0
Pushing for weeknight Men's Fall Softball League						0	0
making dress code the same across the board						0	0
a garden and sell the produce through the farmers market with the proceeds going to LS Social Services						0	0
replacing the toilet paper dispensers at LCC						0	0
replacing the automatic flushing system with manual flushing system on toilets						0	0
Discussing our overall mission and goals for the facilities on a regular basis.						0	0
use WU hiring with starting salary equivalent to market and experience						0	0
Complete review of Marketing						0	0
STOP DOING							
LSPR Staff							
STOP DOING:	1	2	3	VOTES	WEIGH TED VOTES		
Stop booking National acts at LPA	10	5		15	40		
Plexiglass barriers at the front desks	7	4	6	17	35		
Requiring to respond to all comment cards, including ones that don't want a follow-up.	4	8	2	14	30		
Single Visit Xavier Signatures – Do we require it for Summit Waves?	8	2	1	11	29		
Charging full time staff to use the facilities	7	3	2	12	29		
Daily waivers for watercraft/bike rentals	5	5	3	13	28		
Full time staff working bag check at LPA events (use security company)	4	4	2	10	22		
Using indirect expense on EOA	6	1	1	8	21		
Free Visit at GCC	4	3	1	8	19		
Event Banners	4	2	2	8	18		
Combo meal at SW and LPA	3	2	3	8	16		
Printed flyers/handouts/schedules	2	3	3	8	15		
Zoom staff meetings for facilities. staff are not engaged, hard to do break out sessions, in person more effective	2	3	2	7	14		
Late fees on contracted programs, cost is already usually high due to revenue split	3	2		5	13		
using the green/red tags and let FA's get back to cleaning		4	3	7	11		
Required Fitness orientations for 15 years or older before using fitness equipment.	1	2	4	7	11		
Operating concession building in summer months at LMN	1	3	1	5	10		
Adult Kickball	2	1		3	8		
Offering weeknight softball leagues and focus on field rentals		2	4	6	8		
Offering Badminton and Volleyball at LCC (In the last year received 1 request by 2 people for volleyball/1 request for badminton)	2		1	3	7		
starting new capital projects before completing current capital projects(finish Velie before starting Pleasant Lea)	1	1	1	3	6		
Nova mobile app.- ITS doesn't know how to fix issues, password reset not working, location issues	2			2	6		
Printed LS Illustrated (use digital reader)	1	1		2	5		
Using First Student for Camp Summit busses	1			2	4		
Offering adult softball leagues on Tuesday/Thursday nights			2	2	2		
Consider stopping/reducing Cell Phone stipends verses a Work Designated phone for "front line" employees. Possibly only allow stipends at the superintendent level and above.			1	1	1		
acquiring 2WD and light duty for park operations vehicles (VERP needs to transition to all 4WD towing, heavy duty, etc)				0	0		
Repairing equipment, a handful of times a year vs replacing it. (sound system, bikes)				0	0		

**End of Activity Report
Harris Park Community Center
2022
Completed By: Paul Arndorfer**

Executive Summary

Brief Program Description:

The Harris Park Community Center is a recreational facility for the community of Lee's Summit. It promotes a clean, bright and cheerful atmosphere for all ages. The HPCC houses a variety of programs including athletic leagues, Camp Summit, pre-school classes, youth/adult instructional programs, pickleball, facility rentals and open gym time. This report will focus on open gym, memberships and rentals.

Participant Numbers:

	<u>Total:</u>
FY22	159,234
FY21	164,522
FY20 ¹	151,833

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
FY22	\$214,276	\$293,894
FY21	\$260,963	\$315,983 ²
FY20 ¹	\$310,438	\$258,944

<u>Total Expense:</u>	<u>Budget</u>	<u>Actual</u>
FY22	\$275,082 ³	\$283,316 ³
FY21	\$318,492	\$296,194
FY20 ¹	\$358,551	\$317,985

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
FY22	(\$60,806)	\$10,578
FY21	(\$57,529)	\$19,789
FY20 ¹	(\$48,113)	(\$59,041)

¹ FY20 numbers down due to facility closure because of COVID-19 from March – May 2020.

² FY21 includes \$238,525.00 in sponsorship revenues, the highest totals the fund has ever received. This is due in part to a sponsor paying their entire three-year sponsorship fee up-front in the amount of \$38,400.00.

³ Previous End of Activity reports were inclusive of indirect expenses, to be consistent with other Community Center End of Activity Reports, indirect expenses were not included in this HPCC report.

Recommendations:

Comment: Staff received multiple positive comments regarding the welcome desk staff and how courteous and helpful they are.

Recommendation: Staff appreciates these comments and will share them with staff at the next staff meeting.

Comment: Requests were made to enable patrons to book a room or court rental online instead of having to come into the facility and do the reservation in person.

Recommendation: Each Lee's Summit Parks and Recreation Community Center currently requires rental parties to reserve the space in person to ensure the rental agreement is completed, a copy of the rental party's driver's license is obtained, payment is submitted in full (including the damage deposit) and any questions patrons may have are answered. The LSPR "Tech Team" is currently piloting an online option for facility rentals. Staff, with help of the "Tech Team's" recommendation (when available) will determine if online rentals will be an option in the future.

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 Harris Park Community Center is a recreational facility for the community of Lee's Summit. It promotes a clean, bright, and cheerful atmosphere for all ages. The HPCC houses a variety of programs including athletic leagues, Camp Summit, pre-school classes, youth/adult instructional programs, facility rentals and open gym time.

Benefits of program:

The HPCC offers many benefits to the residents of Lee's Summit including physical, mental, emotional and social components. Patrons determine what benefits are desirable to them and participate in those activities.

Service Hours:

	<u>Total:</u>
FY22	318,468
FY21:	323,555
FY20:	316,523 ⁴

The number of service hours includes numbers from all other activities: Camp Summit, adult & youth activities and instructional programs x (2 hours = average stay per person).

Volunteer Hours:

There were no volunteers for this program.

⁴ FY20 numbers down due to facility closure because of COVID-19 from March – May 2020.

Refunds:

Total issued: 0

Fees Charged:

Open Gym	\$4 per person resident/ \$5 non-resident
Full court rental	\$72 per hour resident/ \$90 non-resident
Half court rental	\$40 per hour resident/ \$50 non-resident
Half gym floor	\$88 per hour resident/ \$110 non-resident
Entire gym floor	\$176 per hour resident/ \$220 non-resident
One day rental	\$1,200 resident/ \$1,500 non-resident
Two day rental	\$2,000 resident/ \$2,500 non-resident
Full Week Rental	\$7,000 resident/ \$7,500 non-resident
One Room	\$60/hour resident/ \$70/hour non-resident
Two Rooms	\$80/hour resident / \$95/hour non-resident

Marketing:

Harris Park Community Center was marketed a variety of ways. The Illustrated advertised the facility with all the available activities and operating hours. Additionally, information about the community center was posted on the LSPR website, social media outlets and sent out in email blasts. Staff has found one of the best forms of marketing is word-of-mouth from patrons who come to HPCC for an event and then inform family/friends of the space.

Evaluation/Assessment:

Evaluations have and will continue to be given out for future leagues, programs and any other recreational events being conducted at HPCC. Those surveys, however, are used by the supervisor running the program and not directly attributed to the facility. Comments received by program supervisors about the HPCC are forwarded to the HPCC manager for review and any issues are addressed. Out of 52 surveys distributed for HPCC unique rentals for FY22, 19 surveys (36%) were completed and returned.

LS Parks & Recreation “HPCC, 2022” Survey

of Surveys Distributed: 52

of Surveys Returned: 19

36% of Returns

LS Illustrated 5% Website/Facebook/Twitter 22% Acquaintance 39% Other 34%

Area Rented:

- 2 – ½ Court
- 3 – Full Court
- 9 – Room A or B
- 4 – Room A & B
- 6 – Kitchenette included in rental
- 1 – Entire Facility

Comments (Other):

Regarding registration...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the reservation process	0	0	0	3	6	6	4.65
Please rate the amount of time taken to process the reservation	0	0	0	2	10	7	4.49
Please rate the cost of the rental packages	0	0	1	5	8	5	4.30
How informative was the supplemental materials	3	0	1	4	5	6	4.41

Comments:

- Online would be better to book.
- Came in and it was fast.
- Wish I could book a room online, like the shelter rentals are set up for.
- Will rent again, thank you!

Regarding the overall operations...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Staff Competence	1	0	0	1	9	8	4.75
Amount of staff available	0	0	0	1	10	8	4.65
Condition and suitability of the area rented	0	0	0	3	9	7	4.56
Please rate overall HPCC rental space	0	0	0	1	9	7	4.56

Comments:

- Hidden gem, did not even know there were rental rooms inside the facility, great space for a kids birthday party.
- We appreciate the work the staff person did to help us carry things on the day we were there.
- Front desk staff are nice/friendly
- We had a great time! Excellent, clean space.
- Tables are dirty, need new tables.
- Thanks for making our event a success.
- Wish we could have used the gym since half of it was empty. Restrooms needed to be re-stocked and I had to ask for it to be done.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Overall Rating of HPCC	0	0	0	3	11	5	4.55
Likelihood of renting from HPCC in the future	0	0	1	2	9	7	4.35
Likelihood of recommending HPCC to others	0	0	1	2	9	7	4.35
Please rate overall Lee’s Summit Parks and Recreation	0	0	0	1	12	6	4.68

Comments:

- Great space! Was a little loud from stuff in the gym, wish we would have known that was going on.
- Will plan to use again for another birthday.
- Easy process, our event was great.
- Thanks, this was a good place for a baby shower.
- Have had two events here and they both ran great.

**End of Activity Report
Summer Adult Indoor Volleyball
July 2022 – September 2022
Completed By: Paul Arndorfer**

Executive Summary

Brief Description:

The Summer Adult (Ages 18 and over) Indoor Volleyball program is an activity designed to provide an opportunity for participation in a competitive/recreational volleyball league for Lee's Summit residents and the surrounding area.

Participant Numbers:

<u>Year</u>	<u>Participants</u>	<u>Teams</u>
2022	230	27
2021	238	34
2020 ¹	0	0

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$7,437.50	\$6,075.00
2021	\$11,820.00	\$6,800.00
2020 ¹	0	0

<u>Total Expense:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$5,420.42 ²	\$3,943.70 ²
2021	\$5,078.35	\$4,118.62
2020 ¹	0	0

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$2,017.08	\$2,131.30
2021	\$6,741.65	\$2,681.38
2020 ¹	0	0

¹ League was cancelled due to Covid-19.

² Actual and budgeted expenses include both direct and indirect expenses. Indirect expense for this activity: \$1,151.45.

Recommendations

Comment: There was one comment about self-officiating and LSPR having referees for all courts.

Recommendation: Staff is currently doing a market analysis to determine a competitive pay rate for volleyball officials. Staff is hopeful to attract additional officials once the analysis is concluded.

Comment: There were two comments about combining divisions.

Recommendation: When only one or two teams register in a division, staff gives those teams the option of playing in the upper or lower division or get a refund. Staff recommends no change at this time.

Comment: Should LSPR continue to offer this program?

Recommendation: Staff recommends we continue to offer the adult volleyball league to the citizens of Lee's Summit and the surrounding communities.

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 Summer Adult (Ages 18 and over) Indoor Volleyball program is an activity to provide an opportunity for participation in a competitive/recreational volleyball league for Lee's Summit residents and surrounding area. The level of competition varies between recreational and intermediate play. Divisions were held in Coed and Women. It is held at the Harris Park Community Center from July through September.

Program Benefits:

The benefit of the Adult Volleyball program is that it provides a good physical activity and socialization outlet for the participants. It promoted skill development, team work, fun and sportsmanship.

Service Hours:

Service hours provided by this activity: (230 players x 1 game x 9 weeks = 2,070).

2022: 2,070

2021: 2,142

2020¹ 0

¹ League was cancelled due to Covid-19.

Volunteer Hours:

There were no volunteer hours available for league play.

Refunds:

Total Refunds: 27 (\$795)

Refunds due to teams having to self-officiate games.

Refunds Due to Dissatisfaction: 0

Fee Charged:

2022: \$225.00/\$245.00

2021: \$200.00/\$220.00

2020: \$0.00¹

Program Timeline:

May:	Publicity of summer league.
June:	Registrations for summer league.
July:	Recruitment of summer personnel. Scheduling of league. League begins play.
August:	Observation.
September:	Observation. League Ends. Order awards for league.
October:	Evaluation of league. EOA Report.

Marketing:

Emails were sent to previous season's captains. Posters were distributed to all Community Centers. Leagues were advertised in the LS Illustrated, on the LSPR website, email blasts and DYK TV's.

Evaluation/assessment (results):

The program is evaluated at the conclusion of the league by league participants. A total of 230 evaluations were distributed and 59 participant responses were returned (25%). Please see the attached survey results for more information.

“Adult Summer Volleyball 2022” Survey Results

of Surveys Distributed: Email:125 In Person:105 **# of Surveys Returned: 59** **25% of Returns**

Participant: 59 Parent/Guardian 0 Coach/Asst.Coach/Volunteer 1

LS Illustrated 6 Website/Facebook/Twitter 0 Email Blast 0 Flyer 0 Postcard 0 Newspaper 0

LS Cable Channel 0 Acquaintance 2 Previous Participant 51 Other

Comments (Other):

- LS Illustrated

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?	31	0	0	0	3	25	4.89
If you registered online, please rate the ease of registration	51	0	1	2	1	4	4.00
Please rate the amount of time taken to register	0	0	0	9	29	21	4.20
Please rate the overall registration procedure	0	0	0	8	27	24	4.27

Comments:

- My first time registering online. So easy!
- Had a hard time online, person was helpful over the phone.
- The roster should be submittable online.

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	17	3	39	4.37
Was the content of the activity appropriate for the fee?	0	0	0	1	24	34	4.56
If awards were given, were they appropriate for the fee?	54	0	0	0	3	2	4.40

Comments:

- If intermediate and rec leagues are combined, there should be limits on things like spiking.
- T-Shirts are good awards for Champions.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	7	5	47	4.68
Please rate the friendliness of activity staff	0	0	0	9	18	32	4.39
Please rate the ability to recognize activity staff	0	0	0	3	16	40	4.63
Please rate the amount of staff available during the activity	9	0	0	1	9	49	4.81
Please rate the officials if applicable	0	0	0	9	19	31	4.37
Were the rules, regulations and policies appropriate for the activity?	0	0	0	3	22	34	4.53
Please rate the condition and suitability of the facility/fields used.	0	0	0	9	17	33	4.41
Please rate the condition and suitability of the equipment used.	0	0	0	13	26	20	4.12
Please rate the perceived safety of program.	0	0	0	1	30	28	4.46

Comments:

- Self-officiating is ok but we really need refs.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	10	9	40	4.51
What is the likelihood of your recommendation of this activity to others?	0	0	0	6	11	42	4.61
Please rate the participant's overall enjoyment level	0	0	0	9	11	39	4.51
What is your overall rating of the activity?	0	0	0	7	15	37	4.51
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	7	10	42	4.59

Comments:

- Games should start earlier if possible.
- Divisions should not be added together. This makes for unbalanced skill levels.

End of Activity Report
Summer Softball 2022
June – September, 2022
Completed By: Paul Arndorfer

Executive Summary

Brief Description:

The Summer Adult (18 years and older) Softball program provides the opportunity for participation in a competitive/recreational softball league for Lee's Summit residents and the surrounding area. Divisions were held in both Coed and Men's. Leagues were held at Hartman Park from June through September.

Participant numbers:

<u>Year</u>	<u>Teams</u>	<u>Participants</u>
2022	22	226
2021	31	329
2020 ¹	16	190

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$20,800.00	\$18,700.00
2021	\$20,800.00	\$22,400.00
2020	\$20,800.00	\$6,400.00

<u>Total Expense:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$13,126.37 ²	\$11,522.20 ²
2021	\$13,043.06	\$14,267.62
2020	\$10,416.34	\$4,418.89

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$7,673.63	\$7,177.80
2021	\$7,756.94	\$8,132.38
2020	\$10,383.66	\$1,981.11

¹ Lower numbers throughout the report in the 2020 season due to COVID-19.

² Budgeted and Actual Expense includes both direct and indirect expenses. Indirect budgeted expenses for this activity: \$3,364.17.

Recommendations:

Comment: Should LSPR continue this program?

Recommendation: Staff recommends LSPR continue to offer this program as it is a good revenue producer for the department and a great offering for the patrons.

Comment: There were multiple comments about liking the umpires.

Recommendation: Staff appreciates the positive feedback, and is pleased to receive the positive feedback as a new umpire assigner and umpires worked the games this year.

Comment: There were multiple positive comments on the fields at Hartman Park.

Recommendation: Staff appreciates the comments and will share them with the Park Operations staff and the part time staff that assists with field maintenance.

Comment: There was one comment about not having a time limit in the playoffs.

Recommendation: During the playoffs there are multiple games played per day, requiring time limits on games to ensure the games run on schedule. Staff recommends no changes at this time.

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 Summer Adult (18 years and older) Softball program provides an opportunity for participation in a competitive/recreational softball league for Lee's Summit residents and the surrounding area. Divisions were held in Coed and Men's. Leagues were held at Hartman Park from June through September.

Benefits of the Program:

The benefits of the Adult Summer Softball program are physical activity and socialization among the participants. The leagues promoted team work, fun, skill development and sportsmanship.

Service hours: [226 participants x 2 (60 min.) x 10 weeks]

2022: 4,520 hours³

2021: 3,290 hours

2020: 1,900 hours

Volunteer Hours:

There were no volunteer hours for this league.

³ Increase in service hours due to previous seasons only accounting for one game instead of two.

Refunds:

Total Refunds: There we no refunds for this league.

Fee Charged:

2022	\$450 Single Headers/\$850 Double Headers
2021	\$400 Single Headers/\$800 Double Headers
2020	\$400 – Only 5-week, Double Headers offered due to COVID-19

Program Timeline:

April:	Marketing of summer leagues through Department Marketing Plan Begin taking registration
May:	Continue Marketing Registrations for summer Scheduling of league
June:	League begins
August:	Observation
September:	Observation League play ends Order T-shirts Hand out program evaluations

Marketing:

Posters were distributed to Lovell, Harris Park, Gamber and Longview Community Centers, Hartman Park and the administrative offices. Email blast were sent to team captains from previous seasons. Leagues were advertised on the LSPR website, the Lee's Summit Illustrated, social media and DYK TV's.

Evaluation/assessment:

The league is evaluated at the conclusion by the participants of the league. A total of 226 evaluations were distributed to unique participants with 58 evaluations returned (25%).

LS Parks & Recreation "Adult Softball League, Summer 2022" Survey

of Surveys Distributed: Email: 0 In Person: 226 # of Surveys Returned: 58 25% of Returns

Participant: 49 Parent/Guardian _____ Coach/Asst. Coach/Volunteer 9

LS Illustrated 2 Website/Facebook/Twitter 0 Email Blast 4 Flyer 0 Postcard 0 Newspaper 0

LS Cable Channel 0 Acquaintance 0 Previous Participant 16 Other 0

Comments (Other):

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	8	8	6	4.18
If you registered on-line, please rate the ease of registration	39	0	0	3	7	9	4.31
Please rate the amount of time taken to register	36	0	0	2	11	9	4.32
Please rate the overall registration procedure	36	0	0	2	12	8	4.27

Comments:

- I called in to Paul.
- I am never able to register online, and always wind up calling in.

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	3	24	31	4.43
Was the content of the activity appropriate for the fee?	0	0	0	2	25	31	4.50
If awards were given, were they appropriate for the fee?	53	0	0	0	3	2	4.40

Comments:

- The time rule should not apply for playoffs.
- Discounts should be given to the winning teams.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	1	7	24	26	4.29
Please rate the friendliness of activity staff	0	0	0	4	28	26	4.37
Please rate the ability to recognize activity staff	0	0	0	6	16	36	4.51
Please rate the amount of staff available during the activity	0	0	1	6	30	20	4.13
Please rate the officials	0	0	0	10	28	20	4.17
Were the rules, regulations and policies appropriate for the activity?	0	0	0	6	24	28	4.38
Please rate the condition and suitability of the facility/fields used.	0	0	0	2	20	36	4.59
Please rate the condition and suitability of the equipment used.	0	0	0	5	28	25	4.34
Please rate the perceived safety of program.	0	0	0	6	24	28	4.38

Comments:

- Overall, the umpires were better this year.
- Alcohol should be allowed.
- Fields look great every week.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	6	20	32	4.45
What is the likelihood of your recommendation of this activity to others?	0	0	0	7	24	27	4.34
Please rate the participant's overall enjoyment level	0	0	1	8	22	27	4.29
What is your overall rating of the activity?	0	0	1	8	23	26	4.28
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	2	22	34	4.55

Comments:

- Leagues need to be split up more by skill level.
- First games started too early.

**End of Activity Report
Gamber Community Center
2022
Megan Crews**

Executive Summary

Brief Description:

The Gamber Community Center (GCC) is a 19,000 square foot facility offering a multitude of fitness and community related activities geared to meet the needs of the residents of Lee's Summit and surrounding communities. Activities include fitness classes, bridge, bingo, instructional classes and rentals. Normal operating hours were Monday through Thursday 6:00am until 8:00pm, Friday 6:00am until 5:00pm, Saturday 7:00am until 2:00pm and Sunday Closed. In FY22, the GCC was open 311 full days, 5 shortened holidays and 2 holiday closures.

Participant Numbers:

FY22: 40,425

FY21: 21,548¹

FY20: 51,758

Total Revenue:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY22:	\$370,353	\$390,800
FY21:	\$269,615	\$327,783
FY20:	\$467,313	\$367,275

Total Expenses:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY22:	\$380,394	\$383,011
FY21:	\$326,410	\$314,143
FY20:	\$389,372	\$345,716

Net:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY22:	(\$10,041)	\$ 7,789
FY21:	(\$56,795)	\$13,640
FY20:	\$77,941	\$21,559

<u>Revenue by section</u>	<u>FY22 Budget</u>	<u>FY22 Actual</u>
Activity Fees	\$ 29,359	\$ 51,600 ²
Gate Receipts	\$ 937	\$ 1,138
Memberships	\$ 72,107	\$ 72,350
Facility Rentals	\$ 85,970	\$100,037
Concessions	\$ 473	\$ 576
Park Sales Tax	\$ 175,000	\$ 175,000

¹ GCC averaged 414 patron visits per week for FY21 which is lower than pre-COVID participation. The mask mandate and social distancing was a significant contributor to lower patron visits.

² Actual revenue is higher than budget due to increased participation in all programming (Art, Bingo, Line Dance, etc.) and the additional Father Daughter Dance offering.

Recommendations:

Staff received numerous comments/feedback during the last fiscal year. Changes are made to the rules, regulations, and procedures based on patron/staff comments. After closely reviewing the patron survey, taking into consideration the budget expectations, and reviewing other operational concerns, staff submits the following list of recommendations:

Comment: GCC's survey received multiple comments (50+) regarding group fitness classes and the aerobic rooms. Comments referenced: requests for a larger room or increased capacity, upgraded sound equipment, additional class options and general cleanliness.

Recommendation: Survey comments were shared with the Recreation Supervisor over Group Fitness for GCC. They are currently evaluating the proper stereo equipment for the group fitness room. Additionally, beginning late in FY22 staff began coordinating Bonus Group Fitness Classes in the ballroom during low rental timeframes. This has allowed additional formats to be highlighted and an increase in spacing for additional participants. GCC manager will continue to work with the Recreation Supervisor to purchase items which are budgeted in FY23 including equipment replacements and an upgraded stereo.

Comment: Request for additional and updated weight room equipment was submitted through the survey. Equipment request are primarily targeted towards additional leg strength pieces. In addition space and equipment updates were requested specifically for the weight room.

Recommendation: Currently GCC is working with an architectural consulting firm to evaluate the facility spaces and best use for fitness, programming and rental opportunities. Included in the evaluation is the weight room, including proper spacing, which may lead to opportunities for new or updated equipment. Staff will utilize feedback from the survey as guidance during the evaluation process.

Comment: Six requests were made for additional operating hours on Sundays.

Recommendation: At this time staff does not recommend additional operational hours at GCC. Saturday pass visits for FY22 averaged 36 swipe-ins per Saturday from 7am to 2pm. (1776 swipe ins/51 weeks). Additionally, Longview and Lovell Community Centers offer Sunday hours which all memberships, with the exception of the GCC Only membership, have access to.

Comment: Multiple in person and survey comments have been received regarding GCC welcome desk staff members. A majority of comments are positive and appreciative but survey comments highlighted room for improvement and coaching.

Recommendation: Surveys have been shared with Facility Supervisors at GCC for their feedback and insight. Additional observation and coaching occurred on an individual and group basis during the September staff meeting. GCC Facility Supervisors have developed an exemplary culture at the facility both internally with each other and externally for the patrons. GCC manager will continue to work side by side with staff to work through challenging situations and overall presence at the welcome desk.

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:

The Gamber Community Center (GCC) is a 19,000 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. The facility includes an aerobics room, strength training and cardiovascular areas, ballroom available for private rentals, free internet access and a Wii, billiards room with 3 tables, 2 ping pong tables, Bistro and catering kitchen, 3 classrooms, outdoor walking path with 9 workout stations and an outdoor courtyard with a Gazebo and 2 outdoor Bocce Ball courts. Activities include fitness classes, bridge, bingo, instructional classes and rentals. The facility opened for operations on June 30th, 2008.

Program Benefits:

The Gamber Community Center offers many benefits to the residents of Lee's Summit including the wellness components of fitness and socialization. Patrons determine what benefits are desirable to them and participate in those activities. The GCC is an intergenerational facility and offers many programs geared towards increasing family togetherness and core family values.

Service Hours:

FY22: 80,850 (average of 2 hrs. per visit x 40,425 visits)

FY21: 43,096 (average of 2 hrs. per visit x 21,548 visits)

FY20: 103,516 (average of 2 hrs. per visit x 51,758 visits)

Volunteer Hours:

Volunteers: 1 Volunteer – Bingo 2 hours per week.

Based on national volunteer wage of \$29.95 x 112 volunteer hours = \$3,354.40

Volunteer Opportunities at GCC consist of – Welcome Desk Volunteers, Father Daughter Dance, Bingo, Landscape Maintenance, and special event set up.

Refunds

Total issued: 182

Rental Deposits - 142

Refunds due to dissatisfaction: 1 Membership – No Secure WIFI (WIFI is all public access)

Reasons for Refunds:

- Rentals – Medical – 3, COVID – 4, Time Adjustments – 4, Cancelled Event – 16 (Business meetings cancelled, reason unknown and cancelled with plans to reschedule), Weather – 1.
- Membership – COVID – 4, No longer needed membership – 3, Switch to insurance-based membership – 2, Moved – 2.

Fees Charged:**Admission Fees- single visits**

Fitness

Regular Rates

\$8.00

Discounted Rates

\$6.00

Membership Fees

Gamber Annual

Regular Rates

\$185/\$197

Discounted Rates

\$150/162

Gamber Flex

\$15.42/\$16.42

\$12.50/\$13.50

LSPR Annual

Regular Rates

\$245/\$257

Discounted Rates

\$209/\$221

LSPR Flex

\$20.42/\$21.42

\$17.42/\$18.42

90 Day Membership

\$144

\$120

Facility Rentals

Ballroom Area A

Regular Rates

\$70.00

Discounted Rates

\$55.00

Ballroom Area B

\$55.00

\$45.00

Entire Ballroom

\$121.00

\$100.00

Kitchen

\$65.00

\$50.00

Gamber Package (Ballroom and kitchen for 4 hours)

\$605.00

\$500.00

Event Package (Ballroom, Bistro, Great Hall and kitchen for 12 hours)

\$1750.00

\$1,600.00

Classrooms

\$45.00

\$30.00

Damage Deposit, \$100.00 for all rentals

Alcohol Service Fee, \$175.00

Table Linens, \$5.00 per table for white, \$7.00 for colors

Napkins, \$0.25 each

Security, \$61.23 per hour

Other Revenue

Preferred vendor

\$100.00 per year

One time vendor

\$50.00 per event

Marketing:

Staff markets GCC through the traditional means of using the Illustrated, cross marketing internally, use of the community access cable channel, e-mail blast and LSPR Website and Facebook.

Evaluation/assessment:

Evaluations were sent to 1,495 unique members including 75 GCC Only Members, 75 All LSPR Members, 603 Renew Active and 742 Silver Sneakers. 175 surveys were returned for an overall return rate of 11% total for all members. GCC membership is significantly represented by Insurance based memberships, staff is confident the surveys returned represent feedback from both GCC, LSPR and Insurance based membership.³

³ Staff received 43 surveys in FY21.

Survey Summary:

Rated above 4.5 on Likert scale

Parking Lot
Lobby/Hallway Area
Men's Restrooms
Value of Membership
Membership Options
Staff Friendliness
General Safety of the Facility
Quality of Aerobics Classes
Overall GCC Rating
Overall Rating of LSPR

Rated above 4.0 on Likert scale

Bistro
Billiards Room
Weight Room
Cardio Room
Aerobics Room
Bocce Courts & Gazebo
Unisex Restrooms
Women's Restrooms
Outside Walking Path
Outside Exercise Equipment
Staff Knowledge
Rules, Regulations and Policies
Current Hours of Operation
General Cleanliness of Facility
Quality of Instructional Classes

2022 "Gamber Community Center" Survey for LS Parks & Recreation

Which type of fitness membership do you currently have?

GCC Only Annual 110 GCC Only Monthly Flex 8

LSPR Annual 17 LSPR Flex 4

Insurance Based Membership 133

Are you currently a Resident 170 Non-Resident 5

Please rate your overall satisfaction with the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Parking Lot	15	0	1	4	67	85	4.50
Lobby/Hallway Area	14	0	0	1	64	91	4.58
Bistro	120	0	2	7	20	17	4.13
Billiards Room	122	0	0	1	22	22	4.47
Weight Room	74	0	1	8	46	39	4.31
Cardio Room	56	0	0	5	60	49	4.39
Aerobics Studio	57	0	2	21	53	37	4.11
Bocce Courts & Gazebo	136	0	0	2	14	14	4.40
Unisex Restrooms	93	1	1	3	39	30	4.34
Men's Restroom	114	0	0	0	21	23	4.52
Women's Restroom	49	0	1	5	59	53	4.39
Outside Walking Path	75	1	0	3	47	44	4.40
Outside Exercise Equipment	109	0	0	6	29	24	4.31

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

- Not big enough move fitness classes to the bigger room
- The women's restroom is often much too hot in the wintertime, and it makes me feel sick to be in there long enough to use the restroom. Please find a way to correct the climate control or to ventilate it better.
- Can large banquet room be used as exercise room when activity not scheduled in there???
- Never been there.
- The capacity is too low for the number of people who want to participate. I wish some of the more popular classes could be held in the larger event room to accommodate more people.
- Aerobics room is not large enough. While I realize that booking meetings is a source on income, it seems like an excess amount of space is set aside for that purpose while participants in the aerobics classes are jammed into one small area. I rarely see both the ballroom and small meeting room in use at the same time so it seems like the small meeting room area could be put to much better use by expanding the aerobics area.
- Have only used facilities offered in the Silver Sneakers Program
- Curbs make it hard for using cane, etc. I haven't been there since COVID, and didn't use all of the facility before then, so don't really know how it is now.
- Aerobics room needs to be expanded - very small for size of some of the classes I attend.
- I was only there years ago for a few minutes. I attend the community center at Legacy.
- I've only been there to 3 classes thus far.
- The sound system is poor. Instructors can't get it to work most of time which is difficult for them to use music CD's and phones. Too much equipment is stored along walls which makes it very difficult to participate fully in classes due to not enough room.
- Parking lot small.
- The group exercise room is too small. Classes fill up quickly and unable to take advantage of the classes.
- Really, I have not been into Gamber Center recently so do not feel qualified to judge the premises. Last year I attended a health insurance seminar and in general the place seemed very nice and well maintained.
- The aerobics room is small..limits class size. Resulting in need to sign up for the next week class the day you attend the current week...

- Nice place to gather to play cards.
- The water in the women's restroom near the weight room will not turn on.
- Sitting area nice, but not much snacks or drink offer. Aerobics room gets crowded - could use larger room. Especially for Silver sneaker classes. Many have waiting lists.
- I have not been to the facility for some time so can't judge. I checked recently for card games but only bridge was listed which I don't play.
- Aerobics room - needs a sound system that works, please stop trying to fix what is there and update it. It's sad when instructors have to bring in their own sound equipment. Unisex bathrooms - showers spray all over. I usually have to ask them to mop up my huge puddle after I shower.
- Replacement of exercise equipment as they age and need maintenance.
- Poor selection.
- Sound system in the Aerobics room is absolutely awful. Instructors have to bring their own equipment!!! Unacceptable!
- The room used for the exercise classes is too small for many of the classes. It feels crowded and unsafe with so many people, chairs, and exercise equipment.
- Long way to walk from car to door. Makes me feel vulnerable.
- Need more leg options. Could expand size.
- Restrooms are a long way from the front door and/or the silver sneakers room.
- I haven't been there yet, but looking forward to it. Thank you very much and hope you have an awesome day!
- Too small, floors need cleaned more often and some classes are too crowded.
- Weight Room equipment is outdated, aerobics room is too small.
- We haven't been to this location, at this time we've only utilized the Longview CC.
- Sound system in aerobics room doesn't work.
- My only issue is sometimes people just sit and do their phone while using the weight machines. When finished should move on so other people can use.
- Could use some more machines in the weight room although the space is limited. Just a thought.
- Women's restrooms have very uneven lighting so some stalls are dark. Aerobics room is too small for class size. It's crowded and competitive for a place.
- Aerobics - too small and classes fill up too fast. Need more classes of same aerobic exercise. I go elsewhere now just because I get in.
- Bistro - hardly deserves to be call a "Bistro". I do enjoy the availability of free iced tea.
- Have not been there since COVID and want to renew my activities.
- The Aerobics Room needs more fans or other ways to get airflow in the room.

Please rate the service of the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Value of your membership	10	0	0	5	60	92	4.55
Membership Options	24	0	0	6	51	85	4.56
Staff Friendliness	11	1	0	6	52	98	4.57
Staff Knowledge	14	0	1	7	68	79	4.45
General Safety of the Facility	12	0	1	4	64	88	4.52
Rules, Regulations and Policies	13	0	2	5	76	73	4.33
Current Hours of Operation	13	0	1	12	82	57	4.41
General Cleanliness of the Facility	12	0	0	3	54	99	4.28
Quality of Aerobics Classes	78	0	0	3	38	45	4.62
Quality of Instructional Classes	79	0	1	3	39	43	4.44

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

- Please move the morning exercise classes to the larger space. The aerobics room is too small for all the people that want to join these classes. There is always a waiting list. If by chance there is a morning meeting scheduled,

that meeting could be done in the aerobics room. It would be a better use of the facility to accommodate the many Silver Sneaker users in the larger room.

- You have an employee that is rude. When I started with you; years ago, your employees have been wonderful and friendly, blessing. Not now and I think twice before I even come in.
- I haven't been able to participate in classes because they were always full.
- Sometimes difficult to have access to classes due to availability.
- In chair yoga class, instructor told an older woman not to worry that her neck was "crunching!" During tour, staff didn't stop elderly man from using equipment unsafely!
- I've only been there 3 times to classes.
- One staff member insists participants write their phone number by name on sign in sheet for classes even when class will start in few minutes. Phone numbers are available when participants scan key fob.
- I used to do aerobics and SS Yoga at Gamber but the space was too small and always crowded.
- Exercise rooms are too small and won't hold many people. By the time you call to be put on the list it is usually full. The ballroom is not being used at this time and a lot more people would have the opportunity to participate. I love the classes provided but I have heard complaints that they can't get their name on the list.
- The staff friendliness is variable. Depending on who is on the desk, sometimes very helpful, sometimes downright surly.
- The facility is usually almost empty except for the aerobic/exercise classes yet they are in a room that is too small.
- Need more senior class times and activities.
- In case of an emergency (fire) you have no idea who is in the building and if everyone is out. The participants sign in but do not sign out. You do not know who is there at any one time.
- Need larger classes in some cases.
- Would be nice if open on Sunday. Need more challenging routines.
- The hours are too short and not open on Sundays.
- Enjoyed dance classes BUT please get a new instructor. Robert talks too much and dances too little. Need new steps to dances.
- Floors need to be cleaned more often. There's always dust, hair, dead bugs on the floor. It would be nice for the facility to be open on Sundays.
- Group class was too crowded, would suggest smaller class size due to size of the room.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg.
Overall rating of Gamber Community Center	14	0	1	6	57	91	4.54
Overall rating of Lee's Summit Parks and Recreation	6	0	1	3	58	100	4.59

Additional Comments:

- It is not what it used to be.....
- Glad you are having Mistletoe Madness again.
- Gamber Center was originally built for seniors over 55 I believe. Somewhere along the line, it changed. That's fine I suppose. Seniors do feel more comfortable at Gamber though. Young folks at Legacy & other areas often look at seniors like they don't belong. Just my observation.
- Lee's Summit is fortunate to have such wonderful facilities. They were a major factor in our decision to live in LSMO.
- No activities for seniors like entertainment or lunches.
- Funding from taxpayers and insurance companies, plus fees from users, not enough to show for it all?
- Gamber is a beautiful facility I wish more facilities had nice indoor walking like Legacy. It's a 20 plus minute drive for me to get to Legacy.
- Bonus classes need to be advertised on Facebook and Gamber online site about classes. Sometimes instructor may mention bonus class but if not there for that instructor class then not aware of bonus classes.
- The staff are all friendly and helpful. I am also enjoying the jigsaw puzzle area.
- I have a silver sneaker membership, but no longer use it because I have moved to John Knox.

- At the entrance of Gamber Center, the TV is always on political news. We don't think that's proper.
- Steve at the front desk is wonderful. Gloria and Ty are wonderful instructors!
- New bands for the silver sneakers classes--both kinds, with handles and without.
- Excellent facility.
- I think Gamber needs to stop the mind set it is for old people to sit around and use the larger room for exercise classes. Also, those at the front desk don't have the enthusiasm of those at Legacy.
- My health and mobility is better since I have been coming to the silver sneakers classes. I am glad you are there and your grounds are beautifully landscaped.
- If it's as great as Longview Community Center, I'm sure it will be awesome! Thank you very much and hope you have an awesome day!
- Sound system needs replaced in group exercise room, teachers shouldn't have to bring their own speakers. Doing Zumba you want decent sound for music.
- I learned of the Gamber Center by driving by it frequently on my way between home and Downtown on Langsford/2nd St.
- The addition of a leg press machine would answer a real need.
- Longer hours in from October to March for exercising.
- I love this facility. Great staff 🤝

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

39 LS Illustrated 11 Website 2 Facebook/ Twitter 4 Flyer 1 LS Cable 28 Acquaintance 53 Prev. Participant
52 Other

2. What would you like to see us add to the facility?

- More fitness classes to the big room.
- Afternoon yoga and Pilates classes. Everything now is in the morning or late afternoon/evening.
- Water classes.
- More machines in weight room.
- A squat machine in the weight room (such as you have on the fitness trail).
- I have Parkinson's and so I would like classes for us as a follow-up to our taking The Big Classes AND I really would like somewhere to take the Boxing class for Parkinson's.
- Unless it has been added in the last year or so, I don't recall an "active" bistro area with food and drinks for sale. I recall an area where you could help yourself to water and maybe coffee. That's it. Would be nice to have a real bistro with a cashier to sell snacks, ready-made sandwiches, and other drinks like juice, bottled water, etc.
- Would also like to see more group activities & events to sign up for...even if there is a nominal fee. I'm sure COVID put a stop to many things, but perhaps they could be restarted now or soon.
- More fitness class options with the popular classes.
- Larger indoor pool.
- Art classes and pottery classes at a reasonable price.
- Staff more informed on how to prevent injuries.
- More Silver Sneakers Yoga classes
- A swimming pool.
- More holiday meals.
- More silver sneaker classes.
- Sauna.
- Musical instrument classes eg ukulele or any easy to learn instrument groups. I did this in Texas and it was great fun!
- More chair yoga classes please.
- More evening classes. I still work full time and it appears that the facility is primarily for retired people. But it serves my purpose now as I worked with one of your personal trainers to develop an exercise routine specifically for my needs.

- More classes available for the seniors.
- More choices of snacks and drinks.
- Tai chi classes.
- Better sound system in Aerobics room.
- Increase the size of the aerobics classroom. It's too small.
- New bands both without handles and with for silver sneakers classes.
- Daytime Zumba hold with Ty (late morning?).
- I would like to see either more rooms for exercise classes or use the bigger rooms that you have available.
- Better scheduling - if you have a music-based class, such as Zumba, do not schedule a meeting in the room right next to it. It's not fair to either group.
- Meet and greets for the over 60 groups of people for making new friends to help with those that have none.
- Add an aerobics room.
- Common sense to use the larger room for exercise classes.
- Tai Chi.
- Different Seniors classes.
- A better sound system for the Silver Sneakers classes and all other classes that need music.
- A couple of different leg strength machines. Bathroom closer to the front door?
- Drinks vending machine.
- Larger group exercise room.
- A 45-degree leg press.
- Open Sunday.
- Tai Chi instructions.
- More weight machines.
- More floor yoga classes in larger rooms with additional instructors.
- More silver sneakers yoga, it's hard to get in the few classes offered.
- Reclined leg press.
- Additional Mindful Movement Class times.
- Increase attendance to classes like Yoga. You have to sign up & possibly not be able to attend if 20 ppl ahead of you on list.
- Offer lunch for seniors.
- Larger weight room.
- Bigger aerobics room. Hours on Sunday. Bigger weight room.
- More senior workout classes and more variety.

3. Which of our amenities have you used?

16 Billiards room
 25 Card playing area
 15 Patio/Gazebo area
 53 Outdoor walking Path
 15 Puzzle or library areas
 1 Ping pong tables
 3 Bocce Courts
 3 Outdoor Fitness Equipment

Comments:

- Will soon have more time to use GCC. Looking forward to learning about its amenities.
- I've been glad that outdoor fitness equipment is available. It was especially helpful in 2020 with the COVID lockdowns.
- I didn't know these areas existed.

- Have only used Silver Sneakers classes.
- Never saw ping pong tables.
- Piano.
- Mainly line dance in ballroom or mirrored exercise room – good.
- Haven't been able to get over yet, but have looked at everything and will be over soon.
- Doing chair yoga.
- Silver sneakers.
- I LOVE the card playing room.
- Nice walkway. Needs some tree trimming.
- Went up to dance.
- Would like to try some of these in the future. I am new to the center.
- Indoor exercise only.
- I only work out inside.
- More regular classes and less silver sneaker classes.
- Weight room and cardio room.
- I primarily use the cardio and weight rooms.
- Indoor exercise room.
- Only have taken exercise classes.

4. Are you a Friend of the Parks (FOP)? 34 YES 95 NO 38 I don't know what this is

**End of Activity Report
Adult Dance Classes
FY22
Megan Crews**

Executive Summary

Brief Description:

Ballroom and Latin Dance classes are six weeks in duration and are taught by Robert Conrad. The classes are held on Sunday at Longview Community Center.

Classes not held in FY21 due to COVID19.

Participant numbers:

FY22: 54

FY20: 125

FY19: 190

Total Revenue:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY22:	\$1,605.15	\$1,519.00
FY20:	\$2,655.00	\$3,841.00
FY19:	\$2,160.00	\$5,250.00

Total Expense:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY22:	\$1,801.42	\$1,846.42 ¹
FY20:	\$1,727.61	\$3,020.61
FY19:	\$1,800.00	\$3,362.56

Net:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY22:	(\$196.27)	(\$327.42)
FY20:	\$927.39	\$ 820.39
FY19:	\$360.00	\$1,887.44

Recommendations:

Comment: Should LSPR continue to hold this program?

Recommendation: Staff recommends LSPR continue to offer the program as it's an excellent source of exercise and patrons express that it is a reasonably priced class compared to others in the area.

Comment: There were varying comments regarding the instructor.

Recommendation: Staff appreciates the feedback and has shared them with the instructor.

Comment: Adult Dance had less participants and displayed a loss of revenue for FY22.

Recommendation: Adult Dance was one of the last programs to return following the pandemic. Staff will continue to increase marketing efforts to increase participation. While indirect expenses are reflected resulting in the loss, starting in January 2023 Adult Dance classes will increase to \$30/\$33 per person to assist in offsetting the indirect expenses. This is a \$3 increase and is the first increase in fees since the establishment of the program.

¹ Actual Expense includes both direct and indirect expenses. Indirect expenses for this activity: \$721.42

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:

Ballroom and Latin Dance classes are six weeks in duration and are taught by Robert Conrad. Dance is both a healthy and enjoyable activity. Dance exercises the mind and body in an ever-changing interplay of steps and rhythm. Progress from basic to advance in the wide varieties of Ballroom and Latin American dance. Both couples and individuals are welcome to the dance floor.

Benefits of Program:

The benefits of ballroom dancing are social interaction among participants, learning of new dance steps, aerobic exercise and the ability to apply what is learned to other social occasions.

Service hours:

FY22: 486 hours

FY20: 1125 hours

FY19: 1710 hours

Volunteer Hours:

There were no volunteer hours available for these activities.

Refunds:

Total Refunds: 2 (\$54)

Other reasons: Schedule Conflict

Fee Charged:

Ballroom & Latin Dance: \$27.00/\$30.00

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: Enter Winter program information into RecTrac. Compile survey information for End of Activity Report and End of Activity Report completed

Marketing:

Dance Classes are advertised in the Lee's Summit Illustrated, DYK, Flyers, website and eBlast. The instructor, Robert Conrad, also helped promote the program.

Evaluation/assessment:

Of the 29 surveys that were distributed to unique households, 9 surveys were completed and returned. This is a 31% return rate for the surveys. Please see attached Survey Summary for results.

Adult Dance FY22 Survey

of Surveys Distributed: Email: 29 # of Surveys Returned: 31% of Returns

Participant:

How did you hear about the program?

LS Illustrated 3 Acquaintance 4 Previous Participant 2 Other

Comments (Other):

Are you a LSPR “Friend of the Parks”: Yes 2 No 4 I don’t know what this is 3

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?	3	0	0	1	1	4	4.50
If you registered on-line, please rate the ease of registration	2	0	0	2	1	4	4.29
Please rate the amount of time taken to register	0	0	0	2	3	4	4.22
Please rate the overall registration procedure	0	0	0	2	4	3	4.11

Comments:

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	1	0	7	4.75
Was the content of the activity appropriate for the fee?	0	0	1	1	1	6	4.33

Comments:

- However. We request a new instructor. Robert talks too much. And it takes too long to finally get to the next song to dance too.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	2	1	6	4.44
Please rate the friendliness of activity staff	0	0	0	0	1	8	4.89
Please rate the ability to recognize activity staff	0	0	0	1	3	5	4.44
Please rate the amount of staff available during the activity	0	0	0	0	2	6	4.75
Please rate the condition and suitability of the equipment used.	0	0	0	0	4	5	4.56
Please rate the perceived safety of program.	0	0	0	0	3	6	4.67

Comments:

- Great teacher. Hope to take it again.
- My husband and I loved it. We want to sign up again sometime!!
- The program leader was very kind but spent half of the class chatting instead of teaching. It was frustrating.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
What is the likelihood of your recommendation of this activity to others?	0	1	0	2	1	5	4.00
Please rate the participant’s overall enjoyment level	0	0	1	1	2	5	4.22
What is your overall rating of the activity?	0	0	1	2	2	4	4.00
What is your overall rating of Lee’s Summit Parks & Recreation?	1	0	0	1	3	4	4.38

Comments:

- We have taken many dance lessons before COVID. Earlier this year we signed up but only went twice. Just can't do another lesson with Robert.
- I would certainly try it again with another instructor.

End of Activity Report
Line Dancing
FY22
Completed by: Megan Crews

Executive Summary

Brief Program Description:

Line dancing is an on-going program offered at the Gamber Community Center targeting the 50+ population. Line Dancing is held weekly on Thursdays from 1-2pm throughout the year. Overall there were 48 class offerings. Pre-registration is not required.

Participant Numbers:

	<u>Participants</u>
FY22	533 (Average of 11 participants per class)
FY21	460 (Average of 10 participants per class)
FY20	515 (Average of 15 participants per class)

Revenue:

	<u>Budget</u>	<u>Actual Revenue</u>
FY22	\$3,060.00	\$2,665.00
FY21	\$3,220.00	\$2,300.00
FY20	\$3,295.00	\$2,550.00

Expenses:

	<u>Budget</u>	<u>Actual Expense</u>
FY22	\$2,861.37 ¹	\$2,624.37 ¹
FY21	\$2,829.18	\$2,277.18
FY20	\$2,692.71	\$2,240.71

Net:

	<u>Budget</u>	<u>Net</u>
FY22	\$198.63	\$40.63
FY21	\$390.82	\$22.82
FY20	\$ 602.29	\$309.29

Comment/Recommendation:

Comment: Should LSPR continue to offer this class?

Recommendation: Yes, this program is well attended with continuous positive feedback.

Comment: Staff received many positive comments throughout the year in-person regarding the instructor, Karen Hedges.

Recommendation: Staff shares these comments with Karen as they occur.

Comment: Staff did not receive any direct feedback from surveys but survey scores highlight the appreciation for the program.

Recommendation: Staff will continue to be involved with Line Dance, refresh the marketing images and continue to monitor in person comments.

¹ Indirect expenses are included in both budgeted and actual expenses. Indirect Expenses are \$1,025.37.

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:

Line dancing is an on-going program that is offered at the Gamber Community Center which targets the 50+ population. Line Dancing is held weekly on Thursdays from 1-2pm. During this fiscal year, there were 48 sessions. Pre-registration is not required and the instructor is a licensed instructor.

Benefits of Program:

- Physical exercise
- Increased balance
- Strengthening of the cardiovascular system for participants
- Social interaction with fellow participants
- Work on cognitive skills through learning, remembering and performing the dances
- Meets a recreational need in the community

Service Hours:

The approximate number of service hours provided by this activity is 533 hours (533 participants x 1-hour sessions).

FY22	533 hours
FY21	460 hours
FY20	515 hours

Volunteer Hours:

There are no volunteer hours to account for with this program.

Refunds:

Total refunds: 0

Refunds due to dissatisfaction: 0

Reason for refund: N/A

Fee Charged:

FY22	\$5 per person/per session
FY21	\$5 per person/per session
FY20	\$5 per person/per session

Program Timeline:

July:	Advertise flyers and Illustrated
Sept:	Advertise flyers and Illustrated, distribute surveys
Oct.:	Advertise flyers and Illustrated, distribute surveys
Oct.:	Complete EOA report
Jan.:	Advertise, flyers and Illustrated
Feb.:	Advertise flyers and Illustrated
May:	Advertise flyers and Illustrated
June:	Advertise flyers and Illustrated

Marketing:

All marketing for Line Dancing is done through the Illustrated, website, social media and flyers.

Evaluation/assessment:

The line dancing class is evaluated at the end of each year by participant surveys and an End of Activity Report is completed once per year.

Number of surveys distributed:	15*
Number returned:	13
Percentage returned:	86%

*Beginning in 2013, Line Dancing registration was done through the RecTrac Point of Sale Module. Surveys were distributed at various times and patrons were asked to complete only one.

Line Dancing FY22 Survey Results

of Surveys Distributed: In Person 15 # of Surveys Returned: 13 86% Return Rate

Participant: 15

How did you hear about the program?

LS Illustrated 1 Acquaintance 5 Previous Participant 7

Comments (Other):

Are you an LSPR “Friend of the Parks” FOP?

Yes 4 No 6 I don’t know what that is 3

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the amount of time taken to register	1	0	0	0	5	7	4.58
Please rate the overall registration procedure	1	0	0	0	5	7	4.58

Comments:

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	3	0	0	3	4	6	4.23
Was the content of the activity appropriate for the fee?	2	0	0	0	5	8	4.62

Comments:

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	4	9	4.69
Please rate the friendliness of activity staff	0	0	0	0	3	9	4.77
Please rate the amount of staff available during the activity	0	0	0	0	3	8	4.67
Please rate the condition and suitability of the facility used.	0	0	0	1	3	10	4.77
Please rate the perceived safety of program.	0	0	0	0	4	9	4.69

Comments:

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant’s overall needs met?	0	0	0	0	5	8	4.62
What is the likelihood of your recommendation of this activity to others?	0	0	0	0	4	9	4.69
Please rate the participant’s overall enjoyment level	0	0	0	0	4	9	4.69
What is your overall rating of the activity?	0	0	0	0	4	9	4.69
What is your overall rating of Lee’s Summit Parks & Recreation?	0	0	0	1	4	8	4.54

Comments:

**End of Activity Report
Buddy Pegs
2022
Report Completed by: Sean Dorrance**

Executive Summary

Brief Description:

Buddy Pegs is a week-long camp teaching participants the basics of riding a bike. The base level of the class teaches children to ride with a no pedal bike system and gradually works their way up to riding a traditional bike. The program was held at the Legacy Park Amphitheater and run by the instructors of Buddy Pegs LLC. The classes were held on various weeks from late June through early August, each session being Monday-Friday from 8:00AM – 12:00PM.

Participant numbers:

2022: 15

<u>Total Revenue¹:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$13,800.00	\$3,525.00
<u>Total Expenses²:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$10,983.77 ³	\$3,791.27 ³
<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$2,816.23	(\$266.27)

Recommendations:

Comment: Should LSPR continue to hold this program?

Recommendation: Staff recommends LSPR continue to offer this program. The program was very well received and with more time to market next year staff believes the program can continue to grow.

Comment: Overall registration procedure rated below a 4.00 (3.83).

Recommendation: Staff will share this information with the administration staff and work with them to find better solutions for online registration in the future.

Comment: There were two (2) comments on the price of the classes. Buddy Pegs staff also received comments about the class prices.

Recommendation: Staff discussed pricing concerns with Buddy Pegs. Pricing will be kept in mind before marketing classes next summer. Depending on external economic factors the prices may be lowered to help with cost issues next year.

¹ Revenue was budgeted before LSPR knew exactly how many classes would be offered. Because of this, revenue was overbudgeted for the classes.

² Due to overbudget in revenue, expenses were also overbudgeted.

³ Budgeted and Actual Expense includes Indirect Expense: Indirect Expense for this program: \$1,323.77

Extensive Staff Report

Purpose of Report

Program Description

Buddy Pegs is a week long skill development camp specializing in bike riding. The Budd Pegs program is split into three classes. In Learn to Pedal students learn the fundamentals of riding a bike without pedals (no training wheels) thanks to a no-pedal glide method of teaching. During Adventure Bike Camp, participants who no longer need training wheels to ride expand on bike riding skills and go on longer more challenging bike rides. BMX Stem combines skilled bike riding with a science-based curriculum to teach participants the basics of force, friction and momentum. The program is held at the Legacy Park Amphitheater, located at 897 NE Bluestem Dr., Lees Summit MO. Classes were held on various weeks from June through early August, each session being Monday – Friday from 8:00 AM – 12:00 PM.

Benefits of Program

Buddy Pegs teaches the youth of Lee's Summit and the surrounding communities a lifelong skill in a fun and safe way. The participants spend multiple hours per week outside. In the process they get to play games, interact with their peers and learn a valuable life skill.

Service Hours: [15 participants x 4 hours x 5 days]

2022: 300.00 Hours

Volunteer Hours:

Total number of volunteers: There were no volunteers for this class.

Refunds:

Total Refunds:0

Fees Charged:

<u>Year</u>	<u>Amount</u>
2022	\$235.00

Program Timeline:

- March: Buddy Pegs reached out with initial interest. Memo drafted and approval process begins.
- April: Memo is approved and initial service agreement sent to Buddy Pegs.
- May: Service agreement fully approved. Class days and times finalized and put into Rec Trac. Registration opens and marketing begins.
- June: Program begins, observe classes.
- July: Observe classes.
- August: Observe classes, surveys are sent out.
- October: Season wrap up meeting, EOA finalized.

Marketing:

The program was marketed on the LSPR website, social media sites, DYK TV and multiple eBlasts. The program was also marketing by Buddy Pegs on their website and social media accounts.

Evaluation/Assessment:

Out of 15 participants, there were 15 unique households enrolled in the program. There were 15 surveys distributed for Buddy Pegs, of which 6 surveys were completed and returned. This is 40% return rate for the surveys. Please see attached Survey Summary for results.

Lee's Summit Parks & Recreation "Buddy Pegs 2022" Survey

Number of Surveys Distributed - Email: 15 Via Mail: 0 In-Person: 0 # of Surveys Returned: 6

Were you a - Participant: 0 Coach: 0 Parent/Guardian: 6

How did you heard about the program? LS Illustrated: 2 Website/Facebook/Twitter: 3 Email Blast: 1 Flyer: 0 Postcard: 0
Newspaper: 0 LS Cable Channel: 0 Acquaintance: 0 Previous Participant: 0 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?	3	0	0	1	1	1	4.00
If you registered on-line, please rate the ease of registration	2	0	1	0	1	2	4.00
Please rate the amount of time taken to register.	0	0	1	0	2	3	4.17
Please rate the overall registration procedure.	0	0	1	1	2	2	3.83

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	0	3	3	4.50
Was the content of the activity appropriate for the fee?	0	0	0	1	2	3	4.33

- Classes themselves were good, a little on the expensive side.

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	2	4	4.67
Please rate the friendliness of activity staff.	0	0	0	0	2	4	4.67
Please rate the ability to recognize activity staff.	0	0	0	1	2	3	4.33
Please rate the amount of staff available during the activity.	0	0	0	0	2	4	4.67
Were the rules, regulation and policies appropriate for the activity?	0	0	0	1	1	4	4.50
Please rate the condition and suitability of the facility/fields used.	0	0	0	1	1	4	4.50
Please rate condition and suitability of the equipment used.	0	0	0	0	1	5	4.83
Please rate the perceived safety of program.	0	0	0	1	1	4	4.50

- My son had a great time in the program! I was well run, and he learned a lot.
- Staff was friendly and knowledgeable.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	2	1	3	4.17
What is the likelihood of your recommendation of this activity to others?	0	0	0	1	1	4	4.50
Please rate the participant's overall enjoyment level	0	0	0	1	2	3	4.33
What is your overall rating of the activity?	0	0	0	1	2	3	4.33
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	1	1	4	4.50

- The camp was very good, instructors were incredible! The camp was a little expensive, with everything going up the summer it is the only thing I would change.

End of Activity Report
Itty Bitty Outdoor PE
2022
Report Completed by: Sean Dorrance

Executive Summary

Brief Description:

Itty Bitty Outdoor PE is a five-week skill development program, held during the summer. The program is for children three to four years old. The program is held at Miller J Fields Park, located at 1301 SE 3rd Terrace, Lee's Summit, MO. Each Itty Bitty PE session is 45 minutes in length and takes place on Saturday mornings. The participants learn skills in a different sport every week. The sports played include Soccer, T-Ball, Flag Football and Kickball with the participants deciding what to play the last week. After completion of the session participants are awarded a medal.

Participant Numbers:

2022¹: 17

Total Revenue:	Budget ¹	Actual
2022 ¹ :	\$0.00	\$738.00
Total Expenses:	Budget	Actual
2022 ¹ :	\$97.68 ²	\$279.76 ²
Net:	Budget	Actual
2022 ¹ :	(\$97.68)	\$458.24

Recommendations

Comment: Should LSPR continue to offer Itty Bitty Outdoor PE?

Recommendation: Staff recommends that LSPR not continue to offer this program. Enrollment was low compared to other Itty Bitty Outdoor sports. Staff believes this slot would be better filled by either offering another session of Itty Bitty Soccer or Itty Bitty T-Ball.

Comment: Multiple comments complementing instructors.

Recommendation: Staff appreciates the hard work of the Itty Bitty instructors. Itty Bitty has moved to coach led and high-level instructors will help keep the program at high numbers. Staff will be sure to maintain a good work environment that allows LSPR to retain high level staff.

¹ This was a new program and was not budgeted in 2022.

² Budgeted and Actual Expenses include Indirect Expense: Indirect Expense for this program \$97.68

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:

Itty Bitty Outdoor PE is a five-week skill development program, held during the summer. The program is for children three to four years old. The participants learn skills in a different sport every week. The sports played include Soccer, T-Ball, Flag Football and Kickball with the participants deciding what to play the last week. After completion of the session participants are awarded a medal.

Benefits of Program:

Itty Bitty Outdoor PE benefits include learning the basic skills of each sport, developing social and motor skills, practicing good physical activity, promotion of teamwork, learning good sportsmanship, exposing the participants to multiple outdoor sports and simply having fun.

Service Hours: (17 Participants x .75 hours x 5 weeks)

2022: 63.75 Hours

Volunteer Hours:

There were no volunteer hours for Itty Bitty Outdoor PE

Refunds:

Total Refunds: 0

Fees Charged:

2022: \$42.00/\$46.00

Program Timeline:

January:	Finalize Dates For Summer Itty Bitty Sports
May:	Registration Begins, Program Marketed
July:	Program Begins, Monitor Program
August:	Program Completes, Surveys Distributed
October:	EOA Report

Marketing:

This program was marketed in the LS Illustrated, on the LSPR Website, Social Media Sites, Posters, DYK TV and throughout various LSPR Facilities.

Evaluation/Assessment:

The program is evaluated at the conclusion by the parents of the participants or the participants. Out of 16 unique households given/sent a survey, 8 completed and returned a survey (50% return rate). Attached are the results of the survey.

Lee's Summit Parks & Recreation "Itty Bitty Outdoor PE 2022" Survey

Number of Surveys Distributed - Email: 16 Via Mail: 0 In-Person: 0 # of Surveys Returned: 8

Were you a - Participant: 0 Coach: 0 Parent/Guardian: 8

How did you heard about the program? LS Illustrated: 0 Website/Facebook/Twitter: 5 Email Blast: 2 Flyer: 1
Postcard: 0 Newspaper: 0 LS Cable Channel: 0 Acquaintance: 0 Previous Participant: 0 Other: 0

Regarding the Registration Process...	<u>N/A</u>	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	4	0	0	1	2	1	4.00
If you registered online, please rate the ease of registration.	0	0	0	2	3	3	4.13
Please rate the amount of time taken to register.	3	0	0	1	3	1	4.00
Please rate the overall registration procedure.	0	0	1	1	3	3	4.00

- It was confusing at first but figured it out.

Regarding the Value...	<u>N/A</u>	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	0	0	1	3	4	4.38
Was the content of the activity appropriate for the fee?	0	0	0	1	3	4	4.38

- Kids would lose interest due to the nearby park, would consider moving to another location.
- Reasonable.

Regarding the Program Sessions...	<u>N/A</u>	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff.	0	0	1	0	2	5	4.62
Please rate the friendliness of activity staff.	0	0	1	0	1	6	4.68
Please rate the ability to recognize activity staff.	0	0	1	0	3	4	4.70
Please rate the amount of staff available during the activity.	0	0	1	0	2	5	4.57
Were the rules, regulations and policies appropriate for the activity	0	0	1	0	2	5	4.66
Please rate the condition and suitability of the equipment used.	0	0	1	0	2	5	4.74
Please rate the condition and suitability of the facility/fields used.	0	0	1	0	3	4	4.74
Please rate the perceived safety of program.	0	0	1	0	3	4	4.74

- Coach Hillary was awesome and great with the kids!
- Friendly staff.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	1	2	5	4.50
What is the likelihood of your recommendation of this activity to others?	0	0	0	1	1	6	4.63
Please rate the participant's overall enjoyment level	0	0	0	1	1	6	4.63
What is your overall rating of the activity?	0	0	0	1	3	4	4.38
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	1	1	6	4.63

**End of Activity Report
Skateboarding 101**
2022
Report Completed by: Sean Dorrance

Executive Summary

Brief Description:

Skateboarding sessions are a fast paced, exciting and fun instructional program that includes proper etiquette and an unwritten code of conduct. Participants learn skate park etiquette, balance, basic skills, and simple tricks.

No classes have been held since 2015 due to insurance requirements and inability to find an instructor. This year LSPR partnered with the previous instructor, Dan Mapes of Dan's Sk8 School.

Participant numbers:

2022: 25
2015: 18
2014: 27

Total Revenue:

	<u>Budget</u>	<u>Actual</u>
2022:	\$900.00	\$1,620.00
2015:	\$1,200.00	\$1,085.00
2014:	\$720.00	\$1,320.00

Total Expenses:

	<u>Budget</u>	<u>Actual</u>
2022: ¹	\$734.66 ²	\$1,659.41 ²
2015:	\$1,165.10	\$1,085.10
2014:	\$1,083.10	\$1,683.10

Net:

	<u>Budget</u>	<u>Actual</u>
2022:	\$165.34	(\$39.41)
2015:	\$34.90	(\$0.10)
2014:	(\$363.10)	(\$363.10)

Recommendations:

Comment: Should LSPR continue to hold this program?

Recommendation: Staff recommends continuing to offer this program. Participation was high, and the survey results were positive.

Comment: There were five (5) positive comments regarding the instructor.

Recommendation: Staff appreciates these comments and will share the comments with the instructor when they speak with him at the end of the session.

¹ Staff originally budgeted Skateboarding 101 to take place with a part time instructor. Staff instead contracted with Dans SK8 School to teach the classes at a 70/30 split.

² Budgeted and Actual Expenses include indirect expense. Indirect expense for this program: \$579.41.

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

Skateboarding 101 is a class taught by Dan's Sk8 School through owner and instructor Dan Mapes. Skateboarding 101 teaches kids the basics of riding a skateboard, but also skateboard etiquette. Classes were taught at Lea McKeighan skatepark. The sessions lasted three weeks and were held on Sundays from 3:00PM-4:00PM from late June through mid-October.

Benefits of Program

Skateboarding 101 gives the participants a safe and controlled way to learn the sport of skateboarding. It is a good introduction to learning a new skill that parents will enjoy being there to see the participants progress. Dan also teaches how to properly care for the skatepark facility which is a benefit to LSPR.

Service Hours: [25 participants x 1 hour x 3 weeks]

2022:³ 75.00 hours

2015: 108.00 hours

2014: 162.00 hours

Volunteer Hours:

Total number of volunteers: There were no volunteers for this class.

Refunds:

Total Refunds: 2 (\$120.00)

Refunds Due to dissatisfaction: 0

Other reasons: One was enrolled in all three sessions, decided son did not need to be enrolled in third session. Other refund due to scheduling conflict.

Fees Charged:

<u>Year</u>	<u>Amount</u>
2022:	\$60.00/\$66.00
2015:	\$60.00/\$65.00
2014:	\$60.00/\$65.00

Program Timeline:

- May: Service agreement with Dans Sk8 School fully executed. Classes put into Rec Trac and opened for registration. Marketing for program begins.
- June: First session runs and is completed. Surveys distributed.
- September: Second session runs and is completed. Surveys distributed.
- October: Third session runs and is completed. Surveys distributed.
- November: EOA completed and submitted to park board. Dates for 2023 sessions agreed upon.

Marketing:

The program was marketed on the LSPR website, social media sites, LSPR Illustrated, DYK TV and multiple eBlast.

³ Service hours are smaller with similar participants. In 2014 & 2015 the classes were 1.5 hours long and lasted four weeks. Classes are now 1 hour long and last three weeks.

Evaluation/Assessment:

Out of 25 participants, there were 17 unique households enrolled in the program. There were 17 surveys distributed for Skateboarding 101, of which 9 surveys were completed and returned. This is 52% return rate for the surveys. Please see attached Survey Summary for results.

Lee's Summit Parks & Recreation "Skateboarding 101 2022" Survey

Number of Surveys Distributed - Email: 17 Via Mail: 0 In-Person: 0 # of Surveys Returned: 9

Were you a - Participant: 0 Coach: 0 Parent/Guardian: 9

How did you heard about the program? LS Illustrated: 0 Website/Facebook/Twitter: 6 Email Blast: 3 Flyer: 0 Postcard: 0
Newspaper: 0 LS Cable Channel: 0 Acquaintance: 0 Previous Participant: 0 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?	6	0	0	0	2	1	4.33
If you registered on-line, please rate the ease of registration	2	0	0	2	3	2	4.00
Please rate the amount of time taken to register.	1	0	0	2	4	2	4.00
Please rate the overall registration procedure.	1	0	0	2	3	3	4.13

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	2	3	6	4.67
Was the content of the activity appropriate for the fee?	1	0	0	0	1	7	4.88

- Dan was fantastic with the kids. He was super patient and was willing to teach them skills that they asked about on their own. I would highly recommend having Dan back for further classes!

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	1	8	4.89
Please rate the friendliness of activity staff.	0	0	0	0	0	9	5.00
Please rate the ability to recognize activity staff.	0	0	0	0	2	7	4.78
Please rate the amount of staff available during the activity.	0	0	0	0	3	6	4.67
Were the rules, regulation and policies appropriate for the activity?	0	0	0	0	1	8	4.89
Please rate the condition and suitability of the facility/fields used.	0	0	0	0	1	8	4.89
Please rate condition and suitability of the equipment used.	0	0	0	0	1	8	4.89
Please rate the perceived safety of program.	0	0	0	0	2	7	4.78

- Dan did a great job of teaching the kids and parents proper skate park etiquette and also taught them how to take care of the park by always taking a lap to pick up trash.
- Dan is great! So affirming and positive with the kids while also teaching technique effectively.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	0	2	7	4.78
What is the likelihood of your recommendation of this activity to others?	0	0	0	0	1	8	4.89
Please rate the participant's overall enjoyment level	0	0	0	0	1	8	4.89
What is your overall rating of the activity?	0	0	0	0	1	8	4.89
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	0	3	6	4.67

- Dan was fantastic. We weren't quite sure what to expect, but we were definitely pleasantly surprised! He was so great with all the kids! We would love an intermediate session. My son loved it!!
- The instructor was fantastic!!

End of Activity Report Summit Waves May 28 – August 23, 2022 Grace Carson

Executive Summary:

Brief Description:

Summit Waves was open this season from May 28 to August 23, 2022. It is located at 120 SW Blue Parkway. The water park promotes a safe, fun, and family-friendly environment. The water park serves a variety of aquatic needs, including seasonal memberships, private and public pool parties, swim lessons, special events, and public swim.

Participant Numbers:

For the 2022 season, 2,147 season passes were sold, and 545 passes were provided to Camp Summit participants as part of their enrollment fee. This compares to 1,500 budgeted for the summer 2022 passes.

	Season Pass Visits	Single Visit	Family Fun Night	Dive-In Movie	Twilight	Rentals	Toddler	Camp Summit	Comp Pass	Season Total
2022	91,676									
Resident	15,295	26,023	1,025	133	1,529	189	N/A ¹	12,040	311	56,545
Non - Resident	3,005	30,272	623	44	1,178	9				35,131
2021	98,168²									
Resident	16,520	34,565	436	89 ³	773	99	10 ⁴	14,757	0 ⁵	69,575
Non - Resident	2,294	25,988	191	32	88	5	N/A			28,593
2020	26,306									
Resident	18,176	5,399	N/A ⁶	N/A	N/A ⁷	35 ⁸	N/A ⁹	1,831 ¹⁰	N/A	26,306
Non - Resident	N/A ¹¹	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹ Toddler visit number is included in season pass total

² The facility was closed for all or a portion of 9 days due to lack of patrons and inclement weather for a loss of approx. 37 open swim hours.

³ Dive-In Movie was added to special events list for the 2020 season, due to COVID-19 the dive-in movie was held in 2021

⁴ Toddler visit number is not accurately represented. Due to the increase in traffic, toddler pass was not scanned often.

⁵ Comp passes were handed out for the closure of Summit Waves due to inclement weather. Pass was not active in RecTrac therefore staff did not keep record of how many comp passes were used.

⁶ Due to COVID-19, all Family Fun Nights were cancelled.

⁷ Due to COVID-19, Twilight hours were eliminated.

⁸ Due to COVID-19, no afterhours rentals were available. The rental numbers reflect only swim team use M-F mornings.

⁹ Toddler passes are included in season pass total.

¹⁰ Camp Summit lost swimming time at Summit Wave due to COVID-19 and the delayed opening date. Camp Summit swam for a total of 35 days Mon-Thurs.

¹¹ Single Visits were only offered for Lee's Summit Residents. Single Visit sales became available to resident on July 22.

<u>Total Revenue:</u>	Budget	Actual
<u>Calendar Year:</u>		
2022:	\$1,190,734.00	\$1,208,034.00
2021:	\$952,000.00	\$1,105,237.23 ¹²
2020:	\$761,471.00	\$240,716

<u>Total Expenses:</u>	Budget	Actual
<u>Calendar Year:</u>		
2022:	\$964,710.00	\$849,812.00 ¹³
2021:	\$801,487.00	\$714,584.58
2020:	\$674,342.00	\$389,939 ¹⁴

<u>Net:</u>	Budget	Actual
<u>Calendar Year:</u>		
2022:	\$226,024.00	\$358,222.00
2021:	\$150,513.00	\$390,652.70
2020:	\$87,129.00	(\$149,223)

¹² Additional revenue due to higher traffic/attendance seen in past years most likely from the addition of the wave pool and multiple pool closures in the surrounding areas.

¹³ Due to lack of staffing in August, budgeted expenses were not met

¹⁴ Actual expenses lower than projected primarily due to shortened season (June 27-August 24), limited single visits, and reduced capacity limit.

Food & Beverage

To supplement Camp Summit food and beverage sales, gift cards were advertised during all parent nights as an easier way to ensure their child was not losing the money they were given and the child would always have a lunch. Camp Summit accounted for \$15,415.75 in 2022 compared to \$12,184.50 (7.4%) of the Food and Beverage sales in 2021. \$4,620.00 in additional revenue came from food trucks.

<u>Total Revenue:</u>	Budget	Actual
<u>Calendar Year:</u>		
2022:	\$141,352.00	\$173,507.25
2021:	\$124,400.50	\$164,562.41
2020:	\$117,954.00	\$21,433.25 ¹⁵

<u>Total Expenses:</u>	Budget	Actual
<u>Calendar Year:</u>		
2022:	\$52,841.06	\$69,464.40 ¹⁶
2021:	\$53,251.78	\$103,326.96
2020:	\$39,108.00	\$20,523.47 ¹⁷

<u>Net:</u>	Budget	Actual
<u>Calendar Year:</u>		
2022:	\$88,511.00	\$104,042.85
2021:	\$71,148.72	\$61,235.04
2020:	\$78,846.00	\$909.78

¹⁵ Due to COVID-19, concessions menu was reduced to prepackaged food only eliminating hot food menu items. In addition to the menu change, actual revenue was lower because of the delayed opening date of Summit Waves and reduced activity.

¹⁶ Actual expenses higher than budgeted due to additional staffing needed as well as price increases with supplies and higher sales.

¹⁷ Expense reduction primarily due to a shortened season. Some savings due to reduced menu and lower attendance resulting in less product ordered.

Fees Charged:**Combo Meals**

Big Kahuna	\$5.50
Surfer	\$6.25
Hang 10	\$8.25
Hang 10 w/ Cheese	\$8.75
Wipeout	\$8.25
<i>Upgrade to a 32 oz fountain drink</i>	<i>\$0.25</i>
<i>Upgrade to a 20 oz bottle</i>	<i>\$0.50</i>

Tummy Fillers

Hot Dog	\$3.75
Burger	\$5.50
Cheeseburger	\$5.75
Nachos	\$4.00
Corndog	\$3.75
Chicken Strips	\$6.25
Papa Murphy's Single Slice	\$3.00
Large Papa Murphy's Pizza	\$20.00

Snack Shop

Bag of Chips	\$2.00
Candy	\$3.00
Chips and Salsa	\$2.50
Fruit	\$1.75
Fries	\$2.50
Giant Pretzel	\$2.50
Cheese Dip	\$1.25
Popcorn	\$2.00
Uncrustable	\$3.50

Cold Treats

Ice Cream Sandwich	\$3.50
Bomb Pop	\$3.00
Ice Cream Cup	\$1.75
Snickers King Size Ice Cream bar	\$3.25
Lemon Italian Ice	\$1.75

Beverages

20 oz Fountain Drink	\$3.00
32 oz Fountain Drink	\$3.50
20 oz Bottle Water	\$3.00
20 oz Bottle	\$4.00
Cup of Ice	\$0.50

Beach Gear

Locks	\$5.50
Swim Diaper	\$2.00
Sunscreen (2oz)	\$5.00
Goggles	\$12.00

Recommendations

Comment: Concessions (Quality, Timeliness, and Selection) rated 3.54 with 27 comments compared to 2.99 in 2021.

Recommendation: This comment is reoccurring every year. Staff adjusted concession lines and had a designated pick up window. This allowed for a quicker turn around time and reduced the line sizes at the registers. Others comments were about the selection of food. Staff experienced supply shortages with US Foods and Pepsi causing items to be out of stock or limited. This problem was solved by going to Sam's Club or Hy-Vee to supplement. There were four positive comments about the Chic-Fil-A food truck and the addition of Papa Murphy's Pizza. Staff is looking into ways to attract more food trucks as to offer a variety to patrons.

Comment: Dining Area rated 3.78 compared to 3.18 in 2021.

Recommendation: Although the rating was higher than 2021, comments received were regarding the lack of tables and chairs available. Patrons are able to take their concessions items back to their lounge chairs on the pool deck, they are not required to stay and eat in the concession area. There are also 16 picnic tables located around the facility for patrons to sit and eat food at.

Comment: Concessions Operation rated 3.81 compared to 3.18 in 2021

Recommendation: Although the rating was higher than 2021, comments received were about adding a secondary concession stand at the wave pool to reduce long lines. During the 2021 season staff attempted to add a satellite concession stand at the wave pool offering bottled drinks and pre-packaged items, this was not successful. For the 2022 season, the Chic-Fil-A food truck was located at the wave pool Wednesdays-Saturdays during June and July. At times, this reduced the lines in the concession stand. Staff is looking into ways to attract more food trucks as to offer a variety to patrons.

Comment: Shade rated 3.55 with 24 comments compared to 3.54 in 2021.

Recommendation: The comments made were related to the lack of shade available. Staff placed \$41,920 in the FY22 budget to install 5 additional shade structures which were added in September. Cabana furniture will also be replaced prior to the 2023 season making rentals look more attractive.

Comment: Membership Options rated 3.55 compared to 3.44 in 2021, and Value of Membership rated 3.83 compared to 3.75 in 2021 with 32 comments related to membership price and options.

Recommendation: Although both ratings are higher than 2021, Membership Options ratings are primarily derived from not offering a family pass. The pass structure and prices (season and single visits) has been in effect since the opening of Summit Waves when the pass structure was developed. Many of the comments regarding memberships this season were from residents regarding non-resident access. The comments given were regarding value of membership due to overcrowding from non-residents.

Comment: There were 42 comments regarding the hours of operation at Summit Waves.

Recommendation: The current hours of operation on the weekends and holidays are 11:00am-7:00pm (previously 12:00pm-7:00pm). The weekday hours of operation are 12:00pm-7:00pm. Hours on the weekdays would remain the same for swim lessons 8:15am – 10:00am, and 7:15pm – 8:00pm M-F and 8:30am -10:15am on Saturday, and Camp Summit 10:30am-11:30am M-F. Staff does not recommend any changes.

Comment: Staff received 23 comments from patrons expressing frustration about having some amenities closed towards the end of the season as well as closing prior to Labor Day.

Recommendation: Due to staffing shortages in August the lap pool or slides were closed based on staffing levels. At times staff were able to rotate having each amenity open. Prior to the 2019 season, Summit Waves operated daily until the Lee's Summit school district went back in to session. Summit Waves would then operate only on weekends until Labor Day. As a part of the 2018 End of Activity Report, it was recommended and approved that Summit Waves would cease operation entirely after the school district started their fall semester because of the lack of available staff. Staff does not recommend changes at this time.

Comment: There were 43 comments regarding the large crowds and wanting the facility to be Lee's Summit Residents only.

Recommendation: Many surrounding aquatic facilities experienced staffing shortages leading to limited hours or complete closures for the summer, leading to large crowds. Staff limited the number of single visit tickets sold on Friday-Sunday/holidays to reduce the crowd sizes. Single Visit tickets were also sold online as to capture the number of tickets being sold and reduce the line at the front desk. It is not fiscally sustainable for Summit Waves operate off Lee's Summit residents only nor does the City of Lee's Summit's legal department recommend it. Non-residents contributed \$111,091 in revenue during the 2022 between single visits and season passes.

Comment: Registration process rated 3.85 with 70 comments compared to 3.89 in 2021.

Recommendation: Single visit tickets were sold online for the 2022 season, the 70 comments made were frustration about the process in which to purchase those tickets and not being able to pay with cash at the gate. Patrons were able to purchase single visit tickets with cash at Lovell or Longview Community Centers and step by step instructions on how to create an account and purchase tickets were part of the marketing plan beginning in May. Single Visit tickets were sold online only to limit the number of people in the facility as to not overcrowd the park. An access point for Wi-Fi will be added prior to the 2023 season to eliminate phone issues and speed up the process on phones. Staff is working with Admin to make the web page user friendly and mobile friendly as well as upgrading software to allow for easier input of patron information. Staff will continue with the sale of single visit tickets online for the 2023 season.

Comment: Women's Locker Room rated 2.50 compared to 3.90 in 2021, the Men's Locker Room rated 3.14 compared to 4.05 in 2021, and the Family Changing Rooms rated 3.95 compared to 4.17 in 2021.

Recommendation: This comment is received every year. The comments made were about the lack of cleanliness of all the restrooms. Management staff sent deck attendants, service reps, concessions attendants or available lifeguard staff into each restroom to clean and constantly re-stock. Staff currently requires checks of all restrooms but will reiterate to staff and management team the need for these fifteen-minute inspections to be completed and documented for patrons to see. During those checks, if there is a cleanliness issue, staff addresses the issue.

Comment: There were 19 comments regarding the inner-tubes for the Action River.

Recommendation: The quality of the product has declined causing deflated or broken inner-tubes throughout the season. Staff is looking into other vendors for the 2023 season.

Comment: The Lap Pool rated 3.98 compared to 3.35 in 2021.

Recommendation: Although the rating for the lap pool is higher than 2021, the 6 comments made were about the crowdedness of the pool. Staff still saw high levels of traffic this season. Single visit tickets were limited on weekends to reduce the large crowds.

Comment: Number of Lounge Chairs rated 3.94 with 12 comments regarding the quality of the chairs compared to 3.99 in 2021.

Recommendation: Staff purchased 92 new chairs for the 2022 season. The quality of the chairs has declined and staff is looking into different options.

Comment: There were 64 positive comments about Summit Waves.

Recommendation: Staff appreciates the positive feedback regarding the facility and the seasonal staff.

Comment: Welcome Desk rated 3.98 with 21 comments compared to 4.06 in 2021

Recommendation: 20 of the 21 comments made about the Welcome Desk were about the lack of support given to patrons while they were attempting to purchase tickets online. Staff did re-training throughout the summer on ways to help troubleshoot with patrons during the WebTrac registration process. Staff will also provide more training documents for next season after what was learned this season.

Comment: There were 18 comments regarding unsupervised children at the facility.

Recommendation: The current minimum age to enter any LSPR facility without adult supervision is 10. Staff gathered data from 20 surrounding facilities and found that LSPR is not the only organization with that policy. Staff will continue to have LSPD and Private Security at the facility to assist with issues that involve unsupervised children. Staff does not recommend changing the minimum age guideline at this time.

Extensive Staff Report:

Full Program Description:

Summit Waves was open this season from May 28 until August 23, 2022 and is located at 120 SW Blue Parkway. The water park promotes a safe, fun, and family friendly environment. The water park serves a variety of aquatic needs, including seasonal memberships, private and public pool parties, swim lessons, special events, and public swim. The facility consists of a food and beverage operation, locker room facilities, activity pool, recreational swimming area with two diving boards, two slides (one body slide and one tube slide), a 904 ft. long action river with inner tubes, an 8,000 square foot wave pool and a considerable amount of open deck space for lounging and sunbathing.

Program Benefits:

The benefits of Summit Waves include a safe, fun and family friendly aquatic environment. It also provides an environment where participants of all ages can participate in programs designed for the most novice swimmers all the way up to the most competitive swimmers. Also, the participants interact with other participants, have fun and participate in an outdoor physical activity.

Service Hours:

Summit Waves was scheduled to be open 88 days. Total open swim hours were 641. The pool opened late, closed early or was closed the entire day due to inclement/cool weather and low attendance 5 times for approximately 32 hours during the season. Average daily attendance was 1,008.

2022: 221,760 Hours ¹⁸

2021: 235,917 Hours ¹⁹

2020: 57,505 Hours

Volunteer Hours:

Summit Waves had no volunteers this season.

Refunds:

Total Refunds: 593 (\$11,329.24)

350 due to medical reasons

80 due to being charged incorrectly

78 due to unknown reasons

70 due to Kids Country LSR7 paying with wrong credit card

7 due to sold out tickets

7 due to rental deposits

1 due to inclement weather

1 due to LSPR cancelled party

1 due to satisfaction guarantee

Fees Charged:

- Season Pass Resident: \$85.00

- Season Pass Non-Resident: \$100.00

¹⁸ Service hours reduced from 2021 due decreased average daily attendance.

¹⁹ Weekly average increased significantly in 2021.

- Camp Summit Season Pass: \$70.00
- Single Visit Pass Resident: \$9.00
- Single Visit Pass Non-Resident: \$12.00
- Family Fun Night Resident: \$6.00
- Family Fun Night Non-Resident: \$7.00
- Dive-In Movie Resident: \$9.00
- Dive-In Movie Non-Resident: \$12.00

- **Program Timeline:**
- January: Begin advertising employment opportunities for upcoming season. Develop Illustrated information and input in to RecTrac.
- February: Begin interviews for lifeguards, concession attendants, deck attendants, service representatives and swim lesson instructors.
- March: Continue interviews for all open positions, including management, conduct lifeguard certification courses, and continue marketing. Coordinate with Park Operations on de-winterization procedures.
- April: Begin swimming lessons enrollment and season pass sales. Continue interviews for staff. Conduct lifeguard certification courses.
- May: Continue marketing, complete preseason maintenance, conduct lifeguard certification courses, complete hiring paperwork for all staff, began staff training.
- June: Monitor food and beverage operations. Begin in-services for lifeguards.
- July: Continue in-services and various training for all staff.
- August: Prepare and send out end of season survey to patrons and monthly staff meeting. Coordinate with vendors to return unused product/supplies.
- September: Begin winterization. Compile survey information
- October: Begin end of activity report. Complete winterization.
- November/December: End of Activity report submitted for Park Board review.

Marketing:

Information regarding Summit Waves was distributed to the community in many ways through social media, flyers, website, and the LS Illustrated. Ads ran throughout the day on Neptune Radio for everyone to hear. Finally, to promote other facilities, recognize sponsors, recognize employees of the week, etc. The DYK TV in the Summit Waves breezeway was utilized and weekly videos ran anytime the facility was open.

Evaluation/Assessment:

Out of 594 unique households representing 2,147 season pass holders sent a survey, 466 completed and returned a survey (24.1% return rate). 119 single visit patrons chose to complete the survey for a return rate of 26.6%. Please see attached survey results.

Rated below 4.0 on Likert Scale

Welcome Desk

Dining Area

Concessions (Quality, Timeliness, Selection)

Lap Pool

Shade

Number of Lounge Chairs

Family Changing Rooms
Men's Locker Room
Women's Locker Room
Value of Membership
Membership Options
Current Hours of Operation
Concessions Operation
Registration Process

Rated higher than 2021 Survey

Parking Lot
Dining Area
Concessions (Quality, Timeliness, Selection)
Lap Pool
Action River
Activity Pool
Slides
Shade
Interior Facility Cleanliness
Exterior Facility Cleanliness
Value of Membership
Membership Options
General Safety of the Facility
Concessions Operation

Rated lower than 2021 Survey

Welcome Desk
Wave Pool
Number of Lounge Chairs
Family Changing Rooms
Men's Locker Room
Women's Locker Room
Staff Friendliness
Staff Knowledge
Rules, Regulations, and Policies
Current Hours of Operation
Registration Process

Collection Method

Online

Amount

466

LS Parks & Recreation Summit Waves Pass Holder Survey 2022

Number of Surveys Distributed - Email: 594 Via Mail: 0 In-Person: 0 **# of Surveys Returned:** 466

Were you a – Season Pass Holder: 331 Single Visit: 124 Resident: 286 Non-Resident: 180

How did you hear about the facility? LS Illustrated: 37 Website/Facebook/Twitter: 59 Email Blast: 1 Flyer: 6
Print Ad: 2 Acquaintance: 279 Previous Participant: 128 Other: 26

Please rate your overall satisfaction with the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	2022 Average	2021 Average
Parking Lot	4	8	10	53	215	160	4.18	4.12
Welcome Desk	8	11	18	85	188	147	3.98	4.06
Dining Area	103	10	20	91	144	86	3.78	3.18
Concessions (Quality, Timeliness, Selection)	99	22	33	107	114	77	3.54	2.99
Lap Pool	77	11	17	48	189	111	3.98	3.35
Wave Pool	11	8	8	32	160	237	4.37	4.39
Action River	10	11	13	46	176	198	4.20	4.18
Activity Pool	84	8	5	28	173	153	4.25	3.51
Slides	83	7	7	38	170	147	4.20	3.47
Shade	19	25	53	11	145	100	3.55	3.54
Number of Lounge Chairs	9	15	30	66	188	145	3.94	3.99
Interior Facility Cleanliness	31	9	9	68	206	130	4.04	3.79
Exterior Facility Cleanliness	8	6	3	32	236	169	4.25	4.23
Family Changing Rooms	197	8	10	52	101	84	3.95	4.17
Men's Locker Room	315	6	5	23	54	41	3.14	4.05
Women's Locker Room	148	13	14	68	130	79	2.50	3.90

Please rate the service of the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	2022 Average	2021 Average
Value of your membership	52	24	23	73	153	126	3.83	3.75
Membership Options	53	31	50	86	128	102	3.55	3.44
Staff Friendliness	3	12	14	68	191	165	4.07	4.20
Staff Knowledge	40	9	17	58	188	139	4.04	4.20
General Safety of the Facility	5	14	15	50	187	180	4.13	4.11
Rules, Regulations, and Policies	7	19	25	50	174	176	4.04	4.13
Current Hours of Operation	6	21	41	104	170	108	3.68	3.75
Concessions Operations	101	17	20	76	132	102	3.81	3.18
Registration Process	24	21	26	81	168	132	3.85	3.89

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	2022 Average	2021 Average
Overall rating of Summit Waves	4	13	17	56	203	161	4.07	4.16
Overall rating of Lee's Summit Parks and Recreation	20	6	6	47	196	180	4.23	4.11

Survey Comments

- Was a hot summer, more canopies/shade areas are needed.
- Need more shaded areas and better lounge chairs. Concession choices are so-so. Concessions seem to be out of product often
- I miss being able to decide spur of moment to take the kids swimming. Hate having to buy tickets online only. Wish you stayed open even an hour later so when I'm off work we could come. In the mornings you f opened areas not used for lessons would be great. Almost nap time for little ones by time you open which restricts time we come. Canceled my season passes because I can't use as often with little kids
- Great place, needs more shade options!
- The deck area around the lap pool was not as clean as in past years.
- Never any fully inflated tubes, bathrooms stinky and dirty, snack bar area took FOREVER and never had anything in stock, front desk could smile and say hi and thank you every once in a while. Will not buy another season pass again.
- Frequently out of paper towels
- Wave pool gets crazy and I feel at times it is unsafe for elementary kids due to the crazy behavior of older kids and young adults.
- There were many days that ran out of toilet paper in the bathroom. Pool needs to be open later in the year at least on weekends. There are plenty of summer days still left!
- Loved having Chick-fil-A there on occasion
- It would be nice to have a fast line for people who already have tickets or season passes to go through. More shade is always good. Some of the misters under the bridges on the action river didn't work.
- I can't get over the limited hours and days that you were open. What I mean by that is you open at noon and close at seven or eight well before you really have to. I have a job and I want to come to your facility but I have maybe two hours before you close, also I can't believe you never stay open till Labor Day. This is just really disappointing considering that you could be open but you just aren't.
- The women's locker room always smelled like urine when we were there to visit for the day.
- It would be nice to have a speaker in the wave pool area. When the waves are on, you can't hear anything on the speaker.
- Please put life jackets by the wave pool; some kids don't need them unless I'm there due to depth. Then we have to walk all the way back to the front to get them. Also, please address the HOT WOOD BRIDGE, kids and adults can't even walk on it because it's so hot, it literally burned my feet. You can't tell me there is no solution. It's been horrible every year.
- You don't even offer most of these things. You also do accommodate people with different needs. Not functional for most people.
- We went mostly in the evenings during the week and a few late afternoons on the weekends.
- Bathroom areas could be cleaned during the day on a more regular basis. And all of the tubes on the action river were deflated by the end of the season.

- It seems like there are always 5 or 6 people in the welcome desk, but they aren't doing anything but talking to one another. Season ticket members can scan in on one side, but it's still possible to get stuck behind a big party purchasing single day passes. It needs to be more convenient for season ticket holders.
- Great job
- I visit at all hours of the day and the pools are often extremely cloudy I feel like they should be cleaned more often. More chairs that are NOT lounge chairs would be appreciated for the elderly and those who find discomfort using lounge chairs. Welcome desk staff don't keep the lines orderly and it's often difficult to get in even with the pass. They're also chatting and sitting on the desks every time I come in, seems very easy to sneak on when there's no officer.
- Far too many people for any one outdoor swim facility to handle!! As LS continues to grow, so should the additional outdoor swim structures. Also, the season gets shorter every year. Love this place but we need another outdoor pool spot.
- My only comment is maybe stop people from holding onto the rivers tube when they aren't using them. Often the river was out but looking around it was clear that many had just taken the tubes to their chairs/area in case they wanted them at some point in the day.
- Over all the place is clean and staff are great and there is plenty of fun activities. The only thing I would say is that several times we have gone it was a bit over crowded. No lounges or shade, and no tubes for lazy river. And the bathrooms weren't stocked with toilet paper and a little messy. So, I think my only real critique would be over crowded. Some of the guest were a bit rough with inappropriate language around kids too but I recon not much can be done about that. Thank you for investing time and considering ways of improvements, we hope to enjoy many seasons of taking our little family!
- Should be checked often, half the time no toilet paper
- Need new chairs. Most are broken.
- Please open a new community pool for Lees Summit. Summit Waves is too crowded and causing additional issues. I only go after 4 due to too many people. We need another public pool option in Lees Summit.
- More shade would be great
- This year seemed to have a lot more unsupervised kids, who were constantly cursing, being mischievous and disrespectful to people in general. I don't know how much of that is in the facilities control, but it will be a weighing factor on whether I continue to buy season passes for my 2 boys and myself.
- This park is a complete waste of time from the moment it replaced the Pool. One cannot swim laps, teach children to swim, or dive to bottom of pool. Please replace with a proper pool so I don't have to drive to Whiteman or Ft Leavenworth for a proper pool.
- I think there needs to be a concession stand by the wave pool area to help move lines faster.
- Too crowded
- We love Summit Waves. Everything is clean and all the life guards were extremely attentive
- Staff are inattentive posing a huge safety concern, they all need extensive training (people skills, life safety, etc.) and everyone I've encountered is immature and rude. My daughter and I were locked in the bathroom by the wave pool after swim lessons (which were a joke, by the way!) and

facility was still open for later lessons. No apologies from anyone on how they locked up without (1) cleaning and (2) making sure they were empty first. My number was taken but still haven't ever received a call. Serious training opportunity that no one took seriously!

- Dirty. Seems like a not safe to be
- On busy days, could use more chairs.
- I was there for an event and didn't get into the water
- Need more shaded areas. Would like a better variety of stuff on the concession menus.
- Part of facility was closed in August so couldn't enjoy everything. Slides were closed early; lap pool totally closed some days so you never knew what to expect. In August there was serious rough-housing in the river with preteen and teenage boys which was scary. You didn't know if you were going to be hit in the mix. Guards said nothing. Donut tubes were likely broken toward end of summer for River and hadn't been replaced. So not enough of those. Too many older kids in the activity pool!!!! They don't need to be there. Guards said nothing. Have a height limit. It was crazy. Older kids taking advantage of little kids on the slides cutting in line. At the beginning of the year, I was impressed but not in August. The facility closed too early in August. What about Labor Day? The Guards on the slide and the wave pool were always attentive. Everything needs to be open and available all summer no matter if you buy a season pass or 1-day day. I know a few people who gave up getting a day pass online because the website wouldn't work properly. General safety of the facility depends upon where you were.
- There should be a discounted season pass when the season is a half or 3/4 the way through.
- The main complaint we had when we used to go to the pool is that some folks would leave their babies poop diapers laying on the lounge chairs as well as sticky juice spots on the chairs. It made the environment feel like a place we didn't want to be so we didn't go to the pool at all this year.
- There are never enough chairs and there are always very long stretches without shade so burning feet is very easy.
- I think about every time I went I had to point out that there was no toilet paper in any of the women's restroom stalls.
- I absolutely love Summit Waves it's just not open long enough
- Love having Chick-fil-A there this year!
- Overall, we were extremely pleased with the facilities this year. We appreciate the limiting of guests.
- Lap pool only poor because we wished it were open more (at least the diving board side) but we totally understand that staffing is hard. Would love a few more umbrellas.
- The concession area is very slow and never enough people working. Need more window's and people taking orders. Having a 20 min line is unnecessary.
- Too many non-Lee Summit residents - impossible to have a good time
- I enjoyed my Summit Waves experience. My only concerns were a limited number of fully inflated floats (this seemed to vary at different times during the summer) for the Lazy River.
- Better than last year. But lifeguards were often unengaged, not stopping kids from flipping off this decade of swim pool resulting in head injury, not stopping teenagers from having obvious sex in lazy river, and not stopping teenagers from purposefully leaving tunes to get stuck in the enclosed

slides! Tons of safety hazards. Three times I have helped stranger children with their life jackets tearing, half clipped, half stuffed with flotation, etc. I do not trust the diligence of the lifeguards. Very few demonstrated a sense of responsibility, but most demonstrated a bad attitude and obvious lack on engagement. Better than last year because that was horrible with people doing all kinds of things!

- Your team did a great job again this year. It's just too bad that we have to close so early as most all the staff heads back to school!
- We enjoy the water park very much, it offers plenty for myself and my young children. The friendliness of the staff is usually hit or miss, sometimes they completely ignore you (don't say hello, scan the pass card yourself, etc.), and other times they are very friendly and welcoming. Family change rooms were dirty every time we visited. I strongly suggest a more routine check & clean of those areas. I would give an overall rating of 8 out of 10. There's always room for improvement. We will definitely be pass holders for the 2023 season.
- Overall, we enjoy coming to Summit Waves, however the last few years it seems to get very crowded due to others coming from all over the metro. This why we no longer purchase season passes.
- I rated the Welcome Desk poor. I have been to SW three time this year. Every visit while standing at the desk to get in in with my day pass in hand, I had to wait to be acknowledged. There are at minimum four people at the desk talking to each other and not talking to the customers or at least acknowledging they will be with us shortly. My expectations are for the welcome desk are eye contact, acknowledgement, and quick information I need to know about the park.
- When we would try to go in the lazy river, there were never any tubes. It seemed like most of them were taken away.
- Seemed to be a lack of tubes for the lazy river.
- Please consider adult times and/or days. Please hire qualified staff that can count in the concession area and maybe teens that want to help consumers rather than dancing and playing on their phone.
- Would like to see a few more chairs instead of just the loungers and Adirondack chairs.
- I hope you understand as black citizens of Lee's Summit, you are not likely to earn the business of my family going forward. The disgusting approach to resolving the fabricated issues you had with the Evans family's party will linger for a long time. You tried really hard to suppress that incident, but typically where these is one of these there are others that were never reported.
- I absolutely love LS waves. Wish they could remain open on the weekends after school starts
- There needs to be a way to announce when you are at capacity and not taking additional people in.
- I have been frequenting here for years. Staff & amenities are amazing. Great place!
- During peak times, shade couldn't be found. Lots of people move chairs into the shade and ruin the flow of the seating. Would love more shade!
- Keep staff off their phone so much. Not able to answer questions very well.
- Seemed very crowed and the rafts in the lazy river and with all the people it's just too much. Lines for slides are extremely long. Kids area crowed and a lot of the kids are way too big to be in the kid zone
- Extremely long lines at concession stand. Could have been remedied by opening another line.

- Concessions has very limited options and staff is never friendly or helpful and the eating area is always dirty. Not enough shade especially around the kid area and the ground burns feet especially the bridges. The bathrooms are always dirty and poorly stocked
- My son and I love summit waves life guards. Continue training and hiring great kids.
- My son had a season pass. My stepson did not because he and his mom did not move to Lee's Summit until later in the summer. However, each time I tried to bring my stepson to summit waves (probably 4 visits), he was denied entry because the pool was "too crowded." This was the excuse even in the evenings when it looked to me that there was plenty of room. I think he was simply denied because it was crowded during peak afternoon hours and nobody wanted to take down the sign as patrons left the pool. I think there was just laziness involved. The kids at the desk felt they could say "no" so they did. They just made their jobs easier. My stepson is also black. I hate to think this played a role in the decision to turn him away, but recently publicity might suggest otherwise. It appears some employees of the pool might prefer that black children of Lee's Summit tax payers not attend. Also, if the pool is overcrowded then only Lee's Summit residents should be able to attend. My wife and I pay property taxes to Lee's Summit. Our dollars built the pool. My stepson should not be denied when his parents pay taxes, he has cash in hand, and kids from surrounding cities are playing in the pool. That is just not right. I would like to discuss this with someone: My name is Steve. My Cell: 816-808-0222
- NEEDS a new bridge or something that does not get super-hot. biggest complaint I have and I tell everyone about how miserable it is and to make sure and wear cheap shoes in case someone steals them
- The bathroom areas and showers were not the cleanest. Sometimes the amount of people on the weekend is excessive.
- I wish you would make this pool Lee's Summit residents only!! With this being the only public pool in our city it is always Way over crowded! The lap pool diving pool Needs to be expanded or a 2nd built it's a joke there are people shoulder to shoulder in there!!
- I love coming there! Our family ALWAYS have a great time!
- Restrooms need to be cleaned more often during the day. Facility overall is usually exceptionally clean.
- Often very crowded. Children sometimes not supervised and run into adults and families.
- It would be nice to have two entrances and two concession stands now that the wave pool has been added.
- Lots of unsupervised minors in last room and lap pool, lots of cussing, fighting and lifeguards not doing anything. Welcome desk kids working very rude or on their cell phones.
- I tried to visit your location this year with my daughter, and upon entrance to buy tickets they refused to sell tickets or let us enter. Stating we had to buy our tickets online. I said I'm her now why can't we just buy tickets and come in. She smirked and said you have to buy them online. So, we left. I can't imagine I'm the only person or family this happened to and we didn't go back since because of it. Just giving feedback. If that's the policy now, it is what it is. "I think it creates a barrier for entry for some people though" But the attitude wasn't appreciated.
- Too many girls in thongs made it uncomfortable to bring my family. It is against your dress code but was never enforced. Bathrooms smelled like smoke and pot.

- I've always found LS Waves to be well run and enjoyable. I was disappointed when some parts of the park closed due to not enough lifeguards, but that's understandable given current events.
- Food selection there is not the greatest or that great. Shaded areas are few. More lifeguards for wave pool I think would be better.
- Rafts that are fully inflated and accommodating all sizes of people would be nice.
- Action River has large arches of water that splash down on you. There's no way to avoid them. They prevent someone with prescription sunglasses from constantly getting pummeled with water in the face.
- It was very frustrating to have to wait behind daily ticket holders in the left members lane. There used to be one entrance for members and one for daily tickets. Adding on top of that people not knowing they had to buy online so there would be clusters of people just standing and blocking the entrance. No staff members tried to ease the congestion or get pass holders inside faster.
- Was disappointed that a lot of areas were closed on and off. Several times we had to move all of our belongings due to the lap pool being closed. Slide lines are always incredibly long if the slides were open. I also feel with a family of 7 there should be family passes vs having to buy each individual pass.
- Hard to keep bathrooms clean with lots of wet bodies going in and out but sometimes more can be done, I would think.
- All staff were great this summer!
- 2nd concessions location by the wave pool was needed. Thank you for having it available a few times this summer.
- I love this place!
- The concessions lacked options and dining area is small and very close to concession window causing lots of crowding
- Please clearly mark with a sign a designated line area for your season pass holders.
- There were some days that it got very busy this summer! We wish there was a way to keep it open until Labor Day, but we understand that the staff are mostly students.
- It would be nice to have periods throughout the day that are just adult times in the lazy river.
- Did not like seeing people hawk huge loogies on the ground, kids younger than 10 holding newborns alone in lazy river and such, teenagers ignoring staff and getting away with it, and lifeguards ignoring teenagers leaving tubes in the slides for smaller children to find 5 tubes! And no one gets into trouble. Ghetto ran this year... or staff was scared of the ghetto that over ran.
- Change up the music selection
- I think all things considered everything was great! The only complaint was the snack line was always packed, too many people allowed in from outside Lee's Summit, over crowded, felt unsafe at times.
- This year was better because season pass holders didn't necessarily have to wait in long lines while people purchased day passes; however, there should be a scanner devoted strictly to season pass holders checking in. There were multiple occasions where that scanner was in operation for people purchasing day passes. Also, limiting the number of day passes sold daily was very helpful, and more people should be encouraged/required to purchase passes ahead of time.
- I love this place!

- This whole past summer the misters over the action river hardly worked. It wasn't that way the year before. I love the new addition of the wave pool! The system for getting tubes to go into the river/slides needs to be fixed as well it could be so much smoother. More shade and chairs would be good, I have seen people doing laps around the pool just looking for a chair or two. I have had membership the past 2 years, not so sure I will another year unless the quality matches the price I'm paying per membership
- We had a wonderful time at Summit Waves this season. We did have trouble finding seats in the shade
- Assuming COVID is not a hot issue, I think restricting the number of patrons was best overall to avoid unnecessary rough housing and able to enjoy without too much crowd.
- I do wish it opened earlier in the day. Nine or 10am would be great! Bathrooms are pretty gross, pretty quickly after opening time. They were ok last year, but not great this year. I wish there were more lounges in shaded areas. If you don't arrive right at opening time, you (and your stuff) are going to roast in the sun. Also, the kids that attend from some sort of camp (they usually are all wearing the same t-shirt, but different colors, and they are ALWAYS there) are not monitored very well, and for the past two years have been pretty rude and disrespectful everywhere we happen to encounter them around the park. It does affect the quality of our visit each time, unfortunately. We really like Summit Waves, there are just a few things that aren't great.
- Lots paper on floor and out of TP several visits. Handicap restroom should be handicap...not dressing room... not for parents and child...not for those that walk fine. Using a walker need space to get it in rest room.
- The amount of shade now is much better than in years past. It is still VERY hot walking from the wave pool to the little kid area or the river, it would be nice to have shade or some wet spots to cool little feet off (big feet too)!
- The concession food was always heated and served poorly. The bread for the hotdogs was always stale and or crunchy.
- There was a lot of behaviors at the pool this year. There was also a lot of middle schoolers without an adult supervision. This caused a lot of problems around the pool. They were cussing and horse playing around little kids. I would recommend that middle schoolers have a parent at the pool at all times. High schoolers should be kicked out if they are found horse playing if they have been worn several times. It would be nice that only Lee Summit residents can buy a season pass. There was a lot of people we did not recognize this year and it made many days or event uncomfortable.
- The concrete burns our feet in the summer. It can be awful walking from pool to pool. Could you install some small water features to help? Or more shade? get a little tired of unsupervised teenagers kind of running over families at the pool, and having to hear their horrible language. It is a family pool and the behavior of these groups can sometimes discourage us from wanting to come. I have young kids and we often feel pushed around by teenagers in the lazy river. We do love coming as a family, but those would be my biggest complaints. It would be fun if you were open at night sometimes.
- Summit Waves is so much fun! We love going there every summer!
- We enjoyed our visits to the facility.
- Open swim in the lap pool needs to end before someone jumps in on someone else.

- The action River was dirty many times. Needs more filter points. Bathrooms and changing area were always dirty.
- Bathrooms need to be briefly cleaned throughout the day. Toilet paper runs out
- Please stay open later.
- I did not go this season due to the large crowds.
- The ladies restroom often had wet toilet paper all of the floor.
- Please offer healthier options at the snack bar.
- There were people who were spitting (coughing up phlegm) on concrete walkways during this summer. When I reported it, nothing was done. Children were unattended causing problems with other children. It was a very different clientele this summer. We will not be back again. My family and I could not enjoy ourselves at all the summer we tried five or six times and stopped going.
- Water when taking a shower was always cold.
- It was very frustrating being a season pass holder this summer. In summers past, we were allowed in 15 min early and were able to bypass the lines. I had to wait in lines up to 10-15 min this summer. There should be a perk of a bypass line for season ticket holders.
- Need to continue to limit the number of people. It's not enjoyable when you have a stranger sitting literally right next to you practically with chairs touching.
- Lap pool can become cloudy at the end of the day. More umbrellas would be nice. The women's locker room should be checked or cleaned more often being it's a high traffic area. Other than those few things great place with great workers all around.
- Shower water is cold. Who wants to shower before getting in the pool with cold water - no one therefore no one is clean before getting in the pools.
- It seems that there were never all the items on the menu, and at the end of the season, there is never much, I know you guys do not want to buy a lot before you close but then let people know and change the menu. And the staff at the stand is pretty slow. Staff at the front desk hardly every greet you, are busy talking to each other, I would scan my card and just go in, a simple hello or welcome would be nice. I do like if you have a pass, we did not have to wait in line.
- More shade by the lap pool
- On busy days, it would be nice if lifeguards would encourage the large groups of teenagers not to crowd the lazy river. As a mother with elementary ages kids, there were times when my kids got pushed underwater, and when I was hit with flying tubes, or our group was roughly split up because of large groups of rambunctious teens who were not paying attention to who was near them.
- I understand needing to move to pre-purchase tickets for single-day use, but it wasn't ever communicated if that policy was still being used. In addition, once this started it limited the number of friends that can attend & somewhat voided the season pass advantage
- A lot cleaner and more taken care of then past years
- It seemed like the concessions crew was preparing the food and letting it sit until ordered - hard bread, cold food. Not worth the money.
- Love the improvements this year of more chairs, more shade. Place looked great! Grandkids love the wave pool addition
- All of the employees that I came in contact with were all fantastic.

- I have three kids 4 and under, we could not use the lap pool because there are no stairs that I can use to enter the pool carrying a baby. There were way too many people allowed in at once. Kids threw rocks at people from the lazy river.
- I think because it was just me of the few pools open and guests were from a broader area than last year (2021) when it was much more restricted it was harder to maintain
- Overall, the park would be pretty good, but the overcrowding and under staffing were on full display. It degraded the experience to point of feeling unsafe and not worth the cost of membership.
- Too many unsupervised kids in all areas of park especially lazy River.
- The women's locker room restrooms were often very dirty with wet toilet paper on the floor.
- LS has grown so much that we could use another outdoor pool park! The amount of people there this summer was unbelievable!!
- The beginning of the summer was an absolute nightmare. I was ready to pull our passes but we appreciate that you all addressed it.
- Needs more shaded areas
- Never had enough tubes for lazy river. Ground is always so hot needing more shade for places to sit and walk around. Wish there was a family pass to make it more affordable for large families
- Women's locker room/restroom wasn't very clean.
- Pavement too hot, get something figured out. Lap pool too many unsupervised kids. River too many unsupervised kids swimming playing tag and knocking into adults trying to relax. Unsupervised kids everywhere. Why isn't there a rule of an adult has to be there with the child?
- Open swim at the lap pool is going to get someone hurt or killed someday. It needs to end.
- Disappointed the season wasn't actually open until Labor Day like originally stated
- This was a great summer!!! Love the waves!!! Was so happy that you open up to non- residents!!! Thank you!!!
- I had a great time at Lee summit waves this summer! We will definitely buy season passes next summer and can't wait to come back! Miss this place already, we usually come on Sunday mornings . Our only complaint is that there could be more trees and natural shade surrounding the action/lazy river.
- Pools extremely crowded at times.
- The river was always full and didn't have enough floats. We always had to walk through it. We finally got to enjoy it at the end of the season when you started implementing that people without a season pass had to buy their tickets online. We feel as though we didn't get the value we spent on our family of 5 season passes.
- Lazy river had too many people . Bathrooms were gross.
- Need more shade areas. Chairs are too close together.
- The employees are very friendly!
- There were times of overcrowding and it could have led to difficult or dangerous situations but the life guards and the management staff did an amazing job!
- My experiences all season long have been excellent with everyone I've come in contact with here
- The women's restrooms are very dirty and stink. Most of the time we went in there at least one toilet or stall we tried to use was too dirty to safely use (visible waste on toilet, clogged, etc.)

- The friendliest place ever to bring a family to
- I come here by myself most often and really enjoy myself. I feel safe and always have a very nice time.
- The pool opens pretty late in the day for families with little kids. Ideally it would open at 10am to the public.
- Rules seem to differ with which ever life guard is on duty
- I don't get why I can buy a seasonal pass with cash but I can't buy a single visit with cash. That's not right or logical
- We had a time we almost did not go in due to problems with logging in to buy tickets and the staff could not sell tickets and would not help.
- Need a family membership option
- I am always impressed with how well the lifeguards do their job. I wish the bathing suits were a little more modest!
- Rules and regs should be clearly posted - I couldn't find them at the wave pool. The website / ticketing is not very user friendly.
- Would like the option to purchase a family pass.
- We absolutely loved having our season passes for my family of 4. What I didn't like is so many people who weren't Lees Summit residents were there on the weekends I never felt safe taking my kids on the weekends. Because we didn't feel safe with how many people during the weekend, I wished Summit waves was open later. We don't get off work until 5.
- Was very disappointed you were not open on Labor Day!! I was planning to go all that weekend to get my money's worth from buying the season pass late.
- Loved the chick fil a truck!
- Pricey for the short time we get to use it. Won't be getting another pass for this reason.
- Need to alert staff to keep a lookout for bully behavior. We basically stopped going because someone was fat-shaming my daughter. She was in tears for an hour, didn't need to happen, and that's why I didn't continue buying season passes
- We live in Greenwood. Pay Lees Summit taxes. Go to LS Schools very upset that we have to pay a non-residence price. We didn't get a membership this year because of that.
- The limited knowledge and desire to serve decreases the value. And this is the first time you've ever even asked
- We love that you stay open until 7! I wouldn't be able to take my kids there if you closed any sooner.
- It would be awesome if you had a family membership option.
- We were season pass owners, but I felt really bad for people who showed up and couldn't pay at the gate. That seem to lack customer service and there were usually several people outside trying to load the app, and buy tickets. LSPR needs to go back to letting people pay at the gate.
- I wish you would stay open on weekends through Labor Day. There are many great pool days from August through Labor Day, but Summit Waves guests don't get to enjoy any of them. :(
- Rules about swim wear NEED TO BE ENFORCED. I know the guards are scared of confrontation but I've seen so much ass and so many female nipples at the pool the last few years it's ridiculous.

Not enforcing swimwear policy or breaking up roughhousing is the thing that irritates me most about the pool.

- Absolutely hate that you will not take cash to get into the pool and everything has to be purchased online. Means the kids can't just wake up and go if they want. The biggest problem I see with the whole setup is not letting kids come up with cash to get it. Just ridiculous.
- Would like to be able to purchase season passes as Xmas gifts but not an option.
- There were some teenagers that were frequently dropped off that were starting fights other people. The life guards saw it happen and did nothing. Security might be something to add to. I believe they might have a pass because I saw them there frequently.
- I would love if they could be open until 8pm. It is difficult to get home from work, get kids, change, and then enjoy the pool, all before 7pm.
- I watched a lifeguard save a kid in the wave pool-I was so impressed how this teen took care of everything.
- The membership options for families are far too pricey for what you get. These are in line with pricing for other major theme parks and this is supposed to be a community pool. There should be a family membership price as a post to everybody having to purchase their own. It's cost prohibitive for so many people.
- Disappointing that you don't have a family pass option. The bathrooms and locker rooms were always very dirty and disgusting every time. We really enjoy coming to this place but there's always so many people and not enough shade.
- Would like to see the pool stay open on Sat and Sun until Labor Day.
- A membership is very well priced for customers.
- Should be able to have small children in a safe float device in lazy river
- Would like a family option for season pass holders. Rules tend to differ on what lifeguard is on duties. Some enforce certain ones and some do not
- I hope next year is better for you and members. Develop a plan for late summer.
- "Wish it was open later.
- Also season pass is almost as much as worlds of fun season pass. "
- Should open earlier in the day
- Hours could be longer.
- I wish there were more windows and staff for concessions on busier days.
- Stay open after Labor Day
- I know there were staff limitations, but we would love one late night per week, if possible. It would be wonderful to be able to stay until maybe 9 pm.
- The process of paying via scanning a QR Code, registering, etc., was a nightmare the last time we were there. Total chaos.
- Unfortunately, I paid for my whole family's memberships for this summer, but I was only able to go 1 time and not sure many others got to go more than that as well. Not your fault.
- Think employees of the city should get a discount on memberships
- It would be nice to be able to buy tickets at the gate and avoid fees.
- I'll bet there are a handful of us that would be there as early as 10 am on Saturday and Sunday if you were open.

- Would love to enjoy the pool earlier than noon with my young children, nap time is around 2 so that doesn't give us much time to enjoy it before having to leave.
- I wish there was a family membership option. Also, to pay cash at the door.
- We never use the concessions stand. The line is always too long and it takes too long. The food trucks were a nice idea. Wish you were open later a few evenings.
- Update your website. It is poorly constructed and the purchase process is not as simple as it should be.
- It would be nice if single passes could be purchased at the facility again OR if the website was a little more user friendly for single passes. Currently, its glitchy & finicky, especially from mobile devices.
- I would love extended hours OR an adult only night.
- Keep more food & snacks. Kept running out it seem like?
- Would like if the pool opened earlier in the day to everyone
- Consider offering a family pass, but individual passes for each person.
- There should be smaller limits of people allowed also more restrictions on unattended children/teens
- We'd come more or get memberships but it's too expensive for a family because there is no family option especially not being open all summer closing before Labor Day limits the amount of time you can go
- Season pass is cost prohibitive for a family. Would prefer a family rate, and/or 5 or 10 punch card options"
- I feel like pricing should be tiered for children and adults for season passes. We went 1 time every weekend and with the ages of our kids they still need naps so we only stayed 1.5 hours based on opening times. Also, would be nice to have more than 15 min early entry for season Pass holders.
- Registration process a little clunky; had to make an account, then purchase online? Miss the days of just paying at the door.
- There needs to be a family option when purchasing season passes.
- Grace was rude towards my son. Also, very bad representation for parks and Rec. Don't feel safe in Lazy River with so many unsupervised children playing tag and teenagers cussing and fighting.
- You shut down much too early in the season,
- I'd also like to see more healthy food at snack bar.
- Offer a family pass. The argument that a family pass would not benefit all families is ridiculous. If it is cheaper for your family to buy individual passes, then do that instead but at least offer a family pass or a discount for a certain number of passes purchased. This is supposed to be a family community so focus on the FAMILY!!!
- I wish it opened by 11. It would make it easier for the little kids.
- Inability to purchase tickets at the front is a hassle. It makes inviting friends and this more revenue a nuisance because in addition to being forced to purchase online the website is not user friendly at all and often glitches.
- Season passes are too expensive. You can get worlds of fun/oceans of fun passes for about the same price.
- Overpriced for the number of hours they are open

- A family membership would be great
- My daughter has a pass, I paid for each visit I attended. It was a pain to have to scan then go to the clunky parks and Rec site which totally sucks by the way, pay then have to retrieve all that crap in an email to scan to get in. I mean hindsight I should have done it at home before coming, but I didn't and I was always juggling all of our crap to get this to work, and never was there ever a line the staff just sat there and had to wait for me to do it when I could have simply handed them my credit card. That was a huge waste of time! And honestly was the worst part of the overall experience if I'm being completely honest.
- it seems some of the lifeguards spend more time visiting and flirting with their co-workers instead of paying attention to the kids in the water.
- There were times we came were teenagers would be playing in the wave pool where I didn't feel my children were safe unless they were right next to me b/c they were just out of hand.
- We probably will not renew. The pricing just wasn't worth it for our family this year. If you had a few membership options, we may consider like a 5-6 time pass or something."
- The guard team was fantastic, especially with the large crowds, Kuddos to your team!
- Long lines at concessions kept me from purchasing items.
- More cabanas please
- We probably need a dedicated scanner just for Annual Passes. My wife ran into some static with day pass people who were hot & tired of standing in line not letting her get up to the scanner - multiple times!
- Line took way too long
- Please consider adding a family pass option.
- Several times this year we took someone else with us to summit waves and needed to buy a single day pass; once we were able to purchase at the gate, another time we had to purchase on line qc code, and the other time we had to go Longview to buy the ticket because it wasn't allowing us too on line. This was inconvenient and stressful.
- Summit Waves should remain open during the weekends (excluding Fridays) through the Labor Day holiday.
- I do wish you opened at 11 but I know there are lessons and such before.
- Membership fee is to much.
- "Later hours would be nice for those of us that don't get off until 6pm.
- Registration is a bit clunky. I always end up calling P&R to get my season passes ordered. The online doesn't work well for me. "
- Variety on menu more options. Life guards should keep kids from jumping on others...enforce pool and wave pool policies. # of warnings and you are out, suggest being told no more than 2-3 times. Safety would improve.
- When buying extra passes for friends the ease of getting to that area on the website is very poor and it is not easy to understand. I almost bought 4 passes on each of our accounts because I didn't know how to buy them. Also, it only allows you to buy under your name, which is fine if it is also made aware that I can buy for my kids' friends under my name when they want to bring someone. When I called to ask about this the desk people were no help and the one I called the day before our visit said I could just buy the pass the day of (this was late in the season) and then the next day

the young teen running the desk said no I had to buy online only. This was an issue because she told me I wasn't the first person to tell her the person the day before had given different info. It caused a huge back up as many of us scrambled to buy online with a very antiquated and unfriendly website for tickets.

- Lots of theft this year.
- Would love more family nights so working families have more than an hour to swim.
- Pool rats run the place, harass the guests, and the staff. There needs to be more security.
- Pool could be open on weekends well into the Fall
- Family memberships would be great "
- Admission to Summit Waves should be limited to Lee's Summit residents!
- Wish the pool was open later hours
- Would like to see season pass holders get in earlier... not just 15 minutes. Even a full 30 minutes earlier would be nice. Would also be nice to see some events for season pass holders only. The pool is just not as fun when it's super crowded. You could even try fund raiser type events for pass holders where a portion of concession sales goes to a good cause or something.
- It's fantastic season pass holders get earlier admission and hope this feature continues next summer.
- Need to have longer hours on weekends
- Too slow checking people in. Need to have 2 separate lines for pass holders.
- "There needs to be more membership/pass options. Maybe pass options for so many visits, in addition to single and season passes.
- Also, there needs to be an option to recoup any money not used on a pass. For example: I myself bought a season pass because I typically go several times a season. However, this year was only able to use it once. Of course, I had no way of knowing that would happen, so I was out almost the entire cost of the season pass. Total waste of money. I don't know about most people, but I don't have money to just throw away like that.
- I had a few questions for the staff at the desk and they act like you are a bother to them, busy talking to each other. Concession stand , just move really slow, have to wait a longtime for pretzel and cheese, which should not be long.
- The hours to me have always been not good, I feel it should be 11am-8pm. A lot of people do not get off until 5pm and so 5-7pm hours are not very long.
- Miss the clock at the front entrance and in the big pool area. Many broken chairs this year and at times staff removed a lot of rafts in the lazy river, which was not good at all. Need to have plenty of rafts."
- Your policies to buy single tickets online only and season passes at other locations with no exceptions is not only super inconvenient to all it is discriminatory to lower incomes that don't have access to a smartphone or the internet or easy transportation to legacy and then summit waves. A city park facility should serve the community and not make entry so difficult. It is truly unethical how this is done. Staff is rude including managers only stating that no one can do anything about it. Not to mention the fact that your website is terrible and hard to use to book the single day tickets. Heaven help you if you don't know your login. I brought a guest not knowing about the new single pass online policy and it took 30 minutes to book. There is no reason this should be so difficult or

why cash/card can't be accepted . I wonder how many customers and how much income you have lost due to these extreme inconveniences and discriminatory practices.

- An option to buy online day passes for friends or family members who do not have season passes would be nice. I had to go in person to purchase a ticket for our friend when they stayed with us.
- Hours are somewhat difficult & limited. I'd like a family pass option
- We should not have to go to Legacy park to get a pass . Even the staff at the pool knows you guys make it complicated.
- I wish the pool was open until 8:00 pm and there was a separate evening hours price still available. I get a season pass because I go a lot and that works great for me. My husband and daughter work during the weekdays and can only go in the evenings. Weekends are super busy at Summit Waves, so we generally avoid them, but we would consider getting an evening ticket for either of them and going from 5-8 when there are a lot less people. The same would apply on weekdays when the kids from the summer program come and are generally there until 2 or 3. It's super busy then. It would be nice to have the option for people to come between 4 and 8 with a cheaper evening ticket.
- It's complicated for someone to order a one day pass online. I understand it's to regulate the number of people in the park, but it would be nice if it was easier. Several of my friends got pretty frustrated.
- I'd like to see a Family Pass option for a family of 4.
- Rules in the lap pool are slightly concerning - teens were allowed to throw footballs in the water. My family was hit with hard balls multiple times over the course of the summer.
- Stairs going to the slides reeks of urine.
- The pool was consistently overcrowded, which is a huge safety concern.
- Wish you were open later
- Concession area could use more staff on the weekends
- Registration area bottlenecks - seems the system runs slowly maybe?
- You close pretty early in season, probably due to staffing needs and schedules of key staff
- It was very difficult to register online for my season passes. I ended up calling for assistance.
- Offer family membership, please.
- Having a young child, it was difficult that the pool didn't open until noon. I wish the pool would open to the public earlier.
- I was surprised the pool was closed before Labor Day. There weren't any reminders on FB or at the pool.
- Need family pass and require adult to be present and supervise any children under age 18. Worker named Grace was a bitch to me and my family.
- Didn't like the fact of getting messed out of about 12-14 days of swimming due to early park / pool closure but I'll still buy passes for next summer because we love Summit Waves!
- Some days, the large number of attendees was dangerous. Are there policies about swimwear bottoms on women? My children saw more than they should have of women wearing their swimwear bottoms like thongs.
- The website to sign up is really outdated. It takes forever every year for us to figure out where to go. It's frustrating.

- Needs a family package for membership
- Would like a family pass option. Thought limiting ticket availability was a great idea and kept it from being too crowded
- Need family membership, too many days it was sold out, open to LS residents only.
- Lifeguards were rude sometimes and seemed bored and hot in heavy cotton shirts.
- Facility safety is compromised by having someone who is not certified as a lifeguard instructor run lifeguard classes. This practice leaves the facility open to legal action should a critical incident ever take place.
- It did not appear anyone wanted to work concessions, it did not come across as particularly sanitary either. Every other part of Summit Waves was amazing.
- Great
- Very crowded at times
- Your hours are so limited. You have lights — stay open later.
- I wish this facility would open earlier and stay open later in the year.
- Closing at 7p is ridiculous and too early.
- I really like how on guard the life guards were.
- Would like to see extended hours for pass holders. Liked the earlier weekend hours this year. Wish closing time would be 8 instead of 7.
- Wish it would stay open until Labor Day
- Thank you for a great summer, I appreciate all the changes that were made to handle the crowds and help to make it an enjoyable experience for all.
- I would like to see an option for a family membership instead of individually paying \$80 per member of the household!
- The people at the welcome desk were so helpful and nice to me as I was buying tickets and leaving the pool.
- Our family would use Summit Waves more if it opened earlier. Noon is pretty late for littles!
- Maybe amend policies on weather cancellation if you're not willing to uphold them 100% of the time.
- Need more shade options and better chairs, most are broke or breaking. Would like better quality and options at the concessions. The lap pool needs to be bigger. Gets way to overcrowded, same with the lazy river. Would really like a LS residents only day and a family option with purchasing passes. Also, discounts for season pass holders at concessions would be a plus too. Would also like to see KONA ICE out there not just chick-fil-a.
- Keep up the great work!
- Keep season passes to Lee's Summit residents only.
- We love summit waves but I wish it could be for Lee's Summit only. People who don't live in LS don't treat the facility with the same respect. Also, sometimes the staffing issues cause part of the facility to be unavailable for use which is disappointing.
- Policies need to change for safety of younger kids and really all guest and staff.
- Not enough stuff to keep older kids occupied and too packed to have fun in certain areas
- Summit Waves is a nice facility. The wave pool and action river can get crowded sometimes. I hope there are more opportunities to expand in the future.

- There should be a sign that says no climbing the walls or stairs in the wave pool. It looks like a rock-climbing wall and there aren't any signs that say you can't climb but the lifeguards blow the whistle constantly for that.
- No community interaction to see the need. Mostly self-serving if you are in leadership of administration.
- Towards the end of the year there were a ton of bugs in the action river, absolutely disgusting. Frustrating seeing lifeguards inside the lazy river just standing there and not actively trying to scoop them out with a net. Also, very dissatisfied that the public was only given a 1-day notice before the end of the season. Just feel like as a season pass member maybe I should be getting direct emails about events and closings.
- I have lived in Lees Summit for 30 years and in the past have taken my family to your park and we loved it. The recent incident that your park would not allow a party to take place because your staff "were not comfortable". I am so angry how this was handled. Not only is it clear about how unfair, unfounded, and racist it was, and your handling of the situation is a disgrace. I understand that your legal department will not allow you to share some details. As a member of the Lees Summit community I am disgusted on the way your staff treated this family and their friends. Shame on you Joe Snook, shame on you the staff that turned this family away, shame on you for posting on social media that they were happy this family was turned away, shame on our community to sit back and watch this happen and are not outraged. Not only should this African American family be outraged, but the white community of Lee's Summit MUST be just as outraged.
- Summit Waves is such an awesome little waterpark. It's like a scaled down version of OOF. The staff are all friendly and we love the variety of things to do.
- The Mayor should love the parks and rec. but he is petty and sad.
- Please better train the Welcome Desk and start enforcing your policies.
- We need another outdoor pool option other than only Summit Waves, the pool gets way overcrowded for those of us that actually live in Lee's Summit! Too many parents just dump their kids off for the day, the pool is not a baby-sitting substitution. Also, the wave pool was a bit harsh this season, the waves actually hurt because they were too strong. Last year, they seemed milder.
- I was extremely disappointed that I spent \$54 to take my family to the park. Everything but the lazy river and wave pool was closed. The staff (kids) had total disregard for my complaint. I feel like I should have been offered passes to come another day. Also, one of your lifeguards tried to discuss the unfortunate incident of canceling the birthday swim party reserved by a LS resident. I thought this was totally inappropriate.
- LS has great parks and good facilities. Costed the parks often with my preschooler they were usually clean and very well kept.
- Repair ladder in diving area. Remove diving boards unless a separate pool is made for them. If you keep diving boards how they are, use the clock on the wall to designate when open swim starts in lap pool, in other words, do not go by the radio broadcast which causes confusion. The entrance and exit team need to pay attention. They are part of security. They also should be welcoming and thank everybody for coming. The last 15 minutes call to leave does not need to be so rude! Designate someone with a friendly voice who does this message. Call out closing times at 6:45, 6:50, 6:55 and 7. Tone is very unpleasant, need not be this way. Customer service is everything. Please train this.

- I just think there were too many safety issues this year, we need an additional pool to not have so much overcrowding.
- Would like to be able to purchase tickets at the front desk instead of online only family members could not go several times because of your website being down
- Your slides are the best around. I am all around very happy with Summit Waves and think you all did a wonderful job this year. We will definitely be season holders next year too.
- Would really like residents only or make a resident only day or something. It gets way too crowded some days with outsiders and makes the residents or season pass holders not even bother wanting to come. Would like more family fun days. Every Monday would be wonderful or do 2 a month instead of just one. Those are very fun.
- We loved our session pass and can't wait to renew next year. It's a little bit pricey per person, but I love that you monitor the quantity of people by selling online passes only. It's also great that you allow us to bring in coolers of food and drinks. It was a great summer!!!
- The amount of summer camp children with LS parks and rec programs who use the pool combined with the ratio of staff to children is almost unbearable the children are out of control and it makes coming to the pool very uncomfortable. A valuable part of the membership is early entry to the pool but when the summer camp kids are there, WHAT A WAIT!!! as the counselors stand there and scan the badge dozens of times. I have been a pass holder for two years and I will not be renewing next summer as the crowds and unsupervised children are just too much.
- Summit Waves is our favorite summer activity. We go 3-4 times per week. We loved having Chick-Fil-A there. We would be happy to see some other food trucks, if possible. Thanks for making our summer wonderful!
- Don't cave to the media. Keep it nice and safe.
- Please call me to refund some money
- It's just not fun there with so many people - very crowded.
- I saw footage of August 6. I didn't like that Grace was making accusations about outrageous displays to a couple who had rented the facility, apparently for their son's birthday party, when they were just standing there being told their party had been cancelled. That family probably had people in from out of state to attend that party. It was handled badly.
- We love the Waves and the Rec Centers and all the special events you put on. Keep up the good work! LS Parks and Rec is one of the reasons we live in Lee's Summit!
- It would be nice if Summit Waves was for Lee's Summit residents only and their guests. It seems like each year the pool continues to get even more crowded which makes it difficult to enjoy the facility. Many of our surrounding cities have limited the facility to the residents and tax payers who pay for the facility and as a result those individuals who might have gone to a neighboring city are now coming here. This has caused Summit Waves to become even more crowded, less safe and not as enjoyable. We used to buy season passes for our family but stopped for this reason. We would consider buying passes again if the facility was for Lees Summit residents only.
- I am grateful to have such a beautiful and well-run facility in LS. And grateful for professional, watchful lifeguard staff. I take my grandkids and feel that they are safe.
- Wish you offered swim memberships to other facilities in the winter, at the same price.

- Your response to the manager and staff member were garbage. You didn't give this the same attention as if it were children that looked like yours, and that is telling.
- Parks & Recreation is top notch with all my experiences here over the years. Love the organization & the facilities & staff!!
- Pebble ice at concessions would be nice. All lines operational or strictly closed or properly labeled. Often times the line would suddenly close and you would have to get in a different line or you would wait to be helped just to be told you were in the pick-up line that isn't labeled. Perhaps a season holder drink plan is due?
- Pools are great, guards could be better. More shade canopies needed.
- Too crowded would be nice to have more times for young kids or local resident days only.
- Grace should not have spoken for parks and Rec, where was director? He knew the party was coming why didn't he tell her to stay out of it and let him handle. Showed herself as racist and very unqualified to manage. Embarrassing to our city. Also, too many out of town unsupervised minors being dropped off. Why don't you require adult supervision for all children?
- More security and less racism.
- It really didn't bother me to hear about the incident where the family party was cancelled because so many people showed up. It probably could have been handled better, but it seemed like a no-win situation.
- Adult staff with adult maturity and decision-making power. Appropriately trained staff who will intervene in inappropriate behavior and language as well as blowing their whistle incessantly about minor pool safety such as touching a rope or sidewall.
- I think the policy that you have to buy tickets online ahead of time is absurd. When we did a walk-up, we were denied, understandable due to your policy. But the facility was not crowded, there were tons of people leaving, and we were told we could come in if we purchased a season pass. For 4 people, that was not economically viable, and I didn't appreciate it. My kids were very disappointed, and you missed out on paying customers. Please fix this policy.
- We enjoyed the passes and will be purchasing again next year.
- Good but the website sucks. It's confusing, not easy to navigate and honestly is a total pain to use. For anything, registering for father daughter dance, ordering a Rec sport session it's just a mess.
- Loved the Papa Murphy's Pizza addition this year as well as the 2 options for cabana rentals! See you next summer!
- LSPR always does a great job!
- Great job this summer handling the crowds!
- Wish there was a family plan for season passes. It gets pretty expensive.
- We love all the options we have available with Parks and Rec here in Lee's Summit. You guys are the best!
- ID and/or proof of residency should have to be a requirement in order to get LS residency fee and a seasonal pass. I overheard lots of people talk about how easy it was to play the city of LS Tax paying residence should have priority to entry and passes.
- Will likely drive to Olathe and pay more money to have cleaner areas to play and nicer clientele and visitors that are made to follow rules or kicked out.
- The season pass is a little high priced for families. Maybe there could be a family pass rate?

- I quit going after four visits even though I'm a pass holder. I beg of you, make this Lee's Summit residence only!!, or you're going to continue to lose business. Overcrowding makes it not fun for small kids, smelling weed in the parking lot while walking with my toddler. Lazy river is too packed!
- Need to limit outside residents. Lee's Summit residents pay for this pool and shouldn't be outnumbered by outside residents. We should be able to enjoy our city pool.
- Overall, it's a great place for summer fun. Especially being right here in LS. I think everyone did great considering COVID makes everything more difficult. We will get a membership again next year.
- Patrons should be able to see what days and hours big busloads of kids are arriving. It would help me to choose a different day or time. Overcrowding destroys the experience. Very glad you limit attendance.
- There were never any floats to get for the lazy river and not enough multi person when you could get one.
- There were way too many people in the wave pool. It was very dangerous
- Hot water in showers and fix the shower nozzles so they spray out enough water.
- When access to the facilities so difficult and discriminatory I can't say anything but poor. There is no one to contact that say they can do anything so clearly park and Rec management is hiding from the public to not be held responsible for how their terrible policies effect the community. The other city pools only serve swim teams no one else can swim during hours where most people are off work and the kids are out of school.
- Fix the parking problem. Common sense tells you your parking lot can't handle the capacity you allow in. Turn it down a notch. Lee's summit residence only. If you have a better idea use it. Make it easier to get a pass. You all know when your busy days are
- Add more regular chairs for orthopedically impaired patrons. Also, ensure disabled parking is not blocked by buses or is being used by folks who don't have a placard or license plate allowing use.
- Need a bigger general/lap pool.
- I think you should keep an eye on what your guests are wearing. Numerous times I brought my 7-year-old to find women in thongs and lace see through swimsuits. This is a family pool, not a Miami Beach.
- Some of the female lifeguards swimsuits are worn in a way that seem inappropriate for a family swim center - very high cut both front and back and show a lot of skin. May just be observations of an older female - but for the Midwest they seem a little daring. Lifeguards are great though! I appreciate how well they watch over my grandkids so thank you to them!
- Summit Waves should be for LS residents only and those attending the LS school district. It was way too crowded this year.
- The front desk and check in process can be a real disaster sometime. There's confusion for annual passholders because you feel like you're cutting the line if you walk past everybody to go up and zap your card. And I'd suggest most people don't know that you can actually do that. It would also be nice to have a little bit more of a focus on residents versus visitors from other cities. I can't believe how many times I was at the pool and didn't recognize a single person.
- As a season pass holder I spent the same amount of time in line, which on many occasions was a Long time. We ought to be able to walk in and scan the fob vs having to wait.

- Wish that it was just opened to Lees Summit/Greenwood residents. Often times it was way too crowded.
- Need older lifeguards and not allow unsupervised kids. Need family pass option. Only allow LS residents and students that attend LS schools.
- Great!!! Everything was awesome.
- Would like to see Summit Waves only open to Lee's Summit and Greenwood residents
- Pool needs to be open later so people that work can actually enjoy the pool our tax dollars have paid for.
- With everything there is always room for improvement but specially this summer season the staff was just excellent! Although the lifeguards were mostly young people, the lifeguards were serious about doing their jobs and keeping the people safe. It's comforting to know that our kids will be safe.
- You guys rock! First time getting a season pass and I have to say it was one of the best investments for the summer! Thank you for an awesome summer and extra fun time in the sun with the kids!!
- The wave pool is fantastic!

End of Activity Report
Longview Community Center
FY22
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/cycle room, and outdoor bike reservations.

Participant Numbers:

FY2022: 153,735

FY2021: 119,161

FY2020: 106,057¹

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
FY2022	\$ 934,470	\$931,239
FY2021:	\$1,090,501	\$688,928 ²
FY2020:	\$1,478,871	\$793,747 ¹

<u>Total Expenses:</u>	<u>Budget</u>	<u>Actual</u>
FY2022:	\$1,043,446	\$997,407
FY2021:	\$1,260,224	\$980,788 ²
FY2020:	\$1,362,821	\$1,159,157 ¹

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
FY2022:	(\$108,976)	(\$66,167)
FY2021:	(\$169,723)	(\$291,860) ²
FY2020:	\$116,050	(\$365,410) ¹

¹FY20 financials affected by the facility closure March 16-May 26, 2020 due to Jackson County Health Department Stay-at-Home orders

²FY21 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	FY22 Budget	FY22 Actual
Activity Fees	\$77,980	\$70,122
Admission Fees-gate	\$70,004	\$83,029
Membership Fees	\$627,986	\$623,525
Facility Rentals	\$155,369	\$152,505
Concessions	\$1,298	\$1,641
ProShop	\$632	\$306
Interest On Investments	\$0	\$0
Market to Market Adj.	\$0	\$0
Refunds/Reimbursements	\$833	\$42
Cash Over/Short	\$24	\$34
Other Revenue	\$0	\$0
Contributions	\$0	\$0

Recommendations:

Comment: The walking track scored a 4.07 and had 22 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: The women's locker room scored a 4.14 and had 19 comments from patrons stating the locker room is not well maintained and is cold in the winter months.

Recommendation: The locker rooms 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 checked 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.

Regarding the cold temperatures in the locker room, the HVAC system for the locker rooms is set at 68 degrees year-around, however when the outside air temperature drops below freezing the locker room HVAC units cannot keep the internal temperatures to the setpoint of 68 degrees. Staff has contacted the contracted vendor for HVAC repairs and staff has been informed the current HVAC units for the locker rooms only pull external air to heat and cool the locker rooms. The contracted vendor did not find repairs that needed to be made to the units. Staff's resolution to this issue is to shut off the HVAC units to the locker rooms on days below freezing and leave on the exhaust fans to pull in warmer air from the rest of the facility. Staff does not recommend making any changes to the locker room's HVAC system at this time.

Comment: The pickleball courts scored a 4.09 and had 17 negative comments from patrons stating there are too many lines, not enough courts and the glare on the courts from the gym lights.

Recommendation: Longview Community Center currently offers 26 hours of open play pickleball at various times each week. During those times 3 courts are guaranteed to patrons. Staff provides additional courts based on number of pickleball players waiting and current usage of the remaining court space in the gymnasium.

The gymnasium at the Longview Community Center is a shared space which is designed to accommodate multiple activities. These activities require boundary lines similar to pickleball. The lighting in the gymnasium are LED lights designed to help with energy savings for the facility and better illuminate the gymnasium. Staff reviews the pickleball schedule on a monthly basis to determine the need for additional pickleball times and will make adjustments to the schedule if needed. Staff does not recommend making any changes to the pickleball courts or lighting at this time.

Comment: The aerobics room scored a 4.13 and had 12 negative comments from patrons stating the room is small in size and is hot with poor air circulation in the summer months.

Recommendation: The aerobics room has a maximum capacity of 35 participants for all group exercise classes. All group exercise classes held in the aerobics room are well below the maximum capacity. To help accommodate larger classes and to be sensitive to patron's personal space post COVID, staff moves classes that average more than 20 participants to the gymnasium if available.

Regarding poor air circulation, the HVAC system in the aerobics room is set at 68 degrees during classes. To help with air circulation, rotating fans are mounted in two corners of the room. Staff does not recommend making any changes to the aerobics room at this time.

Comment: The free weights scored a 4.25 and had 10 negative comments from patrons stating the equipment is aging, rusting, or needs replaced.

Recommendation: The current free weight equipment at the Longview Community Center was purchased new in 2018 as a part of the facility remodel. As part of the cleaning procedures post-COVID shutdown, staff was spraying disinfectant cleaners on all fitness equipment and other high touch point areas in the facility multiple times each day. At the end of each day staff would spray all equipment and let it air dry. Over time the disinfectant chemicals started to cause rust and damage to the fitness equipment. Due to this issue staff modified the cleaning procedures to reduce the amount of chemicals being used on the equipment.

The fitness equipment and free weight equipment at LVCC still function properly and are safe for patron usage. Staff will continue to monitor the conditions of the free weight equipment to insure the functionality of the equipment is maintained and safe. Staff does not recommend making any changes to the free weight equipment at this time.

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

Recommendation: Longview Community Center continues to work its way back to pre-COVID operations and membership levels. Jackson County Health Department reinstated the mask mandate on August 9, 2021 and was lifted on November 12, 2021, which slowed the facility's growth from the mask free summer. Once the mask mandate was lifted LVCC saw a significant increase in membership numbers and patron usage. Over FY22 Longview Community Center's membership base increased from 2,136 members to 2,567 members. Staff continues to evaluate expenses closely. The facility is still operating at reduced hours, childcare is not being offered, the full-time Recreation Supervisor position remains vacant and fewer group exercise classes are being offered from before COVID-19 shutdown in March of 2020. Staff continues to find ways to market memberships and 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, and free bike reservations.

In FY22, Longview Community Center's operating hours were Monday through Friday 5:00am until 9:00pm, Saturday 7:00am until 7:00pm and Sunday 10:00am until 7:00pm. In FY21, LVCC was open 358 full days, 5 shortened holidays and 2 holidays completely closed. 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:

FY2022: 384,280 (2.5 estimated stay hours x 2,956 average weekly attendance x 52 weeks)

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 2,586 average weekly attendance x 41 weeks)

Refund Information

Total issued \$14,783.56

Refunds due to dissatisfaction: \$469

Memberships -\$28,700.70

Not Using: \$4,684.75

Moving: \$2,624.10

COVID-19: \$1,036.98

Schedule Conflict: \$784.80

Changed Membership Plan: \$783.03

Staff Error: \$762.36

College: \$740.04

Location: \$520.10

Satisfaction Guarantee: \$469.00

(2: Information given by staff was incorrect, 1: pool too busy, 1: No full court basketball policy)

Surcharge: \$442.00
 Traveling: \$338.40
 Rules and Regulations: \$267.94
 Hours of Operations: \$204.00
 Medical: \$202.00
 RevUp Reimbursement: \$165.78
 New Gym: \$154.20
 Lack of Gym Etiquette: \$89.60
 Too Crowded: \$51.42

Activity Fees- \$556.00

Cancelled Activity: \$398.00
 Scheduling Conflict: 158.00

Facility Rentals -\$175.00

Deposits: \$175.00

Fee Schedule

Activity Fees	Non-Members	Members
Swim Lessons	\$60.00 /\$49.00	\$54.00/\$43.00
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
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)	\$9.00	\$7.00
Membership Fees		
Annual Flex	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual	\$21.42/mo.	\$18.42/mo.
Monthly,	\$30.00 enrollment fee	
Annual	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual	\$257.00	\$221.00
90 day membership	<u>Regular Rate</u>	<u>Discounted Rate</u>
	\$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)		
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: 307 No: 71

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

- Other: 195
- Acquaintance: 167
- Previous participant: 149
- Web page: 49
- Illustrated: 43
- Flyer: 7
- Social Media: 5

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

- Annual: 187
- Insurance provided: 150
- Flex: 56
- 90 Day: 0

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

Yes: 198 No: 185

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

Yes: 73 No: 309

Evaluation/assessment (results):

Evaluations were mailed and emailed (through Survey Monkey); to all current and expired pass holders, during the months of July 2022 through October 2022. Staff also displayed posters at the Longview Community Center with a QR code to the survey and posted a link to the survey on the facility’s Facebook page for patrons to provide feedback. Staff asked patrons to return the surveys with any positive or negative comments about their experience at the LVCC. Surveys were distributed to 4,740 unique households representing 5,330 participants.

Of the 4,740 surveys distributed, 397 were returned for an overall return rate of 8.38%. 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 12-28.

Rated above 4.5 on Likert scale

- Parking lot
- Lobby
- Membership Value
- Staff Friendliness
- Overall Safety

Rated below 4.0 on Likert scale (needs improvement)

- None

Rating decreased in FY22 from FY21

- Bike Reservations 4.22 (-0.14)
- Aerobics Studio 4.13 (-0.11)
- Women’s Locker Room 4.14 (-0.02)

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

Positive

- LVCC overall
- Staff friendliness
- Group fitness classes

Negative

- Walking track is too small
- Women's locker room condition
- Pickleball courts lines
- Aerobics room air circulation and size
- Free weights aging

<u>Facility</u>	<u>Total FY22</u>	<u>Total FY21</u>
Parking Lot	4.54	4.51
Lobby	4.63	4.59
Vending Area	4.14	4.10
Gymnasium	4.44	4.32
Aerobics Studio	4.13	4.24
Cycle Studio	4.13	4.02
Walking Track	4.07	3.90
Free Weight Equip.	4.25	4.11
Cardio Equipment	4.27	4.27
Strength Equipment	4.26	4.18
Family Locker Room	4.19	4.18
Men's Locker Room	4.10	3.99
Women's Locker Room	4.14	4.16
Pickleball Courts	4.09	4.01
Functional Fitness Room	4.19	4.07
Massage	4.15	4.07
Aquatics Center	4.35	4.27
<u>Service</u>	<u>Total FY22</u>	<u>Total FY21</u>
Membership value	4.55	4.47
Membership options	4.37	4.30
Staff Friendliness	4.61	4.60
Staff Knowledge	4.45	4.39
Overall Safety	4.52	4.48
Rules and regulations	4.41	4.26
Hours of operation	4.35	4.06
Open Swim Times	4.20	3.98
Quality of Land aerobics	4.35	4.16
Quality of water aerobics	4.35	4.21
Fee Based Programs	4.28	4.26
Personal Training	4.44	4.28
Registration process	4.39	4.31
Bike Reservations	4.22	4.36
<u>Overall</u>		
LVCC	4.48	4.45
LSPR	4.48	4.42

“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
Please rate your overall satisfaction with the facility...	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
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. _____

<u>Please rate our services...</u>	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, 2022.

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

Facility Comments

Disabled parking is too far away from the building. There are days I don't come out because it's too hard to get there from my car. Our locker room has roaches about half the time, the water is often not very warm and there's mold on the tile and curtains.
The locker rooms are freezing cold, the pool area is freezing cold, the pool water is too cold and no matter how much we complain, there's always excuses. It's uncomfortable and I am a quick lap swimmer who prefers cool water but yours is extreme and I'm tired of it and I'm tired of complaining about it and getting nowhere. Women's bathrooms are dirty I don't think they ever get cleaned and I have proof of that.
The equipment is sanitized regularly. However, staff rarely dust the parts of the machines not normally touched. As someone with dust allergies, I hate seeing dusty equipment!
More cardio equipment and more fans would be nice. Weights both machine and free weights are somewhat limited.
We drove over 30 minutes to get to the gym several times, and had several talks with the manager and the pool would be rented out, or closed, or the hot tub, same thing. We were told to call, no one answered, we were told to check the website, nothing was there. We had annual memberships, 5 of us, and then went to monthly after that. I just cancelled them. Your staff (especially at Longview) does not care. Not to mention the lifeguards not paying attention at the other, my daughter is the one that saved the little boy that almost drowned. This was at Legacy. She was left traumatized and will not return there.
Don't go- old men walking around restrooms.
Just because they aren't bad I just don't think they are the best but still good!
Sound for yoga in gym is hard to hear and understand instructor.
Longview pool fair, life guard "aware," average, at best. Hot tub, "unacceptable." Would Not be an overstatement to say it's every week that there is an issue!
Your showers are really tiny!
More equipment needed and a longer walking track.
Anybody who doesn't grade parking excellent should be disqualified. Could use better vending choices. (DIET COKE)
Walking track too small! Cycle/group fitness not much better.
Group fitness room is a bit small, always seems crowded.
Lights in gym in SE corner are dim.
Could be cleaner.
I would like to see more group fitness classes after 4PM. There is only one yoga class after 4 pm for the week. For the person that works standard business hours the pick of classes are slim.
Very clean, great facility.
Could use more resistance bands, a variety of free weights would be nice. The current free weights are bulky & difficult for a woman to lift with. A stairclimber would be a good addition. Longview used to have one and Planet Fitness had several.
Please re-grout the mens shower room tile. Its all scrubbed away
Locker room (women) needs new lockers and to be remodeled.
You need to figure out a way to keep fitness room cool.

Facility Comments

Very nice, mens locker facility and the swimming pool accommodations are very good, including the whirlpool. The only negative is the extreme loudness of the music when exercise programs are in progress. It is nerve racking when you are in the whirlpool or doing laps in another part of the pool. My wife said she couldn't even go in there when some of the sessions are in progress. The Gamber Center is also a very nice facility and my wife loves it.
The walking track is small.
Could the pool temperature go up 2 degrees? It is a little cold some days.
The weight machines are dated.
New or updated equipment would be nice. Also more free weight options in the functional area would be great. At least dumbbells up to 30.
The women's locker room often has roaches and other insects crawling on the counters and floors. I noticed this week that the shower curtains are molding and I've wondered why they aren't wide enough to close completely to keep the water from getting our towels and clothes hanging on the hooks outside the stall from getting wet. I'm disabled and the walk from the parking lot has stopped me from coming to LVCC more than once if I'm having a more painful day than usual. I don't know how that could be fixed but taking better care of the locker room and showers would help significantly.
The walking track is so small. It would be more functional to eliminate the track and utilize that space for additional strengthening machines, squat racks, free weights and cardio machines.
The group fitness room needs MORE FANS that are LARGE and POWERFUL. It is so hot in there with little if any air movement, that I have had to leave.
There are areas in the building that need to be even more adaptive for disabled people. The walk from the parking lot to the front for us is ridiculous. You have a group of disabled persons meeting there on a regular basis and things need to be made easier for them. We have asked to be allowed to park around back and were told no. We asked about being able to drive up to the front door since it is concrete side walk. Again we were told no. Just wish it could be made better for us. It is always clean and staff is nice but please fix the issue of such a long walk.
Women's Locker Room is a bit dated, like the tile and showers.
Multiple groups use the pool for swim. Why would someone bringing a kid to practice have to pay to use the facility when they are just watching the youngster. That makes no sense!
The group workout space is too small, the locker room is old, and the weight machines do not work.
The pvc "fence" for pickleball could use some help. It would be really nice if the pickle ball courts were more visibly marked (but we understand if that's not possible).
With the growth of pickleball, amount of open hours and lots of waiting at any of the facilities is an issue. A city of our size should consider dedicated pickleball courts/ facility.
Needs to be more Pickleball times and courts. Way too many people waiting. Also dividers are torn up and not working well.
The fans on the track blow in your face. For me that's a problem with all of the monkeypox and Covid going around. I think the fans should be angled more towards the ceiling or at a higher level where they're not blowing in your face.

Facility Comments

We've not been since COVID started but want to support our wonderful parks and amenities.
Need more squat racks and fitness machines.
Light is poor and to many lines which are different colors. Also toilet in upstairs area does not flush and takes to long to fill up. Makes it very awkward when using.
I put poor on the pickleball courts which is the main reason I go. 1. With all the lines on the floor it's near impossible to get good. 2. With no barrier between courts your game is constantly interrupted by other courts balls coming on to your court or yours going on to theirs. Everyone is good about stopping play for safety. Anymore I don't go there because of these two things. It's a great place for beginners.
Could use a stair stepper and more squat racks. Sometimes workers are going around wiping things down but sometimes no one is there.
Would prefer a room only designated for cycling as in the past. Would be more likely to participate in classes and on my own.
No stair stepper for cardio, only 1 bench press for strength training.
The biggest issue I have with your facility is the cable TV, reception, and functionality with the cardio equipment. Half the time it doesn't work. In addition, there are NOT any instructions on how to reset / reprogram the TV if the cable doesn't come on. You should have instructions on how to reset / reprogram taped to each machine. Also, your free weight area is getting busy. You could use a second bench press, a third squat rack, and a second leg press. During peak times, you can't get access due to the demand. Also, consider putting signs up to tell people not to sit on the equipment for 30 minutes and read their cell phone in between sets. If you want to read your phone, sit in the lobby. If you want to work out, work out. Be considerate of others. Finally, the cycle area is weak. Instructions need to be put up, etc. to help users understand how to use the equipment. Overall, you guys do a terrific job.
There is no masseur.
Pool is used for swim teams & has almost no availability to members. Person running pool refuses to communicate with members.
Please add additional weights for classes. 17, 20, 25.
Walking track is too small.
Pool temp sometimes is too cold. Shower curtains get mildew before they are changed out.
The group fitness room and the functional fitness space are good areas and should be used more than the gym for classes. The gym acoustics are horrible and not at all designed for class instruction.
It's my fault, but I should have never signed up for an annual membership and when I first talked to someone about registration, I thought it was a family membership. It's way too expensive and we have not taken advantage of enough things.
The treadmill TV or the sound on the tvs do not always work!
I wish the shower curtains were cleaned more often. They are often moldy and it seems to take a while to get a resolution when it is reported to the front desk.
The curtains on the showers need to be bigger so they can actually close for privacy. Also could use another instructor. And two sessions 9&10.
The restrooms always seem to have plumbing issues. The toilet rarely flushes in many different restrooms.
Please consider adding bumper weights to the free weight rack for deadlifts.

Facility Comments

The pool is used for team practice and it is very difficult to find a convenient time for working adults to use it effectively. Also more water classes are desired.
No vending area. Gym used for classes very hard to hear and understand instructions.
Hot tub is broke or cold more than 2 times a week. Men's locker room needs remodeled, showers are cold and old. My wife and I enjoyed Jodi at Longview, but the new guy is terrible. No people skills or isn't very helpful. Mr. Lovell would be really disappointed in this actions. Again Kids are in the hot tub as lifeguards and do not care. Told Manager several times. Don't understand how this new guy is able to keep a job as a replacement for Jodi. The whole water class talk about him daily.
The pool is very cold, even months prior to the heater breakdown, Hopefully it will be warmer so I can use it again.
I'm still new, there are things I have no experience in.
Did not know there was a massage room. Would like to see weight machines updated to Hammer Strength.
It would be nice to have yoga in a more quiet space, too much noise from the gym.
Have not been for months because of the heat.
Parking needs to be closer to the door.
Could used more pickleball courts.
Men's showers need to be steam cleaned once a month, mold growing on the walls. Hot tub is not hot or closed.
Walking track is too small, but there is not much you can do about that.
Vending selection is pretty sparse and not in a good location. Walking track is too small and in the middle of the work out area. Family changing rooms do not have a bathroom or shower. The shower curtains in the women's locker room are dirty and do not close completely.
Walking track is too short, but is best use of available space. Please space bikes further apart, they are way too close together.
Don't use much.
Love the facility, appreciate the friendly staff, and the variety of classes. An update on bikes would be nice.
Walking track almost interferes with people working out. Pickleball courts have too many lines, makes it hard to watch the boundaries. Really I am not complaining I love it all.
All good.
More strength training equipment is needed.
Use to use the pool, but no longer can get up the ladder out of the pool. Would like a different ladder to get out of the pool, a lot of women have troubles.
Mainly use the pool for lap swimming over lunch. Your facility is great, and kudos to your team for making it that way.
Have not been in sometime moved to Senior living. Came back 5.25.22. Good with everything.
Consider moving aerobics to the wheel chair and diving area. Not enough swim lanes.
Pickleball shouldn't share with basketball.
Walking track is too small.

Facility Comments

Vending-not prominent, but perhaps that is a good thing. Walking Track- direction arrow is prominent, but lane specific guidance is hidden. Free Weights- fewer machines with pulleys, more open space. Pool- maybe LVCC's best asset, but temps are inconsistent. Functional Fitness space- needs more robust kettlebell offering, would love equipment space to preform wall balls.
The lighting for Pickleball courts could be upgraded. Some courts it is hard to pick up the ball.
There are only two family changing rooms and they do not feel very private. The vending area is terrible (in a hallway) with very little selection. The walking track is almost unusable - it's not big enough to walk/run comfortably and people using the equipment don't respect the track and keep it clear. Frequent turns on such a small track are hard on knees and ankles. The elevated track at Legacy is so much better.
I recently bought a membership at Genesis due to the fact that the amount of space and free weights at Longview makes it difficult to get an opportunity to use the equipment. The gym space to play basketball is limited because of the proximity to each other.
I rated the walking area fair because it is a small area and some people don't pay attention to the walkers. It is also hard to walk in the gym when there are a lot of activities going on.
Just need more weights and equipment for cardio classes and a better sound system. It messes up a lot during various classes that I take.
Cooler temps in Harris' and Legacy's gym would be improvement. More pickleball courts at Legacy, shouldn't have to wait for more than 12 people to be waiting. Harris is great, the nets between courts are exceptional feature. Longview's lighting in gym, is a little dark. Floors are always in top shape.
Need stair masters and a sauna.
Not enough weights for large Mon/Wed classes at 8AM!
The strength training machines could use some grease. The Smith machine is hard to use - doesn't move as smoothly as it should. The cable machine as well, adjusting the height is tough - should be a lot looser/smoother. Thank you!
The locker rooms could be cleaned better and updated. It could use more free-weight equipment like a deadlifting platform. I wish there were a Stairmaster for the cardio equipment. There could be a lot more strength training equipment, Longview has plenty of room for extra equipment like a hip thrust machine. The toilet is always running and unable to flush in the family changing room at Longview.
Walking track is too short.
Outdated, limited availability.
Staff extremely friendly!
The showers are a bit small and not easy to use. The curtains are a hindrance and don't work well. They also don't seem very clean.
the pool always seems to have spiders in and around it.
Group fitness room is too small. Don't like waiting for bikes to be removed.
Need more pickleball courts. Barriers in between like Harris Park has would be nice.
Shower room curtains can use new ones. A lot of them are moldy on the bottom.
Gym floor needs to be cleaned more often.
The walking track is awfully small and the gym, itself is too small. What's there is nice but it should be larger. It would be nicer to have an indoor outdoor pool and a sauna.

Facility Comments

There doesn't seem to be a cycle studio anywhere. It would be nice. Improvement on group fitness room is needed. Floor in poor condition, renovations could be made, removal the half wall to incorporate more space for workouts. Bugs seem to be a problem year round in there. Cleanliness, many times food is left on floor, clearly not mopped or swept regularly. More weights available dumbbells, slam balls, kettle balls.
Track is too small, but you can't control this.
Walking track is very short.
The fencing dividing pickleball and basketball is poor and there are not enough courts to handle the amount of people.
I personally like the group exercise classes and feel that the group fitness room is a very tight squeeze most of the time.
Pickleball needs to start earlier in the morning and it needs to be set up ready to go when its supposed to be available.
I feel like alot of the weight machines are outdated. Pins are hard to move & some vinyl looks a bit worn. The track is really small & could use some freshening up.
We need more weight equipment upstairs. Hamstring curl machine is needed. Decline bench needed.
There's a shower in the woman's locker room that has been leaking at least 10 months, some shower curtains have mold, items are left in lockers for weeks
Every time I am there the hot-tub is down and it is always freezing in the locker room.
Would love to get a stair stepper!
Really needs a sauna and steam room. Also would be nice to have indoor and outdoor pools.
Lockers are rusted inside and outside.
Vending machine - not a lot of food to choose from Pool - Pool is so cold it's not fun to use Locker Room - showers are small hardly room to move around in the stalls.
Not much for vending, it's by pool so I never really got a chance to use.
Need a larger track loop-gym? outside?
Poor maintenance of pool at the ramp going into it was broken and dangerous to walk on. There was no access for disabled to get in the pool because even if you go down the ramp you still have to go under those big plastic lane dividers!!! Unacceptable.
Pickleball is not available often enough and the little short fences are barely adequate, it's so noisy when basketball players are in at the same time. You need curtains like at Harris Park.
Pool itself has been ok, hot tub/spa is a real problem; seldom a week goes by that it does not work correctly at least one or more days. Very disappointing!
Don't know of a vending area, unless coffee/tea service meant. I would like it to continue all day.
Our Longview facility and staff are excellent! Friendly team, very courteous, clean and good choices of classes. LAURA, CHRISTAN & CATHY are best teachers ever!
The walking track is way too short in distance around -- you have to walk what seems like a hundred times to just walk a mile. This is true at Lovell too.

Facility Comments

Group Fitness/ cycle studio is small with minimal ventilation. Suggest expanding the area to the adjoining space to provide more space for participants.
TVs on treadmills need to be worked on/fixed. Half do not work. Workout equipment is very dusty/dirty.
Was not always clean.
Bikes seem to be scattered all over the place I wish group fitness area was bigger. Is there a vending area?
The free weights and strength training equipment are okay, but there is generally only one of each type and I have trouble getting on them at popular times of the day. I have taken to coming at odd times when access is easier.
Outside covering on many of the free weights are coming apart.
The walking track needs a upgrade. Cycles are too close together. People hold equipment for their own use, need to be a time limit on some areas.
There aren't enough lanes for lap swimming, or room for families to swim. The lazy river is a joke; it barely moves. For a city the size of Lee's Summit, it is unacceptable.
The walking track is small but nothing can be done about that. The vending machine works sporadically.
Hard to get on machines as there are not enough for all the people. Walking track is too small. Area with mirrors is too small not enough room for all the people.
Classes are held in the gym. Pickelball in Lees Summit is way behind those on the Kansas side in terms of facilities. Pickelball times are not nearly enough either.
The track is too short.
Not enough free weights. Recommend another set of lower weights in another area. Current setup is intimidating for small people.
Pickleball courts have too many lines. Nets AND back up nets are in very poor condition
TV's on treadmills needs to be checked more often to make sure they are working.
The little fitness room at Longview is terrible. It needs more air conditioning. Something is not working because the room is always hot.
Gamber yoga room to small for the number of people in the room. I stop going because I felt it was to crowded and it was always full when I tried to sign up for a class.
The coffee pot is usually empty by 10 am. It would be nice to have hot coffee up to at least noon. Thank you
Could an additional bench press be installed? There is only one right now and it gets very crowded. Also, could a different style of dumbbells be obtained which have thicker grips? The current brand of dumbbells are difficult to hold.
Pickleball nets need upgrading, as do the lines on the floor and the barriers along the back and sides of courts.
Pool cold. Laura T. is awesome personal trainer.
Swimming pool people are in need of wiping their feet before going into the locker rooms. The floors are always wet. They need to wipe their feet with an old towel before leaving the pool area. This is a courtesy to us and make the locker room more pleasant to be in.
More free weights would be great.
Walking track is a little small, but understand it's hard to make it bigger given the space.
There needs to be either lower temperature or better ventilation in group fitness room in summer months.

Facility Comments

Some of the free weight equipment could use an upgrade.
Is anyone cleaning equipment? Are wipes provided after equipment use? Are there signs to indicate this? Are instructors required to tell participants to clean equipment?
Treadmills need to be thoroughly cleaned and on a consistent basis. Much of the help walk around with dirty cloth in hand while patrons are wiping down equipment. TVs on the treadmills seldom work at the Longview location. Look around all equipment and you will see A LOT of dust and dirt. The whole area upstairs where the majority of people exercise needs a thorough cleaning, not just a wipe down with a dirty cloth.
1. If more area was available, it would relieve congestion in free weight area. 2. It would be good to have more benches and squat racks.
I didn't know there was a Vending area.
Shower pressure is low and not as warm as Legacy Park.
Several of the strength training machines have rust on them, however, they still get the job done.
Men's showers could be updated. There could be more of the free weight equipment.
I'm comparing the Longview lockers with the Lovell lockers. Longview needs some attention and updates.

Service Comments

You need longer hours especially in the evening and you need to cater more to lap swimmers instead of swim team diving team ,aqua fitness. Lap swimmers always come in last.
I was told that a direct debit to my bank account had to be setup, by voided check, for payment. I assumed card would be okay, but apparently not. People don't use checkbooks anymore unless they're from an older generation. I almost opted not to register as a member due to not wanting to give my bank info.
I have joined three separate times due to Covid and masking regulations. I have had to pay initiation fee each time. I feel like that should've been waived 90 days is not long enough.
Like I said above, showed up several times, after calling, and checking the website and drove all they way there, to be told the pool was rented by divers, or everything else, or closed, or the heater was out (again), or the hottub needed cleaned.
Teenagers who clean the equipment upstairs at Longview Rec, carry around a towel and no cleaning bottle. They literally wipe down equipment with no cleaning solution. Upstairs toilet at Longview does not flush correctly. It needs either a new handle or needs to be replaced. Constantly there is urine or feces because it doesn't flush correctly and/or people think it is an automatic flusher.
Not sure what land fitness means but to me the 10:30 yoga on Tuesdays could be improved.
Excellent.
Seems quite expensive for a couple. Would like to see a couple option that is less than \$450 a year.
This rec. center has a lot of young people who don't know gym rules about sitting on weight equipment for long periods of time looking at their phones.
Membership - would love a family membership option. Open Swim Time - it's hard to find lanes and I'm often limited on time. My husband and I dislike that we can't get lanes after work in the evening during this time of year being that so few are available.
Love the aqua fitness and aerobics classes!
Longview previously was open later and offered more & different fitness classes.
Wish some of the school/club swims were set to start at 6:00 or 6:30 to give folks that work an open time slot at the 5:00-6:00am time.
It would be nice if the early morning classes were at 5 or 5:30 am. I love Nikki's classes and the new cycle instructor Stacy is amazing!
You do not offer family membership, the hours for pickleball need to be earlier or longer, and you need rules of conduct and/or court levels!
Longer hours on weekend would be great.
Hours of operation. I barely fit my work outs in before y'all are closing and I don't have enough time to do it in the morning because y'all don't open till 5am. Rules and regulations, there are a couple rules that should be re-thought or just gotten ride of. The rule about not being able to take off a shirt needs to be removed. Can't see a pump, can't take good progress photos.
Massage- as above no masseurs. Registration- behind the times. Who in the hell writes checks anymore? So you have to go to your bank and get something on their letterhead stating it is your account. Seriously! What Neanderthal at city hall thought of that process?
Make LVCC locker rooms like Lovell locker rooms and that would be great!
It is often hard to tell what the instructor is doing if they are in the pool with you. Otherwise classes are fine.
I felt the facility cancelled the triathlon swim training program too willingly. There should be some type of swim training for adult swimmers, like a MASTERS class.

Service Comments

I don't know what land fitness classes are.
Disappointment in price and not getting enough communication about what the membership actually gets you.
I am disappointed at times at the limited number of lanes available while there is a class or swim team practicing, but I understand.
I wish it was easier to sign up. It was a hassle to bring in a void check or note from the bank.
TV's don't work.
Sometimes it is slippery when walking from the pool to the women's locker rooms.
It would be great if the deep water classes resumed.
Please open earlier on Sundays. 9:00? Workout room staff can do a better job enforcing rules. Too much dropping weights on the ground. Loud bangs-unnecessary. Too many teens talking loud and screaming.
Basketball players are interruptive during fitness classes in the gym.
Aqua classes should have times that start later in the morning like 10 or 11.
We have not used these areas but i'm sure they are very good.
I once witnessed enforcement of the dress code policy towards a female. It smacked of selective enforcement or even prejudice. I have no option of dress code, just taking issue with how it was enforced.
Honestly, I haven't been out to the Longview center for a very, very long time. Can't really rate at this time.
For my joints, I only participated in the water aerobics classes. The times post-pandemic are different from pre-pandemic and I am not able to participate. I feel robbed of my membership cost. My partner often has difficulty getting a lane because of all of the swim team usage.
When I get off work at 6:30, I don't have much time after to use the gym. The swimming pool closes too early. The registration process takes too long add could be easily done online - having to repeat the same form for each member of a family is excessive.
Would like to see later evening hours.
Would be nice if it opened earlier on Sunday.
It would be nice if stayed open later until 11PM.
Should open earlier than 10 am on a Sunday.
Would like to see the deep water aqua classes return.
Need more senior classes. Chair yoga, stretch, movement. Gamber is way too crowded and too far.
Rules concerning putting up more pickleball nets at Longview, when there is no one playing basketball.
I use the pool and it closes to early.
Don't go like I want to because my life style only allows my workout late night. Need to close at 10:00 like in the past.
Would like a 6 am Monday class.
Our bike was broken. Rules are good, but your part time, teen age employees never enforce them. The track and weight room are good examples. To be fair this is much worse at Lovell than Longview, which is less busy. ..
Can't do much high impact anymore. Would like to see more Pilates and yoga classes.
More hours needed for pickleball.
Prefer gym to stay open until 9 pm

Service Comments

Attended a HITT class. Instructor walked in last minute. Could hear her the whole time and instead of actual songs there was an annoying background beat. She didn't explain proper form. Another week someone subbed for real teacher and she was much better.
Young Workers need to do something instead of standing around. Maybe they could remind people that they shouldn't sit on a machine while scrolling/staring at their phone.
More water aerobics options, please. Less renting the pool out to swim teams and not having swim teams end their rental time the normally required 10 minutes prior to water class start times.
Need childcare to return to Longview.
There should be more pool lanes open to members through the day. Swim teams take over the lanes too often. Sunday morning the facility should open by 7:00 am.
You have to have a voided check in order to get a membership. With everything being digital and debit card why would you have to have a voided check or get a letter from my bank.
Mornings are always taken up by students with swim team. They should have swim team do late mornings when most of the public is at work. Adults with day jobs can't just go swim in the middle of the day. Early mornings before work is really the only option. I have stopped going because the mornings became so crowded.
I'm still waiting for a more effective effort to stop people from using their smartphones while occupying equipment.
Mask policy was a joke.
During Covid mask guidelines were not enforced and staff didn't even adhere to them. We kept our membership but didn't go because when we tested it, rules were not followed. Might be nice to have extended hours.
Staff is ok with yes/no but beyond that do not seem to take "ownership" when ask questions above yes/no. I realize the staff hiring/retention challenges but you ask..would not be the way to run a "for profit" business....
Workers upstairs hardly clean equipment. Stand on track and talk to friends.
The swim teams seem to have priority over patron use of the pool. Sometimes the aqua classes start late because they don't exit the pool on time so the ropes can be moved. Also, they use so many lanes so there aren't many available for lap swimming.
Electric bikes - always broke down and not available.
Again, the swim area is greatly lacking. For adults over 50, swimming, and water activities, is an important way to get exercise without injuring joints. Also, while there, the teens take over, ignoring life guards, who seem ineffective at enforcement of rules and getting kids out of the water who make it unpleasant for small children and adult swimmers. In addition, the hot tub has never functioned properly, with insufficient jets and water temperature. I am greatly disappointed that there is no sauna, which cardiologists state is important for cardiac health. Given the physical structure of the extremely small swim area, it is impossible to do anything more than cool off. I challenge anyone involved in this process to check out the Lenexa Parks and Rec facility. Although I do not live in Lee's Summit, my grandchildren do, and I participate in many local activities, contributing to the community.
Wish there were economical options for kids home on spring, summer, winter breaks. Believe the annual membership is a little pricey.
I wish the gym was open until 10PM on weekdays and until 8PM on weekends. It would make going to the gym after work a bit more manageable.

Service Comments

Usually no coffee available after 10 am.
I have submitted a comment card asking why the facility is not open earlier than 10:00 on Sundays. It's open for church people (do they pay dues?) but not us. Understand during Covid, but why is it not back to pre-Covid times? Even 9:00 would help
Clean equipment.
Greet people!!
More explicit rules about using phones and taking up equipment (too long and/or trying to hold on to benches by putting down phone/water bottle) should be posted/enforced. 2. Swim time for adults is limited by youth swimming.
Could possibly be open until 10 through the week, but understand if not getting the people in at that time.

ADDITIONAL COMMENTS

Overall, I really like the facility.
Overall, a decent gym experience. Generally clean, although the workout benches and machines can get grungy and worn at times. The Yoga Class hours generally didn't work well for my schedule - not early/late enough for me to make before or after work.
We understand the facility is open to all ages. We just notice there are a number of younger members that congregate and use the weight training area as a social club taking up extended time on machines without actually working out. Maybe a reminder to members about time spent on machines and equipment is warranted.
I really wish that things were handled differently. I had a membership there when I was younger and it was for like 4 years. I know of almost 10 people that have cancelled. It is too bad.
Can someone please always set the TVs in the facility to NFL football or at least chiefs games as a local source of pride. On gameday. Staff get irritated when asked to change the tv because they don't want to go downstairs to get remotes.Thank you.
Thank you! I love working out at Longview.
Haven't used this facility in almost a year-your unnecessary, illogical previous mask policy was the reason.
A Tai Chi class would be good for seniors.
I would like Tai Chi class. I enjoy the Tuesday evening regular yoga class. I wish you did this class 2 evenings a week.
Still waiting (since 2020) on construction of outdoor courts in park adjacent Pleasant Lea Middle School (on Walnut Street). That was just lol service from P&R Director, indicating it was in the master plan. She won't get my vote again.
Love it! Keeps me informed.
I primarily go to the Longview Community Center - I went there previously when it was the Recreation Center owned by the community college as it was the closest pool with fitness classes. The improvements made by the city are wonderful and very much appreciated. The center is used by more people and the staff and fitness instructors are awesome!
Everyone at the desk and pool is friendly and courteous. Thanks
What does Friends of the Park Program do?
Overall I think the LSPR membership is a good value for the services received. I drive in from South KCMO and it's an easy and fairly quick drive. My rate went up again this year with no email or other notice but it wasn't huge, I'd just like to know next time for my budget since you obviously have my email address. Appreciate the time you take for us to be safe and have a good place to work out and swim.
Survey too long.
I go to the J. Lovell Thomas Community Center. I live 2 miles from it. All answers to questions relate to this center.
Bring back childcare to LVCC!

ADDITIONAL COMMENTS

1. Please stop requiring patrons to pay for extra classes. I think special classes like sunset yoga, moonlight yoga or any of the Zumba's should be part of the membership. I understand you need to pay staff, however if you fund raise for a cause people would be more willing to sign up and pay extra. I am not willing to pay for a Zumba class on a Wednesday night, when I can already go to a Zumba class on Wednesday night that's included in my membership. The glow bracelet from the dollar store is not worth my \$8 to \$10 registration. I highly recommend you make these free and either allow people to bring a friend for a small fee, or also make them free as free publicity for LSPR and for the teachers you have. I think this would be a great way for patrons to be introduced to other instructors and other patrons. You wouldn't need to have as many special classes. Maybe do one or two a quarter depending on the format. You could also do a mashup of all the Zumba instructors or all of the yoga instructors as a way to introduce them to the patrons. 2. It would be great to see you invest more in your yoga programs/classes. I came from the Lenexa Rec Center who had bolsters for yoga, yoga blankets, and other yoga accessories. I understand these are expensive however if you want to compete with other gyms/yoga studios in the area I think that would be a great investment. 3. You have phenomenal instructors at the center. I take Christa's aqua Zumba, land Zumba, and several yoga classes. She is a great instructor and well loved by all patrons. Jaime also has great energy from what I have seen everyone seems to enjoy her classes as well. I also have to give a shout out to Laura T, She has great energy in her morning classes. I often lift in the early mornings. When I walked by her class she's always energized and motivating to her people.

Please re-hire Regina for Zumba Gold. There are quite a few people that would come back and take this class just to have her for a teacher.

As an older adult, I find it difficult to exit the swimming pool. I like the steps at Lovell Community Center, but I live closer to Longview Center.

At Gamber, they need new equipment for the music

I generally go to Harris if I go to one of the community centers because they have less lines on the floor and have curtains that separate the courts so their balls don't invade other people's games or worry about stepping on one you don't see.

Send out the survey twice a year. Feedback is key to success and as a member, if I know you are listening, I'm likely to stay.

I just wish you had towels.

Men's locker room could use some circulating fans.

The facility is great, it's always well maintained and the staff take pride in the facility. I get a lot of enjoyment out of my membership. I appreciate it is affordable.

Keep up the good work!

Water aerobics classes do not respect lap swimmers using "their" area BEFORE the scheduled time of the aerobics classes. They need educating on pool etiquette such as: warning swimmer before entering lane & swimming "circles" if more than one swimmer is using a lane (instead of just standing, visiting in a lane in use by a lap swimmer). Aerobics classes should also be required to observe the colored cones indicating availability of lanes.

Wish I could have gotten a refund.

Tai Chi class for no extra charge.

Great staff and pool at Longview!

We would love to give money/donations still to parks. Just wish they would remodel the showers.

ADDITIONAL COMMENTS

I am extremely grateful for the welcoming care and facility for me as a member of the stroke foundation. The staff and facility provide vital ways for me to make progress in our stroke recovery. Thank you so very much.
More aqua aerobics.
Ping Pong Table Area.
Longview is a wonderful facility, always so clean! Thank you!
Sauna.
clean showers in the locker room, and clean floors in the changing area.
Cold plunge pool!
Child Care I would be so nice if there was space for ping pong tables. That's just wishful thinking.
Would like to have a sauna room put in.
More comfortable seated bikes, the seats are hard plastic. Very uncomfortable after about 10 mins. I really like this facility and plan to renew my membership.
Racquetball courts.
Programs for senior citizens.
Better cleaning of the gym and equipment.
Microwave at Longview to warm Coffee Pool tables at Longview.
I moved to LS in Jan 2021 LVCC/LSPR seemed to navigate COVID uncertainties as sensibly and agreeably as any entity I saw that deals with general public well done.
Can't really rate at this time since I haven't been there in a very long time, more than a couple of years. Sorry.
The facility is a large space but I believe space could be better used/organized. I understand to make the facility top notch would require a big construction project and would cost a lot. I do think if the money was spent the residence would use it more.
Please update weight equipment at Gamber. It's antiquated.
I went in to sign up for private swimming lessons on July 3rd. I have not heard anything, so I stopped in last week and was given a card to call to call Grace Carson, "that's all we can do at our end". Well, I called a couple times as well before stopping in, and telling them to correct my cell phone number and if I would be hearing from someone soon? I will be calling Grace this Monday July 25. I also learned that pool is shutting down for 2 weeks...and I understand that. I guess what I am suggesting is that when someone signs up for lessons private swimming, that they give the card of Grace's number and say, if you haven't heard anything, call her in 2 weeks. So....otherwise the staff is always nice, ect. It was just kind of irritating that I have had to do this, and to be told "that's all we can do from this end". Thank you.
Signage needs to be improved at Legacy Park indicating where the correct baseball diamonds are. There's a couple of signs in the area of fields 8 to 12 that point in the wrong direction and it's not very clear upon entering the facility where the ballfields are. I would also recommend investigating a safer egress from The Summit Waves/Harris Park community center. When exiting the facility to the west it is very easy to get on the wrong way into the roundabout. Since you are actually exiting onto an offramp from Highway 50, a lot of attention is played to the east, distracting you from knowing which lane to enter when going westbound.

ADDITIONAL COMMENTS

Please, additional Silver Sneakers, senior offerings at this Longview location. Need them on this side of town. Gambler is too busy! Always end up on a waiting list.
Please look into getting a hack squat rack for the weight room.
We have used this facility for years and really enjoy it! Thanks so much!
In the first question there was not an option to select Longview Community College facility as the one I use. My biggest complaint is the remote controls and tvs on the cardio equipment. They often don't work. This has been an ongoing issue. And, when they don't work, there are no instructions that tells a user how to fix the issue. I would highly suggest upgrading your tv / remote system.
Would like to see more silver sneakers exercise classes.
I believe all the staff of LSPR do a great job. I wish there could be larger group fitness class rooms and not the gym. I've given up being able to hear in the gyms, I just watch the instructor. The Longview group fitness room is very small and gets hot and humid even with the fans. One very minor request, could there be hooks installed in the women's restrooms? Now that most of us bring our own mats, unless you leave your bag on the floor (no thanks!) or use the handicapped restroom, you have to be somewhat of a contortionist to maneuver in and out of the regular stalls. Thanks for all everyone does to make your member's experience at your facilities excellent. I usually go to the Longview facility and the staff and instructors there are outstanding!
Facility strength equipment could use some upgrades, but overall is clean & staff is awesome. Only other suggestion is some higher tech ceiling fans to move more air upstairs. Temp up there gets hot.
Water in the the showers periodically stops, staff says it's when the pool is being filled. Would be nice to check if anyone is using the showers before doing so.
Fix the upstairs toilet.
The Staff is much friendlier than they were. I appreciate them welcoming me and being nice. Much improved. Thanks to each of them. Keep up the good work.
Really enjoyed going there.
Thank you for this facility!
You stupidly follow jackson county health policies dictated by someone who is not even a doctor = sheeple.
Though I did not rate open pool time at fair or below, I believe that the swim teams are catered to more than they should be over the club members. I do wish to point out that the staff is extremely helpful from Heath, Eric, and Brie and the trainers are exceptional such as Nikki. The summer/student/part-time supporting staff are excellent as well - I just don't know all their names.
Thank you for your work with the community and elders and making affordable fitness available. I did send an email asking if any personal trainers had PT experience and I did not get any response, have not been able to determine that. We are overall satisfied.
I took this survey just to be able to say that I wish there were more water exercise classes. Sometimes they are very crowded and some people would like to have some later time options, like 10:00 am.
Realize things break down...like to boiler, thanks for replacing and not half-fixing. Now, please buck-up and "fix"the spa issues...I know staff know "what the problem is" but the "problem" is never "fixed"...just work-arounds - fix it! Believer me, I've spoke to other members and you have a member problem on your hands...get ahead of it and fix the problem!

ADDITIONAL COMMENTS

Nice JOB!!!
We love LSPR! Great facilities all around town. Always clean and always friendly staff. Keep up the good work.
Suggest additional free weights for the group fitness classes.
Please fix TVs on treadmills and actually clean equipment.
I am only physically able to do aqua fitness classes so I appreciate that there are classes available many days of the week, especially at night. Thank you!
I think it's a great program. I love that they keep the members informed of any schedule changes. Thank you so much for all you do!
I wish I knew how to use the equipment at the top of the stair to the right. That stuff looks so cool and I've looked it up online, but nothing seems to fit that equipment. Also, I wish there was a rebounder for me to throw medicine balls into, because there are a few exercises like that I want to do. Otherwise, everything is great. Y'all are doing a great job!
I used to work at Longview Recreation Center before it was owned by your Parks and Recreation group. Fred Arbanas and Jackson County was when it was created. I have always loved this facility and i was when I moved back from Florida to Lee's Summit that it is still here and available. PLEASE do not shut it down. Thank you
Free concerts would be nice - LS used to have these. I go to Blue Springs, Overland Park, Gladstone
The community of Lee's Summit deserve services that are geared toward the entire family and age groups.
Wonderful people wonderful classes thank you thank you!
Please add a 6 AM Monday excercise class at Longview.
Love several staff members- Micalah, Erick, Bree and Doug always greet with a smile and my name.
Often the water level of the pool is low. It is VERY difficult to climb the ladder at the deep end of the pool because the lane line is attached to the middle of the opening.
Bring back Tai Chi classes for Seniors...lots of interest.
Such an excellent facility with great staff. Keep up the good work!!
We often have our granddaughter visit. A weekly or monthly pass to one facility would be nice instead of a daily charge for lengthy visitors.
Keep up the great work!
That you for hosting the swim championships last Saturday. Excellent place for this function. Everything went perfectly.
It would be nice to have hot coffee available all morning.
Offer additional weight training courses for Seniors.
When you all have the staffing again, childcare at Longview would be wonderful! The early morning staff at the center are friendly and professional. They do a great job.
Longview staff is doing an excellent job! Very friendly and they try to resolve any problems. A small problem is etiquette in the weight room. Other gyms I have worked out in do not allow loitering in the weight area.
Another flat bench press would be awesome! A free weight chest press and a free weight T-bar row would be great additions.
I have only used Gamber Center.

November 2022 COMMENT REPORT

Attached are 14 patron comments with staff responses that were either submitted verbally, in writing or via email. Of these comments, 11 were making requests, 2 compliments, and 1 suggestion

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
1	GCC	Request	11.16.22	Megan Crews	Nate Thomas	Kim Perdue	I love the Tuesday 4:30pm Zumba Gold class followed by Yoga at 5:30pm. Would it be possible for Ty to repeat the same schedule on Thursday? We already have a 4:30pm Zumba Gold, how about a 5:30pm Yoga?	Thank you for your suggestion. We currently do not have any open class spots at Gamber Community Center, but are looking to add some in the near future! When additional spots become available, I will reach out to Ty and see if she is able and willing to teach a Yoga class on Thursday at 5:30pm.
2	LCC	Compliment	10.31.22	Grace Carson	Vic Moore	Mary Duryea	Thank you for keeping the pool temperature warmer than in the past. My last two swims here were lovely and long as I didn't get cold. *HEART*	No follow up required. The temperature was 84 degrees on the day of the comment card. Aquatic Staff appreciated the positive feedback from this patron
3	LCC	Compliment	11.3.22	Rachel Smith	Nate Thomas	3 Comment Cards	Anna's Body Blast on Monday was fantastic. It was a Halloween themed workout! She obviously put a lot of effort into it!	Thank you for your comment. I will make sure that Anna's outstanding dedication to her class and patrons is noted and that she is accommodated for going above and beyond in our next staff meeting.
4	LCC	Request	11.9.22	Rachel Smith	Nate Thomas	Barry Wells	I have 3 classes each week that precede Yoga classes. The yoga classes have begun to enter our classes at least 15 minutes before theirs are supposed to begin. This is very disruptive to my classes as we still have 5 to 7 minutes of time left. Not to mention rude. What can be done to stop this behavior? Please let me know.	Thank you for your comment. I have discussed this incident with the instructors and verified that the digital clocks mounted in the group exercise studios are correct so that classes can begin and end on time, ensuring that there is time between classes for patrons to setup. While we can not control the actions of individual patrons, we can lock the door to the studio between certain classes so they may only be exited from, and not entered during the class. This will require class attendants to be on time so they are not locked out of class
5	LCC	Request	11.16.22	Rachel Smith	Nate Thomas	Lori Wright	Very disappointed they took away Wednesday night yoga! No warning! Please give us another class at 5pm. P.S. Never take Robs class away! He is awesome and keeps me coming back!	Thank you for your comment. The Wednesday night Yoga class was requested to be removed by the instructor of the class, and they were instructed to inform the class over the course of the final two sessions that the class would not be continuing the following month. We are looking to add a relaxation Yoga class in place of it.
6	LVCC	Request	10.31.22	Jodi Jordan	Heath Harris	Multiple Comments	Staff has received multiple comments requesting additional fitness equipment at the Longview Community Center. Equipment requests a cable bench press machine, additional squat racks and bench press stations, a lifting platforms and an arm pedaling machine like at the Gamber Community Center.	Staff will keep these requests in mind when the time comes for equipment replacement or when adding new equipment. Staff spoke to the patron who requested the arm pedaling machine and stated Gamber Community Center has the requested machine in their facility. Staff explained how his membership gives him access to that facility as well. The patron insisted Longview Community Center still needs to purchase one of our own. Staff does not recommend purchasing additional fitness equipment at this time.
7	LVCC	Request	11.15.22	David Dean	Eric Schooley	Christy	The gym is too cold in the Winter for Yoga.	The set point temperature for the gymnasium at LVCC is 70 degrees. On the day of the comment the HVAC unit was not functioning properly. The problem was diagnosed, the part was ordered and installed on 11.16. The gym unit is functioning properly and maintaining a temperature of 70 degrees.
8	LVCC	Request	11.16.22	Heath Harris	Nate Thomas	Donna Cusimano	We need more 8,10, & 12-pound hand weights for our exercise class. Thank you.	Thank you for your comment. We have ordered 3 new sets of both 8lbs. and 10lbs. hand weights that should be arriving next week
9	LVCC	Request	11.17.22	Jodi Jordan	Heath Harris	Multiple Comments	Staff received two comment cards requesting a sauna at Longview Community Center.	Staff appreciates the requests for a sauna at the Longview Community Center. Although a sauna does provide health benefits there are also many risks associated with the use of saunas. <ul style="list-style-type: none"> •Fungal infections can be easily spread in a saunas warm, moist environment •Additional supervision by the lifeguards is needed to ensure patrons are not staying in the sauna too long and overheating •Saunas are expensive, can be difficult to maintain and require detailed cleaning which also adds to increased staff and supply costs. •Many users tamper with the controls and misuse the sauna causing malfunctions •Vandalism is very common in public saunas as well inappropriate use At this time LSPR does not feel adding a sauna at the Longview Community Center is in the best interest of our facility
10	LVCC	Request	11.10.22	Heath Harris	Nate Thomas	Sandra Stover	Please replace the speaker for the pool. They are in bad shape.	Thank you for your comment. We are currently working with audio companies on finding new and improved multichannel speakers for the pool!
12	LVCC	Request	11.14.22	Heath Harris	Nate Thomas	Tim Vebehelden and one other	I'm writing to ask about the possibility of Longview having training equipment or activities for calisthenics. My son is involved in this, but there's nothing close by.	Thank you for your comment. We have a functional fitness zone upstairs containing a Synrgy 360 piece that is designed for calisthenics use and training.

From: Steve Casey <
Sent: Friday, October 21, 2022 10:35 AM
To: Steve Casey
Cc: Joe Snook <
Subject: Williams Grant Park Saturday Oct 22 Open House

All:

Thank you for participating in the survey of Williams Grant Park and providing feedback on future park improvements. We hope you and your families can attend Saturday morning October 22 for donuts and coffee at the park (401 SE Howard Dr) from 9am to 10:30. Staff will be available to answer any questions and take any additional comments. The weather will be cooperative and we look forward to seeing you. IF you have any questions please let us know.

Regards,

[Steve Casey, PLA, ASLA](#) | Superintendent of Park Planning and Construction II

From: Dawnetta Dugan <
Sent: Tuesday, October 25, 2022 5:28 PM
To: Steve Casey <
Cc: Joe Snook <
Subject: Re: Williams Grant Park Saturday Oct 22 Open House

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

Hi Steve --

I am very interested in seeing indoor and outdoor pickleball courts added to our parks and community centers. According to 60 Minutes, pickleball is the fastest growing sport in this country. I know we already have a couple of nice outdoor courts, but I think there is a need for more. And it would be wonderful to have additional indoors spaces for those that can't take the heat in the summer and/or the cold in the winter.

Best regards,
Dawnetta Dugan

From: Steve Casey
Sent: Wednesday, October 26, 2022 8:46 AM
To: 'Dawnetta Dugan'
Cc: Joe Snook <
Subject: RE: Williams Grant Park Saturday Oct 22 Open House

Dawnetta:

Thank you for your comments. We have recently added two new pickleball courts to Osage Trails Park and one new court to Pleasant Lea Park bringing to a total of 10 outdoor courts. We are also working on locations for a multi court complex adding between 8-12 courts in the near future. We also have multiple indoor courts at Harris Park Community Center, Lovell Community Center, and Longview Community Center. Hope this is useful information. Thanks again.

Regards

[Steve Casey, PLA, ASLA](#) | Superintendent of Park Planning and Construction II

From: Dawnetta Dugan <
Sent: Thursday, October 27, 2022 12:29 PM
To: Steve Casey <
Cc: Joe Snook <
Subject: Re: Williams Grant Park Saturday Oct 22 Open House

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

Thanks Steve. This is very helpful information!

From

Sent: Thursday, February 21, 2019 2:21 PM

To: Steve Casey <

Subject: Pickleball at Osage Trails

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

Steve,

My family is really starting to enjoy playing pickleball. While we have played at other parks we'd love to be to play at Osage Trails because it is in walking distance. Osage Trails also has several large, flat areas that seem well suited for these kinds of courts.

Let me know if I can answer any questions about this or should talk with someone else about it.

Thank you!

-Leo Walsh

From: Steve Casey

Date: Thu, Feb 21, 2019 3:18 PM

To:

Cc: Joe Snook;Dana Thurber;

Subject:RE: Pickleball at Osage Trails

Hi Leo. Good to speak with you. I hope you are well. Glad to hear you are enjoying the sport of Pickleball with your family. I have played a few times and enjoy it quite a bit and am now in the market for a racquet. It is growing rapidly in Lee's Summit and nationwide. LSPR currently has four outdoor courts at Banner Park and three courts at Lea McKeighan Park with several indoor courts available at our community centers (Harris, Legacy Park, and Longview). We are also renovating the three tennis courts at Summit Park and will likely stripe the courts for pickleball play. While I believe your suggestion for new courts at Osage Trails is a good one, we are challenged at that location presently with adequate parking and support facilities with the current park uses (youth sports practice space)

While there may be an apparent demand for additional outdoor court space, we anticipate doing a comprehensive study in the near future to determine if 1)additional court space is needed 2)location or locations of potential court development-centralized in a single complex or decentralized in neighborhood parks (both strategies present pros and cons) 3)how to address the competitive player groups with the recreational players and fair distribution of space and facilities.

I hope this answers some of your questions. I will share your comment with our Parks Administrator and the Parks and Recreation Board. We will begin to look into all options available and report back on our findings. Thanks for your comments and suggestions.

Regards,
Steve Casey

On Oct 22, 2022, at 5:20 PM, l30 wrote:

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Steve,

It looks like construction on the two courts is finished. I appreciate that LS Parks put them in and I'm very much looking forward to walking to a place where we can play. Do you know when they will be open?

Thank you,

-Leo

2022 DECEMBER

Lee's Summit Parks and Recreation Board Monthly Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	01	02	03
04	05	06 City Council Meeting - 6:00pm	07 Park Board Meeting - Strother Conference Room - 6:00pm	08	09	10 Skate with Santa at Summit Ice
11	12	13 City Council Meeting - 6:00pm	14	15	16	17 Skate with Santa at Summit Ice
18	19	20 City Council Meeting - 6:00pm	21	22	23 City Hall Closed	24
25	26 City Hall Closed	27	28	29	30	31
01	02	03	04	05	06	07

2023 JANUARY

Lee's Summit Parks and Recreation Board Monthly Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
01	02 City Hall Closed	03	04	05	06	07
08	09	10 City Council Meeting - 6:00pm	11	12	13	14
15	16 MLK - City Hall Closed	17 City Council Meeting - 6:00pm	18	19	20	21
22	23	24 City Council Meeting - 6:00pm	25 Park Board Meeting - Strother Conference Room - 6:00pm	26 Mayor's Character Breakfast-John Knox Pavilion - 7:00am	27 Father/Daughter Dance - GCC 6:00pm	28 Father/Daughter Dance - GCC 6:00pm
29	30	31	01	02	03	04
05	06	07	08	09	10	11