

JANUARY 2023

Park Board Meeting Packet



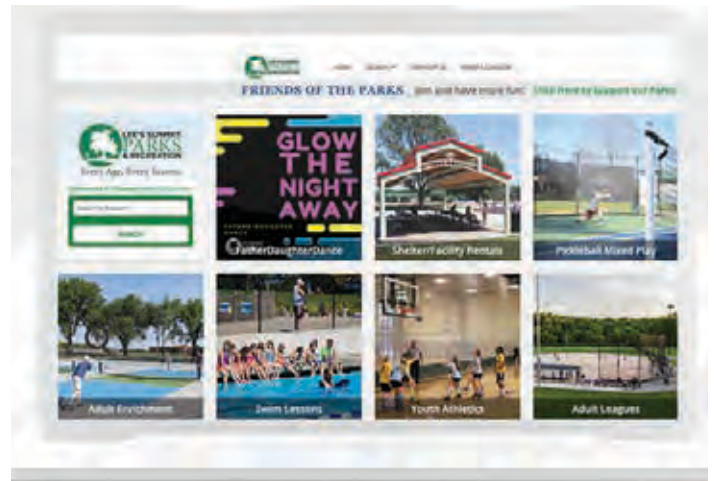
Itty Bitty & Pee Wee Basketball began with 159 participants



New session of swim lessons began at Lovell with 41 swimmers



New session of girl's basketball began with 449 players and 49 teams



New LSPR website launched on January 17th with positive user feedback



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:	January 25, 2023	TIME:	6:00 PM
PLACE:	Strother Conference Room		
6:00 PM Meeting Call to Order @ Strother Conference Room		President, Lawrence Bivins	
SPECIAL GUESTS			
Employee of the 4 th Quarter 2022 – Travis Shaffer		Joe Snook	
CITIZEN COMMENTS			
PRESENTATIONS			
Legacy for Lee’s Summit Parks Foundation Update		Jackie McCormick Heanue	
Longview Community Center End of Activity		Heath Harris	
Lovel Community Center End of Activity		Rachel Smith	
Land Dedication Ordinance		Steve Casey	
AGENDA ITEM			
APPROVAL OF MINUTES:			
• December 7, 2023 Park Board Minutes		Tede Price	1-2
TREASURER’S REPORT: read by Samantha Shepard, Treasurer (includes November and December 2022 Report)		Devin Blazek	3-22
SALES/USE TAX REPORT: December 2022		Devin Blazek	23-24
BOARD APPROVAL ITEMS			
Mouse Creek Trail Resolution		Steve Casey	25-26
Lovell Community Center Elevator Repairs		David Dean	27-29
OLD BUSINESS			
Projects and Services Review		All Staff	30-37
• Capital Projects Plan: Pleasant Lea Park Update		Steve Casey	38-41
NEW BUSINESS			
Safety Report		Brooke Chestnut	42-45
Fundraising Update		David Dean	46-47
Summit Waves Operation		Jodi Jordan	48-50
End of Activity Reports		Various Staff	51-206
PATRON COMMENT REVIEW		Joe Snook	207-218
MONTHLY CALENDARS		For Information Only	219-220
ROUNDTABLE		Park Board Members and Staff	N/A
OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD		Joe Snook	N/A
MEETING ADJOURNMENT			
CLOSED SESSION:			
Pursuant to Section 610.021(1) of the Revised Statutes of the State of Missouri pertaining to legal actions, causes of action or litigation involving a public governmental body and any confidential or privileged communications between a public governmental body or its representatives and its attorneys.			
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 Samantha Shepard-Chair Bernadette Basham Wesley Fields	Personnel Jim Huser-Chair Mindy Aulenbach Jon Ellis	Youth Sports Lawrence Bivins Casey Crawford	Foundation Board Tyler Morehead Mindy Aulenbach



LEE'S SUMMIT PARKS AND RECREATION BOARD MEETING MINUTES

CITY OF LEE'S SUMMIT, MISSOURI

DATE:	December 7, 2022	TIME:	6:00 PM	PLACE:	Strother Conference Room			
Board Members Present:		Board Members Absent:		Staff Present:		Other Guests:		
Lawrence Bivins, President		Samantha Shepard, Treasurer		Joe Snook		Scott Ison		
Jim Huser, Vice President		Casey Crawford		Brooke Chestnut		Dave Bushek		
Tyler Morehead				Steve Casey				
Bernadette Basham				Jodi Jordan				
Mindy Aulenbach				Tede Price				
Jon Ellis				Devin Blazek				
Wesley Fields(6:10)				David Dean				
				Megan Crews				
				Vic Moore				
				Grace Carson				
SPECIAL GUESTS								
None								
PRESENTATIONS		DISCUSSION (Findings/Conclusions)					RECOMMENDATIONS/ ACTIONS	
Summit Waves End of Activity Report		Ms. Jordan gave an overview of the season. Mr. Morehead said it was a good idea of the partnership with Papa Murphy’s. Mr. Snook said it was a great relationship and fresh pizzas. President Bivins complemented her on the solution to still accept cash, at Harris Park if tickets were still available. Mr. Ellis asked how the daily admission and season passes compare to other facilities. Mr. Snook stated no other facility has a wave pool, which adds an additional element to Summit Waves. Mr. Ellis asked if it was possible to increase the rate for the nonresidents Ms. Jordan said there may be some room to increase the nonresident rate. She also stated typically nonresident single visitors who don’t have community buy in cause the majority of problems and issues at the facility. Ms. Basham asked if staff has a plan on how to announce once the facility has reached capacity. Ms. Jordan stated it is put on the website as well as large A frame signs at the entrance of the facility so those driving up can see it has reach capacity.					No Board Action.	
Gamber Community Center End of Activity Report		Ms. Crews presented the report to the Board. President Bivins asked if there are ever any request for cooking classes. Ms. Crews said they are not getting any requests. But staff is looking at revamping the kitchen to make it a more useable space. Mr. Snook said they are reviewing all the things the consultants suggested and what may work best for that facility, taking into consideration the budget. Vice President Huser asked what the number of rentals were. Ms. Crews said over \$100,000 in revenue was brought it through rentals. Ms. Basham asked if we have ever offered sewing or if there was a request for that. Ms. Crews said knitting requests have been made, but it is challenge sometimes to find the right instructor.					No Board Action.	
Website/RecTrac Updates		Ms. Chestnut, Ms. Crews and Mr. Blazek presented an overview of the website redesign. Mr. Blazek showed the Board the current website compared to the new website. Staff researched other gold medal departments across the country and worked with IT analytics to see what users were searching for the most. As well as, how they were searching via mobile, laptop etc. Staff stated the goal of the redesign is to make it more user friendly and highlight the most frequently searched programs and facilities. Staff also worked on improving the online registration process. With assistance from the IT department, staff will be rolling out the new website and online registration in January. Ms. Aulenbach stated she thought it looked great and can’t wait to start using it. Mr. Ellis asked if this was the same system the other city departments use. Ms. Crews stated it was and some departments have had their sites updated for several months now. Ms. Crews also stated the biggest difference other than the look is the ease of the site being mobile friendly. Mr. Snook said the Tech team has done a great job and the website is headed in the right direction. He complemented the team on all their research and hard work.					No Board Action.	

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AGENDA ITEMS		
Approval of Minutes – October 26,2022	Supporting documentation (see pages 1-2). No questions or discussion.	Mr. Morehead made a motion to approve the meeting minutes from the Park Board meeting on October 26,2022. Ms. Aulenbach seconded. The motion carried unanimously.
Treasurer's Report – October 2022	Supporting documentation (see pages 3-12). Vice President Huser read the treasurer's report from October 2022. No questions or discussion.	Mr. Ellis made a motion to accept the treasurer's report from the Park Board meeting on October 26, 2022; Ms. Basham seconded. Motion carried unanimously.
Sales and Use Tax Report – October 2022	Supporting documentation (see pages 13-14). Mr. Blazek stated sales tax has fallen slightly, but that is normal for that time of year. The sales tax is over budget for FY23 and over YTD. Use tax is over budget for FY23 and expect it to be overperforming for the holiday season with next month's report.	No Board Action.
BOARD APPROVAL ITEMS		
Easement of Woodland Shores Subdivision	Supporting documentation (see pages 15-16). Mr. Fields asked if the land was being donated to the department. Mr. Snook said the entry way to the new subdivision is going to go through a portion of the park property, allowing for a fire hydrant to be installed. Mr. Fields asked for clarification that no money is being exchanged. Mr. Snook said that is correct.	Vice President Huser made a motion to approve; Mr. Morehead seconded. Motion carried unanimously.
OLD BUSINESS		
Projects and Services Review – Capital Projects Plan	Supporting documentation (See page 17-24) No additional comments. Pleasant Lea Park Improvements: Supporting documentation (See pages 25-28) Mr. Casey stated crews are working on getting the shelter put up. The playground installation is complete. And staff is making great progress. The staff appreciates the visits from the Park Board.	No Board Action. No Board Action.
NEW BUSINESS		
Athletic Business Conference Staff Summaries	Supporting documentation (See pages 29-35). Mr. Snook said the conference is very different from the NRPA conference. It is facility and program focused. It was a good conference and great points that are relevant to our department.	No Board Action.
Annual Retreat Summaries	Supporting documentation (See pages 36-43). Ms. Price stated the summaries of both the staff and Board retreat were presented for the board, along with the notes from each. Mr. Snook stated the format of both retreats were a little different than in years past. Areas of challenge were focused on, specifically staff recruitment and retention. He also pointed out the list of the top 10 start and stop doing items both staff and Board identified. The items will be a focus for staff in the upcoming year.	No Board Action.
End of Activity Reports	Supporting documentation (See pages 44-146). No additional comments.	
PATRON COMMENT REVIEW		
	Supporting documentation (see pages 147-152) No additional comments	No Board Action.
MONTHLY CALENDARS		
	Supporting documentation (see pages 152-154). No Additional Comment	No Board Action.
ROUNDTABLE		
Vice President Huser reminded everyone that the next meeting will have closed session to review and discuss the administrator's mid-year. President Bivins thanked the Board for being here and complemented the staff who presented tonight.		
OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD		
Mr. Snook made the Board aware of elevator issues at both facilities (Longview and Lovell). Staff is working hard to get them repaired. Next week, staff will be traveling to Nebraska and Iowa to visit fieldhouses. And, the state conference is February 14-17. Mr. Snook asked any board who is interested in attending to let him know in the next month, so hotel and accommodations can be made.		
MEETING ADJOURNMENT		
The meeting adjourned at 7:43pm and into closed session. Mr. Morehead made a motion to go into closed session, Ms. Aulenbach seconded the motion. Motion carried unanimously.		

Outlook as of November 30, 2022



Fund	Fund Balance @ 11/30/22
Gamber Community Center	\$ 536,559
Lovell Community Center	\$ 1,155,893
Longview Community Center	\$ (924,279)
Harris Park Community Center	\$ 426,544
Parks and Recreation	\$ 3,593,226
Summit Waves	\$ 417,275
Cemetery	\$ 1,303,096
Construction	\$ 2,457,537
Park COP	\$ 4,148,842

Fund	MTD 11/30/22	Prior YTD Actual	Current YTD Actual	Approved FY23 Budget	Percentage of FY22 Budget
Gamber Community Center					
Revenue	\$ 32,488	\$ 148,199	\$ 161,060	\$ 399,782	40.29%
Expenses	\$ 43,162	\$ 157,430	\$ 174,226	\$ 435,847	39.97%
Income (Loss)	\$ (10,674)	\$ (9,231)	\$ (13,166)	\$ (36,065)	
Lovell Community Center					
Revenue	\$ 124,206	\$ 499,224	\$ 590,674	\$ 1,864,488	31.68%
Expenses	\$ 119,756	\$ 567,411	\$ 766,270	\$ 2,009,219	38.14%
Income (Loss)	\$ 4,450	\$ (68,188)	\$ (175,596)	\$ (144,731)	
Longview Community Center					
Revenue	\$ 95,946	\$ 331,941	\$ 375,300	\$ 1,104,005	33.99%
Expenses	\$ 96,501	\$ 408,203	\$ 454,740	\$ 1,167,263	38.96%
Income (Loss)	\$ (555)	\$ (76,262)	\$ (79,440)	\$ (63,258)	
Harris Park Community Center					
Revenue	\$ 57,451	\$ 556,975	\$ 551,711	\$ 1,783,843	30.93%
Expenses	\$ 81,016	\$ 552,996	\$ 645,764	\$ 1,680,202	38.43%
Income (Loss)	\$ (23,565)	\$ 3,980	\$ (94,053)	\$ 103,641	
Parks and Recreation					
Revenue	\$ 12,072	\$ 99,149	\$ 16,563	\$ 3,940,921	0.42%
Expenses	\$ 363,276	\$ 1,620,277	\$ 1,676,546	\$ 3,942,628	42.52%
Income (Loss)	\$ (351,204)	\$ (1,521,128)	\$ (1,659,983)	\$ (1,707)	
Summit Waves					
Revenue	\$ (170)	\$ 523,519	\$ 547,103	\$ 1,021,077	53.58%
Expenses	\$ 23,601	\$ 442,045	\$ 551,800	\$ 1,001,947	55.07%
Income (Loss)	\$ (23,771)	\$ 81,474	\$ (4,697)	\$ 19,130	
Cemetery					
Revenue	\$ 5,650	\$ 49,423	\$ 29,501	\$ 179,796	16.41%
Expenses	\$ 7,430	\$ 70,278	\$ 47,881	\$ 170,526	28.08%
Income (Loss)	\$ (1,780)	\$ (20,855)	\$ (18,380)	\$ 9,270	
Construction					
Revenue	\$ 250,000	\$ 1,750,000	\$ 1,265,585	\$ 3,000,000	42.19%
Expenses	\$ 174,645	\$ 185,239	\$ 468,325	\$ 1,750,000	26.76%
Income (Loss)	\$ 75,355	\$ 1,564,761	\$ 797,260	\$ 1,250,000	
Park COP Debt					
Revenue	\$ 445,542	\$ 2,329,173	\$ 2,484,662	\$ 5,104,090	48.68%
Expenses	\$ 264,583	\$ 1,822,917	\$ 1,322,917	\$ 3,175,000	41.67%
Income (Loss)	\$ 180,959	\$ 506,256	\$ 1,161,746	\$ 1,929,090	

**GAMBER COMMUNITY CENTER
FUND 201
Financial Report for the Month and Year Ending November 30, 2022**

	Previous Year-to-date Nov 2021	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Activity & Membership Fees	34,450	8,953	46,973	48,003	(1,030)	116,257
User Charges	267	92	406	175	231	420
Rentals	38,146	6,620	42,247	42,255	(8)	96,605
Interest	1,577	-	(3,957)	3,000	(6,957)	8,000
Other Revenue	806	2,240	2,366	1,080	1,286	2,700
Miscellaneous	37	-	108	-	108	800
Transfers In from Park COP	72,917	14,583	72,917	72,917	0	175,000
TOTAL REVENUES	148,199	32,488	161,060	167,430	(6,370)	399,782
EXPENDITURES						
Personnel Services	90,168	20,832	105,179	103,282	1,897	249,662
Other Supplies, Services and Charges	25,856	11,755	32,102	28,032	4,071	71,496
Repairs and Maintenance	11,574	636	10,217	11,512	(1,295)	29,927
Utilities	21,608	9,939	26,728	18,070	8,658	48,806
Capital Outlay	-	-	-	16,339	(16,339)	16,339
Interdepartment Charges	8,225	-	-	8,730	(8,730)	19,617
TOTAL EXPENDITURES	157,430	43,162	174,226	185,964	(11,738)	435,847
NET GAIN / (LOSS)	(9,231)	(10,674)	(13,166)	(18,535)	5,368	(36,065)

BEGINNING FUND BALANCE
ENDING FUND BALANCE (Preliminary)

549,725 ¹

536,559

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 November 30, 2022**

	Previous Year-to-date Nov 2021	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	458,190	118,090	556,659	653,749	(97,090)	²	1,701,614
User Charges	1,096	216	1,363	947	417		2,132
Rentals	23,563	5,655	31,283	24,504	6,779		60,277
Interest	3,444	-	(9,258)	10,750	(20,008)	³	29,000
Other Revenue	808	230	2,822	500	2,322		1,889
Contributions	7,500	-	7,500	7,500	-		15,000
Miscellaneous	1,105	15	305	11	294		1,058
Transfers In	3,519	-	-	53,519	(53,519)	⁴	53,518
TOTAL REVENUES	499,224	124,206	590,674	751,479	(160,806)		1,864,488
EXPENDITURES							
Personnel Services	368,586	87,452	459,302	547,905	(88,603)	⁵	1,307,967
Other Supplies, Services and Charges	54,791	12,131	74,554	130,184	(55,630)	⁶	205,042
Repairs and Maintenance	54,332	662	41,557	45,811	(4,254)		108,887
Utilities	66,329	15,057	62,423	75,702	(13,279)	⁷	192,344
Capital Outlay	-	-	106,165	141,553	(35,388)	⁸	141,533
Interdepartment Charges	23,373	4,454	22,269	25,020	(2,750)		53,446
TOTAL EXPENDITURES	567,411	119,756	766,270	966,175	(199,905)		2,009,219
NET GAIN / (LOSS)	(68,188)	4,450	(175,596)	(214,696)	39,099		(144,731)

BEGINNING FUND BALANCE	<u>1,331,489</u> ¹
ENDING FUND BALANCE (Preliminary)	<u>1,155,893</u>

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

² An unfavorable variance in Memberships (\$93,700) and Gate Receipts (\$3,800).

³ Unfavorable variance in Interest on Investments (\$5,506) 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 (\$36,400).

⁶ There is a favorable variance in Recreational Supplies, Chemicals, Office 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 (\$6,400), Gas (\$3,200) and Water/Sewer (\$3,700).

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 November 30, 2022**

	Previous Year-to-date Nov 2021	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	267,911	77,858	309,220	345,963	(36,743)	²	916,159
User Charges	752	242	1,218	965	253		2,180
Rentals	63,173	17,697	64,360	70,091	(5,731)		184,439
Miscellaneous	106	149	502	10	492		1,227
TOTAL REVENUES	331,941	95,946	375,300	417,029	(41,729)		1,104,005
EXPENDITURES							
Personnel Services	279,819	58,969	303,053	335,663	(32,610)	³	785,398
Other Supplies, Services and Charges	34,519	6,928	30,463	45,756	(15,293)	⁴	109,525
Repairs and Maintenance	11,172	8,685	26,636	23,165	3,471		56,230
Utilities	57,863	18,040	71,483	69,835	1,648		169,555
Interest Expense	4,965	-	3,711	4,797	(1,087)		10,922
Interdepartment Charges	19,865	3,879	19,393.75	21,143	(1,749)		46,545
TOTAL EXPENDITURES	408,203	96,501	454,740	500,359	(45,619)		1,178,175
NET GAIN / (LOSS)	(76,262)	(555)	(79,440)	(83,330)	3,890		(74,170)

BEGINNING FUND BALANCE	<u>(844,839)</u> ¹
ENDING FUND BALANCE (Preliminary)	<u><u>(924,279)</u></u>

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

² Unfavorable variance in Activities(\$4,100) and Memberships (\$34,200)

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 (\$7,000).

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.

**HARRIS PARK COMMUNITY CENTER
FUND 530
Financial Report for the Month and Year Ending November 30, 2022**

	Previous Year-to-date Nov 2021	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	382,131	25,601	379,898	554,661	(174,763)	²	1,286,642
User Charges	15,937	8,145	20,958	27,424	(6,466)		90,492
Rentals	58,755	16,104	74,243	70,231	4,012		190,577
Interest	258	-	(3,388)	-	(3,388)		-
Other Revenue	757	200	2,758	700	2,058		4,149
Contributions	98,535	7,400	68,500	55,000	13,500	³	196,300
Miscellaneous	602	-	8,743	7,978	765		15,683
TOTAL REVENUES	556,975	57,451	551,711	715,994	(164,284)		1,783,843
EXPENDITURES							
Personnel Services	319,062	40,939	335,732	409,091	(73,358)	⁴	893,325
Other Supplies, Services and Charges	154,408	21,289	216,145	292,678	(76,533)	⁵	577,036
Repairs and Maintenance	35,174	2,232	14,941	24,226	(9,285)	⁶	44,513
Utilities	30,529	14,642	49,606	34,409	15,197	⁷	94,491
Capital Outlay	-	74	20,144	18,894	1,250		25,394
Depreciation	8,273	-	-	8,273	(8,273)		19,854
Transfers Out	3,519	-	-	3,519	(3,519)		3,519
Interdepartment Charges	10,304	1,839.17	9,195.83	11,184	(1,988)		22,070
TOTAL EXPENDITURES	552,996	81,016	645,764	794,001	(148,238)		1,680,202
NET GAIN / (LOSS)	3,980	(23,565)	(94,053)	(78,007)	(16,046)		103,641

BEGINNING FUND BALANCE	<u>520,597</u> ¹
ENDING FUND BALANCE (Preliminary)	<u>426,544</u>

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

² An unfavorable variance in Camp Summit (\$90,000), Instructional (\$22,000), Athletics (\$13,000) 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 and Uniforms 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 (\$13,800).

**PARKS & RECREATION
FUND 200
Financial Report for the Month and Year Ending November 30, 2022**

	Previous Year-to-date Nov 2021	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Taxes	-	-	21	-	21		3,737,790
Fines & Forfeitures	5,867	703	5,468	5,865	(397)		17,365
Interest	13,031	-	(33,456)	6,500	(39,956)	²	15,200
Other Revenue	2,188	1,835	2,895	662	2,233		1,829
Contributions	36,375	8,120	16,616	13,804	2,812		76,190
Miscellaneous	28,891	1,415	25,019	24,364	655		71,060
Transfers In	12,797	-	-	12,798	(12,798)		21,487
TOTAL REVENUES	99,149	12,072	16,563	63,993	(47,431)		3,940,921
EXPENDITURES							
Personnel Services	864,369	152,900	787,996	886,783	(98,787)	³	2,076,453
Other Supplies, Services and Charges	461,820	143,444	487,033	561,204	(74,171)	⁴	1,086,035
Repairs and Maintenance	173,195	40,687	176,564	183,085	(6,522)		335,937
Utilities	78,769	12,077	83,399	95,339	(11,940)	⁵	163,306
Fuel & Lubricants	17,323	475	19,451	17,285	2,166		40,469
Capital Outlay	8,082	8,668	50,872	180,131	(129,258)	⁶	180,131
Interdepartment Charges	81,453	18,089	136,549.00	136,549	0		217,063
Reimbursement - Interfund	(64,733)	(13,064)	(65,319.17)	(65,319)	(0)		(156,766)
TOTAL EXPENDITURES	1,620,277	363,276	1,676,546	1,995,057	(318,511)		3,942,628
NET GAIN / (LOSS)	(1,521,128)	(351,204)	(1,659,983)	(1,931,064)	271,081		(1,707)

BEGINNING FUND BALANCE

5,253,209 ¹

ENDING FUND BALANCE (Preliminary)

3,593,226

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

² A favorable variance in Interest on Investments (\$1,222) 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, a favorable variance in Professional Fees, Printing, Consumable Tools and an unfavorable variance in Rentals & Leases, Travel and Meetings, Chemical Supplies and Asphalt.

⁵ Favorable variance in Water/Sewer (\$8,453) and Electricity (\$3,773).

⁶ Howard Park Fountain, Arborwalk Bridge replacement and Legacy Cupola replacement are not complete at this time. In addition, the trailer was purchased in December and only half of Beehive has been paid for.

**SUMMIT WAVES
FUND 203
Financial Report for the Month and Year Ending November 30, 2022**

	Previous Year-to-date Nov 2021	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity Fees	403,937	(170)	429,616	360,605	69,011	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	(441)	-	(5,480)	1,500	(6,980)		4,400
Miscellaneous	(279)	-	3,676	2,215	1,461		4,640
TOTAL REVENUES	523,519	(170)	547,103	484,623	62,480		1,021,077
EXPENDITURES							
Personnel Services	300,827	7,630	321,360	307,151	14,208	³	559,243
Other Supplies, Services and Charges	78,053	2,216	79,123	73,220	5,902		179,409
Repairs and Maintenance	6,300	2,326	13,361	6,147	7,215		41,051
Utilities	40,116	5,444	54,772	61,620	(6,848)		100,430
Interdepartment Charges	10,764	-	11,702	11,702	0		22,589
Capital Outlay	-	-	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	442,045	23,601	551,800	501,695	50,105		1,001,947
NET GAIN / (LOSS)	81,474	(23,771)	(4,697)	(17,072)	12,375		19,130

BEGINNING FUND BALANCE

421,972 ¹

ENDING FUND BALANCE (Preliminary)

417,275

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 November 30, 2022**

	Previous Year-to-date Nov 2021	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Services	33,454	3,400	30,714	29,983	731	115,796
Sale of Property	12,000	2,250	8,750	15,750	(7,000)	36,000
Interest	3,969	-	(9,963)	11,000	(20,963)	² 28,000
TOTAL REVENUES	49,423	5,650	29,501	56,733	(27,232)	179,796
EXPENDITURES						
Personnel Services	23,853	4,129	20,410	22,923	(2,513)	51,383
Other Supplies, Services and Charges	22,256	926	23,970	25,543	(1,573)	75,138
Repairs and Maintenance	10,024	2,140	2,245	4,849	(2,604)	9,664
Utilities	994	235	983	1,425	(442)	4,372
Fuel & Lubricants	283	-	273	157	116	717
Interdepartment Charges	6,056	-	-	6,539	(6,539)	13,750
Transfers Out (To 026)	6,812	-	-	6,813	(6,813)	15,502
TOTAL EXPENDITURES	70,278	7,430	47,881	68,250	(20,369)	170,526
NET GAIN / (LOSS)	(20,855)	(1,780)	(18,380)	(11,517)	(6,863)	9,270

BEGINNING FUND BALANCE

1,321,476 ¹

ENDING FUND BALANCE (Preliminary)

1,303,096

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

² Unfavorable variance in Interest on Investments (\$6,509) and Mark to Market (14,454).



**CONSTRUCTION FUND
FUND 327
Financial Report for the Month and Year Ending November 30, 2022**

	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES						
Interest	-	15,585	6,741	8,844	²	-
Contributions	-	-	250,000	(250,000)	³	-
Transfers from Fund 410	250,000	1,250,000	1,250,000	-		3,000,000
TOTAL REVENUES	250,000	1,265,585	1,506,741	(241,156)		3,000,000
EXPENDITURES						
Interest Expense	-	-	-	-		-
Additions to Const in Progress	174,645	468,325	729,167	(260,841)	⁴	1,750,000
TOTAL EXPENDITURES	174,645	468,325	729,167	(260,841)		1,750,000
NET GAIN / (LOSS)	75,355	797,260	777,574	19,686		1,250,000

BEGINNING FUND BALANCE	<u>1,660,277</u> ¹
ENDING FUND BALANCE (Preliminary)	<u><u>2,457,537</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 November 30, 2022**

	Month-to-Date Nov 2022	Year-to-Date Nov 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES						
Taxes	393,139	2,177,565	1,821,601	355,964	²	4,371,843
EATS	(12,531)	(57,953)	(61,445)	3,493	²	(147,469)
Use Tax	64,933	390,840	363,840	27,001	²	873,216
Interest	-	(25,790)	2,708	(28,498)	³	6,500
TOTAL REVENUES	445,542	2,484,662	2,126,704	357,959		5,104,090
EXPENDITURES						
Transfers Out-Gamber Center	14,583.33	72,916.67	72,916.67	-		175,000
Transfers Out-Construction Fund	250,000	1,250,000	1,250,000	-		3,000,000
TOTAL EXPENDITURES	264,583	1,322,917	1,322,917	-		3,175,000
NET GAIN / (LOSS)	180,959	1,161,746	803,787	357,959		1,929,090

BEGINNING FUND BALANCE	2,987,096 ¹
ENDING FUND BALANCE (Preliminary)	4,148,842

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 (\$2,887) and an unfavorable variance on Mark to Market (\$31,673) .

Financial Outlook as of December 31, 2022



Fund	Fund Balance @ 12/31/22
Gamber Community Center	\$ 539,103
Lovell Community Center	\$ 1,132,150
Longview Community Center	\$ (900,951)
Harris Park Community Center	\$ 443,691
Parks and Recreation	\$ 3,408,016
Summit Waves	\$ 404,591
Cemetery	\$ 1,301,299
Construction	\$ 2,467,342
Park COP	\$ 4,465,328

Fund	MTD 12/31/22	Prior YTD Actual	Current YTD Actual	Approved FY23 Budget	Percentage of FY22 Budget
Gamber Community Center					
Revenue	\$ 35,110	\$ 178,406	\$ 196,170	\$ 399,782	49.07%
Expenses	\$ 24,391	\$ 191,403	\$ 206,791	\$ 435,847	47.45%
Income (Loss)	\$ 10,718	\$ (12,997)	\$ (10,622)	\$ (36,065)	
Lovell Community Center					
Revenue	\$ 127,463	\$ 607,977	\$ 718,137	\$ 1,864,488	38.52%
Expenses	\$ 151,206	\$ 696,415	\$ 917,476	\$ 2,009,219	45.66%
Income (Loss)	\$ (23,743)	\$ (88,438)	\$ (199,339)	\$ (144,731)	
Longview Community Center					
Revenue	\$ 108,252	\$ 409,811	\$ 483,551	\$ 1,104,005	43.80%
Expenses	\$ 84,924	\$ 481,032	\$ 539,663	\$ 1,167,263	46.23%
Income (Loss)	\$ 23,328	\$ (71,220)	\$ (56,112)	\$ (63,258)	
Harris Park Community Center					
Revenue	\$ 101,868	\$ 673,458	\$ 653,579	\$ 1,783,843	36.64%
Expenses	\$ 84,721	\$ 633,638	\$ 730,485	\$ 1,680,202	43.48%
Income (Loss)	\$ 17,147	\$ 39,820	\$ (76,906)	\$ 103,641	
Parks and Recreation					
Revenue	\$ 12,182	\$ 150,582	\$ 37,697	\$ 3,940,921	0.96%
Expenses	\$ 212,932	\$ 1,918,365	\$ 1,882,891	\$ 3,942,628	47.76%
Income (Loss)	\$ (200,750)	\$ (1,767,783)	\$ (1,845,193)	\$ (1,707)	
Summit Waves					
Revenue	\$ -	\$ 521,586	\$ 547,103	\$ 1,021,077	53.58%
Expenses	\$ 18,669	\$ 462,939	\$ 564,484	\$ 1,001,947	56.34%
Income (Loss)	\$ (18,669)	\$ 58,646	\$ (17,381)	\$ 19,130	
Cemetery					
Revenue	\$ 5,765	\$ 51,777	\$ 35,266	\$ 179,796	19.61%
Expenses	\$ 7,562	\$ 77,977	\$ 55,443	\$ 170,526	32.51%
Income (Loss)	\$ (1,797)	\$ (26,200)	\$ (20,177)	\$ 9,270	
Construction					
Revenue	\$ 250,000	\$ 2,100,000	\$ 1,515,585	\$ 3,000,000	50.52%
Expenses	\$ 240,194	\$ 220,656	\$ 708,520	\$ 1,750,000	40.49%
Income (Loss)	\$ 9,806	\$ 1,879,344	\$ 807,065	\$ 1,250,000	
Park COP Debt					
Revenue	\$ 581,069	\$ 2,866,425	\$ 3,065,732	\$ 5,104,090	60.06%
Expenses	\$ 264,583	\$ 2,187,500	\$ 1,587,500	\$ 3,175,000	50.00%
Income (Loss)	\$ 316,486	\$ 678,925	\$ 1,478,232	\$ 1,929,090	

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

	Previous Year-to-date Dec 2021	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Activity & Membership Fees	47,125	15,195	62,168	63,761	(1,592)	116,257
User Charges	298	94	500	210	290	420
Rentals	43,145	4,858	47,105	49,930	(2,825)	96,605
Interest	(1,658)	-	(3,957)	4,000	(7,957)	8,000
Other Revenue	1,709	380	2,746	2,300	446	2,700
Miscellaneous	287	-	108	-	108	800
Transfers In from Park COP	87,500	14,583	87,500	87,500	0	175,000
TOTAL REVENUES	178,406	35,110	196,170	207,701	(11,531)	399,782
EXPENDITURES						
Personnel Services	111,393	15,344	120,522	123,262	(2,740)	249,662
Other Supplies, Services and Charges	30,462	2,545	34,648	31,847	2,800	71,496
Repairs and Maintenance	17,272	4,647	14,863	16,550	(1,686)	29,927
Utilities	22,556	221	26,950	21,534	5,415	48,806
Capital Outlay	-	-	-	16,339	(16,339)	² 16,339
Interdepartment Charges	9,720	1,634.75	9,808.50	10,285	(476)	19,617
TOTAL EXPENDITURES	191,403	24,391	206,791	219,818	(13,026)	435,847
NET GAIN / (LOSS)	(12,997)	10,718	(10,622)	(12,117)	1,495	(36,065)

BEGINNING FUND BALANCE

549,725 ¹

ENDING FUND BALANCE (Preliminary)

539,103

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 December 31, 2022**

	Previous Year-to-date Dec 2021	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	570,361	121,463	678,122	791,972	(113,850)	²	1,701,614
User Charges	1,249	284	1,648	1,108	539		2,132
Rentals	27,573	5,405	36,688	29,904	6,784		60,277
Interest	(4,175)	-	(9,258)	14,500	(23,758)	³	29,000
Other Revenue	838	310	3,132	650	2,482		1,889
Contributions	7,500	-	7,500	7,500	-		15,000
Miscellaneous	1,113	1	305	13	292		1,058
Transfers In	3,519	-	-	53,519	(53,519)	⁴	53,518
TOTAL REVENUES	607,977	127,463	718,137	899,167	(181,030)		1,864,488
EXPENDITURES							
Personnel Services	445,526	65,731	525,033	649,020	(123,987)	⁵	1,307,967
Other Supplies, Services and Charges	62,441	11,166	85,719	138,899	(53,180)	⁶	205,042
Repairs and Maintenance	60,147	13,710	55,267	56,373	(1,107)		108,887
Utilities	66,406	20,758	83,181	93,398	(10,217)	⁷	192,344
Capital Outlay	34,598	35,388	141,553	141,553	-		141,533
Interdepartment Charges	27,297	4,454	26,723	29,081	(2,358)		53,446
TOTAL EXPENDITURES	696,415	151,206	917,476	1,108,324	(190,848)		2,009,219
NET GAIN / (LOSS)	(88,438)	(23,743)	(199,339)	(209,158)	9,818		(144,731)

BEGINNING FUND BALANCE	<u>1,331,489</u> ¹
ENDING FUND BALANCE (Preliminary)	<u><u>1,132,150</u></u>

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

² An unfavorable variance in Memberships (\$111,000) and Gate Receipts (\$5,000).

³ Unfavorable variance in Interest on Investments (\$7,256) and Mark to Market (\$16,502).

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 (\$57,300), Health/Dental, FICA and Medicare.

⁶ There is a favorable variance in Recreational Supplies, Chemicals, Office 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 (\$14,000) and Water/Sewer (\$3,700) and an unfavorable variance in Gas (\$6,000).

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

	Previous Year-to-date Dec 2021	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	328,776	89,274	398,494	425,249	(26,755)	²	916,159
User Charges	825	194	1,412	1,097	316		2,180
Rentals	80,101	18,668	83,028	86,356	(3,328)		184,439
Miscellaneous	110	115	617	12	605		1,227
TOTAL REVENUES	409,811	108,252	483,551	512,714	(29,162)		1,104,005
EXPENDITURES							
Personnel Services	337,912	47,381	350,434	396,471	(46,038)	³	785,398
Other Supplies, Services and Charges	39,311	6,878	37,341	52,273	(14,932)	⁴	109,525
Repairs and Maintenance	18,227	9,545	36,180	28,868	7,313		56,230
Utilities	59,542	17,242	88,725	81,546	7,179		169,555
Interest Expense	2,681	-	3,711	5,672	(1,962)		10,922
Interdepartment Charges	23,358	3,878.75	23,272.50	24,772	(1,499)		46,545
TOTAL EXPENDITURES	481,032	84,924	539,663	589,602	(49,939)		1,178,175
NET GAIN / (LOSS)	(71,220)	23,328	(56,112)	(76,889)	20,777		(74,170)

BEGINNING FUND BALANCE	<u>(844,839)</u> ¹
ENDING FUND BALANCE (Preliminary)	<u><u>(900,951)</u></u>

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

² Unfavorable variance in Activities(\$4,600) and Memberships (\$27,800)

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 (\$12,600).

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.

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

	Previous Year-to-date Dec 2021	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity & Membership Fees	442,112	55,410	435,308	645,188	(209,880)	²	1,286,642
User Charges	45,477	22,117	43,074	54,693	(11,619)	³	90,492
Rentals	77,941	10,166	84,408	89,664	(5,256)		190,577
Interest	(1,586)	-	(3,388)	-	(3,388)		-
Other Revenue	776	31	2,788	700	2,088		4,149
Contributions	108,135	13,877	82,377	64,600	17,777	⁴	196,300
Miscellaneous	602	268	9,011	7,978	1,033		15,683
TOTAL REVENUES	673,458	101,868	653,579	862,823	(209,244)		1,783,843
EXPENDITURES							
Personnel Services	374,672	47,921	383,654	466,283	(82,629)	⁵	893,325
Other Supplies, Services and Charges	173,088	20,181	236,326	321,156	(84,830)	⁶	577,036
Repairs and Maintenance	36,353	4,239	19,180	30,876	(11,696)	⁷	44,513
Utilities	34,181	1,969	51,574	45,830	5,744		94,491
Capital Outlay	-	8,572	28,716	18,894	9,822	⁸	25,394
Depreciation	9,927	1,654.50	9,927	9,927	(0)		19,854
Transfers Out	3,519	-	-	3,519	(3,519)		3,519
Interdepartment Charges	11,824	1,839.17	11,035.00	12,739	(1,704)		22,070
TOTAL EXPENDITURES	633,638	84,721	730,485	899,297	(168,812)		1,680,202
NET GAIN / (LOSS)	39,820	17,147	(76,906)	(36,475)	(40,432)		103,641

BEGINNING FUND BALANCE

520,597 ¹

ENDING FUND BALANCE (Preliminary)

443,691

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

² An unfavorable variance in Camp Summit (\$91,183), Instructional (\$22,000), Athletics (\$15,700) and Legacy Park Amphitheater (\$49,000).

³ Unfavorable variance in Legacy Park Amphitheater (\$6,400) and Summit Ice (\$5,100).

⁴ The reported YTD revenue is dependent on the timing of monthly sponsorship payments.

⁵ Favorable variance on Part-Time Camp Summit (\$37,500), Harris Park Community Center (\$2,400), Instructional (\$4,300) and LPA (\$2,100). Also, additional savings in Health Insurance, FICA and Medicare. 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.

⁶ 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 and Uniforms have a favorable variable.

⁷ Glass and HVAC repairs have not been needed at Summit Ice.

⁸ The concrete and fence repairs at Summit Ice was higher than budgeted for.

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

	Previous Year-to-date Dec 2021	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Taxes	-	6,699	6,720	-	6,720		3,737,790
Fines & Forfeitures	7,087	1,309	6,777	7,365	(588)		17,365
Interest	359	-	(33,456)	6,600	(40,056)	²	15,200
Other Revenue	5,196	200	3,095	829	2,266		1,829
Contributions	75,769	2,000	18,616	53,854	(35,238)	³	76,190
Miscellaneous	48,011	183	25,202	37,974	(12,772)	⁴	71,060
Transfers In	14,159	1,790.58	10,743.50	14,161	(3,417)		21,487
TOTAL REVENUES	150,582	12,182	37,697	120,783	(83,085)		3,940,921
EXPENDITURES							
Personnel Services	1,048,236	117,452	905,448	1,054,459	(149,010)	⁵	2,076,453
Other Supplies, Services and Charges	513,549	50,360	537,393	621,679	(84,286)	⁶	1,086,035
Repairs and Maintenance	227,252	18,453	195,017	204,361	(9,344)		335,937
Utilities	82,419	2,478	85,877	99,669	(13,792)	⁷	163,306
Fuel & Lubricants	19,843	2,074	21,525	20,597	928		40,469
Capital Outlay	8,082	17,090	67,962	180,131	(112,169)	⁸	180,131
Interdepartment Charges	96,663	18,089	148,051.00	148,051	0		217,063
Reimbursement - Interfund	(77,679)	(13,064)	(78,383.00)	(78,383)	(0)		(156,766)
TOTAL EXPENDITURES	1,918,365	212,932	1,882,891	2,250,562	(367,672)		3,942,628
NET GAIN / (LOSS)	(1,767,783)	(200,750)	(1,845,193)	(2,129,780)	284,586		(1,707)

BEGINNING FUND BALANCE

5,253,209 ¹

ENDING FUND BALANCE (Preliminary)

3,408,016

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

² A favorable variance in Interest on Investments (\$878) and an unfavorable variance on Mark to Market Adjustments (\$39,178).

³ LSBA and LSGSA user fees were not received in December. In addition, LSBA user fees were \$7,753 lower than budgeted.

⁴ Wendel Farms (\$8,610) payment was not received until January and Legacy for LS Parks Foundation (\$10,030) reimbursement is awaiting LFLSPF approval.

⁵ 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.

⁶ 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, a favorable variance in Professional Fees, Printing, Consumable Tools and an unfavorable variance in Rentals & Leases, Travel and Meetings, Chemical Supplies and Asphalt.

⁷ Favorable variance in Water/Sewer (\$7,759) and Electricity (\$6,464).

⁸ Howard Park Fountain, Arborwalk Bridge replacement and Legacy Cupola replacement are not complete at this time. In addition, the trailer was purchased in December and only half of Beehive has been paid for.

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

	Previous Year-to-date Dec 2021	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES							
Activity Fees	403,937	-	429,616	360,605	69,011	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	(2,374)	-	(5,480)	2,200	(7,680)		4,400
Miscellaneous	(279)	-	3,676	2,215	1,461		4,640
TOTAL REVENUES	521,586	-	547,103	485,323	61,780		1,021,077
EXPENDITURES							
Personnel Services	310,089	5,898	327,258	317,026	10,232	³	559,243
Other Supplies, Services and Charges	78,413	934	80,057	73,245	6,811		179,409
Repairs and Maintenance	6,450	5,557	18,919	6,280	12,638	⁴	41,051
Utilities	49,716	295	55,067	63,470	(8,403)		100,430
Interdepartment Charges	12,287	-	11,702	13,257	(1,555)		22,589
Capital Outlay	-	-	65,497	35,870	29,627	⁵	93,240
Transfers Out (To 200)	5,985	5,985	5,985	5,985	-		5,985
TOTAL EXPENDITURES	462,939	18,669	564,484	515,134	49,350		1,001,947
NET GAIN / (LOSS)	58,646	(18,669)	(17,381)	(29,811)	12,430		19,130

BEGINNING FUND BALANCE

421,972 ¹

ENDING FUND BALANCE (Preliminary)

404,591

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 Unfavorable variance on building repairs (\$8,000), grounds (\$2,000) and other equipment (\$2,200). Unbudgeted netting purchased for the play feature (\$3,400), post replacement for river (\$1,400), paint supplies (\$750), mechanical (\$1,250), vacuum repairs (1,350) and cables for security cameras (\$975) .

⁵ Additional shade structures were budgeted in July but have not be purchased or installed.

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

	Previous Year-to-date Dec 2021	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance	Approved FY22 Budget
REVENUES						
Services	41,877	5,765	36,479	37,061	(582)	115,796
Sale of Property	14,000	-	8,750	18,000	(9,250)	36,000
Interest	(4,100)	-	(9,963)	14,000	(23,963) ²	28,000
TOTAL REVENUES	51,777	5,765	35,266	69,061	(33,795)	179,796
EXPENDITURES						
Personnel Services	28,645	3,166	23,576	26,870	(3,294)	51,383
Other Supplies, Services and Charges	22,392	4,100	28,070	33,399	(5,329)	75,138
Repairs and Maintenance	10,141	104	2,349	5,204	(2,855)	9,664
Utilities	1,119	193	1,176	1,750	(574)	4,372
Fuel & Lubricants	328	-	273	237	36	717
Interdepartment Charges	7,178	-	-	7,570	(7,570)	13,750
Transfers Out (To 026)	8,174	-	-	8,176	(8,176)	15,502
TOTAL EXPENDITURES	77,977	7,562	55,443	83,205	(27,762)	170,526
NET GAIN / (LOSS)	(26,200)	(1,797)	(20,177)	(14,144)	(6,033)	9,270

BEGINNING FUND BALANCE

1,321,476¹

ENDING FUND BALANCE (Preliminary)

1,301,299

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

² Unfavorable variance in Interest on Investments (\$6,509) and Mark to Market (14,454).

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

	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES						
Interest	-	15,585	8,089	7,496	²	-
Contributions	-	-	250,000	(250,000)	³	-
Transfers from Fund 410	250,000	1,500,000	1,500,000	-		3,000,000
TOTAL REVENUES	250,000	1,515,585	1,758,089	(242,504)		3,000,000
EXPENDITURES						
Interest Expense	-	-	-	-		-
Additions to Const in Progress	240,194	708,520	875,000	(166,480)	⁴	1,750,000
TOTAL EXPENDITURES	240,194	708,520	875,000	(166,480)		1,750,000
NET GAIN / (LOSS)	9,806	807,065	883,089	(76,024)		1,250,000

BEGINNING FUND BALANCE	<u>1,660,277</u> ¹
ENDING FUND BALANCE (Preliminary)	<u><u>2,467,342</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 December 31, 2022**

	Month-to-Date Dec 2022	Year-to-Date Dec 2022	Year-to-Date Budget	Year-to-Date Variance		Approved FY22 Budget
REVENUES						
Taxes	499,845	2,677,409	2,185,922	491,488	²	4,371,843
EATS	(11,460)	(69,413)	(73,734)	4,321	²	(147,469)
Use Tax	92,685	483,526	436,608	46,918	²	873,216
Interest	-	(25,790)	3,250	(29,040)	³	6,500
TOTAL REVENUES	581,069	3,065,732	2,552,045	513,687		5,104,090
EXPENDITURES						
Transfers Out-Gamber Center	14,583.33	87,500.00	87,500.00	-		175,000
Transfers Out-Construction Fund	250,000	1,500,000	1,500,000	-		3,000,000
TOTAL EXPENDITURES	264,583	1,587,500	1,587,500	-		3,175,000
NET GAIN / (LOSS)	316,486	1,478,232	964,545	513,687		1,929,090

BEGINNING FUND BALANCE	2,987,096 ¹
ENDING FUND BALANCE (Preliminary)	4,465,328

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 (\$1,637) and Interest on Sales Tax (\$287) and an unfavorable variance on Mark to Market (\$30,965) .

MEMORANDUM



Date: January 25, 2023

To: Joe Snook, CPRP
Administrator of Parks and Recreation

From: Devin Blazek, MBA
Management Analyst

Re: Sales and Use Tax Update – December 2022

Sales tax proceeds received in December totaled \$499,844.54, which is 37.2% 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 \$2,677,409.34, which is \$146,528.33 over the amount received through December 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 December totaled \$92,685.24, which is 27.3% 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 use tax totals \$483,525.68, which is \$79,133.61 over the amount received through December 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	1,821,601	2,177,565	355,964
YTD Balance Forward - EATs	(61,445)	(57,953)	3,492
Sales Tax Receipts - December 2022	364,320	499,844	135,524
EATs - December 2022	(12,289)	(11,460)	829
YTD Balance - Sales Tax	2,185,921	2,677,409	491,488
YTD Balance - EATs	(73,734)	(69,413)	4,321
LIFE-TO-DATE DATA BY SALES TAX			
Cumulative Net Proceeds-1/4 cent Sales Tax (4/1/18 through 3/31/33) **	18,581,285	20,289,209	1,707,924
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	363,840	390,840	27,000
Use Tax - December 2022	72,768	92,685	19,917
YTD Balance - Use Tax	436,608	483,525	46,917
LIFE-TO-DATE DATA BY USE TAX			
Cumulative Net Proceeds-December 2020 through Current Month	761,608	1,739,772	978,164

MEMORANDUM



Date: January 25, 2023

To: Joe Snook, CPRP, Parks Administrator

From: Steve Casey, PLA, ASLA, Superintendent of Park Planning and Construction

Re: Resolution of Support for RTP Grant Application for Mouse Creek Trail Development

LSPR staff is preparing a grant application for the Recreation Trails Program administered by the Missouri Department of Natural Resources Division of State Parks with funds from the Federal Highway Administration. The grant funds recreational trails projects statewide for motorized and non-motorized trail development and maintenance. Staff has identified the Mouse Creek trail corridor in south Lee's Summit as a candidate for grant funding. The project is on the Greenway Master Plan and has significant local and regional connection opportunities if funded. Matching funds will come from Parks CIP in FY23 and FY24 and a partnership with Hunt Midwest, the developer along the creek corridor. The funding request can be up to \$250,000 and is a reimbursement grant similar to the Land and Water program utilized on the Pleasant Lea project and others locally. The application is due February 23, 2023.

Attached is a resolution of support for the project requiring approval from the governing body of the applicant. Staff is requesting approval to proceed with the application and approval of the resolution attached.

MOTION: I move to approve the Recreational Trails Program Grant Resolution under the conditions outlined in the document and authorize staff to prepare the application and supporting documentation.

**RECREATIONAL TRAILS PROGRAM GRANT RESOLUTION
LEE'S SUMMIT PARKS AND RECREATION**

WHEREAS, the **LEE'S SUMMIT PARKS AND RECREATION BOARD** is applying for federal assistance from the Recreational Trails Program for the purpose of Mouse Creek Trail Development,

NOW, THEREFORE, BE IT RESOLVED BY the **LEE'S SUMMIT PARKS AND RECREATION BOARD**, that

1. JOE SNOOK, PARKS ADMINISTRATOR of LEE'S SUMMIT PARKS AND RECREATION

is authorized to sign the application for federal assistance and any other official project documents that are necessary to obtain such assistance, including any agreements, contracts or other documents that are required by the State of Missouri or the Federal Highway Administration.

2. LEE'S SUMMIT PARKS AND RECREATION BOARD currently has the written commitment for the 60% matching share for the project elements that are identified in the application and will allocate the necessary funds to complete the project.

3. In the event a grant is awarded, the **LEE'S SUMMIT PARKS AND RECREATION BOARD** will commit the necessary financial resources to operate and maintain the completed project in a safe and attractive manner for public access for a minimum of 25 years.

4. In the event a grant is awarded, the **LEE'S SUMMIT PARKS AND RECREATION BOARD** is prepared to complete the project within the time period identified on the signed project agreement.

5. In the event a grant is awarded, the **LEE'S SUMMIT PARKS AND RECREATION BOARD** will comply with all rules and regulations of the Recreational Trails Program, applicable Executive Orders, all state laws that govern the grant applicant during the performance of the project, and stewardship requirements after the project is completed

PASSED AND RESOLVED BY the **LEE'S SUMMIT PARKS AND RECREATION BOARD**

The undersigned hereby certifies that he/she is the duly authorized Clerk and custodian of the books and records of the **LEE'S SUMMIT PARKS AND RECREATION BOARD**, duly formed pursuant to the laws of the State of Missouri, and that the true record of a resolution duly adopted at a meeting of the **LEE'S SUMMIT PARKS AND RECREATION BOARD**, that said meeting was held in accordance with state and local laws on and that the said resolution is now in full force and effect without modification or rescission.

IN WITNESS WHEREOF, I have executed my name as Clerk of the **LEE'S SUMMIT PARKS AND RECREATION BOARD** , this day JANUARY 25 ,2023

ATTEST:

By:

MEMORANDUM



Date: January 10, 2023

To: Joe Snook, Administrator of Lee's Summit Parks and Recreation

CC: David Dean, Superintendent of Recreation Services II

From: Eric Schooley, Facility Maintenance Manager

Re: Longview Community Center Elevator Repair

The elevator at Longview Community Center is currently out of service. Minnesota Elevator Inc., the city's elevator repair contractor, determined the problem with the elevator is within the controller. Because of the age (32 years old) of the controller, parts for it could not be located. The solution was to replace the controller, and along with that several upgrades to make the elevator compatible to the new controller. These upgrades included new fixtures, lighting, door operators, and a hydraulic power unit including a motor, pump, and valves. Minnesota Elevator provided a price of \$112,000 for this repair. The estimated lead time provided by Minnesota Elevator was 10 weeks for materials and 4 -5 weeks for installation.

Staff contacted Kone Elevator, Otis Elevator, and General Elevator to get a second opinion and price. Only General Elevator was responsive.

General Elevator agreed a new controller was needed along with the installation of the other upgrades with the exception of the hydraulic power unit. General Elevator provided a proposal (attachment A) which does not include the new hydraulic power unit. The total cost provided by General Elevator is \$79,500.00, with an estimated lead time of 4 – 6 weeks for materials and 2 weeks for installation. General Elevator feels the replacement of the hydraulic power unit is not necessary to make the elevator functional.

Staff recommended proceeding with General Elevator, Inc. The parts were ordered late December, and the estimated ship date of the parts is the week of February 13. Due to the extensive lead time for this project, the Administrator of Parks and Recreation approved the purchase under the city's emergency purchasing clause. This purchase still requires approval by the Parks and Recreation Board since it exceeds the \$50,000 approval threshold for the Administrator of Parks and Recreation.

Proposed Motion: I move to approve the elevator repair at the Longview Community Center at a cost of \$79,500.00 with General Elevator, Inc. and also move to approve the Administrator to execute any and all documents required for this contract.



General Elevator and Hydraulics, Inc.
95 SE Oldham Pkwy.
Lee's Summit, MO 64081
816-525-9945 Phone
816-525-9948 Fax

PROPOSAL AND ACCEPTANCE

To: City of Lee's Summit
Attn: Eric Schooley
3801 SW Longview Rd
Lee's Summit, MO 64081

Date: December 27, 2022

RE: Elevator Modernization

(Hereinafter called the **Purchaser**)

General Elevator and Hydraulics, Inc. (hereinafter called the **Company**) proposes to furnish labor, materials, and tools to: **replace the following components on the elevator: new controller, fixtures, selector, door operator and all wiring. NOTE: Smoke detector system may need to be upgraded due to the new fire service on the elevator.**

For the sum of **Seventy nine thousand five hundred dollars & NO/100 (\$79,500.00)**. Applicable tax not included. Payable **\$25,000.00** deposit upon signing; **\$25,000.00** due before delivery of materials; balance due upon completion of work.

Unless this proposal is accepted within thirty days from the date it shall be considered automatically withdrawn.

The foregoing proposal is subject to the approval of an executive officer of the **Company** and is not binding upon the **Company** until so approved and delivered to the **Purchaser**. It is also subject to the terms outlined below.

All material and work guaranteed to be first class in every particular, but the **Company** shall not be held responsible for work done, apparatus furnished or repairs made by others, nor for the condition of any parts not furnished under this proposal. The **Company** shall not, in any event, be held responsible or liable for any loss, damage, detention or delay caused by fire, floods, strikes, or any other cause beyond it's control, nor in any event for consequential damages.

Unless otherwise previously agreed upon, it is understood that the work shall be done during regular working hours of regular working days. If overtime work is mutually agreed upon and performed, the additional price for such overtime work usually charged by the **Company** shall be added to the contract price above named. The **Company** reserves the right to remove and retain any or all elevator material not used in reconstruction.

It is expressly understood, in consideration of our performance of the service enumerated herein at the price stated, that nothing in this agreement shall be construed to mean that the Company assumes any liability in the event of accidents to persons or property, except those directly due to the negligent acts or omissions of the Company or its employees; and that the Purchaser's responsibility for accidents to persons while riding on or being in or about the elevators referred to is in no way affected by this Agreement.

Should damage occur to the Company's material or work on the premises by fire, theft or otherwise, if not the Company's fault, the Purchaser shall compensate the Company therefore.

The machinery, implements and apparatus furnished hereunder remain personal property, and the Company retains title thereto until final payment is made, with right to retake possession of the same or any part thereof at the expense of the Purchaser if default is made in any of the payments, irrespective of the manner of attachment to the realty, the acceptance of notes, or the sale, mortgage or lease of the premises.

It is expressly agreed that there are no promises, agreements or understandings outside of this contract, and that no change in, or addition to the terms or provisions hereof shall be made, except with the written consent of both the Company and Purchaser. In the event the Purchaser's acceptance is in the form of a purchase order or other type of document, the provisions, terms and conditions of the proposal shall govern in the event of conflict.

In the event of breach of contract or the failure by Purchaser to pay the price when due, the Company may, at its option, declare all sums due or to become due under this contract for the completed part of the contract immediately due and payable and until the same are paid, Purchaser agrees that the Company is discharged from any further obligations to perform. In this event, the monies due shall bear interest at the maximum rate allowed by law. Interest, when not paid, shall compound where permitted by law. In the event legal or other action is instituted by either party to collect any money due under this contract or damages for its breach, the prevailing company shall be entitled to recover all third party collection expenses, attorney's fees and costs reasonably incurred by it with interest in conjunction with such action.

Of note, it is expressly understood that if the aforementioned proposal for repair(s) is declined, that the Company assumes no liability for any incident which may occur as a result of Purchaser's decision not to proceed.

All provisions of this contract, including but not limited to those dealing with payment and possessions, are binding against the owner of the above referenced building and/or the herein named Purchaser.

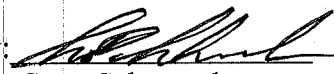
Respectfully Submitted,

<u>CUSTOMER APPROVAL BOX</u>
Date Accepted _____

(Company Name)

(Signature)

(Title)

General Elevator & Hydraulics, Inc	
Submitted by: _____	
	Scott Schumacher
Approved by: _____	_____
	(Signature)
_____	_____
(Title)	(Date)
This box for General Elevator use only.	

TO: Joe Snook, CPRP
Administrator of Parks and Recreation

DATE: January 25, 2023

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	15,142	1,197	Completed	Under Budget	Feb-23
	16,339	15,142	1,197			
Lovell Community Center Fund (202)						
Pool boiler (3) replacement	124,386	141,553	(17,167)	Completed	Over Budget	Oct-22
	124,386	141,553	(17,167)			
Longview Community Center Fund (205)						
	-	-	-			
Harris Park Community Center Fund (530)						
Summit Ice concrete pad	10,500	21,841	(11,341)	Completed	Over Budget	Oct-22
Classroom carpet replacement	8,394	7,223	1,171	Completed	Under Budget	Nov-22
Gymnasium divider curtain replacment	6,500	5,800	700	Completed	Under Budget	Oct-22
	25,394	34,864	(9,470)			
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	Feb-23
Asphalt (FY22) ⁴	185,000	133,461	51,539	Behind Schedule	On Budget	Oct-22
Asphalt (FY23)	170,000	105,632	64,368	On Schedule	On Budget	Jun-23
Trailer Replacement	9,450	9,450	-	Completed	On Budget	Dec-22
LMS Cameras	13,924	13,924	-	Completed	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-22
Arborwalk Bridge	20,000		20,000	On Schedule	On Budget	Jun-23
			-			
Legacy Park						
Cupolas	50,000		50,000	On Schedule	On Budget	Feb-23
Concrete Repair	15,103		15,103	On Schedule	On Budget	May-23
Wayfinding Signage ⁴	100,000	-	100,000	Behind Schedule	On Budget	Jun-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	423,120	357,157			
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-22
Additional Shade Installation ⁴	41,920	37,038	4,882	Completed	Under Budget	Oct-22
	99,286	65,927	33,359			
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	Under Budget	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	548,528	121,472	Behind Schedule	On Budget	Apr-23
	2,910,287	1,098,227	1,812,060			
TOTAL	4,105,969	1,778,834	2,177,135			

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.

		Target Goals - This Year (participants) 2022-2023	Results to Date (for programs/events starting July 2022)
Run Time			
Fund 201 - Gamber Community Center			
Memberships	July 22 - June 23		
<u>Resident Total</u>	July 22 - June 23		
Active Flex	July 22 - June 23	93	62
Annual	July 22 - June 23	39	46
<u>Non-Resident Total</u>	July 22 - June 23		
Active Flex	July 22 - June 23	5	7
Annual	July 22 - June 23	3	3
<u>Single Visit</u>	July 22 - June 23		
Discount	July 22 - June 23	76	87
Regular	July 22 - June 23	17	7
(All Inclusive Membership - GCC)	July 22 - June 23		
<u>Resident</u>	July 22 - June 23		
Annual	July 22 - June 23	39	64
Flex	July 22 - June 23	60	66
<u>Non-Resident</u>	July 22 - June 23		
Annual	July 22 - June 23	2	6
Flex	July 22 - June 23	5	5
(Insurance Based Memberships)	July 22 - June 23		
Silver Sneakers Total	July 22 - June 23		3,958
Renew Active	July 22 - June 23		2,663
Facility Rentals	July 22 - June 23		
Event Packages	July 22 - June 23	3 Packages	1
Gamber Package	July 22 - June 23	29 Packages	18
Ballroom All	July 22 - June 23	195 hrs Booked	39
Ballroom A	July 22 - June 23	600 hrs Booked	167
Ballroom B	July 22 - June 23	125 hrs Booked	127
Classroom	July 22 - June 23	215 hrs Booked	209
Aerobics Room	July 22 - June 23	60 hrs Booked	28
Programming	July 22 - June 23		
GCC Paid Group Fitness	July 22 - June 23		
Bingo	July 22 - June 23	1065	588
Line Dance	July 22 - June 23	765	397
Art Classes	July 22 - June 23	60	107
Ballroom, Swing, Latin Dance	July 22 - June 23	60	29
Youth Tech	July 22 - June 23	15	4
	July 22 - June 23		
Special Event Programming	July 22 - June 23		
Mistletoe Madness	July 22 - June 23	30 Booths	34
Thanksgiving Day Luncheon	July 22 - June 23	100 participants	100
Holiday Luncheon	July 22 - June 23	100 participants	64
Father Daughter Dance	July 22 - June 23	125/night = 500	362
Fund 202 - J. Thomas Lovell Jr. Community Center at Legacy Park			
Memberships			
<u>Resident</u>			
Annual	July 22 - June 23	1,074	1,162
Flex	July 22 - June 23	3,393	2,251
<u>Non-Resident</u>			

		Target Goals - This Year (participants) 2022-2023	Results to Date (for programs/events starting July 2022)
Run Time			
Annual	July 22 - June 23	153	389
Flex	July 22 - June 23	725	613
<u>Single Visit - Resident</u>	July 22 - June 23	21,003	9,754
<u>Single Visit -- Non-Resident</u>	July 22 - June 23	6,998	4,029
<u>Silversneakers</u>	July 22 - June 23	16,405	10,980
<u>Prime</u>	July 22 - June 23	139	150
<u>Renew Active</u>	July 22 - June 23	2,914	11,387
<u>Active and Fit</u>	July 22 - June 23	0	150
<u>Silver and Fit</u>	July 22 - June 23	101	297
<u>90 Day Memberships</u>			
Resident	July 22 - June 23	12	30
Nonresident	July 22 - June 23	3	8
Facility Rentals			
<u>Birthday Party Packages</u>			
Resident			
Package A	July 22 - June 23	172	85
Package B	July 22 - June 23	31	27
Non-Resident			
Package A	July 22 - June 23	74	96
Package B	July 22 - June 23	7	15
<u>Community Rooms</u>			
Resident	July 22 - June 23	2	0
Non-Resident	July 22 - June 23	0	0
<u>Court Rentals</u>			
Resident	July 22 - June 23	4	1
Non-Resident	July 22 - June 23	1	0
Lock-ins	July 22 - June 23	1	1
Pool	July 22 - June 23	2	1
<u>Paid Park Amenities</u>			
Resident			
Canoe	July 22 - June 23	280	108
Paddleboard	July 22 - June 23	1,049	358
Kayak	July 22 - June 23		
Non-Resident			
Canoe	July 22 - June 23	151	89
Paddleboard	July 22 - June 23	439	175
Kayak	July 22 - June 23		
<u>Free Park Amenities</u>	July 22 - June 23		
Bikes	July 22 - June 23	750	281
<u>Child Care</u>			
Drop In	July 22 - June 23	294	124
Pass Card - Member	July 22 - June 23	33	26
Pass Card - Non-member	July 22 - June 23	0	0
Water and Land Aerobic Programming	July 22 - June 23	30,000	14,606
Provide Miscellaneous Fitness			
Personal Training	July 22 - June 23	418	322
LCC Paid Group Fitness Classes	July 22 - June 23	115	0
LCC Paid Group Fitness Programs	July 22 - June 23	44	5
LPA Paid Group Fitness Events	July 22 - June 23	180	148
Massage Therapy	July 22 - June 23	113	83
RevUP	July 22 - June 23	54	29
RevUP Reload	July 22 - June 23	104	72
Swim Lessons			
Swim Lessons	July 22 - June 23 ³³	332	196

		Target Goals - This Year (participants) 2022-2023	Results to Date (for programs/events starting July 2022)
Run Time			
Private Swim Lessons	July 22 - June 23	81	

Fund 530 - Harris Park Community Center

Camp Summit			
Camp Summit Enrollment	Summer 2022	750 Enrolled	550 enrolled
Camp Summit Enrollment	Summer 2023	750 Enrolled	
Weekly Attendance	Summer 2022	440 Avg/Week	325 Avg/Week
Weekly Attendance	Summer 2023	440 Avg/Week	

Offer School Break Camps			
School Break Camp Enrollment	Sept 1 - April 20	100	57
School Break Days	Nov 1 - April 14	Avg of 30/Day	Average of 19/Day for 21-22

Recreation Center Operations			
Gym Rentals	July 22 - June 23	300 Rentals	132 rentals (through 1.15)
Classroom Rentals	July 22 - June 23	200 Rentals	88 rentals (through 1.15)
Entire Facility Rentals	July 22 - June 23	12 Rentals	5
Week Long Rentals	July 22 - June 23	2 Rentals	0
Open Gym	July 22 - June 23	1500 Participants	400

Summit Ice/Lea Mck North			
Public Skate	22-23	14000	1752 (through 11.29)
Pond Hockey	22-23	1500	71 (through 11.29)
Skate with Santa (2)	22-23	100 Participants	
Skate with Sanata (3)	23-24	150 Participants	
Birthday Party Packages	22-23	\$5,000	\$1759 (through 11.29)
Birthday Party Packages	23-24	\$5,000	
Shelter Rentals	22	100	111
Shelter Rentals	23	100	

ATHLETICS			
Hartman Fields	July 23 - June 24	625 (Rental hours)	243.5 hours (through Nov. 30)

Adult Leagues			
<i>Softball -- Coed, Men's, Women's</i>			
• Fall	Sept 22 - Oct 22	24 (Teams)	5 (Teams)
• Spring	Mar 23 - May 23		
• Summer	June 22 - Aug 22	40 (Teams)	22 (Teams)
<i>Basketball -- Men's</i>			
• Fall	Aug 22 - Oct 22	16 (Teams)	14 (Teams)
• Winter	Nov 22 - Feb 23		22 (Teams)
• Spring	Mar 23 - May 23		
• Summer	July 22 - Aug 22	14 (Teams)	15 (Teams)
<i>Volleyball -- Coed, Women's</i>			
• Fall	Oct 22 - Dec 22	35 (Teams)	38 (Teams)
• Winter	Jan 23 - Mar 23		39 (Teams)
• Spring	April 23 - June 23		
• Summer	July 22 - Sept. 22	35 (Teams)	25 (Teams)
<i>Kickball</i>			
• Fall	Aug 21 - Oct 21	14 (Teams)	DNM
• Spring	Apr 22 - May 22	14 (Teams)	
• Summer	June 22 - Aug 22	14 (Teams)	DNM

Adult Instructional-Athletics			
<i>Golf</i>			
• Adult Beginning	July 21 - June 22	20	OH
<i>Tennis</i>			
• Outdoor Adult Beginning	July 21 - June 22 ³⁴	10	5 (through September 12)

		Target Goals - This Year (participants) 2022-2023	Results to Date (for programs/events starting July 2022)
Run Time			
Youth Instructional-Athletics			
<i>Golf</i>			
• Youth Beginner	July 21 - June 22	30	OH
<i>Tennis</i>			
• Rookies (Mighty Stars)	Year-to-date count	23	15 (through September 12)
• Youth Beginner	Year-to-date count	70	P
• Middle/High School	Year-to-date count	40	12 (through September 12)
Youth Leagues			
Girl's Basketball	Nov 22 - Feb 23	300 Participants	448 Participants
Spring Youth Volleyball	March 23 - May 23	250 Participants	
Fall Youth Volleyball	Sept 22 - Nov 22	280 Participants	217 Participants
Summer Youth Volleyball	July 22 - Aug 22	10 Teams	9 teams
Winter Youth Volleyball	Jan 23 - Feb 23	10 Teams	
<hr/>			
Youth Camps-Athletic			
Baseball Camp	July 22	15	
Basketball Camp	July 22	15	
Volleyball Camp	July 22	35	
Indoor Soccer Camp	June 23	15	
<hr/>			
Tournaments			
Summer Classic Tennis Tournament	June 23	50	
<hr/>			
INSTRUCTIONAL ACTIVITIES			
Adult Instructional			
<i>First Aid/CPR</i>			
CPR/AED	July 21 - June 22 (Year-to-date count)	48	OH
First Aid	July 21 - June 22 (Year-to-date count)	24	OH
CPR for Family and Friends	July 21 - June 22 (Year-to-date count)	30	OH
<hr/>			
Youth Instructional			
<i>Itty-Bitty Sports</i>			
• Flag Football	Sept 11-Oct 9	40	64
• Basketball	Jan 8 - Feb 12	80	82
• Outside Soccer	July 21 - June 22 (Year-to-date count)	80	2
• T-Ball	July 21 - June 22 (Year-to-date count)	100	0
<i>Itty-Bitty Instructional Programs</i>			
• Itty Bitty PE	July 21 - June 22 (Year-to-date count)	20	13
Indoor T-Ball	July 21 - June 22 (Year-to-date count)	20	17
Instructional Basketball	July 21 - June 22 (Year-to-date count)	30	33
• Indoor Soccer	July 21 - June 22 (Year-to-date count)	30	38
<hr/>			
<i>Pint Size</i>			
Pint Size Playtime	Sept 20 - April 21	75	0
<hr/>			
<i>Pee Wee Sports</i>			

	Run Time	Target Goals - This Year (participants) 2022-2023	Results to Date (for programs/events starting July 2022)
• Flag Football	July 21 - June 22 (Year-to-date count)	20	43
• Basketball	Jan 8 - Feb 12	100	1
Indoor T-Ball	July 21 - June 22 (Year-to-date count)	20	18
Indoor Soccer	July 21 - June 22 (Year-to-date count)	20	22
Pee Wee PE	July 21 - June 22 (Year-to-date count)	20	0
Instructional Basketball	July 21 - June 22 (Year-to-date count)	20	23
Kids Night Out	July 21 - June 22 (Year-to-date count)	70	6

All Ages- Instructional

Horsemanship Classes

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

Dance Classes

Dance with me

July 21 - June 22 (Year-to-date count)	0
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Discover Dance

July 21 - June 22 (Year-to-date count)	5
--	---

Dance 1

July 21 - June 22 (Year-to-date count)	0
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Dance 2

July 21 - June 22 (Year-to-date count)	0
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Learn to Play D&D

July 21 - June 22 (Year-to-date count)	6
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Special Event Programming for Families

Night Flight	Jun-22		287
Tour de Lakes	Jun-22		602

Festivals

Warrant/Firehouse	July 8	2,000	957
The Phil Collins Experience	5-Aug	750	854
TheM80's	24-Sep	750	627

Fund 200 - Parks and Recreation

Administration

Provide departmental Annual Report	Sept 2020	Mar-21	Completed May 2021
Coordinate, edit and produce Lee's Summit Illustrated.	FY22		
Publish bi-annual Visionary Task Force Newsletter (Legacy for Tomorrow)	Bi-annually		

Park Operations

Two annual inventories performed	Bi-annually		
Two annual park openings performed on all parks (Spring and Fall)	Bi-annually 36		

	Run Time	Target Goals - This Year (participants) 2022-2023	Results to Date (for programs/events starting July 2022)
Legacy Park Operations			
Maintain user group agreements	FY22		
City Grounds Maintenance			
Maintain Public Works MOU areas	FY22	Monthly	Ongoing

<i>Fund 203 - Aquatics</i>			
Summit Waves			
Group Swim Lessons	July 22 - Aug 22	120	525
Group Swim Lessons	May 23 - June 23		
Private swim parties	July 22 - Aug 22	25	28
Private swim parties	May 23 - June 23		
Public swim - Regular	July 22 - Aug 22	6,000	14,902
Public swim - Regular	May 23 - June 23		
Public swim - Discount	July 22 - Aug 22	7,900	16,800
Public swim - Discount	May 23 - June 23		
Twilight - Regular	July 22 - Aug 22	85	200
Twilight - Regular	May 23 - June 23		
Twilight - Discount	July 22 - Aug 22	150	914
Twilight - Discount	May 23 - June 23		
Season Pass Sales	July 22 - Aug 22	80	46
Season Pass Sales	May 23 - June 23		
<i>Group Promotions</i>			
Family Fun Nights (2&3)	July 22 - Aug 22	700	1,102
Family Fun Nights (1)	May 23 - June 23		
Dive in Movie (1)	May 23 - June 23		
Pooch	July 22 - Aug 22	175	116
Birthday Party Packages	May 23 - June 23		
Birthday Party Packages	July 22 - Aug 22	47	85
Cabana Rentals	May 23 - June 23		
Cabana Rentals	July 22 - Aug 22	45	66

Fund 205 - Longview Community Center

Memberships			
<i>Resident</i>			
Annual	July 22 - June 23	1,273	607
Flex	July 22 - June 23	1,215	1,154
<i>Non-Resident</i>			
Annual	July 22 - June 23	246	114
Flex	July 22 - June 23	270	308
<i>90 Day Memberships</i>			
Resident	July 22 - June 23	56	54
Nonresident	July 22 - June 23	26	9
<i>Single Visit - Resident</i>	July 22 - June 23	8,815	4,801
<i>Single Visit -- Non-Resident</i>	July 22 - June 23	2,447	1,961
<i>Silversneakers visits</i>	July 22 - June 23	8,142	5,240
<i>Prime visits</i>	July 22 - June 23	550	109
<i>Active and Fit visits</i>	July 22 - June 23	128	248
<i>Silver and Fit visits</i>	July 22 - June 23	64	191
<i>Renew active visits</i>	July 22 - June 23	6,584	5,530
<i>MCC Athletes Pass</i>	July 22 - June 23	NA	20
<i>MCC PE Pass</i>	July 22 - June 23	NA	1
<i>MCC Non resident memberships Pass</i>	July 22 - June 23	1000 max	32
Facility Rentals			
<i>Lap lane rentals (hours)</i>			
Resident	July 22 - June 23	6940	3,396
Non-Resident	July 22 - June 23 ³⁷	60	33.5

		Target Goals - This Year (participants) 2022-2023	Results to Date (for programs/events starting July 2022)
Run Time			
<u>Room Rentals</u>			
Resident	July 22 - June 23	97	65.5
Non-Resident	July 22 - June 23	334	198
<u>Court Rentals</u>			
Resident	July 22 - June 23	30	34.5
Non-Resident	July 22 - June 23	7	0
Lock-ins	July 22 - June 23	1	0
Full Pool rental	July 22 - June 23	6	1
Water and Land Aerobic Programming	July 22 - June 23	20,000	11,141
Provide Miscellaneous Fitness			
Personal Training	July 22 - June 23	371	388
LVCC Paid Group Exercise Classes	July 22 - June 23	150	9
LVCC Paid Fitness Programs (6 weeks)	July 22 - June 23	52	0
Massage Therapy	July 22 - June 23	35	54
RevUP	July 22 - June 23	35	14
RevUP Reload	July 22 - June 23	52	9
Lowenstein Park Fitness Classes	July 22 - June 23	40	18
Swim Lessons			
Swim Lessons	July 21 - June 22	529	163
Private Swim Lessons	July 21 - June 22	164	5

MEMORANDUM



Date: January 28, 2023
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 and contractors have completed work on the playground, shelter, and associated site improvements. Plans for a park re-dedication and playground opening are in progress. Remaining work left to complete in other areas of the park consist of the comfort station enclosure, minor bridge repairs, small nature play areas along the trail, landscaping, and asphalt trail repairs. These projects are scheduled to be completed through the winter and spring.

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

17-Jan-23

		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	\$ 1,457.00	
	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	\$ 593.00	
Site Utilities	Storm Drainage	\$ -	\$ -	
	Sanitary Sewer Connection	\$ -	\$ -	
	Electrical	\$ -	\$ -	
	Water Tap/Meter/Service	\$ -	\$ -	
Paving	Concrete Walks and Curbs	\$ 40,000.00	\$ 18,922.14	
	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	\$ 148,556.00	
Park Features and Structures	Restroom Construction	\$ 12,000.00	\$ -	ADA compliant comfort station
	Park Shelter and Installation	\$ 32,000.00	\$ 20,884.98	
	Playground Equipment and Install	\$ 300,000.00	\$ 225,585.79	main playground, stream crossing, small nature play pods
	Playground surfacing+drainage and install	\$ 22,000.00	\$ 104,308.80	substitute unitary surfacing. included in overall playground budget
	Landscaping	\$ 10,000.00	\$ 4,547.56	
	Site furnishings	\$ 12,000.00	\$ 18,615.90	
	Softball Field Renovations	\$ 9,000.00	\$ 5,056.99	\$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	\$ 548,528.16	
	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		

MEMORANDUM



Date: January 18, 2023
To: Joseph Snook, CPRP
Administrator of Parks and Recreation
From: Brooke Chestnut, CPSI, MW5124 AU,
Superintendent of Park Operations
CC:
Re: Security Report for the 4th Quarter of 2022

Attached are the police activity reports for the 4th quarter of 2022, listing activity by the police department for each park and a comparison of crime trends since 2019. There were a total of 1290 reports of activity during the 4th quarter.

4th Quarter Security Summary:

During the 4th quarter, the majority of activity occurred at Lea McKeighan North (159), Lea McKeighan South (128), Hartman Park (111) and Harris Park (104). These four parks accounted for 502 of the 1290 events. Of the 4th quarter events, the majority consisted of park checks (980), building checks (99) and vehicle checks (66) which accounted for 89% of the total.

According to Major Walters, with the Lee's Summit Police Department, the following events were notable:

- Summit Waves- Sex offense- involved 2 teenagers in the parking lot

Summary and Comparison:

Attached is a summary of the 4th quarter reports provided by the Lee's Summit Police Department (Attachment 1). Also attached is a comparison of events annually by quarter (Attachment 2), and crime trends since 2019 (Attachment 3), for comparison. Staff will continue to monitor police activity within the parks and encourage LSPD to continue providing security within our parks system.

	Incident Type	ARBORWALK PARK	BANNER PARK LOWER	BANNER PARK UPPER	CANTERBURY PARK	DEER VALLEY PARK	DOGWOOD PARK (DOG PARK)	EAGLE CREEK PARK	GAMBER CENTER	HAPPY TAILS PARK	HARRIS PARK	HARRIS PARK COMMUNITY CENTER	HARTMAN PARK	HOWARD PARK	HOWARD STATION PARK (OLD JONES PARK)	LANSFORD PARK	LEA MCKEIGHAN PARK NORTH	LEA MCKEIGHAN PARK SOUTH	LEES SUMMIT HISTORICAL CEMETERY	LEGACY PARK	LEGACY PARK AMPHITHEATER	LEGACY PARK BASEBALL VENUE	LEGACY PARK COMMUNITY CENTER	LEGACY PARK FOOTBALL VENUE	LEGACY PARK FRISBEE GOLF	LEGACY PARK GIRLS SOFTBALL VENUE	LEGACY PARK MAINTENANCE COMPLEX	LEGACY PARK SOCCER VENUE	LONGVIEW COMMUNITY CENTER	LOWENSTEIN PARK	MCKEE PARK	MILLER J FIELDS PARK	OSAGE TRAIL PARK	PLEASANT LEA PARK	POTTBERG PARK	SUMMIT PARK	SUMMIT WAVES	SYLVIA BAILEY PARK	VELLE PARK	WADSWORTH PARK	WINTERSSET NATURE AREA	WOODS PLAYGROUND	Grand Total			
ABANDONED VEHICLE																						1					1																	1		
ALARM BUSINESS														1									2																						2	
AREA CHECK																																													2	
ASSAULT COMMON																							1																						1	
BIKE PATROL																																													1	
BIKE PATROL: PARK CHECK			1										5								1																								8	
BROADCAST INFORMATION													1																	1															2	
BUILDING CHECK									1	1			1							4			44				16	19							1			12							99	
C & I DRIVER													1				2																			1								4		
CAR STOP																	5	7												1				2			1								16	
CHECK THE WELFARE				1																											1								1						1	
CITIZEN CONTACT													1				2			1				1					1																5	
CRASH PRIVATE PROPERTY ONLY																							1																						1	
DIRECTED PATROL				4			7		7	2			2	2	2		2			4	1		8			3			2									2							39	
DISPERSE GROUP													1				1	3																											4	
DISTURBANCE ARMED																	1																												2	
FOLLOW UP																	1		1			1								1															7	
FOOT PATROL			1											1																									2						4	
FORGERY/FRAUD																																														1
HARASSMENT/THREATS																	1				1			1																					2	
LOST PROPERTY																																														1
NEIGHBORHOOD MEETINGS															1																1															1
PARK CHECK			5	11	2	22	1			26	96		91	51			129	97		75		1	20		13	4					70	3	88	81	30	11	31	1		21					980	
PARK CHECK; BIKE PATROL													2																																	2
PEDESTRIAN CHECK																				1	2																									

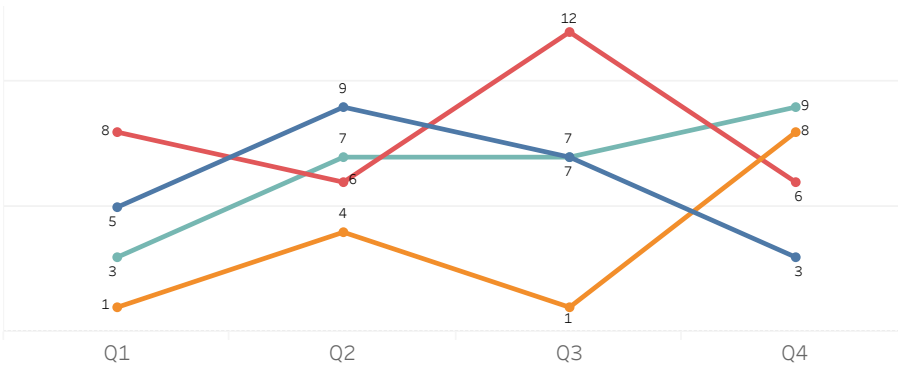
ANNUAL

Year	1st Quarter Incidents	2nd Quarter Incidents	3rd Quarter Incidents	4th Quarter Incidents	6 Month Summary	9 Month Summary	YTD Summary
2005	82	171	148	89	253	401	490
2006	96	159	164	132	255	419	551
2007	149	232	261	184	381	642	826
2008	142	334	316	266	476	792	1,058
2009	390	917	1,259	1,016	1,307	2,566	3,582
2010	503	669	677	711	1,172	1,849	2,560
2011	458	779	953	1,011	1,237	2,190	3,201
2012	681	801	654	823	1,482	2,136	2,959
2013	792	1,023	1,094	837	1,815	2,909	3,746
2014	821	891	837	481	1,712	2,549	3,030
2015	504	573	301	446	1,077	1,378	1,824
2016	463	561	560	337	1,024	1,584	1,921
2017	288	655	617	416	943	1,560	1,976
2018	391	639	684	449	1,030	1,714	2,163
2019	558	606	872	669	1,164	2,036	2,705
2020	758	735	601	346	1,493	2,094	2,440
2021	558	827	753	711	1,385	2,138	2,849
2022	997	1,130	1,379	1,290	2,127	3,506	4,796

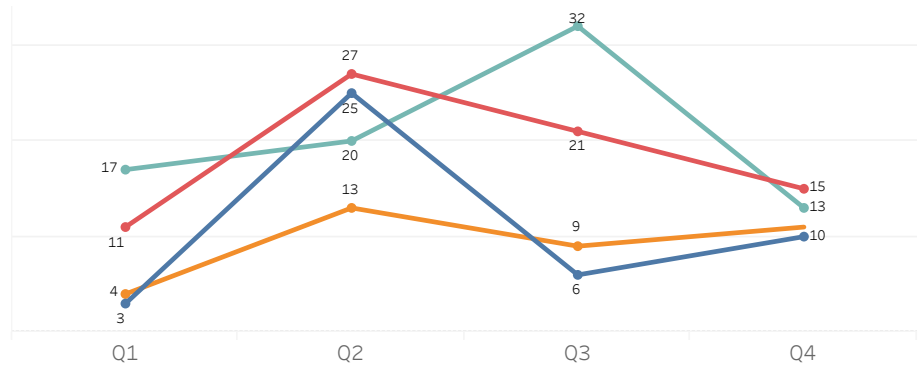
QUARTERLY

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Total
Arborwalk Park	0	1	1	0	2
Banner Park Lower	7	4	5	5	21
Banner Park Upper	6	9	9	14	38
Canterbury Park	0	0	0	2	2
Deer Valley Park	24	31	31	28	114
Dogwood (Dog Park)	11	10	12	4	37
Eagle Creek Park	0	0	0	0	0
Gamber Community Center	5	3	3	8	19
Happy Tails Park	16	18	29	28	91
Harris Park	64	94	100	104	362
Harris Park Community Center	6	1	5	2	14
Hartman Park	118	128	160	111	517
Howard Park	50	53	60	57	220
Howard Station Park (Old Jones Park)	1	0	0	2	3
Langsford Park	0	0	0	0	0
Lea McKeighan North	97	140	164	159	560
Lea McKeighan South	107	116	122	128	473
Lee's Summit Historical Cemetery	3	7	6	3	19
Legacy Park	64	104	66	92	326
Legacy Park Adult Venue	0	0	0	0	0
Legacy Park Amphitheater	6	1	1	1	9
Legacy Park Baseball Venue	1	13	10	2	26
Legacy Park Community Center	65	37	66	78	246
Legacy Park Football Venue	0	2	3	0	5
Legacy Park Frisbee Golf	7	11	21	13	52
Legacy Park Girls Softball Venue	0	7	9	8	24
Legacy Park Maintenance Complex	11	10	6	18	45
Legacy Park Soccer Venue	3	2	2	4	11
Longview Community Center	46	25	32	25	128
Lowenstein Park	69	77	89	83	318
McKee Park	1	1	2	3	7
Miller J Fields	70	86	97	95	348
Osage Trails	56	51	68	94	269
Pleasant Lea Park	33	36	39	31	139
Pottberg Park	7	10	15	14	46
South Lea Park	0	0	1	0	1
Summit Park	32	20	36	32	120
Summit Waves	2	16	96	19	133
Sylvia Bailey Farm Park	0	0	0	0	0
Velie Park	8	6	13	23	50
Wadsworth Park	0	0	0	0	0
Winterset Nature Area	1	0	0	0	1
Woods Playground	0	0	0	0	0
Total	997	45 1130	1379	1290	4796

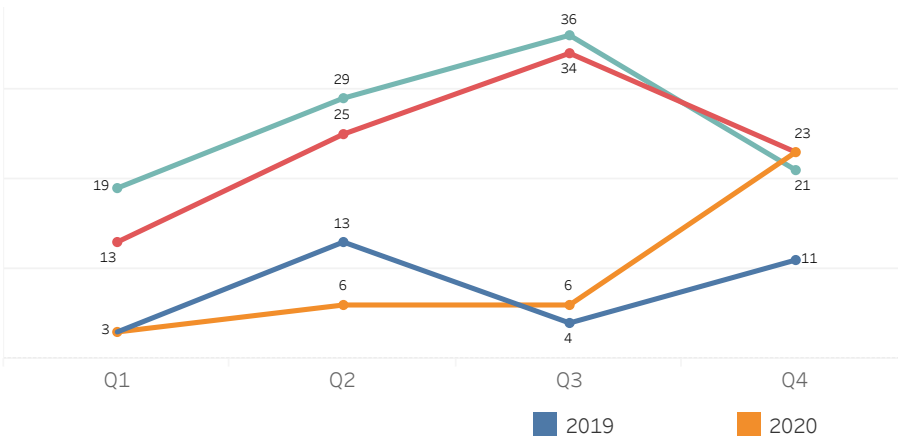
Crime of Person (Major)



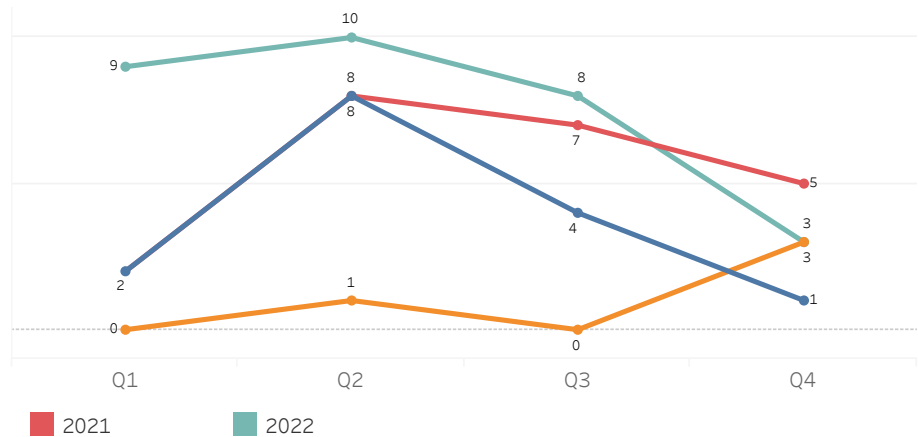
Crime of Person (Minor)



Crime of Property



Disturbance/Other



Crime of Person (Major)

ADULT/CHILD ABUSE
ANIMAL CRUELTY/ABUSE
ASSAULT ARMED
ASSAULT COMMON
BURGLARY BUSINESS
DISTURBANCE ARMED
DOMESTIC VIOLENCE
HARASSMENT/THREATS
INDECENT EXPOSURE
ORDER OF PROTECTION VIOLATION
POSSESSION OF CONTROLLED SUBSTANCE
ROBBERY ARMED
SEX OFFENSE
SHOTS FIRED
WARRANT ARREST
WEAPON OFFENSE

Crime of Person (Minor)

DISPERSE GROUP
DISTURBANCE
ILLEGAL DUMPING
INTERFERENCE WITH CUSTODY
INTOXICATED DRIVER
INTOXICATED PERSON
PROWLER CAR
ROAD RAGE
SUSPICIOUS CAR & OCCUPANT
SUSPICIOUS PERSON
TAMPERING
TRESPASSING

Crime of Property

FORGERY/FRAUD
FRAUD USE OF CREDIT DEVICE
PROPERTY DAMAGE/VANDALISM
RECOVERED PROPERTY
STEALING
STEALING; FRAUD USE OF CREDIT DEVICE
STOLEN AUTO

Disturbance/Other

ANIMAL DANGEROUS
CRASH NON-INJ (PROPERTY DAMAGE)
CRASH PRIVATE PROPERTY ONLY
CRASH WITH INJURY
DISTURBANCE NATURE UNKNOWN
DISTURBANCE NOISE
EXPLOSION
FIREWORKS
SUICIDE ATTEMPT

MEMORANDUM



Date: January 18, 2023

To: Joe Snook
Administrator of Parks and Recreation

From: David Dean
Superintendent of Recreation Services II

Re: Quarterly Fundraising Update – January 2023

At the time of this report, there are six outstanding payments for the months of August (1), October (1), December (2) and January (2).

In the fourth quarter, our Sponsorship Coordinator secured a 3-year agreement with Smile Doctors.

Our Sponsorship Coordinator continues reaching out to leads that will help us reach our goal of 14 banner sponsors (currently at 13). I will provide further updates to the board at the meeting.

Attachment A reflects the sponsorship commitments from FY16 through FY25 based on existing contracts. As you will note, there was a shortfall of \$21,650 in FY20. This was due to a number of sponsorship payments that were deferred and setup on payment plans due to COVID-19. These deferred payments were collected in FY21. The amount collected YTD is also included.

(Portions not underlined denote progress since previous month's report)

Sponsorship Goals

Goal	FY 16 Status	FY17 Status	FY18 Status	FY19 Status	FY20 Status	FY21 ^{1&2} Status	FY22 Status	FY23 Status	FY24 Status	FY25 Status	FY26 Status
\$235,000						\$236,757					
\$230,000											
\$225,000											
\$220,000											
\$215,000											
\$210,000											
\$205,000					\$204,700	208,025					
\$200,000				\$199,400							
\$195,000				\$195,800							
\$190,000							\$187,600				
\$185,000											
\$180,000					\$181,800						
\$175,000						\$174,750					
\$170,000								\$171,200			
\$165,000											
\$160,000											
\$155,000											
\$150,000			\$150,750						\$152,000		
\$145,000											
\$140,000											
\$135,000											
\$130,000											
\$125,000											
\$120,000											
\$115,000											
\$110,000											
\$105,000		\$105,500									
\$100,000											
\$95,000											
\$90,000											
\$85,000											
\$80,000							\$80,850				
\$75,000											
\$70,000											
\$65,000											
\$60,000											
\$55,000										\$57,400	
\$50,000											
\$45,000	\$48,500										
\$40,000											
\$35,000											
\$30,000											
\$25,000											
\$20,000											
\$15,000											
\$10,000											
\$5,000											
\$0											\$3,200

	Commitments
	Collected

¹In December 2020 the annual banner sponsorship fee was lowered from \$15,000 to \$12,800.

²Includes payment for all three years of the A1 Mortgage sponsorship (\$38,400)

MEMORANDUM



Date: January 19, 2023
To: Joe Snook, Administrator of Parks and Recreation
From: Jodi Jordan, Superintendent of Recreation Services
Re: Aquatic Operation Changes

The following is a list of Aquatic Operations staff reviewed:

1. Minimum Age Guidelines – Currently the minimum age for kids to be in LSPR facilities without a guardian is 10 year of age. Staff reviewed the minimum age guidelines at surrounding outdoor aquatic facilities and found that 17 of the 22 facilities have the same minimum age guideline as Summit Waves, 1 facility was 12 years of age and 3 facilities were 7 years of age. Staff does not have issues with 10-year old's in the facilities and does not recommend changing the minimum age guideline at this time.
2. Hours of Operations – Currently Summit Waves closes the day before LSR7 school starts. Staff found that 4 other facilities close when school begins, 8 facilities modify their hours once school begins but stay open through Labor Day, 4 facilities provide full operations until Labor Day and 7 facilities closed on July 31. Staff discovered the July 31 closure was due to budget restrictions, not staffing levels. LSPR struggles with staffing levels starting the second week of August when most staff return to college or begin High School activities prior to school starting. LSPR is unable to fully staff Summit Waves once school begins and does not recommend extending the season but rather ending the season the Sunday prior to school starting.
3. Online Ticket Sales – Since the 2020 season LSPR has required single visit tickets to Summit Waves to be purchased online. This helps capture the names and addresses of the patrons visiting the facility, shortens lines, allows for quick entry into the park, and reduces the amount of cash on site. Staff has received feedback that not allowing cash is not favorable for some of our patrons. Staff recommends accommodating patrons who do not have a way to purchase online to pay in cash by allowing cash ticket sales to be sold at the concession window outside of Summit Wave gate. This would require an additional computer set up at this window and is only an option if LSPR moves to a



hosted environment and so we are able to use Rec Trac Mobile. Staff will continue to communicate to patrons in advance that single visit tickets can be purchased at Longview and Lovell Community Centers with cash, check or credit card.

4. Afterhours Rentals – Currently Summit Waves offers afterhours rentals for the lap pool, activity pool and the full facility. In 2022 Summit Waves hosted 49 lap pool rentals and 8 full facility rentals bringing in at total of \$23,000 in revenue. After completing research of surrounding facilities, staff found only 8 of 22 facilities offer after hour rentals, 3 of 8 provide a non-resident rate and the remaining 5 offer one rate for all. Staff looked at 3 options for afterhours rentals moving forward:
 - a. Option 1- No afterhours rentals, loss of around \$19,000 net
 - b. Option 2- Allow swim team rentals only. This would bring in an estimated \$14,800 revenue for swim team rentals. This option does not require security and only 1-2 staff to be present. This option would result in a loss of \$4,200 of revenue.
 - c. Option 3- Only allow an organization, business, school or church to rent the full facility. This would have a minimal change in revenue but would reduce the potential liability of the park getting misused. In 2022, Summit Waves, had 4 facility reservations but 2 were canceled by LSPR due to social media post that conflicted with the agreement, potentially exposing the facility to capacity issues. This option would not solve staffing or security concerns.

Offering afterhours rentals makes for longer shifts for the Summit Waves staff and requires LSPD security which is sometimes hard to secure throughout the summer.

Staff recommends Option 2, allow swim team rentals only moving forward and not offering full facility rentals. Limiting the rentals to swim team use of the lap pool will allow LSPR to explore additional programming ideas such as sunset yoga, river walking and aqua aerobics classes which would help offset the revenue lost.

For Reference the full research matrix of surrounding area Aquatic Facilities can be found on Attachment A.

Aquatic Facility Research

Facility Name	Location	Season Pass Resident	Season Pass Non	Daily Resident	Daily Non	Rental Resident	Rental Non	Last day of operations	Modified hours	Notes
Summit Waves	Lees Summit, MO	\$85	\$100	\$9	\$12	\$1,800	\$2,100	8/22/2022 (day before school starts)		Rental fees based on full facility rental max capacity
Adventure Oasis	Independence, MO	\$75	NA	\$9	NA					Strictly Residents Only
Outdoor Water Park	Belton, MO									
The Bay	Kansas City, MO		\$109		\$8					Charges by height not residency
The Springs	Kansas City, MO		\$119		\$11					Charges by height not residency
Budd Park Pool	Kansas City, MO		\$25		\$4					Pass to Budd, Grove, Gorman and Line Creek Pools
Gorman Pool	Kansas City, MO		\$25		\$4					Pass to Budd, Grove, Gorman and Line Creek Pools
Grove Park Pool	Kansas City, MO		\$25		\$4					Pass to Budd, Grove, Gorman and Line Creek Pools
Line Creek Community Center	Kansas City, MO		\$25		\$4					and Line Creek Pools
Oceans of Fun	Kansas City, MO	NA	\$84-\$250	NA	\$35					Pass to Budd, Grove, Gorman and Line Creek Pools
Grain Valley Pool	Grain Valley, MO	\$65	\$95	\$5	\$5	\$235	\$235	Labor Day 12-6pm	Modified hours once school starts mid august	
Oak Grove Pool	Oak Grove, MO	\$60	\$80	\$5	\$5	\$300	\$300	Sunday before Labor Day	Weekends only 1-6pm once school starts	
Lake Paradise Pool	Lone Jack, MO				\$10					Rates charged for guests not staying on the camp site
Stonegate Pool	Overland Park, KS			\$6	\$7					
Tomahwk Ridge Aquatic Center	Overland Park, KS			\$6	\$7					
Youngs Pool	Overland Park, KS			\$6	\$7					
Bluejacket Pool	Overland Park, KS			\$6	\$7					
Indian Trails Aquatic Center	Lenexa, KS	\$60	\$95	\$6	\$8			Labor Day 12-6pm	Aug 8 - Weekends ONLY Friday 4-7pm, Sat/Sun 12-7:30pm,	Will undergo a \$15 Mil Renno 23-24
Ad Astra Pool	Lenexa, KS	\$60	\$95	\$5	\$7					Discounts for mid season, households and seniors
Flat Rock Creek Pool	Lenexa, KS	\$60	\$95	\$5	\$7					Discounts for mid season, households and seniors
Thomas A Soetaert Aquatic Center	Shawnee, KS	\$62	\$113	\$6	\$10			Labor Day 12-6pm	School Hours Aug 11- Labor Day Mon -Fri 5-8pm Sat/Sun 12:30-6pm	
Splash Cove at Jim Allen Aquatic	Shawnee, KS	\$62	\$113	\$6	\$10			10-Aug		

**End of Activity Report
Outdoor Summer Swim Lessons
June – August 2022
Grace Carson**

Executive Summary

Brief Program Description:

The outdoor summer swim lesson program is designed to provide participants ages 6 months – 14 years instruction in a variety of aquatic skills. The program consists of 5 sessions during the week at 8:30am and 9:30am as well as 7:15pm. There is also a Saturday session offered at 9:00am and 10:00am. To supplement the individual needs of the community private lessons are also offered at the indoor facilities.

Participant numbers:

	2020 ¹		2021		2022 ²	
	AM	PM	AM	PM ³	AM	PM
Session 1	0	0	90	54	132	84
Session 2	0	0	95	53	118	71
Session 3	0	0	98	65	87	64
Session 4	0	0	81	61	87	67
Session 5	0	0	0 ⁴	0	83	49
Saturday	0	0	101	N/A	144	N/A
Sub Total	0	0	465	233	651	335

Total Revenue:

	Budget	Actual
2022:	\$41,360.00	\$72,333 ⁵
2021:	\$41,219.00	\$32,233.45
2020:	-----	-----

Total Expense:

	Budget	Actual
2022:	\$36,181.80	\$31,000.15 ^{6, 7}
2021:	\$27,818.77	\$17,570.51 ^{8, 9, 10}
2020:	-----	-----

Net:

	Budget	Actual
2022:	\$23,819.00	\$41,332.85
2021:	\$13,400.23	\$14,662.94
2020:	-----	-----

¹ Outdoor lessons canceled in 2020 due to COVID-19

² Second level 0 and level 1 class added to each session allowing for more enrollment

³ Per the 2019 End of Activity report, 6:15pm lessons were discontinued. Evening lessons began at 7:15pm after indoor lessons were over.

⁴ Unable to offer 5th session of swimming lessons due to staffing issues and set up of the summer calendar for sessions 1-4 with the way the July 4th holiday fell.

⁵ Increase in enrollment with addition of 5th weekday session as well as second level 0 and level 1 class added to each session

⁶ Overtime expenses added up to \$2,282.44

⁷ Actual and budgeted expenses include indirect expenses of \$10,647.30, increase in expenses due to minimum wage increase for part time staff as well as increased number of swim instructors for each session

⁸ Actual and budgeted expenses include indirect expenses of \$7,928.77, increase in expenses due to salary increase for lifeguards and swim instructors.

⁹ 5th session and 6:15pm lessons were not held in 2021 reducing the number of lessons offered from 2019

¹⁰ Mathematical error made on indirect expenses in 2019. 2019 indirect expenses are \$11,165.89.

Recommendations:

Comment: There were 44 comments regarding enrollment online. Most comments were about the website not being user friendly as well as confusion with the different levels and times.

Recommendation: Staff were able to assist patrons via phone or in person to help get the participants enrolled in swimming lessons. Staff has been working on making the online system more user friendly and mobile friendly. Staff has also updated descriptions of classes as well as removed the animal names to better understand the difference between each level.

Comment: There were 30 positive comments regarding the swim instructors.

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

Comment: There were 12 comments regarding class size and instructor to student ratio.

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

Comment: Should Summit Waves continue the summer swimming lesson program?

Recommendation: Yes, staff recommends continuing the summer swimming lesson program as it is highly valued by the patrons and the community. Staff believes that the program will continue to grow 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, participation satisfaction, participation numbers and financial performance. These areas are compared to the planned budget and previous seasons. Recommendations for improvements are developed from this review.

Full Program Description:

The 2022 summer swim lesson program consisted of five, 8-day sessions at 8:30am and 9:30am weekday mornings and 7:15pm weekday evenings, and one 8-week sessions on Saturdays at 9:00am and 10:00am.

The Saturday session began June 11 for both levels 1-6 and parent/tot and ending on July 23 for parent/tot and August 6 for levels 1-6.

The first weekday session began June 6 for levels 1-6 and began June 7 for the parent/tot class with levels 1-6 ending on June 15 and parent/tot ending on June 14. The second weekday session began June 20 for levels 1-6 and began June 21 for the parent/tot class with levels 1-6 ending on June 29 and parent/tot ending on June 28.

The third weekday session began July 5 for levels 1-6 and began July 6 for the parent/tot class with levels 1-6 ending on July 14 and parent/tot ending on July 13. The fourth weekday session began July 18 for levels 1-6 and began July 19 for the parent/tot class with levels 1-6 ending on August 27 and parent/tot ending on August 6. The fifth weekday session began August 1 for levels 1-6 and August 2 for the parent/tot class with levels 1-6 ending on August 10 and parent/tot ending on August 9.

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

Program Benefits:

The benefits of the Learn to Swim program are that the participants learn the basic to advance skills of swimming such as floating on your back and stomach, the cross stroke, back stroke, breast stroke and diving. Also, the participants interact with other participants, have fun and participate in a physical activity.

Service Hours:

Summer 2022:	5,664 ¹¹
Summer 2021:	4,188
Summer 2020:	----- ¹²

Volunteer Hours:

There were no volunteers for swim lessons.

¹¹ 5th session of group lessons added as well as additional level 0 and level 1 classes

¹² Outdoor swim lessons were not held in 2020 due to COVID-19

Refunds:

Total: 19 - \$1,481.05

8 due to confusion enrolling online

5 due to unknown reasons

3 due to medial reason

2 due to low attendance

1 due to satisfaction guarantee

Fee Charged:

	Early Bird Rate	Regular Rate
Parent Tot	\$35.00	\$39.00
Group	\$45.00	\$50.00
Private	N/A	N/A

Program Timeline:

December: Program content is included in the Spring Illustrated.

April: Registration begins. Select and train staff. Publish ads in E-blasts and begin online marketing.

May: Continue with online marketing.

June: Begin and end first weekday session and begin and end second weekday session. Distribute and collect patron surveys. Continue with online marketing.

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

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

September: Gather and analyze survey data.

October: Develop end of activity report.

Marketing:

The swim lesson program was marketed in different ways. The program was listed in the spring and summer editions of the LS Illustrated. Flyers were displayed at the Lovell and Longview Community Centers, Harris Park Community Center, Summit Waves, and City Hall. In addition, information was listed on the LSPR website, Did You Know TV, Facebook, and e-blasts were sent out.

Evaluation/assessment:

Out of 350 unique households given/sent a survey, 160 completed and returned a survey (53.24% return rate). Please see attached survey results.

<u>Collection Method</u>	<u>Amount</u>
Online:	0
Mail/Person:	160
Phone:	0

Summer 2022 Swim Lessons Survey Results (Outdoor)

of Surveys Distributed Email: 0 In Person: #350 of Surveys Returned: 160

How did you hear about the program?

LS Illustrated – 19 Website/Facebook/Twitter – 57 Email Blast – 0 Flyer - 0 Postcard – 0

Newspaper AD/Press Release – 0 LS Cable Access Channel – 0 Acquaintance – 12

Previous Participant – 61 Other – 11

Comments (Other): Visiting a facility, searched for lessons near me, google, family,

Regarding the registration process...	0	1	2	3	4	5	Average
If you registered by phone or in person, how helpful was the person who assisted you?	208	2	1	4	18	44	4.46
If you registered on-line, how easy was the process?	42	7	11	36	72	109	4.13
Please rate the amount of time taken to register	12	3	8	43	99	112	4.17
Please rate the overall registration procedure	15	3	9	39	82	129	4.24

Comments:

- I called the above number 3 times and left messages for pool director never called back
- It is a little difficult to determine which class is in “your cart” and what dates/times being registered for (especially when trying to choose between multiple sessions) I had to move out class and it was difficult doing so.
- It was difficult to get someone on the phone to change classes
- It was easier because she was already in the system
- Easy to create LS account and register for class
- Our instructor is great
- Tried to register online and couldn't. I called and the lady got it all taken care of.
- A bit confusing, kept clicking through multiple pages and losing the section I needed
- Registration should be allowed in-person online was too confusing.
- Very hard to register online
- Had to change classes during registration and employees were helpful
- It sometimes hard to understand what each level is. Instructors refer to levels 1-5 not the animal name like in registration
- Website is difficult, kept getting kicked off
- When checking out it can be hard to confirm date and time of sign up
- The days need to be listed better for what days classes are
- I find the process is a little slow and non-intuitive.
- Very smooth
- Called to discuss and left 2 voicemails and never even received a call back. Registering online was not easy and was time consuming
- If you haven't experienced the sign up it's confusing
- Probably my fault but I couldn't figure registration out. I signed up for the wrong time
- Better than other swim sites
- Need to have skill-based option versus by age
- 45 minutes to set up but once I got used to the site it wasn't too bad
- I wish you had an option not to have to register each time
- It takes a while to set up child and adults accounts.

- Spent a lot of time on account set up
- The website isn't very user-friendly - hard to tell if you selected what you want
- Online registration was awful
- Website not very user friendly
- Registrations was not very intuitive. A lot of information and each individual having a profile. It would be easier if one family could register
- Having to add each family member as an additional profile makes the registration a little frustrating
- Have how many openings are available before signing up
- Lots of clicking around and waiting to load
- There wasn't an option to take the same class so unable to enroll properly
- The website wasn't clear about indoor and outdoor lessons
- It's hard to get through the number on the website. I had to come to the office to get the direct number
- It would be good to get email reminders when session starts especially with early registrations
- Just confusing
- More details on the level – Add the number not just the name
- Easy to register
- The online descriptions were the same for several. Different levels so it was difficult to decide which level was the best fit for my kid. It would be more helpful to list the levels as numbers instead of animal names. More specific descriptions.
- Creating a family account with ages was unclear
- I tried online but it was problematic
- Very easy
- People at the community centers didn't want to deal with the questions
- Had to ask workers to assist me
- Challenges with the phone number on the website. Calls are not answered or returned back/takes a long time to get a call back
- More information about levels
- Easy and fast
- Online registration wouldn't recognize my log in or let me reset it
- Very easy
- Online takes several steps even though I was previously registered
- It is difficult to register more than one child
- Very confusing, difficult website, names of groups, just awful
- Phone calls to M. Douglas were never answered or returned
- Unfortunately, a lot of phone tag due to my job. Back and forth phone calls trying to get things handled
- Needed extra support for account login to proceed due to merging accounts that I didn't know I needed.
- Seemed like a lot of extra and un-needed steps to check-out
- Would be helpful to have the level number next to the animal so it's clearer.

Regarding the Value...	0	1	2	3	4	5	Average
Was the length of the activity appropriate for the fee?	4	1	4	28	100	140	4.37
Was the content of the activity appropriate for the fee?	8	0	2	36	95	136	4.35

Comments:

- Price is such a blessing when paying for 3 kids.
- Instructors didn't seem adequately trained for working with young children.
- Very impressed w/ what kids learned
- Last year the kids got to play on water playground. That would have been a nice reward this year
- Students have to spend most of the class just waiting for their turn to try a skill. They should have all the students practicing at the same in time in shallow water.
- These coaches are so very good, patient engaging- great job
- Time to work alone
- I would have like to see the time spent swimming basics and only use games for kids who are scared.
- Delaney was great!
- Great start!
- I feel it is very appropriate for all ages
- 3 days for 3 weeks or 4 days for 2 weeks are better options for the younger kids
- Very reasonably priced. Kids having a great time and learned a lot.
- I don't see the point of talking for 6 minutes every class to repeat rules
- Too many kids per instructor
- Class 4-7 but there were older kids in the class that caused distractions and used up lots of teachers attention
- Instructors not very interested in kids
- We had a great time
- Class should be 2-3 weeks
- Taught in a way my kids could understand and remember
- Great value for the number of classes and the content
- I think the time should be longer for the participants to learn more.
- I wish the classes were longer
- Considered having a longer periods or more number of days per session
- Great value
- Our group switched lifeguards a lot. The last instructor was awesome
- Teachers didn't always have control of the class
- Great value
- Teachers often ended 5 minutes early. Added up that is an entire class missed
- Amazing teacher! Always the last to finish and really got to know each kids strengths and weaknesses
- I wish age groups were smaller. Too big of an age gap. 6 months-4yo and 4-7yo is too much
- Excellent! Definitely got my money's worth
- Great time because of the teacher
- A lot of waiting for a few minutes of swimming

Regarding the program sessions...	0	1	2	3	4	5	Average
Please rate the competence of activity staff	2	2	7	24	96	146	4.37
Please rate the friendliness of activity staff	1	0	11	19	118	128	4.32
Please rate the ability to recognize activity staff	0	2	6	14	91	164	4.48
Please rate the amount of staff available during the activity	1	2	14	19	62	179	4.46
Were the rules, regulations and policies appropriate for this activity.	0	5	5	11	75	181	4.52
Please rate the condition and suitability of the facility used.	0	3	6	13	123	132	4.35
Please rate the condition and suitability of equipment used.	1	0	4	16	113	143	4.43
Please rate the perceived safety of program	3	1	4	15	115	139	4.41

Comments:

- Staff always went over rules and expectations , facilities always clean or being cleaned, staff always stressed safety to the kids.
- Staff could be more patient with little ones
- I wish instructors would push the kids a little more and have a little more enthusiasm. This is the first formal swim lessons for a lot of kids.
- Our coach struggled with patience's at times
- Instructors for my 2-year-old clearly had no experience with that age, they were friendly, but also it was different person several times.
- One girl in our class went to deep on day one and it took a minute for instructors/lifeguard to notice she needed assistance and her dad yelled at them to help
- Staff are great. Makes it fun but also encouraged the kids to push out of their comfort zones
- Out son was scared of the water before lessons began and now tells us he loves the water
- 10 students 2 teachers (bad) kids should be divided by ability on first day and put into 2 groups w 1 teacher. Often sat on the pool deck for 10 minutes before class (other classes got directly into the water) I wish the kids in the class got their 5 minutes of play like the other classes did. The supervisor should observe lessons at least once during the 8 days.
- More focused learning
- The lifeguards who conducted the class were wonderful. Delaney, Mallory, Cheyenne.
- Amazing girls – best of the program.
- Give kids time to play before and after class
- Great teachers in level 3 Jullian and Emma
- Group 2 teachers were great
- Very safe place to practice new skills
- Moldy ducks
- Should have 3 instructors with little ones so one can keep them busy while the others teach the skills.
- We were very happy with the team
- Level 5/6 coach was great communicator and related well with students
- Delaney was fabulous and great with the level 1 kids
- The bathrooms are dirty. No warm water
- Vomit in the pool

- Multiple times teacher would act annoyed if their hair got wet or they got splashed. It swim lesson! Eye rolling and shaking heads were visible.
- Too many kids per instructor. Especially when kids are misbehaving. Instructors struggled with controlling the class.
- The staff was nice and helpful but the teachers could use more training
- Too many kids in pool at one time
- Bathrooms need some help. When the main teacher was gone the secondary teacher struggles with what to do
- No concerns of the staff
- For lower levels, it might be better to have fewer kids in a class or more instructors. So there is more time to improve skills
- Staff seemed overwhelmed by the number of kids in the class
- We loved Delaney
- My daughter learned so much and really enjoyed lessons
- Teachers were very attentive and patient
- Smaller group sizes in level 4 so participants have more time to practice
- Seemed like a lot of kids in one class
- Teacher was enthusiastic patient and really helped my daughter gain confidences. Noah calm presence was really appreciated
- Delaney was great!
- Great instructors!
- Restrooms are always dirty
- We loved Kennadie! She was super sweet with our son
- Very pleased with the staff
- Instructor Kayla did a great job. Thank you!
- Substitutes weren't very helpful
- Each kid could use a little more one on one time but the teachers were wonderful
- It would be great to add one more instructor for younger classes
- The female lifeguard swimsuits are not at modest as they could be. There is a lot of lower private area shown
- Very well pleased!
- Staff didn't provide much instruction
- Teachers always looking at water. Not sure what to do. Never wanted to get their hair wet. Teaching little kids they need to show how to do the skills.
- Staff was great
- Staff was very helpful and nice
- Swimming program was excellent. Everyone did their job.
- For the combo levels 5/6 there needs to be 2 instructors to assist those who need help. Instructors should demonstrate for visual learners.
- The instructor in charge did great
- I feel that these lessons taught much more than lessons at other facilities. Instructors were very good. Very pleased.
- Love the setup at Summit Waves
- Kiki was awesome with the class. Her 2nd person was frequently absent
- One teacher did a lot, one teacher did not (level 1)

- Carrie was exceptional! She knows the perfect way to teach the younger kids!

Overall Summary...	0	1	2	3	4	5	Average
Were the participant's overall needs met?	6	2	4	17	121	127	4.35
What is the likelihood of your recommendation of this activity to others?	4	3	7	27	104	129	4.25
Please rate the participant's overall enjoyment level	4	2	9	16	105	141	4.37
What is your overall rating of the activity?	5	3	6	13	116	134	4.37
What is your overall rating of Lee's Summit Parks & Recreation?	4	1	6	17	118	131	4.36

Comments:

- Kid loud every minute even in the cold days, great activity for kids, good experience just wish the director would have called back.
- My daughters instructor was awesome, she was in level 5 and learned so much from him. Great job!
- Great experience
- Thank you! When pouring rain, I wish there would have been more of a consideration to do a rainout day.
- More available lessons if we can
- The rain and swimming was very poor choice, should have made a rain-out day
- We had a great time
- Good program for our 11, 9, and 5-year-old
- We called the rain out line and it indicated that classes were cancelled Monday-Wednesday. We missed two of the classes
- My kids loved it and already asked to do it again next year. Highly recommend!
- He had so much fun and learned a lot. We are hoping to do this again next year
- Appreciate the instructors they were patient with my son.
- Online registration needs to be simpler and cleaner.
- Great instructors for level 4.
- Would like to see more than just 4 levels of lessons
- My child is still nervous about swimming but he will get there
- Thank you!
- He loved the other kids but not sure he was learning a lot sitting on the bench
- My son loved it. We will be back next year
- Instructor was very attentive to my child is need and worries. She was reasoning, kind, patient, and pushed her to she new things
- Great session!
- Teacher was amazing she did such a great job
- Went from a terrified swimmer to jumping in and going under water alone.
- My 2 year old didn't like participating much in the parent tot class but not fault of staff. Wish we could have got my child more excited
- Ready for next summer already
- Last day our class sat on the stairs while the instructor helped another class
- Too many kids per instructor, little time with individuals

- Chairs for parents by instruction are would be nice
- Overall great program professionalism needs improvement. They are kids through and they are learning. Please share my feedback with the instructors.
- Assertive coaches worked best. Also, classes could be based on ability and not age
- Make sure you choose outgoing instructors that want to teach and will correct skills and keep control of the class
- Make a specific website for registration
- Rachel is a doll and Aiden was patient. They were a great team for the young kiddos
- Great work
- Caleb was excellent with the kids. Very encouraging and really worked with each one to improve their skills
- Amazing job- I'm so happy with the progress my kids made. Expectations exceeded
- Amazing difference in skills and confidence with both of my kids in 8 days of swim lessons. Great job!
- Awesome job!
- Kids loved the class and gained so much confidence in the water
- Great job! Thank you!
- Son is more comfortable in the water now
- Delaney and Ayden were so patient kind and encouraging
- I've recommended these lessons to other parents already
- Due to covid and general life craziness none of my kids took swim lessons before. We took a total of 8 classes between all my kids and were pleased with all. Very happy about their progress
- Thank you we will be back next year!
- Caleb was an amazing instructor!
- Seemed more like water play time than lessons
- Hunter was terrific with the kids
- Worst, rude teachers I've met. Do not know how to deal with young kids. My kid who loves swimming dreaded attending class it was basically kids teaching kids but could not get control of the class and mostly it was obvious they just didn't care.
- Love level 5 not all levels as good. It was great because of her amazing teacher
- Thank you guys for doing this!
- We only occupied the swimming lessons in the small pool. That area was nice!
- This is our seemed time in level 1. The instructor wasn't very friendly this time. We over heard the instructors complaining about having to teach
- Our kids had a great time and learned a lot. They are more comfortable in the water
- My kid learned how to swim in a week!
- Very great instructors
- We love coming here
- I enrolled a child in a too difficult of a class and my child struggled to learn as much as a result. It would have been helpful to have her moved to a different class or gotten a return.
- Seal instructor was great! Very encouraging with constructive criticism. One sea turtles instructor was very engaged and encouraging, one was not exactly enthused to be there. Wish the kids were challenged more.
- The program was great and instructors did well the only concern was the number of students per instructor. They are not able to practice for very long

- Compared to previous years, I was very pleased with the content, staff and reliability of lessons this year. I would suggest reviewing behavior expectations for the kids in level 2 with the parents as well. There were several disruptive kids in level 2. Attempt by the staff were made but behavior never stopped. It took attention away from the actual swimming
- Communication notice of rainouts could be improved
- Thank you

End of Activity Report
Indoor Summer Swim Lessons – LCC & LVCC
June -August 2022
Grace Carson

Brief Program Description:

The summer swim lesson program is designed to provide participants ages 6 months – 11 years instruction in a variety of aquatic skills. The program consists of 5 sessions during the week, parent/child has six classes and levels 1-4 have eight classes. To supplement the individual needs of the community private lessons are also offered.

Participant Numbers

2022: 517

2021: 434

2020: -----¹

Total Revenue:	Budget	Actual
2022	\$21,244.00	\$27,965.00 ²
2021	\$21,750.00 ³	\$21,548.37 ⁴
2020	-----	-----

Total Expense:	Budget	Actual
2022	\$11,138.96	\$11,575.60 ⁵⁶
2021	\$16,092.19 ⁷	\$10,239.53
2020	-----	-----

Net:	Budget	Actual
2022	\$10,105.04	\$16,546.91
2021	\$5,657.81	\$11,308.84
2020	-----	-----

¹ No swimming lessons in 2020 due to COVID-19

² Actual Revenue combined LCC (\$14,617) and LVCC (\$13,348)

³ Budget revenue is combined with LCC (\$12,280.00), and LVCC (\$9,440.00)

⁴ Actual revenue is combined with LCC (\$9,906.00), and LVCC (\$11,642.37)

⁵ Budget and Actual expenses include indirect expenses combined LCC & LVCC \$4,245.26

⁶ Overtime expenses added up to \$157.51 combined LCC & LVCC

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

Recommendations

Comment: There were 22 positive comments regarding the swim instructors.

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

Comment: There were 28 comments regarding class size and instructor to student ratio.

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

Comment: There were 22 negative comments regarding enrolling online and using the website. Most included confusion between the different levels and the age range.

Recommendation: Staff were able to assist patrons via phone or in person to help get the participants enrolled in swimming lessons. Staff has been working on making the online system more user friendly and mobile friendly. Staff has also updated descriptions of classes as well as removed the animal names to better understand the difference between each level.

Comment: There were 10 comments regarding the pool temperature being too cold.

Recommendation: The pools are kept between 82-84 degrees. Temperatures can vary +/- 2 degrees based on bather load, ambient air temperature, and various other factors. There were various repairs to the boilers at LVCC and LCC over the summer to maintain the appropriate water temp.

Extensive Staff Report

Purpose of report:

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

Program Description:

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

LCC: Session one ran from June 6 to June 15, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot ran from June 7 to June 14, 2022 at 5-5:30p and 6-6:30p. Session two ran from June 20 to June 29, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot session two ran from June 21 to June 28, 2022 at 5-5:30p and 6-6:30p. Session three ran from July 5 to July 14, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot session three ran from July 6 to July 13, 2022 at 5-5:30p and 6-6:30p. Session four ran from July 18 to July 27, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one and two were taught. Parent/tot session four ran from July 19 to July 26, 2022 at 5-5:30p and 6-6:30p. Session five ran from August 1 to August 10, 2022 at 5-5:45pm and 6-6:46pm on weekdays. Level one and two were taught. Parent/tot ran from August 2 to August 9, 2022 at 5-5:30pm and 6-6:30pm on weekdays.

LVCC: Session one ran from June 6 to June 15, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. Session two ran from June 20 to June 20, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. Session three ran from July 5 to July 14, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. Session four ran from July 18 to July 27, 2022 at 5-5:45p and 6-6:45p on weekdays. Levels one through five were taught. There was no fifth session at LVCC due to pool maintenance week. There are no parent/tot classes taught at LVCC.

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

Benefits of program:

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

Service hours:

FY22:	3,102 ⁸
FY21:	2,370
FY20:	-----

⁸ Added a 5th session of lessons

Refunds:

Total: 38 - \$1,432.75

11 due to unknowns reasons

9 due to medial reasons

8 due to scheduling issues

6 due to confusion enrolling online

4 due to class not making

Fees Charged:

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

Program Timeline:

March: Registration begins.

April: Select and train staff.

May: Assign teaching schedules and continue with training.

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

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

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

September: End of activity report

Marketing:

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

Evaluation/assessment:

Out of 323 unique households given/sent a survey, 160 completed and returned a survey (49.53% return rate). Please see attached survey results.

Summer 2022 Swim Lessons Survey Results (Indoor)

of Surveys Distributed Email: 0 In Person: **323** # of Surveys Returned: 160

How did you hear about the program?

LS Illustrated – 19 Website/Facebook/Twitter – 57 Email Blast – 0 Flyer - 0 Postcard – 0

Newspaper AD/Press Release – 0 LS Cable Access Channel – 0 Acquaintance – 12

Previous Participant – 61 Other – 11

Comments (Other): Visiting a facility, searched for lessons near me, google searches

Regarding the registration process...	0	1	2	3	4	5	Average
If you registered by phone or in person, how helpful was the person who assisted you?	117	1	1	2	5	34	4.62
If you registered on-line, how easy was the process?	26	2	4	14	46	68	4.46
Please rate the amount of time taken to register	9	0	1	23	50	78	4.34
Please rate the overall registration procedure	7	0	3	15	53	82	4.40

Comments:

- Had to reschedule lessons and never got called back and had to continue to call back to talk to someone that could help.
- Good.
- Was connected with a supervisor to register my daughter who is slightly below the age recommendation. She was understanding and helpful.
- Registered older child along with younger child and was not informed of cancelled class.
- It was a little difficult to know which class to put your child in.
- The website could use an update.
- Did a good job of keeping up to date with changing in schedule.
- Wish they had more options for levels of swimming for those on the older side. 1st time lessons need even more basic level which is what we were told we were moving to.
- Child is older than class group. 1st phone call assistant would allow me to register because my child was afraid of water. 2nd phone call assistant allowed my child to get into class.
- I wish there was a chart with all the lessons at all times for the summer available to look at instead of having to look online.
- Gabrielle helped register us on the phone.
- The search activity section could be a little easier or more appealing.
- Difficult to find place and time. Have to scroll a bunch to get the desired time.
- Had trouble registering online and had to call. It took away to get through to someone otherwise it was fine.
- Not as clear as to what groups, ages, skills allowed.
- Website was horrible, called and the person was super helpful.
- Classes are difficult to find at first.
- I'm a little upset that they let anyone sign a kid up. Neither parent or legal guardian was aware.
- Fast and easy.
- The way the lessons are listed can be confusing/overwhelming and it just takes extra time.

- It was a pain to set up the account, once that was done, signing up was easy.
- Website was frustrating because you had to scroll and couldn't use keywords. You have to use arrows to scroll.
- Easy.
- Clarify what each level is with details.
- Had issues setting up my account. After it was easy to enrolled.
- Good.
- Would be easier if you could find locations better.
- Locations unclear.
- The person that answered the phone was very rude.
- I accidentally registered online for the wrong location. The staff were able to help me fix my error.
- Could have more detail about what to expect, what to bring and not to bring.
- Clarify of what each level entails.
- Locations a bit unclear.
- Unable to figure out which class was level 2 or level 3.

Regarding the Value...	0	1	2	3	4	5	Average
Was the length of the activity appropriate for the fee?	3	0	4	20	54	79	4.32
Was the content of the activity appropriate for the fee?	2	0	3	17	50	88	4.41

Comments:

- The student/teacher ratio was more than I expected.
- Could maybe have more variety on how to approach each activity.
- Both Jovi and Hadley received the appropriate amount of attention to keep them engaged.
- Great pricing!
- Great teacher!
- Best bang for the buck I have found.
- Lots of sitting, wide range of abilities affect, the productivity of the class.
- Some instructors seemed not interested in going the extra step w/ my child. Others did about 50% of the time.
- Great Swim coach! Carrie!
- It was enough time to really learn skills in the # of days.
- The coaches are very patient! Thank you!
- Great value just wish she received more practice time vs sitting along the wall.
- The 8 days in row is too much.
- Too many in one class – each kid didn't get a lot of water time.
- A lot of kids per instructor.
- Would like to see more actual swim time water time is only 30 mins.
- Kids enjoy the class. Great instructors. Wish the classes were a little longer but understand limitations w/ capacity.
- My kids made improvements.
- My child had a great time and learned new skills.

- Lots of jumping from one activity to the next – not a lot of development on specific skills.
- Child still doesn't know how to swim. Just completed level 2.
- Classes often started 5-10 minutes late.
- More consistent instructors would be appreciated.
- Need 2 teachers or small class sizes.
- Great value for the price.
- No activity's fault, may have gone with level 3.
- Maybe too many kids in level 2 (13 kids –2 instructors).
- Encouraging participation with the little kids.
- Level 2 class seemed too high a ratio of kids to instructors.
- Class length was great. Loved that they had open swim after class but before the next class.
- There were too many kids per teacher each kid only received a few minutes of attention during each 45-minute class. I saw very little increase in skill or water comfort after 8 45-minute sessions.

Regarding the program sessions...	0	1	2	3	4	5	Average
Please rate the competence of activity staff	0	2	3	11	55	89	4.41
Please rate the friendliness of activity staff	3	1	4	13	58	81	4.36
Please rate the ability to recognize activity staff	0	1	3	7	60	89	4.46
Please rate the amount of staff available during the activity	2	1	3	17	64	73	4.30
Were the rules, regulations and policies appropriate for this activity.	1	1	3	9	61	85	4.42
Please rate the condition and suitability of the facility used.	3	2	2	14	70	69	4.22
Please rate the condition and suitability of equipment used.	0	0	1	4	72	83	4.48
Please rate the perceived safety of program	1	3	4	14	68	70	4.25

Comments:

- Cold pool.
- I think that level 3 class had 2 instructors.
- Lower the student to coach ratio.
- Some teachers can seem unenthusiastic at times.
- Ella, level 1 instructor was so friendly and great w/ the kids. Sam was timid but still nice. Both the level 2 instructors were not so friendly- never smiled at kids and came off harsh at times.
- 6 kids in the deep end for 1 instructor seems like too much. Kids did not follow rules and “hold on to wall” so it seemed unsafe.
- Level 2: did lessons at Longview – learned more and swimming strokes but class size was a lot larger than at Legacy Park – liked smaller class size. Parent tot class needed to be more structured.
- Will be back for more.
- Maleah is great!
- Really great program. My son learned a lot best swim lessons he has done yet.

- He was very patient with my water reluctant kids.
- Very little communication to parents. Instructors sometimes feel disconnected or uninterested.
- Penguins focus: deep water introduction (never deeper than 3'3) locomotion skills (?) front back glides (none taught). Focused on jumping in, 5bobs, back float, front float, tuck float, pancake flip and introduced item retrieval 4 days n (underwater retrieval).
- Very good.
- Level 2 swimming lessons had a large group that could have used one more instructor.
- The teacher was patient and knowledgeable.
- Love the class sizes, love the lifeguard to kid ratio. Great group of fun lifeguards, kids loved them.
- Delaney did an amazing job providing praise and constructive criticism during swim. I could tell she genuinely cared about my kids success improving as a swimmer.
- Love attentiveness of the staff.
- The staff were great but a lot of kids were scared and the instructors has to spend a lot of time with smaller level 1 class size or another instructor would be helpful. The kids complained about sitting on the wall.
- The level "2" was very similar to level 1 I didn't see much progress.
- Would love a little more time in the water before dunking.
- Having multiple instructors for such a big class is definitely necessary.
- Need 2 or more instructors.
- Pool water was cold.
- The broiler breaking was a bummer – kids were shivering.
- Instructor didn't seem quite kid friendly. Seemed to have an attitude a lot.
- Pool was too cold. Need consistent staff.
- Classes seem large and pool was very chilly.
- Only drawback was the broken machinery which made the water cold.
- The classes could be called level 1,2,3 on the website instead of seals, turtle, etc to save confusion during lessons.
- There was only one instructor for the class of young kids and several times it didn't seem safe, as well it limited time for kids to do new skills.
- Ava really wowed our family. She is so great with the kids. Her patience is exactly what these kids need.
- Not as structured. Need 2 staff per group of smaller beginner classes.
- Not very structured/organized.
- We had 4 different instructors (too many).
- A few days there was only one instructor since many of the students were 4 or 5 those days seemed like a lot for one teacher to maintain.
- Lifeguard staff was very friendly, kind and patient with the kid. Sometimes it was one staff member to 10 kids which is a lot, but they did well.
- No urinating in the pool should be required at this age. Short staffed a couple of days.
- All of the staff that dealt w/ kids were very friendly, however, there was a tall blonde lady w/ short hair in a red polo who was rude to us and the lifeguards. There were a couple of days where there was only 1 instructor for 10 kids in level 1.
- Need more teachers for students. Teacher to student ratio. Too much time spent waiting for their turn.

- Add more details about the lessons.
- Instructors worked well with the kids.
- Again, for too many kids per teacher. Many times the one lifeguard had her back towards the little kids in the water with the main lifeguard looking away from the children.

Overall Summary...	0	1	2	3	4	5	Average
Were the participant's overall needs met?	0	2	2	19	66	71	4.26
What is the likelihood of your recommendation of this activity to others?	1	1	1	14	65	78	4.37
Please rate the participant's overall enjoyment level	0	1	2	9	56	92	4.48
What is your overall rating of the activity?	2	2	1	14	45	96	4.47
What is your overall rating of Lee's Summit Parks & Recreation?	0	1	1	9	67	82	4.43

Comments:

- Good.
- Probably could have used a little more proactive reassurance when kids were hesitant on certain skills.
- Thank you! We had so much fun.
- Thank you!
- Thanks!
- Kids loved swim lessons and learned new skills! Just think lifeguards could use some training in demeanor when working with young children.
- I would love the teacher to be consistent.
- Just moved here from Olathe, Kansas – I think for the price and what they learned is reasonable. Legacy park pool was very dirty. Overall kids loved the experience and more comfortable w/ water. More skills were learned at Longview.
- Maybe need a level 2.5, not ready for 3 but more advance to help get to level 3. Or not so board in class difference.
- Already recommended to others.
- Great staff and facility.
- Overall very good. Emmett had fun and learned a lot!
- With 2 teachers and 6-8 students on any given night, it was disappointing to not have both teachers working with students. One teacher would take a student out while the other sat and watched. I would have loved to see both teachers working w/ students like in previous levels.
- Felt the age gap was too large for level 1 class difference in skills gap hampered the effectiveness of the class.
- Could use smaller groups –smaller age ranges. There was a big difference in skill level among the children. Need a variety. Instructors need to be a little more friendly.
- Please make more classes available for future months.
- Very good, very clean.
- My only complaint for the program was that I was sometimes worried about the safety of level 1 kids. There were times the kids were in and out of the water while instructors were working w/

other students. As session went on, I thought the instructors got better at asking them to sit but the first 4 lessons I felt were complete chaos.

- Will definitely comeback!
- Great experience every time!
- More kids in class. Different activities.
- Highly recommend.
- Great class – he learned a lot.
- Not enough individual teaching. Too much talking between teachers.
- Instructors were friendly and knowledgeable. I felt my kids made good progress.
- Wish they were in the water more even just kicking and holding on. They would do a skill then go right back to sitting.
- My kids loved level 3 and learned so much! My child in level 1 was scared but we'll try again next year! Rachel was very kind and patient with her.
- Loved the teacher!
- Cold water inhibited to learn swimming. Our kids are literally shaking.
- Kennadie was a great teacher!
- Great experience and value for money when compared to other options.
- Delaney was an excellent instructor! Worked well with kids and helped them develop skills.
- Instructors were very good.
- Fans in the pool area would be nice for the parents. It had to be in the 90s.
- Enjoyed our instructor.
- Wish we could have switched levels.
- Good learning experience.
- Our class had a great time. The instructors were great with all. Thank you.
- Parent tot was not age appropriate for younger learners.
- At times teachers didn't have control of class and it was unsafe. Overall, we learned a lot in this class, thank you.
- Thanks teacher were kind and my son loved it!
- My daughter's confidence with swimming increases a lot during these swim lessons
- Would love to reserve 1 on 1 sessions if possible.
- Will come back! We enjoyed.
- Adding paddle/boards to help learn the motion of swimming with arms.
- Several students constantly took the instructors attention away from the student attempting to learn/preform skills. Felt this limited the amount of time my child spent in the water.
- Didn't move child to the next level after mid-level assessment, when they were ready for it.
- The lifeguards were very sweet, but the program is not effective for us.

End of Activity Report
J. Thomas Lovell Jr. Community Center
FY22
Report completed by: Rachel Smith, LCC Manager

Executive Summary

Brief Program Description:

The J. Thomas Lovell Jr. Community Center at Legacy Park (LCC) is a 58,000 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 aerobics classes, strength and cardiovascular training areas, a gymnasium lined for basketball, volleyball and pickleball, 2 racquetball courts, an elevated walking track, a lap swimming pool, spa and leisure pool with a current channel and play features, a group exercise room, cycle studio, personal training studio, a birthday party room adjacent to the aquatics area, a drop-off childcare area for facility patrons, canoe, stand-up paddle board and bike reservations.

Participant Numbers:

FY2022: 219,783

FY2021: 154,229¹

FY2020: 210,965²

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
FY2022:	\$1,702,458.00	\$1,379,046.00
FY2021:	\$1,894,689.00	\$1,136,534.00 ¹
FY2020:	\$2,091,270.00	\$1,522,477.00 ²

<u>Total Expenses:</u>	<u>Budget</u>	<u>Actual</u>
FY2022:	\$1,634,772.00	\$1,421,583.00
FY2021:	\$1,860,716.00	\$1,150,463.00 ¹
FY2020:	\$2,085,349.00	\$1,614,143.00 ²

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
FY2022:	\$67,686.00	(\$42,537.00)
FY2021:	\$33,973.00	(\$13,929.00)
FY2020:	\$5,921.00	(\$91,666.00) ²

¹ The continued COVID-19 Pandemic decreased participation numbers, actual revenue and actual expenses in FY21.

² Facility was closed March 16-May 25 per Jackson County Stay-at-Home Order due to COVID-19, decreasing participant numbers, actual revenue, actual expenses and actual net down in FY20.

Revenue by section	FY22 Budget	FY22Actual
Activity Fees	\$90,433	\$79,164
Admission Fees-gate	\$210,003	\$182,721
Membership Fees	\$1,306,483	\$1,054,129
Facility Rentals	\$46,426	\$68,014
Concessions	\$1,703	\$2,808
ProShop	\$428	\$527
Interest on Investments	\$21,996	\$11,913
Market to Market Adj.	\$4,000	(\$39,953) ³
Refunds/Reimbursements	\$1,233	\$2,011
Cash Over/Short	\$24	\$63
Other Revenue	\$1,214	\$2,732
Contributions	\$15,000	\$11,250

Recommendations:

Staff received numerous comments/feedback during the last fiscal year. 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: Lovell Community Center ended FY22 with a net loss of \$42,537, making this the 3rd year in a row with a net loss.

Recommendation: Lovell 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 LCC saw a significant increase in membership numbers and patron usage. The overall state of the economy also impacted the net loss. The Market to Market Adjustment which accounts for the value of assets and cash, was budgeted at \$4,000 for FY22 while the actual for FY22 was a loss of (\$39,953). This variance of \$43,953 due to inflation and a poorly performing stock market, impacted the overall budget. Staff will continue to monitor expenses and revenue streams as well as opportunities for marketing memberships. With the proposed capital improvements suggested for FY24, staff believe those improvements will increase memberships and patron participation.

Comment: The condition of the facility was commented on 106 times. 22 of those comments were regarding the showers and locker rooms needing to be better cleaned, 16 comments were related to general cleaning throughout the facility, 8 comments were due to the HVAC system not working correctly, and 5 mentioned the walking track needs to be replaced. Many of the other comments had to do with either needed maintenance or facility upgrades. There were 5 positive comments remarking on the cleanliness of the facility.

Recommendation: Throughout the year, we had issues with the overnight cleaning crew not coming in, not cleaning well, and not being very responsive to our Maintenance Supervisor. He worked with the Superintendent of Administration regarding the cleaning contract and we were able to secure a new team. Conditions have improved somewhat since then, but keeping the showers and locker rooms cleaned has been an ongoing issue. Staff recommends that we keep a good working relationship with our current cleaning crew and continually monitor the conditions of the facility. Full time staff also need to stress the importance of general cleaning to part time facility staff. Staff will include the cost of replacing the walking track in the FY24 budget and will continue to monitor the repair costs for the HVAC system.

³ The market to market adjustment accounts for the value of assets and cash. With increased inflation and a poorly performing stock market, FY22 Actual has a loss of \$43,953.

Comment: The aquatics area was commented on 93 times and was rated 4.18 on the Likert scale. 26 of those comments regarded cleaning (spa, pools, features), 18 comments related to pool schedules, 15 said the pool temps are too low, and 12 were regarding pool closures due to chemical imbalances or maintenance issues. Other comments included issues such as rules and regulations, lifeguard staff, size of the pool, and equipment needing replaced. There were 5 positive comments about the aquatics area and pool staff.

Recommendation: As part of the FY23 budget, Lovell replaced the boilers for the pool. This work has been completed. The new boilers should regulate the temperature and alleviate some of the maintenance closures we have had. Staff recommends updating the cleaning schedule for the aquatics staff to make sure we are staying on top of any cleaning issues.

Comment: The fitness equipment in the facility was commented on 43 times. Cardio equipment rated 4.32 and strength equipment rated 4.22. Many of the comments were requests for a variety of different equipment. The most requested specific piece of equipment was a stair stepper which was requested 5 times. Other comments related to repairs and replacement of equipment.

Recommendation: Staff are updating the records which help us determine when to replace equipment. Any needed replacements will be included in the FY24 budget. Currently, the weight room floor is full. In order to add new equipment, we would need to replace an existing piece or create more space in the facility. Staff recommends keeping a list of requested equipment for consideration if and when we have the opportunity to move forward. Staff also need to be quicker about pulling out of order machines from the floor for repairs.

Comment: Pickleball was commented on 43 times. Ten of those were to replace the nets. Another ten were to make pickleball a stand-alone feature. Seven were requests for barriers between the courts, six were complaints regarding the schedule, and another six were complaints of not having enough courts.

Recommendation: Staff have found that the nets at Lovell are not lasting as long as they are at other facilities. The reason for this remains unknown. Staff hypothesize it could be due to a higher frequency of multiuse in the gymnasium (being hit by basketballs or basketball players), improper set up of the equipment, or another reason that has not presented itself. Staff will receive retraining on the proper set up and take down for equipment. Staff will continue to monitor usage and hours and add pickleball hours to the facility as needed. Staff recommends not investing in court barriers at this time as the courts at Lovell are so close together, the barriers could cause potential injury.

Comment: Group Exercise was commented on 61 times. Quality of land aerobics rated 4.41 and quality of water aerobics rated 4.37. 17 comments requested more classes. 16 comments were praising our instructors and classes. 13 comments claimed the room was too small (which would not apply to this facility). 13 requested more varied class levels and instructors.

Recommendation: Staff evaluate class participation numbers monthly to determine the number and types of classes we offer. 5 classes were added in September and another 5 classes will be added in January making the total number of classes 53 per week. Staff will continue to monitor attendance and add classes as needed.

Comment: Childcare was commented on 15 times and childcare hours rated 3.74. 13 comments requested more consistent childcare hours. 1 suggested better pay for PT childcare staff. 1 asked for a better check in process.

Recommendation: Unfilled childcare positions have been open for a year. Full Time staff have been covering shifts as best they can. Even with this inconsistency of weekly childcare schedules, childcare was only commented on 15 times. Staff recommends to make a focused effort on recruitment efforts for childcare positions for the next 3 months. Following that effort, staff will evaluate childcare for an additional 3 months. If staffing cannot be hired and childcare numbers increased, staff recommend the consideration of closing our childcare offerings.

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 J. Thomas Lovell Jr. Community Center at Legacy Park (LCC) is a 58,000 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 aerobics classes, a strength training and cardiovascular training area, a gymnasium lined for basketball, volleyball and pickleball, 2 racquetball courts, an elevated walking track, a lap swimming pool, spa and leisure pool with a current channel and play features, a group exercise room, cycle studio, personal training studio, a birthday party room adjacent to the aquatics area, a drop-off childcare area for facility patrons, canoe, stand-up paddle board and bike reservations. The facility opened for business on December 18, 2003. Operating hours are Monday through Friday 5:00am until 10:00pm, Saturday 7:00am until 8:00pm and Sunday 8:00am until 8:00pm. In FY22, the LCC was open 352 full days, 11 shortened days due to holidays or events, 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:

LCC 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 LCC is also a family friendly facility and offers many programs geared towards increasing family togetherness and core family values.

Service Hours:

FY2022: 549,510 (2.5 estimated stay hours x 4,227 average weekly attendance x 52 weeks)

FY2021: 334,880 (2.5 estimated stay hours x 2,576 average weekly attendance x 52 weeks)

FY2020: 527,363³ (2.5 estimated stay hours x 5,145 average weekly attendance x 41 weeks)

³Facility was closed March 16-May 25 per Jackson County Stay-at-Home Order due to COVID-19. When facilities reopened, hours were decreased due to decreasing participant numbers.

Refund Information

Total issued: 386 (\$38,369.13)

Refunds due to dissatisfaction: \$788.28

- 12-Did not meet expectations (Pool closure, pool temperature, policy, inadequate service)

Memberships -\$31,611.33

41- N/A

28- Moving

27- RevUp Reimbursement

24- Staff Error

24- Switched Membership Types

20- College

20- Not using

13- No time

12- Covid

10- Dissatisfied

9- Patron Error/Changed Mind

9- Traveling

9- Mask Mandates

8- Medical

7- Too far away

6- New Gym / Home Gym

4- Already had membership

3- Gym too full

3- Utilizing Outdoors

2- Hours

1- Transferred membership to son

1- Limited Childcare

1- Modified pool hours

1- Racquetball was full

1- Theft, not safe

1- Signed up for membership

Programs/Activities- \$6,557.80

17- Patron changed mind

13-N/A

12- Short Staffing

10- Staff errors

8- Minimum not met

7- No longer needed/Childcare

6- Limited Childcare hours

6- Class dates changed

4- Medical/Illness

4- Dissatisfied

3- Switched programs

3- Not used/Childcare

2- Canceled

2- Moved

2- Covid

Facility Rentals- \$200.00

2- Deposits

Fee Schedule

Activity Fees

	Non-Members	Members
Swim Lessons	\$60.00 /\$49.00	\$45.00/\$35.00
Private Swim Lessons	\$75.00	\$75.00
Personal Training		
1 session (1 person)	\$58.00	\$48.00
1 session (2 people)	\$94.60	\$78.00
1 session (3-6 people)	\$151.80	\$126.00
5 sessions (1 person)	\$278.00	\$231.00
5 sessions (2 people)	\$453.00	\$374.00
5 sessions (3-6 people)	\$731.50	\$605.00
10 sessions (1 person)	\$532.00	\$423.00
10 sessions (2 people)	\$754.00	\$701.00
10 sessions (3-6 people)	\$1,355.20	\$1,125.30

RevUp	\$135.00	\$135.00
RevUp Reload	\$105.00	\$105.00
Paid Group Fitness Classes	\$12.00/\$9.00	\$12.00/\$9.00
Circuit Training	\$60.00	\$60.00
Childcare multi-visit pass	\$90.00	\$80.00
Childcare drop-in	\$4.00 per child for up to 2 hours	
Massage Therapy		
Swedish		
(30 min)	\$50.00	\$36.00
(60 min)	\$83.00	\$66.00
(90 min)	\$121.00	\$93.00
Deep Tissue		
(30 min)	\$50.00	\$36.00
(60 min)	\$83.00	\$66.00
(90 min)	\$121.00	\$93.00
Prenatal		
(60 min)	\$83.00	\$66.00
Hot Stone	\$12 add-on to any Swedish, Deep Tissue or Sports massage	
Aroma Therapy	\$5 add-on to any massage	
Chair	(\$1 per minute)	

Admission Fees- gate

	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual (4 and up)	\$9.00	\$7.00

Membership Fees

	<u>Regular Rate</u>	<u>Discounted Rate</u>
All Inclusive Annual Flex		
Individual	\$21.42/ mo.	\$18.42/ mo.

Monthly, \$30.00 enrollment fee

	<u>Regular Rate</u>	<u>Discounted Rate</u>
All Inclusive Annual		
Individual	\$257.00	\$221.00

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

Rentals

	<u>Regular Rate</u>	<u>Discounted Rate</u>
Gymnasium (one court)	\$90.00 per hour	\$72.00 per hour
(\$100 deposit)		
After Hours Gymnasium	\$145.00 per hour	\$116.00 per hour
(both courts)		
(\$100 deposit, 2 hour minimum)		
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)		

Birthday Party 1	\$175.00	\$145.00
Birthday Party 2	\$210.00	\$165.00
Damage Deposit: \$100.00 for all rentals except Lock-ins		
Damage Deposit: \$250.00 for Lock-ins		
Alcohol Service Fee: \$175.00		
Security: \$42.00-\$62.00 per hour		

Marketing:

Since the facility opened, staff has been marketing the LCC through our traditional means of the Illustrated, cross marketing internally, use of the community access cable channel, Facebook, Twitter, eblasts, DYK TV's 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 during peak hours.

Summary of marketing results from the survey:

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

Yes: 623 No: 198 No Response: 26

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

- Annual: 341
- Insurance Provided (SilverSneakers/Prime, Renew Active/One Pass, Silver and Fit, Active and Fit): 327
- Flex: 162
- No Response: 14
- 90 Day: 3

Patrons were asked "How did you hear about the facility?" The responses are listed below:

- Previous participant: 283
- Other: 226
- Acquaintance: 167
- Website: 93
- LS Illustrated: 91
- Facebook/Twitter 19
- Flyer: 15
- LS cable: 2

Patrons were asked "How would you prefer to be contacted about programs?" The responses are listed below:

Email: 624 On-site: 86 Mail: 71 Other: 42 Phone: 30

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

Yes: 423 NO: 391

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

Yes: 144 NO: 669

Evaluation/assessment (results):

Evaluations were mailed and emailed (through Survey Monkey), to all current and expired pass holders, during the months of July 2021 through June 2022. Staff asked patrons to return the surveys with any positive or negative comments about their experience at the LCC. Surveys were distributed to 7,535 unique households representing 8,903 participants.

Of the 7,535 surveys distributed, 847 were returned for an overall return rate of 11.2%. Included below are some of the major trends that surfaced and a summary of positive/negative comments. Comparison of the Likert scores from 2021-2022 can be found on page 9. 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 LCC, please see Survey Comments pages 12-33.

Rated above 4.5 on Likert scale

- 4.74 Value of Membership
- 4.59 Lobby
- 4.51 Staff Friendliness
- 4.50 General Safety of the facility

Rated below 4.0 on Likert scale (needs improvement)

- 3.74 Childcare Hours

Comparison of 2022 Survey to 2021 Survey:

There were 3 items that were rated lower in 2022 than in 2021. The range was from .01 to .06. All areas that experienced a significant drop have been noted and addressed in the recommendations section. The questions that rated lower include:

.01-.06

- .01 Men's Locker Room
- .02 Aquatics Area
- .06 Family Locker Room

There were 32 items that rated higher in 2022 than in 2021. The range was from .01 to .39. The questions that rated higher were as follows:

.01-.39

- .39 Quality of Water Aerobics
- .32 Quality of Land Aerobics
- .32 Membership Value
- .30 Hours of operation
- .26 Cycle
- .20 Fee Based
- .16 Open Swim Times
- .13 Massage
- .13 Cardio Room
- .11 Synergy 360/Functional
- .10 LCC Overall
- .09 Vending
- .09 Childcare Hours
- .07 Membership Options
- .07 LSPR
- .06 Rules and regulations
- .06 Aerobics Studio
- .06 Staff Knowledge
- .06 Cardio Equipment
- .05 Strength Equipment
- .05 Women's Locker Room
- .05 Personal Training
- .04 Overall Safety
- .04 Pickleball Courts
- .03 Childcare
- .03 Staff Friendliness
- .03 Weight Room
- .02 Walking Track
- .02 PT Room
- .02 Lobby
- .01 Gym
- .01 Registration process

There were two items that rated the same in 2022 and 2021. Those items and ratings are as follows:

4.45 Parking Lot

4.31 Racquetball Courts

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

Positive

- Great facility
- Great staff
- Great instructors in group exercise classes
- Facility is clean

Negative

- Improve Facility conditions (pool cleanliness, cleanliness of showers and locker rooms, pool temperatures)
- Facility Equipment (fix or replace old equipment and update outdated areas)
- Pool Issues (scheduling, closures, rules)
- More group exercise classes
- Pickleball (dedicated facility, better nets, barriers between courts)
- More Consistent Childcare Hours

Likert Scale Comparison: Overall Return Rate: 11.2%

<u>Facility</u>	<u>Total FY22</u>	<u>Total FY21</u>	<u>Variance</u>
Parking Lot	4.45	4.45	0.00
Lobby	4.59	4.57	0.02
Vending Area	4.18	4.09	0.09
Childcare	4.03	4.00	0.03
Gymnasium	4.35	4.34	0.01
Racquetball Court	4.31	4.31	0.00
Aerobics Studio	4.33	4.27	0.06
Cycle Studio	4.34	4.08	0.26
Walking Track	4.34	4.32	0.02
Weight Room	4.17	4.14	0.03
Cardio Equipment	4.32	4.26	0.06
Strength Equipment	4.22	4.17	0.05
Family Locker Room	4.09	4.15	-0.06
Men's Locker Room	4.22	4.23	-0.01
Women's Locker Room	4.17	4.11	0.05
Pickleball Courts	4.10	4.06	0.04
Cardio Room	4.32	4.19	0.13
PT Room	4.02	4.00	0.02
Synergy 360/Functional	4.23	4.12	0.11
Massage	4.13	4.00	0.13
Aquatics Area	4.18	4.20	-0.02
<u>Service</u>	<u>Total FY22</u>	<u>Total FY21</u>	<u>Variance</u>
Membership value	4.74	4.42	0.32
Membership options	4.34	4.27	0.07
Staff Friendliness	4.51	4.48	0.03
Staff Knowledge	4.37	4.31	0.06
Overall Safety	4.50	4.46	0.04
Rules and regulations	4.31	4.25	0.06
Hours of operation	4.43	4.13	0.30
Open Swim Times	4.11	3.95	0.16
Childcare Hours	3.74	3.65	0.09
Quality of Land aerobics	4.41	4.09	0.32
Quality of water aerobics	4.37	3.98	0.39
Fee Based	4.22	4.02	0.20
Personal Training	4.33	4.28	0.05
Registration process	4.29	4.28	0.01
<u>Overall</u>			
LCC	4.43	4.33	0.10
LSPR	4.45	4.38	0.07

“Lovell 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 ☐ Insurance Provided Membership (Silver Sneakers, Renew Active/One Pass, etc)

Have you taken advantage of the other LSPR facilities included in your membership?

☐ YES ☐ NO

If you answered YES, which facility have you used?

☐ Longview Community Center ☐ Gamber Community Center ☐ Harris Park Community Center ☐ All of Them

Are you currently a ☐ Resident ☐ Non-Resident?

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good
Overall rating of LCC	0	1	2	3	4	5
Overall rating of Lee's Summit Parks and Recreation?	0	1	2	3	4	5
<u>Please rate your overall satisfaction with the facility...</u>	N/A	Very Poor	Poor	Fair	Good	Very Good
Parking lot	0	1	2	3	4	5
Lobby	0	1	2	3	4	5
Vending Area	0	1	2	3	4	5
Childcare	0	1	2	3	4	5
Gymnasium	0	1	2	3	4	5
Racquetball Courts	0	1	2	3	4	5
Walking Track	0	1	2	3	4	5
Weight Room	0	1	2	3	4	5
Cardio Equipment	0	1	2	3	4	5
Strength Training Equipment	0	1	2	3	4	5
Aquatic Center	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
Aerobics Studio	0	1	2	3	4	5
Cycle Studio	0	1	2	3	4	5
Cardio Room	0	1	2	3	4	5
Personal Training Room	0	1	2	3	4	5
Synrgy 360 Functional Fitness Piece	0	1	2	3	4	5
Massage	0	1	2	3	4	5

<u>Please rate the service of the facility...</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 Aerobics Classes	0	1	2	3	4	5
Quality of Water Aerobics 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
Registration Process	0	1	2	3	4	5

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

<u>Please rate your overall satisfaction with the park amenities...</u>	N/A	Very Poor	Poor	Fair	Good	Very Good
Stand-Up Paddle Board Reservation	0	1	2	3	4	5
Canoe Reservation	0	1	2	3	4	5
Bike Reservation	0	1	2	3	4	5

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

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

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

Have you heard of the Friends of the Park program? ☐ YES ☐ NO

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

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

☐On-site ☐Email ☐Mail ☐Phone ☐Other _____

Additional Comments:

Thank you for your time. We appreciate your feedback!

Please complete this survey by September 1, 2022.

Comments

A big improvement on the time period for lap swimming compared to last summer. Thank you.

I like the atmosphere at Legacy. Especially not having music piped in. Good management of pool area and the life guards do a good job. I'm a happy customer!

Need another Silver Sneakers yoga class at Lovell. Yoga Class with Ty on Fridays at 11:30 after her other class would work out well.

Need more openings for classes. Classes are too limited you could use a larger room or add additional class opportunities. Example: chair yoga.

Regular, dependable childcare is a critical component to legacy, so pay them better and get a great dependable childcare program!

1) Overall cleanliness and upkeep of facility has decreased since Covid. 2) Appreciate hiring younger people, but they seem to just stand around and talk to their friends.

A little over a year ago, we were pleased to learn that our health insurance carrier (United Healthcare) partnered with Lee's Summit Community Centers to cover membership fees. The program, designated 'Renew Active' was described to us by J. Thomas Lovell staff as a 'full' membership with all rights/privileges, essentially equivalent to our 'Annual' membership. We converted our (Lee's Summit resident) annual memberships to the United Healthcare subsidized 'Renew Active' membership on 06/01/2021 with the understanding that the 'Renew Active' memberships would be, for all intents and purposes, identical to our previous 'Annual' memberships. The 'Renew Active' membership does in fact grant us access to all four Lee's Summit facilities including pool, weight room, and group classes. The only exclusion stated was for personal training, which is also a separate charge for 'Annual' membership holders. However, when we recently (Sent an email to Erin Keeney on 09/07/22) inquired about participation in the 'RevUp' session, we were informed that our 'Renew Active' memberships do not qualify as 'Annual memberships' and that we would be required to pay full (\$135 each) price for the 'RevUp' session. This seems to be in contrast to how the 'Renew Active' memberships were originally presented to us. Ms. Keeney implied in her response that there was a price reduction (or perhaps waiver) for the 'RevUp' session for 'Annual' membership holders. Ms. Keeney's justification was that, as 'Renew Active' members, we pay \$0 for a 'Renew Active' membership while the annual membership costs \$233 a year. Although true, we pay \$0 for the 'Renew Active' memberships, we assume that the Community Center is not providing 'free' 'Renew Active' memberships, but rather is receiving the equivalent (or at least a negotiated) amount from United Healthcare to cover membership. So, it seems that the 'Renew Active' and 'Annual' memberships are suddenly not equivalent. And, further, the difference seems somewhat arbitrary. As it is most probable that United Healthcare is indeed compensating the Community Center for the 'Renew Active' memberships, we do not understand why 'RevUp' should incur additional cost.

A personal training session should come with the membership so you can be taught how to use the equipment.

A steam or sauna room would be great, this is the first gym facility I seen without one. Outdoor handball/racquet courts would be great.

Absolutely love the aquatics leaders!!!

Aerobic teachers are good however some of their "friends" aren't and this reflects on them especially when ALL (of them) talk about people that attend their class.

All in all, it's a great value, but the overcrowding of high school aged kids in the gym is over bearing. They are in the way often and hoard equipment. It's great that they want to work out, but the posing, snap chatting and ego lifting is hard to work around.

All of the good bikes in the cycle room got sent to Longview. I miss having nice bikes at the Lovell center!

Always no childcare.

Anna and Tammy are FANTASTIC! Without them and their classes, I would not be a member.

Aquatic center. Hot tubs are consistently closed for maintenance, a few days a month nearly every month. Hot tub is also closed for swim lessons or adult swim groups for no apparent reason (they do not include hot tub use or don't appear to be affected in anyway) Hot tub is closed for cleaning on Sunday nights which is the least practical time to close the hot tub (or clean it in the morning during working hours when the majority are gone). Personally, I think If a parent is present, there should be a lower age requirement for the hot tub like "Must be 16 and older, or 14 and older with the presence of an adult." Gymnasium — Basketball courts. When using pickle ball, many times no one is playing pickle ball and yet the basketball courts are closed and the hoops are raised to the roof. Divide the gym in half (half pickle ball and half basketball) for some reason there is one additional pickle ball court set up on the basketball side (one more than half) and it's almost never used. Pickle ball hours should be coordinated between J. Thomas and Longview. For example, Monday nights both locations close their gyms for pickle ball. It would be a better fit if they alternated locations. Both sports could be played every night. Pickle ball should be morning and 1 night a week. Kids get out of school and should get basketball time after 5pm.

Aquatic Center not big enough since have to share with swim teams. Not enough room for personal water exercises and not enough time options for water exercise classes.

Aquatics center keeps having trouble with filtering and chemistry.

Aquatics center needs updating. It is very small.

Areas are small and classes always too full to schedule. Track is too small and walking one direction makes me dizzy.

At least one bicycle needs maintenance. Fans often need turning on and re-positioning.

At least one of the pickleball nets need to be replaced.

At Longview, I have trouble getting in and out of the pool at the end where the water classes are held. Also, the showers are way too small.

At Longview, if you are a lap swimmer the open swim times change ALL the time. Without any warning. What is posted on the website is never accurate. Between water aerobics, swim team leagues and triathlon training classes, you never know if you can get a lane. Very frustrating.

Attendants in the weight room area stand around a lot. I hardly ever see them cleaning machines or other areas.

Not enough pickleball hours.

Barriers to keep balls from going to the other side are falling apart. Need new cardboard to keep balls from going under the bleachers.

Be more open to suggestions from members.

Been a member since this facility opened.

Before COVID, there were many, many more exercise class sessions. We went to a cycle class 3-4 days a week. We wish you would resume that schedule.

Before COVID, you had at least one cycle class every day, typically one or two in the morning and another in the evening. I just looked. LCC has one class during the week and one on Saturday. Longview has two on Monday and one on Saturday. In our experience, most of the cycle classes were full with waiting lists. Do you intend to go back to previous class frequency? We're having to look at other gyms for more frequent cycle classes.

Bikes need service! Why have them if some are broken or missing parts?

Brought family guests in for the summer and check in staff did not demonstrate an ability to problem solve and charged a ridiculous rate.

Cable Machines in weight area could use updating.

Can't evaluate at this time since I haven't used this facility for several years.

Can't rate at this time since I haven't used Lovell (I assume that is what I still call Legacy) facility in several years.

Cardio equipment. A lot of the treadmills are a little wobbly, like the floor isn't flat under them.

Cardio open stride machines at the LCC need to be fixed and looked at multiple times throughout the year.

Water temperature in the pools need to be warmer. Thank you!

Changes to membership (add or drop) can be annoying.

Childcare has been irregular and unreliable and has impacted our ability to exercise on a regular basis. We were instructed to buy an annual membership for a 4-year-old because it would be required for childcare, just to find out that the childcare cost is completely separate. The aquatics schedule has also been unreliable. The staff's knowledge of whether it is open is also unreliable. We've driven there, kids ready to go, after checking with staff to be sure it was open just to get there and find out the pool is closed due to a class or something else actively going on.

Childcare membership expired even though they don't have staff on there, and it's always closed.

Classes are not convenient for those who work during the day.

Clean equipment. Clean equipment after everyone uses them. Make sure rooms are cool enough.

Cleaning is poor. Water aerobics equipment, noodles and weights, need replacement after Covid chemicals took their toll on the equipment.

Cleanliness is a factor in aquatics and women locker room. Additionally, the pool equipment for water aerobics needs upgrades.

Closing early on weekends is irksome. I have more time later then but LCC is closed.

Cold Plunge Pool!

Computer program at front desk seems very slow and out dated.

Concerned lately with some young children in the weight room. I thought this was against the rules?

Contact, not at all I live out of state and visit only when visiting my sister who lives in Lee's Summit. I only play pickleball.

Cooling the rooms. Have all people take the time to clean every piece of equipment they use. Have your whole staff get Covid shots.

Could use more machines.

Court marks are confusing, but ok for a multi-function facility. Would be helpful if the window glare could be controlled by adjustable blinds.

COVID really changed how I see this type of facility. Even though I used to use the facility 2-3 times a week I haven't been back yet. It's not you, it's me.

Dealing with the front desk at this facility always takes significant amounts of time!!! Longview is knowledgeable and quick. So much easier to work with. I joined for the aquatics program. Teachers at Longview are significantly better. I suggest teachers share strategy. I wish there was a discounted family rate.

Dirty, mats NEVER cleaned, hot, equipment is "hidden" by the paid trainers in their room so even though we paid for it they hide it and bar normal patrons from using it (free weights, Bosu ball, etc.). They should not be able to keep equipment away from those who paid for it.

Disappointed in the recent membership price increase.

Don't give in to Evans. He played the race card too soon! Too bad the Mayor threw LSPR under the bus. He won't get my vote Ever!

Don't much like gym rats camping out on weight benches. Would be great otherwise.

During a class in gym young men were shooting basketball and the ball kept coming into us. Cathy the instructor asked if they would stop but they wouldn't.

During COVID one staff member was a pain! Rules during Covid not good. L.S. should have pushed back a little.

Early afternoon hours for childcare?

Electric cords and equipment are too near the pool and a danger to the pool participants. Aqua fit class billed as a "plus" class is not the reality. It should be billed as "geriatric".

Employees especially younger ones, often seem to be lacking in understanding of their job description or just not working. Cell phones should not be in use. Lifeguards should always be in an upright seated position, not with legs & feet over arms of stand. This is for quick response time. I appreciate the opportunity you give me to work out!

Enforcement of weight room safety rules is inconsistent and seems to be based on which staff person is or isn't intimidated by which patron.

Equipment in weight room is really old and outdated and several machines are not smooth at all, however I'm still going to come in and be grateful.

Equipment is dated and always needing repair. Gym needs a refresh.

Equipment is never cleaned by staff and they only stand on one corner or area and talk to each other. They are not helpful in any way, shape, or form. Staff is not friendly. They only talk or stop you when they think you are doing something wrong.

Equipment is sometimes out of order.

Equipment showing wear. Staff (upstairs) stands around, seldom cleans, they do nothing. People do not respect others waiting on machines I.E. waited 30min for one person to finish weight machine (teenager) asked but would not get off of it.

Evans cried wolf! Post Covid hours took too long to return. Quit raising prices. You need checklist for staff. Bi model dist. of labor. Some kids work hard and do scrub, others just talk.

Every other place I work out we all clean all equipment after we use it.

Excellent facility with friendly staff. Very glad I joined and able to use the facility. Keep up the great work!

Excellent Facility. The only Bad experience is when too many kids cuss, stand on walking track. Also, too many people on phones while sitting on equipment not exercising.

Expensive to take children to swim area.

Facility clean and well equipped. Compared to Legacy's it is crowded and lacks privacy in showers and dressing area. However overall excellence of Longview I overlook.

Family changing room does not keep hot water regularly. Works once then not again for weeks. Mostly "handicap" shower sometimes other showers.

Family changing rooms no hot water in three months.

Family changing rooms were warm the few times I used them at Legacy Park. Need better circulation!

Family Membership would be nice. Also, more open swim times, and the pool is COLD.

Fans are too powerful and loud. At least some wall fans need to have lower speed.

First let me say I understand it's a community facility used by all ages. I had my grandsons with me one afternoon and they allowed so many camp and daycare groups it felt like standing room only. I think that a process needs to be worked out as to how many groups are admitted at one time. It was horrible and I paid for my grandsons and it was a waste of money. Second some physical therapists use the pool with patients. I truly understand the need. What I do in the water helps me on dry land. However, they come in push you over to another spot never acknowledge you. I suggest having them schedule time at 8:00 before aquatic classes.

Floors are dirty where we do yoga.

For all the land you have, why did you make the lap pool so small? I switched to LV because this pool is ridiculously small and barely big enough to share lanes. Fun fact: When Covid hit, I stopped using this pool and switched to LV. I always used to complain that no one ever bothered to remove the chewed-up gum that is wedged into the corners of the pool. This summer (over two years since I left for LV) I came back to swim at Lovell. That chewed up gum is STILL there. WOW.

Free weight area is really cramped. Would appreciate a bigger area with more weights. Focus appears to be on more machines than free weight opportunities for more of a HIIT focus.

Gamber Community Center = Equipment and Walking. Harris Park Community Center = Walking the trail.

Generally ignored by staff. They continue personal conversations at the front desk as people try to get their attention. Last yoga class in evening, at the end when we have quite relaxation, the staff start vacuum or emptying trash just outside our door. Very rude and discourteous to teacher and class.

Girls being told to put more clothes on is a little odd to me and I have a 21-year-old daughter. 1) That's how kids do these days. 2) True athletes wear tighter fitting clothing and I can completely understand that.

Good you finally replaced the TV in the lobby. The picture was blue.

Great facility.

Group classroom very small.

Gym lighting needs improvement on the end farthest from the entry.

Gym, very loud when Basketball playing and Pickleball Courts. Lighting a problem. Lots of Glare. It was brought to my attention a member was buying the correct kind of Pickleball for Indoor.

Had some difficulty setting up Silver Sneakers with Gym personal

Hammer Strength equipment in weight room would be a welcome addition. Likewise, for a Stairmaster in the cardio room.

Handicapped parking is too far from entrance. Lobby is very mundane and not very inviting.

Handle bars fell down while going up a hill. Fell off bike. Fix them or remove them, they do not measure up to parks standards.

Have been member since opened.

Have experienced a few issues with unruly high school aged males that attempted to challenge us by being disrespectful and rude. Had some concern leaving premises as they could follow us outside.

Have very much enjoyed using the fitness centers. I normally use them 4-5 times a week and have lost 21 lbs. in the last month.

Heather is a wonderful water aerobics instructor. Cathy, not so much. Cathy talks all the time, is difficult to hear many times and the workout is not very aerobic. Although I have seen a slight improvement in that area.

Honestly, I wish it was open a bit later, but if I'm being truthful with myself I don't know if that would increase the likeliness that I would go later. I really love the classes! Getting to the 6pm classes is a little challenging, so maybe later options like 7pm start time?

Hot tub is usually nasty. My favorite thing and almost never able to get in.

Hot tub needs a good scrub down!

Hot tub. Water level is always too low. Sometimes it smells bad. Some deposits in the corners of hot tub.

Overall, it does not look clean.

I am a long-term Lee's Summit resident and have watched the programs and facilities grow. I am very pleased with what Lee's Summit has to offer.

I am no longer a member. Ms. Pyle just made it an unwelcoming place. When we complained about her nothing was ever done. There were many members who felt the same about her.

I am so proud of the Lee's Summit Parks & Rec Program. It provides incredible value for the \$20 I pay each month. The instructors are incredible. I want to take a few moments to recognize 3 to 4 that have made an impact on me. 1). Jamie Mason's yoga classes are welcoming, inspiring and transformational 2). Carl's yoga and Pilates classes are fun, welcoming and challenging 3). Rob's Final Cut Class is a hoot. I can tell he really cares about each individual, his music is wonderful and he takes the time to explain, coach and is ALWAYS open for feedback. This is his passion and it shows each time he leads a class and finally - 4). Melissa's S.E.T. class is fabulous. It is the most challenging class I've taken and she works hard to ensure we work at our own levels, constantly challenging us and keeping it realistic and healthy, yet challenging for a fabulous cardio and strength work-out. The staff always says good morning or hello when I walk in the door. The facility is clean! Thank you for the incredible offerings and variety of classes and facilities. Keep up the great work! I have been a member for over 25 years and hope I can add at least another 25 more!

I am very pleased with the Lovell Community Center! The facility, services offered, exercise activities and personnel are excellent! I am very impressed with this community service being offered by Lee's Summit. I attend Tammy's group classes and she is so amazing. She is always prepared, on time, kind, funny, and gives us the best work outs. I would be lost without her.

I cancel my membership for the attitude they have.

I come to Lovell for the group classes and to walk the track or outside on the trail.

I did not know about water aerobics or personal training opportunities. I will be checking them out!

I did not rate any fair or below, but I intend to take advantage of the stand-up paddle at some time.

I didn't know you had half the items listed in survey.

I didn't rate poorly, but I do wish the water was slightly warmer in the indoor complex. My toddler can't be in more than about 30 mins before her lips turn blue.

I didn't rate anything low, but I do think there seem to be some maintenance issues lately. For example, pools closing temporarily for lack of staff or chemical problems.

I do not enjoy the type of instruction from the water aquatics teachers. They are in the water and you can't really see what they are doing or hear them well.

I do wish you would post signs in the workout area to not use your phone while sitting on exercise equipment. Often abused.

I don't appreciate that the rates were just raised and I was not notified before it happened.

I don't like that there has been a few for making plan changes.

I feel discrimination for other culture.

I feel like there's not enough space to do HIIT workouts in the weight room or cardio room. I don't want to be going room to room to have enough space. Also, a lot of weight room ropes and pulls need replacing.

I feel that a family membership should be offered. Individual memberships have gotten far too expensive for a community center. It's cost prohibitive for many families. The registration process is antiquated. A fully online process for all services would be a huge improvement.

I first joined LCC about 20 years ago to play racquetball. The facility was quite new at the time and very clean. I played for about 10 years regularly but had to quit because of a significant knee injury. I rejoined about 10 months ago and use the walking track five days a week. All this to say that this facility is as clean today as it was 20 years ago. The staff is always warm and courteous too. Every employee does his or her job extremely well. LCC is hands down the cleanest, best equipped fitness center that I've ever been in.

I get very frustrated when there are young boys brought thru the woman's locker room when there is a family change room available. The lifeguards all look and act like they have all been grounded and are pouting about it. The teenagers hog the equipment in the weight room. They will all congregate around one thing for extended periods of time. I'm not clear what the young people "working" in the gym are supposed to be doing. They stand on the track and watch over the tail at the basketball courts. They don't know anything about the machines or how to adjust the seats. They really don't pay attention to the members at all. They are more in the way, than anything.

I got a membership here so my daughter could go to the gym with me when I work out. I had a membership at planet fitness. The cardio and weight room equipment are old and outdated without comparing to planet fitness. It is archaic when comparing to planet fitness. I realize this is a community center, but replacing some of the equipment would be a way to attract or keep members.

I have been a member for over 10 plus years before I had silver sneakers. I would still pay for this. Very good parks.

I have had a membership for over a year and my son has had it for about a year. I bought another membership for son and brought him with me. To avoid the CC fee, I wanted to bring a check the next day. I wanted my son to be able to work out and they wouldn't let him unless I paid a \$7 fee. That was absolutely ridiculous!!! We had completed all the paper work and the key card. So, I had to use my CC and pay the fee. No happy at all about that!!!!

I have hearing disability reason. I am 89 years of age (10-06-32). I wish I were younger and full of the right stuff to participate in "cause" I would gladly contribute an "amount" towards the "cause" and then walk around the lake in the daylight hours sun up to? Ester K Braams

I have no idea how to listen to the TVs in the cardio room if I don't have an old school Walkman. Would be good to have instructions posted or update the technology.

I have not been an active member for the past 2 plus years because of back surgery which required me to learn how to walk all over again.

I have not come to Lovell to swim YET. Only been there years ago for my baby granddaughter birthday pool party. I would have TRIED Lovell since Longview was down for 10 days but have not had a chance. I was told that open swim meant the kids MIGHT be in a swim lane and the guards MIGHT NOT kick them out. I swim at least an hour at a time normally so I would not think your facility would particularly LIKE someone doing that but since I've not tried it I really don't know. Appreciate that all have to share. Your facility is not the most favored pool for my kind of workout but I may be pleasantly surprised and thanks!

I inquired about the massage service but making an appointment was cumbersome. So, I gave up.

I just don't like having to do everything by myself.

I just wish I had taken advantage of all the opportunities offered years ago.

I know not much can be done, but the groups that play basketball there are loud and often on the verge of fighting each other. It has reduced my time at Lovell.

I live in Texas and get up there twice a year and it's awesome to use all your facilities by just scanning my bar code.

I love coming up there.

I love that we have the indoor pickleball courts, but having so many lines on the floor becomes very confusing for me. I'm not sure if there is a way to decrease the number of lines to just have the basketball court lines and pickleball court lines. Family changing rooms would be helpful to have another shelf in the shower, but I know that's picky! The trash can is also super tiny for a wet swim diaper! The parking lot I only rated as fair because I came out to my car and found it had been rear-ended and scraped up and no one left a note, and despite talking to LSPR the cameras were not useful and did not show the accident. So, I would prefer better camera footage in the parking lot.

I love the SET classes but they seem too full for the current room (I haven't been in a few months so this could have changed.) Would you consider moving the fuller classes to the gym? Thanks.

I love the staff, good people. My main concern is with the young gym attendants. They tend to stand in a group and talk 15 to 20 minutes at a time and clean only when they feel like it! They need direction and if it's ok to stand around, can they go to a breakroom and do it? It looks bad when the gym is dirty.

I loved your pool until I went to Longview. It is full length and has plenty of lanes so traffic is a non-issue.

I rated the membership options very poor because it would be nice if there was a family plan. It makes no sense to me that over my daughter turns 4 my membership will double in price. All she will be doing is coming to the pool with me once per week. It would make sense to add \$30 to \$50 year per child 4 and over, but adding the cost of an adult annual membership is ridiculous. Children that young don't even utilize the gym equipment.

I really wish staff would police and enforce the rules about dropping weight equipment on the floor.

I stopped being able to use my membership when child care became unavailable. Weight lifting has no hip thrust set up and hodgepodge setting one up is very time consuming.

I switched auto pay accounts and it was painful and required three visits to complete. Seems overly difficult to change an account. In addition, around the rules, my daughter and I have been going to legacy for more than 5 years. She continues to be hounded about wearing a full-on T-shirt instead of a crop workout shirt or sports bra while there are gentlemen running around with muscle shirts completely cut out. Seems like a contradiction between what males and females can wear and really non-value added.

I tagged the aquatic center fair because the paint is constantly chipping on the splash area toys and several pieces of the splash area are broken. I rated the family changing room fair because many times the people utilizing it are single individuals, and not families.

I think the City of Lee's Summit needs to put in more Pickleball Courts with lights. The courts we have are not enough to support the amount of people wanting to play.

I think the Lees Summit community is so fortunate to have such fine Parks and Recreation centers, administration and volunteers that keep it running smoothly.

I think you should invest in a stair master. Wonderful machine, not sure why there's 20 plus treadmills and not a single stair machine.

I truly enjoy the fact I can partake in four different gyms with my membership for a reasonable cost. I realize I've been missing out and will seeking other activities to try to maximize my membership.

I used to attend five aerobics classes on three days. Now only one class is available each day and Kathy does not push on the days she teaches so I avoid her days. I used to go to four Zumba classes a week. Now the only Zumba class even open during the week is Zumba gold. Why can't you bring back more classes? I no longer get that much use from the membership.

I was never notified of my membership expiring and got stuck having to pay the CC fee for it one Saturday morning on my way in. Staff didn't seem concerned that I hadn't been notified. They said they call but the list gets long. I got this email to do the survey. Perhaps that's a better way to ensure accuracy in contacting people.

I wish the weight area was a little more diverse in terms of machines (some are too heavy for me, a 5'5 130 lb. woman) and weights (e.g., bars (not barbells) of lower weight. I have to use a curl bar to do bench presses, for example.

I wish you would get the family membership plans back!

I worked for Parks and Rec.

I would like an advanced water aerobics class option.

I would like to see a speed bag installed. The bag could be checked out at the front desk rather than left hanging.

I would love an aqua fit class to be held on Saturdays at Legacy.

I would love some extended childcare hours, even if it would only be available for a few days out of the week.

I would love the option of a family membership or a student membership. I have a single annual membership, my HS son has a single annual membership, and my college aged son has gotten a 90-day membership over the summer.

I'd like see a Summit Waves discount or add on for members. Perhaps, a discounted punch card or something that could be purchased.

I'm a single grandpa and I like to bring different grandkids with me from time to time for no more than we use the facility I feel the cost for them is too high.

I'm sad that the paddle boards and canoes are no longer free. I think there should at least be discounted for members. I also wish there was a way to have the permission for checking out the bikes on file. It takes a lot of time to do the paperwork each time.

I've contacted and talked to staff with questions and never heard back from them.

If employees are rude it's because they hate their job. If they hate their job it's probably because they don't get paid enough. Duh.

If possible, I would Pay more for a Sauna.

I'm from Independence. You guys blow my socks off!

I am not sure which Facility you are even talking about. You, this survey said Lovell in the email swimming facility. Longview is TERRIFIC. Lovell only 3 swim lanes and I seriously doubt the facility would be happy with me swimming in A LANE for an hour or more but Don't know. What I have found with kids' equipment in swim facilities - the kids rule, the guards do not necessarily keep the kids out of a swim lane. Thanks!

I'm very pleased with the facility and instructors for what I do there. Dixie

In family bathroom, only first shower has hot water. If first shower is in use, cannot get any hot water at all! Women's bathroom has shower issues too.

In Silver Sneaker programs it would be helpful if staff would put out chairs for the senior citizens.

In the aquatic center some of the noodles and weights need to be replaced.

In the weight area I wish you would post signs to limit cell phone usage while on the weight machines. Too many teenagers and even adults sit on the weight machines and text their friends far too long while others are waiting to use the machines. Have a rule, no cell phone usage on weight machines except to listen to music, and enforce it.

Indoor pool has so much chlorine that it not only fades your suit, it's hard to breathe, my throat gets sore and my eyes burn and are red. I never use it now.

It always takes forever with registration. Some of the policies are ridiculous micromanagement. Some of the staff is bossy.

It gets crowded at times with several young kids playing around on the equipment. 8pm is too early to be closing.

It is great for the community opportunity to work out.

It took about 3 months from the time I put a note in the suggestion box that the pedals on the stationary bikes needed to be replaced. The bearings were defective. I also discussed this with facility staff and still no action on getting them repaired. Finally, they were repaired, although they never did repair #4.

It would be beneficial to all if the pickleball courts had a designated beginner court. In the winter the courts could start before 8. The aerobics studio is too small.

It would be great if the facility was open just a bit later or if it had more childcare hours. I would be able to go more often if either of these was happening.

It would be great if the hours of operations were longer, specifically on Sundays until 9pm. It's hard to eat dinner and get there in time to get a full workout in on Sundays. Some of the life guards don't pay attention to the kids and are on their phones when they are on duty. I have watched a parent dive in fully clothed concerned about their kids swimming while the life guard did nothing (J. Thomas) nor did the life guard address it after the fact. (I have only seen that once).

It would be nice if the facility stayed open until 10pm on Saturday.

It would be nice if the gym had more racks and benches for the community.

It would be nice to be able to sign up online for the classes.

It would be nice to have more benches and duplicates of some machines, as wait times for some machines is very long during peak hours.

It would be nice to have optional membership options. I use the treadmill and wright room only, but pay for everything. As a fixed income senior this is costly. Use option plans would be very helpful. Or even a senior discount.

It would be super cool to have a hack squat machine at the Lovell center!!

It's been a couple months since I been to the pool, but it was quite cold every time I went. Air temp was part of it. I see staff sometimes in long pants and sweatshirts on lifeguard duty. Imagine how much colder the kids are when wet. Lots of shivering kids.

It's dirty.

It's a huge effort to keep up the LSPR excellence, but please stay after it, city of LS depends on your quality!

It's a shame to see how much this facility has changed. I have submitted several comment cards, with no results.

I have been a member since this facility opened. I'm considering cancelling. My membership keeps going up with no benefits.

It's just frustrating when the pool or hot tub is down. Seems like they never have the back-up parts needed.

I've been a member for years and my information has not changed. Why do I have to fill out a new form?

Just let us hoop.

Keep up the good work. Please never get rid of the racquetball courts!

Kids summer camp shuts down pickleball courts.

Lack of child care made it impossible for me to use my membership. No hip thrust station makes weight lifting difficult.

Land based fitness classes are too large for area provided.

Lap pool and sauna very dirty.

Lap pool is too small. Not enough dedicated times and lanes for lap swimming.

Last summer I used the reservation when it was free (could rate 5). This year amount for 30min was too high, especially considering there is not enough for my membership cost (very poor).

LCC needs more free weight bench presses. LCC needs bigger signs which state which lanes are designated for walking and running. LCC hand air dryers need to be replaced with more powerful air dryers. LCC needs boxing work out equipment.

LCC. The pool, spa area and women's locker room are disgusting. Since there's the same nasty marks on the walls and floors in same spots, they haven't been cleaned in months. Probably similar to all of the equipment and machines, not just a wipe down but really cleaned. Lifeguards need training on the pool, spa and they also need customer service skill training.

Lee's summit could use some more weight training machines.

Life guards need better training. They are not very attentive.

Lights need to be changed in racquetball courts. Not just the bulbs, but the entire fixtures that allow using multiple halogen type lights (2 to 3) in each fixture.

Like to see a family membership and sauna room too. I think you need to clean whirlpool a little more often, frog slide and waterslide where kids use.

Limited knowledge as only use water aerobics classes at this time.

Little more expanded.

Locker and shower area need more frequent cleaning and sanitizing.

Locker room and shower area needs regular cleaning and sanitizing. Visible mold reported.

Locker rooms aren't always clean. Pool sides are not always clean.

Lots of signs indicating rules but little enforcement. Perhaps incorporate rule compliance into your contracts.

Lots of silly rules and regs. Should have family membership for residents. Need to lower height requirement for water slide.

Love Christa and Jamie! Best water classes ever! I will never take another class with Kathy.

Lovell Facility should provide indoor pickleballs when patrons are playing indoor pickleball. Also, there should be a fifth pickleball net due to the volume of players waiting to play. There were 24 people waiting to play on Wednesday, August 3rd.

Lovell is a great community center!

Lovell is an attractive facility and I enjoy attending the Boom Muscle class on Mondays. Jamie is an excellent instructor, always pleasant, upbeat and inspiring.

LSPR doesn't seem to recognize the needs of Gamber. The aerobics room is too small. In order to get into some classes, you must sign up a week in advance and even then, there is usually a waiting list. Meanwhile, the rest of the facility sits unused most of the day. We were very disappointed with the decision to mow down all the wildflowers and native grasses along the walking path at Lovell. It was a lovely habitat. If there was a valid reason for destroying it, you might want to publicize it.

LSPR is a great asset to the community and I hope it continues to grow.

Massage room should be bigger. We need more pickleball nets in a different location. Dedicated just for the game. Really hoping Lees Summit improves the pickleball courts.

Member since it opened, mainly use for track. Been waiting 2 plus years for replacement. It's like walking on concrete. I use rarely. Walk on track at Campbell when I can. Considering canceling membership until new track floor done. Gym floor gets done every year, PLEASE prioritize track!

Members don't utilize eye guards when playing racquet ball, should be posted "mandatory eye guards" I've seen too many injuries with the ball and racquet striking the eyes.

Men's locker room should have privacy showers like the women. In the family changing rooms, it would be nice if there was a shelf or something to put your belongings on to keep them from getting wet. Also, several times I've thought the hot water wasn't working in these showers but it was actually because it takes SEVERAL minutes for the water to get warm. Also, there's been a handful of times where at least one shower was blocked off as out of order. Also, it would be nice if there was some kind of dress code enforced. I once saw a woman using a bra as her bathing top.

Men's locker room, twice I was uncomfortable as a middle-aged male was walking around the area at sink nude acting weird.

Miss the morning childcare.

More coffee hours.

More space for pickleball without competition from other sports like basketball. Harris is a great space for pickleball but we need more room to handle additional players. Really am wanting a dedicated indoor space for pickleball in Lees Summit.

More time for open swim.

Morning front desk is very friendly, they always welcome and send me off.

Most Aerobics and strength classes overcrowded. This is unsafe due to the virus.

Most times that I use either the family or Women's locker room, they are not very clean.

Move racquetball reservations to web-based, requiring a membership ID to be entered when reserving a court.

Music on Saturday is way too loud and disruptive to pickleball patrons.

My friends have had bad experiences with the staff being rude or short with them.

My one and only complaint, those folks that sit on the equipment in the weight room and look at their phone for periods of time, not using the equipment at all.

My sons love to play basketball. They get frustrated with the amount allocated to shooting and or games. Easy for balls to get stolen as well.

Only been a member for less than 1 week, and therefore at this time haven't utilize many of the services or equipment.

Need another Silver Sneakers yoga class at Lovell. Ty is best Silver Sneakers instructor. She is the only one that asks for feedback and suggestions from participants.

Need bigger pool, more lanes.

NEED CURTAINS OVER WINDOWS FOR PICKLEBALL. NEED NEWER UP TO DATE NETS. PLEASE LOWER OR DISCONTINUE THE MUSIC ON SATURDAY.

Need family plan membership option.

Need more classes for chair Yoga for Seniors.

Need more classes like pre-COVID.

Need more hours for pickleball. If it started earlier people would attend or add more hours at night.

Need more options for personal attention.

Need more pickleball courts. Lines for courts are very hard to differentiate. LOUD.

Need some updates!

Need to add more water aerobics and yoga classes, most are crowded.

Need to keep pickleball nets in good condition

Need to offer more H.I.T. and S.E.T. Classes during the week. Also, more mid-morning yoga (Yoga Basic) classes.

Needs a gym just for pickleball.

Nets are in poor condition on the pickleball courts. There usually are not enough courts to accommodate the amount of people waiting. The aerobics studio is too small.

Nets need replacement, would like to see more proactive addition of additional courts when there are a lot of players.

Nice place. Well managed.

Not a healthy selection for vending.

Not all lady's locker room showers operate well. Need new nozzles and more hot water. Heard about facility from friends.

Not all registration is electronic. I paid extra for my mother last year because the cancellation for winter was awkward. Additionally, my account was compromised this year and it was difficult to get things switched.

Not as many classes as pre-COVID. Had more variety pre-COVID.

Not enough open swim for adults, only open really early in the morning.

Not enough open swim times and not enough lanes.

Not enough pickleball courts at Lovell Center. If I have to wait more than 15 minutes to play, I go somewhere else. If there are more than 8 people waiting, that is unacceptable, which is why I only went there once in the last year. Waited 25 minutes to play.

Not enough pickleball courts available. At Longview and Legacy, partitions between courts like at Harris would be nice, as we are always recovering balls for other courts.

Not enough time for open swim.

Not fond of the instructors' program provided.

Not many vending options. Also, almost rated the pool in Legacy fair because of dirty cloudy water in main lap pool.

Not much on barbell platforms for some power lifting.

Not much to offer in vending area.

Not very accessible for handicapped or adults.

Oftentimes kids under the age of 18 are running amok in the weight room area. They are there to socialize and not to train.

Online registration for fitness classes would be much easier! Also, an easy to find calendar of fitness classes offered.

Online signup and family memberships would be great.

Only two Nu Step machines which are very popular, while others tend to be free. Often have to wait to use them. Please consider adding more of these.

Only been a member for a week and haven't had a chance to get fully involved yet.

Only complaint (slight complaint) is 2 or 3 people walking abreast on the walking track.

Only marked down a little because the rooms (cardio, aerobics, personal training) are often a little too hot in the summer. Thermostat could be knocked down two degrees and leave the blinds down unless patrons open them.

Only tried massage once so not a fair appraisal. It was not always available due to COVID. My trial was pre-COVID and not very user-friendly atmosphere.

Open Swim Time, prime time always seems blocked off for lessons. The wife prefers to swim right after work and had to quit because lanes were never available.

Other insurance, Silver Sneakers.

Our 13-year-old loves it so much we are thinking about making it a family thing. Wish there was a family membership option.

Overall cleanliness at Lovell is not up to par.

Overall great facility. Sara is best fitness instructor in Jackson County, you should have her teach more classes and you'd get better attendance at those. People follow her around other gyms to go to her classes.

Overall, I'm extremely pleased with what I get out of this membership, especially at this price and being a non-resident.

Overall this is a gem and I'm glad to have stumbled across it!

Overall very good job.

Parking lot seems to be trashy at times. Women's locker room is a little dirty at times. I swim 3 times a week and often pick up trash in the parking lot. A leaf blower might help in cleaning up the lot. I don't blame the staff, it's just some members are negligent!

Parking lot lighting is bad. The lights on outside of the building don't come on.

Parking lot needs resurfacing.

Parking poor must hunt and hope someone leaves! More selection on vending.

Personal training area is extremely hot and Wi-Fi is poor.

Personal training cost is way too high.

Personal training room is a little small and dimly lit. It is functional but not pleasant to be in. Less attractive than the rest of the facility.

Personal training room is awkward but I like how the doors have been removed.

PERSONAL TRAINING ROOM IS SMALL.

Phone 919-797-4796.

Pickleball court lines are very confusing, there is a lot of glare, no separation of courts, nets need improvement.

pickleball courts could use more curtains between courts and more pickleball hours.

Pickleball courts need quality nets. These nets are lower than regulation, always needing repairs and adjustments. Would be nice if proper balls were furnished and we wouldn't have to buy them.

Pickleball courts poorly marked.

Please be observant of children playing Pickleball without parental supervision.

Please check the water temperature of the pools and warm the water. The temperature of the water in the pools is generally too cold, especially when it's cold outside. Also, please consider a smaller annual fee for kids age 4 and up that can only use the pool. Paying for a full membership for a 4-year-old or slightly older that basically can only use the pool area definitely need to be looked at and the price needs to be reevaluated.

Please educate staff for work before you they said you don't pay the membership. I feel really discrimination, and also in front the everybody keep confidentiality have. If you want more information call me: 816-797-3884. I decline the membership and more person are the same. Alejandra Martinez de Johnson and Jon Johnson.

Please get more cable attachments for the personal training room, also a chest supported row machine would be great, but these are just minor concerns. The leg curl machine has been out of service for a while as well.

Please keep childcare, and I hope it stays open. I know a lot of moms left because there was no childcare. Please make this a priority.

Please scrub the pool.

Please send me info on Silver Sneakers. Have you taken advantage of other facilities? Not yet! Complications!!

Please upgrade the equipment. It is why most people use the facility. It is an awesome facility, bring it up to today's standards and less of an old YMCA.

Pool at Lovell has something in it that tarnishes sterling silver jewelry it's a pain this does not happen at Longview?

Pool dirty around edges and slide, foam 2' deep in hot tub. Get decent pickleball nets. Saturday Zumba music VERY LOUD and OBNOXIOUS. We have to scream to let the partner hear us serve.

Pool hours and availability changes. Pool shuts early and unexpectedly due to staffing. Pool lessons are done at hours when members who want to swim after work are shut out. Then just a few minutes after lessons conclude to use the pool at all. A better structure needed for scheduling. Better communication needed as well. If I call ahead to check pool availability, then arrive, the pool is closed or used for lessons.

Pool is always so cold.

Pool is closed for swim lessons too much.

Pool is dirty. Family changing room and locker rooms dirty including bathroom area. Main reason I don't use the pool at this facility.

Pool is way too shallow for adult swimming, exercising or enjoyment. Not enough hand rails for adults. It would be nice if there was a part of it that children would not use that would be quieter and allow effective work out space.

Pool needs to be cleaned more often. Looking cloudy and discolored past few times we've been.

Pool treated with noxious levels of chlorine. Hard to breathe, black suit now faded to a brownish color due to excessive chlorine levels.

Pool water during winter months needs to be warmer. General cleaning. Sinks no water.

Pool water is too cold. It makes my arthritis worse.

Pool water too cool for classes.

Pools frequently closed due to chemicals. Water cloudy at times.

PT classes had too big of a swing of competencies and I was not anywhere near the levels. I just felt it was too much too fast for me.

PT room is small and poorly ventilated.

Put money into paying the employees so grown adults don't make less than 15 an hour, makes it better for a customer.

Racquetball reservations need to be moved to a Web-based process, using your membership ID with a password to gain access.

Really clean it, not just a causal wipe down.

Really disappointed in the fact that we got an annual membership for a child whom the swim lessons got pulled to another location. Defeats the purpose of the membership now since it does not include childcare. The management has given disjointed information, has placed blame on others for registration conflicts rather than solving the problem, has promised phone calls from others who could solve registration errors and those individuals never called. We've been charged registration fees for swim lessons our kids were wait listed on when they were in the class previously and we never heard back from the person who was going to process the reimbursement. We were informed by several lifeguards that the leadership at this facility, namely one person, was so miserable to work for, under that many were anticipating quitting. This wasn't super professional on their part but wasn't surprising given the response we've received from the same individual.

Refer to family changing rooms.

Registration is a bit confusing. Somehow, I ended up with two different accounts.

Registration is confusing, and bringing a guest is a bit of an ordeal.

Registration is way too difficult. Wanted to obtain swimming lessons for grandkids and left a message but received no call back. People at front desk only said to go online to register but given inadequate information online.

Registration process is outdated. It is 2022, why are we still submitting paper voided checks? Why can't I control my membership and edits online? Why must I show you my license AGAIN, didn't I just show it to change my membership? This process is terrible.

Request more bench press weight benches. Request better running track lane signage.

Requiring masks on the racquetball courts was ridiculous. People who were concerned about exposure stayed home.

Return to later hours of operation, need separate open swim area from lap swim, not convenient.

Rules are not enforced in weight room. Especially the young men slam very heavy weights on the floor to attract attention.

Safety is a concern. I've experienced several safety issues with other visitors improperly using equipment and dropping weights hard. Also, I've seen young children in the weight room unsupervised. The upstairs needs to be better monitored by staff. For example, this morning I had an individual cut in front of me while I was lifting.

They could get hurt doing this.

Service is much better, but the personnel who clean the gym equipment are consistently wondering around aimlessly not cleaning, and getting in the way more than anything. I feel like I'm cleaning the equipment more than any of them are.

Should have a family membership option and or kids 11 and younger who are not allowed in the weight room should not cost as much as an adult.

Should have family memberships.

Shower area was not clean, shower heads needs to more flexible for short people. Classes are overcrowded due to virus.

Shower stalls have shower curtains that don't fully cover shower opening. Not very private.

Showers need to be cleaned better, especially the curtains they often have mold.

Signing up for class is terrible.

Silver Sneakers classes are too few and too crowded!

Some high school students like to text their friends while using weight machines. Constantly have to ask them to move so I an exercise!

Some of the aerobic classes get extremely loud (music). I literally have had to leave the facility due to the loud music which is mainly on Saturday and some evenings.

Some of the equipment and free weights are worn and can be replaced.

Some personal are not efficient. Let us wait around the desk because of slow computer (?).

Some showers were inoperable in the women's locker room. Child care is difficult to access and takes a lot of time. Passes should be sold at the front desk but everything else in the process should occur in the child care room.

Some younger weight area users like to congregate in areas of the workout center, equipment for extended periods of time and chat. Some run around and talk, yell at one another.

Sometimes slippery walking from pool to women's locker room.

Sometimes the lifeguards don't say anything to kids jacking around in the lap lanes when it's lap swim only.

Makes it difficult to swim laps.

Sometimes the restrooms and showers need attention. The challenge, people are rude and disrespectful. Hard to change that.

Spa is out of order quite often.

Staff friendliness poor during COVID restrictions.

Staff Friendliness, Staff Knowledge, General Safety of the Facility and Rules, Regulations and Policies, Excellent!

Staff in lobby are very helpful. Staff to clean work out equipment stand and talk to each other, they don't wipe down equipment and acknowledge any members. Don't care about doing job hired for.

Stairs master or ladder would be a nice addition.

Strength training equipment is in a very small area.

Swimming lesson are right in time after work where I can bring my toddler to the pool. So, we can't use the pool.

The lessons are over about the time I need to be putting her to bed.

Teresa is terrible and should not be on staff.

Text communication would be great.

The family changing room has a shower that is radically affected by a flush of any toilet (especially dangerous for children). I have REPEATEDLY mentioned this problem every year when these surveys are given.

Thank you for putting up the 4th net on Saturday mornings for pickleball!!! It would be nice if that could be done more often. In fact there are times when a 5th net is needed!!

Thank you for the beautiful flower pots at the entrance to the facility. The colors and diversity of plants always make me smile when I arrive or depart. Is the approximately 5-mile bike, run, walking route part of this facility upkeep? Is there any way to have an alternate route along Colbern Rd? Sometimes when I run the entire loop I become uncomfortable running alone along a busy street. I really like the scenery and paved path all the rest of the way. Thank you for using my tax dollars to provide the resources.

The aquatics center, several of the items in the splash area need painted with water compatible paint. It is constantly peeling. Also, the wheel to turn the water on or off at the buckets is broken and wobbly. The family changing room, there have been several times when the water in the showers doesn't get warm. Also, there have been men solo in the family changing room. I think it should be reserved for families only.

The bikes squeak and are just unusable.

The childcare is great when we have used it, but would love for it to be more consistent in the evenings and weekends (I know staffing is an issue though!). I also would love for an online registration process or way to book kayaks or paddle boards.

The Community Center is a wonderful place for me to maintain my fitness (I'm 65). The yoga classes are very beneficial to me!

The cycle room is very small in my opinion. It feels very cramped when classes are fuller. It would be nice if the pickle ball courts were not using gymnasium space but were a stand alone feature.

The equipment in the strength training area needs updating and expanding. Some machines are very worn and at busy times it's hard to get on equipment.

The facilities and programs offered by the department really greatly improve our day to day lives.

The facility is CLEAN, CLEAN, CLEAN!

The family changing room is small and needs to be updated!

The family locker room is often very messy, it's explainable due to all the little kids coming from the pool. I guess it's just sad that other parents don't clean up after their kids. It probably just needs to be checked more regularly.

The female teenagers that work at night are more concerned with their cell phones and talking with their friends that come in. The male teenagers are a little better but not by much.

The floor of the men's locker room and the lockers are not cleaned often enough.

The four existing facilities are servicing central, east and west Lee's Summit. Nothing is available for the many residents on the north and south sides of the City. This must change! I should not have to travel one way a minimum of seven miles to a facility!

The gym is being kept up really well, always clean and tidy.

The hot tub is poor because it's DIRTY, and needs defoamer when it's running.

The lap pool is always very dirty. I attend aqua classes and every morning the area between the steps and slide is very dirty. The entire facility isn't clean like it used to be.

The large windows at the north end of the gym create a lot of glare. Need better pickle ball nets they are not in great shape even the new ones. There are not enough courts. Aerobic studio is too small.

The legacy park weight room is full of men. I am uncomfortable holding them up to use the equipment. There should be a woman's weight room. Just a small circuit of weight machines would be great. There should be treadmills in the cardio room, currently they all are in the weight room. Spin class type of bikes should also be in the cardio room. Currently they are all in the cycle room, open for classes only I believe.

The Legacy walking, bike trail needs repair.

The life guards are not friendly

The lights in the Pickleball gym are too bright and glare from the floor to ceiling windows is blinding.

The locker rooms are dirty. The spa is never opened anymore. The pools schedule is a little too packed. There's not a lot of time to just swim anymore.

The machines rarely get clean adequately. I have personally witnessed employees turning the sign from red to Green without cleaning the machine. Also, the cardio room has too many fans blowing in your face. Particularly during this COVID time I think the fan should be turned down. Also, the toilet in the handicap stall has a very loose seat. I reported this item almost two years ago.

The membership fee for younger children seems excessive and the children's pool was often turned off when visiting.

The men's locker room floor is frequently dirty.

The only staff member I've ever had an issue with and I know many others who feel the same, including other staff is Teresa. I've experienced her in the gym environment and through my child's birthday party at the pool. She is consistently rude to myself and others.

The parking lot is at times very crowded, sight lines are only fair and there is a lot of pedestrian traffic, including young children. But, it is, after all, a recreation center.

The PB nets were a mess until recently. We purchase our own balls because they are not furnished. We need dedicated indoor courts.

The person at the front desk was not knowledgeable about the insurance provided membership registration process and was not helpful.

The personal training cost is ridiculous, it should be half what you currently charge. I guess it's only for the rich.

The pickleball courts are not up to standards of other community centers I have used. The bleachers are right on top of where you are playing. It interferes with the play and someone is going to get hurt.

The pool and hot tub are sometimes just grubby. I'm hoping the annual service will clean those up a bit. The locker room showers frequently have wads of hair over the drains. The lights outside if the building need to be on at night to better light the parking lot. It's pretty dark and hard to see people walking through the lots. The pool has gum on the edges and has had it there for more than a year, on the north side.

The pool is dirty. There has been chewed gum and a used band aid on the inner pool ledge for months. The family changing rooms and the women's locker room are not clean. I very seldom use the pool area for that reason. I don't hesitate to tell people why when they ask.

The pool is very cold. I don't believe your reported temperatures. There is obviously a huge difference between the kiddie pool and the regular pool.

The pool isn't as clean as it should be.

The pool should be opened up for the kids afternoon through the summer fully functional slides working everything.

The pool was cloudy. The hot tub was disgusting. There was a brownish, red substance all over the bottom. The family locker room looked dirty. The water in the toilets was yellow. Overall it made me not want to come to LCC again, the only reason I did was because the Longview aquatic center is be.

The pools have greatly improved.

The racquetball courts are like playing in a cave, very dark. Change the entire light fixtures out so that each light fixture has multiple lights (halogen for example) in each fixture.

The registration process needs to be more automated and more options for payment. I don't write checks and that was the only option to pay which I had to go to the bank and request counter checks to sign up.

The registration process takes way too long.

The rooms are not big enough except for the gym. More elliptical equipment with TV's would be nice.

The room gets hot!!!! Was better in the gym

The rowers are old and the row times disappear. Please add a stair stepper.

The shower was leaking for days in the women's locker room. Maybe it is fixed by now but it concerned me how much water was being lost. Is there a better area to do stretching during a regular normal time period in the gym?

The showers are dirty with mold on shower curtains. I use the same shower most of the time and looked at the same hair ball on the floor for over a month.

The showers in the women's locker room are never clean, their toilet paper is always out in the stalls. There's always hair and everything, I wonder how often they sweep and clean out the showers and the locker room area. The hot pool always seems to have a layer of gunky mold floating around the edge. I don't think there is one lifeguard I have ever seen smile or say anything to anybody. I have AVN, and can only utilize the pool areas for my exercise, and it seems to be closed a lot. Or they're short staffed and can't be open because they don't have enough lifeguards. The swimming lessons in the summer of seem to taking over all the pools in the evening when most people get off work and want to come exercise. it just seems like something is always broken down. And if they close the pool area for lessons or anything, why can't they leave the kiddie pool with the lazy river open if they're not using it. My husband and I have been turned away from exercise because they had something going on in the big pool but nothing was going on in the lazy river pool. The bathroom scale in the women's restroom is always out because the batteries are low or need changing. I tell them and come back the next day and it's still out.

The SPA (hot tub) is "down" much too frequently!!

The staff at the front desk messes up nearly every single time I have any questions about my account. There are still children listed under me that are not my children. I wanted to add my teenager to my account and they set the account up as a brand-new account instead. It took months for anyone to correct the mistake. Once it was corrected and the payments were sorted out my daughter is still not on my account and I'm afraid to try to add her because I was about to add her in person with a check but again the ladies at the front desk were trying to set up a brand-new account. After I explained to them I had an account I just needed to add a family member they told me that is how I am supposed to do it which is what led to the last fiasco the last time that city hall had to correct working with a manager of LSPR. The ladies that insisted I sign up a new account were also rude. The other older lady interrupted me and my daughter talking to tell us to move when zero other people were in the gym other than workers.

The staff does a really good job at trying to keep order of disrespectful youth. At times feel sorry for them having to babysit unruly children.

The staff is excellent!

The staff is frequently confused and doesn't know easy answers. When I signed up I wasn't given any information about my membership. Everything I know I learned in classes. The class instructors have taught me more than the front desk staff.

The structures in the splash area of the pool need to be cleaned and repainted. In the lap pool, I frequently see bugs at the bottom of the pool. They are dead but

The treadmills are way overdue in being replaced.

The walking track could use a little updating.

The walking track is kept up very well, my only complaint is I wish it was longer. Maybe someday it could go around the entire building. We can dream, can't we? Lol

The website needs an overhaul, challenging to browse classes.

The weight room is always full of men and I don't feel comfortable using the equipment and making them wait on me. There should be a woman's weight room. There should be some treadmills in the cardio room, they currently are all in the weight room. I like the cycle bar type of bikes and there are none in the cardio room, all of them are in the cycle class room.

The Women's Locker Room often has mold in the showers (especially the curtains). Are they sprayed down with a Bleach or Disinfectant daily before closing??

The women's locker room, particularly the showers, frequently looks like it hasn't been adequately cleaned. The new shower curtains on some of the stalls are an improvement, but often the curtains are not hung properly, missing hooks, and the shower walls and floor are dirty. The trash is picked up and emptied regularly. The toilet stall is generally clean. The lockers are fine.

The workers are very unfriendly and rude to guests. Many times, we have had problems with them being unkind to my 17-year-old daughter. They CONSTANTLY argue with her about having orientation. She's been coming there for well over a year, 5 days a week, and she is continually harassed. We will be leaving soon. It's ridiculous.

The young staff need to address clean me signs more promptly instead of being on their phone, chatting with each other or looking over the balcony.

There are always multiple machines not in service, the staff don't clean machines and mostly walk around aimlessly. The middle aged, older staff can be rude and short at times. Otherwise, we have positive experiences.

There are several times for you have gone up just to use the hot tub and it's been closed due to chemical in balance. Not rocket science.

There aren't enough pickleball courts. Some of my friends and I have quit playing because the wait to get a court is too long.

There have been several bugs crawling everywhere while we're working out in the classes. I also think that there should be family rates. I go there to exercise but I have small children that would only partake in swimming. To charge a 5 and 6-year-old a full rate as an adult is ridiculously expensive. I wish there was more consistent childcare.

There have been several times when the staff is very unfriendly at the front desk. For instance, I was walking out when I stopped at the front desk to tell someone the water in the large stall in the family changing room was not getting warm. The man told me he would be with me in a minute, and when I said I just had a quick question he rolled his eyes at me and sighed. I then asked if he was aware that the water in the changing room does not get warm. He was exasperated and asked me which stall it was in. The check-in process for a one-time visit is far too time consuming. Membership options do not make sense. There should be a family membership option, or adding children ages 4-10 should add only \$50 or so to an annual membership. It should not be the same cost as adding an adult.

There is an unrelated issue that occurred this morning at the fitness center. Three old men were unkindly watching my wife as she walked around the upstairs track. One made an unkind comment to her about her female parts and laughed. I witnessed this as I was biking in the corner of the track. This occurred at roughly 8:55 AM. It would be on your security cameras.

There needs to be more pickle ball court availability.

There should be a policy in the weight room banning cell phones. People sit on the exercise equipment and text, blocking the equipment.

These are excellent activities that I look forward to using.

They can stand some improvement, hot water, clean floors, things left in the lockers. Pickleball equipment always needs repair. You need someone there that knows about pickleball and how to maintain.

Think you should put a piece of indoor, outdoor carpet down the middle of the women's aquatics dressing room, scared I am going to slip on water and fall.

This is a great facility with an awesome, very friendly staff! Thank you very much and hope you have an awesome day!

Too many lines on pickleball courts not relevant to play, and of different colors on each court. Very confusing.

Too many teens congregating in fitness area and personal training area (not exercising).

Too many yoga classes. Not enough 5:30pm class variety. No cardio, strength classes. I have gone from being 6 to 7 days (1-2 hours) to 1 day, 1 class, it's a shame. I loved coming to the gym, now there are no classes.

Too much closing of the gymnasium for pickle ball and, or volley ball. Also, the dance classes take up the basketball courts too much.

Too much effort to explain it all.

Treadmills are showing age and ladies room next to cycling room appears to have ongoing problems with one or more stall doors and toilets.

TV's on the treadmills are always out of order. If the TV works the remote doesn't. Usually only one maybe two work out of seven. VERY FRUSTRATING.

Unruly children in the fitness areas and pool areas.

Upstairs weight area needs to be monitored by staff full time.

Used to have low dividers to keep pickleballs going into another court. Members are buying the balls not the facility. Should always buy pickleball nets with Velcro Corner Dividers to the other side of the gym need to be replaced.

Usually only one of the card readers is available, it was convenient to have one at each end of the counter. I never take classes that have an extra fee even though it might be a class I'd enjoy.

Value of membership, it's a little expensive. I just use it a couple of days per week.

Vending area could use more variety? Pickleball courts, it's a net setup in the gym not a dedicated court. But it works so it's fine. Men's Locker Room, would much prefer private showers.

Ventilation is not very good at times.

Very disappointing that swim teams are prioritized over members when using the pool. Not enough lanes for people to use.

Very good facility with courteous staff.

Very Satisfied.

Very thankful to have such a facility to go to.

Walking track is too small and too short. In winter gets too crowded, and people don't follow instructions.

Water aerobics are not at a convenient time. Value of membership, if it includes Harris Park why does it not include waves?? I would like to come right after work but you have swim lessons every day of the work week.

Water aerobics is not well instructed. They need music and choreographed regimens.

Water aerobics should be taught outside of the pool.

Water aerobics, Heather, is excellent. Kathy is aging and we should strive to help her with at least 1 additional day instructor (she has 3 days and should max at 2). Life guards should show some care for the water facility. I hope this winter the heater holds up, last year it was not working properly.

Water too cold.

Water too cold.

Way too many questions on the survey, simplify to Is it clean? Is it cost appropriate? Are the staff friendly?

Way too long to continue to implement the masks, especially when people are working out and the nit pickiness of it. Taking names if not up was ridiculous. Also, make sure the kids you hire are actually cleaning and not chatting the whole time. Keep them busy.

We "are not" members! Fran Hummel. --RIS noted on 11.15.22 Silver Sneaker membership is active.

We absolutely love this community center.

We need better weights for the water aerobics classes.

We are lucky to have such nice facilities.

We can't evaluate fair because all the people. It means I don't feel welcome, I feel discriminations, I know more people about please talk the staff they have manners to work with people the other cultures.

We do have concerns about bikers sharing the walking path. A rude biker rode between us without warning and almost hit me. He came quietly and did not call out.

We have great facilities. Just need it a little cleaner in the locker rooms.

We have kids that had memberships for years and are now in college. When they come back it's a very cumbersome process to get them in. I would love to see some kind of pass they could buy that we could prepay for visits rather than stand in line every single time. Just an idea.

We have moved to Springfield MO. Please remove us from your mailing list.

We have moved to Springfield MO. Please remove us from your mailings.

We have NO memberships.

We joined for cycle classes. Originally, we had 1 to 2 cycle classes available EVERY day except Sunday. I tried the other classes but they were terribly overcrowded. Now I think there is 1 class during the day at Longview and 0 or 1 at Lovell. I just gave up this week on waiting for you to come back from the pandemic and moved to a different facility. I wish my tax dollars were supporting a gym that supported my needs.

We moved across town and Gamber center is much closer. I use their exercise, equipment room. The weight machinery is completely outdated for a LS facility!

We need a family and couples membership option.

We need more flexibility with the thermostat in the group fitness room. There tends to be a lot of dirt in the corners and along the walls that maybe is overlooked when cleaning.

We need more Pickleball courts. Too many people are waiting while 1 or 2 play basketball.
We need quality yoga every morning!

We only use the swimming pool in the facility and would like to be charged for only the pool use. My husband and I pay for the whole entire facility and park and don't use it, why can't we only pay for what we use.

We're there because we're seniors using the Silver Sneakers. Having recently joined, we haven't really had a chance to use all of the facility within the facilities. Hope to in the future, though.

We've moved to Florida so the reasoning to cancel newsletter, membership.

Weight room gets crowded. Not a deal breaker and I understand space limitations, but in an ideal world, more room and weight racks.

Weight room is pretty dirty compared to a few years ago. The only time things seem to get cleaned is when patrons wipe things down themselves. Barbells always full of grime, clumps of dust on the floor, etc.

Weight room small not that much equipment. Same with strength training.

Wish I could renew membership online instead of having to call every year.

Wish the Zumba classes could be held in enclosed room as before COVID. Acoustics are horrible in gymnasium especially when shared with basketball!!!! I go for the music which you cannot hear above the bouncing balls and you can't dance if you can't hear the music!!

Wish there was more.

Wish there was more room, equipment to use up stair's for weights. Some people take up the machines for a very long time and there are no other ones available. Also wish there more of an area for people to do stretching and non-weight related work outs

Wish there were better options for college students who are in town June thru August, and December. Like a college student flex plan.

Wish there were more high intensity classes during the weekday mornings, especially Tuesdays.

Wish walking track was longer.

Women's locker room always seems dirty. Floor is dirty. Hair on counters, on floor. Faucets don't all work.

Women's locker room could use better curtains. Aquatic center needs more open swim time.

Women's locker room is not cleaned very good. Whirlpool is often closed.

Women's locker room needs maintenance and cleaning more often, always runs out of paper towels. Cleaning of equipment in cardio and weight room, cycle bikes next to track, cleaned more too. Hot water for drinking in lobby should only be used for that, has coffee taste residue. Whirlpool needs updated, most times shut down.

Women's locker room, showers. Often times shower corners need scrubbing because they appear to have a scum. Sometimes there are wads of hair on walls, corners, or in drain. Underneath shower benches often are not swept. I see hair scrunchies or clothing tags that might be underneath for a week or two. Lockers, oftentimes I use the same empty locker for a period of time. I have noted the same debris on the locker floor for weeks at a time. Thank you for changing shower curtains at a fairly regular cycle. Sometimes the shower side becomes discolored but a person cleaning the shower would not see the discoloration because they would be working from the outside of the shower curtain. I totally understand that as a building ages the upkeep can take more time or more intensity. Basic "elbow grease" is often the better solution but time and skill level of cleaning crew can limit quality. But for sanitation and safety of the public use these are a few items I have noted. I have been using the facility since it opened. In general, I have no complaints.

Women's showers are not adequately cleaned on a regular basis. Pink mold is regularly found. Shower heads need to be replaced. Pool is not kept as clean as it was in the past.

Wonderful Facilities!! Staff is friendly and welcoming. Only problem is the mold in the showers.

Would be good having one way Arrows the stretch of road going by the entryway. Dangerous for pedestrians.

Would be nice if there was a pickle ball instruction class to sign up for.

Would be nice to be able to pay Quarterly or 6-month pass.

Would be nice to have a child membership option since they can't not access all amenities.

Would be nice to have nets to separate the courts to reduce balls going into other games. A bit dangerous.

Would like the water in the kid pool to be warmer. My kids are cold when swimming in the pool and the water temperature is not warm enough.

Would like the water temperature of the pools to be warmer. Many times, kids are shivering while in the water.

Would like to see a stair stepper (master) machine in cardio room. Also, would like some of the weights to be upgraded in weight room. Lighter benches for lifting weights, they are heavy to move.

Would like to see an air bike added upstairs.

would like to see more free fitness classes.

Would like to see more Ramp the Amp programs free, local entertainers often are very good. I suspect many residents do not attend because it's simply not in their budgets.

Would love a way to sign up and cancel memberships online.

Would love to have option to sign up for classes via online means vs pen and paper on site!

Y'all need to clean up for real.

You all have great facilities and staff!

Yoga classes need more space. Large class size but small space at Longview.

You don't have all facilities listed.

You don't pay enough so the employees are kind of mean, plus they aren't trained on how to use the computers so they're slow.

You guys ROCK!!

You have a lot of interest in pickleball at Lovell, year-round. 1. Set hours for use from 8AM to 10AM Monday through Friday. 2. Use all the gymnasium area for 6 courts. 3. Get better side barriers. There little or no use of the gym during this time. Schedule evening time from 7PM to 9PM Monday through Friday. There are too many patrons interested in this sport to limit them for very small numbers of people that could come at earlier or later times to get use of this facility. It is embarrassing to see 3 people on the basketball courts with 12 or 14 waiting to play pickleball.

You need classes for people who work.

You need to move Gloria's Silver Sneakers classes from Gamber to LCC. We participated in her classes for 3 years prior to COVID. At Gamber we have not been able to get in due to small class size.

Your staff is not friendly and difficult to work with.

Your team is doing awesome job.

Comments

A big improvement on the time period for lap swimming compared to last summer. Thank you.
I like the atmosphere at Legacy. Especially not having music piped in. Good management of pool area and the life guards do a good job. I'm a happy customer!
Need another Silver Sneakers yoga class at Lovell. Yoga Class with Ty on Fridays at 11:30 after her other class would work out well.
Need more openings for classes. Classes are too limited you could use a larger room or add additional class opportunities. Example: chair yoga.
Regular, dependable childcare is a critical component to legacy, so pay them better and get a great dependable childcare program!
1) Overall cleanliness and upkeep of facility has decreased since Covid. 2) Appreciate hiring younger people, but they seem to just stand around and talk to their friends.
A little over a year ago, we were pleased to learn that our health insurance carrier (United Healthcare) partnered with Lee's Summit Community Centers to cover membership fees. The program, designated 'Renew Active' was described to us by J. Thomas Lovell staff as a 'full' membership with all rights/privileges, essentially equivalent to our 'Annual' membership. We converted our (Lee's Summit resident) annual memberships to the United Healthcare subsidized 'Renew Active' membership on 06/01/2021 with the understanding that the 'Renew Active' memberships would be, for all intents and purposes, identical to our previous 'Annual' memberships. The 'Renew Active' membership does in fact grant us access to all four Lee's Summit facilities including pool, weight room, and group classes. The only exclusion stated was for personal training, which is also a separate charge for 'Annual' membership holders. However, when we recently (Sent an email to Erin Keeney on 09/07/22) inquired about participation in the 'RevUp' session, we were informed that our 'Renew Active' memberships do not qualify as 'Annual memberships' and that we would be required to pay full (\$135 each) price for the 'RevUp' session. This seems to be in contrast to how the 'Renew Active' memberships were originally presented to us. Ms. Keeney implied in her response that there was a price reduction (or perhaps waiver) for the 'RevUp' session for 'Annual' membership holders. Ms. Keeney's justification was that, as 'Renew Active' members, we pay \$0 for a 'Renew Active' membership while the annual membership costs \$233 a year. Although true, we pay \$0 for the 'Renew Active' memberships, we assume that the Community Center is not providing 'free' 'Renew Active' memberships, but rather is receiving the equivalent (or at least a negotiated) amount from United Healthcare to cover membership. So, it seems that the 'Renew Active' and 'Annual' memberships are suddenly not equivalent. And, further, the difference seems somewhat arbitrary. As it is most probable that United Healthcare is indeed compensating the Community Center for the 'Renew Active' memberships, we do not understand why 'RevUp' should incur additional cost.
A personal training session should come with the membership so you can be taught how to use the equipment.
A steam or sauna room would be great, this is the first gym facility I seen without one. Outdoor handball/racquet courts would be great.
Absolutely love the aquatics leaders!!!
Aerobic teachers are good however some of their "friends" aren't and this reflects on them especially when ALL (of them) talk about people that attend their class.
All in all, it's a great value, but the overcrowding of high school aged kids in the gym is over bearing. They are in the way often and hoard equipment. It's great that they want to work out, but the posing, snap chatting and ego lifting is hard to work around.
All of the good bikes in the cycle room got sent to Longview. I miss having nice bikes at the Lovell center!
Always no childcare.
Anna and Tammy are FANTASTIC! Without them and their classes, I would not be a member.

Aquatic center. Hot tubs are consistently closed for maintenance, a few days a month nearly every month. Hot tub is also closed for swim lessons or adult swim groups for no apparent reason (they do not include hot tub use or don't appear to be affected in anyway) Hot tub is closed for cleaning on Sunday nights which is the least practical time to close the hot tub (or clean it in the morning during working hours when the majority are gone). Personally, I think If a parent is present, there should be a lower age requirement for the hot tub like "Must be 16 and older, or 14 and older with the presence of an adult." Gymnasium — Basketball courts. When using pickle ball, many times no one is playing pickle ball and yet the basketball courts are closed and the hoops are raised to the roof. Divide the gym in half (half pickle ball and half basketball) for some reason there is one additional pickle ball court set up on the basketball side (one more than half) and it's almost never used. Pickle ball hours should be coordinated between J. Thomas and Longview. For example, Monday nights both locations close their gyms for pickle ball. It would be a better fit if they alternated locations. Both sports could be played every night. Pickle ball should be morning and 1 night a week. Kids get out of school and should get basketball time after 5pm.
Aquatic Center not big enough since have to share with swim teams. Not enough room for personal water exercises and not enough time options for water exercise classes.
Aquatics center keeps having trouble with filtering and chemistry.
Aquatics center needs updating. It is very small.
Areas are small and classes always too full to schedule. Track is too small and walking one direction makes me dizzy.
At least one bicycle needs maintenance. Fans often need turning on and re-positioning.
At least one of the pickleball nets need to be replaced.
At Longview, I have trouble getting in and out of the pool at the end where the water classes are held. Also, the showers are way too small.
At Longview, if you are a lap swimmer the open swim times change ALL the time. Without any warning. What is posted on the website is never accurate. Between water aerobics, swim team leagues and triathlon training classes, you never know if you can get a lane. Very frustrating.
Attendants in the weight room area stand around a lot. I hardly ever see them cleaning machines or other areas.
Not enough pickleball hours.
Barriers to keep balls from going to the other side are falling apart. Need new cardboard to keep balls from going under the bleachers.
Be more open to suggestions from members.
Been a member since this facility opened.
Before COVID, there were many, many more exercise class sessions. We went to a cycle class 3-4 days a week. We wish you would resume that schedule.
Before COVID, you had at least one cycle class every day, typically one or two in the morning and another in the evening. I just looked. LCC has one class during the week and one on Saturday. Longview has two on Monday and one on Saturday. In our experience, most of the cycle classes were full with waiting lists. Do you intend to go back to previous class frequency? We're having to look at other gyms for more frequent cycle classes.
Bikes need service! Why have them if some are broken or missing parts?
Brought family guests in for the summer and check in staff did not demonstrate an ability to problem solve and charged a ridiculous rate.
Cable Machines in weight area could use updating.
Can't evaluate at this time since I haven't used this facility for several years.
Can't rate at this time since I haven't used Lovell (I assume that is what I still call Legacy) facility in several years.
Cardio equipment. A lot of the treadmills are a little wobbly, like the floor isn't flat under them.
Cardio open stride machines at the LCC need to be fixed and looked at multiple times throughout the year. Water temperature in the pools need to be warmer. Thank you!
Changes to membership (add or drop) can be annoying.

Childcare has been irregular and unreliable and has impacted our ability to exercise on a regular basis. We were instructed to buy an annual membership for a 4-year-old because it would be required for childcare, just to find out that the childcare cost is completely separate. The aquatics schedule has also been unreliable. The staff's knowledge of whether it is open is also unreliable. We've driven there, kids ready to go, after checking with staff to be sure it was open just to get there and find out the pool is closed due to a class or something else actively going on.
Childcare membership expired even though they don't have staff on there, and it's always closed.
Classes are not convenient for those who work during the day.
Clean equipment. Clean equipment after everyone uses them. Make sure rooms are cool enough.
Cleaning is poor. Water aerobics equipment, noodles and weights, need replacement after Covid chemicals took their toll on the equipment.
Cleanliness is a factor in aquatics and women locker room. Additionally, the pool equipment for water aerobics needs upgrades.
Closing early on weekends is irksome. I have more time later then but LCC is closed.
Cold Plunge Pool!
Computer program at front desk seems very slow and out dated.
Concerned lately with some young children in the weight room. I thought this was against the rules?
Contact, not at all I live out of state and visit only when visiting my sister who lives in Lee's Summit. I only play pickleball.
Cooling the rooms. Have all people take the time to clean every piece of equipment they use. Have your whole staff get Covid shots.
Could use more machines.
Court marks are confusing, but ok for a multi-function facility. Would be helpful if the window glare could be controlled by adjustable blinds.
COVID really changed how I see this type of facility. Even though I used to use the facility 2-3 times a week I haven't been back yet. It's not you, it's me.
Dealing with the front desk at this facility always takes significant amounts of time!!! Longview is knowledgeable and quick. So much easier to work with. I joined for the aquatics program. Teachers at Longview are significantly better. I suggest teachers share strategy. I wish there was a discounted family rate.
Dirty, mats NEVER cleaned, hot, equipment is "hidden" by the paid trainers in their room so even though we paid for it they hide it and bar normal patrons from using it (free weights, Bosu ball, etc.). They should not be able to keep equipment away from those who paid for it.
Disappointed in the recent membership price increase.
Don't give in to Evans. He played the race card too soon! Too bad the Mayor threw LSPR under the bus. He won't get my vote Ever!
Don't much like gym rats camping out on weight benches. Would be great otherwise.
During a class in gym young men were shooting basketball and the ball kept coming into us. Cathy the instructor asked if they would stop but they wouldn't.
During COVID one staff member was a pain! Rules during Covid not good. L.S. should have pushed back a little.
Early afternoon hours for childcare?
Electric cords and equipment are too near the pool and a danger to the pool participants. Aqua fit class billed as a "plus" class is not the reality. It should be billed as "geriatric".
Employees especially younger ones, often seem to be lacking in understanding of their job description or just not working. Cell phones should not be in use. Lifeguards should always be in an upright seated position, not with legs & feet over arms of stand. This is for quick response time. I appreciate the opportunity you give me to work out!
Enforcement of weight room safety rules is inconsistent and seems to be based on which staff person is or isn't intimidated by which patron.

Equipment in weight room is really old and outdated and several machines are not smooth at all, however I'm still going to come in and be grateful.
Equipment is dated and always needing repair. Gym needs a refresh.
Equipment is never cleaned by staff and they only stand on one corner or area and talk to each other. They are not helpful in any way, shape, or form. Staff is not friendly. They only talk or stop you when they think you are doing something wrong.
Equipment is sometimes out of order.
Equipment showing wear. Staff (upstairs) stands around, seldom cleans, they do nothing. People do not respect others waiting on machines I.E. waited 30min for one person to finish weight machine (teenager) asked but would not get off of it.
Evans cried wolf! Post Covid hours took too long to return. Quit raising prices. You need checklist for staff. Bi model dist. of labor. Some kids work hard and do scrub, others just talk.
Every other place I work out we all clean all equipment after we use it.
Excellent facility with friendly staff. Very glad I joined and able to use the facility. Keep up the great work!
Excellent Facility. The only Bad experience is when too many kids cuss, stand on walking track. Also, too many people on phones while sitting on equipment not exercising.
Expensive to take children to swim area.
Facility clean and well equipped. Compared to Legacy's it is crowded and lacks privacy in showers and dressing area. However overall excellence of Longview I overlook.
Family changing room does not keep hot water regularly. Works once then not again for weeks. Mostly "handicap" shower sometimes other showers.
Family changing rooms no hot water in three months.
Family changing rooms were warm the few times I used them at Legacy Park. Need better circulation!
Family Membership would be nice. Also, more open swim times, and the pool is COLD.
Fans are too powerful and loud. At least some wall fans need to have lower speed.
First let me say I understand it's a community facility used by all ages. I had my grandsons with me one afternoon and they allowed so many camp and daycare groups it felt like standing room only. I think that a process needs to worked out as to how many groups are admitted at one time. It was horrible and I paid for my grandsons and it was a waste of money. Second some physical therapists use the pool with patients. I truly understand the need. What I do in the water helps me on dry land. However, they come in push you over to another spot never acknowledge you. I suggest having them schedule time at 8:00 before aquatic classes.
Floors are dirty where we do yoga.
For all the land you have, why did you make the lap pool so small? I switched to LV because this pool is ridiculously small and barely big enough to share lanes. Fun fact: When Covid hit, I stopped using this pool and switched to LV. I always used to complain that no one ever bothered to remove the chewed-up gum that is wedged into the corners of the pool. This summer (over two years since I left for LV) I came back to swim at Lovell. That chewed up gum is STILL there. WOW.
Free weight area is really cramped. Would appreciate a bigger area with more weights. Focus appears to be on more machines than free weight opportunities for more of a HIIT focus.
Gamber Community Center = Equipment and Walking. Harris Park Community Center = Walking the trail.
Generally ignored by staff. They continue personal conversations at the front desk as people try to get their attention. last yoga class in evening, at the end when we have quite relaxation, the staff start vacuum or emptying trash just outside our door. Very rude and discourteous to teacher and class.
Girls being told to put more clothes on is a little odd to me and I have a 21-year-old daughter. 1) That's how kids do these days. 2) True athletes wear tighter fitting clothing and I can completely understand that.
Good you finally replaced the TV in the lobby. The picture was blue.
Great facility.
Group classroom very small.

Gym lighting needs improvement on the end farthest from the entry.
Gym, very loud when Basketball playing and Pickleball Courts. Lighting a problem. Lots of Glare. It was brought to my attention a member was buying the correct kind of Pickleball for Indoor.
Had some difficulty setting up Silver Sneakers with Gym personal
Hammer Strength equipment in weight room would be a welcome addition. Likewise, for a Stairmaster in the cardio room.
Handicapped parking is too far from entrance. Lobby is very mundane and not very inviting.
Handle bars fell down while going up a hill. Fell off bike. Fix them or remove them, they do not measure up to parks standards.
Have been member since opened.
Have experienced a few issues with unruly high school aged males that attempted to challenge us by being disrespectful and rude. Had some concern leaving premises as they could follow us outside.
Have very much enjoyed using the fitness centers. I normally use them 4-5 times a week and have lost 21 lbs. in the last month.
Heather is a wonderful water aerobics instructor. Cathy, not so much. Cathy talks all the time, is difficult to hear many times and the workout is not very aerobic. Although I have seen a slight improvement in that area.
Honestly, I wish it was open a bit later, but if I'm being truthful with myself I don't know if that would increase the likeliness that I would go later. I really love the classes! Getting to the 6pm classes is a little challenging, so maybe later options like 7pm start time?
Hot tub is usually nasty. My favorite thing and almost never able to get in.
Hot tub needs a good scrub down!
Hot tub. Water level is always too low. Sometimes it smells bad. Some deposits in the corners of hot tub. Overall, it does not look clean.
I am a long-term Lee's Summit resident and have watched the programs and facilities grow. I am very pleased with what Lee's Summit has to offer.
I am no longer a member. Ms. Pyle just made it an unwelcoming place. When we complained about her nothing was ever done. There were many members who felt the same about her.
I am so proud of the Lee's Summit Parks & Req Program. It provides incredible value for the \$20 I pay each month. The instructors are incredible. I want to take a few moments to recognize 3 to 4 that have made an impact on me. 1). Jamie Mason's yoga classes or welcoming, inspiring and transformational 2). Carl's yoga and Pilates classes are fun, welcoming and challenging 3). Rob's Final Cut Class is a hoot. I can tell he really cares about each individual, his music is wonderful and he takes the time to explain, coach and is ALWAYS open for feedback. This is his passion and it shows each time he leads a class and finally - 4). Melissa's S.E.T. class is fabulous. It is the most challenging class I've taken and she works hard to ensure we work at our own levels, constantly challenging us and keeping it realistic and healthy, yet challenging for a fabulous cardio and strength work-out. The staff always says good morning or hello when I walk in the door. The facility is clean! Thank you for the incredible offerings and variety of classes and facilities. Keep up the great work! I have been a member for over 25 years and hope I can add at least another 25 more!
I am very pleased with the Lovell Community Center! The facility, services offered, exercise activities and personnel are excellent! I am very impressed with this community service being offered by Lee's Summit.
I attend Tammy's group classes and she is so amazing. She is always prepared, on time, kind, funny, and gives us the best work outs. I would be lost without her.
I cancel my membership for the attitude they have.
I come to Lovell for the group classes and to walk the track or outside on the trail.
I did not know about water aerobics or personal training opportunities. I will be checking them out!
I did not rate any fair or below, but I intend to take advantage of the stand-up paddle at some time.
I didn't know you had half the items listed in survey.

I didn't rate poorly, but I do wish the water was slightly warmer in the indoor complex. My toddler can't be in more than about 30 mins before her lips turn blue.
I didn't rate anything low, but I do think there seem to be some maintenance issues lately. For example, pools closing temporarily for lack of staff or chemical problems.
I do not enjoy the type of instruction from the water aquatics teachers. They are in the water and you can't really see what they are doing or hear them well.
I do wish you would post signs in the workout area to not use your phone while sitting on exercise equipment. Often abused.
I don't appreciate that the rates were just raised and I was not notified before it happened.
I don't like that there has been a few for making plan changes.
I feel discrimination for other culture.
I feel like there's not enough space to do HIIT workouts in the weight room or cardio room. I don't want to be going room to room to have enough space. Also, a lot of weight room ropes and pulls need replacing.
I feel that a family membership should be offered. Individual memberships have gotten far too expensive for a community center. It's cost prohibitive for many families. The registration process is antiquated. A fully online process for all services would be a huge improvement.
I first joined LCC about 20 years ago to play racquetball. The facility was quite new at the time and very clean. I played for about 10 years regularly but had to quit because of a significant knee injury. I rejoined about 10 months ago and use the walking track five days a week. All this to say that this facility is as clean today as it was 20 years ago. The staff is always warm and courteous too. Every employee does his or her job extremely well. LCC is hands down the cleanest, best equipped fitness center that I've ever been in.
I get very frustrated when there are young boys brought thru the woman's locker room when there is a family change room available. The lifeguards all look and act like they have all been grounded and are pouting about it. The teenagers hog the equipment in the weight room. They will all congregate around one thing for extended periods of time. I'm not clear what the young people "working" in the gym are supposed to be doing. They stand on the track and watch over the tail at the basketball courts. They don't know anything about the machines or how to adjust the seats. The really don't pay attention to the members at all. They are more in the way, than
I got a membership here so my daughter could go to the gym with me when I work out. I had a membership at planet fitness. The cardio and weight room equipment are old and outdated without comparing to planet fitness. it is archaic when comparing to planet fitness. I realize this is a community center, but replacing some of the equipment would be a way to attract or keep members.
I have been a member for over 10 plus years before I had silver sneakers. I would still pay for this. Very good parks.
I have had a membership for over a year and my son has had it for about a year. I bought another membership for son and brought him with me. To avoid the CC fee, I wanted to bring a check the next day. I wanted my son to be able to work out and they wouldn't let him unless I paid a \$7 fee. That was absolutely ridiculous!!! We had completed all the paper work and the key card. So, I had to use my CC and pay the fee. No happy at all about that!!!!
I have hearing disability reason. I am 89 years of age (10-06-32). I wish I were younger and full of the right stuff to participate in "cause" I would gladly contribute an "amount" towards the "cause" and then walk around the lake in the daylight hours sun up to? Ester K Braams
I have no idea how to listen to the TVs in the cardio room if I don't have an old school Walkman. Would be good to have instructions posted or update the technology.
I have not been an active member for the past 2 plus years because of back surgery which required me to learn how to walk all over again.

I have not come to Lovell to swim YET. Only been there years ago for my baby granddaughter birthday pool party. I would have TRIED Lovell since Longview was down for 10 days but have not had a chance. I was told that open swim meant the kids MIGHT be in a swim lane and the guards MIGHT NOT kick them out. I swim at least an hour at a time normally so I would not think your facility would particularly LIKE someone doing that but since I've not tried it I really don't know. Appreciate that all have to share. Your facility is not the most favored pool for my kind of workout but I may be pleasantly surprised and thanks!
I inquired about the massage service but making an appointment was cumbersome. So, I gave up.
I just don't like having to do everything by myself.
I just wish I had taken advantage of all the opportunities offered years ago.
I know not much can be done, but the groups that play basketball there are loud and often on the verge of fighting each other. It has reduced my time at Lovell.
I live in Texas and get up there twice a year and it's awesome to use your facilities by just scanning my bar code.
I love coming up there.
I love that we have the indoor pickleball courts, but having so many lines on the floor becomes very confusing for me. I'm not sure if there is a way to decrease the number of lines to just have the basketball court lines and pickleball court lines. Family changing rooms would be helpful to have another shelf in the shower, but I know that's picky! The trash can is also super tiny for a wet swim diaper! The parking lot I only rated as fair because I came out to my car and found it had been rear-ended and scraped up and no one left a note, and despite talking to LSPR the cameras were not useful and did not show the accident. So, I would prefer better camera footage in the parking lot.
I love the SET classes but they seem too full for the current room (I haven't been in a few months so this could have changed.) Would you consider moving the fuller classes to the gym? Thanks.
I love the staff, good people. My main concern is with the young gym attendants. They tend to stand in a group and talk 15 to 20 minutes at a time and clean only when they feel like it! They need direction and if it's ok to stand around, can they go to a breakroom and do it? It looks bad when the gym is dirty.
I loved your pool until I went to Longview. It is full length and has plenty of lanes so traffic is a non-issue.
I rated the membership options very poor because it would be nice if there was a family plan. It makes no sense to me that over my daughter turns 4 my membership will double in price. All she will be doing is coming to the pool with me once per week. It would make sense to add \$30 to \$50 year per child 4 and over, but adding the cost of an adult annual membership is ridiculous. Children that young don't even utilize the gym equipment.
I really wish staff would police and enforce the rules about dropping weight equipment on the floor.
I stopped being able to use my membership when child care became unavailable. Weight lifting has no hip thrust set up and hodgepodge setting one up is very time consuming.
I switched auto pay accounts and it was painful and required three visits to complete. Seems overly difficult to change an account. In addition, around the rules, my daughter and I have been going to legacy for more than 5 years. She continues to be hounded about wearing a full-on T-shirt instead of a crop workout shirt or sports bra while there are gentlemen running around with muscle shirts completely cut out. Seems like a contradiction between what males and females can wear and really non-value added.
I tagged the aquatic center fair because the paint is constantly chipping on the splash area toys and several pieces of the splash area are broken. I rated the family changing room fair because many times the people utilizing it are single individuals, and not families.
I think the City of Lee's Summit needs to put in more Pickleball Courts with lights. The courts we have are not enough to support the amount of people wanting to play.
I think the Lees Summit community is so fortunate to have such fine Parks and Recreation centers, administration and volunteers that keep it running smoothly.
I think you should invest in a stair master. Wonderful machine, not sure why there's 20 plus treadmills and not a single stair machine.

I truly enjoy the fact I can partake in four different gyms with my membership for a reasonable cost. I realize I've been missing out and will seeking other activities to try to maximize my membership.
I used to attend five aerobics classes on three days. Now only one class is available each day and Kathy does not push on the days she teaches so I avoid her days. I used to go to four Zumba classes a week. Now the only Zumba class even open during the week is Zumba gold. Why can't you bring back more classes? I no longer get that much use from the membership.
I was never notified of my membership expiring and got stuck having to pay the CC fee for it one Saturday morning on my way in. Staff didn't seem concerned that I hadn't been notified. They said they call but the list gets long. I got this email to do the survey. Perhaps that's a better way to ensure accuracy in contacting people.
I wish the weight area was a little more diverse in terms of machines (some are too heavy for me, a 5'5 130 lb. woman) and weights (e.g., bars (not barbells) of lower weight. I have to use a curl bar to do bench presses, for example.
I wish you would get the family membership plans back!
I worked for Parks and Rec.
I would like an advanced water aerobics class option.
I would like to see a speed bag installed. The bag could be checked out at the front desk rather than left hanging.
I would love an aqua fit class to be held on Saturdays at Legacy.
I would love some extended childcare hours, even if it would only be available for a few days out of the week.
I would love the option of a family membership or a student membership. I have a single annual membership, my HS son has a single annual membership, and my college aged son has gotten a 90-day membership over the summer.
I'd like see a Summit Waves discount or add on for members. Perhaps, a discounted punch card or something that could be purchased.
I'm a single grandpa and I like to bring different grandkids with me from time to time for no more than we use the facility I feel the cost for them is too high.
I'm sad that the paddle boards and canoes are no longer free. I think there should at least be discounted for members. I also wish there was a way to have the permission for checking out the bikes on file. It takes a lot of time to do the paperwork each time.
I've contacted and talked to staff with questions and never heard back from them.
If employees are rude it's because they hate their job. If they hate their job it's probably because they don't get paid enough. Duh.
If possible, I would Pay more for a Sauna.
I'm from Independence. You guys blow my socks off!
I am not sure which Facility you are even talking about. You, this survey said Lovell in the email swimming facility. Longview is TERRIFIC. Lovell only 3 swim lanes and I seriously doubt the facility would be happy with me swimming in A LANE for an hour or more but Don't know. What I have found with kids' equipment in swim facilities - the kids rule, the guards do not necessarily keep the kids out of a swim lane. Thanks!
I'm very pleased with the facility and instructors for what I do there. Dixie
In family bathroom, only first shower has hot water. If first shower is in use, cannot get any hot water at all! Women's bathroom has shower issues too.
In Silver Sneaker programs it would be helpful if staff would put out chairs for the senior citizens.
In the aquatic center some of the noodles and weights need to be replaced.
In the weight area I wish you would post signs to limit cell phone usage while on the weight machines. Too many teenagers and even adults sit on the weight machines and text their friends far too long while others are waiting to use the machines. Have a rule, no cell phone usage on weight machines except to listen to music, and enforce it.

Indoor pool has so much chlorine that it not only fades your suit, it's hard to breathe, my throat gets sore and my eyes burn and are red. I never use it now.
It always takes forever with registration. Some of the policies are ridiculous micromanagement. Some of the staff is bossy.
It gets crowded at times with several young kids playing around on the equipment. 8pm is too early to be closing.
It is great for the community opportunity to work out.
It took about 3 months from the time I put a note in the suggestion box that the pedals on the stationary bikes needed to be replaced. The bearings were defective. I also discussed this with facility staff and still no action on getting them repaired. Finally, they were repaired, although they never did repair #4.
It would be beneficial to all if the pickleball courts had a designated beginner court. In the winter the courts could start before 8. The aerobics studio is too small.
It would be great if the facility was open just a bit later or if it had more childcare hours. I would be able to go more often if either of these was happening.
It would be great if the hours of operations were longer, specifically on Sundays until 9pm. It's hard to eat dinner and get there in time to get a full workout in on Sundays. Some of the life guards don't pay attention to the kids and are on their phones when they are on duty. I have watched a parent dive in fully clothed concerned about their kids swimming while the life guard did nothing (J. Thomas) nor did the life guard address it after the fact. (I have only seen that once).
It would be nice if the facility stayed open until 10pm on Saturday.
It would be nice if the gym had more racks and benches for the community.
It would be nice to be able to sign up online for the classes.
It would be nice to have more benches and duplicates of some machines, as wait times for some machines is very long during peak hours.
It would be nice to have optional membership options. I use the treadmill and wright room only, but pay for everything. As a fixed income senior this is costly. Use option plans would be very helpful. Or even a senior discount.
It would be super cool to have a hack squat machine at the Lovell center!!
It's been a couple months since I been to the pool, but it was quite cold every time I went. Air temp was part of it. I see staff sometimes in long pants and sweatshirts on lifeguard duty. Imagine how much colder the kids are when wet. Lots of shivering kids.
It's dirty.
It's a huge effort to keep up the LSPR excellence, but please stay after it, city of LS depends on your quality!
It's a shame to see how much this facility has changed. I have submitted several comment cards, with no results. I have been a member since this facility opened. I'm considering cancelling. My membership keeps going up with no benefits.
It's just frustrating when the pool or hot tub is down. Seems like they never have the back-up parts needed.
I've been a member for years and my information has not changed. Why do I have to fill out a new form?
Just let us hoop.
Keep up the good work. Please never get rid of the racquetball courts!
Kids summer camp shuts down pickleball courts.
Lack of child care made it impossible for me to use my membership. No hip thrust station makes weight lifting difficult.
Land based fitness classes are too large for area provided.
Lap pool and sauna very dirty.
Lap pool is too small. Not enough dedicated times and lanes for lap swimming.
Last summer I used the reservation when it was free (could rate 5). This year amount for 30min was too high, especially considering there is not enough for my membership cost (very poor).

LCC needs more free weight bench presses. LCC needs bigger signs which state which lanes are designated for walking and running. LCC hand air dryers need to be replaced with more powerful air dryers. LCC needs boxing work out equipment.
LCC. The pool, spa area and women's locker room are disgusting. Since there's the same nasty marks on the walls and floors in same spots, they haven't been cleaned in months. Probably similar to all of the equipment and machines, not just a wipe down but really cleaned. Lifeguards need training on the pool, spa and they also need customer service skill training.
Lee's summit could use some more weight training machines.
Life guards need better training. They are not very attentive.
Lights need to be changed in racquetball courts. Not just the bulbs, but the entire fixtures that allow using multiple halogen type lights (2 to 3) in each fixture.
Like to see a family membership and sauna room too. I think you need to clean whirlpool a little more often, frog slide and waterslide where kids use.
Limited knowledge as only use water aerobics classes at this time.
Little more expanded.
Locker and shower area need more frequent cleaning and sanitizing.
Locker room and shower area needs regular cleaning and sanitizing. Visible mold reported.
Locker rooms aren't always clean. Pool sides are not always clean.
Lots of signs indicating rules but little enforcement. Perhaps incorporate rule compliance into your contracts.
Lots of silly rules and regs. Should have family membership for residents. Need to lower height requirement for water slide.
Love Christa and Jamie! Best water classes ever! I will never take another class with Kathy.
Lovell Facility should provide indoor pickleballs when patrons are playing indoor pickleball. Also, there should be a fifth pickleball net due to the volume of players waiting to play. There were 24 people waiting to play on Wednesday, August 3rd.
Lovell is a great community center!
Lovell is an attractive facility and I enjoy attending the Boom Muscle class on Mondays. Jamie is an excellent instructor, always pleasant, upbeat and inspiring.
LSPR doesn't seem to recognize the needs of Gamber. The aerobics room is too small. In order to get into some classes, you must sign up a week in advance and even then, there is usually a waiting list. Meanwhile, the rest of the facility sits unused most of the day. We were very disappointed with the decision to mow down all the wildflowers and native grasses along the walking path at Lovell. It was a lovely habitat. If there was a valid reason for destroying it, you might want to publicize it.
LSPR is a great asset to the community and I hope it continues to grow.
Massage room should be bigger. We need more pickleball nets in a different location. Dedicated just for the game. Really hoping Lees Summit improves the pickleball courts.
Member since it opened, mainly use for track. Been waiting 2 plus years for replacement. It's like walking on concrete. I use rarely. Walk on track at Campbell when I can. Considering canceling membership until new track floor done. Gym floor gets done every year, PLEASE prioritize track!
Members don't utilize eye guards when playing racquet ball, should be posted "mandatory eye guards" I've seen too many injuries with the ball and racquet striking the eyes.
Men's locker room should have privacy showers like the women. In the family changing rooms, it would be nice if there was a shelf or something to put your belongings on to keep them from getting wet. Also, several times I've thought the hot water wasn't working in these showers but it was actually because it takes SEVERAL minutes for the water to get warm. Also, there's been a handful of times where at least one shower was blocked off as out of order. Also, it would be nice if there was some kind of dress code enforced. I once saw a woman using a bra as her bathing top.

Men's locker room, twice I was uncomfortable as a middle-aged male was walking around the area at sink nude acting weird.
Miss the morning childcare.
More coffee hours.
More space for pickleball without competition from other sports like basketball. Harris is a great space for pickleball but we need more room to handle additional players. Really am wanting a dedicated indoor space for pickleball in Lees Summit.
More time for open swim.
Morning front desk is very friendly, they always welcome and send me off.
Most Aerobics and strength classes overcrowded. This is unsafe due to the virus.
Most times that I use either the family or Women's locker room, they are not very clean.
Move racquetball reservations to web-based, requiring a membership ID to be entered when reserving a court.
Music on Saturday is way too loud and disruptive to pickleball patrons.
My friends have had bad experiences with the staff being rude or short with them.
My one and only complaint, those folks that sit on the equipment in the weight room and look at their phone for periods of time, not using the equipment at all.
My sons love to play basketball. They get frustrated with the amount allocated to shooting and or games. Easy for balls to get stolen as well.
Only been a member for less than 1 week, and therefore at this time haven't utilize many of the services or equipment.
Need another Silver Sneakers yoga class at Lovell. Ty is best Silver Sneakers instructor. She is the only one that asks for feedback and suggestions from participants.
Need bigger pool, more lanes.
NEED CURTAINS OVER WINDOWS FOR PICKLEBALL. NEED NEWER UP TO DATE NETS. PLEASE LOWER OR DISCONTINUE THE MUSIC ON SATURDAY.
Need family plan membership option.
Need more classes for chair Yoga for Seniors.
Need more classes like pre-COVID.
Need more hours for pickleball. If it started earlier people would attend or add more hours at night.
Need more options for personal attention.
Need more pickleball courts. Lines for courts are very hard to differentiate. LOUD.
Need some updates!
Need to add more water aerobics and yoga classes, most are crowded.
Need to keep pickleball nets in good condition
Need to offer more H.I.T. and S.E.T. Classes during the week. Also, more mid-morning yoga (Yoga Basic) classes.
Needs a gym just for pickleball.
Nets are in poor condition on the pickleball courts. There usually are not enough courts to accommodate the amount of people waiting. The aerobics studio is too small.
Nets need replacement, would like to see more proactive addition of additional courts when there are a lot of players.
Nice place. Well managed.
Not a healthy selection for vending.
Not all lady's locker room showers operate well. Need new nozzles and more hot water. Heard about facility from friends.
Not all registration is electronic. I paid extra for my mother last year because the cancellation for winter was awkward. Additionally, my account was compromised this year and it was difficult to get things switched.
Not as many classes as pre-COVID. Had more variety pre-COVID.

Not enough open swim for adults, only open really early in the morning.
Not enough open swim times and not enough lanes.
Not enough pickleball courts at Lovell Center. If I have to wait more than 15 minutes to play, I go somewhere else. If there are more than 8 people waiting, that is unacceptable, which is why I only went there once in the last year. Waited 25 minutes to play.
Not enough pickleball courts available. At Longview and Legacy, partitions between courts like at Harris would be nice, as we are always recovering balls for other courts.
Not enough time for open swim.
Not fond of the instructors' program provided.
Not many vending options. Also, almost rated the pool in Legacy fair because of dirty cloudy water in main lap pool.
Not much on barbell platforms for some power lifting.
Not much to offer in vending area.
Not very accessible for handicapped or adults.
Oftentimes kids under the age of 18 are running amok in the weight room area. They are there to socialize and not to train.
Online registration for fitness classes would be much easier! Also, an easy to find calendar of fitness classes offered.
Online signup and family memberships would be great.
Only two Nu Step machines which are very popular, while others tend to be free. Often have to wait to use them. Please consider adding more of these.
Only been a member for a week and haven't had a chance to get fully involved yet.
Only complaint (slight complaint) is 2 or 3 people walking abreast on the walking track.
Only marked down a little because the rooms (cardio, aerobics, personal training) are often a little too hot in the summer. Thermostat could be knocked down two degrees and leave the blinds down unless patrons open them.
Only tried massage once so not a fair appraisal. It was not always available due to COVID. My trial was pre-COVID and not very user-friendly atmosphere.
Open Swim Time, prime time always seems blocked off for lessons. The wife prefers to swim right after work and had to quit because lanes were never available.
Other insurance, Silver Sneakers.
Our 13-year-old loves it so much we are thinking about making it a family thing. Wish there was a family membership option.
Overall cleanliness at Lovell is not up to par.
Overall great facility. Sara is best fitness instructor in Jackson County, you should have her teach more classes and you'd get better attendance at those. People follow her around other gyms to go to her classes.
Overall, I'm extremely pleased with what I get out of this membership, especially at this price and being a non-resident.
Overall this is a gem and I'm glad to have stumbled across it!
Overall very good job.
Parking lot seems to be trashy at times. Women's locker room is a little dirty at times. I swim 3 times a week and often pick up trash in the parking lot. A leaf blower might help in cleaning up the lot. I don't blame the staff, it's just some members are negligent!
Parking lot lighting is bad. The lights on outside of the building don't come on.
Parking lot needs resurfacing.
Parking poor must hunt and hope someone leaves! More selection on vending.
Personal training area is extremely hot and Wi-Fi is poor.
Personal training cost is way too high.

Personal training room is a little small and dimly lit. It is functional but not pleasant to be in. Less attractive than the rest of the facility.
Personal training room is awkward but I like how the doors have been removed.
PERSONAL TRAINING ROOM IS SMALL.
Pickleball court lines are very confusing, there is a lot of glare, no separation of courts, nets need improvement.
Pickleball courts could use more curtains between courts and more pickleball hours.
Pickleball courts need quality nets. These nets are lower than regulation, always needing repairs and adjustments. Would be nice if proper balls were furnished and we wouldn't have to buy them.
Pickleball courts poorly marked.
Please be observant of children playing Pickleball without parental supervision.
Please check the water temperature of the pools and warm the water. The temperature of the water in the pools is generally too cold, especially when it's cold outside. Also, please consider a smaller annual fee for kids age 4 and up that can only use the pool. Paying for a full membership for a 4-year-old or slightly older that basically can only use the pool area definitely need to be looked at and the price needs to be reevaluated.
Please get more cable attachments for the personal training room, also a chest supported row machine would be great, but these are just minor concerns. The leg curl machine has been out of service for a while as well.
Please keep childcare, and I hope it stays open. I know a lot of moms left because there was no childcare. Please make this a priority.
Please scrub the pool.
Please send me info on Silver Sneakers. Have you taken advantage of other facilities? Not yet! Complications!!
Please upgrade the equipment. It is why most people use the facility. It is an awesome facility, bring it up to today's standards and less of an old YMCA.
Pool at Lovell has something in it that tarnishes sterling silver jewelry it's a pain this does not happen at Longview?
Pool dirty around edges and slide, foam 2' deep in hot tub. Get decent pickleball nets. Saturday Zumba music VERY LOUD and OBNOXIOUS. We have to scream to let the partner hear us serve.
Pool hours and availability changes. Pool shuts early and unexpectedly due to staffing. Pool lessons are done at hours when members who want to swim after work are shut out. Then just a few minutes after lessons conclude to use the pool at all. A better structure needed for scheduling. Better communication needed as well. If I call ahead to check pool availability, then arrive, the pool is closed or used for lessons.
Pool is always so cold.
Pool is closed for swim lessons too much.
Pool is dirty. Family changing room and locker rooms dirty including bathroom area. Main reason I don't use the pool at this facility.
Pool is way too shallow for adult swimming, exercising or enjoyment. Not enough hand rails for adults. It would be nice if there was a part of it that children would not use that would be quieter and allow effective work out space.
Pool needs to be cleaned more often. Looking cloudy and discolored past few times we've been.
Pool treated with noxious levels of chlorine. Hard to breathe, black suit now faded to a brownish color due to excessive chlorine levels.
Pool water during winter months needs to be warmer. General cleaning. Sinks no water.
Pool water is too cold. It makes my arthritis worse.
Pool water too cool for classes.
Pools frequently closed due to chemicals. Water cloudy at times.
PT classes had too big of a swing of competencies and I was not anywhere near the levels. I just felt it was too much too fast for me.
PT room is small and poorly ventilated.
Put money into paying the employees so grown adults don't make less than 15 an hour, makes it better for a customer.

Racquetball reservations need to be moved to a Web-based process, using your membership ID with a password to gain access.
Really clean it, not just a causal wipe down.
Really disappointed in the fact that we got an annual membership for a child whom the swim lessons got pulled to another location. Defeats the purpose of the membership now since it does not include childcare. The management has given disjointed information, has placed blame on others for registration conflicts rather than solving the problem, has promised phone calls from others who could solve registration errors and those individuals never called. We've been charged registration fees for swim lessons our kids were wait listed on when they were in the class previously and we never heard back from the person who was going to process the reimbursement. We were informed by several lifeguards that the leadership at this facility, namely one person, was so miserable to work for, under that many were anticipating quitting. This wasn't super professional on their part but wasn't surprising given the response we've received from the same individual.
Refer to family changing rooms.
Registration is a bit confusing. Somehow, I ended up with two different accounts.
Registration is confusing, and bringing a guest is a bit of an ordeal.
Registration is way too difficult. Wanted to obtain swimming lessons for grandkids and left a message but received no call back. People at front desk only said to go online to register but given inadequate information
Registration process is outdated. It is 2022, why are we still submitting paper voided checks? Why can't I control my membership and edits online? Why must I show you my license AGAIN, didn't I just show it to change my membership? This process is terrible.
Request more bench press weight benches. Request better running track lane signage.
Requiring masks on the racquetball courts was ridiculous. People who were concerned about exposure stayed home.
Return to later hours of operation, need separate open swim area from lap swim, not convenient.
Rules are not enforced in weight room. Especially the young men slam very heavy weights on the floor to attract attention.
Safety is a concern. I've experienced several safety issues with other visitors improperly using equipment and dropping weights hard. Also, I've seen young children in the weight room unsupervised. The upstairs needs to be better monitored by staff. For example, this morning I had an individual cut in front of me while I was lifting. They could get hurt doing this.
Service is much better, but the personnel who clean the gym equipment are consistently wondering around aimlessly not cleaning, and getting in the way more than anything. I feel like I'm cleaning the equipment more than any of them are.
Should have a family membership option and or kids 11 and younger who are not allowed in the weight room should not cost as much as an adult.
Should have family memberships.
Shower area was not clean, shower heads needs to more flexible for short people. Classes are overcrowded due to virus.
Shower stalls have shower curtains that don't fully cover shower opening. Not very private.
Showers need to be cleaned better, especially the curtains they often have mold.
Signing up for class is terrible.
Silver Sneakers classes are too few and too crowded!
Some high school students like to text their friends while using weight machines. Constantly have to ask them to move so I an exercise!
Some of the aerobic classes get extremely loud (music). I literally have had to leave the facility due to the loud music which is mainly on Saturday and some evenings.
Some of the equipment and free weights are worn and can be replaced.

Some personal are not efficient. Let us wait around the desk because of slow computer (?).
Some showers were inoperable in the women's locker room. Child care is difficult to access and takes a lot of time. Passes should be sold at the front desk but everything else in the process should occur in the child care room.
Some younger weight area users like to congregate in areas of the workout center, equipment for extended periods of time and chat. Some run around and talk, yell at one another.
Sometimes slippery walking from pool to women's locker room.
Sometimes the lifeguards don't say anything to kids jacking around in the lap lanes when it's lap swim only. Makes it difficult to swim laps.
Sometimes the restrooms and showers need attention. The challenge, people are rude and disrespectful. Hard to change that.
Spa is out of order quite often.
Staff friendliness poor during COVID restrictions.
Staff Friendliness, Staff Knowledge, General Safety of the Facility and Rules, Regulations and Policies, Excellent!
Staff in lobby are very helpful. Staff to clean work out equipment stand and talk to each other, they don't wipe down equipment and acknowledge any members. Don't care about doing job hired for.
Stairs master or ladder would be a nice addition.
Strength training equipment is in a very small area.
Swimming lesson are right in time after work where I can bring my toddler to the pool. So, we can't use the pool. The lessons are over about the time I need to be putting her to bed.
Teresa is terrible and should not be on staff.
Text communication would be great.
The family changing room has a shower that is radically affected by a flush of any toilet (especially dangerous for children). I have REPEATEDLY mentioned this problem every year when these surveys are given.
Thank you for putting up the 4th net on Saturday mornings for pickleball!! It would be nice if that could be done more often. In fact there are times when a 5th net is needed!!
Thank you for the beautiful flower pots at the entrance to the facility. The colors and diversity of plants always make me smile when I arrive or depart. Is the approximately 5-mile bike, run, walking route part of this facility upkeep? Is there any way to have an alternate route along Colbern Rd? Sometimes when I run the entire loop I become uncomfortable running alone along a busy street. I really like the scenery and paved path all the rest of the way. Thank you for using my tax dollars to provide the resources.
The aquatics center, several of the items in the splash area need painted with water compatible paint. It is constantly peeling. Also, the wheel to turn the water on or off at the buckets is broken and wobbly. The family changing room, there have been several times when the water in the showers doesn't get warm. Also, there have been men solo in the family changing room. I think it should be reserved for families only.
The bikes squeak and are just unusable.
The childcare is great when we have used it, but would love for it to be more consistent in the evenings and weekends (I know staffing is an issue though!). I also would love for an online registration process or way to book kayaks or paddle boards.
The Community Center is a wonderful place for me to maintain my fitness (I'm 65). The yoga classes are very beneficial to me!
The cycle room is very small in my opinion. It feels very cramped when classes are fuller. It would be nice if the pickle ball courts were not using gymnasium space but were a stand alone feature.
The equipment in the strength training area needs updating and expanding. Some machines are very worn and at busy times it's hard to get on equipment.
The facilities and programs offered by the department really greatly improve our day to day lives.
The facility is CLEAN, CLEAN, CLEAN!

The family changing room is small and needs to be updated!
The family locker room is often very messy, it's explainable due to all the little kids coming from the pool. I guess it's just sad that other parents don't clean up after their kids. It probably just needs to be checked more regularly.
The female teenagers that work at night are more concerned with their cell phones and talking with their friends that come in. The male teenagers are a little better but not by much.
The floor of the men's locker room and the lockers are not cleaned often enough.
The four existing facilities are servicing central, east and west Lee's Summit. Nothing is available for the many residents on the north and south sides of the City. This must change! I should not have to travel one way a minimum of seven miles to a facility!
The gym is being kept up really well, always clean and tidy.
The hot tub is poor because it's DIRTY, and needs defoamer when it's running.
The lap pool is always very dirty. I attend aqua classes and every morning the area between the steps and slide is very dirty. The entire facility isn't clean like it used to be.
The large windows at the north end of the gym create a lot of glare. Need better pickle ball nets they are not in great shape even the new ones. There are not enough courts. Aerobic studio is too small.
The legacy park weight room is full of men. I am uncomfortable holding them up to use the equipment. There should be a woman's weight room. Just a small circuit of weight machines would be great. There should be treadmills in the cardio room, currently they all are in the weight room. Spin class type of bikes should also be in the cardio room. Currently they are all in the cycle room, open for classes only I believe.
The Legacy walking, bike trail needs repair.
The life guards are not friendly
The lights in the Pickleball gym are too bright and glare from the floor to ceiling windows is blinding.
The locker rooms are dirty. The spa is never opened anymore. The pools schedule is a little too packed. There's not a lot of time to just swim anymore.
The machines rarely get clean adequately. I have personally witnessed employees turning the sign from red to Green without cleaning the machine. Also, the cardio room has too many fans blowing in your face. Particularly during this COVID time I think the fan should be turned down. Also, the toilet in the handicap stall has a very loose seat. I reported this item almost two years ago.
The membership fee for younger children seems excessive and the children's pool was often turned off when visiting.
The men's locker room floor is frequently dirty.
The only staff member I've ever had an issue with and I know many others who feel the same, including other staff is Teresa. I've experienced her in the gym environment and through my child's birthday party at the pool. She is consistently rude to myself and others.
The parking lot is at times very crowded, sight lines are only fair and there is a lot of pedestrian traffic, including young children. But, it is, after all, a recreation center.
The PB nets were a mess until recently. We purchase our own balls because they are not furnished. We need dedicated indoor courts.
The person at the front desk was not knowledgeable about the insurance provided membership registration process and was not helpful.
The personal training cost is ridiculous, it should be half what you currently charge. I guess it's only for the rich.
The pickleball courts are not up to standards of other community centers I have used. The bleachers are right on top of where you are playing. It interferes with the play and someone is going to get hurt.
The pool and hot tub are sometimes just grubby. I'm hoping the annual service will clean those up a bit. The locker room showers frequently have wads of hair over the drains. The lights outside if the building need to be on at night to better light the parking lot. It's pretty dark and hard to see people walking through the lots.
The pool has gum on the edges and has had it there for more than a year, on the north side.

The pool is dirty. There has been chewed gum and a used band aid on the inner pool ledge for months. The family changing rooms and the women's locker room are not clean. I very seldom use the pool area for that reason. I don't hesitate to tell people why when they ask.
The pool is very cold. I don't believe your reported temperatures. There is obviously a huge difference between the kiddy pool and the regular pool.
The pool isn't as clean as it should be.
The pool should be opened up for the kids afternoon through the summer fully functional slides working everything.
The pool was cloudy. The hot tub was disgusting. There was a brownish, red substance all over the bottom. The family locker room looked dirty. The water in the toilets was yellow. Overall it made me not want to come to LCC again, the only reason I did was because the Longview aquatic center is be.
The pools have greatly improved.
The racquetball courts are like playing in a cave, very dark. Change the entire light fixtures out so that each light fixture has multiple lights (halogen for example) in each fixture.
The registration process needs to be more automated and more options for payment. I don't write checks and that was the only option to pay which I had to go to the bank and request counter checks to sign up.
The registration process takes way too long.
The rooms are not big enough except for the gym. More elliptical equipment with TV's would be nice.
The room gets hot!!!! Was better in the gym
The rowers are old and the row times disappear. Please add a stair stepper.
The shower was leaking for days in the women's locker room. Maybe it is fixed by now but it concerned me how much water was being lost. Is there a better area to do stretching during a regular normal time period in the gym?
The showers are dirty with mold on shower curtains. I use the same shower most of the time and looked at the same hair ball on the floor for over a month.
The showers in the women's locker room are never clean, their toilet paper is always out in the stalls. There's always hair and everything, I wonder how often they sweep and clean out the showers and the locker room area. The hot pool always seems to have a layer of gunky mold floating around the edge. I don't think there is one lifeguard I have ever seen smile or say anything to anybody. I have AVN, and can only utilize the pool areas for my exercise, and it seems to be closed a lot. Or they're short staffed and can't be open because they don't have enough lifeguards. The swimming lessons in the summer of seem to taking over all the pools in the evening when most people get off work and want to come exercise. it just seems like something is always broken down. And if they close the pool area for lessons or anything, why can't they leave the kiddy pool with the lazy river open if they're not using it. My husband and I have been turned away from exercise because they had something going on in the big pool but nothing was going on in the lazy river pool. The bathroom scale in the women's restroom is always out because the batteries are low or need changing. I tell them and come back the next day and it's still out.
The SPA (hot tub) is "down" much too frequently!!
The staff at the front desk messes up nearly every single time I have any questions about my account. There are still children listed under me that are not my children. I wanted to add my teenager to my account and they set the account up as a brand-new account instead. It took months for anyone to correct the mistake. Once it was corrected and the payments were sorted out my daughter is still not on my account and I'm afraid to try to add her because I was about to add her in person with a check but again the ladies at the front desk were trying to set up a brand-new account. After I explained to them I had an account I just needed to add a family member they told me that is how I am supposed to do it which is what led to the last fiasco the last time that city hall had to correct working with a manager of LSPR. The ladies that insisted I sign up a new account were also rude. The other older lady interrupted me and my daughter talking to tell us to move when zero other people were in the gym other than workers.

The staff does a really good job at trying to keep order of disrespectful youth. At times feel sorry for them having to babysit unruly children.
The staff is excellent!
The staff is frequently confused and doesn't know easy answers. When I signed up I wasn't given any information about my membership. Everything I know I learned in classes. The class instructors have taught me more than the front desk staff.
The structures in the splash area of the pool need to be cleaned and repainted. In the lap pool, I frequently see bugs at the bottom of the pool. They are dead but
The treadmills are way overdue in being replaced.
The walking track could use a little updating.
The walking track is kept up very well, my only complaint is I wish it was longer. Maybe someday it could go around the entire building. We can dream, can't we? Lol
The website needs an overhaul, challenging to browse classes.
The weight room is always full of men and I don't feel comfortable using the equipment and making them wait on me. There should be a woman's weight room. There should be some treadmills in the cardio room, they currently are all in the weight room. I like the cycle bar type of bikes and there are none in the cardio room, all of them are in the cycle class room.
The Women's Locker Room often has mold in the showers (especially the curtains). Are they sprayed down with a Bleach or Disinfectant daily before closing??
The women's locker room, particularly the showers, frequently looks like it hasn't been adequately cleaned. The new shower curtains on some of the stalls are an improvement, but often the curtains are not hung properly, missing hooks, and the shower walls and floor are dirty. The trash is picked up and emptied regularly. The toilet stall is generally clean. The lockers are fine.
The workers are very unfriendly and rude to guests. Many times, we have had problems with them being unkind to my 17-year-old daughter. They CONSTANTLY argue with her about having orientation. She's been coming there for well over a year, 5 days a week, and she is continually harassed. We will be leaving soon. It's ridiculous.
The young staff need to address clean me signs more promptly instead of being on their phone, chatting with each other or looking over the balcony.
There are always multiple machines not in service, the staff don't clean machines and mostly walk around aimlessly. The middle aged, older staff can be rude and short at times. Otherwise, we have positive experiences.
There are several times for you have gone up just to use the hot tub and it's been closed due to chemical in balance. Not rocket science.
There aren't enough pickleball courts. Some of my friends and I have quit playing because the wait to get a court is too long.
There have been several bugs crawling everywhere while we're working out in the classes. I also think that there should be family rates. I go there to exercise but I have small children that would only partake in swimming. To charge a 5 and 6-year-old a full rate as an adult is ridiculously expensive. I wish there was more consistent childcare.
There have been several times when the staff is very unfriendly at the front desk. For instance, I was walking out when I stopped at the front desk to tell someone the water in the large stall in the family changing room was not getting warm. The man told me he would be with me in a minute, and when I said I just had a quick question he rolled his eyes at me and sighed. I then asked if he was aware that the water in the changing room does not get warm. He was exasperated and asked me which stall it was in. The check-in process for a one-time visit is far too time consuming. Membership options do not make sense. There should be a family membership option, or adding children ages 4-10 should add only \$50 or so to an annual membership. It should not be the same cost as adding an adult.

There is an unrelated issue that occurred this morning at the fitness center. Three old men were unkindly watching my wife as she walked around the upstairs track. One made an unkind comment to her about her female parts and laughed. I witnessed this as I was biking in the corner of the track. This occurred at roughly 8:55 AM. It would be on your security cameras.
There needs to be more pickle ball court availability.
There should be a policy in the weight room banning cell phones. People sit on the exercise equipment and text, blocking the equipment.
These are excellent activities that I look forward to using.
They can stand some improvement, hot water, clean floors, things left in the lockers. Pickleball equipment always needs repair. You need someone there that knows about pickleball and how to maintain.
Think you should put a piece of indoor, outdoor carpet down the middle of the women's aquatics dressing room, scared I am Going to slip on water and fall.
This is a great facility with an awesome, very friendly staff! Thank you very much and hope you have an awesome day!
Too many lines on pickleball courts not relevant to play, and of different colors on each court. Very confusing.
Too many teens congregating in fitness area and personal training area (not exercising).
Too many yoga classes. Not enough 5:30pm class variety. No cardio, strength classes. I have gone from being 6 to 7 days (1-2 hours) to 1 day ,1 class, it's a shame. I loved coming to the gym, now there no classes.
Too much closing of the gymnasium for pickle ball and, or volley ball. Also, the dance classes take up the basketball courts too much.
Too much effort to explain it all.
Treadmills are showing age and ladies room next to cycling room appears to have ongoing problems with one or more stall doors and toilets.
TV's on the treadmills are always out of order. If the TV works the remote doesn't. Usually only one maybe two work out of Seven. VERY FRUSTRATING.
Unruly children in the fitness areas and pool areas.
Upstairs weight area needs to be monitored by staff full time.
Used to have low dividers to keep pickleballs going into another court. Members are buying the balls not the facility. Should always buy pickleball nets with Velcro Corner Dividers to the other side of the gym need to be replaced.
Usually only one of the card readers is available, it was convenient to have one at each end of the counter. I never take classes that have an extra fee even though it might be a class I'd enjoy.
Value of membership, it's a little expensive. I just use it a couple of days per week.
Vending area could use more variety? Pickleball courts, it's a net setup in the gym not a dedicated court. But it works so it's fine. Men's Locker Room, would much prefer private showers.
Ventilation is not very good at times.
Very disappointing that swim teams are prioritized over members when using the pool. Not enough lanes for people to use.
Very good facility with courteous staff.
Very Satisfied.
Very thankful to have such a facility to go to.
Walking track is to small and too short. In winter gets too crowded, and people don't follow instructions.
Water aerobics are not at a convenient time. Value of membership, if it includes Harris Park why does it not include waves?? I would like to come right after work but you have swim lessons every day of the work week.
Water aerobics is not well instructed. They need music and choreographed regimens.
Water aerobics should be taught outside of the pool.

Water aerobics, Heather, is excellent. Kathy is aging and we should strive to help her with at least 1 additional day instructor (she has 3 days and should max at 2). Life guards should show some care for the water facility. I hope this winter the heater holds up, last year it was not working properly.
Water too cold.
Way too many questions on the survey, simplify to Is it clean? Is it cost appropriate? Are the staff friendly?
Way too long to continue to implement the masks, especially when people are working out and the nit pickiness of it. Taking names if not up was ridiculous. Also, make sure the kids you hire are actually cleaning and not chatting the whole time. Keep them busy.
We "are not" members! Fran Hummel. --RIS noted on 11.15.22 Silver Sneaker membership is active.
We absolutely love this community center.
We need better weights for the water aerobics classes.
We are lucky to have such nice facilities.
We can't evaluate fair because all the people. It means I don't feel welcome, I feel discriminations, I know more people about please talk the staff they have manners to work with people the other cultures.
We do have concerns about bikers sharing the walking path. A rude biker rode between us without warning and almost hit me. He came quietly and did not call out.
We have great facilities. Just need it a little cleaner in the locker rooms.
We have kids that had memberships for years and are now in college. When they come back it's a very cumbersome process to get them in. I would love to see some kind of pass they could buy that we could prepay for visits rather than stand in line every single time. Just an idea.
We joined for cycle classes. Originally, we had 1 to 2 cycle classes available EVERY day except Sunday. I tried the other classes but they were terribly overcrowded. Now I think there is 1 class during the day at Longview and 0 or 1 at Lovell. I just gave up this week on waiting for you to come back from the pandemic and moved to a different facility. I wish my tax dollars were supporting a gym that supported my needs.
We moved across town and Gamber center is much closer. I use their exercise, equipment room. The weight machinery is completely outdated for a LS facility!
We need a family and couples membership option.
We need more flexibility with the thermostat in the group fitness room. There tends to be a lot of dirt in the corners and along the walls that maybe is overlooked when cleaning.
We need more Pickleball courts. Too many people are waiting while 1 or 2 play basketball.
We need quality yoga every morning!
We only use the swimming pool in the facility and would like to be charged for only the pool use. My husband and I pay for the whole entire facility and park and don't use it, why can't we only pay for what we use.
We're there because we're seniors using the Silver Sneakers. Having recently joined, we haven't really had a chance to use all of the facility within the facilities. Hope to in the future, though.
Weight room gets crowded. Not a deal breaker and I understand space limitations, but in an ideal world, more room and weight racks.
Weight room is pretty dirty compared to a few years ago. The only time things seem to get cleaned is when patrons wipe things down themselves. Barbells always full of grime, clumps of dust on the floor, etc.
Weight room small not that much equipment. Same with strength training.
Wish I could renew membership online instead of having to call every year.
Wish the Zumba classes could be held in enclosed room as before COVID. Acoustics are horrible in gymnasium especially when shared with basketball!!!! I go for the music which you cannot hear above the bouncing balls and you can't dance if you can't hear the music!!
Wish there was more.
Wish there was more room, equipment to use up stair's for weights. Some people take up the machines for a very long time and there are no other ones available. Also wish there more of an area for people to do stretching and non-weight related work outs

Wish there were better options for college students who are in town June thru August, and December. Like a college student flex plan.
Wish there were more high intensity classes during the weekday mornings, especially Tuesdays.
Wish walking track was longer.
Women's locker room always seems dirty. Floor is dirty. Hair on counters, on floor. Faucets don't all work.
Women's locker room could use better curtains. Aquatic center needs more open swim time.
Women's locker room is not cleaned very good. Whirlpool is often closed.
Women's locker room needs maintenance and cleaning more often, always runs out of paper towels. Cleaning of equipment in cardio and weight room, cycle bikes next to track, cleaned more too. Hot water for drinking in lobby should only be used for that, has coffee taste residue. Whirlpool needs updated, most times shut down.
Women's locker room, showers. Often times shower corners need scrubbing because they appear to have a scum. Sometimes there are wads of hair on walls, corners, or in drain. Underneath shower benches often are not swept. I see hair scrunchies or clothing tags that might be underneath for a week or two. Lockers, oftentimes I use the same empty locker for a period of time. I have noted the same debris on the locker floor for weeks at a time. Thank you for changing shower curtains at a fairly regular cycle. Sometimes the shower side becomes discolored but a person cleaning the shower would not see the discoloration because they would be working from the outside of the shower curtain. I totally understand that as a building ages the upkeep can take more time or more intensity. Basic "elbow grease" is often the better solution but time and skill level of cleaning crew can limit quality. But for sanitation and safety of the public use these are a few items I have noted. I have been using the facility since it opened. In general, I have no complaints.
Women's showers are not adequately cleaned on a regular basis. Pink mold is regularly found. Shower heads need to be replaced. Pool is not kept as clean as it was in the past.
Wonderful Facilities!! Staff is friendly and welcoming. Only problem is the mold in the showers.
Would be good having one way Arrows the stretch of road going by the entryway. Dangerous for pedestrians.
Would be nice if there was a pickle ball instruction class to sign up for.
Would be nice to be able to pay Quarterly or 6-month pass.
Would be nice to have a child membership option since they can't not access all amenities.
Would be nice to have nets to separate the courts to reduce balls going into other games. A bit dangerous.
Would like the water in the kid pool to be warmer. My kids are cold when swimming in the pool and the water temperature is not warm enough.
Would like the water temperature of the pools to be warmer. Many times, kids are shivering while in the water.
Would like to see a stair stepper (master) machine in cardio room. Also, would like some of the weights to be upgraded in weight room. Lighter benches for lifting weights, they are heavy to move.
Would like to see an air bike added upstairs.
would like to see more free fitness classes.
Would like to see more Ramp the Amp programs free, local entertainers often are very good. I suspect many residents do not attend because it's simply not in their budgets.
Would love a way to sign up and cancel memberships online.
Would love to have option to sign up for classes via online means vs pen and paper on site!
Y'all need to clean up for real.
You all have great facilities and staff!
Yoga classes need more space. Large class size but small space at Longview.
You don't have all facilities listed.
You don't pay enough so the employees are kind of mean, plus they aren't trained on how to use the computers so they're slow.
You guys ROCK!!

You have a lot of interest in pickleball at Lovell, year-round. 1. Set hours for use from 8AM to 10AM Monday through Friday. 2. Use all the gymnasium area for 6 courts. 3. Get better side barriers. There little or no use of the gym during this time. Schedule evening time from 7PM to 9PM Monday through Friday. There are too many patrons interested in this sport to limit them for very small numbers of people that could come at earlier or later times to get use of this facility. It is embarrassing to see 3 people on the basketball courts with 12 or 14 waiting to play pickleball.

You need classes for people who work.

You need to move Gloria's Silver Sneakers classes from Gamber to LCC. We participated in her classes for 3 years prior to COVID. At Gamber we have not been able to get in due to small class size.

Your staff is not friendly and difficult to work with.

Your team is doing awesome job.

Comments

There have been several bugs crawling everywhere while we're working out in the classes. I also think that there should be family rates. I go there to exercise but I have small children that would only partake in swimming. To charge a 5 and 6-year-old a full rate as an adult is ridiculously expensive. I wish there was more consistent childcare.

Childcare has been irregular and unreliable and has impacted our ability to exercise on a regular basis. We were instructed to buy an annual membership for a 4-year-old because it would be required for childcare, just to find out that the childcare cost is completely separate. The aquatics schedule has also been unreliable. The staff's knowledge of whether it is open is also unreliable. We've driven there, kids ready to go, after checking with staff to be sure it was open just to get there and find out the pool is closed due to a class or something else actively going on.

Regular, dependable childcare is a critical component to legacy, so pay them better and get a great dependable childcare program!

Always no childcare.

Childcare membership expired even though they don't have staff on there, and it's always closed.

Early afternoon hours for childcare?

I stopped being able to use my membership when child care became unavailable. Weight lifting has no hip thrust set up and hodgepodge setting one up is very time consuming.

I would love some extended childcare hours, even if it would only be available for a few days out of the week.

It would be great if the facility was open just a bit later or if it had more childcare hours. I would be able to go more often if either of these was happening.

Lack of child care made it impossible for me to use my membership. No hip thrust station makes weight lifting difficult.

Miss the morning childcare.

Please keep childcare, and I hope it stays open. I know a lot of moms left because there was no childcare. Please make this a priority.

Some showers were inoperable in the women's locker room. Child care is difficult to access and takes a lot of time. Passes should be sold at the front desk but everything else in the process should occur in the child care room.

The childcare is great when we have used it, but would love for it to be more consistent in the evenings and weekends (I know staffing is an issue though!). I also would love for an online registration process or way to book kayaks or paddle boards.

Electric cords and equipment are too near the pool and a danger to the pool participants. Aqua fit class billed as a "plus" class is not the reality. It should be billed as "geriatric".

The lap pool is always very dirty. I attend aqua classes and every morning the area between the steps and slide is very dirty. The entire facility isn't clean like it used to be.

Water aerobics, Heather, is excellent. Kathy is aging and we should strive to help her with at least 1 additional day instructor (she has 3 days and should max at 2). Life guards should show some care for the water facility. I hope this winter the heater holds up, last year it was not working properly.

Need another Silver Sneakers yoga class at Lovell. Yoga Class with Ty on Fridays at 11:30 after her other class would work out well.

Need more openings for classes. Classes are too limited you could use a larger room or add additional class opportunities. Example: chair yoga.

Aerobic teachers are good however some of their "friends" aren't and this reflects on them especially when ALL (of them) talk about people that attend their class.

Anna and Tammy are FANTASTIC! Without them and their classes, I would not be a member.

Before COVID, there were many, many more exercise class sessions. We went to a cycle class 3-4 days a week. We wish you would resume that schedule.

Before COVID, you had at least one cycle class every day, typically one or two in the morning and another in the evening. I just looked. LCC has one class during the week and one on Saturday. Longview has two on Monday and one on Saturday. In our experience, most of the cycle classes were full with waiting lists. Do you intend to go back to previous class frequency? We're having to look at other gyms for more frequent cycle classes.

Bikes need service! Why have them if some are broken or missing parts?

Classes are not convenient for those who work during the day.

Group classroom very small.

Heather is a wonderful water aerobics instructor. Cathy, not so much. Cathy talks all the time, is difficult to hear many times and the workout is not very aerobic. Although I have seen a slight improvement in that area.

Honestly, I wish it was open a bit later, but if I'm being truthful with myself I don't know if that would increase the likeliness that I would go later. I really love the classes! Getting to the 6pm classes is a little challenging, so maybe later options like 7pm start time?

I am so proud of the Lee's Summit Parks & Rec Program. It provides incredible value for the \$20 I pay each month. The instructors are incredible. I want to take a few moments to recognize 3 to 4 that have made an impact on me. 1). Jamie Mason's yoga classes are welcoming, inspiring and transformational 2). Carl's yoga and Pilates classes are fun, welcoming and challenging 3). Rob's Final Cut Class is a hoot. I can tell he really cares about each individual, his music is wonderful and he takes the time to explain, coach and is ALWAYS open for feedback. This is his passion and it shows each time he leads a class and finally - 4). Melissa's S.E.T. class is fabulous. It is the most challenging class I've taken and she works hard to ensure we work at our own levels, constantly challenging us and keeping it realistic and healthy, yet challenging for a fabulous cardio and strength work-out. The staff always says good morning or hello when I walk in the door. The facility is clean! Thank you for the incredible offerings and variety of classes and facilities. Keep up the great work! I have been a member for over 25 years and hope I can add at least another 25 more!

I come to Lovell for the group classes and to walk the track or outside on the trail.

I did not know about water aerobics or personal training opportunities. I will be checking them out!

I do not enjoy the type of instruction from the water aquatics teachers. They are in the water and you can't really see what they are doing or hear them well.

I love the SET classes but they seem too full for the current room (I haven't been in a few months so this could have changed.) Would you consider moving the fuller classes to the gym? Thanks.

I used to attend five aerobics classes on three days. Now only one class is available each day and Kathy does not push on the days she teaches so I avoid her days. I used to go to four Zumba classes a week. Now the only Zumba class even open during the week is Zumba gold. Why can't you bring back more classes? I no longer get that much use from the membership.

I would like an advanced water aerobics class option.

I would love an aqua fit class to be held on Saturdays at Legacy.

In Silver Sneaker programs it would be helpful if staff would put out chairs for the senior citizens.

It would be beneficial to all if the pickleball courts had a designated beginner court. In the winter the courts could start before 8. The aerobics studio is too small.

Land based fitness classes are too large for area provided.

Love Christa and Jamie! Best water classes ever! I will never take another class with Kathy.

Lovell is an attractive facility and I enjoy attending the Boom Muscle class on Mondays. Jamie is an excellent instructor, always pleasant, upbeat and inspiring.

Most Aerobics and strength classes overcrowded. This is unsafe due to the virus.

Need another Silver Sneakers yoga class at Lovell. Ty is best Silver Sneakers instructor. She is the only one that asks for feedback and suggestions from participants.

Need more classes for chair Yoga for Seniors.

Need more classes like pre-COVID.

Need more options for personal attention.

Need to add more water aerobics and yoga classes, most are crowded.

Need to offer more H.I.T. and S.E.T. Classes during the week. Also, more mid-morning yoga (Yoga Basic) classes.

Nets are in poor condition on the pickleball courts. There usually are not enough courts to accommodate the amount of people waiting. The aerobics studio is too small.

Not as many classes as pre-COVID. Had more variety pre-COVID.

Not fond of the instructors' program provided.

Online registration for fitness classes would be much easier! Also, an easy to find calendar of fitness classes offered.

Only marked down a little because the rooms (cardio, aerobics, personal training) are often a little too hot in the summer. Thermostat could be knocked down two degrees and leave the blinds down unless patrons open them.

Overall great facility. Sara is best fitness instructor in Jackson County, you should have her teach more classes and you'd get better attendance at those. People follow her around other gyms to go to her classes.

PT classes had too big of a swing of competencies and I was not anywhere near the levels. I just felt it was too much too fast for me.

Shower area was not clean, shower heads needs to more flexible for short people. Classes are overcrowded due to virus.

Silver Sneakers classes are too few and too crowded!

Some of the aerobic classes get extremely loud (music). I literally have had to leave the facility due to the loud music which is mainly on Saturday and some evenings.

The Community Center is a wonderful place for me to maintain my fitness (I'm 65). The yoga classes are very beneficial to me!

The cycle room is very small in my opinion. It feels very cramped when classes are fuller. It would be nice if the pickle ball courts were not using gymnasium space but were a stand alone feature.

The large windows at the north end of the gym create a lot of glare. Need better pickle ball nets they are not in great shape even the new ones. There are not enough courts. Aerobic studio is too small.

The staff is frequently confused and doesn't know easy answers. When I signed up I wasn't given any information about my membership. Everything I know I learned in classes. The class instructors have taught me more than the front desk staff.

Too many yoga classes. Not enough 5:30pm class variety. No cardio, strength classes. I have gone from being 6 to 7 days (1-2 hours) to 1 day ,1 class, it's a shame. I loved coming to the gym, now there no classes.

Water aerobics is not well instructed. They need music and choreographed regimens.

Water aerobics should be taught outside of the pool.

We need better weights for the water aerobics classes.

We joined for cycle classes. Originally, we had 1 to 2 cycle classes available EVERY day except Sunday. I tried the other classes but they were terribly overcrowded. Now I think there is 1 class during the day at Longview and 0 or 1 at Lovell. I just gave up this week on waiting for you to come back from the pandemic and moved to a different facility. I wish my tax dollars were supporting a gym that supported my needs.

We need quality yoga every morning!

Wish the Zumba classes could be held in enclosed room as before COVID. Acoustics are horrible in gymnasium especially when shared with basketball!!!! I go for the music which you cannot hear above the bouncing balls and you can't dance if you can't hear the music!!

Wish there were more high intensity classes during the weekday mornings, especially Tuesdays.
would like to see more free fitness classes.

Would love to have option to sign up for classes via online means vs pen and paper on site!

You need classes for people who work.

You need to move Gloria's Silver Sneakers classes from Gamber to LCC. We participated in her classes for 3 years prior to COVID. At Gamber we have not been able to get in due to small class size.

A big improvement on the time period for lap swimming compared to last summer. Thank you.

I like the atmosphere at Legacy. Especially not having music piped in. Good management of pool area and the life guards do a good job. I'm a happy customer!

Absolutely love the aquatics leaders!!!

Aquatic center. Hot tubs are consistently closed for maintenance, a few days a month nearly every month. Hot tub is also closed for swim lessons or adult swim groups for no apparent reason (they do not include hot tub use or don't appear to be affected in anyway) Hot tub is closed for cleaning on Sunday nights which is the least practical time to close the hot tub (or clean it in the morning during working hours when the majority are gone). Personally, I think If a parent is present, there should be a lower age requirement for the hot tub like "Must be 16 and older, or 14 and older with the presence of an adult." Gymnasium — Basketball courts. When using pickle ball, many times no one is playing pickle ball and yet the basketball courts are closed and the hoops are raised to the roof. Divide the gym in half (half pickle ball and half basketball) for some reason there is one additional pickle ball court set up on the basketball side (one more than half) and it's almost never used. Pickle ball hours should be coordinated between J. Thomas and Longview. For example, Monday nights both locations close their gyms for pickle ball. It would be a better fit if they alternated locations. Both sports could be played every night. Pickle ball should be morning and 1 night a week. Kids get out of school and should get basketball time after 5pm.

Aquatics center keeps having trouble with filtering and chemistry.

Aquatics center needs updating. It is very small.

Cardio open stride machines at the LCC need to be fixed and looked at multiple times throughout the year.

Water temperature in the pools need to be warmer. Thank you!

Cleaning is poor. Water aerobics equipment, noodles and weights, need replacement after Covid chemicals took their toll on the equipment.

Cleanliness is a factor in aquatics and women locker room. Additionally, the pool equipment for water aerobics needs upgrades.

Cold Plunge Pool!

Employees especially younger ones, often seem to be lacking in understanding of their job description or just not working. Cell phones should not be in use. Lifeguards should always be in an upright seated position, not with legs & feet over arms of stand. This is for quick response time. I appreciate the opportunity you give me to work out!

Family Membership would be nice. Also, more open swim times, and the pool is COLD.

First let me say I understand it's a community facility used by all ages. I had my grandsons with me one afternoon and they allowed so many camp and daycare groups it felt like standing room only. I think that a process needs to be worked out as to how many groups are admitted at one time. It was horrible and I paid for my grandsons and it was a waste of money. Second some physical therapists use the pool with patients. I truly understand the need. What I do in the water helps me on dry land. However, they come in push you over to another spot never acknowledge you. I suggest having them schedule time at 8:00 before aquatic classes.

For all the land you have, why did you make the lap pool so small? I switched to LV because this pool is ridiculously small and barely big enough to share lanes. Fun fact: When Covid hit, I stopped using this pool and switched to LV. I always used to complain that no one ever bothered to remove the chewed-up gum that is wedged into the corners of the pool. This summer (over two years since I left for LV) I came back to swim at Lovell. That chewed up gum is STILL there. WOW.

Hot tub is usually nasty. My favorite thing and almost never able to get in.

Hot tub needs a good scrub down!

Hot tub. Water level is always too low. Sometimes it smells bad. Some deposits in the corners of hot tub.

Overall, it does not look clean.

I didn't rate poorly, but I do wish the water was slightly warmer in the indoor complex. My toddler can't be in more than about 30 mins before her lips turn blue.

I didn't rate anything low, but I do think there seem to be some maintenance issues lately. For example, pools closing temporarily for lack of staff or chemical problems.

I get very frustrated when there are young boys brought thru the woman's locker room when there is a family change room available. The lifeguards all look and act like they have all been grounded and are pouting about it. The teenagers hog the equipment in the weight room. They will all congregate around one thing for extended periods of time. I'm not clear what the young people "working" in the gym are supposed to be doing. They stand on the track and watch over the tail at the basketball courts. They don't know anything about the machines or how to adjust the seats. They really don't pay attention to the members at all. They are more in the way, than anything.

I have not come to Lovell to swim YET. Only been there years ago for my baby granddaughter birthday pool party. I would have TRIED Lovell since Longview was down for 10 days but have not had a chance. I was told that open swim meant the kids MIGHT be in a swim lane and the guards MIGHT NOT kick them out. I swim at least an hour at a time normally so I would not think your facility would particularly LIKE someone doing that but since I've not tried it I really don't know. Appreciate that all have to share. Your facility is not the most favored pool for my kind of workout but I may be pleasantly surprised and thanks!

I loved your pool until I went to Longview. It is full length and has plenty of lanes so traffic is a non-issue.

I tagged the aquatic center fair because the paint is constantly chipping on the splash area toys and several pieces of the splash area are broken. I rated the family changing room fair because many times the people utilizing it are single individuals, and not families.

I am not sure which Facility you are even talking about. You, this survey said Lovell in the email swimming facility. Longview is TERRIFIC. Lovell only 3 swim lanes and I seriously doubt the facility would be happy with me swimming in A LANE for an hour or more but Don't know. What I have found with kids' equipment in swim facilities - the kids rule, the guards do not necessarily keep the kids out of a swim lane. Thanks!

In the aquatic center some of the noodles and weights need to be replaced.

Indoor pool has so much chlorine that it not only fades your suit, it's hard to breathe, my throat gets sore and my eyes burn and are red. I never use it now.

It's been a couple months since I been to the pool, but it was quite cold every time I went. Air temp was part of it. I see staff sometimes in long pants and sweatshirts on lifeguard duty. Imagine how much colder the kids are when wet. Lots of shivering kids.

It's just frustrating when the pool or hot tub is down. Seems like they never have the back-up parts needed.

Lap pool and sauna very dirty.

Lap pool is too small. Not enough dedicated times and lanes for lap swimming.

LCC. The pool, spa area and women's locker room are disgusting. Since there's the same nasty marks on the walls and floors in same spots, they haven't been cleaned in months. Probably similar to all of the equipment and machines, not just a wipe down but really cleaned. Lifeguards need training on the pool, spa and they also need customer service skill training.

Life guards need better training. They are not very attentive.

Like to see a family membership and sauna room too. I think you need to clean whirlpool a little more often, frog slide and waterslide where kids use.

Locker rooms aren't always clean. Pool sides are not always clean.

Lots of silly rules and regs. Should have family membership for residents. Need to lower height requirement for water slide.

More time for open swim.

Not enough open swim for adults, only open really early in the morning.

Not enough open swim times and not enough lanes.

Not enough time for open swim.

Not many vending options. Also, almost rated the pool in Legacy fair because of dirty cloudy water in main lap pool.

Open Swim Time, prime time always seems blocked off for lessons. The wife prefers to swim right after work and had to quit because lanes were never available.

Please check the water temperature of the pools and warm the water. The temperature of the water in the pools is generally too cold, especially when it's cold outside. Also, please consider a smaller annual fee for kids age 4 and up that can only use the pool. Paying for a full membership for a 4-year-old or slightly older that basically can only use the pool area definitely need to be looked at and the price needs to be reevaluated.

Please scrub the pool.

Pool at Lovell has something in it that tarnishes sterling silver jewelry it's a pain this does not happen at Longview?

Pool dirty around edges and slide, foam 2' deep in hot tub. Get decent pickleball nets. Saturday Zumba music VERY LOUD and OBNOXIOUS. We have to scream to let the partner hear us serve.

Pool hours and availability changes. Pool shuts early and unexpectedly due to staffing. Pool lessons are done at hours when members who want to swim after work are shut out. Then just a few minutes after lessons conclude to use the pool at all. A better structure needed for scheduling. Better communication needed as well. If I call ahead to check pool availability, then arrive, the pool is closed or used for lessons.

Pool is always so cold.

Pool is closed for swim lessons too much.

Pool is dirty. Family changing room and locker rooms dirty including bathroom area. Main reason I don't use the pool at this facility.

Pool is way too shallow for adult swimming, exercising or enjoyment. Not enough hand rails for adults. It would be nice if there was a part of it that children would not use that would be quieter and allow effective work out space.

Pool needs to be cleaned more often. Looking cloudy and discolored past few times we've been.

Pool treated with noxious levels of chlorine. Hard to breathe, black suit now faded to a brownish color due to excessive chlorine levels.

Pool water during winter months needs to be warmer. General cleaning. Sinks no water.

Pool water is too cold. It makes my arthritis worse.

Pool water too cool for classes.

Pools frequently closed due to chemicals. Water cloudy at times.

Really disappointed in the fact that we got an annual membership for a child whom the swim lessons got pulled to another location. Defeats the purpose of the membership now since it does not include childcare. The management has given disjointed information, has placed blame on others for registration conflicts rather than solving the problem, has promised phone calls from others who could solve registration errors and those individuals never called. We've been charged registration fees for swim lessons our kids were wait listed on when they were in the class previously and we never heard back from the person who was going to process the reimbursement. We were informed by several lifeguards that the leadership at this facility, namely one person, was so miserable to work for, under that many were anticipating quitting. This wasn't super professional on their part but wasn't surprising given the response we've received from the same individual.

Registration is way too difficult. Wanted to obtain swimming lessons for grandkids and left a message but received no call back. People at front desk only said to go online to register but given inadequate information online.

Return to later hours of operation, need separate open swim area from lap swim, not convenient.

Sometimes slippery walking from pool to women's locker room.

Sometimes the lifeguards don't say anything to kids jacking around in the lap lanes when it's lap swim only.

Makes it difficult to swim laps.

Spa is out of order quite often.

Swimming lesson are right in time after work where I can bring my toddler to the pool. So, we can't use the pool.

The lessons are over about the time I need to be putting her to bed.

The aquatics center, several of the items in the splash area need painted with water compatible paint. It is constantly peeling. Also, the wheel to turn the water on or off at the buckets is broken and wobbly. The family changing room, there have been several times when the water in the showers doesn't get warm. Also, there have been men solo in the family changing room. I think it should be reserved for families only.

The hot tub is poor because it's DIRTY, and needs defoamer when it's running.

The locker rooms are dirty. The spa is never opened anymore. The pools schedule is a little too packed. There's not a lot of time to just swim anymore.

The membership fee for younger children seems excessive and the children's pool was often turned off when visiting.

The pool and hot tub are sometimes just grubby. I'm hoping the annual service will clean those up a bit. The locker room showers frequently have wads of hair over the drains. The lights outside if the building need to be on at night to better light the parking lot. It's pretty dark and hard to see people walking through the lots.

The pool has gum on the edges and has had it there for more than a year, on the north side.

The pool is dirty. There has been chewed gum and a used band aid on the inner pool ledge for months. The family changing rooms and the women's locker room are not clean. I very seldom use the pool area for that reason. I don't hesitate to tell people why when they ask.

The pool is very cold. I don't believe your reported temperatures. There is obviously a huge difference between the kiddy pool and the regular pool.

The pool isn't as clean as it should be.

The pool should be opened up for the kids afternoon through the summer fully functional slides working everything.

The pool was cloudy. The hot tub was disgusting. There was a brownish, red substance all over the bottom. The family locker room looked dirty. The water in the toilets was yellow. Overall it made me not want to come to LCC again, the only reason I did was because the Longview aquatic center is be.

The pools have greatly improved.

The showers in the women's locker room are never clean, their toilet paper is always out in the stalls. There's always hair and everything, I wonder how often they sweep and clean out the showers and the locker room area. The hot pool always seems to have a layer of gunky mold floating around the edge. I don't think there is one lifeguard I have ever seen smile or say anything to anybody. I have AVN, and can only utilize the pool areas for my exercise, and it seems to be closed a lot. Or they're short staffed and can't be open because they don't have enough lifeguards. The swimming lessons in the summer of seem to taking over all the pools in the evening when most people get off work and want to come exercise. it just seems like something is always broken down. And if they close the pool area for lessons or anything, why can't they leave the kiddie pool with the lazy river open if they're not using it. My husband and I have been turned away from exercise because they had something going on in the big pool but nothing was going on in the lazy river pool. The bathroom scale in the women's restroom is always out because the batteries are low or need changing. I tell them and come back the next day and it's still out.

The SPA (hot tub) is "down" much too frequently!!

The structures in the splash area of the pool need to be cleaned and repainted. In the lap pool, I frequently see bugs at the bottom of the pool. They are dead but

There are several times for you have gone up just to use the hot tub and it's been closed due to chemical in balance. Not rocket science.

Unruly children in the fitness areas and pool areas.

Water aerobics are not at a convenient time. Value of membership, if it includes Harris Park why does it not include waves?? I would like to come right after work but you have swim lessons every day of the work week.

Water too cold.

Water too cold.

We only use the swimming pool in the facility and would like to be charged for only the pool use. My husband and I pay for the whole entire facility and park and don't use it, why can't we only pay for what we use.

Women's locker room could use better curtains. Aquatic center needs more open swim time.

Women's locker room is not cleaned very good. Whirlpool is often closed.

Women's locker room needs maintenance and cleaning more often, always runs out of paper towels. Cleaning of equipment in cardio and weight room, cycle bikes next to track, cleaned more too. Hot water for drinking in lobby should only be used for that, has coffee taste residue. Whirlpool needs updated, most times shut down.

Would like the water in the kid pool to be warmer. My kids are cold when swimming in the pool and the water temperature is not warm enough.

Would like the water temperature of the pools to be warmer. Many times, kids are shivering while in the water.

1) Overall cleanliness and upkeep of facility has decreased since Covid. 2) Appreciate hiring younger people, but they seem to just stand around and talk to their friends.

A little over a year ago, we were pleased to learn that our health insurance carrier (United Healthcare) partnered with Lee's Summit Community Centers to cover membership fees. The program, designated 'Renew Active' was described to us by J. Thomas Lovell staff as a 'full' membership with all rights/privileges, essentially equivalent to our 'Annual' membership. We converted our (Lee's Summit resident) annual memberships to the United Healthcare subsidized 'Renew Active' membership on 06/01/2021 with the understanding that the 'Renew Active' memberships would be, for all intents and purposes, identical to our previous 'Annual' memberships. The 'Renew Active' membership does in fact grant us access to all four Lee's Summit facilities including pool, weight room, and group classes. The only exclusion stated was for personal training, which is also a separate charge for 'Annual' membership holders. However, when we recently (Sent an email to Erin Keeney on 09/07/22) inquired about participation in the 'RevUp' session, we were informed that our 'Renew Active' memberships do not qualify as 'Annual memberships' and that we would be required to pay full (\$135 each) price for the 'RevUp' session. This seems to be in contrast to how the 'Renew Active' memberships were originally presented to us. Ms. Keeney implied in her response that there was a price reduction (or perhaps waiver) for the 'RevUp' session for 'Annual' membership holders. Ms. Keeney's justification was that, as 'Renew Active' members, we pay \$0 for a 'Renew Active' membership while the annual membership costs \$233 a year. Although true, we pay \$0 for the 'Renew Active' memberships, we assume that the Community Center is not providing 'free' 'Renew Active' memberships, but rather is receiving the equivalent (or at least a negotiated) amount from United Healthcare to cover membership. So, it seems that the 'Renew Active' and 'Annual' memberships are suddenly not equivalent. And, further, the difference seems somewhat arbitrary. As it is most probable that United Healthcare is indeed compensating the Community Center for the 'Renew Active' memberships, we do not understand why 'RevUp' should incur additional cost.

A personal training session should come with the membership so you can be taught how to use the equipment.

A steam or sauna room would be great, this is the first gym facility I seen without one. Outdoor handball/racquet courts would be great.

All in all, it's a great value, but the overcrowding of high school aged kids in the gym is over bearing. They are in the way often and hoard equipment. It's great that they want to work out, but the posing, snap chatting and ego lifting is hard to work around.

All of the good bikes in the cycle room got sent to Longview. I miss having nice bikes at the Lovell center!

Aquatic Center not big enough since have to share with swim teams. Not enough room for personal water exercises and not enough time options for water exercise classes.

Areas are small and classes always too full to schedule. Track is too small and walking one direction makes me dizzy.

At least one bicycle needs maintenance. Fans often need turning on and re-positioning.

At least one of the pickleball nets need to be replaced.

At Longview, I have trouble getting in and out of the pool at the end where the water classes are held. Also, the showers are way too small.

At Longview, if you are a lap swimmer the open swim times change ALL the time. Without any warning. What is posted on the website is never accurate. Between water aerobics, swim team leagues and triathlon training classes, you never know if you can get a lane. Very frustrating.

Attendants in the weight room area stand around a lot. I hardly ever see them cleaning machines or other areas.

Not enough pickleball hours.

Barriers to keep balls from going to the other side are falling apart. Need new cardboard to keep balls from going under the bleachers.

Be more open to suggestions from members.

Been a member since this facility opened.

Brought family guests in for the summer and check in staff did not demonstrate an ability to problem solve and charged a ridiculous rate.

Cable Machines in weight area could use updating.

Can't evaluate at this time since I haven't used this facility for several years.

Can't rate at this time since I haven't used Lovell (I assume that is what I still call Legacy) facility in several years.

Cardio equipment. A lot of the treadmills are a little wobbly, like the floor isn't flat under them.

Changes to membership (add or drop) can be annoying.

Clean equipment. Clean equipment after everyone uses them. Make sure rooms are cool enough.

Closing early on weekends is irksome. I have more time later then but LCC is closed.

Computer program at front desk seems very slow and out dated.

Concerned lately with some young children in the weight room. I thought this was against the rules?

Contact, not at all I live out of state and visit only when visiting my sister who lives in Lee's Summit. I only play pickleball.

Cooling the rooms. Have all people take the time to clean every piece of equipment they use. Have your whole staff get Covid shots.

Could use more machines.

Court marks are confusing, but ok for a multi-function facility. Would be helpful if the window glare could be controlled by adjustable blinds.

COVID really changed how I see this type of facility. Even though I used to use the facility 2-3 times a week I haven't been back yet. It's not you, it's me.

Dealing with the front desk at this facility always takes significant amounts of time!!! Longview is knowledgeable and quick. So much easier to work with. I joined for the aquatics program. Teachers at Longview are significantly better. I suggest teachers share strategy. I wish there was a discounted family rate.

Dirty, mats NEVER cleaned, hot, equipment is "hidden" by the paid trainers in their room so even though we paid for it they hide it and bar normal patrons from using it (free weights, Bosu ball, etc.). They should not be able to keep equipment away from those who paid for it.

Disappointed in the recent membership price increase.

Don't give in to Evans. He played the race card too soon! Too bad the Mayor threw LSPR under the bus. He won't get my vote Ever!

Don't much like gym rats camping out on weight benches. Would be great otherwise.

During a class in gym young men were shooting basketball and the ball kept coming into us. Cathy the instructor asked if they would stop but they wouldn't.

During COVID one staff member was a pain! Rules during Covid not good. L.S. should have pushed back a little.

Enforcement of weight room safety rules is inconsistent and seems to be based on which staff person is or isn't intimidated by which patron.

Equipment in weight room is really old and outdated and several machines are not smooth at all, however I'm still going to come in and be grateful.

Equipment is dated and always needing repair. Gym needs a refresh.

Equipment is never cleaned by staff and they only stand on one corner or area and talk to each other. They are not helpful in any way, shape, or form. Staff is not friendly. They only talk or stop you when they think you are doing something wrong.

Equipment is sometimes out of order.

Equipment showing wear. Staff (upstairs) stands around, seldom cleans, they do nothing. People do not respect others waiting on machines I.E. waited 30min for one person to finish weight machine (teenager) asked but would not get off of it.

Evans cried wolf! Post Covid hours took too long to return. Quit raising prices. You need checklist for staff. Bi model dist. of labor. Some kids work hard and do scrub, others just talk.

Every other place I work out we all clean all equipment after we use it.

Excellent facility with friendly staff. Very glad I joined and able to use the facility. Keep up the great work!

Excellent Facility. The only Bad experience is when too many kids cuss, stand on walking track. Also, too many people on phones while sitting on equipment not exercising.

Expensive to take children to swim area.

Facility clean and well equipped. Compared to Legacy's it is crowded and lacks privacy in showers and dressing area. However overall excellence of Longview I overlook.

Family changing room does not keep hot water regularly. Works once then not again for weeks. Mostly "handicap" shower sometimes other showers.

Family changing rooms no hot water in three months.

Family changing rooms were warm the few times I used them at Legacy Park. Need better circulation!

Fans are too powerful and loud. At least some wall fans need to have lower speed.

Floors are dirty where we do yoga.

Free weight area is really cramped. Would appreciate a bigger area with more weights. Focus appears to be on more machines than free weight opportunities for more of a HIIT focus.

Gamber Community Center = Equipment and Walking. Harris Park Community Center = Walking the trail.

Generally ignored by staff. They continue personal conversations at the front desk as people try to get their attention. last yoga class in evening, at the end when we have quite relaxation, the staff start vacuum or emptying trash just outside our door. Very rude and discourteous to teacher and class.

Girls being told to put more clothes on is a little odd to me and I have a 21-year-old daughter. 1) That's how kids do these days. 2) True athletes wear tighter fitting clothing and I can completely understand that.

Good you finally replaced the TV in the lobby. The picture was blue.

Great facility.

Gym lighting needs improvement on the end farthest from the entry.

Gym, very loud when Basketball playing and Pickleball Courts. Lighting a problem. Lots of Glare. It was brought to my attention a member was buying the correct kind of Pickleball for Indoor.

Had some difficulty setting up Silver Sneakers with Gym personal

Hammer Strength equipment in weight room would be a welcome addition. Likewise, for a Stairmaster in the cardio room.

Handicapped parking is too far from entrance. Lobby is very mundane and not very inviting.

Handle bars fell down while going up a hill. Fell off bike. Fix them or remove them, they do not measure up to parks standards.

Have been member since opened.

Have experienced a few issues with unruly high school aged males that attempted to challenge us by being disrespectful and rude. Had some concern leaving premises as they could follow us outside.

Have very much enjoyed using the fitness centers. I normally use them 4-5 times a week and have lost 21 lbs. in the last month.

I am a long-term Lee's Summit resident and have watched the programs and facilities grow. I am very pleased with what Lee's Summit has to offer.

I am no longer a member. Ms. Pyle just made it an unwelcoming place. When we complained about her nothing was ever done. There were many members who felt the same about her.

I am very pleased with the Lovell Community Center! The facility, services offered, exercise activities and personnel are excellent! I am very impressed with this community service being offered by Lee's Summit.

I attend Tammy's group classes and she is so amazing. She is always prepared, on time, kind, funny, and gives us the best work outs. I would be lost without her.

I cancel my membership for the attitude they have.

I did not rate any fair or below, but I intend to take advantage of the stand-up paddle at some time.

I didn't know you had half the items listed in survey.

I do wish you would post signs in the workout area to not use your phone while sitting on exercise equipment. Often abused.

I don't appreciate that the rates were just raised and I was not notified before it happened.

I don't like that there has been a few for making plan changes.

I feel discrimination for other culture.

I feel like there's not enough space to do HIIT workouts in the weight room or cardio room. I don't want to be going room to room to have enough space. Also, a lot of weight room ropes and pulls need replacing.

I feel that a family membership should be offered. Individual memberships have gotten far too expensive for a community center. It's cost prohibitive for many families. The registration process is antiquated. A fully online process for all services would be a huge improvement.

I first joined LCC about 20 years ago to play racquetball. The facility was quite new at the time and very clean. I played for about 10 years regularly but had to quit because of a significant knee injury. I rejoined about 10 months ago and use the walking track five days a week. All this to say that this facility is as clean today as it was 20 years ago. The staff is always warm and courteous too. Every employee does his or her job extremely well. LCC is hands down the cleanest, best equipped fitness center that I've ever been in.

I got a membership here so my daughter could go to the gym with me when I work out. I had a membership at planet fitness. The cardio and weight room equipment are old and outdated without comparing to planet fitness. it is archaic when comparing to planet fitness. I realize this is a community center, but replacing some of the equipment would be a way to attract or keep members.

I have been a member for over 10 plus years before I had silver sneakers. I would still pay for this. Very good parks.

I have had a membership for over a year and my son has had it for about a year. I bought another membership for son and brought him with me. To avoid the CC fee, I wanted to bring a check the next day. I wanted my son to be able to work out and they wouldn't let him unless I paid a \$7 fee. That was absolutely ridiculous!!! We had completed all the paper work and the key card. So, I had to use my CC and pay the fee. No happy at all about that!!!!

I have hearing disability reason. I am 89 years of age (10-06-32). I wish I were younger and full of the right stuff to participate in "cause" I would gladly contribute an "amount" towards the "cause" and then walk around the lake in the daylight hours sun up to? Ester K Braams

I have no idea how to listen to the TVs in the cardio room if I don't have an old school Walkman. Would be good to have instructions posted or update the technology.

I have not been an active member for the past 2 plus years because of back surgery which required me to learn how to walk all over again.

I inquired about the massage service but making an appointment was cumbersome. So, I gave up.

I just don't like having to do everything by myself.

I just wish I had taken advantage of all the opportunities offered years ago.

I know not much can be done, but the groups that play basketball there are loud and often on the verge of fighting each other. It has reduced my time at Lovell.

I live in Texas and get up there twice a year and it's awesome to use all your facilities by just scanning my bar code.

I love coming up there.

I love that we have the indoor pickleball courts, but having so many lines on the floor becomes very confusing for me. I'm not sure if there is a way to decrease the number of lines to just have the basketball court lines and pickleball court lines. Family changing rooms would be helpful to have another shelf in the shower, but I know that's picky! The trash can is also super tiny for a wet swim diaper! The parking lot I only rated as fair because I came out to my car and found it had been rear-ended and scraped up and no one left a note, and despite talking to LSPR the cameras were not useful and did not show the accident. So, I would prefer better camera footage in the parking lot.

I love the staff, good people. My main concern is with the young gym attendants. They tend to stand in a group and talk 15 to 20 minutes at a time and clean only when they feel like it! They need direction and if it's ok to stand around, can they go to a breakroom and do it? It looks bad when the gym is dirty.

I rated the membership options very poor because it would be nice if there was a family plan. It makes no sense to me that over my daughter turns 4 my membership will double in price. All she will be doing is coming to the pool with me once per week. It would make sense to add \$30 to \$50 year per child 4 and over, but adding the cost of an adult annual membership is ridiculous. Children that young don't even utilize the gym equipment.

I really wish staff would police and enforce the rules about dropping weight equipment on the floor.

I switched auto pay accounts and it was painful and required three visits to complete. Seems overly difficult to change an account. In addition, around the rules, my daughter and I have been going to legacy for more than 5 years. She continues to be hounded about wearing a full-on T-shirt instead of a crop workout shirt or sports bra while there are gentlemen running around with muscle shirts completely cut out. Seems like a contradiction between what males and females can wear and really non-value added.

I think the City of Lee's Summit needs to put in more Pickleball Courts with lights. The courts we have are not enough to support the amount of people wanting to play.

I think the Lees Summit community is so fortunate to have such fine Parks and Recreation centers, administration and volunteers that keep it running smoothly.

I think you should invest in a stair master. Wonderful machine, not sure why there's 20 plus treadmills and not a single stair machine.

I truly enjoy the fact I can partake in four different gyms with my membership for a reasonable cost. I realize I've been missing out and will seeking other activities to try to maximize my membership.

I was never notified of my membership expiring and got stuck having to pay the CC fee for it one Saturday morning on my way in. Staff didn't seem concerned that I hadn't been notified. They said they call but the list gets long. I got this email to do the survey. Perhaps that's a better way to ensure accuracy in contacting people.

I wish the weight area was a little more diverse in terms of machines (some are too heavy for me, a 5'5 130 lb. woman) and weights (e.g., bars (not barbells) of lower weight. I have to use a curl bar to do bench presses, for example.

I wish you would get the family membership plans back!

I worked for Parks and Rec.

I would like to see a speed bag installed. The bag could be checked out at the front desk rather than left hanging.

I would love the option of a family membership or a student membership. I have a single annual membership, my HS son has a single annual membership, and my college aged son has gotten a 90-day membership over the summer.

I'd like see a Summit Waves discount or add on for members. Perhaps, a discounted punch card or something that could be purchased.

I'm a single grandpa and I like to bring different grandkids with me from time to time for no more than we use the facility I feel the cost for them is too high.

I'm sad that the paddle boards and canoes are no longer free. I think there should at least be discounted for members. I also wish there was a way to have the permission for checking out the bikes on file. It takes a lot of time to do the paperwork each time.

I've contacted and talked to staff with questions and never heard back from them.

If employees are rude it's because they hate their job. If they hate their job it's probably because they don't get paid enough. Duh.

If possible, I would Pay more for a Sauna.

I'm from Independence. You guys blow my socks off!

I'm very pleased with the facility and instructors for what I do there. Dixie

In family bathroom, only first shower has hot water. If first shower is in use, cannot get any hot water at all!

Women's bathroom has shower issues too.

In the weight area I wish you would post signs to limit cell phone usage while on the weight machines. Too many teenagers and even adults sit on the weight machines and text their friends far too long while others are waiting to use the machines. Have a rule, no cell phone usage on weight machines except to listen to music, and enforce it.

It always takes forever with registration. Some of the policies are ridiculous micromanagement. Some of the staff is bossy.

It gets crowded at times with several young kids playing around on the equipment. 8pm is too early to be closing.

It is great for the community opportunity to work out.

It took about 3 months from the time I put a note in the suggestion box that the pedals on the stationary bikes needed to be replaced. The bearings were defective. I also discussed this with facility staff and still no action on getting them repaired. Finally, they were repaired, although they never did repair #4.

It would be great if the hours of operations were longer, specifically on Sundays until 9pm. It's hard to eat dinner and get there in time to get a full workout in on Sundays. Some of the life guards don't pay attention to the kids and are on their phones when they are on duty. I have watched a parent dive in fully clothed concerned about their kids swimming while the life guard did nothing (J. Thomas) nor did the life guard address it after the fact. (I have only seen that once).

It would be nice if the facility stayed open until 10pm on Saturday.

It would be nice if the gym had more racks and benches for the community.

It would be nice to be able to sign up online for the classes.

It would be nice to have more benches and duplicates of some machines, as wait times for some machines is very long during peak hours.

It would be nice to have optional membership options. I use the treadmill and wright room only, but pay for everything. As a fixed income senior this is costly. Use option plans would be very helpful. Or even a senior discount.

It would be super cool to have a hack squat machine at the Lovell center!!

It's dirty.

It's a huge effort to keep up the LSPR excellence, but please stay after it, city of LS depends on your quality!

It's a shame to see how much this facility has changed. I have submitted several comment cards, with no results. I have been a member since this facility opened. I'm considering cancelling. My membership keeps going up with no benefits.

I've been a member for years and my information has not changed. Why do I have to fill out a new form? Just let us hoop.

Keep up the good work. Please never get rid of the racquetball courts!

Kids summer camp shuts down pickleball courts.

Last summer I used the reservation when it was free (could rate 5). This year amount for 30min was too high, especially considering there is not enough for my membership cost (very poor).

LCC needs more free weight bench presses. LCC needs bigger signs which state which lanes are designated for walking and running. LCC hand air dryers need to be replaced with more powerful air dryers. LCC needs boxing work out equipment.

Lee's summit could use some more weight training machines.

Lights need to be changed in racquetball courts. Not just the bulbs, but the entire fixtures that allow using multiple halogen type lights (2 to 3) in each fixture.

Limited knowledge as only use water aerobics classes at this time.

Little more expanded.

Locker and shower area need more frequent cleaning and sanitizing.

Locker room and shower area needs regular cleaning and sanitizing. Visible mold reported.

Lots of signs indicating rules but little enforcement. Perhaps incorporate rule compliance into your contracts.

Lovell Facility should provide indoor pickleballs when patrons are playing indoor pickleball. Also, there should be a fifth pickleball net due to the volume of players waiting to play. There were 24 people waiting to play on Wednesday, August 3rd.

Lovell is a great community center!

LSPR doesn't seem to recognize the needs of Gamber. The aerobics room is too small. In order to get into some classes, you must sign up a week in advance and even then, there is usually a waiting list. Meanwhile, the rest of the facility sits unused most of the day. We were very disappointed with the decision to mow down all the wildflowers and native grasses along the walking path at Lovell. It was a lovely habitat. If there was a valid reason for destroying it, you might want to publicize it.

LSPR is a great asset to the community and I hope it continues to grow.

Massage room should be bigger. We need more pickleball nets in a different location. Dedicated just for the game. Really hoping Lees Summit improves the pickleball courts.

Member since it opened, mainly use for track. Been waiting 2 plus years for replacement. It's like walking on concrete. I use rarely. Walk on track at Campbell when I can. Considering canceling membership until new track floor done. Gym floor gets done every year, PLEASE prioritize track!

Members don't utilize eye guards when playing racquet ball, should be posted "mandatory eye guards" I've seen too many injuries with the ball and racquet striking the eyes.

Men's locker room should have privacy showers like the women. In the family changing rooms, it would be nice if there was a shelf or something to put your belongings on to keep them from getting wet. Also, several times I've thought the hot water wasn't working in these showers but it was actually because it takes SEVERAL minutes for the water to get warm. Also, there's been a handful of times where at least one shower was blocked off as out of order. Also, it would be nice if there was some kind of dress code enforced. I once saw a woman using a bra as her bathing top.

Men's locker room, twice I was uncomfortable as a middle-aged male was walking around the area at sink nude acting weird.

More coffee hours.

More space for pickleball without competition from other sports like basketball. Harris is a great space for pickleball but we need more room to handle additional players. Really am wanting a dedicated indoor space for pickleball in Lees Summit.

Morning front desk is very friendly, they always welcome and send me off.

Most times that I use either the family or Women's locker room, they are not very clean.

Move racquetball reservations to web-based, requiring a membership ID to be entered when reserving a court.

Music on Saturday is way too loud and disruptive to pickleball patrons.

My friends have had bad experiences with the staff being rude or short with them.

My one and only complaint, those folks that sit on the equipment in the weight room and look at their phone for periods of time, not using the equipment at all.

My sons love to play basketball. They get frustrated with the amount allocated to shooting and or games. Easy for balls to get stolen as well.

Only been a member for less than 1 week, and therefore at this time haven't utilize many of the services or equipment.

Need bigger pool, more lanes.

NEED CURTAINS OVER WINDOWS FOR PICKLEBALL. NEED NEWER UP TO DATE NETS. PLEASE LOWER OR DISCONTINUE THE MUSIC ON SATURDAY.

Need family plan membership option.

Need more hours for pickleball. If it started earlier people would attend or add more hours at night.

Need more pickleball courts. Lines for courts are very hard to differentiate. LOUD.

Need some updates!

Need to keep pickleball nets in good condition

Needs a gym just for pickleball.

Nets need replacement, would like to see more proactive addition of additional courts when there are a lot of players.

Nice place. Well managed.

Not a healthy selection for vending.

Not all lady's locker room showers operate well. Need new nozzles and more hot water. Heard about facility from friends.

Not all registration is electronic. I paid extra for my mother last year because the cancellation for winter was awkward. Additionally, my account was compromised this year and it was difficult to get things switched.

Not enough pickleball courts at Lovell Center. If I have to wait more than 15 minutes to play, I go somewhere else. If there are more than 8 people waiting, that is unacceptable, which is why I only went there once in the last year. Waited 25 minutes to play.

Not enough pickleball courts available. At Longview and Legacy, partitions between courts like at Harris would be nice, as we are always recovering balls for other courts.

Not much on barbell platforms for some power lifting.

Not much to offer in vending area.

Not very accessible for handicapped or adults.

Oftentimes kids under the age of 18 are running amok in the weight room area. They are there to socialize and not to train.

Online signup and family memberships would be great.

Only two Nu Step machines which are very popular, while others tend to be free. Often have to wait to use them. Please consider adding more of these.

Only been a member for a week and haven't had a chance to get fully involved yet.

Only complaint (slight complaint) is 2 or 3 people walking abreast on the walking track.

Only tried massage once so not a fair appraisal. It was not always available due to COVID. My trial was pre-COVID and not very user-friendly atmosphere.

Other insurance, Silver Sneakers.

Our 13-year-old loves it so much we are thinking about making it a family thing. Wish there was a family membership option.

Overall cleanliness at Lovell is not up to par.

Overall, I'm extremely pleased with what I get out of this membership, especially at this price and being a non-resident.

Overall this is a gem and I'm glad to have stumbled across it!

Overall very good job.

Parking lot seems to be trashy at times. Women's locker room is a little dirty at times. I swim 3 times a week and often pick up trash in the parking lot. A leaf blower might help in cleaning up the lot. I don't blame the staff, it's just some members are negligent!

Parking lot lighting is bad. The lights on outside of the building don't come on.

Parking lot needs resurfacing.

Parking poor must hunt and hope someone leaves! More selection on vending.

Personal training area is extremely hot and Wi-Fi is poor.

Personal training cost is way too high.

Personal training room is a little small and dimly lit. It is functional but not pleasant to be in. Less attractive than the rest of the facility.

Personal training room is awkward but I like how the doors have been removed.

PERSONAL TRAINING ROOM IS SMALL.

Phone 919-797-4796.

Pickleball court lines are very confusing, there is a lot of glare, no separation of courts, nets need improvement.

pickleball courts could use more curtains between courts and more pickleball hours.

Pickleball courts need quality nets. These nets are lower than regulation, always needing repairs and adjustments. Would be nice if proper balls were furnished and we wouldn't have to buy them.

Pickleball courts poorly marked.

Please be observant of children playing Pickleball without parental supervision.

Please educate staff for work before you they said you don't pay the membership. I feel really discrimination, and also in front the everybody keep confidentiality have. If you want more information call me: 816-797-3884. I decline the membership and more person are the same. Alejandra Martinez de Johnson and Jon Johnson.

Please get more cable attachments for the personal training room, also a chest supported row machine would be great, but these are just minor concerns. The leg curl machine has been out of service for a while as well.

Please send me info on Silver Sneakers. Have you taken advantage of other facilities? Not yet! Complications!!

Please upgrade the equipment. It is why most people use the facility. It is an awesome facility, bring it up to today's standards and less of an old YMCA.

PT room is small and poorly ventilated.

Put money into paying the employees so grown adults don't make less than 15 an hour, makes it better for a customer.

Racquetball reservations need to be moved to a Web-based process, using your membership ID with a password to gain access.

Really clean it, not just a causal wipe down.

Refer to family changing rooms.

Registration is a bit confusing. Somehow, I ended up with two different accounts.

Registration is confusing, and bringing a guest is a bit of an ordeal.

Registration process is outdated. It is 2022, why are we still submitting paper voided checks? Why can't I control my membership and edits online? Why must I show you my license AGAIN, didn't I just show it to change my membership? This process is terrible.

Request more bench press weight benches. Request better running track lane signage.

Requiring masks on the racquetball courts was ridiculous. People who were concerned about exposure stayed home.

Rules are not enforced in weight room. Especially the young men slam very heavy weights on the floor to attract attention.

Safety is a concern. I've experienced several safety issues with other visitors improperly using equipment and dropping weights hard. Also, I've seen young children in the weight room unsupervised. The upstairs needs to be better monitored by staff. For example, this morning I had an individual cut in front of me while I was lifting. They could get hurt doing this.

Service is much better, but the personnel who clean the gym equipment are consistently wondering around aimlessly not cleaning, and getting in the way more than anything. I feel like I'm cleaning the equipment more than any of them are.

Should have a family membership option and or kids 11 and younger who are not allowed in the weight room should not cost as much as an adult.

Should have family memberships.

Shower stalls have shower curtains that don't fully cover shower opening. Not very private.

Showers need to be cleaned better, especially the curtains they often have mold.

Signing up for class is terrible.

Some high school students like to text their friends while using weight machines. Constantly have to ask them to move so I can exercise!

Some of the equipment and free weights are worn and can be replaced.

Some personal are not efficient. Let us wait around the desk because of slow computer (?).

Some younger weight area users like to congregate in areas of the workout center, equipment for extended periods of time and chat. Some run around and talk, yell at one another.

Sometimes the restrooms and showers need attention. The challenge, people are rude and disrespectful. Hard to change that.

Staff friendliness poor during COVID restrictions.

Staff Friendliness, Staff Knowledge, General Safety of the Facility and Rules, Regulations and Policies, Excellent!

Staff in lobby are very helpful. Staff to clean work out equipment stand and talk to each other, they don't wipe down equipment and acknowledge any members. Don't care about doing job hired for.

Stairs master or ladder would be a nice addition.

Strength training equipment is in a very small area.

Teresa is terrible and should not be on staff.

Text communication would be great.

The family changing room has a shower that is radically affected by a flush of any toilet (especially dangerous for children). I have REPEATEDLY mentioned this problem every year when these surveys are given.

Thank you for putting up the 4th net on Saturday mornings for pickleball!! It would be nice if that could be done more often. In fact there are times when a 5th net is needed!!

Thank you for the beautiful flower pots at the entrance to the facility. The colors and diversity of plants always make me smile when I arrive or depart. Is the approximately 5-mile bike, run, walking route part of this facility upkeep? Is there any way to have an alternate route along Colbern Rd? Sometimes when I run the entire loop I become uncomfortable running alone along a busy street. I really like the scenery and paved path all the rest of the way. Thank you for using my tax dollars to provide the resources.

The bikes squeak and are just unusable.

The equipment in the strength training area needs updating and expanding. Some machines are very worn and at busy times it's hard to get on equipment.

The facilities and programs offered by the department really greatly improve our day to day lives.

The facility is CLEAN, CLEAN, CLEAN!

The family changing room is small and needs to be updated!

The family locker room is often very messy, it's explainable due to all the little kids coming from the pool. I guess it's just sad that other parents don't clean up after their kids. It probably just needs to be checked more regularly.

The female teenagers that work at night are more concerned with their cell phones and talking with their friends that come in. The male teenagers are a little better but not by much.

The floor of the men's locker room and the lockers are not cleaned often enough.

The four existing facilities are servicing central, east and west Lee's Summit. Nothing is available for the many residents on the north and south sides of the City. This must change! I should not have to travel one way a minimum of seven miles to a facility!

The gym is being kept up really well, always clean and tidy.

The legacy park weight room is full of men. I am uncomfortable holding them up to use the equipment. There should be a woman's weight room. Just a small circuit of weight machines would be great. There should be treadmills in the cardio room, currently they all are in the weight room. Spin class type of bikes should also be in the cardio room. Currently they are all in the cycle room, open for classes only I believe.

The Legacy walking, bike trail needs repair.

The life guards are not friendly

The lights in the Pickleball gym are too bright and glare from the floor to ceiling windows is blinding.

The machines rarely get clean adequately. I have personally witnessed employees turning the sign from red to Green without cleaning the machine. Also, the cardio room has too many fans blowing in your face. Particularly during this COVID time I think the fan should be turned down. Also, the toilet in the handicap stall has a very loose seat. I reported this item almost two years ago.

The men's locker room floor is frequently dirty.

The only staff member I've ever had an issue with and I know many others who feel the same, including other staff is Teresa. I've experienced her in the gym environment and through my child's birthday party at the pool. She is consistently rude to myself and others.

The parking lot is at times very crowded, sight lines are only fair and there is a lot of pedestrian traffic, including young children. But, it is, after all, a recreation center.

The PB nets were a mess until recently. We purchase our own balls because they are not furnished. We need dedicated indoor courts.

The person at the front desk was not knowledgeable about the insurance provided membership registration process and was not helpful.

The personal training cost is ridiculous, it should be half what you currently charge. I guess it's only for the rich.

The pickleball courts are not up to standards of other community centers I have used. The bleachers are right on top of where you are playing. It interferes with the play and someone is going to get hurt.

The racquetball courts are like playing in a cave, very dark. Change the entire light fixtures out so that each light fixture has multiple lights (halogen for example) in each fixture.

The registration process needs to be more automated and more options for payment. I don't write checks and that was the only option to pay which I had to go to the bank and request counter checks to sign up.

The registration process takes way too long.

The rooms are not big enough except for the gym. More elliptical equipment with TV's would be nice.

The room gets hot!!!! Was better in the gym

The rowers are old and the row times disappear. Please add a stair stepper.

The shower was leaking for days in the women's locker room. Maybe it is fixed by now but it concerned me how much water was being lost. Is there a better area to do stretching during a regular normal time period in the gym?

The showers are dirty with mold on shower curtains. I use the same shower most of the time and looked at the same hair ball on the floor for over a month.

The staff at the front desk messes up nearly every single time I have any questions about my account. There are still children listed under me that are not my children. I wanted to add my teenager to my account and they set the account up as a brand-new account instead. It took months for anyone to correct the mistake. Once it was corrected and the payments were sorted out my daughter is still not on my account and I'm afraid to try to add her because I was about to add her in person with a check but again the ladies at the front desk were trying to set up a brand-new account. After I explained to them I had an account I just needed to add a family member they told me that is how I am supposed to do it which is what led to the last fiasco the last time that city hall had to correct working with a manager of LSPR. The ladies that insisted I sign up a new account were also rude. The other older lady interrupted me and my daughter talking to tell us to move when zero other people were in the gym other than workers.

The staff does a really good job at trying to keep order of disrespectful youth. At times feel sorry for them having to babysit unruly children.

The staff is excellent!

The treadmills are way overdue in being replaced.

The walking track could use a little updating.

The walking track is kept up very well, my only complaint is I wish it was longer. Maybe someday it could go around the entire building. We can dream, can't we? Lol

The website needs an overhaul, challenging to browse classes.

The weight room is always full of men and I don't feel comfortable using the equipment and making them wait on me. There should be a woman's weight room. There should be some treadmills in the cardio room, they currently are all in the weight room. I like the cycle bar type of bikes and there are none in the cardio room, all of them are in the cycle class room.

The Women's Locker Room often has mold in the showers (especially the curtains). Are they sprayed down with a Bleach or Disinfectant daily before closing??

The women's locker room, particularly the showers, frequently looks like it hasn't been adequately cleaned. The new shower curtains on some of the stalls are an improvement, but often the curtains are not hung properly, missing hooks, and the shower walls and floor are dirty. The trash is picked up and emptied regularly. The toilet stall is generally clean. The lockers are fine.

The workers are very unfriendly and rude to guests. Many times, we have had problems with them being unkind to my 17-year-old daughter. They CONSTANTLY argue with her about having orientation. She's been coming there for well over a year, 5 days a week, and she is continually harassed. We will be leaving soon. It's ridiculous.

The young staff need to address clean me signs more promptly instead of being on their phone, chatting with each other or looking over the balcony.

There are always multiple machines not in service, the staff don't clean machines and mostly walk around aimlessly. The middle aged, older staff can be rude and short at times. Otherwise, we have positive experiences.

There aren't enough pickleball courts. Some of my friends and I have quit playing because the wait to get a court is too long.

There have been several times when the staff is very unfriendly at the front desk. For instance, I was walking out when I stopped at the front desk to tell someone the water in the large stall in the family changing room was not getting warm. The man told me he would be with me in a minute, and when I said I just had a quick question he rolled his eyes at me and sighed. I then asked if he was aware that the water in the changing room does not get warm. He was exasperated and asked me which stall it was in. The check-in process for a one-time visit is far too time consuming. Membership options do not make sense. There should be a family membership option, or adding children ages 4-10 should add only \$50 or so to an annual membership. It should not be the same cost as adding an adult.

There is an unrelated issue that occurred this morning at the fitness center. Three old men were unkindly watching my wife as she walked around the upstairs track. One made an unkind comment to her about her female parts and laughed. I witnessed this as I was biking in the corner of the track. This occurred at roughly 8:55 AM. It would be on your security cameras.

There needs to be more pickle ball court availability.

There should be a policy in the weight room banning cell phones. People sit on the exercise equipment and text, blocking the equipment.

These are excellent activities that I look forward to using.

They can stand some improvement, hot water, clean floors, things left in the lockers. Pickleball equipment always needs repair. You need someone there that knows about pickleball and how to maintain.

Think you should put a piece of indoor, outdoor carpet down the middle of the women's aquatics dressing room, scared I am going to slip on water and fall.

This is a great facility with an awesome, very friendly staff! Thank you very much and hope you have an awesome day!

Too many lines on pickleball courts not relevant to play, and of different colors on each court. Very confusing.

Too many teens congregating in fitness area and personal training area (not exercising).

Too much closing of the gymnasium for pickle ball and, or volley ball. Also, the dance classes take up the basketball courts too much.

Too much effort to explain it all.

Treadmills are showing age and ladies room next to cycling room appears to have ongoing problems with one or more stall doors and toilets.

TV's on the treadmills are always out of order. If the TV works the remote doesn't. Usually only one maybe two work out of Seven. VERY FRUSTRATING.

Upstairs weight area needs to be monitored by staff full time.

Used to have low dividers to keep pickleballs going into another court. Members are buying the balls not the facility. Should always buy pickleball nets with Velcro Corner Dividers to the other side of the gym need to be replaced.

Usually only one of the card readers is available, it was convenient to have one at each end of the counter. I never take classes that have an extra fee even though it might be a class I'd enjoy.

Value of membership, it's a little expensive. I just use it a couple of days per week.

Vending area could use more variety? Pickleball courts, it's a net setup in the gym not a dedicated court. But it works so it's fine. Men's Locker Room, would much prefer private showers.

Ventilation is not very good at times.

Very disappointing that swim teams are prioritized over members when using the pool. Not enough lanes for people to use.

Very good facility with courteous staff.

Very Satisfied.

Very thankful to have such a facility to go to.

Walking track is too small and too short. In winter gets too crowded, and people don't follow instructions.

Way too many questions on the survey, simplify to Is it clean? Is it cost appropriate? Are the staff friendly?

Way too long to continue to implement the masks, especially when people are working out and the nit pickiness of it. Taking names if not up was ridiculous. Also, make sure the kids you hire are actually cleaning and not chatting the whole time. Keep them busy.

We "are not" members! Fran Hummel. --RIS noted on 11.15.22 Silver Sneaker membership is active.

We absolutely love this community center.

We are lucky to have such nice facilities.

We can't evaluate fair because all the people. It means I don't feel welcome, I feel discriminations, I know more people about please talk the staff they have manners to work with people the other cultures.

We do have concerns about bikers sharing the walking path. A rude biker rode between us without warning and almost hit me. He came quietly and did not call out.

We have great facilities. Just need it a little cleaner in the locker rooms.

We have kids that had memberships for years and are now in college. When they come back it's a very cumbersome process to get them in. I would love to see some kind of pass they could buy that we could prepay for visits rather than stand in line every single time. Just an idea.

We have moved to Springfield MO. Please remove us from your mailing list.

We have moved to Springfield MO. Please remove us from your mailings.

We have NO memberships.

We moved across town and Gamber center is much closer. I use their exercise, equipment room. The weight machinery is completely outdated for a LS facility!

We need a family and couples membership option.

We need more flexibility with the thermostat in the group fitness room. There tends to be a lot of dirt in the corners and along the walls that maybe is overlooked when cleaning.

We need more Pickleball courts. Too many people are waiting while 1 or 2 play basketball.

We're there because we're seniors using the Silver Sneakers. Having recently joined, we haven't really had a chance to use all of the facility within the facilities. Hope to in the future, though.

We've moved to Florida so the reasoning to cancel newsletter, membership.

Weight room gets crowded. Not a deal breaker and I understand space limitations, but in an ideal world, more room and weight racks.

Weight room is pretty dirty compared to a few years ago. The only time things seem to get cleaned is when patrons wipe things down themselves. Barbells always full of grime, clumps of dust on the floor, etc.

Weight room small not that much equipment. Same with strength training.

Wish I could renew membership online instead of having to call every year.

Wish there was more.

Wish there was more room, equipment to use up stair's for weights. Some people take up the machines for a very long time and there are no other ones available. Also wish there more of an area for people to do stretching and non-weight related work outs

Wish there were better options for college students who are in town June thru August, and December. Like a college student flex plan.

Wish walking track was longer.

Women's locker room always seems dirty. Floor is dirty. Hair on counters, on floor. Faucets don't all work.

Women's locker room, showers. Often times shower corners need scrubbing because they appear to have a scum. Sometimes there are wads of hair on walls, corners, or in drain. Underneath shower benches often are not swept. I see hair scrunchies or clothing tags that might be underneath for a week or two. Lockers, oftentimes I use the same empty locker for a period of time. I have noted the same debris on the locker floor for weeks at a time. Thank you for changing shower curtains at a fairly regular cycle. Sometimes the shower side becomes discolored but a person cleaning the shower would not see the discoloration because they would be working from the outside of the shower curtain. I totally understand that as a building ages the upkeep can take more time or more intensity. Basic "elbow grease" is often the better solution but time and skill level of cleaning crew can limit quality. But for sanitation and safety of the public use these are a few items I have noted. I have been using the facility since it opened. In general, I have no complaints.

Women's showers are not adequately cleaned on a regular basis. Pink mold is regularly found. Shower heads need to be replaced. Pool is not kept as clean as it was in the past.

Wonderful Facilities!! Staff is friendly and welcoming. Only problem is the mold in the showers.

Would be good having one way Arrows the stretch of road going by the entryway. Dangerous for pedestrians.

Would be nice if there was a pickle ball instruction class to sign up for.

Would be nice to be able to pay Quarterly or 6-month pass.

Would be nice to have a child membership option since they can't not access all amenities.

Would be nice to have nets to separate the courts to reduce balls going into other games. A bit dangerous.

Would like to see a stair stepper (master) machine in cardio room. Also, would like some of the weights to be upgraded in weight room. Lighter benches for lifting weights, they are heavy to move.

Would like to see an air bike added upstairs.

Would like to see more Ramp the Amp programs free, local entertainers often are very good. I suspect many residents do not attend because it's simply not in their budgets.

Would love a way to sign up and cancel memberships online.

Y'all need to clean up for real.

You all have great facilities and staff!

Yoga classes need more space. Large class size but small space at Longview.

You don't have all facilities listed.

You don't pay enough so the employees are kind of mean, plus they aren't trained on how to use the computers so they're slow.

You guys ROCK!!

You have a lot of interest in pickleball at Lovell, year-round. 1. Set hours for use from 8AM to 10AM Monday through Friday. 2. Use all the gymnasium area for 6 courts. 3. Get better side barriers. There little or no use of the gym during this time. Schedule evening time from 7PM to 9PM Monday through Friday. There are too many patrons interested in this sport to limit them for very small numbers of people that could come at earlier or later times to get use of this facility. It is embarrassing to see 3 people on the basketball courts with 12 or 14 waiting to play pickleball.

Your staff is not friendly and difficult to work with.

Your team is doing awesome job.

Longview Comments

I am not sure which Facility you are even talking about. You, this survey said Lovell in the email swimming facility. Longview is TERRIFIC. Lovell only 3 swim lanes and I seriously doubt the facility would be happy with me swimming in A LANE for an hour or more but Don't know. What I have found with kids' equipment in swim facilities - the kids rule, the guards do not necessarily keep the kids out of a swim lane. Thanks!

Aquatic Center not big enough since have to share with swim teams. Not enough room for personal water exercises and not enough time options for water exercise classes.

At Longview, I have trouble getting in and out of the pool at the end where the water classes are held. Also, the showers are way too small.

At Longview, if you are a lap swimmer the open swim times change ALL the time. Without any warning. What is posted on the website is never accurate. Between water aerobics, swim team leagues and triathlon training classes, you never know if you can get a lane. Very frustrating.

Dealing with the front desk at this facility always takes significant amounts of time!!! Longview is knowledgeable and quick. So much easier to work with. I joined for the aquatics program. Teachers at Longview are significantly better. I suggest teachers share strategy. I wish there was a discounted family rate.

Facility clean and well equipped. Compared to Legacy's it is crowded and lacks privacy in showers and dressing area. However overall excellence of Longview I overlook.

Too much closing of the gymnasium for pickle ball and, or volley ball. Also, the dance classes take up the basketball courts too much.

Very disappointing that swim teams are prioritized over members when using the pool. Not enough lanes for people to use.

Yoga classes need more space. Large class size but small space at Longview.

LPA

Would like to see more Ramp the Amp programs free, local entertainers often are very good. I suspect many residents do not attend because it's simply not in their budgets.

Legacy Park

Thank you for the beautiful flower pots at the entrance to the facility. The colors and diversity of plants always make me smile when I arrive or depart. Is the approximately 5-mile bike, run, walking route part of this facility upkeep? Is there any way to have an alternate route along Colbern Rd? Sometimes when I run the entire loop I become uncomfortable running alone along a busy street. I really like the scenery and paved path all the rest of the way. Thank you for using my tax dollars to provide the resources.

The Legacy walking, bike trail needs repair.

We do have concerns about bikers sharing the walking path. A rude biker rode between us without warning and almost hit me. He came quietly and did not call out.

OTHER

LSPR doesn't seem to recognize the needs of Gamber. The aerobics room is too small. In order to get into some classes, you must sign up a week in advance and even then, there is usually a waiting list. Meanwhile, the rest of the facility sits unused most of the day. We were very disappointed with the decision to mow down all the wildflowers and native grasses along the walking path at Lovell. It was a lovely habitat. If there was a valid reason for destroying it, you might want to publicize it.

Thank you for the beautiful flower pots at the entrance to the facility. The colors and diversity of plants always make me smile when I arrive or depart. Is the approximately 5-mile bike, run, walking route part of this facility upkeep? Is there any way to have an alternate route along Colbern Rd? Sometimes when I run the entire loop I become uncomfortable running alone along a busy street. I really like the scenery and paved path all the rest of the way. Thank you for using my tax dollars to provide the resources.

Gamber

LSPR doesn't seem to recognize the needs of Gamber. The aerobics room is too small. In order to get into some classes, you must sign up a week in advance and even then, there is usually a waiting list. Meanwhile, the rest of the facility sits unused most of the day. We were very disappointed with the decision to mow down all the wildflowers and native grasses along the walking path at Lovell. It was a lovely habitat. If there was a valid reason for destroying it, you might want to publicize it.

We moved across town and Gamber center is much closer. I use their exercise, equipment room. The weight machinery is completely outdated for a LS facility!

Summit Waves

Don't give in to Evans. He played the race card too soon! Too bad the Mayor threw LSPR under the bus. He won't get my vote Ever!

Evans cried wolf! Post Covid hours took too long to return. Quit raising prices. You need checklist for staff. Bi model dist. of labor. Some kids work hard and do scrub, others just talk.

I'd like see a Summit Waves discount or add on for members. Perhaps, a discounted punch card or something that could be purchased.

Harris Park

Kids summer camp shuts down pickleball courts.

More space for pickleball without competition from other sports like basketball. Harris is a great space for pickleball but we need more room to handle additional players. Really am wanting a dedicated indoor space for pickleball in Lees Summit.

OTHER

We have moved to Springfield MO. Please remove us from your mailing list.

We have moved to Springfield MO. Please remove us from your mailings.

We have NO memberships.

We've moved to Florida so the reasoning to cancel newsletter, membership.

End of Activity Report
Fall Youth Volleyball
September – November 2022
Paul Arndorfer

Executive Summary

Brief Program Description:

The fall youth volleyball program is an activity for the youth of Lee's Summit and surrounding areas in 4th – 8th grade, designed to encourage participation in an organized recreational activity. It was held at Harris Park Community Center from October to November. Teams are coached by volunteers and practice twice a week and play one game a week for eight weeks

Participant Numbers:

Year	Participants	Teams
2022	205	21
2021	170	18
2020	151	14

Total Revenue:	Budget	Actual
2022	\$17,200.00	\$21,760.00
2021	\$18,700.00	\$14,450.00
2020	\$19,085.00	\$10,117.00
Total Expense:	Budget	Actual
2022	\$13,527.69 ¹	\$ 14,061.86 ¹
2021	\$13,460.00	\$ 9,607.09
2020	\$13,743.00	\$ 5,225.61
Net:	Budget	Actual
2022	\$3,472.31	\$7,698.14
2021	\$5,240.00	\$4,842.91
2020	\$5,342.00	\$4,891.39

¹ Budget and Actual Expenses includes both Direct and Indirect Expenses. Indirect Expenses = \$5,630.69.

Recommendations

Comment: There were multiple comments that there was not enough seating for spectators at HPCC.

Recommendation: During "transition time", the time when games are finishing on both courts and spectators are waiting to find seats for the next set of games the gym can get congested and seating is not available. Once the games finish and the spectators watching those games leave, many of the incoming spectators are able to get seats. There still are some that don't have seats but the only way to play the necessary two games at one time is to play on the back half of the gym, which allows for the most seating on the cubbies as is. Staff sets out extra chairs throughout the gym to help with the seating issue that has been brought up in past surveys. Staff recommends continuing to set out extra chairs throughout the gym. Beyond that, staff recommends no other change at this time as there can be no alteration to the gym itself or to the cubbies around the gym.

Comment: There was one comment about how the teams were distributed and splitting the teams up more evenly.

Recommendation: Currently, staff organizes the rosters by school and attempts to keep any participants together from the year prior. There is also a question on the enrollment form that asks if they have participated in the program before and this is taken into account when formulating the team rosters. Staff does not recommend making any changes to team organization at this time.

Comment: There were multiple comments about difficulty in navigating the website.

Recommendation: Admin has made updates to the website since registration for this league. The website is more user friendly and easier to navigate at this time.

Comment: Should LSPR continue to offer this program?

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

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

Program Benefits:

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

Service Hours:

The approximate number of service hours provided by this activity is 4,920 (205 participants * 2 hours of practice/week + hour game/week for 8 weeks).

2022	4,920
2021	4,080
2020	3,624

Volunteer Hours:

The total Volunteer Hours for the Fall Volleyball League were 768 (32 Coaches x 3 Hours/Week x 8 Weeks). Based on the average hourly rate/value for the volunteers, \$29.95, the value back to LSPR was \$23,001.60.

Refunds:

Refunds: 0

Fee Charged:

2022	\$100.00/\$115.00	Picture – Purchased through Photographer
2021	\$67.00/\$77.00	Picture – Purchased through Photographer
2020	\$88.00/\$95.00	Picture – Purchased through Photographer

Program Timeline (standard):

June:	Publicity of Fall League through LSPR's Marketing Department. Registration
September:	Recruitment of Personnel Scheduling of League Coaches' Meeting Order Shirts League Begins Play
October:	Observation Order Awards
November:	Observation Evaluation of League
December:	EOA Report

Marketing:

The fall volleyball league was marketed through the LS Illustrated, LSPR Website, email blasts, emails to previous participants, posters at all LSPR facilities, DYKTV and Facebook.

Evaluation/Assessment:

The program is evaluated at the conclusion of the league by the parents of the participants or the participants. Out of the 205 players, there were 138 unique households. Each unique household was emailed a survey, 58 completed and returned a survey (28% return rate). Attached are the results of the survey.

LS Parks & Recreation "Fall Youth Volleyball 2022" Survey

of Surveys Distributed: Email: 205 Via Mail: _____ # of Surveys Returned: 58 28% of Returns

Participant: _Parent/Guardian 51 Coach/Asst.Coach/Volunteer 9

LS Illustrated 6 Website/Facebook/Twitter 8 Email Blast 1 Flyer _____ Postcard 0 Newspaper _____

LS Cable Channel _____ Acquaintance 6 Previous Participant 24 Other _____

Comments (Other): Friends, My daughter asked about it, previous participant of another sport.

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

Comments:

- Registered at Harris Park Community Center.
- Your website is not very helpful. It is hard to navigate and clicking on things often does not open the item. Other times it simply does not work.
- Simple Registration.
- I tried to register online but could not get through. The person who assisted me was very helpful.
- It was hard to navigate the website to find place to register.
- I always have trouble navigating your website.

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

Comments:

- Would have been great to get some sort of medal or award to have to remember season with.

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

Comments:

- Balls from the other court were constantly coming on to the court we were on, hitting people. Seems like a curtain divider would be a great consideration for safety!
- Our coach was great and what I would expect for a girl's volleyball coach.
- Not enough seating.
- Seating is terrible on game days especially with more participants. Equipment at practice facilities could be improved particularly the nets.

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

Comments:

- Well maintained facility

- Thank you for another fabulous season of volleyball.
- We were not placed on a team with kids from my daughter's school, so that was extremely disappointing. Our whole team was a mix of five schools.
- Thank you to everyone that puts on this league.

End of Activity Report
Men's Summer Basketball
July-September 2022
Report Completed By: Paul Arndorfer

Executive Summary

Brief Description:

The men's basketball league is a program for men age 18 and older offering competitive and recreational leagues. The games are held on Wednesday evenings at Harris Park Community Center.

Participant Numbers:

<u>Year</u>	<u>Participants</u>	<u>Teams</u>
2022	120	15
2021 ¹		
2020 ¹		

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$6,000.00	\$7,500.00
2021		
2020		

<u>Total Expenses:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$5,379.11 ²	\$6,757.71 ²
2021		
2020		

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$ 620.89	\$742.29
2021		
2020		

¹ Due to Covid-19, there was no league held in 2020 or 2021

² Total budgeted and actual expenses include both direct and indirect expenses. Indirect expense for this activity: \$1,808.56.

Recommendations:

Comment: Should LSPR continue to offer this program?

Recommendation: Staff recommends LSPR continues to offer this league to the community members of Lee's Summit and the surrounding area.

Comment: There were comments about the floor being slick and dirty.

Recommendation: With Camp Summit taking place during the days, the gym floor sees a lot of daily traffic and use. Staff worked with Camp staff to ensure the floors were swept well and as clean as possible before the league play began each evening.

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 men's basketball league is a program for men age 18 and older offering competitive and recreational leagues. The games are held at the Harris Park Community Center on Wednesday nights from 7 – 10 pm. The focus is recreational league play for the community. The league included an eight game schedule.

Program Benefits:

The benefits of the Men's Basketball program were that it was a great physical activity that promoted a good cardiovascular work out. It promoted team work, fun, skill development, socialization and sportsmanship for the participants.

Service Hours:

Service hours for the summer league was 960 (120 participants x 8 games = 960).

2022 960

2021³

2020³

³ Due to Covid-19, no league was held in 2020 or 2021.

Volunteer Hours:

There were no volunteer hours for this league.

Refunds:

Total Refunds: 0

Refunds Due to Dissatisfaction: 0

Fee Charged:

2022	\$500.00/\$550.00
2021	\$380.00/\$418.00
2020	\$380.00/\$418.00

Program Timeline:

April:	Publicity of summer league as outlined in the marketing section. Recruitment of summer personnel
June:	Registrations of summer league Scheduling of the league
July – Sept.:	League begins play Observation
Oct:	Evaluation of league Order t-shirt awards
Nov:	End of Activity report

Marketing:

Emails were sent to all the captains of teams that participated in the league the year before. Posters were visible at the Lovell, Harris Park, Longview and Gamber Community Centers.. Leagues were advertised in the LS Illustrated, department website, DYK TV and through various social media outlets.

Evaluation/assessment (results):

Evaluations were handed out towards the end of the season. 120 surveys were given to participants and 31 were returned (26%). Please see the attached survey results page.

LS Parks & Recreation "Men's Basketball League, Summer 2022" Survey

of Surveys Distributed: Email: 15 In Person: 105 # of Surveys Returned: 31 26% of Returns

Participant: 28 Parent/Guardian _____ Coach/Asst.Coach/Volunteer _____

LS Illustrated 0 Website/Facebook/Twitter 5 Email Blast 0 Flyer 0 Postcard 0 Newspaper 0

LS Cable Channel 0 Acquaintance 3 Previous Participant 20 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?	16	0	0	0	0	15	5.00
If you registered on-line, please rate the ease of registration	19	0	0	1	7	4	4.25
Please rate the amount of time taken to register	23	0	0	0	4	4	4.50
Please rate the overall registration procedure	20	0	0	0	4	7	4.64

Comments:

- Online registration is too difficult.
- Always have problems registering online, much easier just to call.

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	5	7	16	4.39
Was the content of the activity appropriate for the fee?	0	0	0	5	6	17	4.43
If awards were given, were they appropriate for the fee?	27	0	0	0	1	3	4.75

Comments:

- League discount would be a better award.
- The T-shirts are good awards for adult leagues.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	3	7	18	4.54
Please rate the friendliness of activity staff	0	0	0	3	6	19	4.57
Please rate the ability to recognize activity staff	0	0	0	0	9	19	4.68
Please rate the amount of staff available during the activity	0	0	0	6	5	17	4.39
Please rate the officials	0	0	0	8	13	10	4.06
Were the rules, regulations and policies appropriate for the activity?	0	0	1	4	9	14	4.29
Please rate the condition and suitability of the facility/fields used.	0	0	0	0	9	19	4.68
Please rate the condition and suitability of the equipment used.	0	0	0	0	10	18	4.64
Please rate the perceived safety of program.	0	0	0	0	9	19	4.68

Comments:

- Overtime would be more fun if the clock stopped for the entire period.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	1	11	16	4.54
What is the likelihood of your recommendation of this activity to others?	0	0	0	4	7	17	4.46
Please rate the participant's overall enjoyment level	0	0	0	3	9	16	4.46
What is your overall rating of the activity?	0	0	0	3	8	17	4.50
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	0	9	19	4.68

Comments:

- We really enjoy playing in this league.
- By the end of the season, the pennies get nasty. Please wash.
- Floor was dirty and slick at times.
- The floor was slick.

**End of Activity Report
Legacy Park Amphitheater
May-Oct. 2022
Report Completed by: Sean Dorrance**

Executive Summary

Program Description:

Legacy Park Amphitheater is located at 897 NE Bluestem Dr. in Legacy Park adjacent to Lovell Community Center. This 2,500-seat facility has the lake as a backdrop, allowing patrons to enjoy a great night of cultural arts events in Lee's Summit. The facility's season runs from mid-May through mid-October. LPA's schedule included the following events this year (6) ticketed events, (5) free events, (8) outdoor fitness classes and (1) 5k race. In addition, Legacy Park Amphitheater is a rentable space for groups or individuals.

Participant numbers:

2022: 7,509

2021: 3,637

2020¹: 0

Total Revenue:

2022
2021
2020

Budget

\$239,525.80
\$51,143.00
\$0.00

Actual

\$201,470.40²
\$59,250.94
\$0.00

Total Expense:

2022
2021
2020

Budget

\$215,872.21³
\$55,558.60
\$0.00

Actual

\$201,470.40
\$49,041.10
\$0.00

Net:

2022
2021
2020

Budget

\$23,653.59
(\$4,415.60)
\$0.00

Actual

\$0.00
\$10,209.84
\$0.00

¹ No season was held in 2020 due to COVID-19.

² Revenue includes \$101,741.96 from the banner sponsorship program.

³ Budgeted & Actual Expense include Indirect Expense: Indirect expense for this program: \$11,389.00

Recommendations:

Comment: Should LSPR continue to hold National Acts at the Legacy Park Amphitheater?

Recommendation: Following the end of the season, staff looked back at the previous years of the LPA to look into the viability of National Acts. During the past season, 75% of the losses were incurred from two out of the ten shows. Staff does not recommend cutting National Acts altogether, as the community enjoys them, but recommends the number of national acts be reduced to one act per season with a pay range of \$30,000-\$50,000. One national act would save a large portion of the budget and allow LSPR to offer more low cost shows that have shown to be more profitable. Staff also recommends booking one national tribute act per season in the \$10,000 - \$15,000 price range. See chart below for prior season financial breakdown of National and Tribute/non-national acts.

National Acts				
Year	Performer	Revenue	Expense	Net
2017	Memories of Motown	\$ 8,290.00	\$ 38,223.64	\$ (29,933.64)
2017	Uncle Krcker	\$ 20,000.00	\$ 33,300.08	\$ (13,300.08)
2017	Georgia Satelliets	\$ 4,757.00	\$ 24,131.12	\$ (19,374.12)
2017	William Michael Morgan	\$ 4,389.00	\$ 27,098.31	\$ (22,709.31)
2018	Shooter Jennings	\$ 15,662.50	\$ 32,170.64	\$ (16,508.14)
2019	Sarah Evans	\$ 45,700.71	\$ 66,571.03	\$ (20,870.32)
2022	Grits & Glamor	\$ 13,012.00	\$ 51,587.33	\$ (38,575.33)
2022	Warrant/Firehouse	\$ 34,325.00	\$ 64,006.86	\$ (29,681.86)
Totals		\$ 146,136.21	\$ 337,089.01	\$ (190,952.80)

Tribute/Non-National Acts				
Year	Performer	Revenue	Expense	Net
2017	Monsters of Rock	\$ 12,857.00	\$ 15,187.66	\$ (2,330.66)
2018	Landsharks	\$ 6,110.00	\$ 14,842.50	\$ (8,732.50)
2018	Journeyman	\$ 8,694.00	\$ 13,682.04	\$ (4,988.04)
2018	Andy Gross	\$ 8,067.00	\$ 15,350.70	\$ (7,283.70)
2019	Madonna/Prince	\$ 16,924.29	\$ 20,516.36	\$ (3,592.07)
2019	Julian Vaughan	\$ 13,700.71	\$ 13,643.36	\$ 57.35
2021	Elton Dan	\$ 13,691.30	\$ 8,081.30	\$ 5,610.00
2021	Peace, Love & Music	\$ 13,556.89	\$ 8,215.41	\$ 5,341.48
2021	Landslide	\$ 20,914.00	\$ 7,975.28	\$ 12,938.72
2021	Bill Forness	\$ 10,337.00	\$ 8,057.26	\$ 2,279.74
2022	Beatles vs. Stones	\$ 16,983.44	\$ 18,893.61	\$ (1,910.17)
2022	Phil Collins Experience	\$ 13,694.00	\$ 8,676.04	\$ 5,017.96
2022	The M80's	\$ 9,792.00	\$ 8,717.06	\$ 1,074.94
Totals		\$ 165,321.63	\$ 161,838.58	\$ 3,483.05

National Act Totals				
	2017	\$	(85,317.15)	
	2018	\$	(16,508.14)	
	2019	\$	(20,870.32)	
	2022	\$	(68,257.19)	
	Total	\$	(190,952.80)	
Tribute/Non National Totals				
	2017	\$	(2,330.66)	
	2018	\$	(21,004.24)	
	2019	\$	(3,534.72)	
	2021	\$	26,169.94	
	2022	\$	4,182.73	
	Total	\$	3,483.05	

Comment: Lines to food and beverage vendors were long/need more vendors (39 comments).

Recommendation: Staff communicated with the alcohol vendor prior to each ticketed event the anticipated crowd size based on pre-event ticket sales. Staff will work during the off season to secure more food vendors.

Comment: Concessions & food/alcohol vendors (quality, timeliness/selection) rated below a 4.0 (3.86/3.91)

Recommendation: Staff communicated with the alcohol vendor prior to each ticketed event the anticipated crowd size based on pre-event ticket sales. Staff will work with the vendor to determine when a third alcohol stand location is needed for larger concerts. Concerning the LPA concessions stand, staff believes that having food trucks at every event will help shorten the line. During post show meeting staff also expressed concern over the need to double charge for credit card purchases. Since a majority of patrons use a card to make a purchase the need to charge the card once for the service fee and again for the total slows the line considerably. Staff will work to find a solution for this problem during the offseason.

Comment: Venue should allow patrons to bring in their own food and drinks (12 comments).

Recommendation: The policy on food and drinks is consistent with the policies of other outdoor venues. Revenue from concession sales and vendors is important to the financial success of LPA. Staff does not recommend any change at this time.

Comment: Multiple (19) comments about the sound system, primarily during the Phil Collins concert.

Recommendation: The Phil Collis Experience (PCE) provided its own sound and lighting for the event. After the concert the PCE offered a show, free of charge, for the 2023 amphitheater season. Staff has already communicated to the patrons who purchased tickets to this event that they will receive ticket(s) free of charge to the event next season, and the company that provided sound and lighting for the PCE concert will not provide services at LPA in the future. Staff created a list of approved sound and lighting companies that tribute bands playing at the LPA will be allowed to use for their show.

Comment: What future performances would you like to see at LPA?

Recommendation: Rock (30 comments), 80's bands (26), Tribute bands (17), country/90's (12), local (6), 60's (4) and musical theatre/plays (3) were the most common responses. Staff will use these comments as a guide in making decisions on performances for future LPA seasons.

Comment: What would you like to see LPA add to the facility?

Recommendation: The most common responses were more food/alcohol vendors (19 comments), bring in own food/water (9), easier ticket purchasing (8), more shade (5), more parking, more concerts, more free events (4), and more restrooms (2). All other recommendations were one off comments. Staff will use these comments as a guide to help with planning of future additions/changes to LPA.

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 Legacy Park Amphitheater is located at 897 NE Bluestem Dr. in Legacy Park adjacent to the Lovell Community Center. This 2,500-seat facility has the lake as a backdrop, allowing patrons to enjoy a great night of cultural arts events right in their own city. The facility's season runs from mid-May through mid-October. LPA hosted ticketed events and free Summer Concert Series events. The venue also hosted group exercise classes and a 5k race. In addition, Legacy Park Amphitheater is a rentable space for groups or individuals.

Benefits of Program:

- Provides opportunities for partnerships with community organizations through volunteering, sponsorships and donation opportunities.
- Meets a recreational need in the community for participants.
- Physical exercise.
- Familiarization and exposure to Legacy Park.
- Exposes the community to a wide range of cultural art events.
- Provides a sense of community.
- Family events.

Service hours:

2022: 15,018 (two hours x 7,509 participants)

2021: 7,274 (two hours x 3,637 participants)

2020: 0.00

Volunteer Hours:

Total number of volunteers: 2

Total number of hours: 10

Based on the national volunteer wage of \$29.95 x 10 hours = \$299.50

Refunds:

Total Refunds: 0

Due to Dissatisfaction: 0

Dissatisfaction reasons: N/A

Fee Charged: Fees ranged \$5 - \$40 which included the group fitness exercise classes, 5k race and concerts.

Program Timeline:

- November: Start searching for bands and contracted services for events.
- December- January: continue searching for bands and contracted services for events, begin reviewing contracts as they come in.
- February: Finalize band selections and sound services.
- March: Announce season to community. Put information into the spring Illustrated, begin advertising all events, ticketed events go on sale.
- April: Secure event insurance and continue marketing season of events.
- May: Finalize contracts with vendors for event services and work with the Marketing Coordinator for event posters, and flyers; Research event supplies and purchase, submit volunteer needs to Volunteer Coordinator.
- June: Confirm with contracted vendors, schedule volunteers, create event timeline, submit check request for vendors, order additional supplies, events executed. Put information in the summer Illustrated.
- July: Confirm with contracted vendors, schedule volunteers, create event timeline, submit check request for vendors, order additional supplies, events executed.
- August: Confirm with contracted vendors, schedule volunteers, create event timeline, submit check request for vendors, order additional supplies, events executed.
- September: Confirm with contracted vendors, schedule volunteers, create event timeline, submit check request for vendors, order additional supplies, events executed.
- November: End of Activity Report completed and submitted for Park Board Review.

Marketing:

Legacy Park Amphitheater marketing of events and activities are done in a variety of ways including; advertising in the Lee's Summit Illustrated, Facebook post and boosts, multiple eBlasts, banners, postcards, magnetic signs for park trucks, posters, radio ads, and press releases. (See appendix B for a complete breakdown of marketing per event)

Appendix A

Beatles vs Stones			
		FY22 projected	FY22 actual
Revenue			
advance tickets \$15		\$ 22,500.00	\$ 10,875.00
day of show \$20		\$ 10,000.00	\$ 3,780.00
alcohol vendor		\$ 1,000.00	\$ 500.00
food vendor		\$ 400.00	\$ 250.00
concessions		\$ 1,250.00	\$ 1,253.44
merch spilt		\$ 250.00	\$ -
banner sponsor		\$ 850.00	\$ 325.00
	Revenue Total	\$ 36,250.00	\$ 16,983.44
Expenses			
opening band		\$ -	\$ -
headliner		\$ 8,000.00	\$ 8,000.00
sound and lighting		\$ 6,500.00	\$ 6,150.00
backline equipment		\$ -	\$ -
promoter/agent		\$ 1,000.00	\$ -
Misc. expenses (hotel/food/rv etc.)		\$ 2,000.00	\$ 1,995.00
Advertising & promo materials		\$ 3,500.00	\$ 25.00
Printing		\$ 900.00	\$ 833.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ 350.00	\$ -
Staffing		\$ 669.00	\$ 211.85
LSPD		\$ 900.00	\$ 783.80
SECURITY COMPANY and parking		\$ 3,100.00	\$ -
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 333.12
event insurance			
concession supplies ¹		\$ 187.50	\$ 561.84
		\$ 27,939.50	\$ 18,893.61
Net		\$ 8,310.50	\$ (1,910.17)
Indirect Expense			\$ 1,014.99
Net w/Indirect Expense			\$ (2,925.16)

¹ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open (10)

Appendix A

Grits and Glamor			
		FY22 projected	FY22 actual
Revenue			
advance tickets \$30		\$ 45,000.00	\$ 10,020.00
day of show \$40		\$ 20,000.00	\$ 880.00
alcohol vendor		\$ 1,000.00	\$ 500.00
food vendor		\$ 400.00	\$ 250.00
concessions		\$ 2,000.00	\$ 900.00
merch spilt		\$ 700.00	\$ 137.00
banner sponsor		\$ 850.00	\$ 325.00
	Revenue Total	\$ 69,950.00	\$ 13,012.00
Expenses			
opening band		\$ -	\$ 600.00
headliner		\$ 35,000.00	\$ 35,000.00
sound and lighting		\$ 6,500.00	\$ 7,000.00
backline equipment		\$ 1,300.00	\$ -
promoter/agent		\$ -	\$ -
Misc. expenses (hotel/food/rv etc.)		\$ 3,000.00	\$ 3,216.28
Advertising & promo materials		\$ 3,500.00	\$ 2,100.00
Printing		\$ 900.00	\$ 966.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ 350.00	\$ 267.93
Staffing		\$ 669.00	\$ 407.00
LSPD		\$ 900.00	\$ 805.16
SECURITY COMPANY and parking		\$ 3,100.00	\$ 330.00
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 333.12
event insurance			
concession supplies ¹		\$ 652.00	\$ 561.84
		\$ 56,704.00	\$ 51,587.33
Net		\$ 13,246.00	\$ (38,575.33)
Indirect Expense			\$ 2,082.79
Net w/Indirect Expense			\$ (40,658.12)

¹ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open (10)

Appendix A

Bluegrass			
		FY22 projected	FY22 actual
Revenue			
advance tickets		\$ -	\$ -
day of show		\$ -	\$ -
alcohol vendor		\$ 500.00	\$ 500.00
food vendor		\$ 400.00	\$ 95.00
concessions		\$ 600.00	\$ 629.00
MAC Grant		\$ 4,088.00	\$ 4,088.00
merch spilt		\$ -	\$ -
banner sponsor		\$ 850.00	\$ 325.00
	Revenue Total	\$ 6,438.00	\$ 5,637.00
Expenses			
opening band		\$ -	
headliner		\$ 4,100.00	\$ 3,700.00
sound and lighting		\$ 4,600.00	\$ 4,650.00
backline equipment		\$ -	\$ -
promoter/agent		\$ -	\$ -
Misc. expenses (hotel/food/rv etc.)		\$ 150.00	\$ 95.00
Advertising & promo materials		\$ 200.00	\$ 50.00
Printing		\$ 365.00	\$ 833.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ -	\$ -
Staffing		\$ 669.00	\$ 334.50
LSPD		\$ 405.24	\$ 430.00
SECURITY COMPANY and parking		\$ -	\$ -
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 333.12
event insurance			
concession supplies ¹		\$ 488.76	\$ 561.84
		\$ 11,811.00	\$ 10,987.46
Net		\$ (5,373.00)	\$ (5,350.46)
Indirect Expense			\$ 1,066.16
Net w/Indirect Expense			\$ (6,416.62)

¹ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open

Appendix A

Warrant ft. Firehouse			
		FY23 budgeted	FY23 Actuals
Revenue			
advance tickets		\$ 48,000.00	\$ 24,870.00
day of show		\$ 16,000.00	\$ 4,960.00
alcohol vendor		\$ 1,500.00	\$ 500.00
food vendor		\$ 400.00	\$ 150.00
concessions		\$ 2,080.00	\$ 1,830.00
merch spilt		\$ 700.00	\$ 1,690.00
banner sponsor		\$ 850.00	\$ 325.00
	Revenue Total	\$ 69,530.00	\$ 34,325.00
Expenses			
opening band		\$ 12,750.00	\$ 12,750.00
headliner		\$ 27,250.00	\$ 27,250.00
sound and lighting		\$ 6,500.00	\$ 6,500.00
backline equipment		\$ 1,300.00	\$ 3,500.00
promoter/agent		\$ 1,500.00	\$ 2,750.00
Misc. expenses (hotel/food/rv etc.)		\$ 3,000.00	\$ 4,640.41
Advertising & promo materials		\$ 3,500.00	\$ 2,000.00
Printing		\$ 750.00	\$ 900.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ 350.00	\$ 165.00
Staffing		\$ 501.75	\$ 440.43
LSPD		\$ 900.00	\$ 461.95
SECURITY COMPANY		\$ 2,500.00	\$ 990.00
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 331.33
event insurance			
Parking		\$ 1,100.00	\$ 765.90
concession supplies ¹		\$ 300.73	\$ 561.84
		\$ 63,035.48	\$ 64,006.86
Net		\$ 6,494.52	\$ (29,681.86)
Indirect Expense			\$ 2,391.93
Net w/Indirect Expense			\$ (32,073.79)

¹ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open (10)

Appendix A

Jamacian Jam			
		FY23 budgeted	FY23 actual
Revenue			
advance tickets		\$ -	\$ -
day of show		\$ -	\$ -
alcohol vendor		\$ 500.00	\$ 500.00
food vendor		\$ 400.00	\$ 95.00
concessions		\$ 1,569.00	\$ 1,507.00
merch spilt		\$ -	\$ -
banner sponsor		\$ 850.00	\$ 325.00
	Revenue Total	\$ 3,319.00	\$ 2,427.00
Expenses			
opening band		\$ 800.00	\$ 800.00
headliner		\$ 800.00	\$ 800.00
sound and lighting		\$ 4,500.00	\$ 4,500.00
backline equipment		\$ 300.00	\$ 200.00
promoter/agent		\$ -	
Misc. expenses (hotel/food/rv etc.)		\$ 150.00	\$ 60.95
Advertising & promo materials		\$ 200.00	\$ -
Printing		\$ 600.00	\$ 833.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ -	\$ -
Staffing		\$ 501.75	\$ 245.30
LSPD		\$ 450.00	\$ 455.90
SECURITY COMPANY and parking		\$ -	\$ -
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 333.15
event insurance			
Parking		\$ -	
concession supplies ¹		\$ 300.73	\$ 561.84
		\$ 9,435.48	\$ 8,790.14
Net		\$ (6,116.48)	\$ (6,363.14)
Indirect expense			\$ 885.25
Net including indirect			\$ (7,248.39)

¹ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open

(10)

Appendix A

The Phil Collins Experience			
		FY23 Budget	FY23 Actual
Revenue			
advance tickets		\$ 5,400.00	\$ 8,208.00
day of show		\$ 7,650.00	\$ 2,890.00
alcohol vendor		\$ 500.00	\$ 500.00
food vendor		\$ 400.00	\$ 150.00
concessions		\$ 2,137.50	\$ 1,613.00
merch spilt		\$ -	\$ -
banner sponsor		\$ 850.00	\$ 333.00
	Revenue Total	\$ 16,937.50	\$ 13,694.00
Expenses			
opening band		\$ -	\$ -
headliner		\$ 5,500.00	\$ 5,500.00
sound and lighting		\$ -	
backline equipment		\$ -	
promoter/agent		\$ -	
Misc. expenses (hotel/food/rv etc.)		\$ 250.00	\$ 66.00
Advertising & promo materials		\$ 75.00	\$ 100.00
Printing ¹		\$ 1,350.00	\$ 1,302.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ -	\$ -
Staffing		\$ 501.75	\$ 200.70
LSPD ²		\$ 450.00	\$ 612.30
SECURITY COMPANY and parking		\$ -	\$ -
license fees (bmi, sesac, ascap)		\$ 333.20	\$ 333.20
event insurance			
Parking		\$ -	
concession supplies ³		\$ 659.10	\$ 561.84
		\$ 9,119.05	\$ 8,676.04
Net		\$ 7,818.45	\$ 5,017.96
Indirect Expense			\$ 1,171.95
Net w/Indirect Expense			\$ 3,846.01

¹ Banner company was changed from when budget was completed, new company was a significant increase in price per banner

² Police rate increased in the middle of the season to 61.50/hour.

³ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open (10)

Appendix A

Blues Fest			
		FY23 budgeted	FY23 projected
Revenue			
advance tickets		\$ -	\$ -
day of show		\$ -	\$ -
alcohol vendor		\$ 500.00	\$ 500.00
food vendor		\$ 400.00	\$ 80.00
concessions		\$ 1,612.50	\$ 1,378.00
merch spilt		\$ -	\$ -
banner sponsor		\$ 850.00	\$ 333.00
	Revenue Total	\$ 3,362.50	\$ 2,291.00
Expenses			
opening band		\$ 1,000.00	\$ 1,000.00
headliner		\$ 1,000.00	\$ 1,000.00
sound and lighting		\$ 4,500.00	\$ 4,650.00
backline equipment		\$ 300.00	\$ -
promoter/agent		\$ -	\$ -
Misc. expenses (hotel/food/rv etc.)		\$ 150.00	\$ 69.60
Advertising & promo materials		\$ 200.00	\$ -
Printing ¹		\$ 600.00	\$ 1,302.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ -	\$ -
Staffing		\$ 501.75	\$ 211.85
LSPD ²		\$ 450.00	\$ 612.30
SECURITY COMPANY and parking		\$ -	\$ -
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 333.20
event insurance			
Parking		\$ -	
concession supplies ³		\$ 300.73	\$ 561.84
		\$ 9,835.48	\$ 9,740.79
Net		\$ (6,472.98)	\$ (7,449.79)
Indirect Expense			880.96
Net w/Indirect Expense			\$ (8,330.75)

¹ Banner company was changed from when budget was completed, new company was a significant increase in price per banner

² Police rate increased in the middle of the season to 61.50/hour.

³ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open (10)

Appendix A

The M80's			
		FY23 budgeted	FY23 actual
Revenue			
advance tickets		\$ 5,400.00	\$ 5,904.00
day of show		\$ 7,650.00	\$ 2,295.00
alcohol vendor		\$ 500.00	\$ 500.00
food vendor		\$ 400.00	\$ 250.00
concessions		\$ 2,103.00	\$ 510.00
merch spilt		\$ -	\$ -
banner sponsor		\$ 850.00	\$ 333.00
	Revenue Total	\$ 16,903.00	\$ 9,792.00
Expenses			
opening band		\$ -	\$ -
headliner		\$ 5,500.00	\$ 5,500.00
sound and lighting		\$ -	
backline equipment		\$ -	
promoter/agent		\$ -	
Misc. expenses (hotel/food/rv etc.)		\$ 250.00	\$ 69.00
Advertising & promo materials		\$ 75.00	\$ 165.89
Printing ¹		\$ 600.00	\$ 1,302.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ -	\$ -
Staffing		\$ 501.75	\$ 172.83
LSPD ²		\$ 450.00	\$ 612.30
SECURITY COMPANY and parking		\$ -	\$ -
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 333.20
event insurance			
Parking		\$ -	
concession supplies ³		\$ 174.32	\$ 561.84
		\$ 8,384.07	\$ 8,717.06
Net		\$ 8,518.93	\$ 1,074.94
Indirect Expense			\$ 987.59
Net w/Indirect Expense			\$ 87.35

¹ Banner company was changed from when budget was completed, new company was a significant increase in price per banner

² Police rate increased in the middle of the season to 61.50/hour.

³ Concession supplies number is the total cost of all concessions supplies bought throughout the season divided by the number of shows the concessions stand was open (10)

Appendix A

SoulRoot			
		FY23 budgeted	FY23 actuals
Revenue¹			
advance tickets		\$ 5,400.00	\$ -
day of show		\$ 7,650.00	\$ -
alcohol vendor		\$ 500.00	\$ 500.00
food vendor		\$ 400.00	\$ 145.00
concessions		\$ 1,586.30	\$ 589.00
merch spilt		\$ -	\$ -
banner sponsor		\$ 850.00	\$ 333.00
	Revenue Total	\$ 16,386.30	\$ 1,567.00
Expenses			
opening band		\$ -	\$ -
headliner		\$ 5,500.00	\$ 5,500.00
sound and lighting		\$ -	\$ -
backline equipment		\$ -	\$ -
promoter/agent		\$ -	\$ -
Misc. expenses (hotel/food/rv etc.)		\$ 250.00	\$ -
Advertising & promo materials		\$ 75.00	\$ 105.00
Printing ²		\$ 600.00	\$ 1,489.00
postage		\$ -	\$ -
portta potties (3R/1ADA)		\$ -	\$ -
Staffing		\$ 501.75	\$ 61.33
LSPD ³		\$ 450.00	\$ 615.00
SECURITY COMPANY and parking		\$ -	\$ -
license fees (bmi, sesac, ascap)		\$ 833.00	\$ 333.20
event insurance			\$ -
Parking		\$ -	\$ -
concession supplies ⁴		\$ -	\$ 561.84
		\$ 8,209.75	\$ 8,665.37
Net		\$ 8,176.55	\$ (7,098.37)
Indirect Expense			\$ 916.86
Net w/Indirect Expense			\$ (8,015.23)

¹ Show was converted to a free event.

² Banner company was changed from when budget was completed, new company was a significant increase in price per banner

³ Police rate increased in the middle of the season to 61.50/hour.

⁴ Concession supply expense total per concert is average of all concession supplies purchased for season.

Appendix B

Beatles vs. Stones				Grits & Glamour				Bluegrass Jamboree			
4-Apr	Show Announced			4-Apr	Show Announced			4-Apr	Show Announced		
8-Apr	Event Created			11-May	Event Created			11-May	Facebook Post		
18-Apr	Facebook Post/Eblast			12-May	Facebook Post			11-May	Event Created		
20-Apr	Posters/Postcard Distrib.			15-May	Facebook Post			16-May	Facebook Post		
20-Apr	Facebook Post			15-May	Instagram Post			21-May	Facebook Post		
20-Apr	Facebook Poll			18-May	Facebook Post			26-May	Facebook Post		
30-Apr	Instagram Post			21-May	Facebook Post			27-May	Banners Up		
30-Apr	Facebook Post			23-May	Facebook Post			28-May	Facebook Post		
6-May	Banners Up			25-May	Facebook Post			31-May	Matchsellers Social Media		
12-May	Band Post			27-May	Posters Distributed			31-May	Facebook Post		
12-May	Facebook Post			30-May	Facebook Post			3-Jun	Facebook Post		
14-May	Facebook Post			2-Jun	Facebook Post			7-Jun	Facebook Post		
17-May	Facebook Post			3-Jun	Truck Magnets Attached			9-Jun	Finley River Boys Social Media		
19-May	Facebook Post			3-Jun	Banners Up			10-Jun	Facebook Post		
20-May	Facebook Post			3-Jun	Postcards/Posters Distrib.			11-Jun	Facebook Post		
				4-Jun	Radio Ad's Start						
Warrant/Firehouse				5-Jun	Facebook Post			The Phil Collins Experience			
4-Apr	Show Announced			9-Jun	Facebook Post			4-Apr	Show Announced		
11-May	Event Created			10-Jun	Radio Ad's End			20-Jun	Event Created		
17-May	Facebook Post			11-Jun	Facebook Post			15-Jul	Facebook Post		
20-May	Facebook Post			13-Jun	Jen Norman SM Post			20-Jul	Posters/Postcards Distrib		
24-May	Facebook Post			14-Jun	Facebook Post			22-Jul	Banners IP		
28-May	Facebook Post			15-Jun	BOGO Deal			28-Jul	Facebook Post		
8-Jun	Facebook Post			15-Jun	Facebook Post			29-Jul	Instagram Post		
13-Jun	Facebook Post			16-Jun	Facebook Post			2-Aug	Facebook Post		
16-Jun	Posters/Postcards Distrib			16-Jun	Pam Tillis SM Post			2-Aug	PCE Social Media Post		
24-Jun	Banners Up			17-Jun	Facebook Post			5-Aug	PCE Social Media Post		
24-Jun	Truck Magnets Placed							5-Aug	Facebook Post		
30-Jun	Facebook Post			Jamaican Jam							
1-Jul	Facebook Post			4-Apr	Show Announced			SoulRoot			
1-Jul	Radio Ads Start			11-May	Event Created			4-Apr	Show Announced		
1-Jul	Warrant Social Media			1-Jul	Posters/Postcards Distrib			20-Sep	Event Created		
2-Jul	Firehouse Social Media			8-Jul	Banners Up			20-Sep	Posters/Postcards Distrib		
5-Jul	Radio Ads End			12-Jul	Facebook Post			23-Sep	Banners Up		
6-Jul	Instagram Post			18-Jul	Facebook Post			26-Sep	Facebook Post		
6-Jul	Warrant Social Media			21-Jul	Facebook Post			26-Sep	Soulroot Social Media		
7-Jul	Firehouse Social Media							3-Oct	Facebook Post		
7-Jul	Facebook Post			The M80's				3-Oct	Facebook Post		
				4-Apr	Show Announced			3-Oct	Soulroot Social Media		
Blues Fest				3-Aug	Event Created			4-Oct	Facebook Post		
4-Apr	Show Announced			29-Aug	Facebook Post			5-Oct	Soulroot Social Media		
3-Aug	Facebook Post			30-Aug	Instagram Post			5-Oct	Announced as free event		
3-Aug	Event Created			9-Sep	Facebook Post			6-Oct	Soulroot Social Media		
8-Aug	Posters/Postcards Distrib			2-Sep	Posters/Postcards Distrib			7-Oct	Soulroot Social Media		
13-Aug	Banners Up			10-Sep	Banners Up			7-Oct	Facebook Post		
16-Aug	Facebook Post			12-Sep	Facebook Post			7-Oct	Instagram Post		
19-Aug	Facebook Post			13-Sep	Facebook Post						
22-Aug	Facebook Post			16-Sep	Facebook Post						
22-Aug	Instagram Post			19-Sep	Facebook Post						
21-Aug	Facebook Post			20-Sep	Facebook Post						
				23-Sep	Facebook Post						
				25-Sep	M80's Social Media						

Legacy Park Amphitheater Summer 2022 Survey

Number of Surveys Distributed - Email: 1305 Via Mail: 0 In-Person: 0 # of Surveys Returned: 260

Are you currently a Lee's Summit Resident - Resident: 152 Non-Resident: 106

How did you hear about the program? LS Illustrated: 44 Website/Facebook/Twitter: 105 Email Blast: 7 Flyer: 10

Postcard: 8 Banner: 64 Radio Station: 5 Acquaintance: 27 Previous Participant: 72 Skip: 22

Please rate your overall satisfaction with the facility...	<u>N/A</u>	Very Poor	Poor	Fair	Good	Very Good	Average
Parking Lot	2	1	2	13	101	141	4.47
Box Office	68	0	0	10	86	96	4.45
Gates	8	0	1	6	111	134	4.50
Concessions (quality/timeliness)	53	8	13	44	78	64	3.86
Food/Alcohol Vendors	39	5	13	51	80	72	3.91
Exterior Facility	1	0	0	2	79	178	4.68
Restrooms	27	0	0	13	96	124	4.48

- Enjoy outdoor concerts so much! Love most all live performances.
- I was there in a hot evening so I felt like I should have been allowed more than one bottle of water. This is supposed to be a family friendly venue so unlimited water should be allowed in.
- Sound system at Phil Collins was awful. Should have given our money back. I felt badly for him. On a positive note, I seem to always look forward to music there and almost always have an excellent time.
- The lines for any concessions or food or drink were very long.
- For the Warrant concert last summer, the vendors ran out of beer a couple times. Plus, the lines for drinks are always very long.
- There has to be a solution to the ridiculously long lines at the beer/alcohol tents. Nobody wants to spend over 30 minutes standing in line. It really takes away from what would otherwise be a great time.
- I can't remember which concert I was at I think it was Fleetwood Mac in 2021 but the beer line was incredibly long. And they were unorganized and they were trying to get a change in the dark and I could tell they were all kinds of issues. I haven't seen that since but just watch the beer tent! I love your concert series and the venue was great.
- Would like to see more rock bands and rock tribute bands play at the venue. We have a number of good ones in the KC area and I love going to see them and get a taste of the 80's rock bands. It's low cost entertainment. Examples: KC/DC, poison overdose, Almost kiss, Elton Dan, etc.
- Need more food vendors.
- The Beatles and Rolling Stones. Fantastic
- Invite Firehouse back again!!!
- Prices were extremely high for food and beverage, better off allowing coolers to be brought in
- Love this venue! Will definitely come back again!!
- this survey asked if I did a ticketed event or non-ticketed. What if I did both? that option was not presented.
- It looked like people were coming back with their drinks fairly quickly. We didn't purchase any this year.
- More food trucks at the events would be nice.
- The only thing I don't like is the lights in the parking lot closer to the stage. It sort of ruins the aesthetic of the amphitheater when bright parking lot lights are "in your face" while trying to watch the musical guest. Most amphitheaters don't have bright parking lot lights so close. I understand they are for safety, so perhaps block off that area for parking and turn those first 4-5 rows of lights (closest to the stage) off. It would be wonderful to see the stars/enjoy the moonlit sky rather harsh parking lights. I am not the only one who has mentioned this but perhaps I'm the only one who is actually saying something. Please consider! Thank you! Had a wonderful time otherwise!
- Sound system, maybe the band's fault, was extremely poor with many technical problems at the Phil Collins concert. Very disappointing.
- Would like to have more selection of food. More alcohol choices.
- The popcorn was so salty we couldn't eat it. Others around us said the same thing.
- I also went to free concerts.
- We bring our own food & beverages & eat in the parking lot.
- 1st time there. I will return.
- There were a lot of problems with the sound system.
- Beer vendors indicated the crowd way exceeded expectations from normal event.
- We have been to both free and ticketed and have enjoyed both very much.

- Beer lines are too long.
- Would like to be able to purchase tickets at the box office in person without having to pay an online fee or an extra charge for day of show. Would buy in advance if I could do so without the fees.
- Don't run out of beer. Have more beer vendors and more food trucks.
- Acoustic 's really beyond bad for the 2 shows I saw. Really felt sorry for the bands that tried to perform with mics not working, and one time I thought the band would just quit playing especially the Phil Collins performance. Will not go again just a waste of time & money.
- Was overcharged for my drinks.
- The lines for beer were ridiculously long.
- Used to be more food trucks/options.
- No gluten-free food options for persons with allergies.
- Had a little difficulty finding where/how to purchase the tickets online.
- Greenwood Resident was LS Resident for 19 years.
- Need more food trucks and alcohol vendors - long lines.
- Not enough vendors for amount of people. Had to wait in line 30 or more minutes.
- It would be awesome if they had a little more selection of snacks.... Maybe pretzels or something.
- It would be so nice to be able to bring food inside although I understand the potential issues for that. Above, the choice was either free or ticketed event, but no choice for both. Our family has attended both.
- Definitely not enough concession staffing, long lines and beverage options were very limited. Sound system is very average. On the other hand, the facility is very nice and wildly underutilized for programming.
- More rock concerts please.
- Not a lot of food options for vendors...just alcohol.
- Alcohol vendor way slow, not enough people working- one took money and one handed out drinks...definitely not efficient.
- They ran out of food and alcohol very, very early. It was a small crowd. No reason to run out.
- Let musicians bring in their own sound system!!!!
- Overpriced vendors. The Phil Collins experience had terrible sound. We left early due to dismal sound.
- Long lines for food.
- The lines were very long and there needed to be more vendors.
- Loved Chick-fil-A.
- I attended both free and ticketed events.
- The beer vendor ran out again.
- Wish we could bring in snacks for the kids, soft drinks, tea.
- Please consider another food vendor besides Chick-fil-A. Their food is bad at the restaurant and especially bad via food truck. We ended up throwing our order away.
- Really good overall experience.
- The food and drink options would be amazing if you were to outsource some of the concession options to food trucks and local breweries. Lots of great LS options and this is such a great venue for outdoor concerts. I'd love to see LS lean in more here to make this bigger and draw more acts to play here.
- More food options would be great.

Please rate the service of the facility...	<u>N/A</u>	Very Poor	Poor	Fair	Good	Very Good	Average
Staff Friendliness	6	0	0	11	72	171	4.63
Staff Knowledge	42	1	0	10	75	132	4.55
General Safety of the Facility	4	0	1	4	88	163	4.61
Rules, Regulation and Procedures	11	0	4	26	93	126	4.37
Concessions Operations	44	1	7	36	83	89	4.17
Box Office Operations	62	0	3	11	88	96	4.40

- Didn't utilize the box office.
- Again, more than one bottle of water should be allowed.
- Would be nice to be able to have an adult beverage before an event while tailgating.
- There has to be a solution to the ridiculously long lines at the beer/alcohol tents. Nobody wants to spend over 30 minutes standing in line. It really takes away from what would otherwise be a great time.
- When purchasing at the concession stand, they always had to run my card twice and I didn't understand why that was necessary. It slowed things down and makes me suspicious of fraud.

- I really enjoy coming to the amphitheater.
- We were sitting behind a woman who had a giant umbrella. Staff had to come and tell her twice that she'll have to take it down, and she did at the last few minutes before the show (Firehouse). Your staff was great to keep an eye out.
- I appreciate you having a smoking area.
- Hope they continue with the outdoor concerts. They are fun for the whole family. The bands we have seen were good.
- Miss the days of being able to bring your own food and drink back when the concerts were downtown. Now seems like security at the door is over the top and acting like we are all potential criminals. I expect that in downtown KC, but not in LS.
- Saw Phil Collins experience. Facilities were fantastic, he sucked!
- Sound system required serious adjustment and delay of concert at one concert--Phil Collins concert, I believe. Sound system adjustment had to be made during concert for Stones vs. Beatles too.
- It was a little.... irritating that we all paid to attend the event while others just backed up to the fence and watched for free from the parking lot. Just an idea that maybe that parking lot area is blocked off during those events for ticket holder to park in.
- Once you entered the gates then left could not re-enter and no restrooms in the parking lot to use.
- I did see police officer on duty near bathrooms but was dismayed to see them on their phone the whole time. Actually, discussed this with the group I was with that while I felt safe there the office on duty was not paying attention to surrounding or watching for threats.
- Let musicians bring in their own sound systems!!!
- I wish you could bring your own food and drink.
- It would be nice to be able to bring in our own food and drinks!!!
- The alcohol concessions were very good but the food concessions were very poor (so I gave concessions a 'fair' overall).
- Everyone is very helpful and pleasant.

Please rate the ticket purchase process	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Value of your ticket	7	1	2	29	96	125	4.35
Finding event ticket online	12	4	4	31	95	114	4.25
Purchasing ticket to event	8	2	1	19	102	128	4.40

- Attended the Phil Collins Experience and the sound system was horrible. Definitely did not feel like it was worth the money. I think we should have been offered a refund.
- It's very cumbersome to buy tickets to events. Do you need to stream on your process and make it easier to find events?
- My kids got the ticket on line always for me.
- I enjoy the performers that we have, really enjoyed M80s this year; I have attended several events each year.
- I still think the LS parks website is confusing.
- The event wasn't very well advertised.
- Nice website, but could not find where to purchase tickets to event. Called twice, finally bought them over the phone. You can do much better.
- Sounds system was not working correctly for Phil Collins. I think that was the concert.
- Easy to find and purchase tickets. I just don't think the event was advertised very well
- The group we saw, the Phil Collins Experience was probably good; however, the sound system was so bad it was not very enjoyable. There were 4 of us attending and the amount we paid for the extremely poor sound system was not a good value.
- Why charge more for same day purchase than online, advance ticket purchase? Will any concert actually be cancelled from low advance ticket purchase?
- Easy to purchase once you figure out where to go to buy the ticket.
- Had some difficulty figuring out how to purchase the tickets online.
- Very hard to find where to buy tickets from website, had to go to Facebook page to find link.
- \$17 is too high for day of show. \$10 in advance and \$15 day of show is fair.
- Very good value to see some great hair bands for the price.
- I only give a fair rating on the ticket value due to the Phil Collins experience having terrible sound but I also understand that wasn't LSPR's fault.

- Not enough knowledge of events
- It was a little funky. Be sure to go through the whole process from email link to purchase.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Overall rating of Legacy Park Amphitheater	1	1	1	13	97	147	4.50
What is your overall rating of Lee's Summit Parks & Recreation?	9	0	1	8	103	139	4.51

- The concert we attended had major sound issues that were never fully resolved which affected the performers and our enjoyment of the show. Sound was either cutting out or was buzzing and popping. Really bad. It was somewhat resolved but never fully.
- The sound system was terrible for much of the early part of the performance. Not sure if this was the responsibility of the artist or the venue.
- The Phil Collins was the hardest one to hear that we've been to, but getting friends together for outdoor music is the best!!
- We attended the Phil Collins tribute band. There was a horrible problem with their sound system and it sounded very bad. We requested a refund but were denied. We were not happy with this.
- The signage at the soccer fields is unbelievable. There are very few signs directing you until you get up to your field. Every time I go I say to myself now don't get mad! Surely, you've heard this complaint from others? If it has something to do with the environment or the look of the park I appreciate that. But, the way into those soccer fields needs SIGNS, SIGNS, SIGNS! And you need a nice sign at the entrance to the rec center, indicating that the concert stage is down that way.
- Phil Collins experience concert this year was very poor sound quality. Not very enjoyable at all. Have not had that issue with the other concerts we have attended there.
- Invite Firehouse back!!!
- You guys have done a really great job. It's a great facility with super friendly staff. We come to at least one show every year and always have a great time. The Firehouse show was fantastic!! Great value for the money. Would love to continue to see at least one show a year of this genre.
- The sound for the Phil Collins experience was a major problem. I don't know if it was inexperience or an equipment issue but it has to be better.
- We were there for Phil Collins experience and the sound was never good throughout the performance. Wished we would have asked for a refund. Otherwise, concerts are very good.
- I think the sound system problem was mainly due to the venue but not certain. I have been to other concerts where the sound was not very good. It was better than this concert. Based on reviews for this group from other venues, I have to think it was more a venue than band problem.
- I appreciate LSPR scheduling live music events at the amphitheater and when doing so involves different Genres.
- For the Amphitheater, need better lighting at front of stage. When artist steps to front of stage, they are in the dark and you can't see them.
- LS Parks and Recreation provide events and facilities to satisfy all of the residents. It is a great benefit to living in LS.
- Keep bringing national acts not just cover bands. Firehouse and Warrant were awesome! Make sure you have more than 1 or 2 beer vendors so the lines aren't so long. And don't run out of beer like you did at Warrant.
- Went to the Phil Collins experience and the sound system was poor which affected the entire performance. When the stage lights were to be turned on the man doing the sound got on a chair to turn them on. Seemed very unprofessional! Makes me question if I would return for another concert.
- Your personnel needs to do a better job of screening/selecting the band applicants. I was present for the 80's concert and paid \$24.00 dollars for two tickets. I left very unhappy and I cannot trust that this type of disappointment will not happen again; therefore, I will not ever patronize any future events at Legacy Part Amphitheater.
- We paid to come see the Phil Collins Experience and it was the worst concert we have ever attended. The sound was awful (no fault of the performers, they tried to roll with it as best they could). When I say the sound was bad, it was really bad! If you were there, you'd remember it. Every FREE theater in the park show that I've been to have been more put together than that "concert". But the "sound guy" was running around there with his laptop the whole time trying to fix it, he was in the audience and then would run up on the stage and back nearly the whole time. It was really awful and super distracting. Then once the sound was somewhat situated, about 3/4 of the way through the show, they started dragging folding chairs up and tinkering with the lights on stage. The whole concert was kind of a mess; again, not the performers fault, but the venue/sound should have been set up and ready to go for them. We purchased 4 tickets to the show and the only saving grace to that night was that it was a beautiful evening to be outside. Don't know that we'll try future concert events there.
- At concerts I think tailgating and drinking alcohol before the concert should be allowed.

- Was glad to see more concerts this year. Was only able to attend 1 but I want to attend more. Keep bringing in the talent. Country & Rock will always grab big crowd!
- We attend events at the Amphitheater often and truly enjoy the experience. The variety of entertainment is awesome.
- We were so excited and happy to see Warrant and Firehouse at such a nice, clean, family friendly and relaxed venue!!!
- I really enjoy the concerts- I wish they could last longer and have an opening act also so they didn't end so early. But thanks for putting on these events!
- We went to the Phil Collins Experience. We were very disappointed at the sound system issues. That all should be dealt with before the audience was there. Maybe a sound checks before it started. Almost felt sorry for the artist.
- We feel like this is a hidden gem. Prices are a great value, bands/music have always been very good. Nothing better than a beautiful night sitting outside listening to music. And the popcorn is delicious!
- Families with kids would like to attend more, but \$12-\$15 is too much for kids - for large families. Consider lowering ticketed shows for kids under 16. \$5/kid??
- My wife and I have only been to one concert, The Beatles vs The Stones and we loved your venue. Great size, not too big not too small and a well thought out terrace for lawn chairs and blankets. The sound was great as well. We hope to attend many more shows at this venue. It's nearly perfect.
- Let musicians bring in their own sound systems!!!
- I'd love to see two rock shows each year. Anything from the 80s and 90s would do well.
- Excellent. Stay progressive in parks development.
- Attended the M-80's concert and for some reason the sound quality was horrible. Attended the Soul Root concert and the sound quality was fabulous.

What future performances/artists would you like to see here?

- Cherry Bomb
- Any 60-90's music. Motown would be great.
- Country music artists.
- Rainmakers. Phil Collins Experience again when sound is working. Tribute bands are fun.
- Fleetwood Mac Rumors Band.
- Landslide!!
- Chris Collins (John Denver Tribute band).
- Any.
- More tribute bands, you can do more than three a year I would assume. I'd like to see Prince, Madonna, Van Halen, and Foreigner. I understand you bringing back Phil Collins for a better experience. I hope that works out. Total tribute bands (Including Overland Park area) has like seven bands you can book through them and they are all good. I love the Bon Jovi tribute band, and I go see them whenever they play.
- 80's 90's bands.
- Aging artists playing oldies.
- Love anything from the 80's! And country.
- More free events. Most of the tribute bands in other parts of the city are free.
- Rattle and Hum again!!
- Any good musicians.
- KC/DC, Poison Overdose, Almost Kiss, Night Ranger, Hairball, Elton Dan, any of the area rock tribute bands. It makes low cost affordable good entertainment option for this type of venue.
- Tina Turner. Hall and oats
- 80s bands.
- Rock tribute bands.
- Live rock concerts.
- 80s tribute bands.
- I'd like to see the cover band for Phil Collins that appeared this summer, can't remember the band name but he was British and played the drums. A Beatles tribute band.
- Firehouse, Tesla.
- More music.
- Loved the Woodstock show in 2021, would like to see performances like that.

- Burning keys.
- Clint Black. Sarah Evans again and Kansas. Soulroot was good.
- Blues and rock,tribute bands
- Any, more often!
- Not sure if there would be demand for this here, but would like to have an Irish night. I grew up on Long Island NY, and one of my favorite memories is Irish Night at Eisenhower Park, Nassau County. It was a combination of both Irish music and Irish Dancing. M80s, was great! Would be willing to see them again. Even with the lighting issue - the show was just wonderful. Sara Evans was great. Would see her again. A Billy Joel act would be awesome! There was a country guy a few years ago - William Michael Montgomery, I think. He was great. Country would be great to see. We had a Johnny Cash guy here this year, the show was not that good, but the music was good. Also, the Amazing Kreskin!
- Good old rock and roll.
- We attended free and paid. I love the concerts!!!! Enjoy them every summer.
- Classic rock shows/tributes.
- Maybe plays like they do in Shawnee.
- I could name off all kinds of 80's groups that tour this size but you don't need my endless list. You all do a great job of securing great acts. It's a lot of work to do this and I appreciate each of you who help pull the events together.
- Flashback.
- Love the selection so far. Perhaps some up and coming country artists looking for a gig. Classic rock is a fav.
- REO Speedwagon.
- Concert or show for children. Any classic rock band or old country band.
- Liverpool, Phil Collins cover band, Elton Dan, Moma's and Papa's cover band, Multiphobic.
- Max Groove, Samantha Fish, tribute bands, Joe Bonamasa,
- 80s performances.
- Eagles cover band.
- Dolewite.
- More 80's rock bands.
- 1980's again!!!
- Mark Chesnutt: Tracy Lawrence; Sammy Kershaw; Aaron Tippin; Sheryl Crow; Travis Tritt.
- KC/DC.
- Tommy Castro or Anthony Gomes.
- Country western music, musical theater, plays.
- 80s/90s larger names.
- Don't really care, just start scheduling more. 3-5 music events per year is pretty ridiculous compared to what other communities are having each year.
- Warrant, Jason Isbell.
- Enjoy oldies.
- 80s rock bands, Firehouse again!!!
- Fleetwood Mac, Guns & Roses, Ozzy, Metallica, Toby Keith, Kevin Hart, Dave Chappelle.
- Enjoyed the selections this year.
- So many to choose. I really enjoyed that last concert of the year that played different songs. M80's.
- Anything rock, prefer 80'S.
- Any 80's hair bands.
- Eighties bands, loved Warrant & Firehouse. Cody Parks and the Dirty South, saw them at a festival this summer and they were a great hit. Kix, Tom Keifer band, Jelly Roll, any original rock bands. See enough cover bands elsewhere. Or have a local band night, with local rock bands. Midnight Devils, Native Sons, Beyond the Gray, etc.
- Highest quality that folks will pay for and I think they will pay for better entertainment.
- Any country artists.
- More cover bands.
- More Classic Rock as well as up and coming performers in the area.
- Comedy? A GOOD band?
- Scout the quality of bands with a multi-person committee. Bands must submit videos of past performances for consideration. Tribute bands continue to make sense if of high quality. Contact other venues about performance and

audience reaction from previous year before booking. Continue to look for variety and music from multiple generations-60's, 70's, 80's, 90's, etc.

- 80's, 90's Bands.
- Classic rock, 80's, 80's and 90's Country artists. Tribute bands for any of these types.
- More tribute bands: Bob Segar, Bruce Springsteen, 38 Special, some local talent: Troubadour Retrievers, Drew Six & Soul Drifters.
- Sara Evans, Travis Tritt, Head East.
- More rock acts. More national acts that would play to that size crowd. Winger, Tesla, Skid Row, Slaughter, Hair Ball, Night Ranger Loverboy, Kix, Extreme.
- Continue outdoor concerts with a similar variety of entertainers.
- '60's cover bands, STOMP dance group, jazz, R & B.
- Sean Thibodeaux, local K C Metro artist.
- Rock, R&B, perhaps theater.
- More genre music compilations, reggae, blues, rock, country etc.
- Def Leppard, Blackhawk.
- KCDC & Almost KISS.
- Tribute bands are fun, but more "real" bands. We saw Warrant/Firehouse and it was pretty cool!
- Rock, older rock, 80s rock.
- LSPR has done well this year increasing the number and variety of events. Nice!
- Country artists, Oldies bands.
- Plays and concerts.
- Rock/Metal musicians.
- Bring in more!
- Portrait -Kansas tribute band; saw them this summer at concert series in Sainte Genevieve (several other great tribute and local bands) - very good, plus fan favorite in KC.
- Love 90s country and 80s hair bands.
- I would love to see more of the old bands!!
- 80's rock tribute band (like Hairball or Monsters of Rock). Local country bands like Hudson Drive and Drew Six.
- M80s again.
- Any classic rock and 80's rock/pop groups. All the 80's tribute bands are also fun!
- ZZ top, Van Halen tributes band. More 80s bands.
- Plays, musicals, Bob Seger, Tom Petty cover bands, John Denver cover.
- The Mavericks would be so fun. They play each year at Knuckleheads in KC. They put on such a fun show and appeal to many ages. We loved Beatles vs Stones - please bring them back. We also enjoyed M80s! You might consider an open mic time or allowing local bands to open at 6pm before the main show at 7. Give a chance for local musicians to try it out or get noticed. SoulRoot was good and we appreciate it was free. Consider booking The Outtakes- a local 80/90s cover band. The Wilders used to be local- they're a fabulous bluegrass band. A Christian rock/worship night would be fun. Oldies- 50s/60s dance band would be fun. For the high energy shows, an intermission then longer play time would be good. We wanted the bands to keep playing but it ends so early.
- Pink Floyd, The Doors, AC/DC tribute bands.
- You have the opportunity to run a number of acts through the facility---classic rock, 90s alternative, etc. that would fit the size of the facility. The one and done approach to any particular genre is very limiting on the value of the venue.
- Rock shows.
- Love older C&W performers.
- Los Lobos; Balsam Range; Sha Na Na.
- We love a local band called Wonderfuzz. They recently played Saturday night at the Blue Springs Fall Fest, and they are playing the KC Live stage this Friday night at KC Power and Light. They are fantastic musicians and play a great variety of music and amazing originals. We'd love to see them at Legacy Park. The Burney Sisters out of Columbia, MO are a fantastic trio. And the Lilly Moonflower band is another great act out of Lawrence, KS. These two bands would be great on the same bill.
- Classic rock or jazz.
- Local bands.
- Hairball, Fozzy, Black Label Society.
- More cover bands are artists are great!
- More 80s/90s rock bands.

- Old hair bands.
- I like rock music.
- Anthony Gomes, Tommy Castro.
- Local.
- Lyle Lovett, Wilco, The Chicks, Willie Nelson.
- More 80's and 90's bands.
- Lot's of concerts!!! Billy Idol, Night Ranger, The Beach Boys, Hairball, Tom Keifer, Loverboy, Mickey Dolenz (The Monkees), Rick Springfield, and The Who.
- Elvis performer.
- Dr Zhibegas and any 80s cover band.
- Home Free.
- Vintage rock.
- The Fleetwood mac tribute band.
- Any band from the 80s and 90s is good.
- Landslide again! Your selections have been good overall.
- Rock Bands.
- 80s rock bands.
- Dolewite.
- Willie Nelson, Matt Gumm, Heywoods.
- Ray Lamontagne, Of Monsters and Men, Jason Isbell and similar acts like this. I could go on and on here.
- Jo Dee Messina, Contemporary Christian groups.
- Four Fried Chickens and a Coke.
- More 80s hair bands.
- Maybe more for middle school aged kids more up to date cover brands. I brought my daughter to the 2 concerts we attended and I think she would have enjoyed it more if there were more music her age. Otherwise I enjoyed the M80s the most.
- Firehouse!!!!!! Winger, Skid Row, XYZ, and Steelheart.
- A heavy metal show.

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

- More shade.
- Live theater/dinner theater!
- More food vendors. Maybe a play area for little kids?
- More drink vendors.
- No comment.
- More surface parking.
- Continue the tribute bands. The lines of the concession stands have been better over the years.
- More food options.
- More concessions. The lines were very long. Other than that, it was great!
- More food options.
- Tribute bands.
- Better concessions for quality of food and timeliness of drink lines.
- Food trucks.
- More food and business.
- More prominent signage directing patrons to the road that leads to the theater parking areas.
- Make sure you are treating the area for bugs prior to concerts. Another women's rest room.
- More events.
- Better concessions,
- Nothing. I look forward to the annual selection of acts. Keep up the good work.
- I would like to see more events than once a month. If music events could be every other week during the Spring, Summer and early Fall that would be great.
- Nothing comes to mind. Thanks again!! Janelle Giannola.
- Good as is.

- Add parking so that we wouldn't have to park in the grass. Plus add lights to that area of parking. Do not like to find the car in the dark.
- Weekly free concerts.
- Better sound management.
- Allowing picnics in.
- Bring back the option to bring food inside the amphitheater. One of the events we attended was the Phil Collins Experience. The sound issues that happened were disappointing if they had all day to set up & sound test.
- More variety in the concessions.
- Improved sound system. More shade.
- I think it's really nice as is.
- More concession/beer lines.
- Good the way it is.
- It's all good for now in my opinion. Enjoy that it's here and us residents have the chance to visit multiple times a year.
- A little higher quality level of the cover bands.
- Maybe better handicap parking?
- Shorter lines at concession stand.
- More paved parking.
- Better stage lighting. LED screens.
- More food choices, and maybe tables around the top of the facility to eat.
- Better access to the parking. A secondary way in and out would be nice, a larger, non-constricted parking plan.
- Big Screen on both sides and better stage lighting. Also, if you promoted your shows on the radio, you would sell more tickets.
- An additional wine purchase line. Everything else is very well done.
- Better acoustics.
- A few more food / alcohol vendors.
- Real bathrooms instead of porta potties. Better way to accommodate the huge demand for alcoholic beverages. :-)
- Maintain the variety of acts/events. Much better this year than in years past. By the way, question #1 above should have option to choose both Free and Ticketed event!
- Gluten-free food options (tacos?)
- I cannot think of anything. Everything was very nice.
- More food options.
- More food trucks and alcohol vendors, perhaps local winery.
- More vendors for alcohol. Wait time was too long.
- Shade.
- It would be nice to have some type of lights over by the fence since it gets really dark. But it is a great place to see performances!
- More food vendor varieties.
- Picnic tables by food vendors.
- More Trees or a Sun screen to the West to block the awful side of the face burn. I envision something like they have at top golf to stop the balls from flying out or at the baseball games to block fouls, however it would be a finer mesh and dark.
- More alcohol vendors when there are large crowds.
- Concession lines can get long. Another line would be good, and the staff needs to be a bit more prepped especially at beginning of season. Had trouble being organized, forgetting stuff and making change. But it got better.
- For cold shows, please consider moving a fire pit down toward the front. People will sit closer to stage if more fire pits are closer. It was freezing last weekend for SoulRoot.
- More concessions like pizza, burgers, hot dogs & fries?
- Better sound, more opportunities to see acts, enhanced concessions.
- More food vendors.
- Gate re-entry.
- Perhaps another food truck or two. We had already eaten so it was a non-issue. However it appeared the food truck on site had a fair sized line.
- Classic rock or jazz.
- Stage lighting to see performers better.

- I would like to see better advertising for our community. I work in Lees' Summit with people from all over the metro including Blue Springs and Independence and none of these people know about the amphitheater. Only LS residents are aware and many LS residents still have to be told. Please start advertising somehow other than in the LS Illustrated.
- Please just make sure the band's sound system is working before they start playing. Thanks.
- Shade areas. I have dealt with skin cancer and almost didn't attend because of no shade and not being allowed to take an umbrella for shade.
- More restrooms, better stage lighting.
- A couple more vendors, the lines were really long.
- Better food.
- We attended a night concert recently. We were very disappointed that you were not allowed to bring food in. We had packed a "picnic dinner" and thought it would be nice to sit on the lawn and listen to the music. We were not allowed in until we dropped off the food at our car. Just seems like another way you're trying to make money from your concessions.
- Different food.
- More shaded areas in summer.
- More than once a month shows. My husband and parents enjoy coming to these events and with only 1 show a month, sometimes we have to miss the show due to scheduling conflicts. If there were shows every other week, then we would have the opportunity to attend more.
- Bug spray/wipes, chairs to rent, meet and greet table/times.
- Additional food vendor trucks.
- More concessions.
- More shade.
- Better lighting after performance.
- More food truck and beverage options.
- More variety of concessions.
- Firehouse again.
- Nothing excellent facility.

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

of Surveys Distributed: Email: 0 In Person: 50 # of Surveys Returned: 15 30% of Returns

Participant: 31 Parent/Guardian _____ Coach/Asst.Coach/Volunteer 0

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

LS Cable Channel 0 Acquaintance 2 Previous Participant 35 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?	9	0	0	0	2	4	4.60
If you registered on-line, please rate the ease of registration	9	0	0	2	2	3	4.14
Please rate the amount of time taken to register	0	0	0	3	7	5	4.13
Please rate the overall registration procedure	0	0	0	2	6	7	4.20

Comments:

- The online registration can be difficult to navigate.

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	7	7	4.40
Was the content of the activity appropriate for the fee?	0	0	0	1	5	9	4.53
If awards were given, were they appropriate for the fee?	25	0	0	0	4	2	4.33

Comments:

- The league has always been good since we have been playing.
- Really enjoy the league
- T shirts are a good prize for winning the league.

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	10	5	4.33
Please rate the friendliness of activity staff	0	0	0	0	12	3	4.20
Please rate the ability to recognize activity staff	0	0	0	1	10	5	4.25
Please rate the amount of staff available during the activity	0	0	0	1	9	5	4.27
Please rate the officials	0	0	1	1	7	6	4.20
Were the rules, regulations and policies appropriate for the activity?	0	0	0	1	9	5	4.27
Please rate the condition and suitability of the facility/fields used.	0	0	0	1	9	5	4.27
Please rate the condition and suitability of the equipment used.	2	0	0	0	7	6	4.46
Please rate the perceived safety of program.	0	0	0	0	7	8	4.53

Comments:

- Staff does a good job.
- Fields were in great shape.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	1	9	5	4.27
What is the likelihood of your recommendation of this activity to others?	0	0	0	1	9	5	4.27
Please rate the participant's overall enjoyment level	0	0	0	1	8	6	4.33
What is your overall rating of the activity?	0	0	0	1	10	4	4.20
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	1	5	9	4.53

Comments:

- Thanks for all you do!

End of Activity Report
Fall Softball 2022
September – November
Completed By: Paul Arndorfer

Executive Summary

Brief Program Description:

The Fall Adult (18 years and older) Softball program is a league that provides an opportunity for participation in a competitive, recreational environment. Divisions were held in Coed and Men's leagues. The league was held at Hartman Park.

Participant numbers:

<u>Year</u>	<u>Teams</u>	<u>Participants</u>
2022	5	50
2021	14	140
2020	10	110

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$12,600.00	\$2,250.00
2021	\$16,000.00	\$5,600.00
2020	\$19,200.00	\$4,000.00

<u>Total Expense:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$5,275.17 ¹	\$1,969.00 ¹
2021	\$8,425.34	\$3,991.24
2020	\$11,467.59	\$3,171.65

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
2022	\$7,324.83	\$281.00
2021	\$7,574.66	\$1,608.76
2020	\$7,732.41	\$828.35

¹ Budget and Actual expenses includes both direct and indirect expense. Indirect expenses for this activity: \$581.

Recommendations:

Comment: Should LSPR continue to offer this program?

Recommendation: Yes, staff feels this program is a great offering for our patrons to stay active and enjoy the sport of softball.

Comment: The league had substantially reduced numbers this session.

Recommendation: Staff asked several teams why they weren't playing in the Fall session and the answers were the summer session was particularly long this year and predominantly because of wanting to watch Chiefs Football. The Chiefs schedule in October featured one Sunday night game and two games starting at 3:25pm. Previous seasons, the Chiefs would play most games at noon. When the Chiefs play at 3:25, it is right in the middle of league play so teams don't want to play softball, but would rather watch the Chiefs play.

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 Fall Adult (18 years and older) Softball program is a league that provides an opportunity for participation in a competitive recreational softball league for Lee's Summit residents and surrounding area. Divisions were held in both Coed and Men. The league was held at Hartman Park for eight weeks.

Benefits of the Program:

The benefits of the Adult Fall Softball program were that it was a great physical activity and socialization outlet for the participants. It promoted team work, fun, skill development and sportsmanship.

Service hours:

The approximate number of service hours provided by this activity is 300 (50 players x 6 weeks = 300). These hours were accumulated by weekly games.

<u>Year</u>	<u>Service Hours</u>
2022:	300
2021:	1,120
2020:	880

Volunteer hours:

There were no volunteer hours for this activity.

Refunds:

Total Refunds: 0

Refunds Due to Dissatisfaction: 0

Fee Charged:

Men and Coed teams were charged \$450.00 per team for double header leagues (10 games). Both were charged \$45 more after the early bird registration deadline.

<u>Year:</u>	<u>Men</u>	<u>Coed</u>
2022	\$450.00/\$495.00	\$450.00/\$495.00
2021	\$400.00/\$425.00	\$400.00/\$425.00
2020	\$400.00/\$425.00	\$400.00/\$425.00

Program Timeline:

August:	Market the Fall League through the Department Marketing Plan to include posters, Web and email blasts. Registrations for fall
September	Scheduling of league
October:	League begins play Observations
November:	Observation Evaluation of the league by personnel and Supervisor
December	Order awards EOA Report

Marketing:

The Fall Softball league is marketed through the department marketing plan which includes emails sent to previous participants, email blasts, ads on LSPR website, LSPR Illustrated, and Facebook, DYK TV and posters at all LSPR facilities and Hartman Park.

Evaluation/assessment:

At the conclusion of the league, it is evaluated by the players. Surveys were given to players on site. A total of 50 evaluations were distributed with 15 evaluations returned (30%).

**End of Activity Report
Outdoor Paid Group Fitness 2022
Completed by: Erin Keeney & Nate Thomas**

Executive Summary

Brief Description:

All outdoor paid group fitness programs are offered through LSPR. These programs include Glow Zumba, Outdoor Bootcamp, Moonlight Yoga, Sunrise Yoga, and Sunset Yoga. Glow Zumba, Moonlight Yoga, and Sunrise Yoga took place at Legacy Park Amphitheater for a total of nine classes. Outdoor Bootcamp took place at Lowenstein Park for a total of three 6-week classes. Sunset Yoga took place at Longview Community Center pool deck for a total of three classes. All outdoor paid group fitness programs had a duration of 60 minutes.

Participant Numbers

	Total
2022 ¹	206
2021	246

Total Revenue

	Budget	Actual
2022	\$3,123.50	\$3,139.00
2021	\$5,440.00	\$2,013.00

Total Expenses

	Budget	Actual
2022 ^{2,3}	\$2725.49	\$2115.41
2021	\$2,280.87	\$2,049.79

Net

	Budget	Actual
2022	\$398.01	\$1023.59
2021	\$3,159.13	(\$36.79)

Cost Break Down

Per participant: \$1023.59 divided by 206 participants = \$8.33

2022: \$4.97

2021: \$8.33

¹This is the second year for an outdoor paid fitness EOA. In years prior to 2021, the report was split between LCC and LVCC paid fitness instead of Indoor/Outdoor paid fitness.

²Budget direct expenses totaled to \$1880.06. Budget indirect expenses totaled \$845.43. Indirect expenses included both LVCC and LCC.

³Actual direct expenses totaled to \$1,269.98. Actual indirect expenses totaled to \$845.43. Indirect expenses included both LVCC and LCC.

Comment: There were four positive comments regarding the events and instructors.

Recommendation: Staff appreciates the positive comments and will share the comments with the instructors.

Comment: The weather is too cold for Outdoor Bootcamp in the month of November.

Recommendation: Staff recommends Outdoor Bootcamp finishing by the end of October. The last Outdoor Bootcamp had three sessions in November and were moved inside to Longview Community Center due to cold weather.

Comment: Offering individual Lowenstein Park Fitness Classes compared to a 6-week Outdoor Bootcamp program.

Recommendation: In FY22, staff offered 6-week sessions of Outdoor Bootcamp compared to individual 60-minute bootcamp sessions in FY21. Staff saw a positive difference in this change. The program had less cancellations and more of a profit.

Comment: Should LSPR continue to offer paid outdoor group fitness programs?

Recommendation: Paid outdoor group fitness programs offer specialized instruction outside of regular free programming. Staff recommends continuing to offer these programs and adding new programs like stand-up paddle board Yoga, Yoga in the parks, and walking book clubs.

Extensive Staff Report

Purpose of Report

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

Program Description

Outdoor Paid Group Fitness covers a multitude of classes including Glow Zumba, Outdoor Bootcamp, Moonlight Yoga, Sunrise Yoga, and Sunset Yoga. The participants, who range from age 10 and up, gain valuable skills from a trainer or instructor. The programs are offered at multiple locations to introduce participants to new LSPR locations.

Benefits of Programs

- Personal Advancement
- Social Interaction
- Physical Conditioning
- Knowledge of popular fitness modalities
- Sense of community
- Fun

Service Hours

Number of participants = 206

The approximate number of service hours provided by this activity was 206 hours

These hours were accumulated by the following contact hours formula:

- Outdoor Paid Fitness = 206 Participants x 1 HR x 1 classes = 206 hours

Total Service Hour= 206

Volunteer Hours

There are no volunteer hours associated with this program.

Refunds

Total Refunds: \$400.00*

*Refunds were due to time commitment / scheduling issues / cancellation of program

Satisfaction guaranteed: \$0.00

Fees Charged

2022

- \$9 Advance Registration for Glow Zumba, Moonlight Yoga, Sunrise Yoga, Sunset Yoga
- \$12 At-The-Door Registration for Glow Zumba, Moonlight Yoga, Sunrise Yoga, Sunset Yoga
- \$60 Registration for Outdoor Bootcamp

2021

- \$8 Advance Registration for Glow Zumba, Moonlight Yoga, Sunrise Yoga, Sunset Yoga
- \$11 At-The-Door Registration for Glow Zumba, Moonlight Yoga, Sunrise Yoga, Sunset Yoga
- \$10 Registration for Lowenstein Park Fitness Classes

Program Timeline

- March: Establish programs dates and times, confirm instructors, enter into Rectrac, marketing meeting, start creating poster and postcards.
- April: Finalize posters & postcards and create Facebook events. Start promoting on Facebook, website, postcards, posters, Eblasts, 5-things, advertisements running at 5 facilities on Did You Know TV's.
- May: Advertise on Facebook, website, postcards, posters, advertisements running at 5 facilities on Did You Know TV's and requested to be in Late Summer/Early Fall Illustrated. Host the first outdoor paid fitness event. Email surveys to participants a week after each event.
- June: Advertise on Facebook, website, postcards, posters, Eblasts, 5-things, advertisements running at 5 facilities on Did You Know TV's. Continue to host outdoor paid fitness events. Email surveys to participants a week after each event.
- July: Advertise on Facebook, website, postcards, posters, Eblasts, 5-things, advertisements running at 5 facilities on Did You Know TV's. Continue to host outdoor paid fitness events. Email surveys to participants a week after each event.
- August: Advertise on Facebook, website, postcards, posters, Eblasts, 5-things, advertisements running at 5 facilities on Did You Know TV's. Continue to host outdoor paid fitness events. Email surveys to participants a week after each event.
- September: Advertise on Facebook, website, postcards, posters, Eblasts, 5-things, advertisements running at 5 facilities on Did You Know TV's. Continue to host outdoor paid fitness events. Email surveys to participants a week after each event.
- October: Advertise on Facebook, website, postcards, posters, Eblasts, 5-things, advertisements running at 5 facilities on Did You Know TV's. Continue to host outdoor paid fitness events. Email surveys to participants a week after each event.
- November: Advertise on Facebook, website, postcards, posters, Eblasts, 5-things, advertisements running at 5 facilities on Did You Know TV's. Finish up last outdoor paid fitness events. Email surveys to participants a week after each event. Begin preparing End of Activity Report.
- December: Submit End of Activity Report.

* One event/program was cancelled due to weather. Three were cancelled due to not meeting the minimum participants.

Marketing

Informational postcards and posters were created and put on display at J. Thomas Lovell Jr. Community Center, Longview Community Center, Harris Park Community Center, Gamber Community Center, Summit Waves, and at the Parks and Recreation office located inside City Hall. Throughout the season, staff sent out informational emails (Eblasts & 5-things), promoted on Facebook pages, incorporated information in LSPR Illustrated, publish events on LSPR calendars, and have advertisements running at 5 facilities on Did You Know TV's.

Evaluation/assessment

All outdoor paid group fitness programs are evaluated at the end of each session by participant surveys and an End of Activity Report. The evaluation is used to provide LSPR with information on how classes can be improved and any issues that need addressed. Surveys were distributed to 119 unique households; 16 surveys were returned for a 13.5% return rate. Please see attached Survey Summary for results.

2022 Outdoor Paid Group Fitness Survey Results

Of Surveys Distributed: Email: 119 Via Mail: 0 Via Phone: 0

of Surveys Returned: 16; 13.5% of returns

Participant: 16 Parent/Guardian: 0

Are you an LSPR “Friend of the Parks” FOP? I don’t know what that is: 11 Yes: 7 No: 24

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	11	0	0	0	1	4	4.8
Please rate the amount of time taken to register.	4	0	0	1	5	6	4.41
Please rate the overall registration procedure.	4	0	0	1	4	7	4.50

Comments:

- It was easy and well organized

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	1	0	0	2	7	6	4.27
Was the content of the activity appropriate for the fee?	1	0	0	3	5	7	4.27

Comments:

- The yoga wasn’t the greatest.
- Class could have been a little longer.
- I thought the \$60 price was fair for the 6-week session. I would have loved to have it be an 8-week session for \$60. But I thoroughly enjoyed the class. It was worth every penny.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff.	0	0	0	1	5	10	4.56
Please rate the friendliness of activity staff.	0	0	0	0	5	11	4.68
Please rate the ability to recognize activity staff.	1	0	0	0	5	10	4.67
Please rate the amount of staff available during the activity.	1	0	0	2	4	9	4.47
Please rate the condition and suitability of the facility used.	0	0	0	0	5	11	4.68
Please rate the perceived safety of program.	1	0	0	0	5	10	4.67

Comments:

- There were only two staff and when the instructor had difficulty, there was no one to help.
- The instructor, Lori, is the absolute best. She is a big reason I did multiple sessions of Bootcamp. She is a great instructor, funny, personable, knowledgeable, and pushes you to reach your fitness goals. The facilities are excellent. The fitness equipment at Lowenstein Park is awesome. I suggest adding similar equipment to another Lees Summit Park, such as Legacy Park or Osage Trails. I would also suggest a canopy or some type of light shading over the equipment, (other than trees) to help with the extreme sunshine beading down in the metal and turf.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant’s overall needs met?	0	0	0	0	8	8	4.50
What is the likelihood of your recommendation of this activity to others?	0	0	0	2	7	7	4.31
Please rate the participant’s overall enjoyment level.	0	0	0	0	8	8	4.50
What is your overall rating of the activity?	1	0	0	0	7	8	4.53
What is your overall rating of Lee’s Summit Parks & Recreation?	0	0	0	0	9	7	4.44

Comments:

- I participated in the outside yoga classes. Not sure why those have to cost when the indoor ones are free to members.
- Curious to know what the money raised for the events is used for.
- I encourage more Outdoor Bootcamp classes maybe twice a week such as Tuesdays or Wednesdays evenings around 6 or 7pm, in addition to Saturday's mornings. I know Lori does a Tuesday Bootcamp at Lovell so I guess I should enroll in that to get my Bootcamp fix. I don't plan to do Bootcamp from November to March due to the chilly mornings. But look forward to Bootcamp continuing in 2023.

End of Activity Report
 Itty Bitty/Pee Wee Flag Football 2022
 September 24 – October 26
 Report Completed by: Sean Dorrance

Executive Summary

Brief Program Description:

Itty Bitty/Pee Wee Flag Football is a five-week skill development coed program. The Itty Bitty Flag Football program is for children three to four years old and the Pee Wee Flag Football program is for children five to six years old.

Participant Numbers:

Year	Total	Itty Bitty	Pee Wee
2022	106	63	43
2021	46	28	18
2020 ¹	0	0	0

Total Revenue:	Budget	Actual
2022	\$2,520.00	\$4,536.00
2021 ²	\$0	\$1,784.00
2020 ¹	\$0	\$0

Total Expense:	Budget	Actual
2022 ³	\$1,675.17	\$1,658.73
2021 ²	\$0	\$743.53
2020 ¹	\$0	\$0

Net:	Budget	Actual
2022	\$844.83	\$2,877.27
2021 ²	\$0	\$1,040.47
2020 ¹	\$0	\$0

¹ No classes were held in 2020 due to COVID-19.

² No classes were budgeted in 2021 due to COVID-19.

³ Budgeted and Actual Expenses include Indirect Expense: Indirect Expense for this program \$579.17

Recommendations

Comment: There were three comments on the directions given to participants of the Itty-Bitty session of Flag Football.

Recommendation: Staff did the best it could to make the instructions for Itty Bitty as simple as possible. Flag football is a complicated sport for 3-4 years old's, staff will look at new ideas to integrate to the class for futures sessions.

Comment: Should LSPR continue to hold this program?

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

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/Pee Wee Flag Football is a five-week skill development coed program. The Itty Bitty Flag Football program is for children three to four years old and the Pee Wee Flag Football program is for children five to six years old. The programs are held at Miller J. Fields Park, located at 1301 SE 3rd Terrace, LSMO. The participants are put through drills to work on specific skills including throwing, catching, hiking and flag pulling. As the weeks progress, less time is spent at each station and more time is spent in scrimmaging. The final week, a game is played during the entire time and participation medals are handed out at the end of the session.

Benefits of Program:

The benefits of Itty Bitty/Pee Wee Flag Football are the learning of basic skills of flag football, developing social and motor skills, good outdoor physical activity, promotion of teamwork, learning good sportsmanship and simply having fun. There is no specific assessment done of their skill development but there is improvement observed in most participants from week one to week five.

Service Hours:

2022: 397.50 (106 Participants x .75 x 5 Weeks)

2021: 172.50

2020⁴: 0.00

Volunteer Hours:

There were no volunteers during the Itty Bitty/Pee Wee Flag Football program this year.

Refunds:

Total Refunds: 0

Refunds Due to Dissatisfaction: 0

Fees Charged:

2022⁵ \$42.00/\$46.00

2021 \$38.00/\$42.00

2020 \$38.00/\$42.00

⁴ No classes were held in 2020 due to COVID-19

⁵ Prices were increased in 2022 to offset rising minimum wage and additional cost of t-shirts.

Program Timeline:

January: Start planning dates and times for Itty Bitty/Pee Wee Flag Football
February: Finalize dates and times for Itty Bitty/Pee Wee Flag Football
March: Prepare marketing plan for Itty Bitty/Pee Wee Flag Football
May: Contact past employees for Itty Bitty/Pee Wee Flag Football Site Supervisor positions and put in Summer/Fall Illustrated
June: Announce any openings for Itty Bitty/Pee Wee Flag Football Site Supervisor positions
July: Take inventory of Itty Bitty/Pee Wee Flag Football equipment and supplies
September: Site Supervisor Training, program starts, take photos of program, monitor program each week for weather conditions, and update weather hotline as needed
October: Program completion, send out Itty Bitty/Pee Wee Flag Football surveys, compile survey results, and organize/store equipment
December: EOA Report

Marketing:

The programs were marketed in the LSPR Illustrated, LSPR website, LSPR social media, through multiple eBlasts and on DYK TV's.

Evaluation/Assessment:

The program is evaluated at the conclusion of the league by the parents of the participants. Out of 82 unique households given/sent a survey, 21 completed and returned a survey (25% return rate). Attached are the results of the survey.

Lee's Summit Parks & Recreation "Itty Bitty and Pee Wee Flag Football 2022" Survey

Number of Surveys Distributed - Email: 82 Via Mail: 0 In-Person: 0 **# of Surveys Returned:** 21

Were you a - Participant: 0 Coach: 0 Parent/Guardian: 21

How did you heard about the program? LS Illustrated: 5 Website/Facebook/Twitter: 13 Email Blast: 0 Flyer: 0 Postcard: 0
Newspaper: 0 LS Cable Channel: 0 Acquaintance: 0 Previous Participant: 3 Other: 0

Regarding the Registration Process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	18	0	0	1	1	1	4.00
Please rate the amount of time taken to register.	3	0	0	5	8	8	4.14
Please rate the overall registration procedure.	3	0	0	4	8	8	4.19

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	9	9	4.29
Was the content of the activity appropriate for the fee?	0	0	1	2	9	9	4.24

Regarding the Program Sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff.	0	0	2	4	6	9	4.05
Please rate the friendliness of activity staff.	0	0	0	0	10	11	4.52
Please rate the ability to recognize activity staff.	0	0	0	5	7	9	4.19
Please rate the amount of staff available during the activity.	0	2	1	2	7	10	4.00
Please rate the condition and suitability of the facility/fields used.	0	0	0	4	8	9	4.10
Please rate the perceived safety of program.	1	0	0	0	9	11	4.55

- Some coaches seem to talk a lot for the age group. Mine specifically is in the 3-4 class and the coach is very wordy. Kids that age need clear & concise instructions. Maybe have an assistant for each class.
- Our son's coach was patient with the kids on the team.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	6	6	9	4.14
What is the likelihood of your recommendation of this activity to others?	0	0	3	3	5	10	4.05
Please rate the participant's overall enjoyment level	0	1	1	4	4	11	4.10
What is your overall rating of the activity?	0	0	0	7	5	9	4.10
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	5	6	10	4.24

- We were quite disappointed in the overall experience of this sessions flag football. We felt the coach wasn't up to speed on the rules and guidelines of flag football and most of the time couldn't quite explain the drills at a 4-5year old level well enough. It was hard to keep track of what was actually happening most of the time. Based on our overall experience we probably would not register again for this program or refer anyone.
- It would be nice if there were more direction to the parents. We had so many parents right next to their child the entire time it was hard for some of the kids to figure out what to do. If the kids were directed more to listen to the coach and have the parents to the sidelines things would have flowed more smoothly.
- Coach for the class we were in was very patient and helped the kids learn well. Would have been better if he had another coach to help him.
- My son had a great time!

End of Activity Report
Tennis Lessons
April – October 2022
Report Completed by: Sean Dorrance

Executive Summary

Brief Description:

Working in conjunction with Genesis Health Club, Lee's Summit Parks and Recreation offers basic tennis instruction for ages five to adult during the spring, summer and fall. These classes are divided up into Mighty Stars (4 to 6 Years), Youth Beginner (7 to 10 Years), Middle/High School (11 to 17 Years) and Adult Beginners (18+ Years).

Participant Numbers:

2022: 109
2021: 74
2020: 0

Total Revenue:	Budget	Actual
2022:	\$12,916.00	\$15,825.00
2021:	\$9,512.00	\$5,664.00
2020:	\$10,080.00	\$0.00

Total Expense:	Budget	Actual
2022:	\$9,463.29	\$12,186.39
2021:	\$11,350.40	\$6,599.20
2020:	\$8,160.00	\$0.00

Net:	Budget	Actual
2022:	\$3452.71	\$3,638.61
2021:	(\$1,828.40)	(\$935.20)
2020:	\$1,920.00	\$0.00

Recommendations

Comment: The Overall Registration process rated at 3.82 and there were two comments regarding online registration.

Recommendation: These comments are primarily due to RecTrac being slow for online users or difficulty in adding family members to a household. Staff is aware of this difficulty and is working with Admin on making the system more user friendly. Patrons are encouraged to call any of the community centers when experiencing difficulty.

Comment: Staff received one comment about not being called for a reschedule.

Recommendation: This was discussed with the participant at the time. They were able to make up the class that was not communicated to them, and better lines of communication were set up for future sessions. To ensure this, staff communicated with the service provider that all make up times must be sent to and approved by the appropriate supervisor. The supervisor can then make sure all make up times are properly communicated to participants and can confirm each participant is aware of the change.

Comment: Should we continue to offer this program?

Recommendation: Staff recommends we continue to offer this program, as there is a need for tennis instruction for all ages and skill development levels.

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:

Working in conjunction with professional instructors from Genesis Health Club, Lee's Summit Parks and Recreation offers basic tennis instruction for ages five to adult during the spring, summer and fall. These classes are divided up into Mighty Stars (4 to 6 Years), Youth Beginner (7 to 10 Years), Middle/High School (11 to 17 Years) and Adult Beginners (18+ Years).

Program Benefits:

The benefits of tennis lessons are learning the basic skills of tennis, improving current skills, learning social skills, having fun, aerobic activity and outdoor physical activity. There was no specific assessment done at the beginning of class but per instructor reports, there was improvement shown in most participants.

Service Hours: [(49 participants x 5 weeks x 1 hour) + (60 participants x 5 weeks x 2 hours)]

2022: 845.00

2021: 592.50

2020: 0.00

Volunteer Hours:

There were no volunteer hours for Tennis Lessons.

Refunds:

Total Refunds: 4 (\$450.00)

Dissatisfaction: 0

Low Enrollment: 2

Scheduling Conflicts: 2

Medical: 0

Other: 0

Fee Charged:

	Spring	Summer	Fall
2022:	\$75.00/\$150.00	\$75.00/\$150.00	\$75.00/\$150.00
2021:	\$N/A	\$54.00/\$104.00 ¹	\$N/A
2020:	\$N/A	\$N/A	\$N/A

Program Timeline:

March:	Advertise in Illustrated, Online, eBlast, and in LSPR Facilities
April:	Distribute Surveys
May:	Advertise in Illustrated, Online, eBlast, and in LSPR Facilities
June:	Distribute Surveys
July:	Advertise in Illustrated, Online, eBlast, and in LSPR Facilities
August:	Advertise Fall Lessons
September:	Advertise in Illustrated
October:	Distribute Surveys
November:	Complete EOA

Marketing:

Tennis Lessons were marketed through the LS Illustrated, LSPR Website, email blasts, flyers at all LSPR facilities and Facebook.

Evaluation/Assessment:

The program is evaluated at the conclusion of the lessons by the parents of the participants or the participants. Out of 74 unique households given/sent a survey, 20 completed and returned a survey (26% return rate). Attached are the results of the survey.

¹ \$54.00 class was one time per week. \$104 class was twice per week.

Lee's Summit Parks & Recreation "Tennis Lessons 2021" Survey

Number of Surveys Distributed - Email: 74 Via Mail: 0 In-Person: 0 # of Surveys Returned: 20

Were you a - Participant: 0 Coach: 0 Parent/Guardian: 20

How did you heard about the program? LS Illustrated: 5 Website/Facebook/Twitter: 10 Email Blast: 2 Flyer: 0 Postcard: 0
Newspaper: 0 LS Cable Channel: 0 Acquaintance: 0 Previous Participant: 3 Other: 0

Regarding the Registration Process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	12	0	1	1	3	3	4.00
Please rate the amount of time taken to register.	3	0	2	3	5	7	4.00
Please rate the overall registration procedure.	3	0	3	3	5	6	3.82

- Classes were hard to find online, was easier to call in and register then to work the online system.
- Hard to navigate.

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	4	10	6	4.10
Was the content of the activity appropriate for the fee?	0	0	1	2	8	9	4.25

- The class was great! Learned a lot.
- Lots of rain made several classes get canceled. Weather unfortunately made the class have large gaps.
- Might have enjoyed smaller class sizes.

Regarding the Program Sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff.	0	0	1	2	5	12	4.40
Please rate the friendliness of activity staff.	0	0	0	0	5	15	4.75
Please rate the ability to recognize activity staff.	0	0	0	2	4	14	4.60
Please rate the amount of staff available during the activity.	0	1	0	5	5	10	4.25
Please rate the condition and suitability of the facility/fields used.	0	0	0	5	5	10	4.25
Please rate the perceived safety of program.	0	0	0	0	5	15	4.75

- The instructor was very friendly and good with the kids.
- When one of the classes got canceled we were told there would be a reschedule. Apparently, the class did get rescheduled, but we did not get a call. We ended up going to a different make up class. Would have liked a little better communication with all the rain that happened those weeks.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	1	1	8	10	4.35
What is the likelihood of your recommendation of this activity to others?	0	0	1	1	3	15	4.60
Please rate the participant's overall enjoyment level	0	0	1	1	4	14	4.55
What is your overall rating of the activity?	0	0	1	1	3	15	4.60
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	1	4	15	4.70

- Great program! My kids love it.
- Appreciate everything parks and rec does for the city.
- Good class for beginners, might be looking for something at a higher level.

JANUARY 2023 COMMENT REPORT

Attached are 17 patron comments with staff responses that were either submitted verbally, in writing or via email. Of these comments, 11 were making requests, 3 compliments, 2 informational and 1 suggestion.

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
1	LCC	Request	12.27.22	Jodi	Rachel Smith	Sue Hartzheim	Attached Email. Will update with response if/when received. RIS	Attached Email. Will update with response if/when received
2	LCC	Request	12.10.22	Jodi	Rachel Smith	Charli Komm	<p>Would be nice if you had a sauna room here.</p>	<p>The decision to put a sauna into the facility was evaluated thoroughly at the time of design. Lee's Summit Parks and Recreation (LSPR) decided against this for multiple reasons. Although a sauna does provide health benefits there are also many risks associated with the use of saunas.</p> <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 •Additionally, if a sauna was placed in the supply closet, those items would have to be stored on the pool deck and would limit the space available to our patrons. <p>At this time LSPR does not feel adding a sauna is in the best interest of our facility. I would like to encourage you to investigate the economical residential saunas that are available.</p>
3	LCC	Request	12.13.22-12.16.22	Jodi Jordan	Rachel Smith	18 Comment Cards	18 comment cards were received requesting a 5th net be placed in the gym at Lovell Community Center and that the current nets be replaced.	Staff posted the attached letter as a response at Lovell.
4	LCC	Request	12.20.22	Jodi Jordan	Rachel Smith	Darrell Simmons	Why does your staff allow people to play pickleball at 5:30am when posted hours start at 8am? Last week I submitted this same form asking that the staff be directed to enforce posted hours. I asked to be contacted and wasn't. Please let me know if you are going to address this concern.	Staff contacted Mr. Simmons regarding his concern. Staff explained that the posted pickleball hours are when we guarantee to have nets set up and courts available for open play. Due to staffing issues, nets are set up in the evenings for the following morning schedule. This means that nets are set up and available for use during the early morning hours. Players can play pickleball if the nets are set up. This is similar to basketball hours. Mr. Simmons walks in the mornings and appreciates the quiet of the facility. People playing pickleball are loud.Mr. Simmons did not understand why we allow pickleball outside of posted hours, but appreciated the call.
5	LCC	Request	11.28.22	Grace	Vic Moore	Sue	I don't know the cleaning schedule for the pool deck, but I have been looking at the same clump of hair between the slide and pool for over a month. Hot tub was nice and clean.	Staff walked over and inspected area between slide and lap pool and picked up the small clump of hair and a couple other random things. The clump was in a roped off area which is marked as area closed so it was not visible or accessible to foot traffic. Lifeguards will be reminded to check that area during closing duties. Happy to receive feedback on the hot tub being nice and clean. The lifeguards are doing a great job of hand vacuuming and staff regularly backwashes.
6	LCC	Request	11.30.22	Grace	Vic Moore	Susan Thies	I would very much appreciate if the lifeguard would tell swimmers who are doing swim aerobics to share lanes. Lap swimmers need space.	Patron was emailed and asked for additional information in order to better assist with their request.
7	LVCC	Compliment	11.29.22	Jodi Jordan	Heath Harris	John Downey	Wonderful that Hudson, Patch and Julianna rescued my lost phone! Save me much trouble and worry! I recommend them for a raise or Christmas bonus.	Thank you for the positive comments regarding Hudson, Patch and Julianna. Hudson and Patch are part-time Facility Attendants at the Longview Community Center and Julianna is a part-time Service Representative at the Longview Community Center. Staff will share this comment with all three staff members and they will be recognized at the next staff meeting
8	LVCC	Suggestion	10.28.22	Jodi Jordan	Heath Harris	Pat Kueny	It would be nice to offer discounted membership to all employees in order to motivate them to try all of the facilities. Similar to a restaurant waiter, its nice for staff to be familiar with what they are providing and selling.	Staff appreciates your comment regarding providing discounted memberships to employees. The Lee's Summit Parks and Recreation and its employees are a part of the City of Lee's Summit government system. By offering a discount membership to the community centers for employees, it opens the department up to deciding which employees do and do not receive a discount throughout the whole City of Lee's Summit government system. To maintain fairness and to remain good stewards of our resources and facilities, no discounted membership are offered at this time.
9	LVCC	Request	11.30.22	Jodi Jordan	Heath Harris	Konsta Myrick	Please move the weight rack on the north side of the gym about 2-4 feet out farther than it is. The attached pull up bars do not allow you to complete muscle ups due to low ceiling clearance.	Staff reached out to Mr. Myrick regarding his comment. Staff confirmed the pieces of equipment were the squat racks and assured Mr. Myrick staff will adjust the placement of both squat racks to allow patrons to use the pull bars. Mr. Myrick was grateful for the phone call and staff's willingness to listen and able to fulfill his request. Staff were able to move both squat racks out from under the HVAC ductwork on Thursday, December 8th.
10	LVCC	Suggestion	12.10.22	Jodi Jordan	Heath Harris	Jeremy Robberson	TV over jacuzzi, muted for those wanting to relax.	Staff attempted to call Jeremy but was only able to get his voicemail. Staff left a message thanking Jeremy for the feedback and explained why there is not a TV over the jacuzzi. Staff explained the recommended time limit in the hot tub is 15 minutes and having a TV may encourage patrons to stay in the hot tub longer than the recommended time. Staff also explained the challenges of having electronic devices in the pool area and potential issues with moisture build up. HH
12	LVCC	Request	12.5.22	Jodi Jordan	Heath Harris	Multiple	Staff received three 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. 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.

LEE'S SUMMIT PARKS AND RECREATION WORK ORDER/PATRON COMMENT FORM

47
A

TO: Jodi Jordan

FROM: Rachel Smith

DATE RECEIVED: 12.13.22-12.16.22

PATRON NAME: 18 comment cards

ADDRESS:

PATRON REQUESTED CONTACT: YES x NO

CONTACT PHONE NUMBER:

TYPE:

DATE REQUIRED (if Work Order): ____

DATE COMPLETED (Patron Comment or Work Order): _

Comment: 18 comment cards were received requesting a 5th net be placed in the gym at Lovell Community Center and that the current nets be replaced.

Staff Response: Staff posted the attached letter as a response at Lovell. RIS

NOTE: Follow up activities should always be included in the comment form (i.e., call back to patron, written response to patron, referred to other staff, etc.).

Pickleball Players,

Thank you for the comment cards. LSPR appreciates your input.

Request to add a 5th court/net:

The gymnasium is utilized for many activities including pickleball, basketball, group fitness classes and rentals. Although we do not plan to add courts/nets at Lovell at this time, I will take your notes into consideration when looking at future gym schedules and the possibility of adding more pickleball hours in the future.

Lee's Summit Parks and Recreation also has pickleball hours available at Longview Community Center and Harris Park Community Center. Each of their schedules are below.

Longview Community Center

- Monday / Wednesday / Fridays 9:00am-12:00pm
- Tuesday / Thursdays 11:30am-1:30pm
- Wednesday / Friday 6:00pm-9:00pm
- Saturdays 10:00am-1:00pm
- Sundays 10:00am-2pm
- Paddles and balls are available upon request

Harris Park Community Center

- Monday - Fridays 9:00am-1:00pm

Request for new nets:

Two complete net systems (nets and frames) have been ordered along with two replacement nets. We expect them to be in by the New Year.

Sincerely,

Rachel Smith

Lovell Community Center, Manager



LEE'S SUMMIT PARKS AND RECREATION WORK ORDER/PATRON COMMENT FORM

27
A

TO: Jodi Jordan

FROM: Rachel Smith

DATE RECEIVED: 12.27.22

PATRON NAME: Sue Hartzheim

ADDRESS:

PATRON REQUESTED CONTACT: YES ☒ NO ☐

CONTACT PHONE NUMBER: shartzheim@gmail.com

TYPE:

DATE REQUIRED (if Work Order): ____

DATE COMPLETED (Patron Comment or Work Order): ____

Comment: Rachel – I'm writing on behalf of all the people who submitted comment cards about a 5th pickleball net. I believe you misunderstood our requests – we were not asking for a permanent 5th net, just when we had many people waiting to play and nobody using the open gym. This is the case most days and I would ask you to check the statistics to confirm this. This system worked very well when the 4th net wasn't a standard set up. We are only asking for a 5th net when there are zero patrons wanting the open gym. We have proven in the past that we will respect the policy and remove the 5th net when anyone shows up for the open gym. Please can we sit down to discuss? Sue.

Staff Response: Attached Email. Will update with response if/when received.
RIS

NOTE: Follow up activities should always be included in the comment form (i.e., call back to patron, written response to patron, referred to other staff, etc.).

Rachel Smith

From: Rachel Smith
Sent: Friday, December 30, 2022 11:51 AM
To: 'shartzheim@gmail.com'
Subject: Pickleball 5th Net

Sue,
Thank you for the follow up comment card. Please let me clarify the information from the letter that was posted.

I understand pickleball players are not asking for a 5th net to be up all the time. Lovell Community Center wants to keep at least one basketball goal available for use at all times (except for one hour on Saturdays that the gym is currently otherwise occupied). In order to do this, without causing staff to run interference between patrons, we will not be adding an additional 5th pickleball net at this time.

The 4th net that is currently allowed during certain hours, should only be placed on court when there are 12+ people waiting to play. It is not supposed to be up at all times. Players are currently placing it themselves and starting to play before this number has been reached. Staff are allowing more frequent use of the 4th court when there is not a demand for basketball. However, if this becomes a problem, I will direct staff to follow policy and only allow play on the 4th net when there are 12+ people waiting to play.

As stated in the letter, "I will take your notes into consideration when looking at future gym schedules and the possibility of adding more pickleball hours in the future." This remains true. If the pickleball players would like to suggest additional play times that they would prefer, I welcome their feedback to help me make those adjustments to the schedule.

Sincerely,

Rachel Smith | Facility Manager

Lovell Community Center

901 Northeast Bluestem Drive | Lee's Summit, MO 64086

Office: 816.969.1555 | www.lsparks.net

[Become a Friend of the Park today! Click here!](#)



From: [Steve Casey](#)
To:
Cc: [Joe Snook](#);
Subject: patron comment
Date: Wednesday, January 4, 2023 9:20:40 AM

Name: DARRELL JONES

Message: I am enquiring on the Mouse Creek walking trail from Eagle Creek Park to Pryor. The lot I bought in August of 2021 backs up to Mouse creek on the south side of Hook Farms subdivision. We moved in October of this year. When I purchased my lot and throughout the process of having my house built, we had not been told of any chance of having any kind of trail behind our home. I was wanting some more detailed information on what was being planned. I purchased my lot for my home with intent of not having any neighbors behind us. Please let me know what information you have.

Mr. Jones:

Thank you for your comment. The city's comprehensive plan and Greenway/Trails Master Plan identifies trail along the Mouse Creek corridor. The developer (Hunt Midwest) would have also identified a trail along the creek on all plat maps approved by the city. LSPR is currently preparing a master plan for the Mouse Creek corridor from Pryor Road to Sampson Road on both the east and west ends of Eagle Creek Park which includes trail along the area that you have identified. We currently have a survey/questionnaire out for feedback on the plan. Here is a link to the survey. Please let me know if you have any questions.

<https://www.surveymonkey.com/r/mousecreek>

Regards,

Steve Casey

Steve Casey, PLA, ASLA | Superintendent of Park Planning and Construction II
220 SE Green Street | Lee's Summit, MO 64063
816.969.1507 | mobile: 816.352.3111 | www.lsparks.net



From: [Steve Casey](#)
To:
Cc: [Joe Snook](#)
Subject: Patron Comment Mouse Creek Survey Questionnaire
Date: Thursday, December 29, 2022 10:01:36 AM

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

Name: Mark Anderson

Address:

Message: I submitted the Survey Monkey regarding Eagle Creek Park. I found the survey was designed to require the selection of development choices and did not allow for the sole submission of a single choice in the "other" box. This, I believe leads to a skewed answer pool from respondents that implies all respondents approve of development of this park land. I attended the long-term park planning meetings at the Gamber Center. One option for the parks that was put forward was that certain areas of city parks property were to remain undeveloped in the interest of maintaining purely natural areas to provide cover for wild animals and birds and allow for peaceful open spaces. Eagle Creek Park, in my opinion is a perfect parcel to be left undeveloped. I enjoy the quiet, the beauty of the wooded areas, the deer, coyotes, foxes and even the occasional bobcat that have made their presence known to me. I find it quite distressing that the City of LS seems to have the philosophy that development of open areas and economic growth equates with quality of life. Each of us needs the experience that undisturbed nature provides. The developed concrete man-made world offers nothing comparable.

Again, I am disappointed that your survey was designed and skewed to imply all respondents favor some measure of development of the Eagle Creek Park open space.

Regards

Mark Anderson

Mark:

Thank you for your comments and participation in our Park Master Planning work sessions back in June. Input from our community is important as we strategically plan the future of parks in Lee's Summit. You are correct in identifying preservation of open space for wildlife and environmental protection as a goal/objective of the recent park master plan update and one LSPR is committed to. To clarify, LSPR does not intend to add any additional park amenities within the existing Eagle Creek Park with the exception of future expanded trail connectivity which is consistent with our Greenway Masterplan. The focus of the survey and upcoming planning work is to focus on properties adjacent to the existing park, specifically the Park West property and Hook Farms property that run along Mouse Creek. While the survey identified potential uses/amenities, the primary objective is to protect the stream corridor much of which is in floodplain and prohibited from development. We would not characterize the survey as "skewed" as there are opportunities within the questionnaire to provide open responses and comments.

Regarding economic growth, we would note that LSPR does not have has a philosophy motivated by economic growth related to park development. Although economic activity and/or growth is often a byproduct of park development it is not comparable to traditional development (residential, commercial, or industrial). For example, Legacy Park is 700 acres and is an active park with multiple sports venues, parking, roads, a community center, amphitheater, trails, disc golf, and park shelters. It serves the community and region with these park amenities however approximately 70% of the park is left in native habitat mostly unmanaged for wildlife habitat and environmental benefit.

Thank you for your comments. Hopefully you will consider participating in future planning meetings to review the project and LSPR would welcome any additional input you may have

Regards,
Steve Casey

Steve Casey, PLA, ASLA | Superintendent of Park Planning and Construction II
220 SE Green Street | Lee's Summit, MO 64063
816.969.1507 | mobile: 816.352.3111 | www.lsparks.net



From: [Steve Casey](#)
To:
Cc: patron comment
Subject: Friday, January 13, 2023 7:53:31 AM
Date:

This WebTrac customer has sent a message for your consideration:

Name: Amanda Gulick

Household ID:

Please reply via: Email

Email Address:

Comments: When is Pleasant Lea Park expected to completed and opened?

DO NOT REPLY TO THIS MESSAGE. This is an automated email sent to you by the WebTrac system.

Amanda:

Thank you for your question. We are anticipating a ribbon cutting/rededication of the playground sometime in the next few weeks weather permitting as we are very close to completion of the playground site work. There will be some minor additional upgrades completed over the rest of the winter and spring but should not affect access to the playground area or court improvements.

Let me know if I can answer any additional questions.

Steve Casey, PLA, ASLA | Superintendent of Park Planning and Construction II
220 SE Green Street | Lee's Summit, MO 64063
816.969.1507 | mobile: 816.352.3111 | www.lsparks.net



ga

LEE'S SUMMIT PARKS AND RECREATION WORK ORDER/PATRON COMMENT FORM

TO: David Dean

FROM: Ryan Gibson

DATE RECEIVED: 12.17.2022

PATRON NAME: Tasha Scarbrough

ADDRESS:

PATRON REQUESTED CONTACT: YES NO x

CONTACT PHONE NUMBER:

TYPE:

DATE REQUIRED (if Work Order): __

DATE COMPLETED (Patron Comment or Work Order): _

Comment: Tasha Scarbrough 📌 recommends Summit Ice.

The Santa was awesome, he interacted with any kid that wanted to meet him.

NOTE: Follow up activities should always be included in the comment form (i.e., call back to patron, written response to patron, referred to other staff, etc.).



Staff Response: Staff appreciates Ms. Scarbrough's Facebook rating and comment. Staff will share the comment and picture with the staff person that dressed up as Santa, and give him a Park Buck from Ryan Gibson.

NOTE: Follow up activities should always be included in the comment form (i.e., call back to patron, written response to patron, referred to other staff, etc.).

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

2023 FEBRUARY

Lee's Summit Parks and Recreation Board Monthly Calendar

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