

OCTOBER 2019

Park Board Meeting Packet



Staff Retreat was at Olathe Community Center on October 4. A tour of their facility and lake were a part of the day.



Shelby Dawson was named Employee of the 3rd Quarter for 2019.



LSPR participated in the Safety Fair on October 16.



LSPR hosted an open house at Pleasant Lea Park on October 19 to discuss potential future updates.



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:	October 23, 2019	TIME:	6:00 PM	PLACE:	Strother Conference Room
6:00 PM Meeting Call To Order @ Strother Conference Room				President, Tyler Morehead	
SPECIAL GUESTS					PAGES
Presentation by Mayor Baird				Mayor William A. Baird	N/A
Gamber Community Center End of Activity Report				Megan Crews	N/A
Recognition of Employee of the Quarter for 3 rd Quarter – Shelby Dawson				Joe Snook and Shelby Dawson	N/A
APPROVAL OF MINUTES:					
September 2019 Regular Session Minutes				Jackie McCormick Heanue	1-6
TREASURER'S REPORT: read by Lawrence Bivins, Treasurer (includes September Financial Report)				Carole Culbertson	7-16
SALES TAX REPORT: October 2019				Carole Culbertson	17-18
BOARD APPROVAL ITEMS					
Board Policy 2.1.2 Guidelines for Public Participation				Joe Snook	19-21
OLD BUSINESS					
<ul style="list-style-type: none"> • Projects and Services Review • Capital Projects Plan – 2019/2020 <ul style="list-style-type: none"> ◊ Howard Park Improvements ◊ Summit Park Improvements ◊ Lowenstein Park Improvements ◊ Summit Waves Wave Pool • Fundraising Update • Wi-Fi in Parks Installation Update 				All Staff Steve Casey Steve Casey Steve Casey David Dean David Dean Joe Snook	22-30 31-35 36-40 41-43 44-48 49-51 52-53
NEW BUSINESS					
NRPA Annual Conference Reports				Joe Snook / All Staff	54-67
3 rd Quarter Security Report				Brooke Chestnut	68-71
End of Activity Reports				Joe Snook/All Staff	72-163
PATRON COMMENT REVIEW				Joe Snook	164-172
MONTHLY CALENDARS				For Information Only	173-174
ROUNDTABLE				Park Board Members and Staff	N/A
OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD				Joe Snook	N/A
MEETING ADJOURNMENT					
<p>CLOSED SESSION: Pursuant to Section 610.021(1) of the Revised Statutes of the State of Missouri pertaining to legal actions, causes of action, or litigation involving a public governmental body and any confidential or privileged communication between a public governmental body or its representatives and its attorneys.</p>					
BOARD COMMITTEES					
Budget Lawrence Bivins-Chair Marly McMillen Beelman Nick Walker	Personnel Mindy Aulenbach-Chair Marly McMillen-Beelman Samantha Shepard	Youth Sports Casey Crawford Nancy Kelley	Foundation Board Samantha Shepard-Chair Nancy Kelley Nick Walker		

LEE'S SUMMIT PARKS AND RECREATION BOARD MEETING MINUTES

CITY OF LEE'S SUMMIT, MISSOURI

DATE:	September 18, 2019	TIME:	6:00 PM	PLACE:	Strother Conference Room
Board Members Present:		Board Members Absent:		Staff Present:	
Tyler Morehead, President		Samantha Shepard		Joe Snook	
Mindy Aulenbach, Vice President		Casey Crawford		Carole Culbertson	
Lawrence Bivins, Treasurer		Jim Huser		David Dean	
Nancy Kelley				Steve Casey	
Nick Walker				Tede Price	
Marly McMillen				Jackie McCormick Heanue	
				Brooke Chestnut	
				Michael Snider, LS Fire Chief	

AGENDA ITEM	DISCUSSION (Findings/Conclusions)	RECOMMENDATIONS/ ACTIONS
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SPECIAL GUESTS		
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<p>Recognition of Patrons and Staff – LPCC Incident</p>	<p>Mr. Snook introduced Jim Daugherty, a patron at Legacy Park Community Center who experienced a medical emergency incident last month. Mr. Snook then introduced three of the individuals who were instrumental in assisting Mr. Daugherty during the emergency: LSPR staff Michaela Luna and Phillip Stallings and patron Laura Meyer. Mr. Snook read aloud the Lifesaving Award plaque and presented them to each of the individuals. He expressed his gratitude and pride in staff's response, and explained to the Board LSPR's commitment to training for emergency situations like these, and noted he was grateful the training and work done paid off in this situation. He also introduced Lee's Summit Fire Chief Michael Snider and highlighted the partnership between LSPR and LSF D regarding training, the use of AED's within our facilities, and responses to emergencies.</p> <p>Chief Snider commended the willingness and decisiveness of staff, and noted within 23 seconds of staff and the patron taking the action they did with the AED, Mr. Daugherty received the life-saving measures he needed. He expressed his appreciation and the appreciation of the community as a whole for the individuals' dedication to their work and efforts to help others in the community.</p> <p>Mr. Daugherty expressed his sincere appreciation to Michaela, Phillip and Laura for stepping in and taking the responsibility to act upon the situation before them, and for not being afraid to act. He noted, because of their willingness, he is here today, and able to be with his two young grandchildren. He also stated he has discussed with his management team at work the importance of AEDs and first responder training, and he is committed to continuing to educate others about the importance of acting in emergency situations.</p>	<p>No Board Action.</p>
<p>Approval of Minutes of August 28, 2019 Regular Board Meeting</p>	<p>Supporting documentation (see pages 1-5.) No questions or discussion.</p>	<p>Mr. Bivins made a motion to approve the August 28, 2019 Regular Board Meeting Minutes; seconded by Ms. Kelley. Motion carried unanimously.</p>
<p>Treasurer's Report – August 2019</p>	<p>Supporting documentation (see pages 6-15.) Mr. Bivins read the Treasurer's Report for July 2019. No questions or discussion.</p>	<p>Ms. Aulenbach made a motion to accept the Treasurer's Report for July 2019; seconded by Ms. Kelley. Motion carried unanimously.</p>
<p>Sales Tax Report – September 2019</p>	<p>Supporting documentation (see pages 16-17.) No questions or discussion.</p>	<p>No Board Action.</p>

BOARD APPROVAL ITEMS

<p>Approval of Amended Part Time Pay Plan – Lea McKeighan North/Summit Ice</p>	<p>Supporting documentation (see pages 18-21.) Mr. Snook reminded the Board of last month’s discussion regarding hiring a consultant to help LSPR create the first sheet of ice for the ice rink at Summit Ice, and noted the \$15,000 line item placed in the program budget. He explained after further investigation, it appears there will be a better opportunity to hire part time employees to fulfill these roles as opposed to engage independent contractors. He noted LSPR has already identified qualified individuals who are capable of fulfilling the job requirements needed for the tasks. Tonight’s request to the Board is to add the position to the pay plan at a rate of \$25.00 per hour, which will provide plenty of available hours to not only create the first sheet of ice and train LSPR staff on the process, but assist with other functions related to the operations, such as skate sharpening, maintenance of ice, and other operational needs. There is no change to the budget, just the allocation of where funds will be spent for the service.</p> <p>Ms. Kelley asked whether we were hiring one person or more. Mr. Snook indicated we would likely hire 2 staff members, both part time, and are confident we will not use all of the \$15,000.00 budgeted for the service.</p> <p>Ms. McMillen noted the Motion does not set a cap on the number of hours, and asked whether one should be included. Mr. Snook indicated the budget would restrict our spending.</p>	<p>Ms. McMillen made a motion to amend the part time pay plan for FY20 to incorporate the position of Summit Ice Rink Operations Specialist; seconded by Ms. Aulenbach. Motion carried unanimously.</p>
<p>Award of RFP No. 2020-PR-001 Lowenstein Fitness Equipment to Gametime c/o Cunningham Recreation</p>	<p>Supporting documentation (see pages 22-29.) Mr. Casey explained the staff evaluation committee reviewed the proposals for outdoor fitness equipment and selected the unit produced by Gametime to recommend for award. The RFP was in two parts, the functional fitness equipment and the playground equipment. The proposal comes in slightly under budget for the functional fitness equipment.</p> <p>Mr. Morehead noted the equipment is very unique, and Ms. McMillen agreed. Mr. Snook explained there is a QR code on the equipment for individuals to scan to have access to free workouts, instead of signage on the equipment or in the surrounding area. He indicated he has been disappointed in the past with respect to the options available for outdoor fitness equipment, however he is impressed with the offerings of this provider and this selection in particular.</p> <p>Mr. Snook noted the equipment will likely be a significant draw to the park and staff will need to be vigilant and prepared to address issues related to private fitness instructors using the equipment in the future for training.</p> <p>Ms. McMillen asked why it would be a problem for a personal trainer to come out and use the facility. Mr. Snook explained the community needs to receive compensation if individuals are profiting off public facilities, and there are liability issues. She asked whether LSPR could do classes using the equipment. Mr. Snook indicated there will be opportunities and classes, both to train people on how best to use the equipment and possibly for paid training in the future.</p> <p>Mr. Bivins shared, during the recent visit to Mount Trashmore, they witnessed numerous personal trainers using its’ amenities as a training facility.</p> <p>Mr. Snook highlighted the difference between profiting and coaching to assist others on a one on one basis who may not be getting paid. Ms. McMillen compared it to hiring a tennis coach who may go to the public tennis court to provide instruction. Mr. Snook indicated he understands there may be one-offs which occur, but when it becomes more common, it is an issue which will need to be addressed.</p>	<p>Ms. Kelley made a motion to approve the award of RFP No. 2020-PR-001 to Gametime/Cunningham Associates for outdoor fitness equipment and installation in the amount of \$54,889.41 and authorize the Administrator of Parks and Recreation to execute any and all documents necessary to procure the relevant products and services consistent with the previously approved project budget; seconded by Ms. McMillen. Motion carried unanimously.</p>
<p>Authorization for Use of Polygon and Porter Cooperative Contract for Park Shelter at Lowenstein Park.</p>	<p>Supporting documentation (see pages 30-32.) Mr. Casey reported Polygon has been used on a number of other park projects in the past, including Miller J. Fields and the Legacy Park Amphitheater structure. He explained there would be 2 shelters, almost identical to the layout at Miller J. Fields. Mr. Casey noted installation is not included in the price of the shelters, the cost is for the product itself. LSPR crews will be installing the shelters but the additional costs will be borne by the budget.</p> <p>Mr. Snook reported the name of the park will be inlaid in the shelters.</p>	<p>Ms. McMillen made a motion to approve the participation and use of Contract No. 2018-068 Poligon Park Architecture/Recreation Resource, Inc. for the purchase of park shelters in the amount of \$57,155.00 at Lowenstein Park pursuant to the quote provided</p>

	<p>Mr. Bivins asked about the capacity of the shelters. Mr. Casey reported a 20'x20' shelter would accommodate 8 tables, which each hold 8 individuals, for an approximate capacity of 60 patrons each.</p>	<p>and further move that the Board authorize the Administrator of Parks and Recreation to execute any and all documents necessary to procure the relevant products and services consistent with the previously approved project budget; seconded by Ms. Kelley. Motion carried unanimously.</p>
<p>Award of RFP No. 2020-PR-001 Lowenstein Playground Equipment to AB Creative</p>	<p>Supporting documentation (see pages 33-50.) Mr. Casey explained AB Creative was the most comprehensive and responsive proposal to the criteria established for the Lowenstein project, with 9 vendors responding. He referenced the drawings and contents of the Board packet to illustrate the designs proposed, which include a 2-5 tot area, youth play area, rock climbing and other amenities. Mr. Casey noted the proposal also includes synthetic playground surfacing, which LSPR has used in the past. The synthetic surfacing will also be used in and around the outdoor fitness equipment area. When combining the playground equipment budget, the surfacing budget, and the outdoor fitness equipment budget, the expenses balance out.</p> <p>Ms. McMillen stated it is difficult to see from the pictures in the packet, and asked whether it was an eye catching display. Mr. Casey described the piece and said it looks like it will have visual appeal, noting the tower structure with a height of approximately 18'. He also referenced other unique components, such as rock climbing, which is a new amenity.</p> <p>Mr. Snook referenced the Glider, which is a beam kids can stand on and rock back and forth and is interesting and unique.</p> <p>Mr. Binney asked about the accessibility of play features. Mr. Snook reported there are accessible components to the play area.</p>	<p>Mr. Walker made a motion to approve the quote from AB Creative for playground equipment and surfacing for Lowenstein Park in the amount of \$273,902.00 and authorize the Administrator of Parks and Recreation to execute any and all documents necessary to procure the relevant products and services consistent with the previously approved budget; seconded by Mr. Bivins. Motion carried unanimously.</p>
<p>Authorization for Use of USA Shade Cooperative Contract for Shade Structures at Summit Waves Wave Pool Project</p>	<p>Supporting documentation (see pages 51-62.) Mr. Dean explained this quote is for the purchase of 12 of the smaller shade structures around the perimeter of the wave pool. He reported these structures are slightly larger than the current structures at Summit Waves, but are the same vendor. No questions or discussion.</p>	<p>Mr. Bivins made a motion to approve the participation in and use of Contract No. 2019-035 Shade Structures/USA Shade-Play Power for the purchase of shade structures for the Wave Pool at Summit Waves pursuant to the quote provided and further move that the Board authorize the Administrator of Parks and Recreation to execute any and all documents necessary to procure the relevant products and services consistent with the previously approved project budget; seconded by Ms. Kelley. Motion carried unanimously.</p>
<p>OLD BUSINESS</p>		
<p>Projects and Services Review</p>	<p>Supporting documentation (see pages 63-71.) No questions or discussion.</p>	<p>No Board Action.</p>
<p>Capital Projects Plan through 2019</p>	<p>Supporting documentation (see pages 72-93.)</p> <p>Summit and Howard Park Improvements: Mr. Casey reported the contractor is approximately 40% complete based on pay applications to date. Outside contractors and LSPR staff are completing work on playgrounds, and the block is being completed on the restrooms at Howard Park. Summit Park is having base rock laid. Weather has allowed us to begin to make progress on the projects. Due to weather days from August, the project completion date is now anticipated to be the end of November.</p> <p>Lowenstein Park Improvements: Mr. Casey reported the contractor completing work on park improvements started this week. Rough grading for the parking lot</p>	<p>No Board Action.</p>

	<p>and pad for the restrooms are underway. The developer anticipates all park improvements they are responsible for will be complete in early November. After completion of this work, LSPR staff and contractors will move in and perform completion of the remaining work. Mr. Casey also explained staff is working on a comprehensive landscape plan to address the removal of the trees.</p> <p>Mr. Bivins asked if the walking path would be back to normal or on the same footprint. Mr. Casey indicated there will be a reconfiguration of the trail at the creek/pond area. Mr. Bivins also asked what the donation or contribution from the developer to Parks was for this project. Mr. Snook explained the parking lot improvements, size and lighting, trail work, outdoor year round restrooms, the addition of 20 trees, and a financial contribution of \$115,000.</p> <p>Mr. Snook mentioned there were a few trees the developer wrongfully removed from the park without authorization from LSPR. A letter was sent to the developer, and Mr. Snook spoke directly with Mr. Pennignton, the developer. An agreement was reached for an additional financial contribution of \$15,000 to accommodate the tree removal. Mr. Snook reiterated the need to enhance the landscape buffer to address the new landscape and view. He also noted LSPR would be identifying where the 20 trees will go, and we will be able to use some of those to assist with the landscape buffer.</p> <p>Mr. Snook also explained to the Board the developer recently asked LSPR whether it wanted some of the large rocks excavated from other areas of the development. Mr. Snook and Mr. Casey have been reviewing the opportunities and determined there is an opportunity to create natural play elements using the rocks, and agreed to take the rocks from the developer. He described a small natural play area to be located where the shelter is currently, set to be removed. We are also going to be using some of the trees which were recently removed from Harris Park for the Wave Pool project, where 2 of the 7 trees were in a condition sufficient for natural play.</p> <p>Mr. Bivins asked about tree removal, Mr. Snook referenced the tree inventory and Brooke’s analysis.</p> <p>Mr. Morehead asked when the asphalt expansion would take place by the developer. Mr. Casey reported he anticipated it would take place within the next 30 days. Mr. Morehead expressed concern about the heavy equipment on the asphalt, and Mr. Snook indicated this would not be tolerated and would be addressed.</p> <p>Wave Pool @ Summit Waves: Mr. Dean reported the excavator mobilized last Friday and began the tree removal and path removal. The site is being excavated and prepped, and private storm water line installation will start soon. So far the project is progressing well.</p>	
Fundraising Update	Supporting documentation (see pages 88-91.) No questions or discussion.	No Board Action.
Wi-Fi in Parks Installation Update	Supporting documentation (see pages 92-93.) Ms. Culbertson noted she is in correspondence with Spectrum staff, and expects the project to be complete soon.	No Board Action.
NEW BUSINESS		
End of Activity Reports	Supporting documentation (see pages 94-113.) Ms. Kelley asked why the Adult Softball leagues are down so far from last year’s numbers. Mr. Snook noted he directed staff to follow up, and we are waiting on the results. He acknowledged staff will be looking for other opportunities, including marketing. He noted the growth of softball is pretty stagnant and teams move from one service provider to another for a variety of reasons. He indicated there may be a need to review wholesale program changes for both youth and adult leagues, as trying to get individuals to commit for 8-10 weeks on a scheduled night every week is difficult. There may be other opportunities such as pick up games, etc. to consider. He reported there does not seem to be a nationwide trend to address the slowdown	No Board Action.

	in interest. He reported there would likely be no significant changes to participation regardless of the changes.	
End of Project Report	Supporting documentation (see pages 114-116.)	

PATRON COMMENT REVIEW

Supporting documentation (see pages 117-122.) No questions or discussion.

MONTHLY CALENDARS

Supporting documentation (see pages 123-124.) Mr. Morehead reminded the Board of the NRPA Conference coming up next week, September 24-26, 2019.

STAFF ROUNDTABLE

Mr. Snook shared the consultants for Pleasant Lea Park, Landworks Studio, met with staff today to kick off the project. He reported there will be an open house to be held on either Saturday, October 12 or Saturday, October 19, in the morning, with coffee and donuts, to seek input from the community about the redevelopment. He noted there would also be an opportunity for input to be provided via social media.

Mr. Snook also mentioned the credit card service fees which are paid by the Department every year. He reminded the Board LSPR has been working on opportunities to recover those fees. A presentation was made to the City Council at last night’s meeting which allows for the City to pass on a credit card service fee, to be collected by the new provider, which LSPR will emulate. Beginning November 1, credit card users will be assessed a 2.25% service fee. Ms. McMillen asked whether individuals would still have the opportunity to pay by cash or check. Mr. Snook indicated they would.

Mr. Snook notified the Board the Staff Retreat will be held on October 4, 2019, and the Board Retreat is scheduled for November 1, 2019, with the location and time to be determined.

Mr. Snook updated the Board regarding the Single Track at Legacy Park being completed by volunteers and noted phase one is approximately 75% complete. He reported the trail is already being used. The trail begins by the maintenance facility and disc golf course, goes across the paved trail through the open field and loops. Volunteers through Urban Trail Co. are putting in countless hours to the project, and will be nominated for an award at the Annual Volunteer Gala.

Mr. Snook noted the recent comments on Facebook regarding homeless individuals staying in Williams Grant Park. He noted this was a nationwide trend, and indicated there are a number of sessions on homelessness at the NRPA conference. At this time, the presence of homeless in the parks is a police issue, and police need to be called if issues are observed. Staff is continuing to monitor and looking for ways to address. He did note there is no ability to force them to vacate the park if they are not breaking any rules.

Mr. Snook indicated there were a few comments about the trees in Harris Park taken out for the Wave Pool project. He explained the trees removed were not Walnut trees, and were diseased and in need of removal anyway. Staff is not responding to comments at this time, but will respond accordingly if needed.

Mr. Snook informed the Board Mary Laird, former Park Board member, passed away last night after a battle with Leukemia.

BOARD ROUNDTABLE

Mr. Bivins shared with the Board there was a good article on homelessness in the latest Parks and Recreation magazine.

Mr. Bivins also shared how proud he is to serve with the experts in their respective fields, as he reflects on the recent trip with Mr. Snook, Mr. Casey and Mr. Bussen to visit landfill projects. He indicated it was an honor to be with them, and complimented their professionalism and expertise.

Mr. Bivins thanked Tede Price for a great summer of concerts, and noted he had “a ball” at the events he attended. He even noted, not being a country music fan, Sara Evans is the real deal and presented a wonderful show.

Ms. McMillen expressed her disappointment in missing the ribbon cutting for the J. Thomas Lovell Jr. Community Center at Legacy Park and asked how the event went. Those in attendance indicated the event was very good and the rain held off just until the end. Mr. Lovell expressed his pleasure and appreciation.

Ms. Aulenbach commented on the articles in the State and National parks magazines which reference Lee’s Summit Parks and Recreation. She thanked staff for continuing to submit articles and helping the department shine and get the information out to others.

Ms. Kelley thanked staff for organizing and planning the event to celebrate Tom and the renaming. She noted Mr. Lovell has thanked her several times and expressed his pleasure in the event. She also noted Paula Belser was very sorry to have missed, she was ill.

Mr. Walker stated he was able to attend the Bobby Watson concert at the Amphitheater with his wife and child, and said his experience was excellent. Mr. Snook noted the jazz concerts were at the suggestion of Mr. Bivins and expressed his appreciation for Mr. Bivins’ efforts.

Mr. Binney commented the department appears to finally hit the stride on the Amphitheater events. He also noted he spoke to the developer of Streets of West Pryor, who expressed sincere regret over the tree issue, and wanted to make sure everyone understood it was unintentional.

Mr. Binney asked when LSPR would be talking about the positive stories of what will be put in Lowenstein Park. Mr. Snook reported staff is going to wait a bit longer before issuing statements, but will look at the timeline and determine a plan. Mr. Snook reiterated Mr. Pennington has been a unique developer, very conscientious, apologetic, and Mr. Snook is confident we can work through issues with him. He appears to have the best interests of the community in mind. LSPR is not trying not to get in developer's way as they progress through this large project and is trying to cooperate fully, so a timeline will be addressed soon.

Mr. Morehead thanked Mr. Binney for his partnership and liaison services. Mr. Morehead explained the quarterly meetings with Mr. Snook and Mayor, at Mayor's request. Mayor asked to come to the October Board Meeting to work with LSPR's vision and align with City's vision and program. Will be here for the beginning of the meeting and will attend the retreat in November.

Ms. Kelley asked how to refer to Legacy in light of the recent name change. Mr. Snook indicated staff has been referring to the facility as Lovell Community Center.

OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD

None.

MEETING ADJOURNMENT

Financial Outlook as of September 30, 2019



Fund	Fund Balance @ 9/30/19 (unaudited)
Gamber Community Center	\$ 523,817
Lovell Community Center	\$ 1,523,448
Longview Community Center	\$ (307,328)
Harris Park Community Center	\$ 484,051
Parks and Recreation	\$ 1,689,864
Summit Waves	\$ 323,648
Cemetery	\$ 1,336,752
Construction	\$ (1,864,874)
Park COP	\$ 649,625

Fund	MTD 9/30/19	Prior YTD Actual	Current YTD Actual	Approved FY20 Budget	Percentage of FY20 Budget
Gamber Community Center					
Revenue	\$ 40,102	\$ 113,763	\$ 116,161	\$ 471,216	24.65%
Expenses	\$ 39,883	\$ 103,142	\$ 92,265	\$ 425,728	21.67%
Income (Loss)	\$ 219	\$ 10,621	\$ 23,896	\$ 45,488	
Lovell Community Center					
Revenue	\$ 157,325	\$ 502,466	\$ 499,215	\$ 2,091,270	23.87%
Expenses	\$ 134,607	\$ 521,354	\$ 418,970	\$ 2,085,351	20.09%
Income (Loss)	\$ 22,718	\$ (18,888)	\$ 80,245	\$ 5,919	
Longview Community Center					
Revenue	\$ 71,102	\$ 359	\$ 195,753	\$ 1,478,871	13.24%
Expenses	\$ 98,840	\$ -	\$ 310,590	\$ 1,362,821	22.79%
Income (Loss)	\$ (27,738)	\$ 359	\$ (114,837)	\$ 116,050	
Harris Park Community Center					
Revenue	\$ 94,770	\$ 469,264	\$ 575,819	\$ 1,522,510	37.82%
Expenses	\$ 84,552	\$ 538,949	\$ 503,709	\$ 1,480,890	34.01%
Income (Loss)	\$ 10,218	\$ (69,685)	\$ 72,110	\$ 41,620	
Parks and Recreation					
Revenue	\$ 9,365	\$ 110,984	\$ 102,685	\$ 3,688,631	2.78%
Expenses	\$ 237,182	\$ 994,392	\$ 781,250	\$ 3,615,723	21.61%
Income (Loss)	\$ (227,817)	\$ (883,408)	\$ (678,565)	\$ 72,908	
Summit Waves					
Revenue	\$ (1,040)	\$ 273,040	\$ 317,650	\$ 761,472	41.72%
Expenses	\$ 16,592	\$ 270,304	\$ 213,144	\$ 674,345	31.61%
Income (Loss)	\$ (17,632)	\$ 2,736	\$ 104,506	\$ 87,127	
Cemetery					
Revenue	\$ 16,145	\$ 23,485	\$ 50,826	\$ 208,885	24.33%
Expenses	\$ 13,214	\$ 34,350	\$ 37,816	\$ 204,873	18.46%
Income (Loss)	\$ 2,931	\$ (10,865)	\$ 13,010	\$ 4,012	
Construction					
Revenue	\$ 360,000	\$ 775,261	\$ 1,080,000	\$ 4,435,000	24.35%
Expenses	\$ 191,651	\$ 4,248,689	\$ 737,468	\$ 5,600,110	13.17%
Income (Loss)	\$ 168,349	\$ (3,473,428)	\$ 342,532	\$ (1,165,110)	
Park COP Debt					
Revenue	\$ 452,454	\$ 1,123,957	\$ 1,093,083	\$ 4,183,807	26.13%
Expenses	\$ 374,583	\$ 545,833	\$ 1,123,750	\$ 4,495,000	25.00%
Income (Loss)	\$ 77,871	\$ 578,124	\$ (30,667)	\$ (311,193)	



**GAMBER COMMUNITY CENTER
FUND 201
Financial Report for the Month and Year Ending September 30, 2019**

	Previous Year-to-date September 2019	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance	Approved FY20 Budget
REVENUES						
Activity & Membership Fees	36,685	11,472	33,924	34,179	(255)	140,427
User Charges	1,068	4	28	135	(107)	465
Rentals	30,715	14,012	36,555	41,116	(4,561)	147,964
Interest	1,313	-	1,792	900	892	3,600
Other Revenue	227	31	111	-	111	3,760
Miscellaneous	5	-	1	-	1	-
Transfers In from Park COP	43,750	14,583	43,750	43,750	-	175,000
TOTAL REVENUES	113,763	40,102	116,161	120,080	(3,919)	471,216
EXPENDITURES						
Personnel Services	59,397	15,318	49,512	64,289	(14,777) ²	256,912
Other Supplies, Services and Charges	22,230	3,027	10,915	18,539	(7,624)	70,087
Repairs and Maintenance	4,085	8,559	10,053	5,000	5,053	11,350
Utilities	9,820	3,940	9,401	15,580	(6,179)	48,209
Capital Outlay	608	7,366	7,366	11,614	(4,248)	19,098
Interdepartment Charges	7,002	1,673	5,018	5,018	-	20,072
TOTAL EXPENDITURES	103,142	39,883	92,265	120,040	(27,775)	425,728
NET GAIN / (LOSS)	10,621	219	23,896	40	23,856	45,488

BEGINNING FUND BALANCE	<u>499,921</u> ¹
ENDING FUND BALANCE	<u>523,817</u>

¹ Beginning Fund Balance is unaudited and subject to change.

² Variance exists in Full Time/Part Time Salaries and Worker's Compensation. Fitness Instructors and Service Representatives are lower than anticipated in the budget. Also, the payroll accrual has not been posted at the time of reporting. The variance in Worker's Comp is due to the budget assuming Worker's Comp for the entire fiscal year would be paid in July, consistent with previous years. This payment has not posted in the financial system at the time of this report.



**LOVELL COMMUNITY CENTER
FUND 202
Financial Report for the Month and Year Ending September 30, 2019**

	Previous Year-to-date September 2019	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance	Approved FY20 Budget
REVENUES						
Activity & Membership Fees	452,994	147,505	435,761	445,282	(9,521)	1,942,280
User Charges	786	200	696	743	(47)	3,170
Rentals	14,907	9,301	24,266	20,025	4,241	95,142
Interest	4,610	-	5,208	3,996	1,212	3,996
Other Revenue	1,460	312	1,698	430	1,268	3,306
Contributions	-	-	7,500	3,750	3,750	15,000
Miscellaneous	190	7	86	6	80	857
Transfers In	27,519	-	24,000	24,000	-	27,519
TOTAL REVENUES	502,466	157,325	499,215	498,232	983	2,091,270
EXPENDITURES						
Personnel Services	358,352	88,144	274,997	359,044	(84,047) ²	1,366,446
Other Supplies, Services and Charges	82,118	11,933	65,402	80,042	(14,640) ³	214,743
Repairs and Maintenance	29,004	18,900	37,959	38,791	(832)	96,478
Utilities	36,160	11,238	27,436	55,403	(27,967) ⁴	190,876
Capital Outlay	2,912	-	-	132,105	(132,105) ⁵	164,105
Interdepartment Charges	12,808	4,392	13,176	13,176	-	52,703
TOTAL EXPENDITURES	521,354	134,607	418,970	678,561	(259,591)	2,085,351
NET GAIN / (LOSS)	(18,888)	22,718	80,245	(180,329)	260,574	5,919

BEGINNING FUND BALANCE	<u>1,443,203</u> ¹
ENDING FUND BALANCE	<u>1,523,448</u>

¹ Beginning Fund Balance is unaudited and subject to change.

² Variance exists in Full Time/Part Time Salaries and Worker's Compensation. The budget assumes maximum part time staffing levels while actual staffing levels vary based on average attendance and personnel needed to support activity revenue. Also, the payroll accrual has not been posted at the time of reporting. The variance in Worker's Comp is due to the budget assuming Worker's Comp for the entire fiscal year would be posted in July, consistent with previous years. This payment has not posted in the financial system at the time of this report.

³ A majority of the variance is related to Insurance Expense. The budget assumed Insurance Expense for the entire fiscal year would be posted in July, consistent with previous years. This payment has not been posted in the financial system at the time of this report.

⁴ A majority of the variance is in electricity. The bill for September usage has not been posted at the time of this report.

⁵ The FY20 budget includes locker replacement and exterior wood staining anticipated through September that have not been completed.



**LONGVIEW COMMUNITY CENTER
FUND 205
Financial Report for the Month and Year Ending September 30, 2019**

	Previous Year-to-date September 2019	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance	Approved FY20 Budget
REVENUES						
Activity & Membership Fees	359	51,861	158,546	272,209	(113,663) ²	1,344,793
User Charges	-	191	442	683	(241)	2,759
Rentals	-	19,041	36,796	26,790	10,006 ³	129,430
Other Revenue	-	-	-	-	-	1,032
Miscellaneous	-	9	(31)	6	(37)	857
TOTAL REVENUES	359	71,102	195,753	299,688	(103,935)	1,478,871
EXPENDITURES						
Personnel Services	-	64,218	199,571	246,069	(46,498) ⁴	952,149
Other Supplies, Services and Charges	-	5,824	31,292	34,934	(3,642)	138,007
Repairs and Maintenance	-	2,719	12,769	5,915	6,854	47,120
Utilities	-	21,545	52,102	38,140	13,962 ⁵	169,935
Capital Outlay	-	-	2,336	9,150	(6,814)	9,150
Interest Expense	-	662	905	-	905	
Interdepartment Charges	-	3,872	11,615	11,615	-	46,460
TOTAL EXPENDITURES	-	98,840	310,590	345,823	(35,233)	1,362,821
NET GAIN / (LOSS)	359	(27,738)	(114,837)	(46,135)	(68,702)	116,050

BEGINNING FUND BALANCE
ENDING FUND BALANCE

(192,491) ¹
(307,328)

¹ Beginning Fund Balance is unaudited and subject to change. Note: the remainder of the \$1,650,000 renovation funds (approximately \$30,000) will be transferred to Fund 205 from Fund 327 once the renovation project has been closed and the final available funds are determined.

² Revenue from Memberships, Gate Receipts, and Activity Fees are running lower than anticipated in the budget. The budget was created using Lovell Community Center budget numbers and taking a percentage to estimate the budget for Longview Community Center.

³ Revenue from Rentals is running over what was anticipated in the budget. The budget was created using Lovell Community Center budget numbers and taking a percentage to estimate the budget for Longview Community Center.

⁴ Variance exists in Full Time/Part Time Salaries and Worker's Compensation. The budget assumes maximum part time staffing levels while actual staffing levels vary based on average attendance and personnel needed to support activity revenue. Also, the payroll accrual has not been posted at the time of reporting. The variance in Worker's Comp is due to the budget assuming Worker's Comp for the entire fiscal year would be posted in July, consistent with previous years. This payment has not posted in the financial system at the time of this report.

⁵ Variance in utilities is related to electricity running significantly higher than anticipated in the budget. The budget was created using Lovell Community Center as the two facilities are comparable in size.

**HARRIS PARK COMMUNITY CENTER
FUND 530
Financial Report for the Month and Year Ending September 30, 2019**

	Previous Year-to-date September 2019	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance	Approved FY20 Budget
REVENUES						
Activity Fees	350,041	59,321	394,073	443,774	(49,701) ²	1,108,689
User Charges	11,345	1,636	19,452	14,150	5,302	17,600
Rentals	33,450	7,350	27,275	41,434	(14,159) ³	164,124
Interest	1,403	-	1,594	-	1,594	-
Other Revenue	1,495	54	872	900	(28)	950
Contributions	55,195	26,250	72,625	51,000	21,625 ⁴	208,475
Miscellaneous	16,335	159	59,928	13,361	46,567 ⁵	22,672
TOTAL REVENUES	469,264	94,770	575,819	564,619	11,200	1,522,510
EXPENDITURES						
Personnel Services	265,011	31,957	227,456	271,481	(44,025) ⁶	762,687
Other Supplies, Services and Charges	232,914	35,800	240,209	269,750	(29,541) ⁷	574,951
Repairs and Maintenance	9,559	5,705	7,780	7,795	(15)	27,287
Utilities	23,117	9,279	19,313	20,836	(1,523)	72,019
Capital Outlay	-	-	-	18,700	(18,700) ⁸	18,700
Depreciation	6,976	-	-	4,810	(4,810)	19,239
Transfers Out	3,519	-	3,519	3,519	-	3,519
Interdepartment Charges	4,829	1,811	5,432	5,432	-	21,727
TOTAL EXPENDITURES	538,949	84,552	503,709	597,513	(93,804)	1,480,890
NET GAIN / (LOSS)	(69,685)	10,218	72,110	(32,894)	105,004	41,620

BEGINNING FUND BALANCE
ENDING FUND BALANCE

411,941¹
484,051

¹ Beginning Fund Balance is unaudited and subject to change.

² Significant variances exist in Activity Fees for Instructional Adult and Youth (\$22,100), and Gate Receipts at Legacy Park Amphitheater (\$23,600). Softball and kickball in the Instructional Adult program are running below budget. Youth Instructional programs running below budget include Young Rembrandts and Play-Well Lego classes. The variance in ticket sales at Legacy Park Amphitheater is due to lower attendance than anticipated in the budget.

³ A majority of the budgeted rental revenue for this fund is in the Harris Park Community Center (HPCC) and Instructional Adult programs. The variance of \$8,600 in rental revenue for the HPCC facility is related to less revenue from the Southern Elite court rentals and less classroom rentals. The variance of \$5,500 in rental revenue for Instructional Adult program is related to less rentals of fields at Hartman Park. Rentals at Lea McKeighan North Park are offsetting this variance.

⁴ The favorable variance is from our sponsorship contractor securing more than anticipated sponsorships through September.

⁵ A reimbursement payment of \$47,000 was received from KC Ice in July related to outstanding billings for utilities and shelter rentals from FY2019.

⁶ Variance exists in Full Time/Part Time Salaries and Worker's Compensation. The budget assumes maximum part time staffing levels while actual staffing levels vary based on average attendance and personnel needed to support activity revenue. Also, the payroll accrual has not been posted at the time of reporting. The variance in Worker's Comp is due to the budget assuming Worker's Comp for the entire fiscal year would be paid in July, consistent with previous years. This payment has not been posted in the financial system at the time of this report.

⁷ Favorable variance exists in Insurance Expense (\$6,200), Bankcard Fees (\$7,200), Miscellaneous Expense (\$10,700), and Professional Fees (\$17,200). Meanwhile, Trips & Tours has an unfavorable variance of \$12,000 due to June bus costs for the Camp Summit program being paid in the current fiscal year. Bankcard Fees for August and September have not been posted at this time. The variance in Miscellaneous Expense is related to an anticipated loss for the operations at Lea McKeighan North last fiscal year; the final reconciliation and analysis is still underway. The variance in Professional Fees is related to the Amphitheater. Also, the budget assumed Insurance Expense for the entire fiscal year would be posted in July, consistent with previous years. This payment has not been posted in the financial system at the time of this report.

⁸ The FY20 budget includes exterior wood staining anticipated in September that has not been completed.



**PARKS & RECREATION
FUND 200
Financial Report for the Month and Year Ending September 30, 2019**

	Previous Year-to-date September 2019	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance	Approved FY20 Budget
REVENUES						
Taxes	-	-	-	-	-	3,510,463
Fines & Forfeitures	2,968	1,317	3,943	4,250	(307)	17,000
Interest	19,913	17	8,949	1,250	7,699	5,000
Other Revenue	707	512	906	875	31	3,500
Contributions	9,620	3,980	54,949	11,992	42,957 ²	80,977
Miscellaneous	10,040	1,982	23,283	8,219	15,064 ³	47,024
Transfers In	67,736	1,557	10,655	10,655	-	24,667
TOTAL REVENUES	110,984	9,365	102,685	37,241	65,444	3,688,631
EXPENDITURES						
Personnel Services	535,573	142,109	428,908	519,820	(90,912) ⁴	1,939,649
Other Supplies, Services and Charges	294,618	62,363	196,047	391,221	(195,174) ⁵	958,788
Repairs and Maintenance	67,263	11,680	75,504	75,822	(318)	334,140
Utilities	52,427	11,666	45,953	35,856	10,097 ⁶	143,425
Fuel & Lubricants	8,792	6,571	7,379	8,444	(1,065)	33,777
Capital Outlay	27,474	-	19,080	68,430	(49,350) ⁷	172,430
Interdepartment Charges	46,459	16,193	48,579	48,579	-	194,316
Reimbursement - Interfund	(38,214)	(13,400)	(40,200)	(40,200)	-	(160,802)
TOTAL EXPENDITURES	994,392	237,182	781,250	1,107,972	(326,722)	3,615,723
NET GAIN / (LOSS)	(883,408)	(227,817)	(678,565)	(1,070,731)	392,166	72,908

BEGINNING FUND BALANCE
ENDING FUND BALANCE

2,368,429¹
1,689,864

¹ Beginning Fund Balance is unaudited and subject to change.

² The variance in Contributions-Parks is due to a payment from Lee's Summit Baseball Association for user fees and tournaments at Legacy Park. The amount was invoiced in FY19 per the agreement but received in early July.

³ The variance is related to a guard rail reimbursement (\$5,477) and a Trim Grant received (\$7,800).

⁴ Variance exists in Full Time/Part Time Salaries and Worker's Compensation. The favorable variance in Full Time/Part Time Salaries is due to a vacant FT Park Specialist position and less Part Time staff hired than anticipated. Also, the payroll accrual has not been posted at the time of reporting. The variance in Worker's Comp is due to the budget assuming Worker's Comp for the entire fiscal year would be paid in July, consistent with previous years. This payment has not posted in the financial system at the time of this report.

⁵ Significant variances identified in Insurance Expense, Professional Fees, and Asphalt. The timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system. The budget assumed Insurance Expense for the entire fiscal year would be posted in July, consistent with previous years. This payment has not been posted in the financial system at the time of this report.

⁶ Related to higher water usage than anticipated in the budgets at the splashpads at Lea McKeighan North Park and Miller J. Fields Park.

⁷ The FY20 budget includes Arborwalk Park Trail Expansion, Kiosk for Park Operations, Ventrac Boom Sickle Mower, Legacy Lake Survey, and Wayfinding anticipated through September. The Ventrac Boom Sickle Mower has been purchased.



**SUMMIT WAVES
FUND 203
Financial Report for the Month and Year Ending September 30, 2019**

	Previous Year-to-date September 2019	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance		Approved FY20 Budget
REVENUES							
Activity Fees	205,088	(940)	241,382	114,752	126,630	²	596,687
User Charges	57,571	-	65,984	56,826	9,158	³	122,327
Rentals	8,845	(100)	8,657	13,480	(4,823)		40,867
Interest	407	-	1,192	(722)	1,914		478
Miscellaneous	1,129	-	435	973	(538)		1,113
TOTAL REVENUES	273,040	(1,040)	317,650	185,309	132,341		761,472
EXPENDITURES							
Personnel Services	171,028	6,446	142,864	161,178	(18,314)	⁴	361,985
Other Supplies, Services and Charges	55,448	375	32,562	62,469	(29,907)	⁵	147,224
Repairs and Maintenance	2,959	625	3,529	4,370	(841)		32,550
Utilities	27,757	7,244	22,497	29,081	(6,584)		66,274
Interdepartment Charges	5,672	1,902	5,707	5,707	-		22,827
Capital Outlay	1,455	-	-	-	-		37,500
Transfers Out (To 200)	5,985	-	5,985	5,985	-		5,985
TOTAL EXPENDITURES	270,304	16,592	213,144	268,790	(55,646)		674,345
NET GAIN / (LOSS)	2,736	(17,632)	104,506	(83,481)	187,987		87,127

BEGINNING FUND BALANCE

219,142 ¹

ENDING FUND BALANCE

323,648

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

² The favorable variance is in Gate Receipts due to higher than anticipated daily visits during July and August.

³ Variance is in Concession sales due to higher attendance than anticipated in the budget.

⁴ Variance exists in Part Time Salaries and Worker's Compensation. The budget assumes maximum part time staffing levels while actual staffing levels vary based on average attendance and personnel needed to support activity revenue. Also, the payroll accrual has not been posted at the time of reporting. The variance in Worker's Comp is due to the budget assuming Worker's Comp for the entire fiscal year would be posted in July, consistent with previous years. This payment has not been posted in the financial system at the time of this report.

⁵ Variances in Insurance Expense, Professional Fees, Chemical Supplies, Concession Supplies, Bankcard Fees, and Furniture, Fixtures, and Equipment. The timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system. The Bankcard Fees for August have not been posted at this time. The budget assumed Insurance Expense for the entire fiscal year would be posted in July, consistent with previous years. This payment has not been posted in the financial system at the time of this report.

Note: Construction settlement funds of \$13,180 are being held in an account on the balance sheet. As related repairs are identified, the funds are transferred from that account to reimburse repair costs.



**CEMETERY TRUST
FUND 204**

Financial Report for the Month and Year Ending September 30, 2019

	Previous Year-to-date September 2019	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance	Approved FY20 Budget
REVENUES						
Services	20,191	11,145	32,584	39,471	(6,887) ²	157,885
Sale of Property	-	5,000	13,527	10,500	3,027	42,000
Interest	3,294	-	4,715	2,250	2,465	9,000
TOTAL REVENUES	23,485	16,145	50,826	52,221	(1,395)	208,885
EXPENDITURES						
Personnel Services	12,037	3,868	11,014	16,118	(5,104)	56,918
Other Supplies, Services and Charges	14,003	6,308	17,415	29,984	(12,569) ³	102,197
Repairs and Maintenance	236	-	661	1,762	(1,101)	8,283
Utilities	472	211	520	1,000	(480)	4,000
Fuel & Lubricants	143	137	137	300	(163)	1,200
Interdepartment Charges	2,814	1,138	3,413	3,413	-	13,650
Transfers Out (To 026)	4,645	1,552	4,656	4,656	-	18,625
TOTAL EXPENDITURES	34,350	13,214	37,816	57,233	(19,417)	204,873
NET GAIN / (LOSS)	(10,865)	2,931	13,010	(5,012)	18,022	4,012

BEGINNING FUND BALANCE

1,323,742¹

ENDING FUND BALANCE

1,336,752

¹ Beginning Fund Balance is unaudited and subject to change.

² The variance is due to lower monument sales than anticipated in the budget.

³ A majority of the variance is related to Professional Fee expense and Other Construction Materials. Both of these line items have a direct correlation to the lower revenue for monument sales.



**CONSTRUCTION FUND
FUND 327
Financial Report for the Month and Year Ending September 30, 2019**

	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance		Approved FY20 Budget
REVENUES						
Interest	-	-	-	-		-
Contributions	-	-	-	-		115,000
Transfers from Fund 410	360,000	1,080,000	1,080,000	-		4,320,000
TOTAL REVENUES	360,000	1,080,000	1,080,000	-		4,435,000
EXPENDITURES						
Interest Expense	11,649	15,211	17,528	(2,317)		70,110
Additions to Const in Progress	180,002	722,257	1,382,500	(660,243)	²	5,530,000
TOTAL EXPENDITURES	191,651	737,468	1,400,028	(662,560)		5,600,110
NET GAIN / (LOSS)	168,349	342,532	(320,028)	662,560		(1,165,110)

BEGINNING FUND BALANCE	<u>(2,207,406)</u> ¹
ENDING FUND BALANCE	<u><u>(1,864,874)</u></u>

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

² Funding for proposed projects in the FY20 budget include:

	Approved - FY20 Budget
Arts in Parks	\$ 10,000
Summit Park Renovations (total project estimate \$1,700,000)	375,000
Lowenstein Park Improvements (\$400,000 investment from LSPR and \$115,000 from the developer)	515,000
Wave Pool at Summit Waves (total project estimate \$5,110,000)	4,580,000
Pleasant Lea Park Improvements (total project estimate \$400,000)	50,000
Total	<u>\$ 5,530,000</u>



**PARKS COP DEBT
FUND 410
Financial Report for the Month and Year Ending September 30, 2019**

	Month-to-Date September 2019	Year-to-Date September 2019	Year-to-Date Budget	Year-to-Date Variance		Approved FY20 Budget
REVENUES						
Taxes	444,527	1,113,907	1,086,964	26,943	²	4,347,857
EATS	-	(29,551)	(42,512)	12,961	²	(170,050)
Interest	7,927	8,727	1,500	7,227		6,000
TOTAL REVENUES	452,454	1,093,083	1,045,952	47,131		4,183,807
EXPENDITURES						
Transfers Out-Interfund-Loan	-	-	-	-		820,000
Transfers Out-Gamber Center	14,583	43,750	43,750	-		175,000
Transfers Out-Construction Fund	360,000	1,080,000	1,080,000	-		3,500,000
TOTAL EXPENDITURES	374,583	1,123,750	1,123,750	-		4,495,000
NET GAIN / (LOSS)	77,871	(30,667)	(77,798)	47,131		(311,193)

BEGINNING FUND BALANCE	<u>680,292</u> ¹
ENDING FUND BALANCE	<u><u>649,625</u></u>

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

² See separate Sales Tax Report included in this packet.

MEMORANDUM



Date: October 23, 2019

To: Joe Snook, CPRP
Administrator of Parks and Recreation

From: Carole Culbertson
Superintendent II - Administration

Re: Sales Tax Update – October 2019

October sales tax proceeds total \$325,439, which is 89.8% of the monthly projection. Given the unpredictable cutoff of remittance at the State of Missouri, the monthly budget has been spread evenly throughout 2020. Year-over-year actual receipts totaled \$16,353 less than the receipts through October 2018. For the October 2018 report, information regarding the top 15 remitters for the current month or prior months was not available; therefore, it is unknown whether the receipts in October 2018 included prior months.

For the month of October 2019, 12 of the top 15 remitters were included along with the remaining 3 of the top 15 from the previous month. At the end of each quarter, retailers have until the end of the following month to remit their sales tax to the state. The EATs data for the months of September and October is not available at the time of this report.

Note: The economic activity tax (EATs) reimbursement is calculated on the monthly gross sales tax receipts for each location. The finance department has until the 10th of the following month to make the EATs payment. The payment amount by location is available to LSPR staff once the payment has been made and posted to the general ledger by the finance department.

	Budget	Actual	Amount Difference \$
Cumulative Balance Through FY 2019	68,025,161	68,391,160	365,999
FY 2020			
YTD Balance Forward - Sales Tax	1,086,963	1,113,907	26,944
YTD Balance Forward - EATs	(42,511)	(29,551)	12,960
Sales Tax Receipts - October 2019	362,321	325,439	(36,882)
EATs - October 2019	(14,171)	-	14,171
YTD Balance - Sales Tax	1,449,284	1,439,346	(9,938)
YTD Balance - EATs	(56,682)	(29,551)	27,131

LIFE-TO-DATE DATA BY SALES TAX

Cumulative Net Proceeds-1/4 cent Sales Tax (4/1/18 through 3/31/33) **	5,686,143	5,744,708	58,565
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

** The 4/1/18 beginning date for the renewed ¼ cent sales tax represents the beginning date of a new reporting period. The reporting period is based on the time of collection of sales tax at the individual business. The information provided in this report is based on the time the collected sales tax proceeds are



received by the City of Lee's Summit Finance Department. There is a two month delay between the end of the reporting period and the month the sales tax proceeds are received/recorded. Therefore, the new ¼ cent sales tax includes revenue received beginning in June 2018.

Additional information

During the annual budget development process, the City of Lee's Summit Administration department develops the budget for gross sales tax revenue and economic activity taxes (EATs) for the new fiscal year. The actuals receipts from the prior months are used as a baseline estimate with adjustments made for any large changes in the business mix (i.e. new stores opening, etc).

Gross Sales Tax - The City of Lee's Summit Finance department receives payment from the State of Missouri around the 10th of each month. The actual proceeds received for the month are based on the timing of sales tax remittance from the businesses and the timely processing by the State of Missouri. Detailed information by remitter is received by the Finance department and the top 15 remitters are tracked on a monthly basis. Information on the number of top fifteen remitters included in the monthly receipts provides some insight into the variance between actual and budget. The Finance department can share the number of top fifteen businesses included in the monthly receipts but cannot provide any further detail to LSPR staff. Further, the budget is spread by month based on the prior year actual monthly receipts. Therefore, the variance between actual and budget for the month and year-to-date can also be impacted by the budget spread by month for the current year.

Economic Activity Tax (EATS) - The budget for EATs is developed by the City of Lee's Summit Administration department along with the budget for gross sales tax revenues. The Finance department has until the 10th of the following month to make the EATs payments based on the sales tax received for the month for that location.

MEMORANDUM



Date: October 18, 2019

To: Joe Snook, Administrator of Parks and Recreation

From: Jackie McCormick Heanue, Superintendent of Legal Services and Human Resources

Re: Park Board Policy No. 2.1.2 Guidelines for Public Participation

Background

Staff has been engaged in an ongoing effort to update and revise the Lee's Summit Parks and Recreation Policies and Procedures Manual. One policy which staff recommends revising relates to the Guidelines for Public Participation in Park Board Meetings. Currently, the policy requires individuals to submit a participation form no less than five (5) days prior to the Park Board meeting. Staff is recommending this policy be modified to accommodate individuals' desire and right to participate in the public meeting process and to more closely align with the City of Lee's Summit's City Council participation guidelines.

Attached to this memorandum is a proposed Policy and Public Participation Form. This item is being presented as an individual change to the Park Board Policies so as to allow for the policy to be updated in the next Lee's Summit Illustrated, which is going to print in the coming weeks.

Proposed Motion: I move to approve Park Board Policy No. 2.1.2 Guidelines for Public Participation and Public Participation Form as attached and presented, to direct staff to update the Parks and Recreation Policy Manual to reflect this change, and further to direct staff to implement the new process for public participation effective immediately.

ARTICLE:	2 – ADMINISTRATION		
CHAPTER:	1 – Park Board		
SECTION:	2.1.2 Guidelines for Public Participation and Public Participation Form		
DATE CREATED:	June 1, 2000	LAST REVISION:	October 16, 2019

Lee’s Summit Parks and Recreation Board Regular meetings are generally held the fourth Wednesday of each month beginning at 6:00pm, in the Strother Conference Room at City Hall, 220 SE Green Street, Lee’s Summit, Missouri 64063. These meetings are open to the public; all citizens and interested parties are encouraged to attend.

The Parks and Recreation Board strives to ensure all interested parties are afforded the opportunity to make comments in Board meetings.

In order to efficiently manage Agendas and allow for sufficient time to address all business items as well as public comments, a “Comments from the Public” agenda item is included for each meeting. Members of the public who wish to speak during this portion of the meeting shall follow the procedure below to be included on the agenda:

- Fill out a Public Participation Form, available online at www.lsparks.net or by contacting the Administrative Offices of LSPR
- Submit the form to the Administrator of Parks and Recreation at the meeting at which you wish to speak before the meeting is called to order.

Members of the public who follow the procedures outlined above will be placed on the Agenda in the Public Comments portion of the applicable meeting and will be allotted five (5) minutes to speak.

Questions or concerns should be directed to the Administrative Offices of LSPR.

Policy Cross References: N/A



Public Participation Form

The Lee's Summit Parks and Recreation Board strives to ensure all interested parties are afforded the opportunity to make comments in Board meetings. If you wish to comment at a Board meeting, please complete this form and provide it to the Administrator of Parks and Recreation at the meeting you wish to speak before the meeting is called to order.

Name: _____ Date: _____

Street Address: _____

City, State, and Zip: _____

Telephone Number: _____ E-Mail: _____

Subject Matter of Comments: _____

Date of Meeting : _____

Are you speaking on behalf of a group? If so, please specify: _____

Public Participation Forms must be received before the meeting is called to order.

Individuals who submit forms in accordance with this process will be placed on the Agenda in the Public Comments portion of the applicable meeting and will be allotted five (5) minutes to speak.

Questions or concerns should be directed to the Administrative Offices of LSPR.

TO: Joe Snook, CPRP
 Administrator of Parks and Recreation
DATE: October 23, 2019
FROM: Carole Culbertson, Superintendent of Administration
 David Dean, Superintendent of Recreation Services
 Steve Casey, Superintendent of Park Development and Construction
 Tede Price, Superintendent of Recreation Services
 Jackie McCormick Heanue, Superintendent of Legal Services & Human Resources
 Brooke Chestnut, Superintendent of Park Operations



SUBJECT: FY20 Capital Improvement Projects and Parks and Recreation Services Report

Project	Budget ¹	Exp to Date	Variance ²	Status	Estimated Completion ³
Gamber Community Center Fund (201)					
Carpet Replacement	11,614	-	11,614	In progress	Dec-19
Treadmill Replacement	7,484	-	7,484	In progress	Oct-19
	19,098	-	19,098		
Lovell Community Center Fund (202)					
Cardio equipment replacement	32,000	-	32,000	In progress	Oct-19
Locker replacement	95,500	-	95,500	In progress	Jun-20
Exterior wood staining	36,605	21,803	14,802	Complete	Aug-19
	164,105	21,803	142,302		
Longview Community Center Fund (205)					
Motorized Lobby Shades	9,150	9,086	64	Complete	Sep-19
	9,150	9,086	64		
Harris Park Community Center Fund (530)					
Exterior Wood Staining	18,700	11,200	7,500	Complete	Dec-19
	18,700	11,200	7,500		
Parks and Recreation Fund (200)					
Operations					
Kiosk for Park Ops	750	519	231	Completed	Oct-19
Holiday Lights- Howard Station Park	2,000	-	2,000	In progress	Nov-19
Ventrac Boom Sickle Mower	16,080	16,080	-	Complete	Aug-19
Asphalt	115,000	-	115,000	In progress	Jun-20
Legacy Park					
Legacy Lake Survey	6,600	-	6,600	Completed	Aug-19
Shade Structures for Tball	27,000	-	27,000		Nov-19
Legacy Wayfinding Blackwell Monuments	100,000	-	100,000	In progress	Dec-19
Asphalt	115,000	-	115,000	In progress	Jun-20
	382,430	16,599	365,831		
Summit Waves Fund (203)					
Palm tree replacement	37,500	-	37,500	In progress	May-20
	37,500	-	37,500		
Cemetery Fund (204)					
	-	-	-		
	-	-	-		
Capital Projects Fund (327)					
Lowenstein Park Renovations	515,000	-	515,000	In progress	Apr-20
Summit Park Renovations	1,600,000	1,152,903	447,097	construction in progress	Nov-19
Howard Park Renovations	900,000	578,154	321,846	construction in progress	Nov-19
Hartman Park Trailhead (project managed with PW funding)	250,000	249,998	2	Complete	Sep-19
Arborwalk Trail Expansion	20,000	-	20,000	In progress	Jun-20
LSPR Greenway Trails Update-Vireo	20,000	15,200	4,800	In progress	Nov-19
Summit Waves Wave Pool Expansion	5,110,000	346,884	4,763,116	In progress	Jun-20
Pleasant Lea Park Master Planning-Landworks Studio	12,443	3,400	9,043	In progress	Jan-20
	8,427,443	2,346,539	6,080,904		
TOTAL	9,058,426	2,405,227	6,653,199		

¹ Budget amount established per Board Approval

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

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

The Services Review is based on the current Fiscal Year (July 2019-June 2020). "Goals" are based on the number implied in the Fiscal Year Budget. Some goals are annualized (i.e., LPCC, GCC and HPCC information). Other numbers will be reported on a monthly basis (i.e., programs beginning in the current board month) as well as annualized figures being reported against budgeted numbers. Shaded areas are completed services and activities.

	Run Time	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
Fund 201 - Gamber Community Center			
Memberships			
<u>Resident Total</u>	July 19 - June 20		
Active Flex		2028	459
Annual		120	18
<u>Non-Resident Total</u>			
Active Flex		168	27
Annual		4	0
<u>Silver Sneakers Total</u>	July 19 - June 20	12,202	3,741
<u>Single Visit</u>	July 19 - June 20		
Discount		252	36
Regular		108	20
Facility Rentals			
Event Packages	July 19 - June 20	17	2
Gamber Package	July 19 - June 20	78	20
Outdoor Rentals	July 19 - June 20	6	0
Ballroom	July 19 - June 20	463	224
Class/Craftrooms	July 19 - June 20	941	188
Aerobics Room	July 19 - June 20	219	63
Programming			
Bingo	July 19 - June 20	2193	636
Lunch with Us	July 19 - June 20	320	0
Line Dance	July 19 - June 20	577	321
GCC All Inclusive (LPCC/Gamber Center/HPCC/LVCC)			
<u>Resident</u>			
Annual	July 19 - June 20	36	11
Flex	July 19 - June 20	1152	286
<u>Non-Resident</u>			
Annual	July 19 - June 20	2	0
Flex	July 19 - June 20	72	23
Fund 202 - J. Thomas Lovell Jr. Community Center at Legacy Park			
Memberships			
<u>Resident</u>			
Annual	July 19 - June 20	1,763	1,606
Flex	July 19 - June 20	3,859	3,528
<u>Non-Resident</u>			
Annual	July 19 - June 20	299	437
Flex	July 19 - June 20	877	839
<u>Single Visit - Resident</u>	July 19 - June 20	23,136	4,259
<u>Single Visit -- Non-Resident</u>	July 19 - June 20	6,479	1,813
<u>Silversneakers</u>	July 19 - June 20	20,819	7,232
<u>Prime</u>	July 19 - June 20	176	37
<u>Renew Active</u>	July 19 - June 20	55	742
<u>Silver and Fit</u>	July 19 - June 20	127	135
90 Day Memberships			
Resident	July 19 - June 20	12	3
Nonresident	July 19 - June 20	3	4 23

	Run Time	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
Facility Rentals			
<u>Birthdays Party Packages</u>			
Resident			
Package A	July 19 - June 20	310	57
Package B	July 19 - June 20	62	17
Non-Resident	July 19 - June 20		
Package A	July 19 - June 20	156	33
Package B	July 19 - June 20	9	6
<u>Community Rooms</u>			
Resident	July 19 - June 20	282	23
Non-Resident	July 19 - June 20		
<u>Court Rentals</u>			
Resident	July 19 - June 20	11	0
Non-Resident	July 19 - June 20	3	0
Lock-ins	July 19 - June 20	3	0
Pool	July 19 - June 20	2	0
<u>Free Park Amenities</u>			
SUP	July 19 - June 20	2969	2,002
Canoe	July 19 - June 20	854	542
Bikes	July 19 - June 20	1185	575
<u>Child Care</u>			
Drop In	July 19 - June 20	2491	420
Pass Card - Member	July 19 - June 20	152	45
Pass Card - Non-member	July 19 - June 20	9	3
Water and Land Aerobic Programming	July 19 - June 20	69,500	16574 (10.10.19)
<u>Provide Miscellaneous Fitness</u>			
Personal Training	July 19 - June 20	1760	335 (10.14.19)
LPCC Paid Group Fitness	July 19 - June 20	330	8
GCC Paid Group Fitness	July 19 - June 20	100	0
LPA Paid Group Fitness	July 19 - June 20	500	180
Massage Therapy	July 19 - June 20	100	78 (10.15.19)
RevUP	July 19 - June 20	245	22(10/09/19)
RevUP Reload	July 19 - June 20	134	71(10/09/19)
Healthy Eating Every Day (H.E.E.D)	July 19 - June 20	245	22(10/09/19)
<u>Swim Lessons</u>			
Swim Lessons	July 19 - June 20	859 Participants	301 (10.14.19)
Private Swim Lessons	July 19 - June 20	152 Participants	24 (10.14.19)
<u>Fund 530 - Harris Park Community Center</u>			
<u>Camp Summit</u>			
Camp Summit Enrollment	Summer 2019	750 Enrollments	752 Enrolled
Camp Summit Enrollment	Summer 2020	750 Enrollments	0
Weekly Attendance	Summer 2019	440 Wkly Average	443 Weekly Avg
Weekly Attendance	Summer 2020	440 Wkly Average	
<u>Offer School Break Camps</u>			
School Break Camp Enrollment	Sept 19 - April 20	100	47
School Break Days	Oct 19 - April 20	575	58

	Run Time	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
Recreation Center Operations			
Gym Rentals	July 19 - June 20	240 Rentals	94 Rentals
Classroom Rentals	July 19 - June 20	300 rentals	111 Rentals
Entire Facility Rentals	July 19 - June 20	17 Rentals	2
Week Long Rentals	July 19 - June 20	2 Rentals	1
Open Gym	July 19 - June 20	2000 Participants	296 Participants
Summit Ice/Lea Mck North			
Public skate- Regular	Nov 19 - March 20	8150	0
Public skate - Regular	Nov 20 - March 21	8150	0
Public skate- Discount	Nov 19 - March 20	4800	0
Public skate - Discount	Nov 20 - March 21	4800	0
Pond hockey- Regular	Nov 19 - March 20	330	0
Pond hockey - Regular	Nov 20 - March 21	330	0
Pond hockey- Discount	Nov 20 - March 20	210	0
Pond hockey - Discount	Nov 20 - March 21	210	0
Skate with Santa (4)	December 19	400	0
Skate with Sanata (4)	December 20	400	0
Valentines Day Special	Feb 19.	150	0
Valentines Day Special	Feb 20.	150	0
Birthday Party Packages	Nov-March 19	50	0
Birthday Party Packages	Nov-March 20	50	0
Shelter Rentals	2019	120	96
Shelter Rentals	2020	70	
ATHLETICS			
Hartman Fields	July 19 - June 20	625 (rental hours)	153 (Rental Hours)
Adult Leagues			
<i>Softball -- Coed, Men's, Women's</i>			
• Fall	Sept 19 - Oct 19	54	10 (Teams)
• Spring	Mar 20 - Apr 20	70	0
• Summer	June 20 - Aug 20	64	0
<i>Basketball -- Men's</i>			
• Fall	Jan 19 - Mar 20	19	0
• Winter	April 20 - June 20	15	0
• Spring	June 20 - Aug 20	15	0
• Summer	July 19 - Oct 19	20	12 (Teams)
<i>Volleyball -- Coed, Women's</i>			
• Fall	Jan 20 - Mar 20	36	0
• Winter	Mar 20 - May 20	36	0
• Spring	June 20 - Aug 20	36	0
• Summer I and II	July 19 - Jan 19	88	33/0 (Teams)
<i>Kickball</i>			
• Fall	Sept 19 - Nov 19	14	0
• Spring	Apr 20 - May 20	0	0
• Summer	June 20 - Aug 20	14	0
Adult Instructional-Athletics			
<i>Golf</i>			
• Adult Beginning	July 19 - June 20	20	0
<i>Tennis</i>			
• Outdoor Adult Beginning	July 19 - June 20	10	0
Youth Instructional-Athletics			
<i>Golf</i>			
• Youth Beginner	July 19 - June 20	30	14 25

Run Time	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
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Tennis

- Rookies (Quikstart)
 - Youth Beginner
- Right Sized

July 19 - June 20	30	9
July 19 - June 20	65	17
July 19 - June 20	10	4

Youth Leagues

- Girl's Basketball
 Spring Youth Volleyball
 Fall Youth Volleyball
 Summer Youth Volleyball
 Winter Youth Volleyball

Nov 19 - Feb 20	300	269
March 20 - May 20	260	0
Sept 19 - Nov 19	280	241
June 20 - July 20	10	0
Jan 20-Feb 20	10	0

	Run Time	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
Youth Special Events-Athletics			
Junior Triathlon	July 20		0
Youth Camps-Athletic			
Baseball Camp	June 20	15	0
Basketball Camp	July 19	15	4
Volleyball Camp	July 19	35	5
Indoor Soccer Camp	June 20	15	0
Tournaments			
Summer Classic Tennis Tournament	June 20		0

INSTRUCTIONAL ACTIVITIES

Adult Instructional

Ballroom, Swing, Latin Fund 201	July 19 - June 20 (Year-to-date count)	135	42
Photography Fund 201			
• Photography Classes	July 19 - June 20 (Year-to-date count)	37	5
First Aid/CPR			
CPR/AED	July 19 - June 20 (Year-to-date count)	50	36 Participants
First Aid	July 19 - June 20 (Year-to-date count)	40	6 Participants
BLS Healthcare Provider CPR	July 19 - June 20 (Year-to-date count)	40	22 Participants
CPR for Family and Friends	July 19 - June 20 (Year-to-date count)	50	11 Participants

	Run Time	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
Youth Instructional			
<i>Itty-Bitty Sports</i>			
• Flag Football	Sept 19 - Oct 19	80	18
• Basketball	Jan 20 - Feb 20	75	0
• Outside Soccer	April 20 - May 20	110	0
• T-Ball	June 20 - July 20	125	0
<i>Itty-Bitty Instructional Programs</i>			
• Itty Bitty PE	July 19 - June 20 (Year-to-date count)	10	19
• Itty Bitty Dancers	July 19 - June 20 (Year-to-date count)	56	10
Indoor T-Ball	July 19 - June 20 (Year-to-date count)	20	20
Instructional Basketball	July 19 - June 20 (Year-to-date count)	20	20
• Indoor Soccer	July 19 - June 20 (Year-to-date count)	25	23
• Itty Bitty Tumblers	July 19 - June 20 (Year-to-date count)	82	23
<i>Parties</i>			
Pint Size Parties	Sept 19 - April 20	34	0
Pint Size Playtime	Sept 19 - April 20	150	10
<i>Pee Wee Sports</i>			
• Flag Football	July 19 - June 20 (Year-to-date count)	25	11
• Basketball	July 19 - June 20 (Year-to-date count)	75	10
• Tumblers	July 19 - June 20 (Year-to-date count)	18	1
<i>Animal Wonders</i>			
• Workshop	July 19 - June 20 (Year-to-date count)	15	5 participants
• Camps	July 19 - June 20 (Year-to-date count)	40	20 participants
<i>First Aid</i>			
Kids First Aid	July 19 - June 20 (Year-to-date count)	20 participants	0 Participants
Babysitter Boot Camp	July 19 - June 20 (Year-to-date count)	100 participants	0 Participants
GCC Youth Instructional Fund 201			
Mad Science Classes	July 19 - June 20 (Year-to-date count)	45	6
Play-Well TEKnology Camps	July 19 - June 20 (Year-to-date count)	64	7
Youth Tech Camps	July 19 - June 20 (Year-to-date count)	47	1
Art Classes Fund 201			
Young Rembrandts Classes	July 19 - June 20 (Year-to-date count)	10	0
Young Rembrandts Camps	July 19 - June 20 (Year-to-date count)	15	0
GOT Art/Summit Art Classes	July 19 - June 20 (Year-to-date count)		
Acting			
Shakespeare Camp	July 20	15	0

	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
Run Time		

All Ages- Instructional

Horsemanship Classes

· Beginning Horsemanship	July 19 - June 20 (Year-to-date count)	11	16 participants
· Beginner Rider I	July 19 - June 20 (Year-to-date count)	6	1 participant
· Beginner Rider II	July 19 - June 20 (Year-to-date count)	4	2 participants
· Texas Tots	July 19 - June 20 (Year-to-date count)	5	2 participants
· Texas Tots II	July 19 - June 20 (Year-to-date count)	0	1 participant

Special Event Programming for Families

Father/Daughter Dance Fund 201	Feb 2020	475	15
Night Flight	June 2020	300 participants	0
Tour de Lakes	June 2020	900 participants	0
Unplug & Pedal	July 2020	150participants	7

Festivals

Legacy Blast	July 3, 2018		
Jamaican Jam	July 2020	1000-1500	0
Blues and Jazz Fest	Aug. 2020	1000-1500	0
Folk Festival	June 2020	500-1000	0

Fund 200 - Parks and Recreation

Administration

Provide departmental Annual Report	Sept 2019	Jan-20	
Publish bi-annual Visionary Task Force Newsletter (Legacy for Tomorrow)	Aug 17 & July 18		

Park Operations

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

Legacy Park Operations

Maintain user group agreements	FY20		
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City Grounds Maintenance

Maintain Public Works MOU areas	FY20		
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Run Time	Target Goals - This Year (participants) 2019-2020	Results to Date (for programs/events starting July 2019)
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Fund 203 - Aquatics

Summit Waves

Group Swim Lessons	July 19 - Aug 19	400 Participants	371 participants
Group Swim Lessons	May 20 - June 20	400 Participants	
Private swim parties	July 19 - Aug 19	12 parties	10 participant
Private swim parties	May 20 - June 20	4 Parties	
Junior Guard clinics	July 19 - Aug 19	14 participants	4 participants
Junior Guard clinics	May 20 - June 20	15 participants	
Public swim - Regular	July 19 - Aug 19	6,225 participants	4,597 participants
Public swim - Regular	May 20 - June 20	2,700 participants	
Public swim - Discount	July 19 - Aug 19	15,900 participants	19,307 participants
Public swim - Discount	May 20 - June 20	15,000 participants	
Twilight - Regular	July 19 - Aug 19	170 participants	344 participants
Twilight - Regular	May 20 - June 20	110 participants	
Twilight - Discount	July 19 - Aug 19	1,650 participants	2,869 participants
Twilight - Discount	May 20 - June 20	1,260 participants	
Season Pass Sales	July 19 - Aug 19	40 passes	25 Passes
Season Pass Sales	May 20 - June 20	1,109 passes	
<u>Group Promotions</u>			
Family Fun Nights (2)	July 19 - Aug 19	425 per event	242 per event
Family Fun Nights (1)	May 20 - June 20	280 per event	
Birthday Party Packages	July 19 - Aug 19	30 packages	12 packages
Birthday Party Packages	May 20 - June 20	27 packages	
Cabana Rentals	July 19 - Aug 19	37 packages	39 packages
Cabana Rentals	May 20 - June 20	24 packages	

MEMORANDUM



Date: October 23, 2019

To: Joe Snook
Administrator of Parks and Recreation

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

CC:

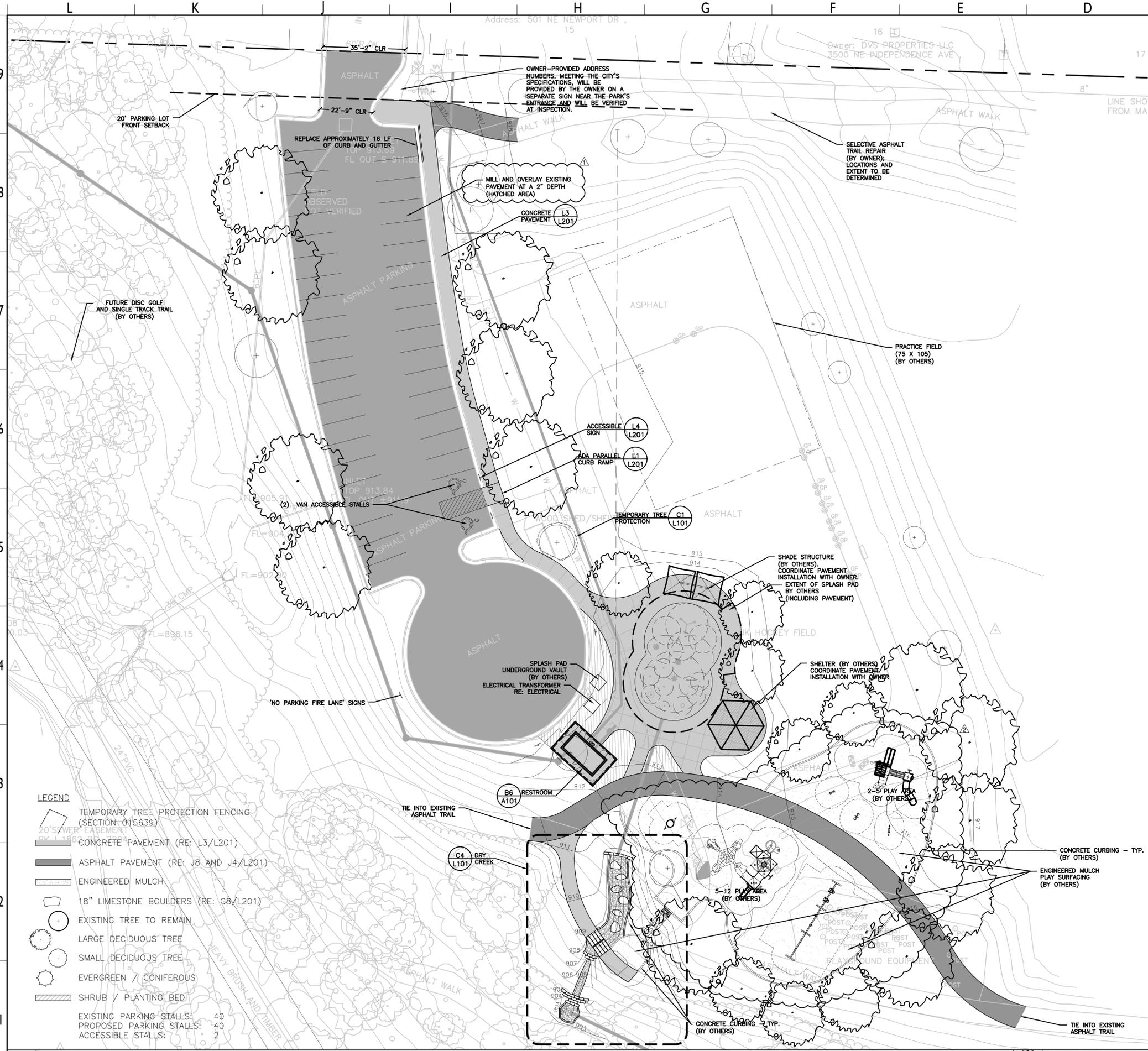
Re: Howard Park Improvements

With the approval of the FY 2019 budget and Capital Improvement Plan, staff is proceeding with the redevelopment of Howard Park and project funding in the amount of approximately \$900,000.

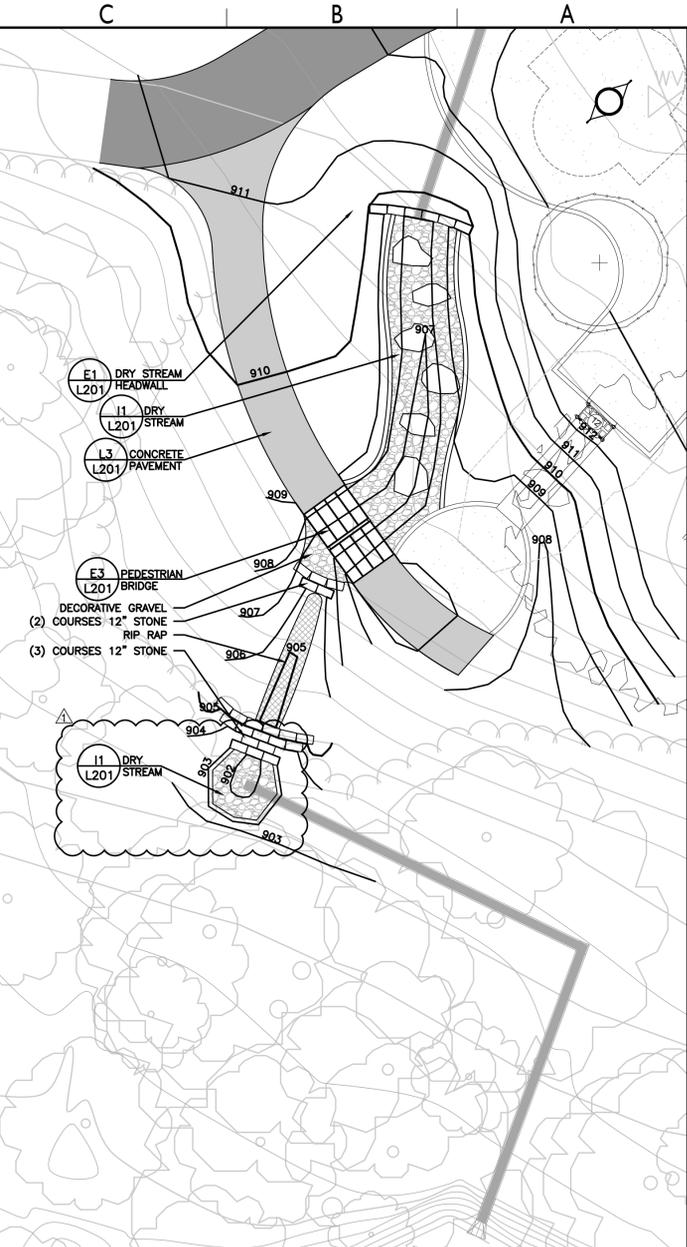
At the time of this report, LSPR crews and playground installers have completed installation of all the playground equipment, curbing, and drainage. The splashpad contractor has completed the splashpad installation and the general contractor is completing site electrical, finish grading, sidewalks and the construction of the dry streambed that is an outfall for the splashpad. Over the next several weeks, repairs are scheduled for the existing park trail along with a parking lot mill and overlay. Final grading will be completed along with seeding and landscaping if weather permits. It is anticipated that the restroom roof and fixtures will be done over the next several weeks as well.

We will continue to give the board monthly updates on the progress of this project.

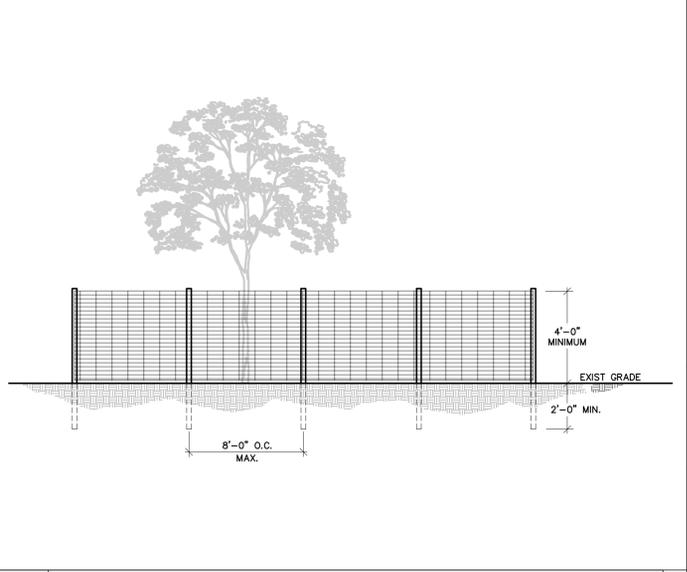
(Portions not underlined denote progress since previous month's report)



- LEGEND**
- TEMPORARY TREE PROTECTION FENCING (SECTION 015639)
 - CONCRETE PAVEMENT (RE: L3/L201)
 - ASPHALT PAVEMENT (RE: J8 AND J4/L201)
 - ENGINEERED MULCH
 - 18" LIMESTONE BOULDERS (RE: G8/L201)
 - EXISTING TREE TO REMAIN
 - LARGE DECIDUOUS TREE
 - SMALL DECIDUOUS TREE
 - EVERGREEN / CONIFEROUS
 - SHRUB / PLANTING BED
 - EXISTING PARKING STALLS: 40
 - PROPOSED PARKING STALLS: 40
 - ACCESSIBLE STALLS: 2



C4 DRY CREEK
SCALE: 1" = 10' - 0"



C1 TREE PROTECTION FENCING
SCALE: 1" = 20' - 0"

L1 SITE LAYOUT
SCALE: 1" = 20' - 0"

INTEGRATING NATURE AND ARCHITECTURE

BBN ARCHITECTS INC
411 NICHOLS ROAD, SUITE 246
KANSAAS CITY, MISSOURI 64112
VOICE: 816-753-3550

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STATE OF MISSOURI
Professional Landscape Architect
PLA-2014031336

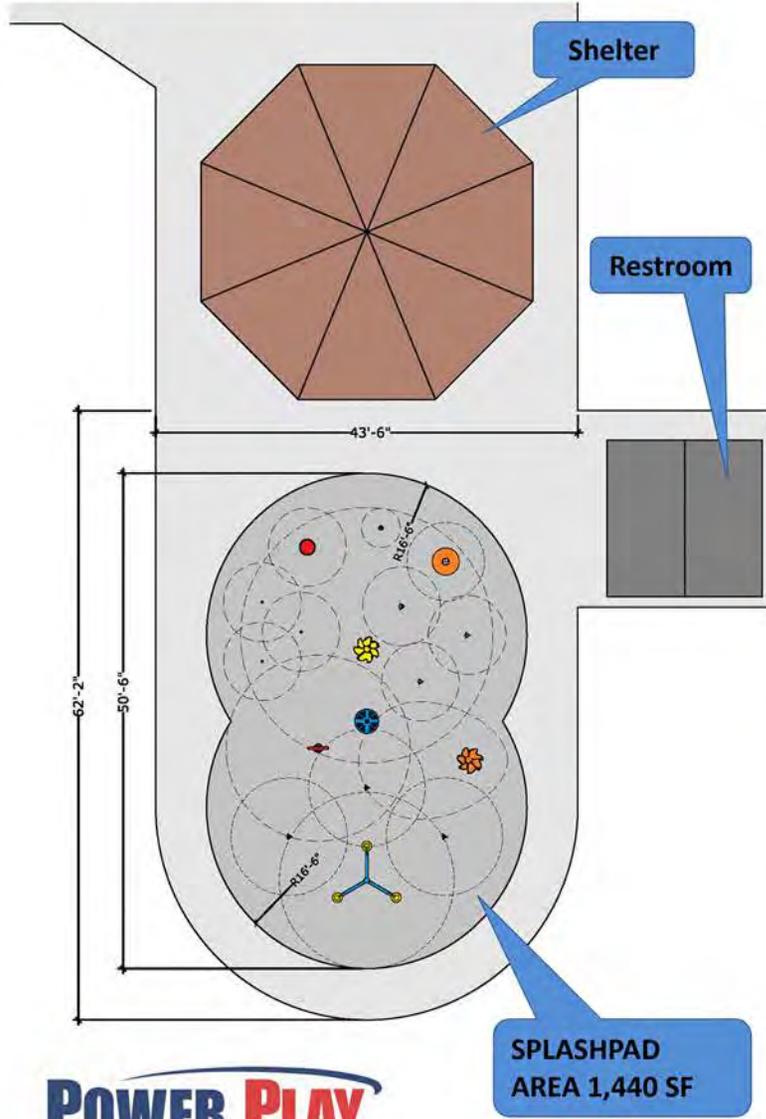
HOWARD PARK
3498 NE INDEPENDENCE AVE, LEE'S SUMMIT, MO 64064
LEE'S SUMMIT PARKS AND RECREATION

Rev.	Date	By	Description
3/5/19		AML	ADDENDUM 02
3/21/19		AML	PROPOSAL REQUEST 01

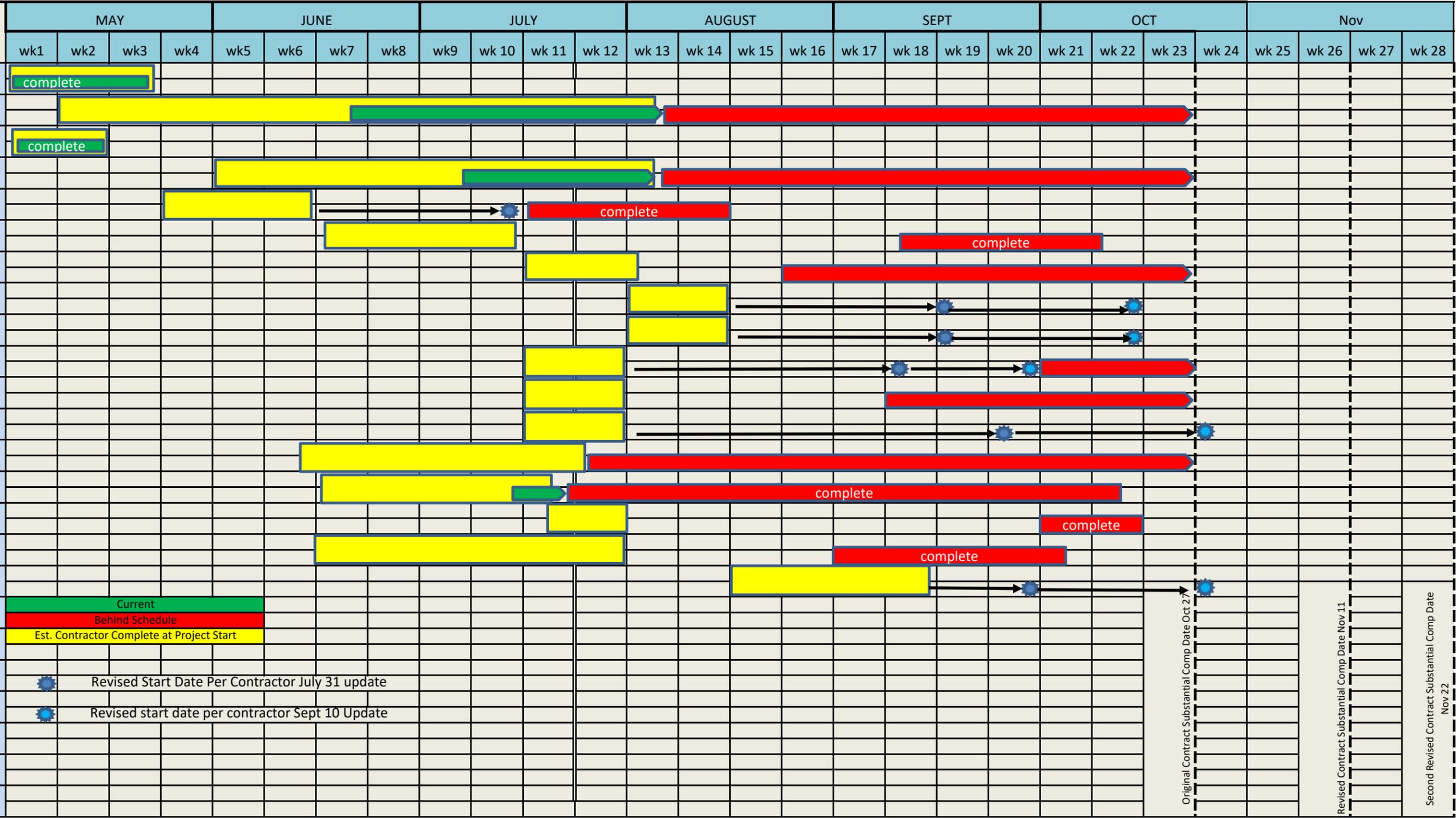
PROJECT NO: 46632784
DRAWN BY: AML
CHECKED BY: SAB
PLOTTING DATE:
ISSUE DATE: 02/15/2019

SITE MATERIALS
L101

HOWARD PARK SPLASHPAD



Project: HOWARD PARK Estimated Project Timeline (updated October 11, 2019)



Original Contract Substantial Comp Date Oct 27

Revised Contract Substantial Comp Date Nov 11

Second Revised Contract Substantial Comp Date Nov 22

Project Name: Howard Park Improvements

14-Oct-19

Item	Park Board approved project budget \$900,000	Actual to Date	Variance		Estimated to Complete	Notes
			Budget v Actual to Date			
Pre Construction/ Site Preparation	Mobilization, Testing, Survey, Permits, Contingency	\$ 55,000.00	\$ 61,576.39	\$ (6,576.39)	\$ -	
	Architectural + Engineering Contract-BBN	\$ 79,683.00	\$ 60,006.50	\$ 19,676.50	\$ -	
	Erosion Control/Tree Protection	\$ 2,400.00	\$ 2,400.00	\$ -	\$ -	
	Demolition of Existing Park Features	\$ 50,795.00	\$ 51,095.99	\$ (300.99)		LSPR in house
Park Site Utilities, Grading, Paving, Restrooms	Asphalt-Repair Trails	\$ 40,000.00	\$ -	\$ 40,000.00		placeholder for existing trail repair NIC
	General Construction Contract Estimate- Terry Snelling Const.	\$ 299,775.03	\$ 124,621.12	\$ 175,153.91		
Park Features and Structures	Gazebo and Installation	\$ 20,000.00	\$ 19,458.00	\$ 542.00		LSPR in house
	Splashpad Equipment and Installation	\$ 117,572.00	\$ 117,572.00	\$ -		
	Playground Equipment and Installation,	\$ 113,811.00	\$ 113,277.00	\$ 534.00		
	Disc Golf Course Construction	\$ 10,000.00	\$ 3,589.00	\$ 6,411.00		
	Landscaping (trees, shrubs, seed, sod)	\$ 20,000.00	\$ -	\$ 20,000.00		mat + install per rosehill \$14,188
	Site Furnishings	\$ 20,000.00	\$ 17,910.90	\$ 2,089.10		LSPR in house
	Playground Surfacing, Curbing, Drainage	\$ 12,000.00	\$ 6,647.90	\$ 5,352.10		
		\$ -	\$ -			
		\$ -	\$ -			
	Subtotal	\$ 841,036.03	\$ 578,154.80			
		\$ -				
		\$ -				
<i>Additional \$60,000 is budgeted in Operations:Asphalt repair for Howard Park in FY 2019-20</i>						
<i>Existing Howard Playground equipment sold for \$7,405 on Gov Deals 6-1-19</i>						
	Adjusted Project Sub Total	\$ 841,036.03				
Budget	Total Park Board Approved Budget	\$ 900,000.00				
	Under/Over Budget w Actuals to Date	\$ (58,963.97)				
	Total Budget					
Change Order #2 Approved date 7/30/19 adjusted General Construction Contract from \$306,000 to \$299,775.03						

MEMORANDUM



Date: October 23, 2019

To: Joe Snook
Administrator of Parks and Recreation

From: Steve Casey
Superintendent of Park Planning and Development

CC:

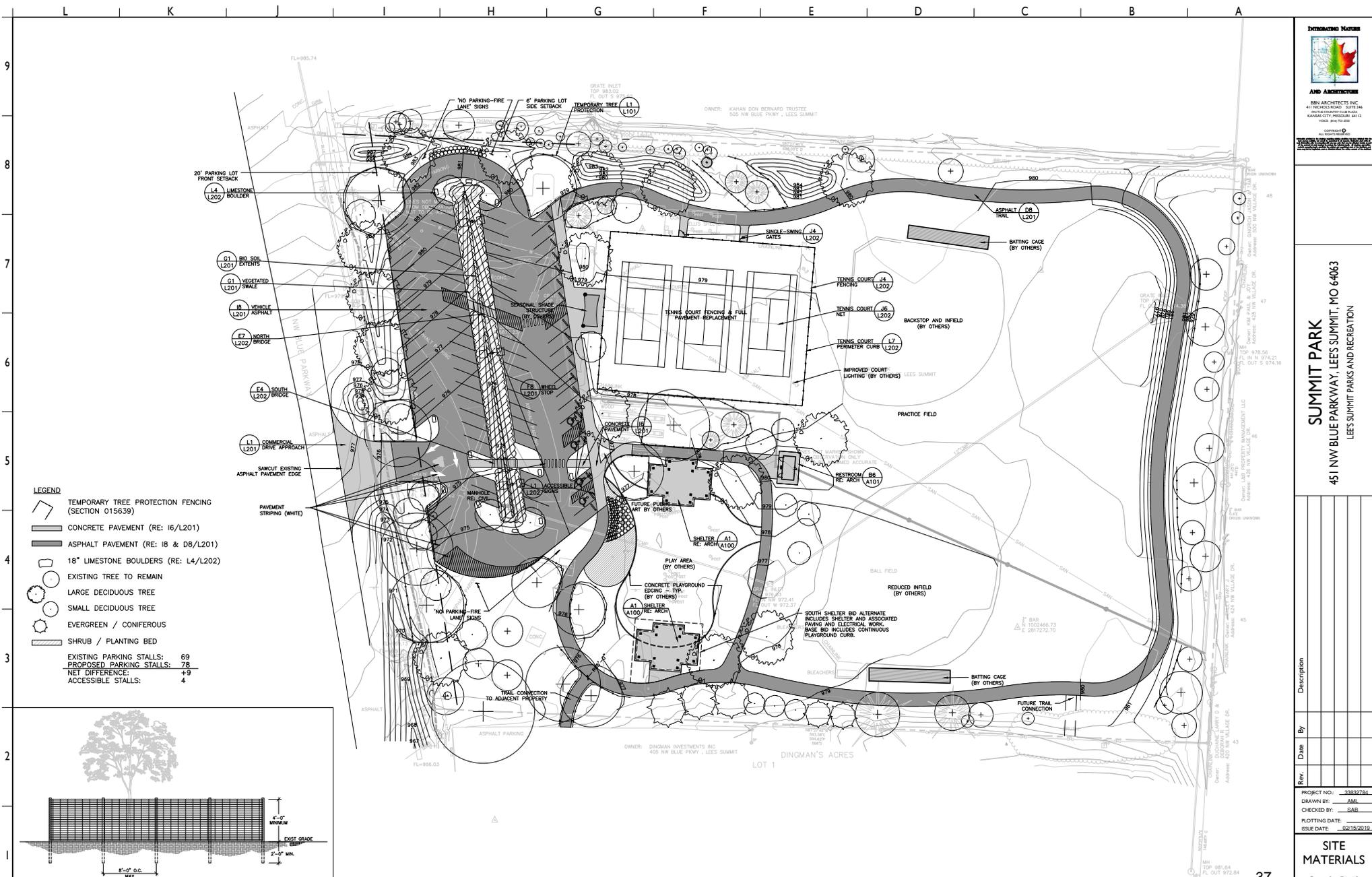
Re: Summit Park Renovation

With the approval of the FY 2019 budget and Capital Improvement Plan, staff is proceeding with the redevelopment of Summit Park and project funding in the amount of approximately \$1,600,000.

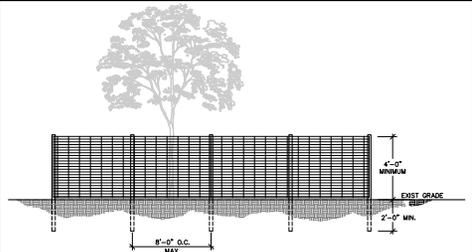
At the time of this report, the general contractor has begun asphalt paving on the tennis courts and completing concrete flat work on the shelter pads and walkways. The electrical contractor has completed parking lot lighting, tennis court lighting and wiring for power to the shelters and restrooms. Approximately 90% of the playground equipment has been installed with a couple of additional play pieces, drainage, curbing, and surfacing yet to be completed. Over the next several weeks, the contractor will work to complete the remaining paving for the parking lot and walking trails. There continues to be progress towards completing the project this fall however weather has not been cooperative.

We will continue to keep the board updated on design progress and schedule for this project.

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



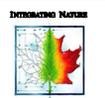
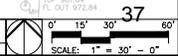
- LEGEND**
- TEMPORARY TREE PROTECTION FENCING (SECTION 015639)
 - CONCRETE PAVEMENT (RE: 16/L201)
 - ASPHALT PAVEMENT (RE: 18 & D8/L201)
 - 18" LIMESTONE BOULDERS (RE: L4/L202)
 - EXISTING TREE TO REMAIN
 - LARGE DECIDUOUS TREE
 - SMALL DECIDUOUS TREE
 - EVERGREEN / CONIFEROUS
 - SHRUB / PLANTING BED
- | | |
|--------------------------|----|
| EXISTING PARKING STALLS: | 69 |
| PROPOSED PARKING STALLS: | 78 |
| NET DIFFERENCE: | +9 |
| ACCESSIBLE STALLS: | 4 |



LI TREE PROTECTION FENCING

II SITE MATERIALS

SCALE: 1" = 30' - 0"



AND ARCHITECTURE
 BBR ARCHITECTS INC.
 411 HICKORY ROAD, SUITE 204
 200 THE COURTYARD, SUITE 400
 KANSAS CITY, MISSOURI 64112
 VOICE: 816.763.0400
 WWW.BBRARCHITECTS.COM

SUMMIT PARK
 451 NW BLUE PARKWAY, LEES SUMMIT, MO 64063
 LEES SUMMIT PARKS AND RECREATION

Rev.	Date	By	Description

PROJECT NO.: 33832784
 DRAWN BY: AML
 CHECKED BY: SAR
 PLOTTING DATE:
 ISSUE DATE: 10/15/2019

SITE MATERIALS
L101

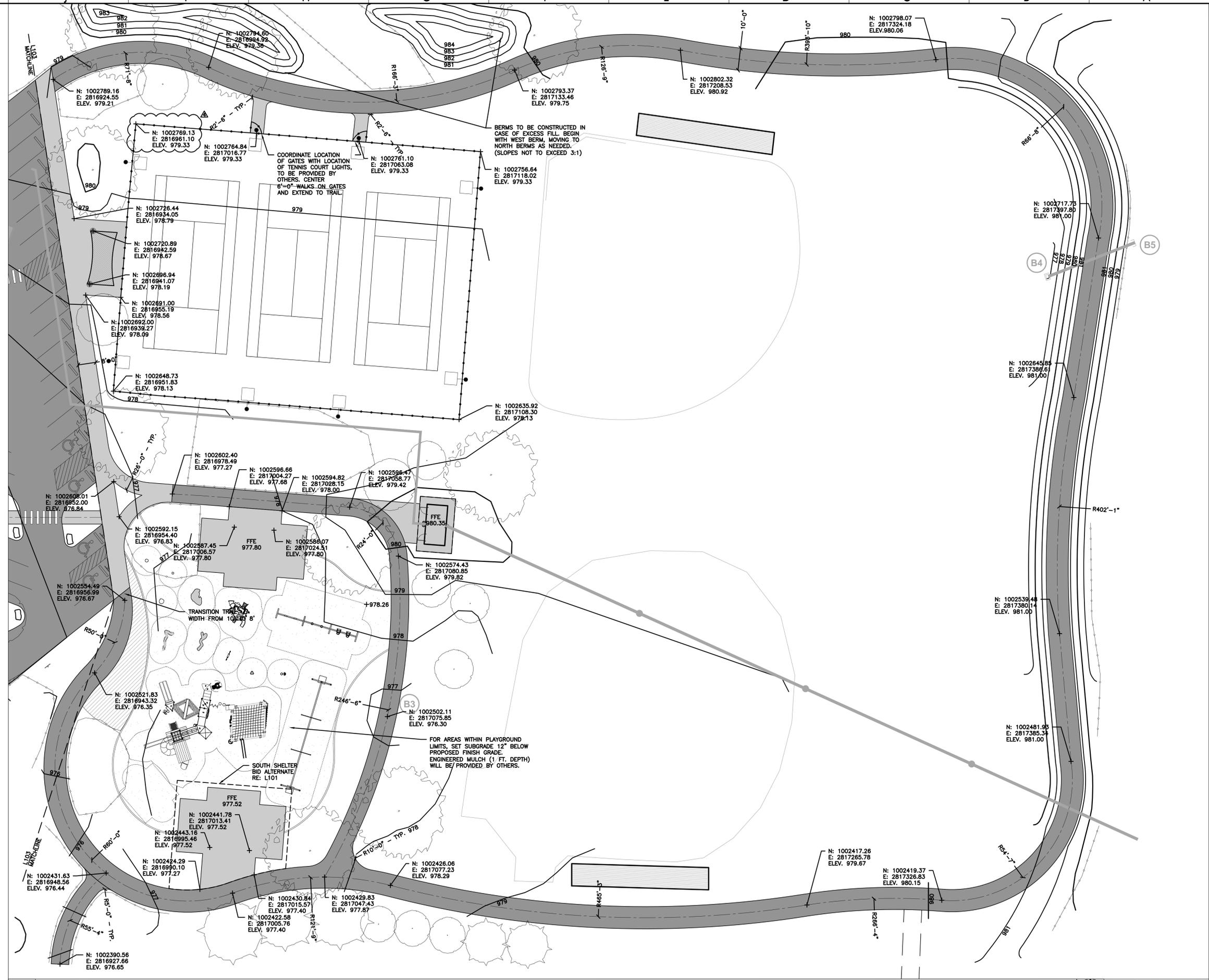
LAYOUT / GRADING NOTES

FFE - FINISH FLOOR ELEVATION
 TW - TOP OF WALL
 BW - BOTTOM OF WALL
 TC - TOP OF CURB
 RIM - INLET ELEVATION
 ME - MATCH EXISTING

1. STAKE ALL COORDINATES SHOWN IN THE FIELD FOR OWNER REPRESENTATIVE'S REVIEW PRIOR TO CONSTRUCTING OF GIVEN ELEMENT.
2. LONGITUDINAL SLOPE ALONG LENGTH OF TRAIL SHALL NOT EXCEED 5%.
3. CROSS SLOPES FOR PEDESTRIAN PAVEMENTS SHALL BE 1.5% MAX.
4. ELEVATIONS REPRESENT TOP OF PAVEMENT WHERE APPLICABLE.
5. COORDINATE RIM ELEVATIONS SHOWN WITH CIVIL DRAWINGS.
6. CONTRACTOR TO CONFIRM MATCHING EXISTING ELEVATIONS.
7. WALLS SHALL HAVE A CONSISTENT TW ELEVATION, UNLESS OTHERWISE NOTED.

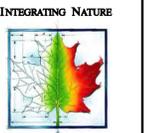
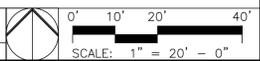
LEGEND

- TEMPORARY TREE PROTECTION FENCING (SECTION 015639)
- CONCRETE PAVEMENT (RE: I6/L201)
- ASPHALT PAVEMENT (RE: I8 & D8/L201)
- 18" LIMESTONE BOULDERS (RE: L4/L202)
- EXISTING TREE TO REMAIN
- LARGE DECIDUOUS TREE
- SMALL DECIDUOUS TREE
- EVERGREEN / CONIFEROUS
- SHRUB / PLANTING BED



L1 SITE LAYOUT - EAST

SCALE 1" = 20' - 0"



AND ARCHITECTURE
 BBN ARCHITECTS INC
 411 NICHOLS ROAD, SUITE 246
 ON THE COUNTRY CLUB PLAZA
 KANSAS CITY, MISSOURI 64112
 VOICE: 816-733-3355

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SUMMIT PARK
 451 NW BLUE PARKWAY, LEE'S SUMMIT, MO 64063
 LEE'S SUMMIT PARKS AND RECREATION

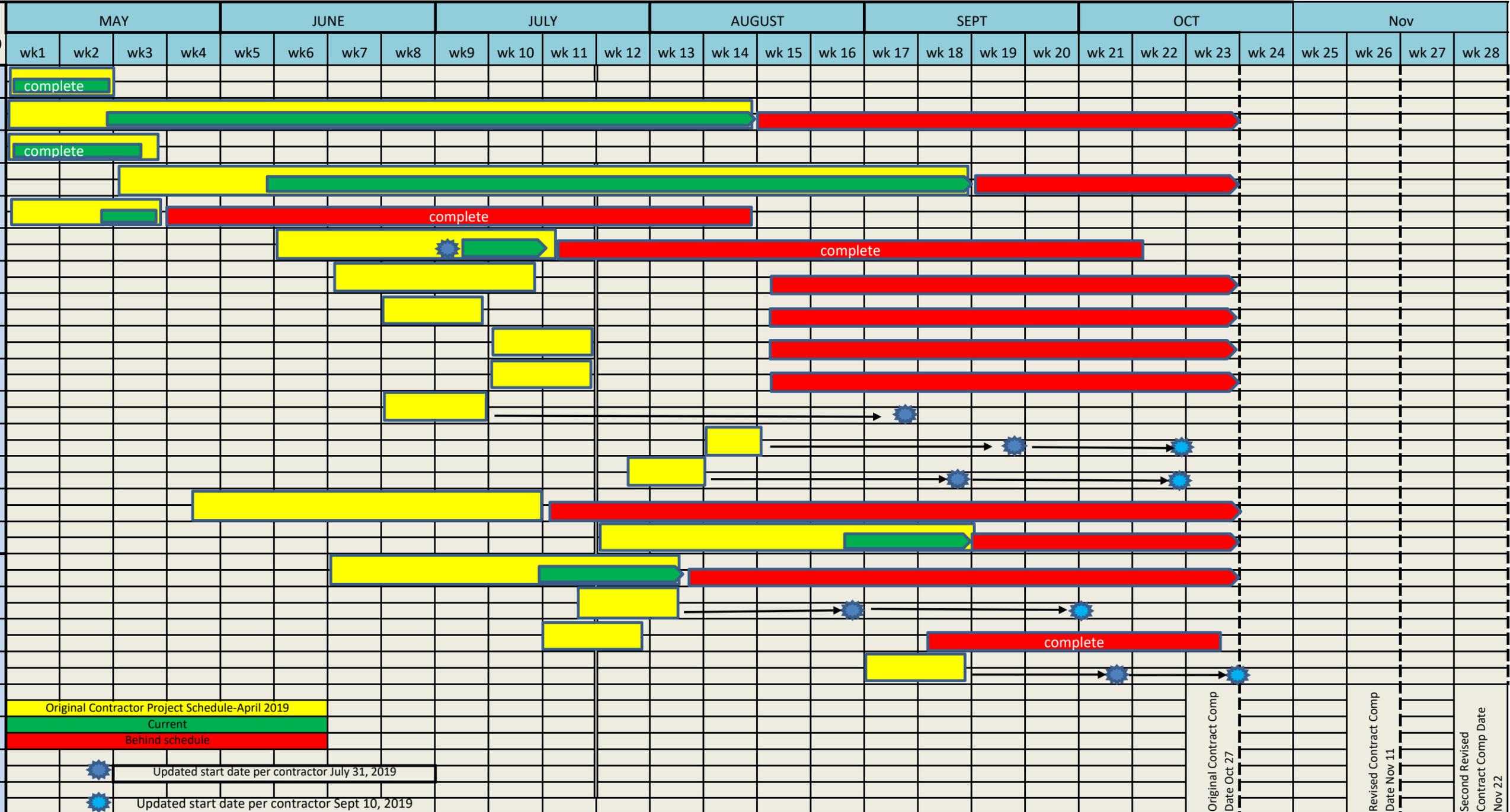
Rev.	Date	By	Description
1	2/28/19	AML	ADDENDUM 01
2	3/21/19	AML	PROPOSAL REQUEST 01
3	5/22/19	AML	PROPOSAL REQUEST 02
4	6/18/19	AML	FIELD ORDER 01

PROJECT NO.: 33832784
 DRAWN BY: AML
 CHECKED BY: SAB

PLOTTING DATE:
 ISSUE DATE: 02/15/2019

SITE LAYOUT EAST L102

**Project: SUMMIT PARK Estimated
Project Timeline Updated Oct 11, 2019**



Original Contract Comp Date Oct 27

Revised Contract Comp Date Nov 11

Second Revised Contract Comp Date Nov 22

Project Name: Summit Park Improvements

14-Oct-19

Item	Park Board approved project budget \$1,600,000	Actual to Date	Variance		Estimated to Complete	Notes
			Budget v Actual to Date			
Pre Construction/ Site Preparation	Mobilization, Testing, Survey, Permits, Contingency	\$ 45,000.00	\$ 36,866.89	\$ 8,133.11	\$ -	
	Architectural + Engineering Contract-BBN	\$ 107,603.00	\$ 93,615.00	\$ 13,988.00	\$ -	
	Erosion Control Silt Fencing	\$ 2,500.00	\$ 2,500.00	\$ -	\$ -	
	Demolition of Existing Park Features	\$ 116,833.00	\$ 117,229.86	\$ (396.86)		by LSPR
Site Utilities, Court Const, Grading, Restrooms						
	General Construction Contract Estimate Terry Snelling	\$ 1,082,701.00	\$ 561,016.35	\$ 521,684.65		Base original contract amount \$1,068,535
Park Features and Structures	Tennis Court Shade Structure	\$ 12,000.00	\$ 11,052.45	\$ 947.55		by LSPR
	Playground equipment and install	\$ 186,525.00	\$ 188,238.00	\$ (1,713.00)		
	Tennis Court Lighting per Musco	\$ 117,739.00	\$ 117,739.00	\$ -		
	Fencing and Backstops	\$ 8,500.00	\$ -	\$ 8,500.00	\$ -	by LSPR
	Baseball Infield Construction	\$ 10,000.00	\$ -	\$ 10,000.00	\$ -	by LSPR \$4k per field ag lime plus grading
	Batting Tunnels (2)	\$ 10,000.00	\$ 5,697.14	\$ 4,302.86	\$ -	by LSPR
	Site Furnishings	\$ 20,000.00	\$ 18,949.00	\$ 1,051.00		by LSPR
	Landscaping	\$ 35,000.00	\$ -	\$ 35,000.00		trees, shrub, biosw mat+install Rosehill \$40,925 + seedin
	Playground Surface, curb, drainage	\$ 12,000.00	\$ -	\$ 12,000.00		
	Subtotal	\$ 1,766,401.00	\$ 1,152,903.69			
		\$ -				
		\$ -				
	Adjusted Project Sub Total	\$ 1,766,401.00				
Budget	Total Park Board Approved Budget	\$ 1,600,000.00				
	Supplemental from Ruiz Project (PB approved April, 2019)	\$ 100,000.00				
	Revised Project Total	\$ 1,700,000.00				
	Adjusted Project Under/(over) Budget	\$ (66,401.00)				
	Change Order #1 Approved date 7/30/19 adjusted General Construction Contract from \$1,068,535 to \$1,082,701					
<i>Note: Summit Park Playground existing equipment sold for \$6515 on Gov Deals 6-1-19</i>						

MEMORANDUM



Date: October 23, 2019

To: Joe Snook
Administrator of Parks and Recreation

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

CC:

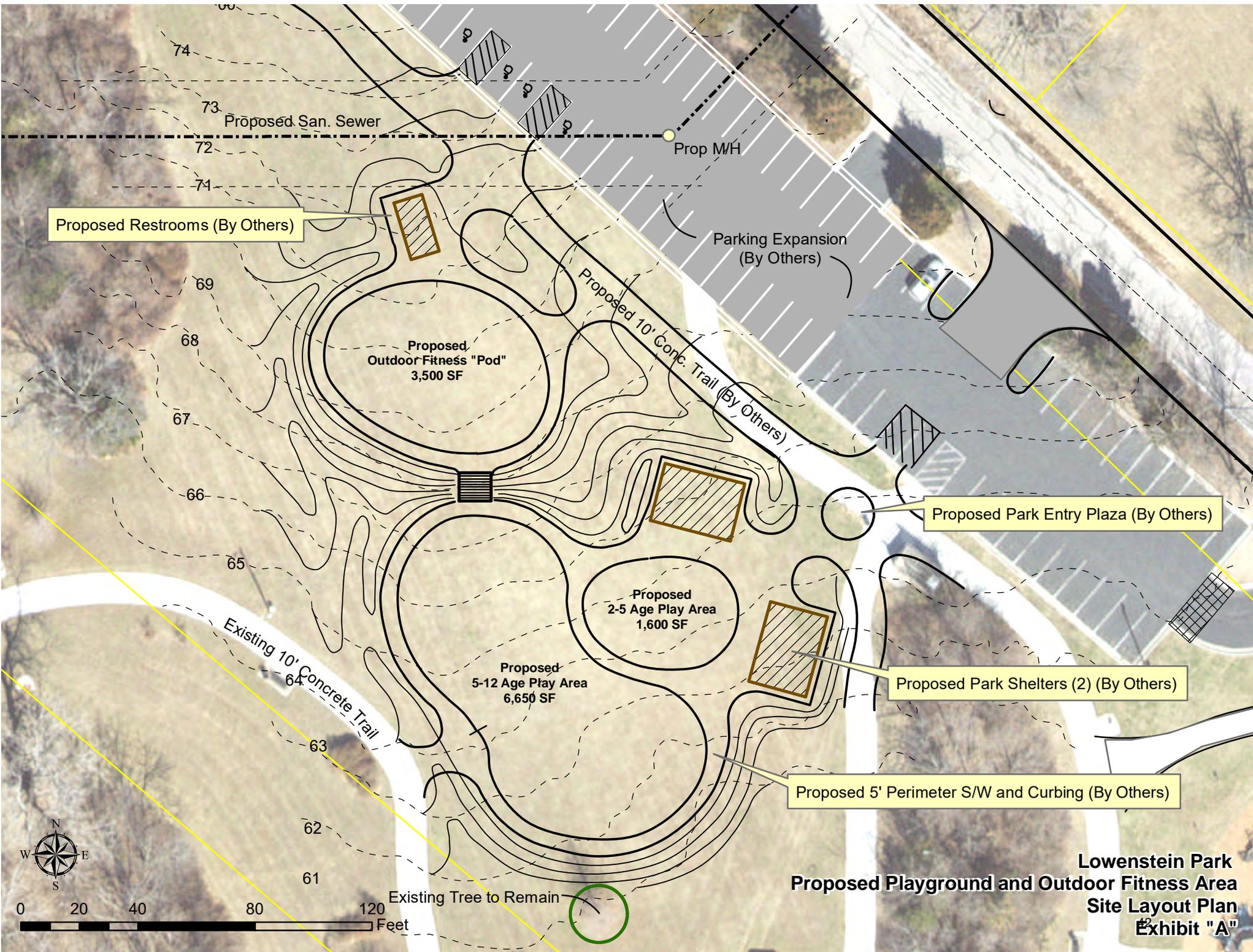
Re: Lowenstein Park Improvements

The recent closure of Lowenstein Drive has redirected traffic into the park from the west along Chipman Road and Black Twig Drive. Tree clearing and grading is complete along the old roadway right-of-way directly adjacent to the park to make way for street widening. Installation of the sewer line through the park is complete with access along the trail reestablished. There will continue to be minor disruption of park access, activities, and access to amenities however, staff is attending regular construction progress meetings and keeping park patrons informed via social media and website postings.

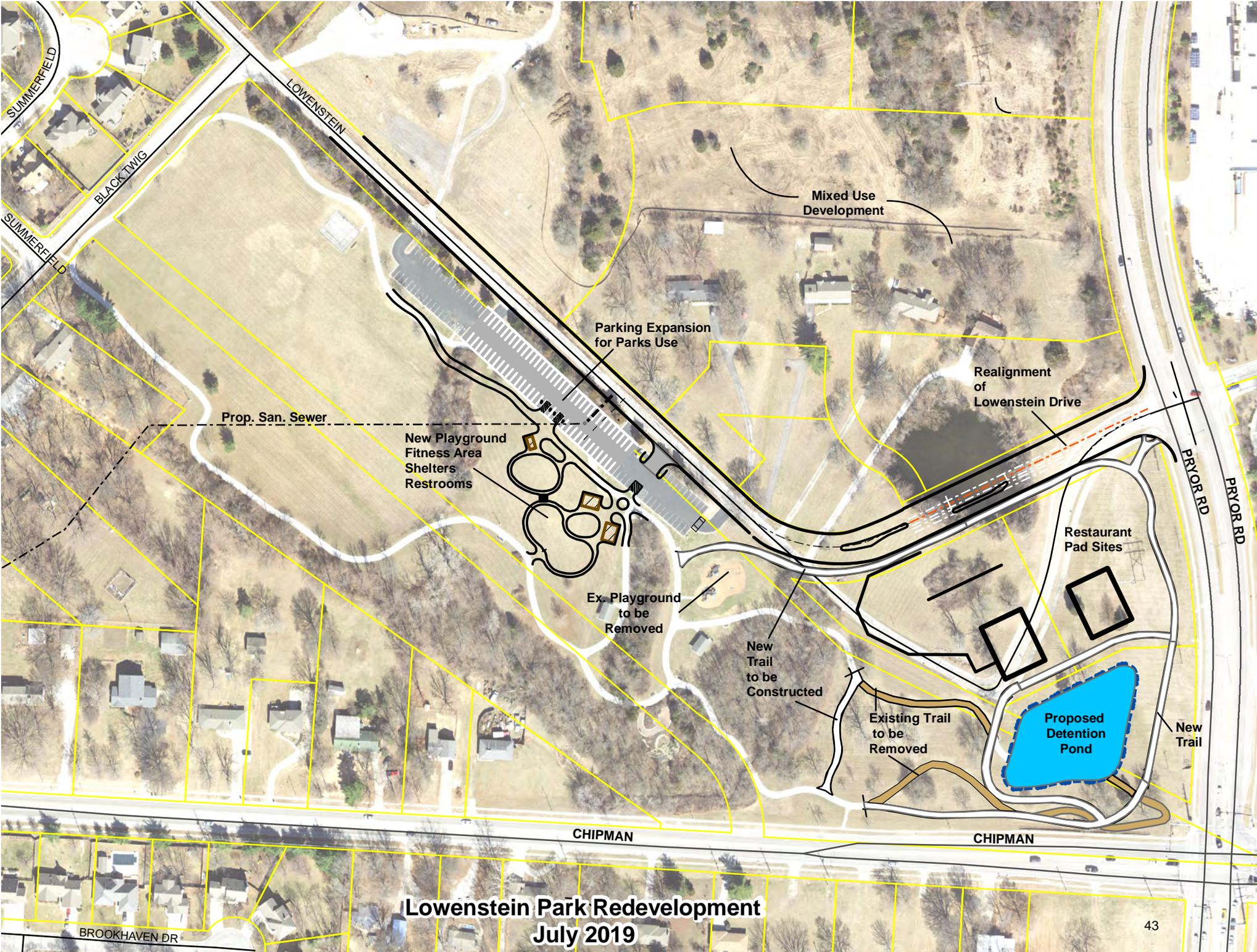
At the time of this report, staff is working with playground and outdoor fitness equipment representatives to complete color selection and final details of the play and fitness equipment along with shelter specifications and details. The general contractor involved with the park improvements has completed the rough in electrical and plumbing for the new restrooms and rough grading has been completed on the new parking lot and trail section near the new playground area. Over the next several weeks, restroom work will continue (block wall construction, roofing, fixtures) and paving will begin on the parking lot and relocated trail areas. Staff is working on a landscape plan for reestablishing a tree canopy in the park as well.

We will continue to keep the Board updated on progress for this project.

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



**Lowenstein Park
Proposed Playground and Outdoor Fitness Area
Site Layout Plan
Exhibit "A"**



Lowenstein Park Redevelopment
July 2019

Memorandum

Date: October 11, 2019

To: Joe Snook, CPRP
Administrator of Parks & Recreation

From: David S. Dean
Superintendent of Recreation Services II

Re: Summit Waves Wave Pool project update

At the time of this report, the contractor has completed mass grading, excavation of the wave pool, and began installation of the private storm water lines. Additionally, Capri Pools has mobilized on site. Over the next several weeks, they will be installing the pool main drains, pool return lines and pool suction lines.

It should be noted that during the mass grading, the excavator unearthed portions of the old lap pool and the foundation to the old bathhouse (pictures included). These items were removed from the site and the additional cost will be handled through a change order and the expense covered by the contingency line item.

A project timeline is included on Attachment A and a rendering of the wave pool and support facility is included on Attachment B.

Staff will provide an update at the October meeting and continue to give the board monthly updates on the progress of this project.

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





Summit Waves Wave Pool
Project Timeline
Attachment A

	2018			2019							2020									
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Construction Documents	Current																			
Ongoing City Reviews	Current																			
Bid Advertisement									Current	Current										
Bid Review/Contract Award										Current										
Construction Phase											Behind Schedule	Current	Current	Estimated Completion						
Punch List/Project Closeout																				Estimated Completion

Current
Estimated Completion
Behind Schedule

Attachment B



MEMORANDUM



Date: October 17, 2019
To: Joe Snook
Administrator of Parks and Recreation
From: David Dean
Superintendent of Recreation Services II
Re: Fundraising Update – October 2019

At the time of this report, there are no outstanding payments. 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.

I have included a summary of the current sponsors and the financial impact of their investments over the life of the agreements. The summary is included as Attachment A. We will continue to update the Park Board monthly on the progress and status of the sponsorship program.

Attachment B reflects the sponsorship commitments from FY16 through FY22 based on existing contracts. As you will note, there was a shortfall of \$3,600 in FY19. This was due to a late payment that was not received until late July, which falls in FY20. The amount collected YTD is also included.

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

Revenue	FY16	FY17	FY18	FY19	FY20	FY21	FY22	Total
Equity Bank, 9/22/15	\$ 12,000.00	\$ 14,000.00	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00		\$ 86,000.00
Instant Auto, 3/29/16	\$ 6,500.00	\$ 13,000.00	\$ 13,000.00	\$ 6,500.00				\$ 39,000.00
Adams Toyota, 3/29/16	\$ 7,500.00	\$ 15,000.00	\$ 15,000.00	\$ 7,500.00				\$ 45,000.00
Blue Pearl¹, 3/10/16	\$ 6,000.00							\$ 6,000.00
Adams Toyota², 5/11/16	\$ 2,500.00	\$ 2,500.00						\$ 5,000.00
Adams Toyota², 4/27/17		\$ 5,000.00						\$ 5,000.00
Adams Toyota², 5/27/18			\$ 2,000.00	\$ 1,000.00				\$ 3,000.00
Legacy Woods³, 5/11/16	\$ 4,000.00	\$ 1,000.00						\$ 5,000.00
American Family, 5/16/16	\$ 5,000.00	\$ 15,000.00	\$ 15,000.00	\$ 10,000.00				\$ 45,000.00
Price Chopper⁴, 3/25/16	\$ 5,000.00							\$ 5,000.00
Royal Door, 7/22/16		\$ 13,750	\$ 16,250.00					\$ 30,000.00
Jungmeyer & Suresh, 8/25/16		\$ 15,000	\$ 15,000.00	\$ 15,000.00				\$ 45,000.00
Jungmeyer & Suresh, 7/22/19					\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	\$ 45,000.00
Kline Van & Spec., 9/30/16		\$ 11,250	\$ 15,000.00	\$ 15,000.00	\$ 3,750.00			\$ 45,000.00
St. Luke's, 6/30/17			\$ 13,500.00	\$ 13,500.00	\$ 13,500.00			\$ 40,500.00
Harmon Flooring, 8/30/17			\$ 15,000.00	\$ 15,000.00	\$ 15,000.00			\$ 45,000.00
Heartland Heating & Cooling, 8/31/17			\$ 15,000.00	\$ 15,000.00	\$ 15,000.00			\$ 45,000.00
Lee's Summit Academy⁵, 5/11/18			\$ 3,000.00					\$ 3,000.00
Foundation Guy 7/30/18				\$ 15,000.00	\$ 15,000.00	\$ 15,000.00		\$ 45,000.00
Freezing Moo 9/4/18				\$ 15,000.00	\$ 15,000.00	\$ 15,000.00		\$ 45,000.00
Camp Bow Wow 12/5/18				\$ 5,500.00	\$ 5,500.00			\$ 11,000.00
Integrity Roofing 10/10/18				\$ 11,250.00	\$ 15,000.00	\$ 15,000.00	\$ 3,750.00	\$ 45,000.00
Smile Doctors 2/10/19				\$ 7,500.00	\$ 15,000.00	\$ 15,000.00	\$ 7,500.00	\$ 45,000.00
Adams Toyota, 3/15/19				\$ 7,500.00	\$ 15,000.00	\$ 15,000.00	\$ 7,500.00	\$ 45,000.00
Instant Auto, 3/15/19				\$ 7,500.00	\$ 15,000.00	\$ 15,000.00	\$ 7,500.00	\$ 45,000.00
Security Bank of KC, 4/24/19				\$ 3,250.00				\$ 3,250.00
Brain Balance Center of Lee's Summit, 5/9/19				\$ 3,250.00				\$ 3,250.00
Bank of Blue Valley, 5/13/19				\$ 2,200.00	\$ 1,050.00			\$ 3,250.00
Shining Light Music 5/19				\$ 2,200.00	\$ 1,050.00			\$ 3,250.00
Adams Toyota, 5/23/19				\$ 2,000.00	\$ 1,000.00			\$ 3,000.00
Rockhill Orthopedics, 6/5/19				\$ 3,750.00	\$ 15,000.00	\$ 15,000.00	\$ 11,250.00	\$ 45,000.00
Total	\$ 48,500.00	\$ 105,500.00	\$ 152,750.00	\$ 199,400.00	\$ 190,850.00	\$ 135,000.00	\$ 52,500.00	\$ 884,500.00
Expenses	FY16	FY17	FY18	FY19	FY20	FY21	FY22	Total
Equity Bank								
Banners (29*565) ¹	\$ 1,885.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 325.00		\$ 3,510.00
Contractor ²	\$ 3,600.00	\$ 3,500.00	\$ 3,750.00	\$ 4,500.00	\$ 3,750.00	\$ 3,750.00		\$ 22,850.00
Instant Auto								
Banners (29*565) ¹	\$ 1,885.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 3,835.00
Contractor ²	\$ 1,950.00	\$ 3,575.00	\$ 3,250.00	\$ 3,875.00	\$ 4,125.00	\$ 3,750.00	\$ 1,875.00	\$ 22,400.00
Adams Toyota								
Banners (29*565) ¹	\$ 1,885.00	\$ 325.00	\$ 390.00		\$ 325.00	\$ 325.00	\$ 325.00	\$ 3,575.00
Contractor ²	\$ 2,250.00	\$ 4,125.00	\$ 3,750.00	\$ 4,125.00	\$ 4,125.00	\$ 3,750.00	\$ 1,875.00	\$ 24,000.00
Blue Pearl¹								
Contractor ²	\$ 1,800.00							\$ 1,800.00
Adams Toyota³								
Banner (1*565)	\$ 65.00							\$ 65.00
Contractor ²	\$ 750.00	\$ 750.00	\$ 600.00	\$ 300.00				\$ 2,400.00
Adams Toyota³								
Banner (1*565)		\$ 65.00						\$ 65.00
Contractor ²		\$ 1,500.00						\$ 1,500.00
American Family								
Banners (29*565) ¹	\$ 1,885.00	\$ 325.00	\$ 325.00					\$ 2,535.00
Contractor ²	\$ 1,500.00	\$ 4,000.00	\$ 3,750.00	\$ 2,500.00				\$ 11,750.00
Price Chopper⁴								
Banner (1*565)	\$ 65.00							\$ 65.00
Contractor ²	\$ 1,500.00		\$ 1,500.00	\$ 1,500.00				\$ 4,500.00
Royal Door								
Banners (29*565) ¹		\$ 1,885.00	\$ 390.00	\$ 325.00				\$ 2,600.00
Contractor ²		\$ 4,125.00	\$ 4,125.00	\$ -				\$ 8,250.00
Jungmeyer & Suresh								
Banners (29*565) ¹		\$ 1,885.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 325.00	\$ 3,510.00
Contractor ²		\$ 4,500.00	\$ 3,937.50	\$ 3,750.00	\$ 4,500.00	\$ 3,750.00	\$ 3,750.00	\$ 24,187.50
Kline Van & Specialty Rental								
Banners (29*565) ¹		\$ 1,885.00	\$ 325.00	\$ 325.00				\$ 2,535.00
Contractor ²		\$ 3,375.00	\$ 3,750.00	\$ 3,750.00	\$ 937.50			\$ 11,812.50
St. Luke's								
Banners (29*565) ¹			\$ 1,885.00	\$ 325.00	\$ 325.00			\$ 2,535.00
Contractor ²			\$ 4,050.00	\$ 3,375.00	\$ 3,375.00			\$ 10,800.00
Harmon Flooring								
Banners (29*565) ¹			\$ 1,885.00	\$ 325.00	\$ 325.00			\$ 2,535.00
Contractor ²			\$ 4,500.00	\$ 3,750.00	\$ 3,750.00			\$ 12,000.00
Heartland Heating & Cooling								
Banners (29*565) ¹			\$ 1,885.00	\$ 325.00	\$ 325.00			\$ 2,535.00
Contractor ²			\$ 4,500.00	\$ 3,750.00	\$ 3,750.00			\$ 12,000.00
Lee's Summit Academy⁵								
Banner (2*565)			\$ 130.00					\$ 130.00
Contractor ²			\$ 900.00	\$ -				\$ 900.00
Foundation Guy								
Banners (31*565) ¹				\$ 2,015.00	\$ 325.00	\$ 325.00		\$ 2,665.00
Contractor ²				\$ 4,500.00	\$ 3,750.00	\$ 3,750.00		\$ 12,000.00
Freezing Moo								
Banners (31*565) ¹				\$ 2,015.00	\$ 325.00	\$ 325.00		\$ 2,665.00
Contractor ²				\$ 4,500.00	\$ 3,750.00	\$ 3,750.00		\$ 12,000.00
Camp Bow Wow								
Banners (4*565) ¹				\$ 260.00	\$ 65.00			\$ 325.00
Contractor ²				\$ 1,650.00	\$ 1,375.00	\$ -		\$ 3,025.00
Integrity Roofing								
Banners (31*565) ¹				\$ 2,015.00	\$ 325.00	\$ 325.00		\$ 2,665.00
Contractor ²				\$ 3,375.00	\$ 3,937.50	\$ 3,750.00	\$ 937.50	\$ 12,000.00
Smile Doctors								
Banners (31*565) ¹				\$ 2,015.00	\$ 325.00	\$ 325.00		\$ 2,665.00
Contractor ²				\$ 2,250.00	\$ 4,125.00	\$ 3,750.00	\$ 1,875.00	\$ 12,000.00
Security Bank of KC '19								
Banners (4*565) ¹				\$ 260.00				\$ 260.00
Contractor ²				\$ 975.00				\$ 975.00
Brain Balance Center of Lee's Summit								
Banners (4*565) ¹				\$ 260.00				\$ 260.00
Contractor ²				\$ 975.00				\$ 975.00
Bank of Blue Valley								
Banners (4*565) ¹				\$ 260.00				\$ 260.00
Contractor ²				\$ 660.00	\$ 315.00			\$ 975.00
Shining Light Music								
Banners (4*565) ¹				\$ 260.00				\$ 260.00
Contractor ²				\$ 660.00	\$ 315.00			\$ 975.00
Adams Toyota³								
Banner (2*565)				\$ 260.00				\$ 260.00
Contractor ²				\$ 600.00	\$ 300.00			\$ 900.00
Rockhill Orthopedics								
Banners (31*565) ¹				\$ 260.00	\$ 325.00	\$ 325.00		\$ 910.00
Contractor ²				\$ 1,125.00	\$ 4,312.50	\$ 3,750.00	\$ 2,812.50	\$ 12,000.00
Total	\$ 21,020.00	\$ 36,470.00	\$ 50,552.50	\$ 68,925.00	\$ 54,457.50	\$ 36,675.00	\$ 14,100.00	\$ 282,200.00
	FY16	FY17	FY18	FY19	FY20	FY21	FY22	Total
Net	\$ 27,480.00	\$ 69,030.00	\$ 102,197.50	\$ 130,475.00	\$ 136,392.50	\$ 98,325.00	\$ 38,400.00	\$ 602,300.00

¹ Sponsorship Contractor receives 30% year 1, 25% subsequent years

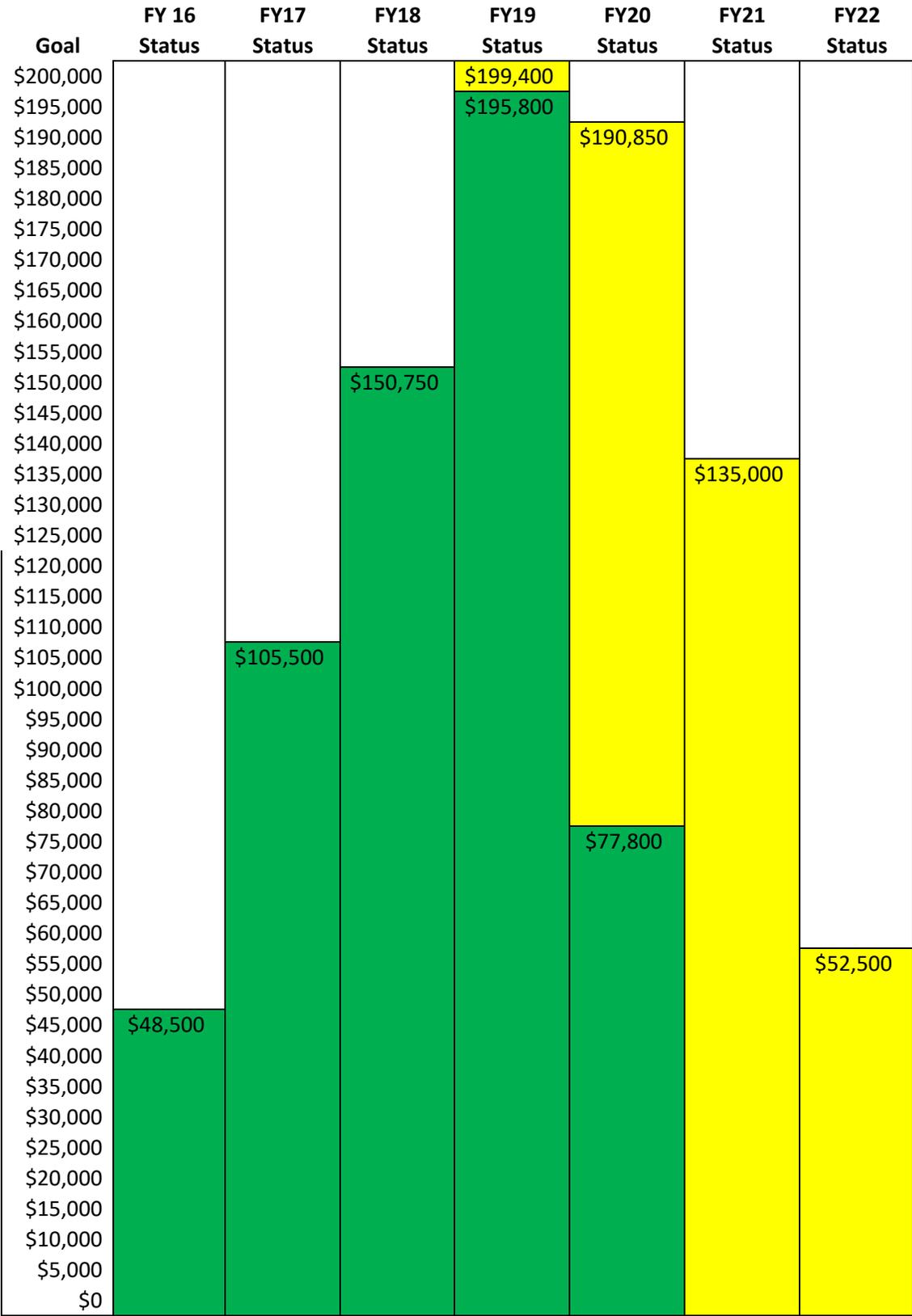
² Blue Pearl to pay for all banners and signage at venues

³ One year contract for sponsorship of dog parks only

⁴ Payment of 31 banners year 1, assumes replacement of 5 banners per year for 2nd & 3rd year

⁵ Legacy Park Amphitheater sponsorship.

Sponsorship Goals



	Commitments
	Collected

MEMORANDUM



Date: October 15, 2019
To: Joe Snook
Administrator
From: Carole Culbertson
Superintendent of Administration II
Re: Wi-Fi in Parks – Charter Communications Update

In August 2017, the Park Board entered into an agreement with Charter Communications Operation, LLC to install and maintain communication equipment in various LSPR facilities and parks for public use. The agreement provides 60 minutes of free WiFi access daily to the public. The installation/activation has been completed for the locations identified in the original agreement.

In September, a request was made to add the Longview Community Center to the agreement. An addendum was signed by LSPR and returned to Charter in January 2019. The executed addendum was received from Charter on July 18, 2019.

The design/installation for WiFi at the Longview Community Center was completed through a business class agreement executed in October 2018 with the costs charged to the construction project. WiFi is now available to patrons as a normal business service at a cost of approximately \$100 per month.

After receiving the executed addendum to add the Longview facility to the free WiFi agreement in July, a request was received to approve a WiFi design for the Longview facility. Since there has been WiFi designed/installed/activated at the Longview facility since June, staff has been in contact with a new point person to connect an employee of the Spectrum division that installed the WiFi at Longview with the Spectrum division that is requesting a design approval for installation of the free WiFi.

On September 27th, LSPR received notice that the access points had been installed and the configuration completed. However, when tested by LSPR staff, the Free_Spectrum WiFi is not listed as an available network. Spectrum is still troubleshooting the issue.

A summarized listing of progress to-date is referenced in Attachment A.

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

Attachment A

Charter WiFi Project						Last Updated: 10/15/19	
Facility/Park	Listed in Contract for Consideration?	Site Walk	Design Plan Received	Network Infrastructure Installation	WiFi Equipment Installation	Troubleshooting Signage Placed?	Tested by LSPR Staff
Legacy Park Community Center	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Legacy Park Amphitheater	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Harris Park Community Center	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Gamber Community Center	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Summit Waves	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Longview Community Center	Yes	Complete	Yes	Complete	Complete	No	Tested
Lea McKeighan South Park	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Lea McKeighan North Park	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Miller J. Fields Park	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Lowenstein Park	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Happy Tails Park	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Joseph A. Dyke Playground	(Included w/ Youth Sports)	Complete	Yes	Complete	Complete	Yes	Tested
Legacy Park Youth Sports Venues	Yes	Complete	Yes	Complete	Complete	Yes	Tested
Hartman Park Sports Complex	Yes	No - Future Possibility	No	No	No	No	No
Harris Park	Yes	No - Future Possibility	No	No	No	No	No
Arborwalk Park	Yes	No - Future Possibility	No	No	No	No	No
Sylvia Bailey Park	Yes	No - Future Possibility	No	No	No	No	No
Upper Banner Park	Yes	No - Future Possibility	No	No	No	No	No
Lower Banner Park	Yes	No - Future Possibility	No	No	No	No	No
Canterbury Park	Yes	No - Future Possibility	No	No	No	No	No
Deer Valley Park	Yes	No - Future Possibility	No	No	No	No	No
Dogwood Park	Yes	No - Future Possibility	No	No	No	No	No
Eagle Creek Park	Yes	No - Future Possibility	No	No	No	No	No
Howard Park	Yes	No - Future Possibility	No	No	No	No	No
William B. Howard Station Park	Yes	No - Future Possibility	No	No	No	No	No
McKee Park	Yes	No - Future Possibility	No	No	No	No	No
Osage Trails Park	Yes	No - Future Possibility	No	No	No	No	No
Pleasant Lea Park	Yes	No - Future Possibility	No	No	No	No	No
Pottberg Memorial Park	Yes	No - Future Possibility	No	No	No	No	No
South Lea Park	Yes	No - Future Possibility	No	No	No	No	No
Summit Park	Yes	No - Future Possibility	No	No	No	No	No
Wadsworth Park	Yes	No - Future Possibility	No	No	No	No	No
Williams-Grant Park	Yes	No - Future Possibility	No	No	No	No	No
Winterset Nature Area Park	Yes	No - Future Possibility	No	No	No	No	No
Woods Playground	Yes	No - Future Possibility	No	No	No	No	No

NRPA 2019
National Conference Summary
Joe Snook

Monday, September 23

Staff traveled to Baltimore for the conference.

Tuesday, September 24

9:00 AM – 10:30 AM

General Session

Cal Ripkin Jr. shared his thoughts on success. The 2019 Gold Medal awards were also presented.

10:30 AM – 1:00 PM

Visited Trade Show

1:00 PM – 2:15 PM

Land Acquisition 101

The presenter discussed many options to acquire land along with the processes for each.

2:30 PM – 3:30 PM

Social for American Academy For Parks and Recreation Administration

Attended a networking event for the Academy.

4:30 PM – 5:30 PM

American Academy For Parks and Recreation Administration General Membership Meeting

Attended the general membership meeting for the Academy. I was inducted into the Academy along with the other new members.

6:30 PM – 8:30 PM

Attended NRPA opening reception.

Wednesday, September 25

8:00 AM – 9:15 AM

Top Trends in Parks and Recreation for 2020

The presenters provided several trends for consideration including geo-fencing, human composting, micro-mobility devices (scooters, ebikes), crowdsource data, and many others.

9:30 AM – 9:50 AM

Walk Softy and Carry a Big Stick (speed session)

This was a speed session and the presenter focused on assessing team members, assessing our weaknesses, and creating a work environment that complements the strengths of our teams.

10:10 AM – 10:30 AM

The 10-Minute Leadership Challenge: Meeting the Needs of the Busy Leader (speed session)

This was another speed session and the presenter discussed her book “The 10 Minute Leadership Challenge”. The book is comprised of 10 chapters that take approximately 10 minutes to read.

The topics are the author's top ten leadership traits/qualities all great leaders have. They include, authenticity, courage, trust, being present, balanced head/heart, no excuses, clarity, loyalty, self-confidence, and building community.

10:30 AM – 3:00 PM

Visited Trade Show

3:00 P M – 4:15 PM

Engaging People Experiencing Homelessness in Parklands

The presenters were from Austin, TX and they shared their experiences, challenges, and efforts to address homelessness in their parks system. Two full-time people spends some of their work week engaging with the homeless in their parks. The key takeaway, answers to address this growing concern are few and it is a divisive issue. It appears so long as the homeless are “out of sight” their presence in the parks are not an issue. If they are visible then the issue is addressed.

4:30 PM – 4:50 PM

Trend Seekers (speed session)

The presenters shared her process to identify trends and offered trends for consideration.

6:30 PM – 9:30 PM

Academy Banquet

I attended the Academy banquet that provided me an opportunity to network.

Thursday, September 26

8:00 AM – 9:15 AM (speed session)

Recreation Center Design for 2022: What's Trending Up and Trending Down

The presenter (architects) shared examples of new trends they are experiencing in facility design. The number one take away (not a revelation), experiences drive change. Some trends that were presented include, functional space, moving exercise outdoors, personal training fitness space, wearable tech, instant feedback (think Orange Theory gyms), and adventure tracks. Two items trending down, include climbing walls, and interactive fitness.

9:30 AM – 10:45 AM

Homelessness In Parks: Lessons and the Law

This was a very informative session with great discussion. Again, as previously noted, this is a divisive topic and very few answers. One of the speakers was the Legal Director for the National Law Center on Homelessness and Poverty. His focus is to protect the rights of the homeless and he discussed a ruling from the 9th Circuit that prohibits the removal of homeless from public land (including parks) if the community does not have enough resources (beds) to house the existing homeless population. He stated rulings in other circuit courts similar to the 9th Circuit Court have happened. This is a community/state/national issue that can not be solved at the local level exclusively.

11:00 AM – 12:15 PM

Homelessness In Parks: Strategies and Solutions

This was part 2 of the homeless session I attended immediately prior. Although it was a good presentation the “solutions” were very limited and references to communities that have had some success was limited to Wala Wala, WA and Salt Lake City, UT.

1:00 PM – 2:15 PM

eSports” Get in the Game

This was a very good presentation discussing current status of eSports and the future. The presenters discussed possible roles local Parks and Recreation agencies can have as well as the challenges (mostly facility related) to starting an eSports program.

2:30 PM – 3:45 PM

Ditch Your Management Style (And Adopt a Leadership Philosophy)

The presenter discussed his top 5 characteristics of effective leader. He also discussed the key components of an effective leadership philosophy.

4:30 PM

Started the return home.

MEMORANDUM



Date: October 15, 2019

To: Joe Snook
Administrator of Parks and Recreation

From: Jackie McCormick Heanue
Superintendent of Legal Services and Human Resources

Re: 2019 NRPA National Conference Summary – September 23-26, 2019 Baltimore, MD

Monday September 23, 2019

- Travel to Baltimore, Maryland
- Dinner at Luna Del Sea – Excellent Crab Cake! 😊

Tuesday September 24, 2019

- 8:00am - Conference Registration
- 9:00am-10:30am – Opening General Session
 - Introduction: Jack Kardys, Chair of the NRPA Board of Directors
 - Opening Comments: Kristine Stratton, President and CEO of NRPA
 - Keynote Speaker: Cal Ripken, Jr. Mr. Ripken spoke of his childhood, family, and career with the Baltimore Orioles, and highlighted the themes of his recent book, “Get in the Game,” which outlines his 8 essential elements for success:
 - The Right Values
 - Strong Will to Succeed
 - Love What You Do
 - Preparation
 - Anticipation
 - Trusting Relationships
 - Life Management
 - Courage of Your Convictions
 - 2019 Gold Medal Award Presentations
- 10:30am-1:00pm – Trade Show and Lunch at Convention Hall
- 1:00pm-2:15pm – Education Session: Parks and Recreation Supporting Mental Health
 - Presentation by representatives of the National Alliance on Mental Illness (NAMI)
 - Discussed initiatives and strategies of parks and recreation departments and organizations in dealing with, addressing, and supporting awareness and assistance of mental illness.
 - Mindful contemplative spaces (Polk County, Iowa)
 - Mental Health Action Plans for camp programs (Maryland)

- Mental Health First Aid Training (8 hour course sponsored by NAMI)
 - Fit2Lead (Miami-Dade County, Florida)
 - Mental Health Best Practices Taskforce Partnership with School District (Lexington, Massachusetts)
 - Suicide Prevention Park Benches (Palm Beach County, Florida)
 - Mental Health Days – Excused from School/Work (Oregon and Utah)
 - Therapeutic Gardens/Healing Gardens
 - Encourage walking in the woods versus urban areas (proven to reduce cortisol levels by 12.4% on average)
 - Encourage physical exercise (45 minutes of intense exercise proven to be equivalent of taking an anti-depressant)
- 2:30-2:50pm – Speed Education Session – Activities to Maximize Staff Training
 - Presentation by Roz and Jed Buck, consultants in employee management.
 - Creative activities to get employees engaged and break the ice before meetings.
 - “Unofficial” Meeting Starts – make downtime fun and productive and encourage early participation in the meeting.
 - Numbers Challenge Activity: Convey messages to help people look at things from a different perspective
 - Say vs. Do Exercise - Exercises to pay attention
 - Open Your Fist Exercise – The art of communication and cooperation.
- 3:00-4:15pm – Education Session – Is it Time for a Food Truck?
 - Presentation by Mike Holtzmann
 - Session devoted to providing organizations with strategies to bring food trucks in house to maximize opportunities. Presenter’s research has shown an average profit margin of 40% and very low overhead associated with food truck operations.
 - Look for other community opportunities for the food truck to be utilized to increase revenues from outside sources. Think about internal opportunities too – like summer camp, pool, etc. Summer camp can offer two price structures – with and without lunch, and can increase profit margins.
 - Keep the product offering line simple and inexpensive – include a basic BBQ grill, fryer, soft serve ice cream, shaved ice (huge profit margins).
 - Market your product and think of unique and innovative ways to get the attention of your customers. Walk around and be seen with the products. Unique looks and smells attract new customers.
 - An FTE for food and beverage is something organizations should strongly consider in operating a food truck.
 - Example Parks and Rec organization with successful food truck: Edmonton (Canada). Emulates a 7-11 model in product offering (grab and go).
- 4:30-4:50pm – Speed Education Session – The Great Debate: Public-Private Competition
 - Presentation by Ray Ochrowicz

- Discussion about the recent theme of public entities alleging unfair competition by municipal entities offering similar programs and services through parks and recreation.
- Offered logic based arguments to justify parks and recreation programming and offerings
 - Motive for P&R: public good; motive for private entities: profit
 - Oftentimes, a program or services is offered by P&R first, then private sector identifies demand and capitalizes on the offering
 - P&R organizations can justify their program/service offerings through it's mission and vision statement, incorporating terms such as "recreation," "wellness," "health," and "Self Development."
 - There is no true one to one/direct competition between P&R and private sector because P&R is broad; private sector is specialized.
 - P&R provides the opportunity for all ages, all income levels, all abilities to participate; private sector oftentimes does not.
 - Programs and services are supported by the community (use your survey data to bolster this argument)
 - There are multiple opportunities available for public-private partnerships that can minimize or reduce perceived unfair competition.
- 6:30-8:30pm – NRPA Opening Reception held at Baltimore Orioles Stadium. Dinner, networking, and entertainment.

Wednesday, September 25, 2019

- 8:00-9:15am – Education Session – How to Start, Build and Grow a Your Local Park Foundation
 - Presentation by Donald Ortale, National Association of Park Foundations
 - Information provided from inception of park foundation (originating Board, governing documents, 501(c)(3) designation, etc.) to continued growth and success of foundation in support of organization.
 - Several NAPF programs or opportunities available to utilize or affiliate.
 - Commonalities of Strong Park Foundations
 - Strong support of the Parks Department through a written MOU
 - Involved Citizen Led Governing Board
 - Diverse Fundraising Strategies
 - Public relations and Marketing
 - Suggestions for Consideration
 - Board Giving Policies (Foundation Board)
 - Donation Policies (including ways to politely decline gifts)
 - Fund Development Strategies
 - Events
 - Individual Giving
 - Grants/Contributions
 - Corporate Phianthropy
 - Naming Rights
 - Online and Direct Mail

- Cause Related
 - Estate Planning
 - Christmas in July
 - Must have a strong Donor Recognition Program!
 - Role of P&R Staff in Foundation
 - Establish culture
 - Advocate for Foundation
 - Encourage Partnerships
 - Coordinate marketing efforts with P&R
- 9:30—9:50am – Speed Education Session – Expanding Services through Public-Private Partnerships
 - Presentation by Larry Zehnder and Ron Ramens
 - Establish Goal of Project/Initiative at Outset – if the answers don’ line up, it is probably not an appropriate opportunity.
 - Will it meet the needs of the community?
 - Will it support the mission of the agency?
 - Will there need to be additional funding, and are there adequate opportunities to share in ongoing responsibilities?
 - Partnerships must be clear and easy to understand, and there must be complete commitment from all involved.
 - Documents need to be carefully drafted to protect P&R and to create a partnership, with solidly negotiated terms and conditions.
 - Considerations
 - Ongoing budget funds for continued maintenance and/or operations?
 - How well do we know the private partner and its’ reputation?
 - Do we have the support of the governing body?
 - Be prepared to say no and decline an offer or opportunity if it is not the right fit
 - What is needed to support the project and how will we define success?
- 10:10-10:30am – Speed Education Session – The Journey of a Raindrop
 - Presentation by Julie Higgins and Om Khurjekar
 - Project in Balitmore, Maryland which integrated environmental education into play and landscape environment.
 - Watershed area provided a unique opportunity to explore the area’s geography, culture and history.
 - The raindrop begins in the “mountains” (hill entry area to the park which can be used for picnics) then moves through the “mountain stream” (walkway designed in the structure of a winding stream), approaches the “river” (play area under a bridge and to a “mountain/island” (play structure with tree house) then continues along the “Chesapeake Bay” (a play structure, crab boat, with playground surface looking like water and sand).

- Design incorporates native plantings and trees, natural seat walls to enclose the play areas, and play structures and features to mimic wildlife (i.e. Terrapin turtle).
- Interpretive sign panels are strategically located throughout the park to identify geography, wildlife, facts about the watershed, sounds, and interactive learning boards.
- Total play area budget: \$1 million
- 10:30am-1:30pm – Trade Show and Lunch
- 1:30-2:30pm Return to Hotel to Regroup, Check E-Mails and Pre-Pack
- 2:30-3pm – Convention Hall Networking
- 3-4:15pm – Education Session – Engaging People Experiencing Homelessness in Parklands
 - Presentation by April Thedford and Wes Bickham from Austin, Texas Parks and Recreation
 - Presentation focusing on how the City of Austin Texas Parks and Recreation Department addresses and engages with the homeless population found in its’ parks system, and recommending strategies for training staff how to engage, interact and address homelessness in parks.
 - Steps to Addressing Homelessness – Basic Overview
 - Outreach/Intake/Assessment (this is where P&R can come in)
 - Emergency Shelters
 - Transitional Housing
 - Permanent Housing
 - P&R Opportunity lies in outreach and interaction – P&R is considered a “safety net” for society.
 - Encourage a “human” approach to engaging with homeless in parks systems, focusing on approaching with a comfortable tone, empathizing, attempting to provide resources/assistance, address problems, ask questions, and find solutions.
 - Pay close attention to surroundings and environment – do not engage in a situation that has the potential to become dangerous, and do not engage alone.
 - Consider the laws and restrictions, which may apply to the individual’s presence in the parks. Remember the individual’s rights to be in public spaces.
 - There is a careful balance to be found between what the homeless are seeking (shelter, amenities, safety and services) with what park patrons are seeking (access, amenities, nature, safety and cleanliness).
- 4:30-4:50pm – Speed Education Session – Staff Evaluations – Are we Setting Up our Staff for Success?
 - Presentation by Nicholas Coleman
 - Reviewed common challenges with evaluations and tips for productive and useful evaluations
 - Problems and Challenges
 - Tied to compensation
 - Employees lack motivation
 - Employees and Supervisors do not see eye to eye on performance

- Lack of documentation (write ups, positive comments, etc.)
 - Legal issues
 - Lack of grievance process
 - Consistency
 - Honesty
 - Comparing to other employees
 - Appropriate coaching
- Tips for Successful Evaluation
 - SMART – Review Job Description Tasks
 - Specific
 - Measurable
 - Attainable
 - Realistic
 - Timely
 - “Break Bread” – neutral setting
 - Honesty
 - Open communication all year – not just at eval time
 - Create goals
 - Ask for feedback
- Free Evening – Toured Baltimore Inner Harbor, Dinner at Rusty Scupper

Thursday September 26, 2019

- 8:00-9:15am – Education Session – In Pursuit of Resiliency: Positioning Your Agency for Long Term Financial Success
 - Presentation by Kurtis Bumgartner and Michael Klitzing – Carmel Clay Parks and Recreation
 - Carmel Clay Indiana Parks and Recreation has transformed its’ organization over the last ten years, going from predominately tax funded to predominately self sufficient from revenue generation and cost offsets. Strategies shared were across the board, and included:
 - Employee engagement and retention
 - Succession planning with long term goals
 - Training and Opportunities for All Levels of Staff to Participate
 - Unique Fee Generation Ideas (Dog Poop DNA at Dog Park)
 - Focus on Core Competencies
 - Create and Encourage Advocates
- 9:30-10:45am – Education Session – Selling the Career Path of Parks and Recreation: Attracting the Next Generation of Professionals
 - Presentation by Julie Knapp – Indiana University

- Interactive session where presenter solicited suggestions and ideas from the participants about how to inspire the next generation to be interested in parks and recreation professional degree programs.
- Approaches to Creating a Talent Pipeline
 - Plant the seed early
 - Develop youth and teen leadership programs
 - Participate with High School Career Services Office
 - Promote Internships (high school and college)
 - Educate participants (kids) about opportunities as adults
 - Create lower “non professional” level positions as stepping stones
- 11:00am-12:15pm – Education Session - Succession Planning: Preparing the Next Generation of Park and Recreation Professionals
 - Presentation by Aisha Panas, Tualatin Hills Parks and Recreation
 - Comprehensive discussion based on the McDonald’s model of staffing to build resiliency and strategy
 - Establish a Leadership Academy within the Organization for Training
 - Tier 1: General Knowledge (everyone participates)
 - Risk and Safety
 - Being a Public Official
 - Organizational Culture
 - Tier 2: Budget, Performance, Management and Sustainability (everyone participates)
 - Tier 3: Group Project – Addresses a Current Issue, Need or Concern (practicum, participants selected)
 - Tier 4: Executive Coaching/360 Review/Mentorship (participants selected)
 - Create Opportunities for Stretch Assignments for Staff (temporary)
 - Committee Leadership Assignments
 - Special Projects
 - Audits
 - Events/Professional Development
 - Interim Assignments
 - Look for Leaders versus Managers
 - Focus Performance Evals appropriately – 60% competencies; 40% individual achievements of goals.
- 12:15-1:00pm – Lunch Offsite
- 1:00-2:15pm – Education Session - Land Water Conservation Fund State Assistance Program
 - Presentation by Panel of Professionals from National Park Service, NRPA and State of Pennsylvania
 - Discussion about what the LWCF Program is and how it can help local communities
 - 50/50 matching grants to and through states to local governments for acquisition and development of public and outdoor recreation amenities.

- Considerations
 - Requires the property to be maintained and accessible to the public for outdoor recreation use in perpetuity
 - 5 year inspections
 - 40% of funds must go to states.
 - Pay attention to signage requirements!
- 2:30-3:45pm – Education Session - Connecting Resources, Inspiring Community Engagement
 - Presented by Cindi Wight and Dan Cahill of Burlington Parks and Recreation
 - Discussion on creative and strategic ways to increase conservation education initiatives in the community.
 - Open Space Protection Plans – Management and Stewardship
 - Master Naturalist Programs
 - Education, history, and nature – the interaction between all and community.
- 4:30pm – Begin Journey Home to Kansas City

NRPA 2019 Conference Summary

Shelby Dawson

Monday, September 23

10:00 AM –

Traveled to Baltimore, MD

Tuesday, September 24

9:00 AM – 10:30 AM

Opening General Session

During the Opening Session, Kristine Stratton was introduced as the NRPA President and CEO. Keynote Speaker Cal Ripken Jr. shared his secrets to success, outlined in his most recent novel. In addition, there was the 2019 Gold Medal Award Presentations.

10:30 AM – 1:00 PM

Trade Show and Lunch

1:00 PM – 2:15 PM

Internships: Creating a Triple Win Experience for Students, Agencies, and Universities

This session was a panel with representatives from the NRPA Leadership Development, Young Professionals, and Education Network. It was encouraged that we as professionals need to get our departments in front of student and universities, as there are always students searching for Internships. In addition, various tips were shared, such as creating an internship manual, holding weekly meetings, and providing weekly outlines and objectives for the student.

2:30 PM – 2:50 PM

Professionalism: A Mindset, Not an Option (Speed Session)

This session was a short skit that showed two individuals, one who was professional and one who was not so professional. It was funny, informative, and great at enforcing the idea that professionalism is not an option. Examples of being professional included looking the part, holding others accountable, and having integrity.

3:00 PM – 4:15 PM

NRPA Young Professional Network Meeting

Networked with other Young Professionals, discussed upcoming and potential conference call topics, and discussed different leadership opportunities available within the network.

4:30 PM – 4:50 PM

Who Rescued Who? Coming to the Rescue of Staff (Speed Session)

This session reminded participants they need to be aware of how their part time and full time staff is doing, not just on a performance level, but an emotional level. The presenter also encouraged participants to be accepting, accessible, and accountable

6:30 PM – 8:30 PM

NRPA Opening Reception

Networked with other professionals at M&T Bank Stadium, home to the Baltimore Ravens. \

Wednesday, September 25

8:00 AM – 9:15 AM

50 Ways to Leave Your Customer ... (Raving About You!)

As stated in the title, this session provided 50 different ways to make our customers experiences the best they can be. Examples included learning their names, giving them a call if you have not seen them in a while, letting them shadow you for the day, etc. This was one of the most beneficial sessions as it was filled with so many great ideas!

9:30 AM – 9:50 AM

Walk Softly and Carry a Big Stick (Speed Session)

This session reinforced that leaders need to be teaching their subordinates, not completing tasks for them. The presenter mentioned multiple times that empowerment is the newest form of flattery and by empowering employees, leaders will have a larger presence and will see better results.

10:10 AM – 10:30 AM

Teambuilding with a Deck of Cards (Speed Session)

This session demonstrated a simple, but powerful card game that lead to a meaningful discussion about how we work together as a team. In addition, there was a few other teambuilding activities provided!

10:30 AM – 3:00 PM

Trade Show and Lunch

3:00 PM – 4:15 PM

Utilizing Social Media and Team Events for Recruitment and Retention of Seasonal Staff

This session discussed how creative strategy could help attract the ideal lifeguard team. Examples included creating both Facebook and Instagram pages to use as recruitment tools and having various activities through the summer for staff to attend as an incentive.

4:30 PM – 4:50 PM

Are You a Boss or a Leader? BTW, Boss Is a Four-Letter Word (Speed Session)

This session shared different traits that leaders need to have in order to be successful in their position. These traits included having great communication skills, integrity and trust, enthusiasm, etc. The presenter also encourages that leaders reward their employee's creativity!

Thursday, September 26

8:00 AM – 9:15 AM

Celebrating your "Why": Defining, Creating and Implementing YOUR Workplace Culture

This session identified ways to create and implement a work place culture while also breaking down silos. The speaker encouraged us to memorize and take pride in our mission statement. In addition, he encouraged us all to make sure we know what our own WHY is and to take pride in it.

9:30 AM – 10:45 AM

Selling the Career Path of Parks and Recreation: Attracting the Next Generation of Professionals

This session was an interactive session that encouraged participants to shift their existing recruitment approaches to recruit volunteers, part-time and seasonal employees into the field. The presenter also encouraged participants to implement a winning sales pitch for the professional career path of parks and recreation.

11:00 AM – 12:15 PM

NRPA Leadership Development Network Meeting

Networked with other professionals, discussed upcoming and potential conference call topics, and discussed different leadership opportunities available within the network. Also discussed different ways to be involved in NRPA and at the state level.

1:00 PM – 2:15 PM

Take a Professional to Lunch

Participated in the 'Take a Professional to Lunch' program with Lexington, MA Director, Melissa Battite.

2:30 PM – 3:45 PM

Predicting Trends for the 2020's

This was an educational session that encouraged participants to be the force of change, instead of being forced to change. Examples of upcoming trends presented in the session include climate resiliency, new mediums of mobility, and eSports. Due to this session, I have a new perspective on eSports and am excited to see its growth in the upcoming years.

4:30 PM –

Returned to Lee's Summit, MO

MEMORANDUM



Date: October 17, 2019

To: Joseph Snook, CPRP
Administrator of Parks and Recreation

From: Brooke Chestnut, CPSI, MW5124 AU,
Superintendent of Park Operations

CC:

Re: Security Report for 3rd Quarter 2019

Attached are the police activity reports for the 3rd quarter of 2019, listing activity by the police department for each park. There were a total of 872 reports of activity during the 3rd quarter.

3rd Quarter Security Summary:

During the 3rd quarter, the majority of activity occurred at Legacy Park (134), Hartman Park (128), Lea McKeighan North (98) and Lea McKeighan South (95). These three parks consisted of 455 of the 872 events.

Of the events of the 3rd quarter, the majority consisted of park checks (554) and vehicle checks (121). These events accounted for 64% of the total.

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

The events titled "Sex Offense" are currently under investigation but are both not necessarily parks related. For example at Lea McKeighan South, the park happened to be where the victim was located when meeting with police but not where the crime had occurred and therefore not directly parks related. The second incident in regards to Hartman Park, is currently under investigation.

The "weapons offense" at Legacy was a report of a man walking with a bow and arrow behind the softball fields. The man was not located and the report was deemed unfounded.

The "explosion" at Howard Park was related to a firework set off in the middle of the night in the parking lot, no suspects were found.

The "Death investigation" at the cemetery was the documentation of the historical unmarked grave discovered by Staff.

Summary and Comparison:

Attached is a summary of the 3rd quarter reports provided by the Police department. Also attached is a comparison of events annually by quarter for comparison.

Staff will continue to monitor police activity within the parks and encourage LSPD continue to provide security within our parks system.

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		1,164	2,036	

QUARTERLY

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Total
Arborwalk Park	0	0	1		
Banner Park Lower	5	5	5		
Banner Park Upper	12	13	14		
Canterbury Park	0	0			
Deer Valley Park	16	12	21		
Dogwood (Dog Park)	8	15	14		
Gamber Community Center	2	7	18		
Happy Tails Park	9	13	22		
Harris Park	50	69	79		
Harris Park Community Center	0	3	1		
Hartman Park	102	86	128		
Howard Park	12	3	7		
Langsford Park			2		
Lea McKeighan North	59	44	98		
Lea McKeighan South	58	51	95		
Lee's Summit Historical Cemetery	1	1	2		
Legacy Park	104	118	134		
Legacy Park Adult Venue	0	1			
Legacy Park Amphitheater	0	0	10		
Legacy Park Baseball Venue	1	12	6		
Legacy Park Community Center	33	27	32		
Legacy Park Frisbee Golf	0	1	1		
Legacy Park Girls Softball Venue	0	1	8		
Legacy Park Maintenance Complex	1	0	3		
Legacy Park Soccer Venue	1	5	4		
Longview Community Center	0	18	20		
Lowenstein Park	25	26	12		
McKee Park	0	1	1		
Miller J Fields	35	49	47		
Pleasant Lea Park	11	3	7		
Pottberg Park	0	6	55		
South Lea Park	0	2	1		
Summit Park	7	2	4		
Summit Waves	0	5	10		
Sylvia Bailey Farm Park	0	1	1		
Velie Park	5	2	8		
Wadsworth Park	1	2	1		
Winterset Nature Area	0	1			
Woods Playground	0	1			
Total	558	606	872	0	0

Incident Type	ARBORWALK PARK	BANNER PARK LOWER	BANNER PARK UPPER	DEER VALLEY PARK	DOGWOOD (Dog Park)	GAMBER CENTER	HAPPY TAILS PARK	HARRIS PARK	HARRIS PARK COMMUNITY CENTER	HARTMAN PARK	HOWARD PARK	LANGSFORD PARK	LEA MCKEIGHAN NORTH	LEA MCKEIGHAN SOUTH	LEE'S SUMMIT HISTORICAL CEMETERY	LEGACY PARK	LEGACY PARK AMPHITHEATER	LEGACY PARK BASEBALL VENUE	LOVELL COMMUNITY CENTER	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	PLEASANT LEA PARK	POTTBERG PARK	SOUTH LEA PARK	SUMMIT PARK	SUMMIT WAVES	SYLVIA BAILEY FARM PARK	VELIE PARK	WADSWORTH PARK	(blank)	Grand Total				
911 Hang Up																																							1		
Abandoned Vehicle																			1																				1		
Alarm Business/Duress																								2																2	
Assault Common																1																								1	
Assist Fire Department/Ambulance																	1														1									2	
Assist Other Agency																									1															1	
Bike Patrol				1												11										1														13	
Building Check						6							1			1	1	11						11										1						32	
C & I Driver																																			1					1	
Car Stop													3	1												1														6	
Check The Welfare						2	1						2	2					1											1						1				10	
Citizen Contact																	1	1								1														3	
Courtesy Escort						1																																		1	
Crash Private Property Only								1											1																					3	
Death Investigation															1																									1	
Directed Patrol												1	3	1	5	4	2	1				3		2	2									1					25		
Disperse Group							1							2																					1					5	
Disturbance														1																										1	
Disturbance Noise																																								1	
Domestic Violence		1																				1		1					1											4	
Duplicate Call				1																																				1	
Entered In Error					1								1						3						1															6	
Explosion										1																														1	
Fireworks		1																																						2	
Follow Up				1																																				1	
Foot Patrol			1					1					3	1		1	1	1																		1				10	
Intoxicated Driver								1																																1	
Intoxicated Person						1								1																										2	
Lockout																																								2	
Lost Property														1																										2	
Open Door/Window								1																																1	
Park Check	1	2	10	18	12		13	66	117	6	2	55	38		113			1				1				8	35	4	47		1			1	2	1			554		
Pedestrian Check						1		1		1			3	4				1										2										1		14	
Possession Of Controlled Substance													1	3																										5	
Property Damage/Vandalism			1										1																											3	
Recovered Property								2						2				1																						6	
Robbery Armed																																								1	
Sex Offense										1				1																										2	
Stealing													1						1																	1	2			5	
Stolen Auto													1																											1	
Suspicious Car & Occupant							1		1				1					1				1																	10		
Suspicious Person						1				1																			1	1										4	
Traffic Surveys/Counts																	1																							1	
Vehicle Check		1	2	1	1	6	6	6		7		21	37		1	3		8	1	2	2			3	2				4	1	4				1			121			
Warrant Arrest													1																											1	
Weapon Offense																	1																							1	
(blank)																																									
Grand Total	1	5	14	21	14	18	22	79	1	128	7	2	98	95	2	134	10	6	32	1	8	3	4	20	12	1	47	7	55	1	4	10	1	8	1			872			

**End of Activity Report
Gamber Community Center
2019**

Report completed by: Megan Crews

Executive Summary

Brief Description:

The Gamber Community Center (GCC) is a 19,000 square foot facility offering a multitude of fitness and community related activities geared to meet the needs of the residents of Lee's Summit and surrounding communities. Activities include fitness classes, bridge, bingo, instructional classes and rentals. Normal operating hours are Monday through Thursday 6:00am until 9:00pm, Friday 6:00am until 6:00pm, Saturday 7:00am until 4:00pm and Sunday 12:00pm until 6:00pm. In FY19, the GCC was open 357 full days, 6 shortened holidays and was closed for 2 holidays. The facility does offer after hour events for private groups.

Participant Numbers:

FY19: 75,212
FY18: 86,925
FY 17: 85,510

Total Revenue:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY19	\$460,701 ¹	\$480,458 ¹
FY18	\$536,021 ¹	\$486,037 ¹
FY17	\$532,693 ¹	\$523,003 ¹

Total Expenses:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY19	\$433,561	\$445,341
FY18	\$494,725	\$438,683
FY17	\$474,121	\$482,495

Net:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
FY19	\$27,140	\$35,177
FY18	\$41,296	\$47,354
FY17	\$58,572	\$40,508

Revenue by section

	<u>FY19 Budget</u>	<u>FY19 Actual</u>
Activity Fees	\$ 23,180	\$ 28,127
Memberships	\$ 76,915	\$ 71,353
Gate Receipts	\$ 43,399	\$ 41,851
Facility Rentals	\$141,610	\$137,494
Concessions	\$ 1,639	\$ 333
Transfer from Park Sales Tax	\$175,000	\$175,000

¹ Includes \$175,000 subsidy from the parks sales tax.

Recommendations:

Staff received numerous comments/feedback during the last fiscal year. Changes are made to the original rules, regulations, and procedures based on patron/staff comments throughout the 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: Facility attendance has decreased significantly in comparison of the previous years.

Recommendation: Management reviewed the usage reports comparing fitness and GCC visits versus usages by rentals. In November of 2018 a noticeable decrease in fitness and GCC visit began to occur. In December of 2018 LVCC opened resulting in an additional option for fitness attendees. In February of 2019 rental attendance began to decrease but rental revenue maintained with a slight increase during the last quarter. Staff will continue to monitor the trend and determine what further action will need to occur. In addition staff will work with Recreation Supervisors to review trends in program participation at GCC.

Comment: Multiple comments, positive and negative, were received regarding staff and facility supervisors.

Recommendation: Management will use these comments to expand on staff development and coaching. Comments will be shared with staff and negative comments will be addressed on an individual basis.

Comment: The bistro rated below 4.0.

Recommendation: Management spent time with a couple different groups of individuals who utilize the bistro with frequency. They expressed their frustration with the cleaning schedule and then subsequently the closure of the area for a later rental. Staff has since ceased the closure of the area during operating hours. If a group uses the area prior to a rental, facility supervisors will ensure the area is prepared for the rental. Management has seen an increase usage of the area. Staff will continue to monitor the bistro.

Comment: Multiple requests were made for additional NuStep or Cross-trainers in the cardio room.

Recommendation: In October of 2019 GCC will be receiving a 3rd NuStep and replacement recumbent bike. Both pieces of equipment are highly utilized and requested.

Comment: Multiple requests for senior programming and resources were mentioned.

Recommendation: Staff is currently working with several different partnerships to expand programming held at GCC, to include but not limited to senior services. Partnerships include Mid-Continent Library, Mid-American Regional Council (MARC), City of Lee's Summit Community of All Ages Liaison and multiple private businesses. Staff is also working closely with our marketing department to ensure our current programs are well marketed.

Comment: Overall positive comments regarding LSPR and Longview Community Center were received.

Recommendation: Management will share these comments with staff and supervisors.

Extensive Staff Report:

Purpose of Report:

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

Full Program Description:

The Gamber Community Center (GCC) is a 19,000 square foot facility that offers a multitude of fitness and community related activities geared to meet the needs of the residents of Lee's Summit and surrounding communities. The facility includes an aerobics room, strength training and cardiovascular areas, ballroom available for private rentals, free internet access and a Wii, billiards room with 3 tables, 2 ping pong tables, Bistro and catering kitchen, 3 classrooms, outdoor walking path with 9 workout stations and an outdoor courtyard with a Gazebo and 2 outdoor Bocce Ball courts. Activities include fitness classes, bridge, bingo, instructional classes and rentals. The facility opened for operations on June 30th, 2008. Normal operating hours are Monday through Thursday 6:00am until 9:00pm, Friday 6:00am until 6:00pm, Saturday 7:00am until 4:00pm and Sunday 12:00pm until 6:00pm. In FY19, the GCC was open 357 full days, 6 shortened holidays and was closed for 2 holidays. The facility does offer after hour events for private groups.

Program Benefits:

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

Service Hours:

FY19:150,424 (average of 2 hrs. per visit x 75,212 visits)

FY18:173,850 (average of 2 hrs. per visit x 86,925 visits)

FY17: 171,020 (average of 2 hrs. per visit x 85,510 visits)

Volunteer Hours:

Volunteers: 728 hours (4 volunteers x 3.5 hours x 52 weeks)

Based on national volunteer wage of \$25.43 x 3.5 hours x 52 weeks x 4 volunteers = \$18,513.04

Refunds

Total issued: 188

Refunds due to dissatisfaction: 0

Reasons for Refunds: 138 were rental deposits; 21 cancelled fitness memberships (5 did not use facility, 4 moved, 6 for health reasons, 4 converted to Silver Sneakers, and 2 gave no reason.) 14 rentals were cancelled (10 cancelled their event, 2 changed venues for size, 1 had health issue and 1 death in the family.)

Fees Charged:

<u>Activity Fees</u>	<u>Regular Rates</u>	<u>Discounted Rates</u>
Personal Training		
1 session	\$48.00	\$40.00
Couples 1 session	\$78.00	\$65.00
5 sessions	\$230.00	\$190.00
Couples 5 session	\$375.00	\$310.00
10 sessions	\$440.00	\$350.00
Couples 10 sessions	\$680.00	\$580.00

Admission Fees- single visits	<u>Regular Rates</u>	<u>Discounted Rates</u>
Fitness	\$6.25	\$5.00

Membership Fees	<u>Regular Rates</u>	<u>Discounted Rates</u>
Gamber Annual	\$185.00	\$150.00
Gamber Flex	\$15.42	\$12.50

	<u>Regular Rates</u>	<u>Discounted Rates</u>
LSPR Annual	\$245.00	\$209.00
LSPR Flex	\$20.42	\$17.42
90 Day Membership	\$144	\$120

Facility Rentals	<u>Regular Rates</u>	<u>Discounted Rates</u>
Ballroom Area A	\$65.00	\$50.00
Ballroom Area B	\$50.00	\$40.00
Entire Ballroom	\$111.00	\$90.00
Kitchen	\$65.00	\$50.00
Gamber Package (Ballroom and kitchen for 4 hours)	\$555.00	\$450.00
Event Package (Ballroom, Bistro, Great Hall and kitchen for 12 hours)	\$1600.00	\$1,350.00
Aerobics Room, classrooms,	\$40.00	\$25.00

Damage Deposit, \$100.00 for all rentals
 Alcohol Service Fee, \$175.00
 Table Linens, \$5.00 per table for white, \$7.00 for colors
 Napkins, \$0.25 each
 Security, \$43.00 per hour

Other Revenue

Preferred vendor \$100.00 per year
 One time vendor \$50.00 per event

Marketing:

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

The question was asked of our patrons, how did you hear about the GCC? The responses are listed below:

Acquaintance: 37
 Illustrated: 33
 Other: 48
 Previous Participant: 51
 Flyer: 4
 Website: 10
 Facebook/Twitter: 0
 TV: 0

Evaluation/assessment:

Evaluations were sent to 810 unique members who visited GCC at least one time during FY19. (550 were emailed through Survey Monkey and 260 were mailed). 180 surveys were returned for an overall return rate of 22.2%. We asked patrons to return the surveys with any positive or negative comments about their experience at the GCC.

Included below are some of the major trends that surfaced and a selection of positive/negative comments. For your reference, a blank copy of the survey can be found as Attachment A.

Survey Summary:

Rated above 4.5 on Likert scale

- Lobby/Hallway Area
- Value of Membership
- Staff Friendliness
- General Safety of Facility
- General Cleanliness of Facility
- Quality of Aerobics Classes
- Quality of Instructional Classes
- Overall Rating of LSPR

Rated above 4.0 on Likert scale

- Billiards Room
- Cardio Room
- Aerobics Room
- Weight Room
- Unisex Restrooms
- Men's Restrooms
- Women's Restrooms
- Staff Friendliness
- Small Classrooms
- Bocce Courts & Gazebo
- Outside Exercise Equipment
- Membership Options
- Staff Knowledge
- Rules, Regulations and Policies
- Current Hours of Operation

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

Positive

- Great instructors
- Friendly staff
- Enjoys the facility

Negative

- Need better user friendly weight equipment
- Additional/variety of fitness classes
- Need larger weight and cardio rooms
- Additional Senior Programming

The following is a list of comments received along with the frequency of the comments when patrons were asked the question, “What would you like to see us add to the facility?” There were 65 suggestions the following were mentioned multiple times.

Larger Workout Spaces 17
More cardio equipment 16
Senior Programming 15
More fitness classes 11
Equipment Maintenance 6
Bathroom Smell 3
Swimming pool 2

2019 “Gamber 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 fitness membership do you currently have? GCC Annual 41 GCC Monthly Flex 17

LSPR Annual 29 LSPR Flex 13 Insurance Based 64 90 Day 2

Are you currently a Resident 152 Non-Resident 15

Please rate your overall satisfaction with the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Parking Lot	1	1	1	6	72	94	4.48
Lobby/Hallway Area	1	0	0	4	55	112	4.63
Bistro	99	2	4	14	22	16	3.79
Billiards Room	101	0	0	8	25	24	4.28
Aerobics Studio	48	3	3	8	49	46	4.21
Cardio Room	38	3	7	11	54	53	4.15
Weight Room	48	3	4	18	53	35	4.00
Bocce Courts & Gazebo	119	0	0	3	20	10	4.21
Unisex Restrooms	82	0	3	5	32	36	4.33
Men’s Restroom	91	1	0	2	24	33	4.47
Women’s Restroom	38	1	3	1	55	68	4.45
Small Classrooms	94	1	0	8	21	26	4.27
Ballroom	85	0	1	4	28	31	4.39
Outside Walking Path	65	0	5	5	48	36	4.22
Outside Exercise Equipment	90	1	2	10	33	19	4.03

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

- not advertised
- Pulley weights are dangerous. Treadmills are always broken down multiples at a time. Either belt is loose or the TV doesn't work.it is hard to find one that has all features working.
- sometimes the bathrooms smell
- classrooms need better setup-maybe equipment/with video/projector also for rental use
- Management never comes out of their office, never seen!
- Poor maintenance on all equipment. Old equipment .why do Longview and legacy always get new equipment but not Gamber. TVs don't work old broken equipment never replaced. No one ever stops to ask how things are. Reggie is very rude when asked to turn on fans or help if something is not working properly such as a TV. Trees on walking path need to be trimmed so you don't have to duck under
- I am only familiar with the ones I have checked.
The exercise equipment --There are too many stair climbers (I have never seen more than 2 people on them) and not enough (only 2) of the ones where you push with your hands and feet which are great for people like me. Unfortunately you have to wait your turn.
- The parking lot is not accessible during times when big lunch events are scheduled
- Why was it advertised as a senior center before it was built and is now a community center and how many community centers do we need?
- Aerobics / yogi room small and crowded
- Need bigger aerobics room, need bigger weight room with more weight equipment. Both rooms are cramped. GCC needs to have a dehumidifier in the aerobics room because it gets so humid & hot. Better AC

- not enough cheap classes, no fun day trips, no benefits like YMCA that has Live strong for Cancer Services
- Size of room used for exercise classes is not large enough to allow more than a few people to use it at one time. It restricts how many can attend group classes.
- I love this place, thank whoever created it!!!
- haven't used or seen the bocce courts
- The aerobics room is very crowded and also yoga room. Why can't we use the larger room?
- Weight room too small and limited equipment.
- Cardio room is in need of better circulation. Existing fans are not powerful enough and there are not enough of them. Entryway has a very musty odor.
- Everyone needs to turn cell phones off. Very disturbing when rings during Bingo. Children should not be allowed in Bingo room. This is a SENIOR activity.
- Aerobics room is missing one treadmill. I've noticed two machines (not treadmill) are most in demand by seniors, esp. those on walkers, perhaps another one or two would be good. So far I only use the treadmills.
- Too many TV's in cardio room broken all the time.
- Need a men's urinal
- Weight room is too small I with equip that works mostly arms
- Bathrooms are at times nasty at best dirty....
- Aerobics area doesn't have enough 5 lb. weights, sound system is poor, volume of music constantly increases, without the instructor touching it, and often you can't hear the instructor.
- Several requests have been made to increase the number of U-Step machines. The facility is used by many seniors and this is the best machine for their conditioning. Perhaps U-Step machines could be moved from other facilities where they are not as heavily used. TKS
- I mainly walk inside and will attend silver sneaker class at least 2x weekly. Last 2 months health problems have keep me from participating.
- I only rated the areas I use.
- Updated equipment is needed badly! Cardio/ weight
- I enjoy doing weights on nautilus equipment however the machines in here crowd the room and are very difficult to use especially for people who may have balance issues. Way too many straps and pullies and things, for both feet and hands. They feel like left over pieces that were relegated here when Gamber became open to all. Definitely not appropriate for the older clientele of this location.
- Smelly bathrooms and floors sticky at Gamber. Longview much cleaner.
- Weight room equipment is very old and limited. Room assigned is too small to accommodate more than 2 or 3 people at once.
- Have not used any of the facility.
- I would like to see more working fans in the cardio room.
- I came there one time and only that. The Person behind the desk was soooooo rude. He was a black guy. Not sure if he was sitting there to give break. He might have been security too. Not sure but I had to go because he was accusing me of things.
- Aerobics room, the sound equipment is terrible, the lights are so bright and should be able to dim. Not always clean.
- Sadly the recent full time manager and newest manager working at Gamber need badly classes in P.R. They do not smile, or act at all interested in the people using facilities. We are the taxpayers, which they seem to not care.

Please rate the service of the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Value of your membership	4	0	3	6	51	102	4.56
Membership Options	12	0	2	10	51	85	4.48
Staff Friendliness	1	2	4	7	42	112	4.54
Staff Knowledge	6	1	4	9	57	91	4.44
General Safety of the Facility	3	1	2	2	58	101	4.56
Rules, Regulations and Policies	7	2	2	5	65	86	4.44
Current Hours of Operation	2	1	5	7	68	85	4.39
General Cleanliness of the Facility	1	1	3	2	48	112	4.61
Quality of Aerobics Classes	59	0	1	2	37	54	4.53
Quality of Instructional Classes	69	1	0	3	28	47	4.52

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

- sorry-previous person were not friendly, in fact sometimes rude
- Staff friendliness is lacking-some of them act like we patrons bother them. Also, it's unfortunate that you can't count on the card playing area being available. Show up only to be told that you can't use the space for xx reasons.
- 1)no pool, but still high priced
2) need better hours=close at 10pm/open at 5AM stay open later on Friday, Saturday/Sunday
- Ginger is always friendly and helpful. Reggie is rude.
- I would like some of the silver sneakers classes later in the day (1:00). I work in the am and cannot get to the ones I need
- At Gamber: One of six treadmills broke down and was never replaced. The two recumbent cross trainers are sluggish and make more noise than they should. Equipment is in need of replacement
- staff is always very friendly and welcoming
- Not enough activities compared to Vesper Hall in Blue Springs. Staff sometimes says they don't know & not my job. Sometimes bathrooms stink & not very clean! I would like self-flushing toilets. not very interesting & cheap classes
- a couple of the staff are unfriendly
- The instructors are very good, just too small class rooms!
- Take care of the temperature in aerobic room and fix the floor problems.
- The throw rug in lobby needs to be removed or tacked down. Have seen several people, especially using walkers, trip & almost fallen
- The front desk is very very rude sometimes. They do not try to help the patrons at all. The girls who help with events are wonderful but Pat is rude and hard to work with.
- I have only attended the ARRP/United class but hope to take advantage of the exercise equipment.
- Some of your staff do not acknowledge clients when they enter or leave appear annoyed if you point issues out to them that need attention. Parking lot in winter needs more care.
- Brenda leading Tai chi is great!
- Overall, instructors are good, but some don't seem to have a knowledge of how high impact exercises don't help elderly people.
- Would love to see BEGINNER classes offered i.e. Aerobics.
- Need more room for aerobics and yoga the rooms are too crowded
- I am a member of Gamber. I don't want a full time membership to all locations. However, if I would like to swim a couple of times a year I think I should get a discount as I am a Friend of the Park with my Gamber membership.
- Beverage counters always sticky. Floors dirty and men's room always smells at Gamber.
- AED needs to be available without having to find staff who can be otherwise occupied.
- Hours should be the same as other facilities like opening at 5 am
- Wonderful and inviting facility.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg.
Overall rating of Gamber Center	1	1	2	11	67	92	4.43
Overall rating of Lee's Summit Parks and Recreation	1	1	1	6	72	94	4.55

Additional Comments:

- I play bridge before your opening and continued for several years. When my husband became unable to be on his own, we came to aerobics five times. We have walked at legacy once. I bought our full benefits for a year.
- The facility is not used to its potential. Make us want to come and participate in an exercise class. So not have a silver stepper use.
- Thank you for being Zumba back on Fridays. Jacqueline is wonderful
- Per taxpayers-Gamber center was to be built as a senior center. But LSPR changed that and now Lee's Summit is the only community that doesn't have one. LSPR mgmt. needs to remember we citizens pay their salaries!
- Now that the staff has other duties the front desk is mostly unattended so security is gone and no access to AED.
- All of the staff at GCC are so nice. It's one of the main reasons I go.
- Haven't been for long time I would like to take exercise classes but can't handle the music loud.
- Arnold Hall is now a restaurant
- Perhaps move a NuStep from Legacy where they say they are seldom used
- Legacy Park not very accessible for handicapped (sport events)
- would like to see guest fees dropped down some
- I need to cancel my membership please.
- Used to come to SS Yoga but always crowded
- I have a LS Parks & Rec card that is free. Offer casino trips educational classes without a \$60 fee. Craft circles meeting in facility. Prizes for bingo that are not full of sugar, salt, junk food but conducive to the elderly. Paper products, cleaning products, healthy foods, batteries, light bulbs, gift certificates (donated by local stores) I go to Vesper Hall sometimes, but I do not like driving to Blue Springs because Lee's Summit does not offer as much classes & activities at a reasonable rate.
- please open up ballroom or a wall in group exercise classroom for yoga, functional fitness, etc.
- When I retired from Western Electric 1962-1987If Legacy Park was here I was not aware of it I was busy with raising family & then leaving LS area for 22 years. After my husband passed I moved back to LS I do not remember who recommended Legacy Park. I repeat I love this place
- as of now I'm just attending yoga classes
- My husband and I enjoy using exercise equipment 4-5x per week. Have attended events in ballroom, staff is friendly & helpful. Enjoy visiting with others who exercise. Like to see artwork displayed. We have considered attending a luncheon or other event. Great facility :)
- cleaner ladies restrooms
- I live out of town and pay \$6.25 each time I use your facility. Would like to have an orientation to the weight room, but don't want to pay \$48 for a personal training session, since I am not a resident of Lee Summit.
- Thanks for asking.
- Past time to replace most treadmills. And replacement TV equipment should all have closed caption capability.
- I've gone to Longview since 2000 and love how you handled your take over. Classes are great for the most part and staff are very friendly and helpful. Recently took our 5 yr. old grandson to the pool at Legacy WOW what a great pool for kids!

- Needs to be regulations about using a fan in the exercise room. There is a lady in the mornings who puts it on full blast and makes it uncomfortable for all others and then leaves it on when she leaves.
- I think they should offer a senior discount even if it's only 5%.
- Wish you would open at 5 a.m. and stay open till 10 p.m.
- Parking lot isn't the best design. Beautiful facility.
- Enjoy the yoga classed very much. Lisa is great.
- The TVs on the treadmill exercise equipment often are not operating well.
- Gamber aerobic equipment needs to be checked over. Several of the bands are splitting or have broken during classes. Need amenities as far as equipment goes comparable to legacy and Longview. We all pay the same fees but don't get the same consideration
- It's a small but very popular facility!
- Great place....have met some great people over the years...THANK YOU! (wish there was a Health Fair that included cholesterol and blood sugar levels)
- Use of larger room for classes that are popular
- Thank you. Hopefully, comments will improve the atmosphere.

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

33 LS Illustrated 10 Website 0 Facebook/ Twitter 4 Flyer 0 LS Cable 37 Acquaintance 51 Prev.
Participant 48 Other

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

- senior lunch program
- would like to see more classes and tours
- more afternoon cardio classes
- more cross trainers
- add more fans to cardio/weight & aerobics area
- caring management and the day trips like other communities
- Newer working equipment and TVs.
- more cards
- Classes to learn new skills; such as, knitting, art/crafts, computer skills. Learning something new is good for your brain.
- We need more Nusteps and less Steppers
- more handicap parking
- more emphasis on senior activities
- More NuSteps Please. I never know if one will be available. They are often busy, which is frustrating after driving there. It is the only machine some us can use. Thank you for considering
- more silver sneakers classes
- no suggestions
- day trips, Blue Springs has organized trips
- Larger exercise area
- larger aerobic room
- better AC, bigger workout/weight rooms, dehumidifier, better sound system
- Some classes that are free. Holiday parties, entertainment & food. Front desk can make change. Classes for bridge, Pinochle & card games, etc. Health classes & nutrition
- larger area for exercise classes
- Even though I do not use most of these facilities, I am thankful for them for everyone who does
- ok with what is there
- doesn't show pool activities on list (for LSPR)
- a pool

- programs sponsored jointly by Gamber center and the lee's summit public libraries, especially art (not how to make art, but how to appreciate art) and history
- the facility is fine
- More recumbent bicycles or other or other low impact equipment for diabetics with bad feet.
- senior travel
- More fans in cardio room. Treadmill televisions are very undependable. Sometimes they work and sometimes they don't.
- more exercise machines
- Expand the weight room.
- Cooler work out rooms. Get rid of the disinfectant on the floor in work out room. All that does is build up and make the floor STICKY!!
- Zumba Gold late evening for those of us that work. Maybe 6 or 7pm
- A swimming pool. More Silver Sneaker classes & activities, discount tickets to entertainment like Starlight, Dinner Theater, etc.
- Larger weight room
- no opinion
- More space for chair yoga so more can participate
- Coffee bar
- Great the way it is.
- Nothing at this time.
- Space
- Coffee service for morning customers
- Tia chi classes with membership at Longview. Why is there a charge? Would like to see it in the morning.
- one additional Nu Step machine
- A book club for those who read a lot.
- Pickle ball courts!
- Anything remotely geared towards seniors that doesn't cost a lot
- weight classes
- More U-Step Machines
- Weight room without straps and pulleys! Ugh!
- Nothing
- Circuit training
- Recumbent bike exercises are overused and often are not available with patrons using them.
- add more activities for seniors
- The aerobic room is much too small for many of the classes
- New cardio/weight equipment! Circuit training
- Rock Steady boxing program for people with balance issues especially Parkinson's disease.
- Newer and more easily reparable equipment. If something breaks it can take MONTHS to repair.
- More yoga instructors. A yoga therapist
- New desk clerk.
- more weight training classes
- Longview Recreation Center is wonderful. Well organized, clean easy parking and warm staff members.
- A small basketball court, for small games
- Tai chi class

3. Which of our amenities have you used?

21 Billiards room 21 Card playing area 11_Patio/Gazebo area 5 Wii

61 Outdoor walking Path 12 Puzzle or library areas 39 Coffee/tea area 6 Ping pong tables 4 Bocce Courts

Comments:

- walk halls
- weight room
- cardio room
- kettlebells
- exercise rooms
- none
- Didn't know there were Bocce Ball courts at Gamber
- books magazines, luncheons, holiday meals
- Only use workout equipment indoors at GC
- Yogi room
- exercise room
- inside walking
- zumba & events
- aerobics/ballroom/women's restrooms/ parking lot/ lobby hallway
- Used the meeting room for a party. Nice size. Fair price
- None
- NA
- The walking path could be redone as to be easier on the body
- None.
- ARRP/United class
- I use Longview facility only.
- None
- All good for the size and location of the facility.
- Take 10 classes weekly plus workout equip

4. Are you a Friend of the Parks (FOP)? 38 YES 101 NO 30 I don't know what this is

End of Activity Report Longview Community Center FY19

Report completed by: Jodi Jordan

Executive Summary

Brief Program Description:

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

Participant Numbers:

FY2019: 75,844¹

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
FY2019:	\$824,027	\$586,556
<u>Total Expenses:</u>	<u>Budget</u>	<u>Actual</u>
FY2019:	\$971,479	\$768,761
<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
FY2019:	(\$147,452)	(\$182,205)

Revenue by section	FY19 Budget²	FY19 Actual³
Activity Fees	\$76,277	\$52,751
Admission Fees-gate	\$113,472	\$48,307
Membership Fees	\$498,112	\$423,746
Facility Rentals	\$129,190	\$58,026
Concessions	\$1,576	\$1,469
ProShop	\$344	\$167
Interest On Investments	\$0	\$261
Market to Market Adj.	\$0	\$0
Refunds/Reimbursements	\$0	\$1,587
Cash Over/Short	\$24	(\$95)
Other Revenue	\$0	\$28
Contributions	\$0	\$0

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

²FY19 budget was based off November 1, 2018-June 30, 2019 operations.

³FY19 actuals based off December 17, 2018 – June 30, 2019 operations.

Recommendations:

Comment: 27 comments were made asking for the locker rooms to be updated.

Recommendation: A variety of comments were made about the locker rooms. Most patrons were not pleased the locker rooms were not part of our renovations. Staff did not renovate the locker rooms since MCC renovated the locker rooms 4-5 years prior to the purchase of the facility. Staff did however complete a thorough cleaning of each locker room and complete maintenance to items that were in disrepair. It was stated although the locker rooms are much cleaner; patrons disliked the small showers, shabby lockers, and poor air circulation. Patrons also noted the locker room floors were very wet. The wet floors have been resolved by staff mopping the locker room multiple times during the day. Staff will continue to monitor the locker room comments and will plan to update the spaces as the membership base grows and the funds become available.

Comment: 19 comments were made stating LVCC caters to swim teams, not enough open swim time available for patrons.

Recommendation: On average LVCC has 219 hours of lap swimming, 85 hours of rental time, 70 hours of open swim and 21 hours of programming a week. Staff identified 120 hours of vacant swim time that could be used for rentals or additional lap/open swim for patron use. At this time, staff does not recommend changing the current rental availability. Committing two lanes for patrons during peak times is currently working. Staff will closely monitor the patron usage and make adjustments as necessary.

Comment: 18 comments were made by patrons who would like to see additional equipment added. (Step Mill, miscellaneous accessories for cable crossover)

Recommendation: Supervisors are tracking the comments from patrons and developing a list of wants and needs. The pieces requested will be purchased as budget allows.

Comment: 14 comments were made by patrons who would like to see a family membership option.

Recommendation: LSPR staff continues to find it to be most beneficial for all of our patrons when we can reduce the admission price to the lowest cost possible. The best way to do that is to offer a single rate (pass option). The cost to operate the facility does not change based on the number of people you have in a family or the age of the patron. In addition, to define a family is also difficult to do. There are many non-traditional households that consider themselves a family. To be as inclusive as possible it makes even more sense to offer a single, low rate for all participants, regardless of age, household status, or location in the community. The pricing structure has been well received by the community and the low rate is always appreciated. Each year staff completes market research of similar facilities in the metro area, and our price point is very competitive and reasonable. LSPR feels the current pricing structure is the fairest option for our patrons. When offering a family membership staff often heard complaints that it was unfair that a family of 2 had to pay the same fees as a family of 4 when the expense to operate the facility is the same for both families. Staff does not recommend changes to the membership structure at this time.

Comment: Communication needs to improve with Metropolitan Community College (MCC).

Recommendation: Communication with MCC athletics has gone well. The issues have been with the MCC administration in charge of contracts. The concerns are with the lack of communication of events that affect the LVCC parking lot. Staff will attempt to schedule a quarterly meeting with MCC to ensure the operations agreement is being adhered to.

Comment: The group exercise room has high humidity levels (55-65%) during the summer months.

Recommendation: High humidity in the group exercise room is causing the floor to be sticky or slick as well as patrons being uncomfortable. Staff contacted Langford Fendler Engineers to visit the facility and review the Retro Commissioning report for HVAC, so they could prepare an estimate for creating specifications for the project. Langford Fendler made a few adjustments to the system that did not improve the humidity concern. Staff recommends hiring an engineer to create specifications and guidelines to fix the problem. The estimated amount of this project is \$15,000 to \$20,000.

Comment: Reduce pickleball courts from six (6) courts to three (3) courts during the summer months (June-August) due to lack of participation.

Recommendation: LVCC reserves six (6) courts for pickleball on Tuesday nights. During the summer months participation drastically dropped. Staff recommends opening half the gym up for basketball on Tuesday nights during the summer when pickleball players are utilizing the outdoor pickleball courts.

Comment: Future expansion of LVCC.

Recommendation: LVCC has unused space available for future expansion. Staff worked with a consultant to develop a plan for future use. Staff recommends expanding the group exercise room (\$38,519) on the first floor first, then renovating the unused portion of the second floor of the facility. Staff recommends a larger cycle studio and adding a second smaller group exercise room (\$245,140) on the second level once the patron base builds and revenue can support the improvements. Staff will continue to monitor the group exercise attendance and membership base to determine when to implement the expansion.

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

Recommendation: Staff is evaluating expenses closely. Some projects have been placed on hold until the membership base grows and additional revenue is brought in. Additionally, staff continues to find ways to market membership prices and the facility amenities to bring in potential members. A fall/ winter membership campaign will be implemented beginning in November 2019. Staff will utilize postcards, banners, social media and the Illustrated to push membership sales leading into the peak season.

Areas that rated below a 4.0 on the likert scale and received comments:

Comment: The walking track scored a 3.96 and had 10 comments from patrons stating the track is too small.

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

Extensive Staff Report:

Purpose of Report:

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

Program:

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

The facility opened for business on December 17, 2018. Regular 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 FY19, LVCC was open 195 full days, 5 shortened holidays and 1 holiday completely closed and 1 day closed due to a damaged pipe. The facility offers after hour events for private groups that wish to use the, aquatics area, gymnasium area or the entire facility.

Benefits:

The Longview Community Center offers many benefits to the residents of Lee's Summit including all 5 components of wellness: physical, mental, emotional, social and spiritual. Patrons determine what benefits are desirable to them and participate in those activities. The LVCC is also a family friendly facility and offers many programs geared towards increasing family togetherness and core family values.

Service Hours:

FY2019:189,670 (2.5 estimated stay hours x 2,918 average weekly attendance x 26 weeks)

Refund Information

Total issued \$5,992.88

Refunds due to dissatisfaction: \$194.94

Memberships -\$5,192.88

Staff error: \$126

Financial: \$189.96

Dissatisfied with size of track: \$194.94

Medical / Injury: \$207

Lack of use \$1,003.72

Moved: \$1,639.79

Changed to health plan: \$1,712.59

Staff error: \$118.88

Facility Rentals

Deposits: \$400

Fee Schedule

Activity Fees

	Non-Members	Members
Swim Lessons	\$50.00 /\$39.00	\$45.00/\$35.00
Private Swim Lessons	\$75.00	\$75.00
Personal Training		
1 session	\$48.00	\$40.00
Couples 1 session	\$78.00	\$65.00
5 sessions	\$230.00	\$190.00
Couples 5 session	\$375.00	\$310.00
10 sessions	\$440.00	\$350.00
Couples 10 sessions	\$680.00	\$580.00
Healthy Eating Every Day	\$119.0	\$99.00
Circuit Training	\$53.00	\$50.00
Childcare multi-visit pass	\$80.00	\$70.00
Childcare drop-in	\$3.00 per child for up to 2 hours	
Master Swim	\$65.00	\$40.00
Massage Therapy		
Swedish		
(30 min)	\$40.00	\$28.00
(60 min)	\$65.00	\$52.00
(90 min)	\$95.00	\$76.00
Deep Tissue		
(30 min)	\$45.00	\$32.00
(60 min)	\$75.00	\$60.00
(90 min)	\$110.00	\$84.00
Prenatal		
(60 min)	\$70.00	\$56.00
Hot Stone	\$12 add-on to any Swedish, Deep Tissue or Sports massage	
Aroma Therapy	\$5 add-on to any massage	
Chair	(\$1 per minute)	

Admission Fees- gate

	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual (4 and up)	\$8.00	\$6.00

Membership Fees

Annual Flex	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual	\$20.42/ mo	\$17.42/ mo
Monthly, \$25.00 enrollment fee		

Annual	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual	\$245.00	\$209.00

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

Rentals	<u>Regular Rate</u>	<u>Discounted Rate</u>
Gymnasium (one court) (\$100 deposit)	\$90.00 per hour	\$72.00 per hour
After Hours Gymnasium (both courts) (\$100 deposit, 2 hour minimum)	\$145.00 per hour	\$116.00 per hour
Group exercise Room	\$45.00 per hour	\$40.00 per hour
Lock-in (\$250 deposit)	\$1,250.00	\$1,250.00
After Hours Pool (\$100 deposit, 2 hour minimum)	\$162.00 per hour	\$135.00 per hour

Fee Schedule continued

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

Marketing:

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

- In September 2018, a press release was issued for the purchase of the Longview Community Center, a LVCC web page was created to keep patrons up to date on the progress as well as updates posted on LSPR social media sites.
- In November 2018, 13,072 postcards were mailed, posters were hung at each LSPR facility and DYK TV's at all LSPR facilities advertised the opening of LVCC.
- In December 2018 five (5) banners were hung at Longview Community Center, Lowenstein Park, Howard Station Park, Lea McKeighan Park and Harris Park. Four (4) Pre-Sale events were scheduled in December 2018 to offer tours of the renovated facility and answer membership questions. This resulted in 400 memberships sold prior to the opening date.

- In May 2018 a second marketing campaign was conducted in which 2,718 postcards were mailed to surrounding neighborhoods, 2,000 postcards were distributed to LSPR facilities, Legacy Park Amphitheater, Summit Waves, Harris Park and Lea McKeighan Park, four (4) banners were hung at Hartman Park, Harris Park, Howard Station Park and Lea McKeighan Park, and twelve (12) weeks of social media ads were distributed from May 8- July 22, 2019.

Summary of marketing results from the survey:

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

Yes: 471 No:77

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

- Previous participant: 228
- Other: 139
- Acquaintance: 78
- Web page: 55
- Illustrated: 51
- Social Media: 24
- Flyer: 15
- Cable: 2

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

- Annual: 359
- Insurance provided: 103
- Flex: 88
- 90 Day: 4

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

Email: 397 On-site: 85 Mail: 58 Other: 20 Phone:12

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

Yes: 251 No: 298

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

Yes: 91 No: 458

Evaluation/assessment (results):

Evaluations were mailed and emailed (through Survey Monkey), to all current and expired pass holders, during the months of July 2019 through September 2019. Staff asked patrons to return the surveys with any positive or negative comments about their experience at the LVCC. Surveys were distributed to 2,585 unique households representing 3,047 participants.

Of the 2,585 surveys distributed, 558 were returned for an overall return rate of 21.0%. Included below are some of the major trends that surfaced and a summary of positive/negative comments. For your reference, a blank copy of the survey can be found as pages 11 and 12. For a complete record of the survey comments regarding the facility and the service of LVCC, please see Survey Comments pages 13-29.

Rated above 4.5 on Likert scale

- Parking lot
- Lobby
- Aquatics Center
- Staff Friendliness
- Safety
- Massage
- Overall Longview Community Center

Rated below 4.0 on Likert scale (needs improvement)

- Walking track

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

Positive

- Staff Friendliness
- Instructor Praise

Negative

- Open Swim availability
- Locker rooms
- Family membership option
- Walking track

<u>Overall</u>	<u>Total FY19</u>
LVCC	4.52
LSPR	4.48
<u>Facility</u>	<u>Total FY19</u>
Parking Lot	4.53
Lobby	4.63
Vending Area	4.13
Childcare	4.39
Gymnasium	4.41
Walking Track	3.96
Free Weight Equipment	4.33
Cardio Equipment	4.40
Strength Training Equipment	4.36
Aquatics Center	4.50
Pickelball Courts	4.31
Family Changing Room	4.13
Men's Locker Room	4.07
Women's Locker Room	4.14
Group Exercise Studio	4.24
Functional fitness space	4.24
Cycle Studio	4.21
Massage room	4.19
<u>Service</u>	<u>Total FY19</u>
Value of your membership	4.48
Membership Options	4.30
Staff Friendliness	4.62
Staff Knowledge	4.43
General Safety of the facility	4.56
Rules, Regulations and Policies	4.44
Current Hours of Operation	4.47
Open Swim Times	4.06
Child Care Hours	4.17
Quality of Land Exercise Classes	4.36
Quality of Water Exercise Classes	4.34
Fee Based programs	4.27
Personal Training	4.40
Registration Process	4.30
Bike Reservations	4.30

“Longview Community Center” Survey for LS Parks & Recreation

Dear Patron,

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

Thank you!

Sincerely,



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

Which type of membership do you currently have?

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

Have you taken advantage of the other LSPR facilities? YES

NO

If yes which facility? Legacy Park CC Gamber CC

Harris Park CC

Are you currently a Resident Non Resident?

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

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

Comments: If you rated any of the above areas 3 or below please tell us why.

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

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

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

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

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

- On-site Email Mail Phone Other _____

Are there any additional comments you would like to add?

Thank you for your time. We appreciate your feedback!
Please complete this survey by September 1, 2019.

Longview Community Center
3801 SW Longview Drive ♦ Lee's Summit, MO 64081
Ph: 816-969-1520 ♦ Fax: 816-969-1529

Responses- Scored 3 or less
Difficult to find open swim lanes, too much competition with swim team and swim lessons. Maybe consider adding a green cone to starting block that shows open lanes to patrons?
We use the fitness center for land fitness classes most of the time.
Yoga with Scott is outstanding. My husband tried cycling and plyo classes but it was constantly canceled and we do not always get notifications.
Need to adjust nets at Banner park and definitely need new nets. Need more parking at Banner park.
Very nice place. Electric bikes are very good. Women at the front desk are very helpful.
The door is too far from the parking lot, need new lockers, cycle studio too small, need a family membership option.
Fitness classes are wonderful!
The water temperature in the pool is kept too cold for the exercise classes. It is hard to relax muscles and stretch in this pool. It needs to be at least 83 degrees.
During open swim time, sometimes all the lanes are full.
I tried swimming laps right after I got off work at 4pm but the swim teams monopolize the pool. There were only a few lanes "available" for the many adults trying to swim so I gave up. There are only a few Aqua fit classes that working adults can attend. It would be nice to have a few more evening classes (at 5 or 6).
Walking track is too short causing a lot of interference.
The free weight area is geared towards men. There should be a straight barbell that is lighter. Dumbbells should contain 8, 12, 17, & 22 lbs. in order for women to increment. There are no weight belts for squatting that fit smaller people (women).
I think if you pay \$6 for a single visit, it should be good all day. We live close and needed to run home for a quick emergency, but I could not bring my son back because we left the facility. Therefore, his visit was complete. There was no empathy displayed from the staff about our situation. Please change / add a one-day pass for \$6 and you can visit the facility multiple times that day.
I was not called for cancelled classes.
The hours could be a little later on some nights.
Not big enough.
No family membership option.
Sometimes would like it to be open later on the weekends. The parking lot has an outrageous number of handicap spots while the most ever used is 1 or 2. The weight equipment is good but lacks compared to other gyms, seems like cardio is more of the focus there.
You need window tinting in the lobby to protect the eyes of employees and patrons, and same up by leg strength training equipment.

The Group Fitness room is not great for Yoga. Scott is an AMAZING instructor, but there are constant distractions from the childcare entrance, the elevator, the noise in the gym (balls hitting the wall), and noise from people using (dropping) weights upstairs. The Yoga room at Legacy is wonderful, but I love Scott and this location!
Great staff; great facility. I love my time there. There are massages?
Would love to see a family rate; or prorated rate depending on child's age.
Limited number of lanes for lap swimming.
The track is too short to be a real option for walking on days when the weather does not permit walking outside.
Walking loop is small if that is your primary exercise, but I do not use except to cool down, so it is fine for me.
I would like to see some more enthusiastic childcare operators. The men's locker room could also use updating. Maybe individual showers.
The weight room is not set up very well; it feels like no thought was taken when setting it up. Equipment situated to fill space not taking advantage of amount of space. Weight machines on outside of track causes more traffic to be on track, making it harder for walkers and joggers to use without interference. No music feels like working out in library and removal of carpet causes a lot of echo. Televisions on treadmills a distraction. Televisions situated only for people doing cardio instead of half wall in the middle of gym for all members to view.
Number of pieces of workout equipment.
Silver Sneakers class is always changing instructors. Some are exercise intense and others a lot of stretching. I prefer a better mix and instructors who know what to do.
The lobby is nice, however I think adding a place with healthy snacks, drinks, and fruit would be beneficial after a workout.
Not much of a friendly greeting in the AM when signing in @ Longview. Gamber is so friendly.
Please get a swimsuit dryer like Legacy Park has (if you already have one-then disregard) Thanks.
I would like the price to be a couple dollars lower.
You took away the best water Zumba class on Thursday night for the entire summer. It was a highly attended class that you had to sign up for with an awesome instructor. Now I only have one class on Saturday, which I cannot always attend since I go out of town some weekends. I could always attend on Thursday. You have so many water aerobics during the workday but few at night. Then you took the best one away.
Should have family membership, weight machines are limited. Would like good rowing machine.
Cleanliness of men's locker room.
Not much variety in cardio equipment, need to get a stair mill! Group exercise room needs more fans in this hot and humid weather.
The free weights needs more equipment such as a hex bar as well as a deadlifting area. Deadlifting is a very important exercise and I have been told to stop due to noise, even though I was being relatively quiet. It is a gym after all. This has made me highly consider cancelling my membership and going somewhere that would not hinder my workout.

So happy to have this facility near us!
Need to offer a membership for family rather than individual.
Overall rating: I expect to see even more capable, less restricted facilities in my future. Parking Lot: The parking lot is sloped, therefore I feel like I am trying too hard to walk evenly from parking lot to facility. Walking Track: An outdoor or more dynamic walking track seems like a better feature. Men's Locker Room: The locker rooms should be community/unisex. Cycle Studio: I have not used any of that equipment, but they look good and very close together. Massage: I have received one massage. Since I get full body massages elsewhere, I thought the chair massage experience was somewhat conservative. (still feels good) Value of Membership: Monetary=fair, usefulness of having a membership=good/very good. Staff Friendliness: Most staff I have had conversations with. Some are productive, and some are distracting, others brief or too long. Quality of Personal Training: I have only observed and listened to the instructors instructing other people. Quality of Massage Services: I think the quality of the massage services is brief, comforting, limited, and relaxing overall.
\$8 to bring 2 yr. old occasionally too costly. Need few passes like YMCA. Clean men's locker room a concern. TV selection for non-political stations possible while exercising-no choice now.
The locker rooms are okay...and the vending area is minimal.
There is not enough open swim time. Disappointed that Longview caters more toward swim teams than their members do.
Staff still seems to be learning about LSPR. Not enough open swimming times/lanes. Adding/dropping family members (for example, college students) should not cost a fee.
The facility is outdated. Limited space for fitness equipment. The pool and hot tub need some serious upgrading. The women locker room is too small. In addition, the shower area is extremely small.
Upgrade the front are for more comfortable sitting and fellowship.
I love how childcare is available. It is incredibly valuable to me.
The one aqua plus class I took was very easy, not at all a "plus" type of class.
Need intermediate free weights 17.5 dumbbells prone ham curls decline bench & multiple of 5s bar weights.
The vending is not as nice as the previous gym. The women's locker room could be updated. Longview needs more bikes on the floor that are not recumbent like the ones at Legacy.
The alternative options for membership are awkward. The option for a 10-visit pass or monthly (without the obligation to have to cancel) would be useful.

Am very, very unhappy about the rape and secret theft of Lowenstein Park! I cannot believe my friend Tom Lovell had a part of this travesty! If the development needed a retention pool, there was plenty of room for one on their property. We were really screwed on this deal. No excitement about new parking lots, playground area and shelter houses on half the park.

Mike Emerson
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I was disappointed to find that the men's locker room had not been updated since the college owned the facility. The air circulation is inadequate. Most of the shower nozzles need to be replaced. The lockers look shabby and rusted. It is cleaner than it used to be though.

I think there should be more open swim time in the mornings.

I wish LSPR would offer family memberships like the former Longview Rec Ctr did (\$59 for entire family). If you have more than one to two kids, it is cost prohibitive for them to join.

Several pieces of the equipment cannot be adjusted for different people...ex. A crunch machine. Could use a couple more weight machines.

There is always lots of water on the floor of the women's locker room, which makes it unsafe. It is hard for an 80-year-old to carry duffel bag of hygiene supplies in & out--renting a locker would make it much easier.

I rated the women's locker room and family changing rooms down because boys are often brought into the women's locker room rather than using the family room. Or maybe they need to be aware of the restrooms at the front of the center. However, the women's locker room has *women* showering and dressing non-infant males should not be in there.

Open swim time because I wish there was a little more of it. However, I am glad I can still swim during swim team/swim lessons. Just have to share lanes a lot. Strength training - The machines you have are nice and new. However, Longview Rec had a couple of machines that I could use. I am limited on what I am able to use. Those types of machines are not there, so the upstairs weight room is no longer useful to me.

I really appreciate improvements that have been made to parking lot and approach area to building, new sidewalk. Updates to lobby really improved the atmosphere.

Walking track is small and locker rooms are sometimes dirty.

Massage service needs more hours and set schedules, so I can make appointments.

I would like to see another cable island for strength training. It is a very popular piece of equipment and there are often times you have to wait a bit to get some work on it.

Scheduling of classes especially cycle had no flexibility with person scheduling. Example absolutely will not make a cycle class on the hour only 1/2 hour. Written requests by members were quickly stopped.
Had one lifeguard during free swim period. She stayed on the complete opposite side of the pool from where all the kids were. She should have been on the side closest to the kids and it was the deeper end of the pool. Wish open swim time was until 6.
Water is too cold for me.
Changing rooms are wet, but I am not sure how to get around that. People entering/exiting the gym can disturb group classes (such as yoga).
Swim teams dominate open swim times. As the LS aquatic center (which is very good) is pretty much only available to teams and school, the Longview pool should be more available to adults. Especially, late afternoon and after work hours.
The men's lockers need to be replaced, they are pretty beat up.
I would like to see more nighttime fitness classes or better time options around 6. I really enjoy many of the classes but typically cannot make it by 5 or 5:30.
Wish you were open later on the weekends.
My registration process took a long time...I came with my family who all has memberships and the information in the system was saying we were all non-residents, but we've lived in Lee's Summit the last 15 years. It was fine though, staff is always wonderful (and the staff member could have been new). I have bought a one-day pass for friends from out of town. I know there is a lot of opportunity to do Longview, so that is possibly, why the price is expensive. My friend was in town 6 days and we only came to workout 1 of the days because we did not want to pay \$9.00 for 1.5 hours to be in the weight room. There may not be much you can do for the price, but it seems expensive—especially if we would not use all the facilities LSPR offers.
The childcare employees are great but it seems that very few members bring their kids so it is not very fun for my kids to be there. Perhaps it is overpriced. Maybe more moms could use the childcare if it was more affordable which would mean more kids for my kids to play with. I truly wish there was a family membership. I think it is weird to have to call for every class I wish to attend. It seems to serve no purpose.
Men's locker room needs fans for spring & summer. Air movement = no sweat. Bikes need a shed. Being outside even under a tarp will cut their life in half.
Tried to purchase private swim lessons for grandchild, not good experience.
Parking lot too far from lobby especially when raining. Would like more class times at night.
The walking track is small and while exercising, it is easy to accidentally walk in someone's way while they are on the track.

<p>Women's locker room is horrible. No improvements with change in ownership. Puddles all the time. Rusted lockers. In addition, hate that you doubled the swim fees for our sons club team Empire. We are members & yes, he is on a club team to practice there. Also, hate that you do not offer ANY KIND OF FAMILY DISCOUNT! None! Why? It is as if you want to Nickle & dime us! So yes, our family of four participating in healthy options at Longview is now two and lots of DISAPPOINTMENT with LSPR.</p>
<p>Why is city allowing View High drive to get in such terrible condition?</p>
<p>I would like to see more offerings of classes at the Longview location.</p>
<p>Intensity level is lower than I like.</p>
<p>One of the Water aerobics instructors does not get in the water.</p>
<p>Please build group ex room upstairs. Too much noise from childcare, gym, ropes, and balls sounding like they are coming thru the ceiling. How about some cubbies to put your stuff in? Went to the pool, only 2 lap swimmers and still could not open the diving boards. How about some common sense. Need more dumbbells of lower weights, like 10 - 25. More people use these lower weights.</p>
<p>Cost of Paddleboard Yoga not being included in the core membership.</p>
<p>The locker room showers are not as comfortable to use. I wish they were larger.</p>
<p>The family locker rooms do not have toilets or sinks, and I think those rooms would be put to better use if they had toilets and sinks. The walking track is not ideal, but workable. You people cannot really change how the walking track is laid out, so it works just fine for now. I love using Longview Community Center to workout, swim, and play basketball because it has been one of the cleanest facilities I have ever seen!</p>
<p>I would be able to attend more if there were childcare hours available in the middle of the day.</p>
<p>Women's locker room showers are out dated and not convenient to use.</p>
<p>Lighting on Pickleball courts needs improvement.</p>
<p>There needs to be more fans in the class fitness room.</p>
<p>Could offer a better variety of classes with more evening and weekend classes.</p>
<p>If possible adding a second cable station, a decline bench, and a lying leg curl machine would be great.</p>
<p>Would love to see a family rate since you have so many great options for kids and teens to stay active.</p>
<p>Attended yoga 3 times- did not care for the instructor and it is very distracting being near the gymnasium with balls banging against the wall and people walking through all the time.</p>
<p>Getting a lane in the pool from 3-6pm is very difficult. Too many swim teams.</p>
<p>Having childcare attendees cut through the yoga class is very disruptive.</p>
<p>The swim teams take up too many lanes when I want to swim. I know they post the times of swim teams but as a working adult, I only have so many options to swim.</p>
<p>Please include a family membership option!</p>

Pool needs to be warmer.
Lockers are old and rusting and showerheads need replacement.
Wish open 24 hours. More Silver Sneaker Classes later in day. Lockers need 2 be wider as hard 2 get gym bags in. Would like pool entrance from locker room.
The handicap parking too far away and uphill. The pool is too cold. The hot tub is too little. Lack of privacy in locker room. Shower area too small to use for privacy in getting dressed and undressed. A friend said that her girls did not like the childcare because there was nothing to do. How about a play area like at McDonalds?
I would like a family membership option.
Locker room needs shower stalls for privacy.
Smell from air fresheners is too strong. Some people are very sensitive to artificial fragrances and chemicals in the air.
Locker rooms at Legacy are better, Longview is dated, some of the stalls do not lock, and showers are small. I swam more before it was bought out, swim teams are always there.
The size of the room on the 2nd floor with the ropes and pull-up bars gets a bit crowded at times. Other than that, I am extremely satisfied with everything about the Fitness Center.
Should be more open swim time without the lanes.
The weight room is too cardio intensive and lacks enough equipment for weight lifting. No decline benches, too few benches in general. I am an old person so my requirements are not much. Otherwise, love the place, people, and opportunities for diverse exercise.
The men's locker room lockers really need replacing. Many of them have rust from years of pool moisture. Not a huge fan of putting my stuff in there.
Although we have been members since November, we have yet to use the rec center at Longview. We were past members there years ago and felt it was a good value. We are thrilled that LSPR has taken it over and plan to use it soon, especially in the colder months.
You need more fans in the group fitness room. It is excessively hot!
Very small selection of strength training equipment.
Some of the water instructors leave a lot to be desired.
The whole paper registration & cancelled check procedure is terribly antiquated.
Lack TVs upstairs. TVs on treadmills-not fond of them. Need more cardio equipment upstairs. Leg extension machine padding is VERY hard. Painful at times.
Locker rooms could be updated. Cleanliness is okay. Family pass option would be great. Orientation of equipment was not very thorough or helpful. Staff appeared to lack knowledge in using the equipment.

I wish childcare could begin earlier than 8:00 even 30 minutes earlier at 7:30 would be appreciated.
Please consider an online registration program for classes.
Staff...some are very friendly others are quite rude.
At this price, you should still provide towels.
Please add 2nd bench press.
Need more fans in the group fitness and cardio areas.
Concern for parking lot is that it is a long distance for any handicapped to gain access, numbers of cardio equipment like recumbent bikes and treadmills could be increased, open pool times with number of lanes is difficult to obtain on Saturday mornings and weekday evenings, facility hours could always be extended, but better than when part of MCC. In all, though, this is a good facility to belong.
Commercial facilities have a “plus one” option that allows the member to bring a friend, visiting relative or grandchild to the center and work out with the member without additional charge. I suppose the “added value” contributes to member satisfaction and renewal rate as well as exposing facility services to new people. I would recommend such a program.
Open swim limited by swim teams taking too many lanes.
It does not seem the staff keeps up-to-date with what lanes are open for swimming and other items. Not a big deal, but just something to note.
I use the pool for exercise. There are times that I cannot get a lane due to the swim club. It would be nice if the coaches recognized needs of others in more real-time and combine down to fewer lanes. I understand they are using the facility as well, but they could be a bit nicer and accommodating.
The gym seems to be taken over by pickleball and basketball practices many nights. I was hoping for more open courts.
I am so glad to have access the facility. I just wish there were more lap swim times/ lanes available in the am.
The locker room often has lots of water on the floor. Very slippery! I love that the pool is used often! However, something about the amount of water on the floor should be done. More frequent mopping, non-slip or something.
Just would like more open swim times in late afternoon.
It is too hot in gym and too hot in workout rooms. Why?
Morning staff of Mike and Jack are extremely professional, helpful and friendly.
Hours. Wish it were open until 10pm Saturday and Sunday.

<p>Legacy and Longview could not be located further away from the center of the population they are supposed to serve. Harris is a joke. Gamber is an expensive meeting hall that happens to have a small fitness room. Sorry to sound negative but a lot of money has been poorly spent. Other small parks go neglected.</p>
<p>Residents that are paying for a membership should have better access to the pool. I struggle to get a lane at 6am. I know swim teams need access to the pool too, but as a resident, I am paying for access as well. Having only 2 lanes open for the public while the team takes the rest of the pool is a bit ridiculous.</p>
<p>The mics in the fitness room are unreliable. The shape of the room is just awkward. My only criticism of it. The shape of the room makes it hard to see instructor. The room also has dead spots with no air movement, which makes it miserable to be in the room. The floor surface is great. Many mirrors great! Always clean. Equipment is great!</p>
<p>It would be wonderful if you could sign up online for fitness classes.</p>
<p>It would be beneficial to allow more room/time for open swim lanes.</p>
<p>It is great when I am able to cycle my swimming training into the mornings when there are few people there, but unfortunately, with the heat this leaves me to swim in the afternoon. It is incredibly crowded with the number of swim team practices taking place, when these would be better held at the actual aquatics center. Additionally, maybe reduce the number of lanes taken up for water aerobics classes because when there are practices and classes it leaves 2 lanes to swim, and some people don't understand that the lanes are for lap swimming not playing.</p>
<p>Need more at equipment and workout benches.</p>
<p>I only rated walking track "Fair" because it is squeezed in with the other fitness equipment. It seems smaller and also people walk back and forth over it to get to fitness equipment areas. However, I realize the best solution was done with the space available and I honestly do not use the walking track much.</p>
<p>The vending machines do not have any snacks.</p>
<p>In addition, the family changing rooms should not allow men & women in at the same time.</p>
<p>Members sit on weight machines between their sets. Rather than getting off machines for the two or three minutes between sets, they tend to sit there preventing others from using the machine. The community center needs a sign informing users not to sit on machines between sets.</p>
<p>Pool is too cold, they say 84 and it is not!</p>
<p>Add more fans to aerobics room and weight room. Add music to upstairs if possible. Add body pump to evening classes.</p>
<p>The fees are quite higher than what you get at other local gyms and they have a much more knowledgeable staff.</p>
<p>Quality of free weights is lacking. Wish you had a special rate for families or larger families. The parking lot is exceptionally far from the facility, on nice days that is not a problem but it is not an enjoyable trip walking in with small kids when it is very cold or raining.</p>
<p>I would like to see more bench presses in the weights facility.</p>

The Longview locker rooms seem old- hate the small showers.
No towel, flooring wet and slippery, lockers old and poor shape. It could use a facelift.
Find a way to keep swimmers from tracking water into locker areas.
Like to see better free weights & a leg curl machine, I would prefer individual showers to the community type.
I lap swim and sometimes lanes are very limited due to swim teams paying for pool time. Childcare could have more hours.
The walking track is fine, but very small. In addition, when you get people actually running on the track, it seems dangerous for both the runners and other users who may be wearing headphones and do not think to look behind them before stepping onto track. In addition, it would be nice to expand the free weight area; perhaps move some of the cardio equipment to another area of the facility.
I was told when I signed up for my membership that early morning would be good to swim. I went early 7:00am swim teams were there.
The vending machines have no variety. There are no snacks (even nutritious) only drinks.
-The track is awful. It is small and concrete, not cushioned. Suggestion - elevated track around the basketball court/gym.
Indoor walking tack at Longview is excessively small!
Bathrooms are outdated, but functional.
Staff overall needs to be more welcoming to members and potential members. Need training!
Not enough weight machines. People or groups sit on them for three sets without moving. Need more or better rules.
It would be nice to have a carpeted designated area for stretching. In addition, a few more treadmills or bikes.
I have registered for paddleboard classes - yoga and Pilates - several times. Classes have been canceled due to low enrollment but I am not called until right before the class. Twice I was already on my way.
I WANT TO SLAM WEIGHTS BECAUSE DEADLIFTING HEAVY WEIGHT GETS HARD!
Cycling classes for Longview is too small. Would like to register for classes online instead of call or in-person.
Not enough water fitness classes available.
I would like to see the membership cost be less. It would also be nice to be able to add one member in a household at a reduced cost, rather than just a family membership option.
Could use some additional, heavier kettlebells in the functional fitness area.
I rated the women's facility fair as I typically use after a swim team. I feel that the coach should be responsible for making sure it is left clean. I will also notice that there is a large number of employee's typically at the front desk and they should police this as well.

Some (not all) of the PT's seem very inattentive towards the client(s). A couple spend more time on his cell phone with an occasional verbal instruction to the younger people he is supposedly instructing. If I were a parent I would DEMAND my money back or a change in the PT.
Never enough pickleballs. Low quality balls. Bad colors of balls.
Love Longview! Thank you for bringing this to this side of town. Love all the fitness land classes. Only improvement is Tai chi and yoga outside free...more on Sunday am. Love it. Love the low-key.
You need more flexible pay options for families! In addition, bigger, better pools.
Too many classes/swim lessons, swim team lane rentals.
Pool: keeps water too cold.
The employees always rush us out at the end of the night. In addition, constantly are reminding us of when the facility closes... I know what time it closes... and I do not hold anyone up. But I prefer to work out without being reminded several times a week when I work out at night what time it closes every time and being stared at when I am lifting 10 minutes left before close. Besides that, I love everything else! Thanks for listening.
Need more water classes with better hours?
I have recommended adding stair climbers for quite some time. Need a bit more variety of different types of cardio equipment, especially the stair climbers.
I joined a gym to use a stair master, as I did not want to purchase one. Unfortunately, my facility does not have them, something I should have verified before getting a membership. However, I would LOVE to see an actual stair master added.
Cable machine in the gym is missing some standard bar options that the Legacy facility has. An additional cable machine is needed sometimes.

General Responses
1) Pool temperature could be warmer. 2) Need better communication about weight room etiquette, specifically lounging on equipment while on their phone.
Excellent facilities and staff.
Cheryl and Nicki do a great job. I look forward to their classes. Want to take advantage of the water fitness classes in the future.
Great place and very clean.
Group fitness studio is the worst. Constant distractions and not enough space. Gym noise and daycare entry constant, which is a problem for classes like yoga.
Would like to have Harris Park open at 8am.
Great facility. Only 2 miles away. We want to improve our health, so that is why we come here.
Thank you to Parks and Rec.
My only complaint is there is no easy access to the pool for water aerobics. It is extremely hard to go down and up those 3 steps if you have artificial knees, which I do, and the use of the chair lift is very embarrassing.
Our fitness center is awesome! Lisa is super! I love our classes with Jennifer.
I love Longview keep up the good work.
Glad you are here and so convenient. You are an asset to this end of town.
I wish you had a senior's rate and/or qualified for silver sneakers. Kind of expensive for a 72yr. old who uses treadmills and cycles.
So happy you took over Longview!
All the Aqua fit instructors are excellent, except Kathy. She is nice but does not include everyone in her instruction. Since she is in the shallow end of the pool, she ignores the other people in the deeper end.
Renovations are great! So much nicer.
The upgrades to the facility are impressive. The effort to keep the facility clean certainly shows.
Midwest Tinting Oldham and 291 approximately do a great job with autos and they do home and biz tinting. I am merely a customer!
The delay in getting WIFI was a bit irritating since it was promised in March and did not arrive until June. Overall though it is a very nice facility.
Love, love, love Scott's yoga classes. Wish we had a room that matched his talent.
Love using the community center. My kids and I work out together.
The noises during yoga are somewhat annoying. My sons had at least 5 swim trunks and goggles stolen, as well as an iPod.
It would be nice for the floor in the women's locker room to be mopped at different times during the day and evening. It is sometimes very wet.

I very much appreciate that you don't allow music upstairs and wish you would require people to not talk on their phones while working out to go down to the lobby.
The addition of Longview Rec Center has been a tremendous asset to the residents on the west side of the city. I cannot say enough about how great the facility and staff are and the amount of programming available. I absolutely love it!
The Zumba instructor is not great. Her name is Regina.
Love the childcare! Clean, and the instructors always have fun things for the kids to do. Love Ms. Barb, Ms. Jenny, and Ms. Abby. In addition, the facility is now MUCH cleaner and has much better hours than when owned by the college. Staff is always courteous and it seems like people are constantly cleaning. So much happier! Keep it up!
Longview Community College used to have the best workout facility in the city, a new facility has fallen well short of that. Very disappointing.
I really enjoy Longview and the staff and all that you offer.
Have not used facility since I joined.
We are happy with the facility and staff are very friendly. We appreciate the cleanliness. Would like to see staff intervene politely, but firmly when on rare occasions someone is using poor form and dropping heavy free weights on the floor or rocking the fixed equipment.
Please add more water Zumba or aerobics for people who work. Add more in the evening or at 6:30 am. I am not losing weight like; I was when I have to go to water Zumba.
I would like to have ability to invite a guest.
Maybe get some adult beginning martial arts or self-defense classes.
My work schedule often makes getting to the gym before closing time impossible. I really hope something is done about the hours, such as staying open until midnight. I also urge you to at the minimum keep the gym open until 10 on weekends. I do not see why the gym should close at 8 on a Saturday. That is ridiculous.
Would be nice if this membership would also work at Summit Waves, even if it needed to be raised slightly a Summit Wave's pass would be ideal.
I think reality of this facility is fishy.
Nobody watches TV's at Legacy in cardio area with pre-conceived selection. Agreeing on a non-political selection is advised, but patron's choice should be needed and available such as GMA.
Coffee and smoothie bar would be nice.
A really, really sh\$%#y deal for the thousands of seniors, and families who live near what used to be Lowenstein Park.
Thanks for taking over the management. This is a great facility and a great location. I would hate to see it go unused.
I really wish you had a variety of neoprene hand weights racked up in the free weight area near the benches. Sometimes I need, for example, a 12 lb. in addition to a 10 and 15 lb. I do not like having to walk clear across the center to get one from the room by the top of the stairs. This is a very low-cost fix and would make many members happy.

When class ends and another begins, I suggest asking the participants to exit via the gym. It is hectic as we all like visiting with each other so the doorway area is congested.
Who should be contacted to learn how to use some of the machines or how to adjust them? Kids that clean do not seem to know those types of answers.
LSPR has done a very good job in renovating the Longview facility and in ongoing maintenance. Thanks for improving this facility, which I use regularly.
Not comfortable with signup sheet with personal info being available on front counter. Lighting seems dim in women's locker room.
The Friday morning chair yoga class is wonderful. Love it there; as I enter the main lobby, everyone looks happy. Such an uplifting peaceful community center.
I really enjoy the improvements since the ownership change. The weights area could use at least one additional bench press station and maybe one additional dual-pulley station. Thanks so much!
Since I live an hour away, if the pool is closed for any reason and I do not know about it, it is very inconvenient. Is it possible to have an email notification of a pool closing?
The renovations of Longview look AMAZING! You did a wonderful job! In addition, I like how the equipment is more spread out (comparing to Legacy, which is closer to my house but I prefer Longview). Thank you!
We need to make sure the sanitizers and paper towels are filled. Emilio is fantastic at his job. He genuinely cares about the people. He shows pride in his work. Things don't seem to run as smoothly when he is not there.
I really like the facility.
We love exercising with Gulshan Ari! One recommendation I have is to modify one of the ladders at the far end of the pool or to have an adaptation device to help older participants in the water fitness classes exit the pool without requiring the big chair lift to be used.
You do not allow enough space for Tuesday night water aerobics class. Swim teams are too near aerobics class makes difficult to hear instructor.
FYI, Treadmills closest to massage room - it gets very stuffy on those treadmills, seems like there is little airflow.
Please provide Wi-Fi at the Longview rec center.
Very clean facilities. Friendly staff. Would be great to have the group ex room upstairs.
Love the pool. Could use better drainage in Women's locker room. Have not used bikes...that is on my list to do.
As a Pickleball player, we REALLY appreciate how much court time and number of courts Longview has committed to during the cold weather months. It was so much fun and the number of competitive players from all over the metro was awesome.

I have been extremely happy with Longview. I am a bit burnt out with the fitness class options during the evening and weekends. Wish there could be a rotation of classes or instructors just to get something fresh or different from time to time or a chance to try classes that are always on one specific day.
Overall, I enjoy going to the center.
LSPR friends of park - not sure what this is, but you ask about it on every survey. It would be great to explain this and provide a link to sign up.
My husband and son have come up several mornings in hopes of swimming but weren't able to due to teams practicing. Members should have the access to the pool.
The kids that work there and stroll around without paying any attention. They walk on the track the wrong way or take up too many lanes. They should be engaged and remind people which direction to go on the track.
I love Lisa's RIPPED class.
Family membership options to Longview would be ideal. We were used to this with the previous Longview with MCC.
The pool is nice. Keep it up!
As I said in answer #8, I am extremely satisfied with how the whole operation is run. I appreciate the care you take in the cleanliness of the facility. The staff is very friendly and always helpful. In addition, you have everything I need to maintain a good consistent workout routine. Thank you!
Need to provide parking for the handicapped on the upper level at Longview.
Overall renovation is fantastic! Just need more weight equipment.
Thank you!
I am very impressed with the facility and the instructors.
Only attend when visiting my daughter. I live in IL.
I wish aerobic classes could be offered a few days a week at 4:30 or 5:00. Yoga and/or Pilates could be offered at the same time on alternate days.
Love the addition of more weight training classes. (8 M&W; 9 T). Hope to see them early am or afternoon/evenings during school year. Love Mixed Fit! Would like more Zumba options.
Doug in the morning is excellent.
Hot water is usually not very hot. Only area with enough fans is the weight area.
Pickleball lines are difficult to see when playing. They are also "mixed up" with other sports that use the same court. I would suggest using white lines for Pickleball.
Gamber needs bigger classrooms.
Seem to be over staffed in the evenings. Many young staff just wandering around. Love the facility and the continuous improvements (sidewalk, signage, etc.)

I also wish family membership option were available.
I am also a part time employee, I would like to be able to ride my expensive bicycle to and from work and park it inside the aquatic center where I work instead of locking it outside to bike rack.
It is too hot in the workout rooms in all the places. Why?
Nice improvements.
Longview, Gamber both need to be open late...especially weekends. Triple the size of the workout room at Gamber...need to keep machines cleaner. Some of the staff are very friendly, others not so.
It is my first month at Longview and I love it. My one and only request and usually was my deal breaker was private men showers. Why do gyms not offer male private shower areas? However, even with no private showers, I still love my decision to join.
Pickleball so far, yet to sign up for anything else.
Nicely done and managed thus far, much better run than previous.
I am very pleased with the cleanliness and maintenance of the Longview facility.
The pool temperature has gotten colder since I started. It is often very hard to get in the water for water aerobics classes. I know people who have gone to other locations because of this. In addition, the staff meetings being on Sunday night seems very inconvenient for staff and their families. I am afraid you have lost and will lose some great instructors due to this scheduling. Overall, I love LVCC. Nice facilities, a variety of classes, great instructors, a variety of available equipment, and a reasonably priced membership. I do wish you had a family membership option however.
I would like wireless network to be available.
I do not want to receive any correspondence about additional programs please.
Facility is always clean and staff is always friendly and helpful. Childcare staff is the best. Massage Therapist need to be able to accept tips.
Exceptional STAFF, CLEANNESS, and EQUIPMENT. Only suggestion is to post distance of the track that is inner, middle, and outside.
Free weight area could use another bench press and an additional bench in general.
Overall, good transition from MCC to LSPR.
Overall, a very nice and well maintained facility.
Thank you for the tremendous facilities. After using Longview primarily, I was a bit surprised at the cramped weight area at Legacy. It was crammed in there and it seemed to be showing its age a bit.
I was a member of Longview Rec Center for many years and felt like more of a connection with staff overall. New facility is much nicer physically, just needs some fine-tuning to get the staff there.
I have not had a massage but I think they just give them in the lobby, which is odd. In addition, because of this I would probably not book one.
There are many members with very little equipment.

Mike and Doug on the morning shift are great!
Well done!
At least one staff at Longview CC, to me, based on my observations, should be counseled and told to be more professional and hands-on with the younger people he is supposed to be helping. The younger people (really kids) just stand around and ask each other questions while this staff member is texting...constantly!
Before the parks dept. took over there used to be many lanes available and now there are not many in the mornings due to all the swim teams. The men's locker room is still bad. Not sure when upgrades will happen. Zero privacy. There is only one membership for individuals and not one for family. It would be nice to have memberships for family that are not individual prices x3 or x4. I would like my 8 year old to use some of the facilities but do not want to purchase an entire membership and I do not want to pay the per visit charge.
When signing up for a membership required an actual check - who has checks anymore and who uses paper. I think the sign up should be electronic. Maybe one of your billing options could also be venmo.
The employees always rush us out at the end of the night. In addition, constantly are reminding us of when the facility closes... I know what time it closes.
Love the large lap pool! Please do not change it.
I joined a gym to use a stair master, as I did not want to purchase one. Unfortunately, my facility does not have them, something I should have verified before getting a membership. However, I would LOVE to see an actual stair master added.

**End of Activity Report
Kids Fishing Derby
June 1st 2019
Report Completed by: Jacob Johnson**

Executive Summary

Brief Program Description:

The Kids Fishing Derby was a two hour event held on Saturday, June 1st, 2019 from 10:00AM-12:00PM. The activity was open to children ages 2-16. This event was held in conjunction with Lee's Summit Parks and Recreation, the Lee's Summit Optimist Club and the Rob Ellerman Real Estate Team. Each child received a container of worms with registration. Prizes were given for biggest fish and smallest fish for three different age groups, 2-5, 6-10 and 11-16 as well as a grand prize for overall largest and overall smallest fish.

Participant numbers:

2019: 95
2018: 58
2017: 85

Total Revenue:

<u>Year</u>	<u>Budget</u>	<u>Actual</u>
2019	\$250.00	\$820.00
2018	\$250.00	\$466.00
2017	\$250.00	\$709.50

Total Expenses:

<u>Year</u>	<u>Budget</u>	<u>Actual</u>
2019	\$136.95 ¹	\$101.03 ¹
2018	\$150.56	\$95.56
2017	\$197.42	\$82.42

Net:

<u>Year</u>	<u>Budget</u>	<u>Actual</u>
2019	\$113.05	\$718.97
2018	\$ 99.44	\$370.44
2017	\$ 52.58	\$627.08

Recommendations:

Comment: Should we continue to hold this program?

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

Comment: Without sponsorship dollars the program would have lost money.

Recommendation: There was a \$500 sponsorship for the Fishing Derby. Bass Pro shop also donated the worms for this year's Kid's Fishing Derby.

Comment: There were 4 positive comments about the activity

Recommendation: Staff appreciates these comments and has shared them with the staff that worked the event as well as the volunteers that helped during the Fishing Derby.

Comment: Direct Expenses for the event were higher in 2019 compared to previous years.

Recommendation: The Fishing Derby was originally scheduled for May 18th, however was postponed due to inclement weather. The derby was moved to June 1st and enrollment was extended. Staff purchased additional bait to ensure there was enough bait for each participant registered and for participants that registered the day of.

Extensive Staff Report

Purpose of Report:

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

Program Description:

The Kids Fishing Derby was a two hour event held on Saturday, June 1st, 2019 from 10:00AM-12:00PM. The activity was open to children ages 2-16. This event was held in conjunction with Lee's Summit Parks and Recreation and the Lee's Summit Optimist Club. Each child received a container of worms with registration. Prizes were given for biggest fish and smallest fish for three different age groups, 2-5, 6-10 and 11-16 as well as grand prizes for overall biggest and overall smallest catches.

Benefits of Program:

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

Service Hours:

of participants: 95 x 2 hours
2019: 190 hours
2018: 162 hours
2017: 166 hours

Volunteer Hours:

Total number of volunteers: 4
Total number of hours/volunteer [4 volunteers x 3 hours]: 12 hours
Based on national volunteer wage of \$25.43/hour x 12 hours = **\$305.16**

Refunds:

Total Refunds: 3
Refunds Due to Dissatisfaction: 0
Event Rescheduled/Scheduling Conflict: 3

Fees Charged:

<u>Fiscal Year</u>	<u>Amount</u>
2019	\$2.00/\$3.00
2018	\$2.00/\$3.00
2017	\$2.00/\$3.00

Program Timeline:

- January: Finalize dates and times.
- February: Put program in LSPR Illustrated
- March: Coordinate volunteers
- April: Coordinate Marketing plan
- June: Event take place, take pictures. Program completion and send out survey
- August: Compile survey results and begin development of End of Activity Report
- September: End of Activity Report completed and submitted for Park Board review
- December: Start planning dates and times

Marketing:

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

Evaluation/Assessment:

Out of 78 surveys distributed to unique households, 16 surveys were completed and returned. This is a 20% return rate for the surveys. Please see attached Survey Summary for results.

LS Parks & Recreation "Kid's Fishing Derby 2019" Survey

of Surveys Distributed: Email: 78 Via Mail: # of Surveys Returned: 16 20% of Returns

Participant: 2 Parent/Guardian 14 Coach/Asst.Coach/Volunteer 0

LS Illustrated 6 Website/Facebook/Twitter 7 Email Blast Flyer 3 Postcard Newspaper

LS Cable Channel Acquaintance Previous Participant Other

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?	10	0	0	0	2	4	4.67
If you registered on-line, please rate the ease of registration	6	0	0	3	4	3	4.00
Please rate the amount of time taken to register	0	0	0	1	8	7	4.38
Please rate the overall registration procedure	0	0	0	1	8	7	4.38

Comments:

- Online Registration was confusing and cumbersome
- The person on the phone was very helpful and friendly
- We love this event! Thank you for doing this every year.

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	2	6	8	4.38
Was the content of the activity appropriate for the fee?	0	0	0	3	6	7	4.25
If awards were given, were they appropriate for the fee?	1	0	0	1	7	8	4.10

Comments:

- Husband and daughter weren't able to stick around for the prizes.
- I thought the fee was reasonable for the event.
- There were more worms than last year which was nice.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	2	10	4	4.13
Please rate the friendliness of activity staff	0	0	0	0	6	10	4.63
Please rate the ability to recognize activity staff	0	0	0	2	6	8	4.38
Please rate the amount of staff available during the activity	0	0	1	2	6	7	4.19
Were the rules, regulations and policies appropriate for the activity?	0	0	0	1	8	7	4.38
Please rate the condition and suitability of the facility/fields used.	0	0	0	2	9	5	4.19
Please rate the condition and suitability of the equipment used.	6	0	0	0	7	3	4.30
Please rate the perceived safety of program.	0	0	0	2	5	9	4.44

Comments:

- Very affordable. Thank you for hosting this.
- The prizes this year were great again this year!!
- Felt like their should have been a couple more staff to help out.
- There was a lot of seaweeds/moss.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	2	9	5	4.19
What is the likelihood of your recommendation of this activity to others?	0	0	0	1	8	7	4.38
Please rate the participant's overall enjoyment level	0	0	0	2	6	8	4.38
What is your overall rating of the activity?	0	0	0	2	6	8	4.38
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	2	5	9	4.44

Comments:

- We look forward to this every year.
- We love the fishing derby and try to do it every year! Great event!!
- The event was postponed and moved to a different date. I didn't receive a call regarding the cancellation.

**End of Activity Report
Adult Dance Classes**
September 2018 – August 2019
Reported Completed by: Jacob Johnson

Executive Summary

Brief Description:

Dance classes are between four and six weeks in duration and are taught by Robert Conrad. The classes are held on Sunday, Tuesday, and Thursday evenings at the Gamber Community Center.

Participant numbers:

2019: 125
2018: 190
2017: 110

Total Revenue:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
2019	\$2,655.00	\$3,841.00
2018	\$2,160.00	\$5,250.00
2017	\$2,160.00	\$3,257.00

Total Expense:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
2019	\$1,727.61	\$3,020.61 ¹
2018	\$1,800.00	\$3,362.56
2017	\$1,800.00	\$2,188.31

Net:

<u>Fiscal Year</u>	<u>Budget</u>	<u>Actual</u>
2019	\$927.39	\$ 820.39
2018	\$360.00	\$1,887.44
2017	\$360.00	\$1,068.69

Recommendations:

Comment: Should we continue to hold this program?

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

Comment: There were (1) positive comments about the instructor.

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

Comment: There was (1) comment about the online registration systems and consistently having issues signing up via the web.

Recommendation: Staff has notified Administration, as this is a comment that has been seen on other surveys as well.

Comment: There were fewer registrations (65) than the previous year.

Recommendation: There were 3 fewer classes that made in 2019. In addition, the classes had a average of 3 fewer participants. Staff will be increasing Social Media Marketing to help increase participation for the upcoming year.

Extensive Staff Report

Purpose of Report:

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

Full Program Description:

Dance classes are between four and six weeks in duration and are taught by Robert Conrad. Dances taught were Ballroom & Latin Dance, Waltz & Night Club Two-Step, Beginning Ballroom, Fox Trot and Cha-Cha, Country Western and East & West Coast Swing. The classes run on Sunday, Monday, Tuesday and Thursday evenings at the Gamber Community Center.

Benefits of Program:

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

Service hours:

2019: 1125 hours
2018: 1710 hours
2017: 990 hours

Volunteer Hours:

There were no volunteer hours available for these activities.

Refunds:

Total Refunds: 11 (\$306.00)
Other reasons: (11) Low Enrollment

Fee Charged:

	<u>2019:</u>	<u>2018:</u>	<u>2017:</u>
Ballroom & Latin Dance:	\$27.00/\$30.00	\$27.00/\$30.00	\$27.00/\$30.00
Beginning Ballroom:	\$27.00/\$30.00	\$27.00/\$30.00	\$27.00/\$30.00
Swing Dancing:	\$27.00/\$30.00	\$27.00/\$30.00	\$27.00/\$30.00

Program Timeline:

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

Marketing:

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

Evaluation/assessment:

Of the 78 surveys that were distributed to unique households, 18 surveys were completed and returned. This is a 23% return rate for the surveys. Please see attached Survey Summary for results.

LS Parks & Recreation "Adult Dance, 2019" Survey

of Surveys Distributed: Email: 78 Via Mail: 0 **# of Surveys Returned:** 18 23% of Returns

Participant: 18 Parent/Guardian 0 Coach/Asst.Coach/Volunteer 0

LS Illustrated 11 Website/Facebook/Twitter 1 Email Blast 0 Flyer 6 Postcard _____ Newspaper _____

LS Cable Channel 0 Acquaintance 0 Previous Participant 0 Other 0

Comments (Other): Friend, Gamber Center

Are you a LSPR "Friend of the Parks": Yes 4 No 10 I don't know what this is 4

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
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If you registered by phone or in person, how helpful was the person who assisted you?	5	0	0	2	5	5	4.25
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If you registered on-line, please rate the ease of registration	12	0	1	0	1	3	4.20
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Please rate the amount of time taken to register	0	0	0	3	7	8	4.28
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Please rate the overall registration procedure	0	0	0	3	7	8	4.28
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Comments:

- The Staff that enrolled us over the phone was very friendly.
- I don't like your online registration system and always have to call or come in to enroll.

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
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Was the length of the activity appropriate for the fee?	0	0	0	1	8	9	4.44
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Was the content of the activity appropriate for the fee?	0	0	0	1	8	9	4.44
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Comments:

- Robert is wonderful!
- Very affordable.
- Glad we found this program.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
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Please rate the competence of activity staff	0	0	0	1	10	7	4.33
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Please rate the friendliness of activity staff	0	0	0	0	8	10	4.56
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Please rate the ability to recognize activity staff	0	0	0	0	8	10	4.56
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Please rate the amount of staff available during the activity	0	0	1	0	8	9	4.39
---	---	---	---	---	---	---	------

Please rate the condition and suitability of the facility/fields used.	0	0	0	0	7	11	4.61
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Please rate the condition and suitability of the equipment used.	3	0	0	0	7	8	4.53
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Please rate the perceived safety of program.	0	0	0	0	6	12	4.67
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Comments:

- Gamber is a great facility.
- Studio the class was held in could be bigger. It was a large class and seemed a bit congested.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
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Were the participant's overall needs met?	0	0	0	1	6	11	4.56
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What is the likelihood of your recommendation of this activity to others?	0	0	0	2	7	9	4.39
---	---	---	---	---	---	---	------

Please rate the participant's overall enjoyment level	0	0	0	1	9	7	4.33
---	---	---	---	---	---	---	------

What is your overall rating of the activity?	0	0	1	0	10	7	4.28
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What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	0	8	10	4.56
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Comments:

- We really enjoyed the class. We took it to prepare for a wedding and had a blast.
- Appreciate how you offer these classes. It's hard to find good dance classes in the area that are affordable.

**End of Activity Report
Men's Spring Basketball
April - June 2019
Report Completed By: Jared Benson**

Executive Summary

Brief Description:

The Men's Basketball league is a program for men age 18 and older offering competitive and recreational leagues.

Participant Numbers:

<u>Year</u>	<u>Participants</u>	<u>Teams</u>
2019	146	18
2018	184	23
2017	129	15

Total Revenue:

	<u>Budget</u>	<u>Actual</u>
2019	\$5,320.00	\$6,840.00
2018	\$5,320.00	\$8,740.00
2017	\$5,120.00	\$5,850.00

Total Expenses:

	<u>Budget</u>	<u>Actual</u>
2019	\$5,076.71 ¹	\$6,166.31 ¹
2018	\$5,116.31	\$7,958.96
2017	\$4,350.00	\$4,723.44

Net:

	<u>Budget</u>	<u>Actual</u>
2019	\$243.29	\$ 673.69
2018	\$203.69	\$ 781.04
2017	\$770.00	\$1,126.56

¹ Total budget and actual expense includes both direct and indirect expenses, indirect expenses for this activity: \$1,925.31

Recommendations:

Comment: Should we continue to offer this program?

Recommendation: Staff recommends that we continue to offer this league.

Comment: The officials rated under 4.00 (3.59).

Recommendation: After each game, staff distributed a referee rating form to the manager of each team and the officials rated out at 4.32. Staff observed the games throughout the season and does not believe the referees do a bad job. It is expected that players/teams will always have issues with the level of officiating, regardless if the league is for recreational play purposes.

Lee's Summit Parks and Recreation currently has a contract with Call the Game, a sports official vendor. All of their officials are MSHSAA or KSHSSA certified. Staff does not recommend any changes at this time.

Comment: There was a decrease of 38 participants and 5 teams from 2018 to 2019.

Recommendation: Staff will meet with the marketing coordinator to devise a marketing strategy that reaches our target market more directly. After speaking with teams who did not return from the last session, staff learned of one team who wanted to take a session off due to injury, one team that was unable to find enough players to fill a team, and two teams who wanted to play with different competition. There were other non-returning teams that staff was unable to reach.

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 6:30-10:30pm for 8 weeks. The focus is recreational league play for the community.

Program Benefits:

The benefits of the Men's Basketball program is a great physical activity promoting a good cardiovascular work out. It promotes team work, fun, skill development, socialization and sportsmanship for the participants.

Service Hours:

Service hours for the spring league was 1,168 (146 participants x 8 games = 1,168).

2019	1,168
2018	1,472
2017	1,032

Volunteer Hours:

There were no volunteer hours for this league.

Refunds:

Total Refunds: 0

Refunds Due to Dissatisfaction: 0

Fee Charged:

2019	\$380.00/\$418.00
2018	\$380.00/\$418.00
2017	\$380.00/\$418.00

Program Timeline:

March:	Registrations of spring
April:	League play begins Observation
May:	Observation
June:	Observation
July:	Evaluation of League Order awards
August:	Complete end of activity report

Marketing:

Emails were sent to previous season's managers. Leagues were advertised in the LS Illustrated and department's website.

Evaluation/assessment (results):

Evaluations were handed out towards the end of the season. 146 surveys were given to participants and 39 were returned (27%). Please see the attached survey results.

LS Parks & Recreation "Men's Basketball League, Spring 2019" Survey

of Surveys Distributed: Email: 56 In Person: 90 # of Surveys Returned: 39 27% of Returns

Participant: 39 Parent/Guardian _____ Coach/Asst.Coach/Volunteer _____

LS Illustrated 0 Website/Facebook/Twitter 3 Email Blast 0 Flyer 0 Postcard 0 Newspaper 0
 LS Cable Channel 0 Acquaintance 7 Previous Participant 29 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?	28	0	0	0	0	11	5.00
If you registered on-line, please rate the ease of registration	27	0	0	1	8	3	4.17
Please rate the amount of time taken to register	28	0	0	0	6	5	4.45
Please rate the overall registration procedure	23	0	0	0	6	10	4.63

Comments:

- Online registration needs to be more user friendly.

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	7	10	22	4.38
Was the content of the activity appropriate for the fee?	0	0	0	6	9	24	4.46
If awards were given, were they appropriate for the fee?	33	0	0	0	2	4	4.67

Comments:

- Teams who win should receive a discount towards next season.
- 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	10	26	4.59
Please rate the friendliness of activity staff	0	0	0	1	9	29	4.72
Please rate the ability to recognize activity staff	0	0	0	0	10	29	4.74
Please rate the amount of staff available during the activity	0	0	0	9	7	23	4.36
Please rate the officials	0	0	6	13	11	9	3.59
Were the rules, regulations and policies appropriate for the activity?	0	0	1	5	13	20	4.33
Please rate the condition and suitability of the facility/fields used.	0	0	0	0	12	27	4.69
Please rate the condition and suitability of the equipment used.	0	0	0	0	8	31	4.79
Please rate the perceived safety of program.	0	0	0	0	14	25	4.64

Comments:

- Some of the refs are better than other.
- Overtime should be 5 minutes instead of 2.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	2	15	22	4.51
What is the likelihood of your recommendation of this activity to others?	0	0	0	5	10	24	4.47
Please rate the participant's overall enjoyment level	0	0	0	4	12	23	4.49
What is your overall rating of the activity?	0	0	0	3	12	24	4.54
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	0	10	29	4.74

Comments:

- Pennies need to be washed more often.
- One of the most fun leagues around.

**End of Activity Report
Spring Adult Volleyball
May – July 2019
Report Completed By: Jared Benson**

Executive Summary

Brief Program Description:

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

Participant Numbers:

<u>Year</u>	<u>Participants</u>	<u>Teams</u>
2019	252	34
2018	224	32
2017	295	38

Total Revenue:

	<u>Budget</u>	<u>Season</u>
2019	\$ 6,300.00	\$6,120.00
2018	\$10,080.00	\$5,760.00
2017	\$ 7,920.00	\$6,840.00

Total Expense:

	<u>Budget</u>	<u>Season</u>
2019	\$ 3,788.80 ¹	\$4,308.30 ¹
2018	\$ 6,223.88	\$4,531.88
2017	\$ 6,486.77	\$5,116.57

Net:

	<u>Budget</u>	<u>Season</u>
2019	\$ 2,511.20	\$1,811.70
2018	\$ 3,856.12	\$1,228.12
2017	\$ 1,433.23	\$1,723.43

¹ Total budgeted and season expenses include both direct and indirect expenses. Indirect expense for this activity: \$1,421.80

Recommendations:

Comment: Should we continue to offer this program?

Recommendation: Staff recommends we continue to offer the Adult Spring Volleyball league.

Comment: During the games the player's kids run around the gym unsupervised.

Recommendation: Staff will send an email to the Harris Park Community Center front desk staff to make sure they go in the gym and address issues and inappropriate activity. Staff will review this again during the Harris Park Community Center staff meeting September 20, 2018.

Comment: Rating for ease of registration online was below 4 (3.75).

Recommendation: Staff will work with the administration department to make registration easier for participants. Staff will also include a direct link to the online registration when sending out marketing emails.

Comment: There were two negative comments regarding the cleanliness of the gym floor.

Recommendation: During the spring and summer month's Camp Summit occupies the gym until 6:00pm, and volleyball leagues are scheduled to start at 6:30pm. Camp Summit staff is required to sweep the gym floor at the end of camp each day. Staff will continue this process and inspect the floor to make sure the floor is clean prior to game time.

Extensive Staff Report

Purpose of Report:

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

Program Description:

The Spring Adult (Ages 18 and over) Indoor Volleyball program is an activity to provide an opportunity for participation in a competitive recreational volleyball league for Lee's Summit residents and surrounding area. The level of competition varies between recreational and intermediate play. Divisions were held in Coed Recreational, Coed Intermediate "A" and Women's divisions (Power, "A" and "B"). It is held annually at the Harris Park Community Center from May to July for nine weeks.

Program Benefits:

The benefits of the Adult Volleyball program are that it is a great physical activity and socialization outlet for the participants. It promoted team work, fun and sportsmanship.

Service Hours: (252 players x 1 game x 9 weeks = 2,268.)

2019: 2,268

2018: 2,016

2017: 2,655

Volunteer Hours:

There were no volunteer hours for this league.

Refunds:

Total Refunds: 0

Refunds Due to Dissatisfaction: 0

Fee Charged:

2019 \$180.00/\$198.00

2018 \$180.00/\$198.00

2017 \$180.00/\$198.00

Program Timeline:

March: Registrations of spring

April: Scheduling of league

May: League begins play

Observation

June: Observation

July: Evaluation of league

Order awards

August: EOA Report

Marketing:

The Spring Volleyball activity is marketed through the LS Illustrated and email blasts to previous participants and to the community of Lee's Summit.

Evaluation/Assessment:

The program is evaluated at the conclusion of the league by participants of the league. Attached is a copy of the evaluation results. A total of 252 surveys were distributed and a total of 67 were returned, a return rate of 27%. Please see the attached summary results form for details.

“Adult Spring Volleyball 2019” Survey Results

of Surveys Distributed: Email:252 In Person: **# of Surveys Returned: 67 27% of Returns**

Participant: 66 Parent/Guardian0 Coach/Asst.Coach/Volunteer 1

LS Illustrated 11 Website/Facebook/Twitter 0 Email Blast 0 Flyer 0 Postcard 0 Newspaper 0

LS Cable Channel 0 Acquaintance 2 Previous Participant 54 Other

Comments (Other):

- LS Illustrated

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	35	0	0	0	1	31	4.97
If you registered online, please rate the ease of registration	64	1	1	8	21	4	3.75
Please rate the amount of time taken to register	1	0	0	11	33	23	4.24
Please rate the overall registration procedure	1	0	0	9	31	26	4.26

Comments:

- Lots of clicks to register.
- I've tried several times in the past to register online, but it never takes me all the way to checkout, so I keep reverting back to just calling in.

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	0	0	19	3	45	4.39
Was the content of the activity appropriate for the fee?	0	0	0	8	27	39	4.42
If a uniform was provided, was it appropriate for the fee?	0	0	0	0	0	0	N/A
If awards were given, were they appropriate for the fee?	56	0	0	0	6	2	4.25

Comments:

- Would be nice to play 3 sets to 25.
- Courts are not regulation size.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	7	6	54	4.70
Please rate the friendliness of activity staff	0	0	0	10	21	36	4.39
Please rate the ability to recognize activity staff	0	0	0	0	21	46	4.69
Please rate the amount of staff available during the activity	9	0	0	0	10	57	4.85
Please rate the officials if applicable	0	0	0	9	22	36	4.40
Were the rules, regulations and policies appropriate for the activity?	0	0	0	0	32	42	4.57
Please rate the condition and suitability of the facility/fields used.	0	0	0	11	19	37	4.39
Please rate the condition and suitability of the equipment used.	0	0	0	14	30	23	4.13
Please rate the perceived safety of program.	0	0	0	0	34	33	4.49

Comments:

- Balls are old. Need to provide better quality balls for games.
- Floor was dirty and slippery. Velcro kept coming off of the pole covers. The antennas also kept coming off.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	0	10	11	46	4.54
What is the likelihood of your recommendation of this activity to others?	0	0	0	7	12	48	4.61
Please rate the participant's overall enjoyment level	0	0	0	10	12	45	4.52
What is your overall rating of the activity?	0	0	0	6	16	45	4.58
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	7	12	48	4.61

Comments:

- Sometimes the nets are not set to the right height.

**End of Activity Report
Itty Bitty Dancers
2019
Completed by: Jacob Johnson**

Executive Summary

Brief Description:

Itty Bitty Dancers is a class for patrons 3 to 4 years old. The participants learn skills and movements related to the particular type of discipline, flexibility and strength of dance.

Participant numbers:

2019: 48
2018: 50
2017: 49

Total Revenue:

	<u>Budget</u>	<u>Actual</u>
2019	\$2,142.00	\$2,160.00
2018	\$1,610.00	\$2,267.25
2017	\$1,849.50	\$2,219.25

Total Expenses:

	<u>Budget</u>	<u>Actual</u>
2019	\$ 458.26 ¹	\$ 417.86 ¹
2018	\$ 418.40	\$ 438.40
2017	\$ 609.25	\$ 619.25

Net:

	<u>Budget</u>	<u>Actual</u>
2019	\$1,683.74	\$1,742.14
2018	\$1,191.60	\$1,828.85
2017	\$1,240.25	\$1,600.00

Recommendations:

Comment: Should we continue to hold Itty Bitty Dancers?

Recommendation: Staff recommends we continue to offer the Itty Bitty Dancers Program.

Comment: There were (2) positive comments about the instructors.

Recommendation: LSPR staff appreciates the positive comments and will share them with the instructors.

Comment: There was (1) comments about the instructor and a larger class.

Recommendation: LSPR staff appreciates the comment and has already met with the instructor and provided additional training with how to handle a larger class. Staff has not had any comments since meeting with the instructor.

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 Dancers is a four week skill development program with sessions held throughout the year. Classes are programmed out of Harris Park Community Center, 110 SW Blue Parkway. The participants learn skills and movements related to the particular type of discipline, flexibility and strength of dance.

Benefits of Program:

The benefits of Itty Bitty Dancers is to learn basic skills of the particular type of discipline, developing social and motor skills, good physical activity and fitness, promotion of teamwork, and simply having fun. There was no specific assessment done of their skill development but there was improvement observed in most participants from week one to week four.

Service Hours: [# of participants x .75 (45 min.) x 4 weeks]

2019: 144 hours

2018: 150 hours

2017: 147 hours

Volunteer Hours:

There were no volunteer hours available for this activity.

Refunds:

Total Refunds: 1 (\$45.00)

Reasons: 1: Scheduling Conflict, dates no longer worked.

Fees Charged:

	<u>Amount</u>
2019	\$45.00/\$49.00
2018	\$45.00/\$49.00
2017	\$45.00/\$49.00

Program Timeline:

- August: Program for Winter Illustrated, compile survey information for End of Activity Report
- September: End of Activity Report completed, Enter Winter program information into RecTra
- January: Program for Spring Illustrated
- February: Enter Spring program information into RecTrac
- April: Program for Fall Illustrated
- May: Enter Fall program information into RecTrac

Marketing:

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

Evaluation/Assessment:

Surveys were distributed to 44 unique households for Itty Bitty Dancers. A summary of the distribution and return rate is listed below.

<u>Program</u>	<u>Surveys Distributed</u>	<u>Returned</u>	<u>Return Rate</u>
Itty Bitty Dancers	44	10	22%

“Itty Bitty Dance 2018-2019” Survey Results

of Surveys Distributed: Email: 44 Via Mail: **# of Surveys Returned: 11** **22% of Returns**

Participant: 0 Parent/Guardian 11 Coach/Asst.Coach/Volunteer

LS Illustrated 7 Website/Facebook/Twitter 3 Email Blast 1 Flyer Postcard 0 Newspaper

LS Cable Channel 0 Acquaintance 0 Previous Participant 0 Other

Comments (Other): Online Search

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

6 I don’t know what that is 2 Yes 3 No

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
If you registered by phone or in person, how helpful was the person who assisted you?	5	0	0	0	3	2	4.40
Please rate the amount of time taken to register	0	0	0	2	3	6	4.36
Please rate the overall registration procedure	0	0	1	2	2	5	4.10

Comments:

- I had issues enrolling online. I couldn’t get the website to work and eventually called in.
- The website kept having problems processing on my phone.
- Person at the front desk was very helpful and friendly.

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	5	3	4.00
Was the content of the activity appropriate for the fee?	0	0	0	3	5	3	4.00

Comments:

- My daughter really enjoyed the class.
- The music was a nice touch and definitely made it fun for the kiddos.
- The room the class was held in was ok. Expected more of a dance floor.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	2	5	4	4.18
Please rate the friendliness of activity staff	0	0	0	0	7	4	4.36
Please rate the ability to recognize activity staff	0	0	0	1	4	6	4.45
Please rate the amount of staff available during the activity	1	0	0	0	7	3	4.30
Please rate the condition and suitability of the facility used.	0	0	0	2	5	4	4.18
Please rate the perceived safety of program.	0	0	0	0	6	5	4.45

Comments:

- The instructor seemed overwhelmed at times with a large class. That many little ones can be a lot to handle.
- Abbi was very nice.
- Maya was amazing with the kiddos!

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant’s overall needs met?	0	0	0	1	7	3	4.18
What is the likelihood of your recommendation of this activity to others?	0	0	0	2	6	3	4.09
Please rate the participant’s overall enjoyment level	1	0	0	1	6	3	4.20
What is your overall rating of the activity?	0	0	0	0	8	3	4.27
What is your overall rating of Lee’s Summit Parks & Recreation?	0	0	0	0	4	7	4.64

Comments:

- The class was a little pricy compared to other programs we have taken.
- Wish there was a consistent instructor. We took the class twice and had a different instructor the second time.

End of Activity Report
Indoor Summer Swim Lessons - LCC
June – August 2019
Shelby Dawson

Executive Summary:

Brief Program Description:

The summer swim lesson program is designed to provide participants ages 6 months – 11 years instruction in a variety of aquatic skills. Each session for the parent/tot class is 3 weeks and Levels 1 - 4 are 4 weeks in length.

Participant Numbers:

	2019	2018	2017
Session 1	78	81	80
Session 2	79	75	78
Session 3	64	67	62
Session 4	67	52	76
Session 5	50	48	49
Total	338	323	345

	2019	2018	2017
Private Swim Lessons	44 ¹	55	58

¹ This represents sales of private lessons Memorial Day – Labor Day. Drop in sales could be attributed to private swim lessons being available at Longview Community Center. LVCC sold 25 private swim lessons during this period.

Total Revenue:	Budget	Actual
2019	\$19,515.00	\$17,685.00
2018	\$19,022.00	\$17,670.00
2017	\$19,748.00	\$19,137.00

Total Expense:	Budget	Actual
2019	\$10,719.12	\$7,723.20 ^{2, 3}
2018	\$9,821.92	\$9,526.81 ⁴
2017	\$9,149.04	\$9,854.17 ⁵

Net:	Budget	Actual
2019	\$8,795.88	\$9,961.80
2018	\$9,200.08	\$8,143.19
2017	\$10,598.96	\$9,282.83

² Decrease in direct expenses due to Swim Lesson Coordinator splitting time between three facilities, instead of two. In addition, Swim Lesson Coordinator position was vacant until July.

³ Actual and budgeted expenses include indirect expenses of \$2,117.37.

⁴ Actual and budgeted expenses include indirect expenses of \$2,146.81.

⁵ Actual and budgeted expenses include indirect expenses of \$2,103.19.

Recommendations:

Comment: There were 17 comments regarding the class sizes and lack of one-on-one time with the kids.

Recommendation: These comments are received each session. 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. This standard was met for this session of swim lessons. LSPR offers private swim lessons for patrons who want more one on one instruction. 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 30 positive comments about the instructors.

Recommendation: Parents gave positive comments about the instructors and the great energy as well as enthusiasm they brought to the swimming lessons. Staff will recognize these instructors and attempt to continue the momentum.

Comment: There was one comment expressing concern they were not allowed to access the family changing room prior to the lessons.

Recommendation: This was a miscommunication between staff and the patron. Patrons are allowed to use the family changing room prior to swim lessons, but are not able to enter the pool through the changing rooms. This will be addressed with staff to make sure there are no further miscommunications.

Comment: There were 15 comments regarding difficulty in registering online.

Recommendation: Staff receives this comment every year. 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 RecTrac on making the system more user friendly. Patrons are encouraged to call any of the community centers when experiencing difficulty.

Comment: Should Legacy Park Community Center 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.

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, 8 day sessions for levels 1-4 and 6 day sessions for the parent/tot class at 5:00pm and 6:00pm weekday evenings. The first weekday session began 6/3 for levels 1-4 and began 6/4 for the parent/tot class with levels 1-4 ending on 6/12 and parent/tot ending on 6/11. The second weekday session began 6/17 for levels 1-4 and began 6/18 for the parent/tot class with levels 1-4 ending on 6/26 and parent/tot ending on 6/25. The third weekday session began 7/1 for all levels with levels 1-4 ending on 7/12 and parent/tot ending on 7/10. The fourth weekday session began 7/15 for levels 1-4 and began 7/16 for the parent/tot class with levels 1-4 ending on 7/24 and parent/tot ending on 7/23. The fifth weekday session began 7/29 for levels 1-4 and began 7/30 for the parent/tot class with levels 1-4 ending on 8/7 and parent/tot ending on 8/6.

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

Benefits of Program:

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

Service Hours:

FY19: 1,725

FY18: 1,651

FY17: 1,761

Refunds:

Total: 24 (\$888.95)

11 Due to Schedule Conflict

3 Due to Illness

3 Due to Class Cancelation

2 Due to Being Charged Incorrectly

2 Due to Participants Being Scared of Water

3 Due to Satisfaction Guarantee

One satisfaction guarantee was due to class content not being challenging enough, the other two satisfaction guarantees were due to lack of training and preparedness by the instructors.

Fees Charged:

	Early Bird Price (Member/Non-Member)	Regular Price (Member/Non-Member)
Parent Tot	\$35.00	\$39.00
Group	\$36.00/\$45.00	\$41.00/\$50.00

Program Timeline:

December: Program content is included in the Spring Illustrated.

March: Registration begins.

April: Select and train staff.

May: Assign teaching schedules and continue with training.

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

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

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

September: Gather and analyze survey data. Develop end of activity report. Submit End of Activity Report for approval and Parks and Recreation Board review.

Marketing:

The swim lesson program was marketed in several different ways. The program was listed in the summer edition of the LS Illustrated. In addition, information was listed on the LSPR website, Facebook, and LCC monthly newsletter.

Evaluation/Assessment:

Out of 297 unique households given/sent a survey, 158 completed and returned a survey (53 % return rate). Please see attached survey results.

LS Parks & Recreation "LCC Summer Swim Lessons 2019" Survey

Number of Surveys Distributed - Email: 0 Via Mail: 0 In-Person: 297 # of Surveys Returned: 158

Were you a - Participant: 0 Coach: 0 Parent/Guardian: 158

How did you heard about the program? LS Illustrated: 52 Website/Facebook/Twitter: 39 Email Blast: 2
Flyer: 1 Postcard: 0 Newspaper: 0 LS Cable Channel: 0 Acquaintance: 10 Previous Participant: 47
Other: 7

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?	84	0	2	4	19	49	4.51
If you registered on-line, please rate the ease of registration	47	3	5	16	37	50	4.09
Please rate the amount of time taken to register	8	2	5	20	53	70	4.24
Please rate the overall registration procedure	11	3	5	21	46	72	4.24

During online registration, it should mention that different levels are held at the same time. It was in person and literally the day of classes. The lady was very friendly and helpful over the phone. After selecting course, it was not showing up in the cart and took some trouble shooting. I was unable to register online after multiple attempts and had to call in. Super easy. My daughter registered. Wife registered. I kept thinking I had selected a class but it kept logging me out. It just took longer than anticipated. Person on phone was very helpful. Website did not answer questions I had about parents / siblings staying to watch lessons. There were some issues with the price and refund process. Overcharged first time, refunded full amount, cancelled class all together, and then had to register again. We had to reschedule because the first class we selected changed. Once your whole family is in the "system" it is very easy - sometimes it is hard to "search" for an activity but I can always get it figured out. Having the email receipt was good as the first person who helped accidentally put one of my children down for a class at a different campus than my other kids. It was an easy fix once noticed. Had a difficult time locating registration on the parks and rec site. Clunky. I asked a couple of people when registering and at the front desk about the schedule with the holiday and they were not able to tell me what days we would have lessons. Computer showed four spots available. Only one child made it in. The other two siblings did not. LS Illustrated had incorrect dates. They called to inform us of correct dates. Website is clunky. Difficulty getting course to add to cart. They were super flexible, as we needed to change dates. Kind and knowledgeable staff. Friendly customer service - also informed me of previous level and advised next level. Somehow registered for the wrong class but it was fixed day one. Website automatically charges full price even when registered before early registration deadline. Website had issue - I had to call in order to register. Would like to be able to use gift cards online for swim lessons. Lady did not know what she was doing. Never sent me a receipt. I had to call weeks later to see it. Website was down so I called and the woman who answered took a while but was very kind. Online terrible - people that helped me very friendly on the phone. Tried to register online, but could not use gift card. Called and was told had to walk in. I cannot ever remember my login. The registration website is very hard to search. It would be nice to have the opportunity to have youth do a skills test prior to start of class to rate what level they should start at and I feel that some youth are able to join general class before the age of 4. I think it would benefit the kids more by having an

option for them as a 3 year old to do the skills and move up to an actual non-parent guided class. The website was very cumbersome and not very straightforward. Easy! It was a little difficult to figure out dates / session times. It would be more helpful in calendar format. Would really like a reminder email before sessions begin with general details.

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	7	63	88	4.50
Was the content of the activity appropriate for the fee?	0	0	1	15	52	90	4.48

Seemed somewhat expensive for the time each kiddo was in the water practicing. Sometimes the teachers would spend more time w/ harder kids giving less time for the others to learn. Too many kids/class. Much attention given to kids who were having trouble, which is good, but that left all of the other kids just sitting and waiting. I wish the classes were smaller. The price to value was excellent. Inexpensive, fun and well run. Sometimes disorganized, lacking content. Would like to know content better for each class. For example, providing the assessment sheet to know what skills are focused on in each level. Wished it were longer. My youngest was in-group 1 and do not feel he learned anything. My other in the third group did great since smaller class size. Price is \$45 on some and \$50 on others in the same level. Too many kids. Not enough teachers to students. Too much sitting around waiting on their turn. I thought since I pay for a membership it would be cheaper but I as told the discount had to be part of a family membership. Seemed either too advanced or too simple for age smallest age group. Sometimes there was only one lifeguard for the class. At times, progress/training seemed slow. Towards the end things improved. I have others in the older classes and knew the youngest would want to be in the water too. Having equal length of days would be nice as it will be handy for her not play in the water the extra days. The 0-4 year old, swim class not only introduces kids to water, but also leaves room for growth before the next level. Price is right on. Would be nice to have a multi-child discount for families with many children. I feel like the fee is high, but the math says otherwise. Two lifeguards x \$10/hours x 8 hours = \$160, 11 kids made you \$550 - \$160 = \$390 monthly. So maybe a little high. Even if you account for the two other lifeguards, that is only another \$40 when split among four classes. Nine kids in the Seaturtles class made it hard to hold my 4 year olds attention. 6-7 would be better class size. In addition, seven kids to one teacher in seals seemed like too many. My oldest needed more help. I felt the amount of money (even with registering "late") was a great value and I am signing my daughter up for more lessons! Length was awesome for kids! Very reasonable! Felt 4-5 kids to one teacher was better on a day when some kids were missing, level 2. Very happy with how much my daughter learned. Would have liked to see them learn how to tread water instead of the different strokes in level one. Making it approximately \$50 per session makes it possible for lower income families to enroll. Thank you for that.

Regarding the Program Sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff	0	0	0	9	45	104	4.57
Please rate the friendliness of activity staff	0	0	0	0	38	121	4.73
Please rate the ability to recognize activity staff	0	0	0	0	27	131	4.79
Please rate the amount of staff available during the activity	0	0	5	6	32	115	4.58
Were the rules, regulations and policies appropriate for the activity	0	0	0	1	38	119	4.72

Please rate the condition and suitability of the facility/fields used.	0	0	0	0	38	120	4.71
Please rate the condition and suitability of the equipment used.	0	0	0	0	36	122	4.73
Please rate the perceived safety of program.	0	0	0	4	29	125	4.72

Staff for level one were very friendly and seemed to work well with kids. No real negative there. Staff for level three however was very frustrating. She did not appear to communicate well with kids. My daughter left crying because she was told she failed that day. In addition, in trying to talk as a parent, she literally shrugged her shoulders at me. Very frustrating. Too many kids per class to all for proper supervision. We really enjoyed the program. Callie was very nice and it is obvious she loves her job. Regular instructor was wonderful. We had a sub once and we felt that lesson was a waste of money. I feel that if the class had a second instructor they would spend less time sitting and develop skills faster. My daughter had an incident at Summit Waves where the instructor had her back turned and she struggled underwater for several seconds. LSPR handled the situation well by putting a lifeguard behind level one and allowing us to switch classes. It has gone well since. Pool is very cold. Noticed that Elizabeth did not take the time during the exercise to correct form. Child expressed unclear or confusing instructions from her compared to other instructors. Actual swimming time in pool per skill needs to be longer. Too many kids in first class for lack of teenagers. Felt my son was not watched and their backs turned when kids were in the water. Unsettling. Complete opposite of the third group. I love how the teachers all wore the same suit and one piece. In level one, some day's one instructor only worked with two students and left other instructor with all other kids and it was a long time to sit and wait while twins got individual attention. They were great. It would be nice if the kids could swim in the zero entry after class even for 5-10 minutes. Great instructions! Both kids looked forward to each class! The program was fun; my child did enjoy most of it! Instructors need better training on their teaching methods. The deeper area being right across from the little ones was a concern. New experience for our toddlers but it was fun! Loved our teacher. Callie was absolutely wonderful and patient with my daughter who was uncomfortable in the water for the first few lessons. She was a joy to work with! Callie was amazing! My son loved lessons and looked forward to it every day! Elizabeth was great too. My daughter really enjoyed her. Would be nice to have more variety of activities for kids - especially for those who do not want to get their face wet- to encourage slow progress to get there. I never learned their names but two young women who led the level 1 class did excellent. Many smiles, very patient, competent, etc. The staff seem to enjoy what they are doing and have a great attitude every day with the kids! There could be one more instructor or less students so the activities move quicker, kids are getting very distracted waiting. Shallow end of pool could be used more. Instructors should have a game plan prior to class! Only issue is they spend 80% of the time sitting on the side waiting. Beautifully clean facility! The water was a more comfortable temperature this year. Ratio of students per staff was too many. Fewer students that age per instructor would keep the kids attention more.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	1	12	49	96	4.51
What is the likelihood of your recommendation of this activity to others?	0	2	2	14	42	100	4.50
Please rate the participant's overall enjoyment level.	0	0	0	5	42	111	4.63
What is your overall rating of the activity?	0	0	0	8	53	97	4.54
What is your overall rating of Lee's Summit Parks and Recreation.	0	0	0	1	40	117	4.73

It would be nice if they could practice the skills that they just learned in the pool for a few minutes after lessons ended. Like from 6:45 to seven (when open swim starts). I am not even sure if my daughter was tested. She said that the "test" stopped because she wouldn't jump in (the very first skill tested) and that she wasn't tested on the other skills. Therefore, I'm not even sure what areas to work on. Our instructor was out the last day and the kids were tested early, but then the instructor would not communicate the results to the kids or the parents. There was a lot of downtime in between activities where the two teachers seemed to be trying to figure out what to do next. Should be a list of activities and just go down the list. Maybe have to come up with more activities then. This is a great program! Level two teachers were very good. My daughter really enjoyed swimming lessons and made a lot of improvement. Felt the level 1 lessons had to many kids. They seemed to do more waiting for their turn than actual activity. Felt like 4 kids:1 instructor may be better for this age range. We loved Callie! Parent Tot - teacher was great! Callie was fantastic! Due to participant's age, this was our second year doing the parent tot class so she was a little board at times - she preferred to play instead of practice. Callie was awesome! Great program and friendly staff I would prefer twice a week for a few weeks instead of every day for a week and a half. I accidentally signed up for the wrong class - too advanced for her - my fault. Have same instructors all days. Less kids per class so they learn and get more out of the class, my youngest will have to repeat the first class. My daughter loved her instructor in level 1. I wish she would challenge her more as she felt comfortable in the water - push her more. Best instructor we have had here - parent tot class 5 p.m. One of my kids is very confident and does not need much encouragement in the water. The other one is much more timid and insecure in the water. I felt that the instructor did well but could have been more encouraging and upbeat with the kids. Overall, they had fun so we are glad for that and appreciate the instructors. My child has some special needs and the staff did a great job helping him, Holly especially. Announcements at the beginning- before they called the names of students were not loud enough or needed repeating. Teachers did a great job. Thanks. I figured out why it was \$50 vs \$45. It is hard to register early when you do not know their level. Ruta is amazing! She deserves a raise! The travel from Blue Springs was worth it for the experience! Concern regarding not being able to make up missed days despite it being stated on the receipt. Instructor was very patient and did a great job. The ratio of kids to instructor was no ideal (6 kids-1 instructor) for level 2. I understand keeping costs down but I would be willing to pay more for fewer kids. Convenient, great skills taught - my swimmer made a lot of progress and loved her teacher - maybe next year for the price / length of time a full 2 weeks of 10 classes instead of eight could be perfect? Lilly was great! Great value! Excellent staff. Our teacher was excellent! Very enthusiastic and knowledgeable. My daughters confidence in the water has totally sky rocketed since starting swim lessons last week. She totally trusted her teacher, which definitely helped. The instructors were very kind and patient. Loved to see them interact with each child individually. Overall very good. Will be back. Teachers were patient and effective. Facility was nice. I wish at times there were more options for 5-8 year olds (it seems to be peewee or older) but overall we love it. Overall kids and instructors did well. Seemed sometimes the instructor was hesitant about which activity to do next. Have a plan, have authority! Both my children had fun and learned lots! My daughter looked forward to lessons. Thanks! Level four instructor was very soft-spoken. My son had a hard time hearing her. Level two instructors did a great job. My daughter loved them both. Good experience for both kids. Great teachers - want to sign-up again. We were upset that we were not allowed to access the family changing room before class by your front desk staff. We were made to change our two year old into her swim diaper and suit out in the parking lot or the women's restroom off the lobby. It is disheartening to pay for a class and not be allowed access to the facilities, not to mention inconvenient. We were picking our two year old up from daycare and coming straight to swim lessons so we were not able to change her to her suit at home. In previous years, we have been allowed to use the changing room without issue. Would be much happier with the ability to do that again.

End of Activity Report
Indoor Summer Swim Lessons - LVCC
June - August 2019
Devin Blazek

Executive Summary:

Brief Program Description:

The summer swim lesson program is designed to provide participants ages 6 months – 11 years instruction in a variety of aquatic skills. Each session for the parent/tot class is 3 weeks and Levels 1 - 4 are 4 weeks in length.

Participant Numbers

2019: 156

Total Revenue:	Budget	Actual
2019	\$11,400.00	\$6,865.00 ¹
Total Expense:	Budget	Actual
2019	\$5,954.72	\$5,629.27 ²
Net:	Budget	Actual
2019	\$5,445.28	\$1,235.73

¹ With no prior years to compare to, LVCC budget was built from LCC Budget. LCC has out performed LVCC in every swim lesson session in 2019.

² Actual and budgeted expenses include indirect expenses of \$2,188.72

Recommendations:

Comment: There were four comments regarding the class size and lack of one-on-one time with the kids.

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 six positive comments regarding staff.

Recommendation: Staff appreciates these positive comments. They were noted on the identified staff members' yearly evaluation and comments will be shared with staff as soon as possible.

Comment: Should Longview Community Center continue the summer swimming lesson program?

Recommendation: Yes, staff recommends continuing the summer swimming lesson program as it was highly valued by the patrons and the community.

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, 8 day sessions for levels 1-4 and 6 day sessions for the parent/tot class at 5:00pm and 6:00pm weekday evenings. The first weekday session began 6/3 for levels 1-4 and began 6/4 for the parent/tot class with levels 1-4 ending on 6/12 and parent/tot ending on 6/11. The second weekday session began 6/17 for levels 1-4 and began 6/18 for the parent/tot class with levels 1-4 ending on 6/26 and parent/tot ending on 6/25. The third weekday session began 7/1 for all levels with levels 1-4 ending on 7/12 and parent/tot ending on 7/10. The fourth weekday session began 7/15 for levels 1-4 and began 7/16 for the parent/tot class with levels 1-4 ending on 7/24 and parent/tot ending on 7/23. The fifth weekday session began 7/29 for levels 1-4 and began 7/30 for the parent/tot class with levels 1-4 ending on 8/7 and parent/tot ending on 8/6.

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

Benefits of Program:

The benefits of the Learn to Swim program are that the participants learn the basic to advance skills of swimming such as floating on your back and stomach, the cross stroke, back stroke, breast stroke and diving. In addition, the participants interact 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:

FY19-FY20: 810

Refunds:

Total: 5 (\$217.00)

1 Due to schedule changes

2 Due to enrollment in private lessons

2 Due to satisfaction guarantee

Satisfaction guarantee refunds due to high student: instructor ratio

Fees Charged:

	Early Bird Price (Member/Non-Member)	Regular Price (Member/Non-Member)
Parent Tot	\$35.00	\$39.00
Group	\$36.00/\$45.00	\$41.00/\$50.00
Private	N/A	\$75.00

Program Timeline:

December: Program content is included in the Spring Illustrated.

March: Registration begins.

April: Select and train staff.

May: Assign teaching schedules and continue with training.

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

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

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

September: Gather and analyze survey data. Develop end of activity report. Submit End of Activity Report for approval and Parks and Recreation Board review.

Marketing:

The swim lesson program was marketed in several different ways. The program was listed in the summer edition of the LS Illustrated. In addition, information was listed on the LSPR website, Facebook, and LCC monthly newsletter.

Evaluation/assessment:

Out of 158 unique households given/sent a survey, 36 completed and returned a survey (23% return rate). Please see attached survey results.

LS Parks & Recreation LVCC "LVCC Summer Swim Lessons 2019" Survey

Number of Surveys Distributed Email: 0 Via Mail: 0 In-Person: 158 # of Surveys Returned: 36 23 % of Returns

Participant: 0 Parent/Guardian: 36

LS Illustrated 19 Website/Facebook/Twitter: 15 Email Blast: 0 Flyer: 0 Postcard: 0 Newspaper: 0
 LS Cable Channel: 0 Acquaintance: 18 Previous Participant: 22 Other: 11

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
If you registered by phone or in person, how helpful was the person who assisted you?	19	0	0	3	4	10	4.41
If you registered on-line, please rate the ease of registration	8	0	1	3	10	14	4.32
Please rate the amount of time taken to register	2	0	0	3	12	19	4.47
Please rate the overall registration procedure	1	0	0	2	15	18	4.46

Comments:

Phone registration was fine (except my kids got put in the wrong class). Online, I spend over an hour and still couldn't do it so I called. I called to ask for member discount. I didn't know the kids had to be the member. Might be worth adding to the class description. My impression was we were getting 8 lessons for \$45. After starting class, I was told the July 4th class would not be made up. Need more sessions in August. my child was put on a waitlist online. The the lady on the phone got her in to the class and registered. Very grateful. Received a call in time to reschedule due to number of kids. Online indicated make up days were Thursday and Friday. DID NOT clearly indicate this was only for outdoor lessons if cancelled due to weather. Registered late. Person was very helpful in getting us registered

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Was the length of the activity appropriate for the fee?	0	0	0	5	10	21	4.44
Was the content of the activity appropriate for the fee?	0	0	0	3	12	21	4.50

Comments:

Class size for level 2 was too big. Level 4 small class isze was good. Discount should apply to member's children. Not as good of a value as previously (last summer). Did not notice a reduction in cost from being a member.

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Please rate the competence of activity staff	1	0	0	1	9	25	4.69
Please rate the friendliness of activity staff	0	0	0	1	11	24	4.64
Please rate the ability to recognize activity staff	0	0	0	2	7	27	4.69
Please rate the amount of staff available during the activity	0	0	0	2	11	23	4.58
Were the rules, regulations and policies appropriate for the activity	0	0	0	1	10	25	4.67
Please rate the condition and suitability of the facility/fields used.	0	0	0	1	9	26	4.69
Please rate the condition and suitability of the equipment used.	0	0	0	1	9	26	4.69
Please rate the perceived safety of program.	0	0	0	2	9	25	4.64

Comments:

there was confusion on the appropriate level for my son. More teachers for younger age groups. Smaller student ratios. This was our 2nd time taking this level. Kasey and Griffin were amazing. William and Hannah are great. Very patient and good with kids all the time. Were nervous when young group (level 3) was placed in the deep end. The teacher was great. I would prefer smaller student to teacher ratios. Kevin and Molly are great. Very patient with the younger kids. Kevin kept me informed on how well my child was doing and what needed to be worked on.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Were the participant's overall needs met?	0	0	0	1	15	20	4.53
What is the likelihood of your recommendation of this activity to others?	0	0	0	2	13	21	4.53
Please rate the participant's overall enjoyment level	0	0	0	0	15	21	4.58
What is your overall rating of the activity?	0	0	0	1	14	21	4.56
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	0	12	24	4.67

Comments:

all staff worked very well with kids. Very patient and super friendly. Younger kid did not like it as much as the older kiddos. I've had issues with being charged non-member pricing for my Legacy membership and have not heard back from anyone. Thanks! My kids loved the lessons! We will come back. staff did a great job. Water was always chilly, which was hard on the parent-tot class. Excellent lesson. We appreciated everything.

**End of Activity Report
Camp Summit
2019
Ryan Gibson**

Executive Summary

Brief Program Description:

Camp Summit was a 10 week day camp for children ages 5 through 11. The 2019 summer equaled a total 49 days in 10 weeks. The program is located at the Harris Park Community Center and operates from 6:30am - 6:00 pm Monday through Friday. Camp began on Monday, June 3, 2019 and completed on Friday, August 9, 2019.

Camp Summit activities included swimming, two weekly field trips, arts and craft projects, guest speakers, group games, sports and music.

Participant Numbers:

Camp Summit had 752 campers enrolled. The weekly average attendance of campers was 443 – the second highest weekly attendance number in Camp history.

Below is the number of participants enrolled in the program over the last three years:

	<u>Enrolled</u>	<u>Average Weekly Attendance</u>
2019	752 participants	443 participants
2018	756 participants	441 participants
2017	750 participants	451 participants

<u>Total Revenue:</u>	<u>Budget</u>	<u>Actual</u>
2019	\$675,950.00	\$584,673.00 ¹
2018	\$694,600.00	\$687,792.00
2017	\$698,960.00	\$737,627.53

<u>Total Expense:</u>	<u>Budget</u>	<u>Actual</u>
2019	\$530,794.46 ²	\$391,365.30 ²
2018	\$579,101.00	\$409,276.56
2017	\$550,794.00	\$409,108.16

<u>Net:</u>	<u>Budget</u>	<u>Actual</u>
2019	\$145,155.54	\$193,307.70
2018	\$115,499.00	\$278,515.44
2017	\$148,166.00	\$328,519.37

¹ The 2019 summer collected two less weeks of payment due to LSR-7 snow days pushing the start of Camp back two weeks. This was the first time in Camp Summit history the program did not start until June.

² Total budget and actual expenses include both direct and indirect expenses. Indirect expense for this program: \$47,811.46

Cost Break Downs: Several areas are broken down to show cost per participant, per day, per hour, etc. They are listed as follows:

Cost per participant per day: \$391,365.30 (total season expenses) divided by 49 days, divided by 443 participants = **\$18.03** cost per participant per day

2019: \$18.03³

2018: \$17.51

2017: \$15.91

Cost per day: \$391,365.30 divided by 49 (number of days in season) = **\$7,987.05** cost per day

2019: \$7,987.05³

2018: \$7,722.19

2017: \$7,177.33

Cost per hour: \$7,987.05 divided by 11.5 (number of hours open per day) = **\$694.52** cost per hour

2019: \$694.52³

2018: \$671.49

2017: \$624.12

Cost per participant per day for:

Crafts: \$722.04 (total season expenses for crafts) divided by 49 days, divided by 443 participants = **\$.03**

(Counselors were encouraged to use recycled or repurpose items as often as possible, craft supplies left over from the 2018 summer were utilized to begin the summer)

2019: \$.03

2018: \$.05

2017: \$.05

Snacks: \$5,002.92 (total season expenses for snacks) divided by 49 days, divided by 443 participants = **\$.23**

2019: \$.23

2018: \$.18

2017: \$.19

Trips: \$49,137.94 (total season expenses for trips including transportation costs, guest speakers, inflatables) divided by 49 days, divided by 443 participants = **\$2.26**

2019: \$2.26

2018: \$3.69

2017: \$3.75

The cost per participant per day, cost per day and cost per hour are slightly higher in 2019 due to an increase in expenses in part time staff (minimum wage increase) and an increase in direct expenses associated with the program.

Snacks are slightly higher due to an increased effort to purchase healthy snack items to offer twice per week, healthier option snacks are more expensive than the regular snacks ordered.

Crafts and trips are slightly lower due to less days of camp offered.

³ Slight increase from 2018 due to increase in part time staff and direct expenses.

Evaluation/Assessment:

545 Camp Summit Surveys were emailed out, representing 752 unique households for 752 participants. 123 surveys were returned equaling a 23% return rate.

Comment: Staff received three negative comments regarding online payment and the difficulty patrons had signing their campers up online. There were also comments that there should be a way for the enrollment fee to be paid online.

Recommendation: LSPR Administrative staff believes LSPR will have an option to offer patrons for the 2020 summer that will allow them to enroll and pay the enrollment fee online. Staff will also work with the Administration staff to find ways to ensure signing up for the weeks of camp is clear and as user-friendly as it can be for patrons.

Comment: Staff received eight comments regarding field trips, four comments being positive and four comments suggested additional trips, types of trips and activities, or case by case situations.

Recommendation: Staff works each year to incorporate new field trips and experiences for campers. The size of Camp Summit provides a challenge to coordinate trips and busses and not over extend the allotted amount budgeted per camper. Staff will continue to find new places for the campers to attend for field trips and will look at splitting out the age groups so the number of campers attending a trip is decreased and in turn will allow for other trips to be taken with smaller numbers.

Comment: There were eleven positive comments regarding staff for the 2019 summer.

Recommendation: Staff will share those comments with part-time staff and utilize them in training for the 2020 summer.

Comment: There were four comments about extending the age of campers to 12 years old.

Recommendation: Due to the consistent number of campers signing up per week each summer and size of the Camp overall, and the restriction of space due to the size of the facility; staff recommends no changes to the current age of campers of 5-11 years old.

Comment: There were four comments about the numbers of camper shirts received, and requests to get 5 shirts.

Recommendation: Currently campers receive three t-shirts with their enrollment fee. Additional shirts are available for purchase for \$10.00. Staff recommends no changes to the number of camper t-shirts received.

Did you attend all 12 weeks of Camp Summit? Yes- 15.5% No- 84.5%

If No, Why? Vacation 64% Other Camps 27% Financial 9%

Family in town (2)

Wedding

Other forms of childcare

Kids went to summer school (6)

We moved

Child refused to attend

One week

Child only here for July/shared custody) (2)

Kids did not like going to camp summit on day with no field trips

Only missed 2 weeks for vacation

Scout Camp

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:

Camp employed 68 individuals ranging from high school students to adults. Employee education breakdown is as follows: 8 employees were degreed individuals; 41 had at least one year of college; 19 were recent HS graduates entering their 1st year of college; and 21 had at least one year of camp work experience, 47 were new employees.

Benefits:

Camp Summit has many benefits including physical fitness, social interaction among themselves, camp counselors and adults; exposure to Kansas City metro attractions, learning new games and improving their motor skills, creativity and outdoor physical activities, educational opportunities and promotes teamwork.

Service Hours:

The exact number of service hours is difficult to determine in that each child's stay at Camp Summit varied from day to day. On average, a child was at Camp for 9 hours a day. This would tabulate to 195,363 service hours for the 2019 summer (49 days x 9 hours x 443 participants).

2019: 195,363

2018: 210,357

2017: 231,363

Volunteer Hours:

There were 53 parent volunteers this summer for field trips (53 parent volunteers x 5 hours (average time spent on field trip) = 265 hours. Based on the national volunteer wage of \$25.43 x 5 hours x 53 volunteers = \$6,738.95 savings for the department

2019: 265 hours

2018: 210 hours

2017: 140 hours

Refunds:

Total refunds: 57 (\$5,687.38)

Reason Overview:

- Schedule Conflict
- Worlds of Fun (tickets were transferred to other campers)
- Medical
- Dissatisfaction: 1 (Not pleased with staff's ability to communicate)

Fees:

2019: \$90 one-time enrollment fee/\$120.00 per week

2018: \$90 one-time enrollment fee/\$120.00 per week

2017: \$90 one-time enrollment fee/\$120.00 per week

Program Timeline:

December: Send out letters to returning staff

January: Start advertising for employment opportunities and develop theme

March: Start interviewing for all positions and begin taking enrollments for Lee's Summit residents only

April: Have 95% of positions filled and order camp shirts. Open enrollment for all patrons.

May: Have all staff employment paperwork complete and provide staff training sessions & parent's information nights

June: Camp starts, have weekly meetings with managers and other staff

July: Complete mid-season staff evaluations

August: Send out Camp Summit surveys

September: Compile survey results and complete end of activity report.

October: End of activity report submitted for Park Board review and begin planning for next summer.

Marketing:

Information was also placed on CampSummit.net.

CampSummit.net was used as a direct marketing tool prior to camp starting and through the duration of camp. Camp Summit is now at the point of recognition to the residents of Lee's Summit and around the KC metro area and therefore marketing efforts have been scaled back to avoid an influx of individuals who try to sign up too late and don't get a spot in camp.

“Camp Summit 2019” Survey Results

of Surveys Distributed: Email: 545 Via Mail: 0 **# of Surveys Returned:** 123 **23 % of Returns**

Participant: N/A Parent/Guardian 100%

LS Illustrated 8.20% Website/Facebook/Twitter 5.74% Friend/Family 35.25% Previous Participant 54.92%
Banner/Sign 1.64%

Regarding the registration process...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please Rate the Staff who assisted you when you enrolled	17	0	0	5	43	58	4.50
Please Rate the amount of time enrolling took	0	0	0	14	45	64	4.41
If you paid weekly fees in person, how helpful were the staff who assisted you?	74	0	0	6	11	32	4.53
If you paid weekly fees over the phone, how helpful were the staff who assisted you?	90	0	0	3	13	17	4.42
If you paid weekly fees online, how was the process?	24	1	3	12	33	49	4.29
How beneficial was Parents Information Night?	48	0	0	11	28	36	4.33
Please rate the overall registration procedure	0	0	0	11	53	57	4.38

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the program appropriate for the enrollment and weekly fee?	0	0	0	8	52	63	4.45
Were the t-shirts provided appropriate for the enrollment fee??	0	0	1	7	50	65	4.46
Were the planned activities appropriate for the weekly fee?	0	0	0	11	44	68	4.46
Were the field trips appropriate for the weekly fee?	0	0	1	8	48	66	4.46

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of program staff	0	0	1	9	56	57	4.37
Please rate the friendliness of Camp Summit	0	0	1	7	38	77	4.55
Please rate the ability to recognize Camp Summit staff	0	0	0	6	44	73	4.54
Please rate the amount of staff available during Camp Summit	0	1	1	10	51	60	4.37
Were the rules and policies appropriate for Camp Summit	0	0	0	9	49	65	4.46
Was the discipline Policy appropriate for Camp Summit?	11	0	1	13	45	53	4.34
Please rate the condition and suitability of Harris Park Community Center	0	0	1	14	39	69	4.43
Please rate the condition and suitability of equipment used	7	0	0	5	49	62	4.49
Please rate the perceived safety of program.	0	1	2	10	49	59	4.35

Are you a Friends of the Park?

I don't know what that is: 18.49%

Yes: 43.7%

No: 37.82%

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant's overall needs met?	0	0	1	9	49	63	4.43
What is the likelihood of your recommendation of this activity to others?	0	1	2	8	45	67	4.42
Please rate the participant's overall enjoyment level	0	0	2	14	41	65	4.39
What is your overall rating of the activity?	0	0	1	9	42	70	4.48
What is your overall rating of Lee's Summit Parks & Recreation?	0	0	0	6	43	74	4.55

Administration and Registration

1	This is the 6th year we have done this so I am kinda use to it.
2	Easy peasy
3	Very easy process
4	Didn't like that I had to call in to submit enrollment fee.

Online Payments

1	The online paying system could be improved. And, adding an auto pay option also would be nice. However, if an improved payment system is not on the horizon, it works okay. All other stuff was good.
2	I like being able to pay online but the process for adding to the cart, then having to pick the participant, then having to go back to the search and start over again for the next week is tedious and I forget what weeks I've already added. Would prefer you pick the participant THEN pick all the class you want to add at one time.
3	Very informative and easy to follow
4	Wish it was easier to pay online
5	Online enrollment would be better!

Activities

1

LOVED everything about the cost of the program and all the great activities!! So affordable and exciting for kids.

2

Kids should not be bringing so many things from home - outside of what is needed of course. Slime, toys, etc. is unnecessary and just makes that place more of a mess. I also do not understand why the 7 year olds (not sure of other ages) were forced to remove all of their things from the cubbies and place everything on the floor. This just lead to items getting dirty, broken or ended up missing. I know you need to clean the cubbies - but can't that be done at the end of the day or the following morning? I was very frustrated by how many articles of clothing, towels, etc. had to be thrown out because they came home with mystery stains on them that wouldn't come out. I never had issues like this when my daughter is in school or at other camps.

3

My child was overwhelmed by all the kids and activity. I think you do a wonderful job staffing and planning fun activities for the kids, but he was uncomfortable in such a large group.

Field Trips

1	Yes, my kids enjoyed all of the fun places they went!
2	We loved the field trips and the Friday activities, however, it seemed there weren't any activities outside of those larger plans. I would like to see some organized crafts, learn a dance routine to perform at some point, etc.
3	Other places are cheaper for summer care but the daily pool/park trips and the field trips make LSPR by far the best value. I was really impressed with the frequency and locations of field trips.
4	For kids that have been going to camp for several years, the same field trips over and over each year become much less exciting. Would be nice to add in a lot more variety, or put field trips on a 2 year cycle so kids don't go to the same places every summer.
5	The field trips were way better than when we participated 2 years ago
6	I wish camp should come with 5 T-shirts. Most people won't pay a weekly fee, if their child will be there only 2-3 times/week. Also, I wish new field trips would be implemented. My kid has been at camp 5 years now, and she is tired of some of the trips (like stadiums, museums) and is starting to request to be held back from some of them. We still love the camp, though.
7	T-shirt's would be better if they were a lighter weight. Field trips could be better, going to a park isn't that exciting for the older kids.
8	It would be nice to get some new field trips, especially for the older kids that have been going for many years.

General Comments

1	It would have been nice if camp would have ran up to the first day of school so we don't have to make alternate arrangements for care on the two days before school begins when there is no camp.
2	We live in Lee's Summit but our kids go to the Blue Springs school district. It was very unfortunate that camp ended a whole week before our schools started.
3	It would be nice to have a smaller t-shirt available for the 5 year olds. The t-shirt she got was really big on her. Also, during pick up time it would be nice for the 5/6 year olds to be able to play in the gym or outside instead of stuck in that room because hardly any of them are actually watching the movie that is on.
4	My son enjoyed his summer
5	Would like 5 shirts. Also, a spot on the front of the shirt to write names on with a sharpie. Like a printed on "My Name Is" spot. That way it's easy to know which shirt belongs to which child.
6	This was great my child really enjoyed every day
7	I wish my daughter could have gotten smaller T-shirts. She's 5 and had to wear the same size as my 7 y/o. More of the extra smalls would be beneficial next year.
8	I wish the counselors would have the kids put their swimsuits/lunchboxes/etc away right away. My kid lost 2 water bottles, 3 swimsuits and 3 lunch boxes this summer. He's seven, and honestly forgetful. That should be part of the routine.
9	My only concern was my son kept getting a sunburn. I had mentioned at Parent Night that he burns easily. I was told no problem, they would take care of him. I even brought his own sunscreen. I mentioned on more than one occasion that he was burnt and could they make sure they applied the sunscreen. He repeatedly got sun burned. He was actually sunburned on his last day there.
10	6 year olds room was to hot and you need to get rid of dirty carpet.
11	I feel like two issues need to be improved 1-consistency in discipline. 1 of my kids was on the verge of being expelled all summer due to temper, but one was twice molested/attacked by another camper without any sort of notice or communication by camp staff 2- chaos at the end of the day—often I'd be looking for a child and the staff would tell me s/he is "probably over there..." without any real idea where my child was. That was distressing
12	I do think you should consider letting kids change at Summit Waves before coming back to Harris Park. My daughter is very uncomfortable with the stress of getting a stall or having to undress in the open once back to Harris park. By the age of 8 or 9- girls stress out about this
13	The air conditioner was broken for a few weeks-that seemed ridiculous given it's summer camp and there's a billion kids there.
14	Never was worried about my five year old!
15	At times the older campers would open and play with the back door
16	This is a great camp for kids and hours are really accommodating for parents too
17	Too many children per counselor and just too many children period in the program. Would feel safer and less chaotic if they would limit the actual number in the program. When everyone is in the gym at pickup, it is a zoo

General Comments

18	The only thing I will say is please remember these are kids. They will do stupid things because they are young. Please don't make the stupid things they do "wrong" by being so quick to write them up. When they are playing and do something they maybe should not do, use that as a teaching moment versus writing them up. Kids will make mistakes help them learn and grow from them, making them feel they are in trouble is not a great way to teach. Other than that. We really enjoyed the program.
19	My girls loved it! Just one note...there was only one sink and soap working in girls bathroom everyday, otherwise great facility!
20	Please make more of an effort to assure that every kid has sunscreen on. Don't rely on them to do it especially if the parent keeps reminding you.
21	Luckily my children did not get lice but suggestion from a nurse to your facility. Do not put all the kids shirts together in a bag together. This is how lice spreads to other children. These kids need to put their shirts in their backpacks.
22	I love our parks and all you provide to us in the community
23	I was somewhat annoyed when my children's clearly labeled items were in the "to donate" bag. A little effort on the group counselors' parts could reunite a lot of items with their rightful owners. I saw A LOT of items with names in large print right on the front in the lost-and-found. I don't see a reason for that.
24	My only complaint is the sign in/out process. I feel the kids getting their Summit Waves bracelet should be off to the Side or behind and the age groups should be spaced out more so maybe 3 tables and only 2 ages per table. Or how about technology with just inputting a code? Or curbside drop off? Just suggestions. Sure we will be back next summer regardless.
25	This program amazes me. The amount of detail that goes into overall organization and safety is very impressive!!
26	Our boys LOVE camp summit! This is our second year and will be back for sure! Thanks for all you do!
27	I would just like to add that although this camp is based in LS and follow dates of LS school district it does not take in mind all LS residents and all school districts that it serves. For example, we live in LS but are in Blue Springs school district. So there are times we would like to take advantage of the camp on school breaks but are not able to. Normally LS and BS school districts start at the same time but this year BS is starting a week later which means we had to find something else for our kids to do during their last week of summer break.
28	A few times in the mornings the binders wouldn't be ready for parents. I work at 645 so I had to drop my daughter off exactly at 6:30 to be able to get to work on time. The organization in the morning could have been a little bit better. Otherwise everything was good! My daughter loved the lock in
29	Very happy with the program and the parks and recreation!
30	It was brought to my attention by my child, another child got bit by a rat on one of the slides and there was a sighting of another rat dead in the pool. I hope to hear that everything has been taken care of.
31	Thank you for another great year. Unfortunately, my child has aged out of Camp Summit this year. But we look forward to other summer activities through the Parks Dept. next year.
32	I would feel better about recommending the program if my safety concerns were addressed.
33	This was our first year at Camp Summit, and we will be back every year available. It was a great program that constantly kept my child moving. The only thing I didn't care for was that the 5 and 6 y/o were just left in a room to watch tv until pick up time. I wish they could have had a section of the gym to play in instead. Other than that, it was huge service for our family! Thank you!

General Comments

34

My boy's loved this program. My only feedback is to come up with a different system for lost and found. The table for everything was overwhelming to dig through. Maybe have a wire wrack for towels, one for swim gear and another for miscellaneous? Also, putting things in the trash bags on Friday made it impossible to dig through. Maybe have a last chance rack you transfer things to on Friday and then Tuesday it gets bagged up and donated? My 9 year old came home with none of his clothes after the lock in and when I discovered this over the weekend when I cleaned out his bag, his clothes had already been put in the trash bags. Frustrated.

Staff

1	<p>There were several things offered to keep the kids busy. However, there are too many kids in any given space at anytime. The rooms for 5's and 6's are very tight and chaotic. The AC often did not work well. None of us as adults would comfortably sit at home and deal with that. They need their own functional AC units. 5's and 6's SHOULD NOT be combined in those rooms. Anyone with a ton of patience and level head, would go crazy. It is an unnecessary stressor to the kids as well as your staff. Looking for name tags every day and having kids stuff all over the floor in an open gym format is frustrating and not necessary. Staff overall are very friendly and helpful. The managers over the age groups were top notch and very involved.</p>
2	<p>I cannot say enough good things about the Camp Summit staff. I was greeted every morning but every employee I passed. They are extremely organized and have drop off/pick up down to T. Very impressed and I always sing their praises to my parent friends.</p>
3	<p>This summer, both our children shared experiences they had during camp and things they saw during camp. The supervision of kids did not seem to be quite as efficient as it was the previous summer. Some counselors did not appear to be overly engaged. Other counselors were fantastic.</p>
4	<p>I found it unfair when an entire age group (such as the 9's) would get disciplined for the misbehavior of only some kids. My child does a good job of following rules and listening, but was frequently subjected to discipline of the entire age group because there were a few that did not follow rules. Would be much better to single out the kids who are breaking rules and only discipline them, not the others.</p>
5	<p>When our kids would go eat lunch at the park, I was often told they could not play at the park after. I didnt understand or like that. I often had issues of Counselors applying other peoples sunscreen to my kids</p>
6	<p>Some of the new counselors were using a little mean tone of voice while trying to command the kids outside, almost talking down on them. Like yelling "Do you know what a line is!" while trying to get them to line up outside and telling them they won't get this and that since they are not listening.</p>
7	<p>Staffing- there was at least one week where I was told there were less counselors for the 5 year olds and as a result, there were more behavior reports (for multiple kids). - I think by the last 3-4 weeks of camp, some of the counselors are getting tired of the kids and have less patience to deal with them. This is my perception, but may not actually be the truth. - Safety- the side doors aren't always locked. People shouldn't be allowed to go into the side doors- that's not safe. The checkout system is safe for the little ones, but I never felt it was safe for my 7 y/o. I have to show my license to get his checkout card, yes. But once I handed in my checkout card, I had to walk all over the gym to locate my child, and nobody paid attention to which child I took. Technically, someone could walk in and take any child without being noticed because it's crazy in there at the end of the day. Here's an idea: ask that parents stay at the checkout table. The staff can have walkie-talkie's to communicate which child needs to come to the table. A counselor can walk a child to pick up their backpack, then to their parent. That would eliminate some of the chaos at the end of the day and also make it a safer environment for the kids who aren't in a smaller room.</p>

Staff

8	Too many kids for how much staff was there. We saw multiple times kids not being supervised and our child had issues with this as well from being bullied in the pool area to pushed around in the gym. Counselors need to be more observant, actually talk to parents about incidents that are happening and the kids involved. Very disappointed this summer. Our son did not like going to camp and would rather sit in my office all day to avoid the possibility of mean kids.
9	Problems with bullying/feelings of exclusion. Kids came home talking about inappropriate topics, lots of boyfriend/girlfriend type conversations and words and phrases that they heard at camp. I realize this is hard to regulate but I think counselors need to do more to discourage these types of conversations.
10	The only concerns I had were that items were taken out of my son's backpack and staff said there was nothing they could do. On another occasion my son said that a friend was picked on, cursed at and pushed. A staff member was told and nothing was done to the camper who had done this.
11	My daughter had a hard time at first because she was afraid to do the diving board test. Her friends were able to go on diving board. She faced her fear and did it in Fourth of July week. I didn't realize the band was on how far they could go. Once she was able to go with friend; it was perfect! Staff excellent and we will sign up March 1st!
12	She enjoys the program and I think the managers do a good job. Some of the counselors do a great job and others are just plain lazy. There were several times that I witnessed counselors sitting around on their phones while kids were being wild. There is also a fair bit of having kids being mean, rude or disrespectful and the counselors don't do anything about it when kids complain.
13	My daughter attended many years ago and we were happy to find Ryan was still the director; nice to know there's consistency with the staff.
14	The one concern I have is my child said multiple times two teachers (within the 10 year olds) would get one child lunch outside camp multiple times (Chipotle, etc). My child wasn't sure why this child would get the special treatment but I don't believe this treatment for one child is acceptable and is perceived very negatively by the other campers.
15	So impressed by the staff, activities and camp overall! Thank you, we will be back again!
16	This is a great program. It just needs refinement. Ryan was fantastic to work with and is a great communicator.
17	We are very sorry to see a few of the great camp counselors go after this season. The new ones have big shoes to fill. We love the camp, we'll be back next year. Thank you!
18	While the price and program are good and we have had little problems in the past, this summer was totally different. Pickups were challenging with kids just running wild and counselors not watching kids like they should. A lot of bullying is happening without the parents knowledge. Our son would rather do anything else than go to camp most days and he loved it the past couple years. We plan to find a different camp next year though I'm sure it will cost us more and not be as convenient of a location. Disappointed in the staff all around this year.
19	Overall counselors were great. I would suggest they not talk politics with the kids. My kids told me their counselor said "Trumps wife is a mail order bride." This is not appropriate.
20	The Parks and Camp Summit staff is always very friendly and helpful.

12 Year Olds

1 The only thing I wish is that you offered for 12 year olds as the get out of 6 grade I think you would have a lot of interest. If you want to pilot it my daughter would be interested

2 Just extend the age group to 12.

3 My son has been a camper for 5 summers, this latest one being his last as he is now 11. He has had an amazing time every year and he is heartbroken this was his last year. If anyway possible please please please consider extending it to 12, I heard other parents say the same during the last week. We are so grateful we found this program, and we will miss Camp Summit!

4 Only thing we would change is extending the age to 12.

OCTOBER COMMENT REPORT

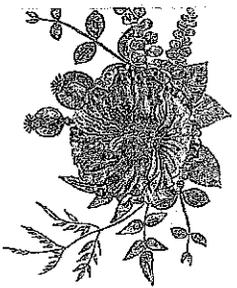
Attached are 34 patron comments with staff responses that were either submitted verbally or in writing or via email. Of these 34 comments, 17 were positive, 7 were comments making suggestions, questions or requests and 10 were negative.

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
1	LCC	Complaint	9/5/19	Mike Hedrick	Sal Badali	Lisa Bassford	The bike process is way too much. I just wanted to ride a bike for a few minutes.	This is the first comment staff has received about LSPR's bike reservation process. Our policy states "in order for a reservation to be considered valid the following process shall be completed: a completed rental agreement that has been signed by the renting party and a LPCC representative on file." The rental agreement covers injury awareness, damage, and loss of LSPR's equipment. Staff explained our policy to Ms. Bassford and offered cardio equipment options for her convenience. Ms. Bassford thanked staff for contacting her about her comment. SB
2	LCC	Complaint	8/23/19	Mike Hedrick	Ola Shobowale	KenTurner	Wondering why when the pool was closed for maintenance, you would not have grouted the hot tub. It needed it for a while.	Every August the natatorium is closed for approximately 8 days while staff conducts general maintenance. Staff drains, acid washes, cleans, paints, and conducts pump room maintenance. Staff also inspects all tiled areas each year and addresses areas of concern. Through the course of this process, staff noticed some grout in the spa that was thinning, but not at the point of needing to be addressed this year. Staff will continue to inspect and address tile and grout issues each year as needed. OS
3	LCC	Complaint	9/26/19	Mike Hedrick	Ola Shobowale	Barb Byrne	I just wanted to report that the shower curtain on the very first room of the family dressing room is in need of cleaning. Mold is starting to grow and it's getting nasty.	After receiving this comment, staff checked the family restroom and replaced all the dirty curtains with clean ones. Staff appreciates the patron's comments, and staff will ensure the daily tasks of mold check around the walls and curtains of the restrooms/showers are completed daily and shower curtains are changed out, cleaned and sanitized weekly by custodial staff. OS
4	LCC	Complaint	10/1/19	Mike Hedrick	Ola Shobowale	Carl Gabriel	Upstairs bathroom door does not close properly	After receiving this comment, staff checked the bathroom door and found that it was closing properly. Staff will monitor this door and adjust it as needed. OS.
5	LCC	Complaint	10/1/19	Mike Hedrick	Ola Shobowale	Barb Byrne	Shower wand in handicap stall in family shower room is leaking badly.	After receiving this comment, staff checked the handicap stall in the family locker room and discovered the wand was leaking. Staff replaced the wand on 10.02.19 with a new one. Staff will continue to monitor comments and attend to patrons complaints as needed. OS
6	LCC	Complaint	10/7/19	Mike Hedrick	Ola Shobowale	none	Either the North or one of the South goals has squeaky metal on metal sound when moving.	Staff verified the patrons comment and subsequently contacted the basketball goal repair contractor about the issue. A technician was sent by the contractor on 10.09.19 and he discovered the SE goal-post's pulley assembly had gone bad and needed to be replaced. He did not have the equipment or parts to make the repairs at the time of inspection. The technician instructed us to leave the SE goal-post in the down position until the repairs are complete, to avoid the squeaky noise and further deterioration of the pulley. Staff will continue to follow up with the contractor to get a repair date and get the issue fixed in a timely manner. OS
7	LCC	Complaint	9/3/19	Mike Hedrick	Jenny Brennan	Candice Wise	Chase was helpful, and the gym was very hot. Is it possible to get some fans in the gym for Bootcamp and other classes? Lori is a good trainer, the best I have had. Mark does an excellent job. Rob's class is good as well.	The LPCC gymnasium floors were refinished August 30 th – September 2 nd . During this time, LPCC opened the exterior doors to help alleviate the odor that comes from the floor refinishing. With the doors open, the temperature and humidity levels raise in the facility. Once the odor diminished, the doors were closed, and the temperature and humidity level has returned to normal. Staff does not recommend purchasing fans for the two gymnasium classes. Staff appreciates the compliments about the group fitness instructors and will recognize Lori, Mark, and Rob at the next staff meeting. Staff also shared the comment with Chase and will recognize him at the next staff meeting. JB
8	LCC	Compliment	9/9/19	Mike Hedrick	Jenny Brennan	Rhonda Taylor	Rachel did a FANTASTIC job subbing Zumba today! I was able too easily follow her. We all had a great time.	Rachel Vaughn is a new instructor for LVCC, and subbed for the Sunday, September 8 th , 3pm Zumba class at LPCC. The comment was shared with Rachel, and she will be recognized at the next staff meeting. JB
9	LCC	Compliment	9/10/19	Mike Hedrick	Jenny Brennan	Ruth Schwartz	I would love to thank Pam and Trenice for their fantastic cycle class which keeps me healthy and keeps me in a good spirit. So fun.	Pam teaches cycle on Monday's at 9:30am, and Trenice teaches cycle on Wednesday's and Friday's at 9:30am. Staff will share the comment with both Trenice and Pam and recognize them at the next staff meeting. JB
10	LCC	Compliment	9/3/19	Mike Hedrick	Ola Shobowale	Sandra Binger	Everything this morning was so clean and tidy. The floors were clean and all the dust bunnies were gone. Great Job!	Staff appreciates the patron's comment, and will share the comment with staff at the next staff meeting. OS
11	LCC	Compliment	9/18/19	Mike Hedrick	Jenny Brennan	Judith Rupard	Susan the Aqua Zumba teacher is great. Could she teach a second class? Your place is great!	Susan teaches Aqua Zumba at LCC on Wednesday mornings at 10:00am. Currently there is no availability to add an additional Aqua Zumba class to the group fitness schedule. Staff will keep the suggestion for future programming ideas. Staff will share the comment with Susan and recognize her at the next staff meeting. JB
12	LCC	Compliment	9/18/19	Devin Blazek	Shelby Dawson	Margaret Grigsby	Pool water temperature was perfect for water aerobics this morning!	Staff has found that keeping both the lap pool and leisure pool at 84 degrees is best to accommodate the diverse use of the pool by LCC patrons. Temperatures can vary +/- 2 degrees based on bather load, ambient air temperature, and various other factors. Yesterday, the lap pool was within the acceptable temperature range. SD
13	LCC	Compliment	10/8/19	Mike Hedrick	Heath Harris	Multiple Patrons	Staff received 11 positive comment cards for Kaitlynd Hall in childcare. The comments ranged from how great Kaitlynd is with the kids, how comfortable parents are with dropping their kids off when Kaitlynd is there and how the kids love her.	Staff appreciates all of the positive comments. Kaitlynd Hall has been a part time childcare attendant at Lovell Community Center since July of 2019. Staff will share these comments with Kaitlynd. Kaitlynd will also be awarded a park buck and will be recognized at our next staff meeting October 20 th . HH
14	LCC	Compliment	10/8/19	Mike Hedrick	Heath Harris	Multiple Patrons	Staff received 4 positive comment cards for Brenda Clevenger in childcare. The comments received stated how good Brenda is with the kids and how she works with the kids on their colors.	Staff appreciates all of the positive comments. Brenda Clevenger has been a part time childcare attendant at Lovell Community Center since September of 2019. Staff will share these comments with Brenda. Brenda will also be awarded a park buck and will be recognized at our next staff meeting October 20 th . HH
15	LCC	Compliment	10/8/19	Mike Hedrick	Heath Harris	Multiple Patrons	Staff received 5 positive comment cards for Katie Coleman in childcare. The comments received stated how great Katie is with the kids and how Katie is always smiling when they drop their kids off in childcare.	Staff appreciates all of the positive comments. Katie Coleman has been a part time childcare attendant at Lovell Community Center since August of 2017. Staff will share these comments with Katie. Katie will also be awarded a park buck and will be recognized at our next staff meeting October 20 th . HH
16	LCC	Compliment	10/1/19	Mike Hedrick	Heath Harris	Jamie	Steve in customer service- thank you for helping me get the fan shut off in the group exercise room so quickly and for getting up on the ladder to do so this morning. I appreciate you and your smile.	Thank you for the positive comment. Steve Kwasiborski is a part-time facility supervisor at Lovell Community Center. Staff will share this comment with Steve and he will be recognized at the next staff meeting on October 20 th . HH
17	LCC	Compliment	10/2/19	Mike Hedrick	Heath Harris	Dr. Joe	Grounds look great! Staff is super! Thank you for the super staff you have! What a blessing!	Thank you for the positive comments. The Park Operations division with the assistance of LCC maintenance staff maintain the landscaping around Lovell Community Center. The comment will be shared with their supervisors. Staff will also share these comments with the part-time staff members at the next staff meeting October 20 th . HH
18	LCC	Compliment	10/2/19	Mike Hedrick	Jenny Brennan	Unknown	Nice challenging Yoga Plus class on Wednesday's at 10:30am with Lindsey.	Lindsey teaches Yoga at LCC on Wednesday's and Friday's at 10:30am. Staff will share the comment with Lindsey and recognize her at the next staff meeting. JB
19	LCC	Compliment	9/24/19	Mike Hedrick	Jenny Brennan	Melody Yarbrough	Love having the new Cardio/Core class on Tuesday's at 9am. Please keep it. I'm sure others who were in the former class are grumbling, but we've needed a higher-intensity cardio class on Tues/Thurs mornings for a long time. Thank you!	Staff appreciates the comment and has no intention of changing the format of the class at the present time. JB

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
20	LCC	Suggestion	8/15/19	Mike Hedrick	Heath Harris	Danielle Hinkle	You should consider a student membership for students that move away during certain months. Say, if you provide a student I.D. you could wave the start up fee and pay monthly when you're in town, or have certain months set out that it's active.	LSPR's Monthly Flex membership costs \$17.42/mo. and \$20.42/mo. for non-residents. There is a one-time start fee of \$25.00 per bank account. This membership type allows LSPR to automatically withdraw the membership monthly fees from the account provided for the membership. This membership type can be canceled at any time at no cost, unless another active membership is left on the account. LSPR also offers a 90 day membership option. The 90 day membership is refundable if the patron decides to cancel before their membership expires. The refund is a prorated amount for the time remaining on the patron's membership. Staff also reached out to the department's administration division who administers our monthly billing process to determine if staff can select certain months out of the year for the membership to be active and bill the patron. Staff was informed the software system that is in place does not have this capability. The Monthly Flex memberships are sold in 10 year increments, therefore staff would have to manually select the months of active billing for each year. Staff does not recommend making changes at this time. HH
21	LCC	Suggestion	8/29/19	Mike Hedrick	Ola Shobowale	Multiple Patrons	Consider closing on the day you are redoing the floor. The smell is too strong. Probably not good for aerobic workout	The floors in the gymnasium and racquetball courts are scheduled annually for refinishing during Labor Day weekend. This year, the floors in the racquetball courts, gymnasium and cycle room were refinished between August 29 and Sept. 2 as part of the annual maintenance program. During this time, the HVAC units assigned to those rooms were turned off for effective floor refinishing, and turned back on after the floor refinishing process was complete. Staff opened all exterior doors to the facility to allow for natural ventilation during this period. Despite this, there was still an odor in the facility for approximately one week. Staff spoke with Lankford Floor, the contractor that provided the floor refinishing service and asked if their solvents and products posed a health issue for our patrons and she stated, "They did not." They mentioned it might affect patrons that have asthma. Moving forward, staff will include the following statement on all signage and social media postings will include the following statement: If you have a respiratory condition, maple wood, or urethane allergies, you may want to avoid the facility until work is complete. Patrons may utilize Longview and Gamber Community Centers with their all-inclusive pass during this week.
22	LCC	Suggestion	9/18/19	Devin Blazek	Shelby Dawson	Stacy Peacock	Would like to see a new, large digital clock for the lap pool.	This is the sixth request staff has received for a large digital clock. Currently, there are three analog clocks; located at the north and south ends of the lap pool and above the water fountain. Staff has purchased a digital clock and it will replace the analog clock at the north end of the lap pool. SD
23	LPA	Compliment	9/17/19	Tede Price		Sarah Apperson	Bring Julian Vaughn back next year! He had a great concert this summer. Thanks!	Staff appreciates the comment and will share with the park board. TP
24	LVCC	Complaint	9/18/19	Jodi Jordan		Sarah Jeffrey	My daughter is on a club team that uses your facilities for swim/ dive. (Longview Community Center) Last week, when I was walking in a man stopped me when I came out of the bathroom and told me that I had to pay to WATCH my child practice. I have been there many times within the last year and I have never had to pay to watch my child. I was looking on your website to see the policy on this and I didn't find anything. The closest thing was that I had have to pay \$8 to use the facilities, but I am not using anything there. I was told I could sit in the lobby and look through the windows for free. I don't see how I can look through a window for free, but have to pay \$8 to sit a couple of feet away. Can someone please tell me what that the policy is on this situation.	Thank you for your comment regarding the policy to pay to enter the Longview Community Center. I apologize this message was not delivered to you by your swim team coaches. The staff member was correct, any patron wishing to enter the facility past the lobby must pay to enter. This is a department policy and was agreed upon with the swim team coaches prior to the rental agreement. I have provided the policy for you below: All patrons entering LSPR facilities will be required to register and pay the appropriate fee for each facility and activity being used. • Patron security is our top priority; this process allows staff to identify each patron who enters the facility. If a patron attempts to access the facility and has been banned from the facility, staff does not allow them access. If an incident occurs, patrons are easily identified through the check in process allowing staff to remedy the situation immediately and address the patrons causing problems in the facility. • LSPR has many different aged patrons that need various types and levels of supervision. Whether it is protection of the very young from people that may wish to harm them to persons who have health incidents requiring special medical attention. This process of checking in insures LSPR has basic information about every person that comes into our facility activity areas. Since anyone entering into these areas receives the same supervision and access to our facilities it is only appropriate that they pay the same fee to cover our costs for that use that everyone else pays. • LSPR facilities are not designed for spectators, we are interested in people entering and becoming engaged with their family member's recreation. Spectators can actually interfere with the use of the facility. • Staff cannot track who uses or doesn't use the amenities of the facility once they pass the welcome desk. • The fees charged are based on the expenses it costs to operate the facility per person, regardless of age, ability, or usage. The fees cover the staff costs, utilities and supplies needed to keep the facility open and clean. Options available to our patrons: • Longview Community Center: Patrons may wait in the lobby at no charge or view the pool from the lobby windows if their children are ages 10 or older and do not require parental supervision. Spectators will be allowed access to accompany children in LSPR programs held at LVCC. • All facilities: Potential members can access the facility at no charge. They must sign-in at the welcome desk and pick-up a color coded badge that must be worn at all times in the facility. Since the swim teams are renting the lap lane and parents are not part of the lane rental anyone wishing to enter the pool are must have a membership or pay a single visit. I hope this helps to clear up any confusion. If you have additional question you may contact me directly at 816.969.1525 or our Aquatics manager, David Blazek at 816.969.1546
25	LVCC	Complaint	8/22/19	Jodi Jordan	Eric Schooley	Marilyn Buchman	Please provide more fans in the group fitness room. Everyone wants more air circulation. I'm tired of bringing my own fan. All the other fitness centers have more than two tiny fans.	There are two 20" wall mounted fans in the group exercise room. The temperature in the room is set at 68 degrees. Staff is aware there is high humidity in the room and is working to resolve the problem. The high humidity could be a factor in one feeling uncomfortable. Staff does not recommend adding any more fans at this time. ES

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
26	LVCC	Complaint	9/23/19	Jodi Jordan		Brandi Haas	<p>Hello. I want to bring to your attention a situation I encountered at the Longview pool. My daughter's swim team rents lanes at Longview for practice. I enjoy watching my daughter swim and attend all of her practices. Last night, we walked in, were greeted and continued into the pool for her practice. After sitting for 15 minutes, I was told I would have to leave the pool deck unless I bought a membership or paid for a day pass. I was caught completely off guard. I had been there the previous two Fridays and has not been asked to pay. I watched my daughter practice last season when the pool reopened and was never asked to pay. I am uncertain why this policy exists. I would completely understand if the pool was crowded and I was taking up valuable space; in that instance, I would happily wait in the lobby. But on a Friday night, there is no one on that pool deck save for a few parents enjoying watching their children swim. I also asked around and found that only some people are being told to pay the fee. Not everyone. People who do not hold memberships are allowed to watch their children for free. Others are profiled and targeted and forced to pay. There has been a definite line drawn. Making parents pay to watch their children swim for an hour is unconscionable; making only some of those parents pay is illegal.</p>	<p>Thank you for your comment regarding the policy to pay to enter the Longview Community Center. I apologize this message was not delivered to you by your swim team coaches. The staff member was correct, any patron wishing to enter the facility past the lobby must pay to enter. This is a department policy and was agreed upon with the swim team coaches prior to the rental agreement. I have provided the policy for you below:</p> <p>All patrons entering LSPR facilities will be required to register and pay the appropriate fee for each facility and activity being used.</p> <ul style="list-style-type: none"> • Patron security is our top priority; this process allows staff to identify each patron who enters the facility. If a patron attempts to access the facility and has been banned from the facility, staff does not allow them access. If an incident occurs, patrons are easily identified through the check in process allowing staff to remedy the situation immediately and address the patrons causing problems in the facility. • LSPR has many different aged patrons that need various types and levels of supervision. Whether it is protection of the very young from people that may wish to harm them to persons who have health incidents requiring special medical attention. This process of checking in insures LSPR has basic information about every person that comes into our facility activity areas. Since anyone entering into these areas receives the same supervision and access to our facilities it is only appropriate that they pay the same fee to cover our costs for that use that everyone else pays. • LSPR facilities are not designed for spectators, we are interested in people entering and becoming engaged with their family member's recreation. Spectators can actually interfere with the use of the facility. • Staff cannot track who uses or doesn't use the amenities of the facility once they pass the welcome desk. • The fees charged are based on the expenses it costs to operate the facility per person, regardless of age, ability, or usage. The fees cover the staff costs, utilities and supplies needed to keep the facility open and clean. <p>Options available to our patrons:</p> <ul style="list-style-type: none"> • Longview Community Center: Patrons may wait in the lobby at no charge or view the pool from the lobby windows if their children are ages 10 or older and do not require parental supervision. Spectators will be allowed access to accompany children in LSPR programs held at LVCC. • All facilities: Potential members can access the facility at no charge. They must sign-in at the welcome desk and pick-up a color coded badge that must be worn at all times in the facility. <p>Since the swim teams are renting the lap lane and parents are not part of the lane rental anyone wishing to enter the pool are must have a membership or pay a single visit. I hope this helps to clear up any confusion. If you have additional questions you may contact me directly at 816-969-1525 or our Aquatics manager, Devin Blazek at 816-969-1546</p>
27	LVCC	Compliment	9/12/19	Jodi Jordan	Lisa Chism	Jackie	Regina, the Zumba Gold instructor at Longview, always goes above and beyond and gives 110% every time. Give this employee a raise or award	Staff spoke with Jackie and thanked her for her comments regarding Regina's teaching. Staff will recognize Regina at the next staff meeting. LC
28	LVCC	Compliment	9/18/19	David Dean	Jodi Jordan	Stacy Holzwarth	Tyler at the front desk always greets us with his priceless 1000 watt smile. He is amazing!	Staff appreciates the comment and will share this with Tyler Reji, Service Representative. Tyler will also be recognized at the next staff meeting.
29	LVCC	Compliment	9/25/19	Jodi Jordan	Lisa Chism	Anonymous	Thank you to group fitness instructor Lindsey at Longview for the excellent Restorative Yoga class. She totally fulfilled the purpose of that class	Lindsey is a yoga instructor who normally teaches classes at Lovell Community Center. She has regularly subbed the Restorative Yoga class at Longview while the normal instructor is out on medical leave. Staff will share this positive feedback with Lindsey at the next staff meeting. LC
30	LVCC	Compliment	10/8/19	Devin Blazek	Shelby Dawson	Evan Myers	Your lifeguard Shelby has helped me out of a chair on multiple occasions. If she is on duty, she always watches to see if I can get up. I appreciate the help.	Staff appreciates the positive feedback about Shelby. Management will encourage other staff to assist Mr. Myers and other patrons if necessary. SD
31	LVCC	Suggestion	9/17/19	Jodi Jordan		Ernie Ferguson	What are the possibilities of getting a co-ed sauna at Longview	<p>Mr. Ferguson,</p> <p>The decision to put a sauna into the facility at the Longview Community Center was evaluated at the time of purchase. Lee's Summit Parks and Recreation (LSPR) decided against the below reasons.</p> <p>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 <p>At this time LSPR does not feel adding a sauna at the Longview Community Center is in the best interest of our facility. Please let me know if you have any questions or would like to discuss further. I can be reached at 816-969-1525 or at ljordan@cityofls.net</p>
32	LVCC	Suggestion	9/9/19	Jodi Jordan	Lisa Chism	Michael Rogers	Would like to request a weight belt to do weighted pull ups and dips at Longview Community Center.	This is the second request staff has received for a dip belt. One has been ordered and will be received in September. Staff contacted Michael and shared this with him, and he was very appreciative. LC
33	LVCC	Suggestion	9/16/19	Jodi Jordan	Lisa Chism	Blake Fletcher	Can we please obtain a second bench press platform at Longview? The current one is very popular and adding a second one would be wonderful.	This is the second comment staff has recently received regarding this issue. Staff will continue to monitor the issue, and will recommend adding another bench press as budget allows. Patrons may also use the half racks by moving the flat bench and using it as a bench press. LC
34	LVCC	Suggestion	10/8/19	Jodi Jordan	Lisa Chism	Haley Newcomer	New patron at Longview requested stairclimber machines on fitness room floor.	Staff has received multiple requests from patrons to acquire a stairclimber machine at Longview. The two Precor AMT Elliptical machines can be used as a stairclimber. This was communicated to Haley and she was appreciative of the information. LC

It is with much appreciation
that I write this note to you and
your department. We are so
grateful for the use of the
Community Center at Shaws Fork
for our annual reunion. Once
again it was a beautiful day,
beautiful building and an
amazing attendance! Madison,
who was "Over-the-top" helpful.



Thank you



We don't want to take this, a
truly gift you granted.
Thanks for adding to this
historic event. Next year
is the 110th so we'll be taking
another group photo. Hopefully
there will be a larger attendance.
Thanks so much from all the
Davis family. Debra (Harris)
Gibbs
Davis Family Reunion

Thank you, Parks and Rec. People, who cleaned the sidewalk leading to Upper Banner Park. This has helped me, as well as a lot of my elderly neighbors, to use our wheel chairs and walkers to enjoy the walking trails at Banner.

Your prompt attention to this matter was also appreciated. Again, Thank you, all.

Guia Mendez

Jackie Heanue

From: Jean Charles <charlottejean10@yahoo.com>
Sent: Thursday, October 10, 2019 3:16 PM
To: Brooke Chestnut
Subject: [Released by User action] Excellent Service at Lees Summit Historical Cemetery

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

Dear Sir:

I've been visiting Lees Summit Historical Cemetery since 2011 even though I live in SC. I've traveled to the cemetery several times to visit the burials of my ancestors. I have over forty ancestors buried there, so the cemetery holds a special place in my heart. My ancestors migrated from KY to MO very early & settled in the area.

I want you to know how pleased I am with the wonderful service I received from Brian Parker. He listened to my request and made it a priority. Today, he was able to unearth a small marker of an old burial, an old ancestor of mine.

He also tapered the ground around the little marker and cleaned the small stone. This has meant the world to me and the other family members, once they hear of the care given to our ancestor.

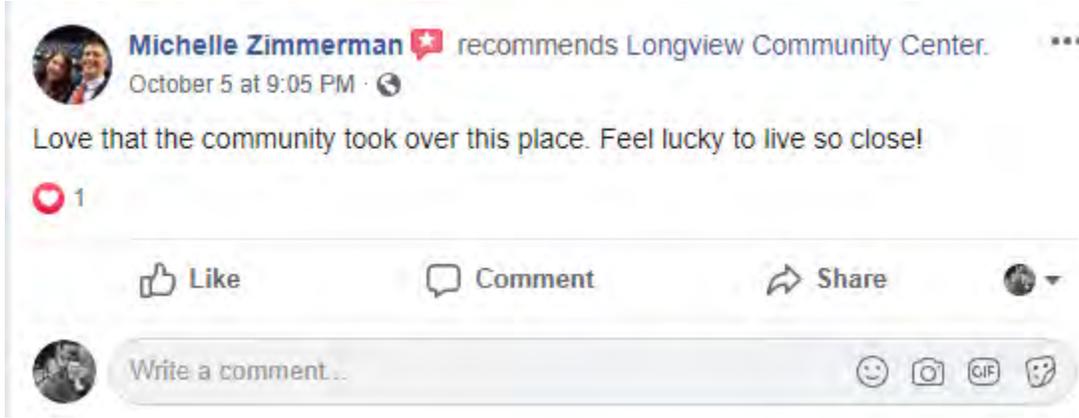
I've never received such good service from the previous two cemetery directors as I did from Brian today! All of us are very pleased to have our many ancestors cared for in Lees Summit Historical Cemetery.

Kind regards,

Jean Charles
102 Rooster Tail Ct
Lexington, SC 29072

FACEBOOK REVIEWS FOR ALL LSPR PAGES FOR OCTOBER 2019

Longview



Michelle Zimmerman  recommends Longview Community Center. 

October 5 at 9:05 PM · 

Love that the community took over this place. Feel lucky to live so close!

 1

 Like  Comment  Share 

 Write a comment...    

Harris Park Community Center



David Shinkle  recommends Harris Park Community Center. 

October 5 at 12:43 PM · 

They need more bleachers or more chairs

 Like  Comment  Share 

 Write a comment...    

Gamber Community Center



Kathy Barber recommends Gamber Community Center.



October 12 at 7:11 AM · 🌐

I do Zumba there 3 times a week!!!
Very nice place

👍 Megan Crews

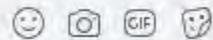
👍 Like

💬 Comment

➦ Share



Write a comment...



Karen Hedges recommends Gamber Community Center.



October 8, 2018 · 🌐

Great facility staff is friendly and helpful all the dancers are wonderful. They are a pleasure to teach.

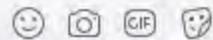
👍 Like

💬 Comment

➦ Share



Write a comment...



~ OCTOBER ~

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 6:15pm City Council	2	3	4 Staff Retreat	5
6	7	8 6:15pm City Council Work Session	9 7:30am-GCC 3rd Quarter EOQ Breakfast	10	11	12
13	14 6:30pm GCC YSA - Dinner Meeting	15 6:15pm City Council	16	17	18	19 9-11:30am Pleasant Lea Park Open House
20	21	22	23 6:00pm Park Board Meeting (Strother Conference Room)	24	25	26
27	28	29	30	31		

~ NOVEMBER ~

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 LSPR Board Retreat - 12-4:30pm Tony Stansberry Leadership Center	2
3	4	5 6:15pm City Council	6	7	8	9
10	11	12 6:15pm City Council Work Session	13	14	15 KCMPRDA Boards & Commissions Banquet - Union Station 6-9pm	16
17	18	19 6:15pm City Council	20	21	22	23
24	25	26	27	28 Thanksgiving - City Hall Closed	29	30

~ DECEMBER ~

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 6:15pm City Council	4 6:00pm Park Board meeting (Strother Conference Room)	5	6	7
8	9	10	11	12	13	14
15	16	17 6:15pm City Council	18	19	20	21
22	23	24 City Holiday	25	26	27	28
29	30	31				



Legacy Park Community Center Renamed After Former Parks And Recreation Administrator Tom Lovell

staff2 (<https://lstribune.net/index.php/author/staff2/>) - 📅 September 14, 2019

Sept. 14, 2019



LEE'S SUMMIT TRIBUNE

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Tribune Photo/Joey Hedges

The Lee's Summit Parks and Recreation Department held a dedication and ribbon cutting on Thursday, September 12 to officially rename the Legacy Park Community Center to the J. Thomas Lovell, Jr. Community Center at Legacy Park in honor of Tom Lovell, LSPR's previous Administrator.

Tom served as Administrator of LSPR for 38 years (1979-2017). Under Tom's leadership, LSPR grew from 12 staff members to 42 full-time employees, hundreds of part-time and seasonal employees, and an equal number of contractors. LSPR's open space inventory grew from 250 acres to over 1,200 acres, and he helped develop 77 miles of trails, 30 neighborhood parks, three community centers, and a water park. Under Tom's leadership LSPR won the National Parks and Recreation Association's National Gold Medal Award and became accredited in 2003 and reaccredited in 2008, and 2013.

Legacy Park and LPCC came to fruition from the 3/8ths cent sales tax passed in 1998. The need for a community center was identified in the "Legacy For Tomorrow" strategic plan, and in 2003 LPCC opened for public use. The 58,000 square foot facility offers amenities including a natatorium, gymnasium with two full-sized courts, cardio and strength training area, two racquetball courts and much more.

J. Thomas Lovell Jr. Community Center at Legacy Park is located at 901 NE Bluestem Drive, Lee's Summit, MO 64086. For additional information, visit lsparks.net (<http://lsparks.net>).

Share this:

