

# DECEMBER 2020

## *Park Board Meeting Packet*



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



*Lowenstein Park is nearing completion and will be open soon!*



*LSPR will host the Holiday Luncheon drive-thru event on Dec. 17 at Gamber Community Center.*



*Recreation programs like Girls Basketball, Indoor Swimming and a Mario Kart Tournament are beginning soon!*



### **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  
Via Videoconference  
**AGENDA**

Notice is hereby given that the Lee's Summit Parks and Recreation Board will meet in regular session on Wednesday, December 9, 2020 at 6:00pm via videoconference as provided by §610.015 of the Revised Statutes of the State of Missouri. Due to the ongoing COVID-19 pandemic the meeting will be held by video conference. The public is invited to attend by viewing the meeting on the City website at [www.WatchLS.net](http://www.WatchLS.net), and various cable providers (Spectrum channel 2, Google TV channel 143, AT&T U-Verse channel 99 and Comcast channel 7) for those whose cable providers carry the City of Lee's Summit meetings.

Additionally, persons wishing to comment on any item of business on the agenda may do so in writing prior to 5:00pm on Tuesday, December 8, 2020, either by email to: [lspr@cityofls.net](mailto:lspr@cityofls.net), by leaving a voicemail at 816-969-1512 or by leaving written printed comments in the utility payment drop boxes located in the alley behind City Hall or inside the foyer at the north end of City Hall, both located at 220 SE Green Street, Lee's Summit, MO 64063. Written comments submitted by these methods will be presented at the Park Board meeting.

<b>DATE:</b>	December 9, 2020	<b>TIME:</b>	6:00 PM	<b>PLACE:</b>	Via Videoconference
6:00 PM Meeting Call To Order Via Videoconference				President, Melinda Aulenbach	
<b>SPECIAL GUESTS</b>					<b>PAGES</b>
<ul style="list-style-type: none"> <li>Employees of the Quarter – 3<sup>rd</sup> Quarter 2020</li> </ul>				Joe Snook, Jared Greene, Grace Carson, Ruth Buckland	N/A
<b>PRESENTATIONS</b>					
<ul style="list-style-type: none"> <li>Summit Waves End of Activity Report</li> <li>Gamber Community Center End of Activity Report</li> </ul>				Devin Blazek, Grace Carson Megan Crews	N/A
<b>AGENDA ITEM</b>					<b>STAFF RESPONSIBLE</b>
<b>APPROVAL OF MINUTES:</b> October 2020 Regular Session Minutes				Carole Culbertson	1-9
<b>TREASURER'S REPORT:</b> read by James Huser, Treasurer (includes October 2020 Financial Report)				Carole Culbertson	10-19
<b>SALES TAX REPORT:</b> November 2020				Carole Culbertson	20-21
<b>BOARD APPROVAL ITEMS</b>					
<ul style="list-style-type: none"> <li>Amendment to FY2021 Pay and Classification Plan</li> <li>Agreement with Great Beginnings Childhood Center</li> </ul>				Joe Snook David Dean	22-23 24-28
<b>OLD BUSINESS</b>					
<ul style="list-style-type: none"> <li>Projects and Services Review</li> </ul>				All Staff	29-36
<ul style="list-style-type: none"> <li>Capital Projects Plan – <ul style="list-style-type: none"> <li>Lowenstein Park Improvements</li> <li>Velie Park Update</li> </ul> </li> </ul>					37-38 39
<ul style="list-style-type: none"> <li>Fundraising Update</li> </ul>				David Dean	40-42
<b>NEW BUSINESS</b>					
End of Activity Reports				Various Staff	43-122
<b>PATRON COMMENT REVIEW</b>				Joe Snook	123-144
<b>MONTHLY CALENDARS</b>				For Information Only	145-147
<b>ROUNDTABLE</b>				Park Board Members and Staff	N/A
<b>OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD</b>				Joe Snook	N/A
<b>MEETING ADJOURNMENT</b>				Joe Snook	N/A
<b>BOARD COMMITTEES</b>					
<b>Budget</b> James Huser-Chair Casey Crawford Samantha Shepard		<b>Personnel</b> Lawrence Bivins-Chair Nancy Kelley Wesley Fields		<b>Youth Sports</b> Casey Crawford Jon Ellis Samantha Shepard	
				<b>Foundation Board</b> Tyler Morehead Nancy Kelley	

# LEE'S SUMMIT PARKS AND RECREATION BOARD MEETING MINUTES

## CITY OF LEE'S SUMMIT, MISSOURI

DATE:	October 28, 2020	TIME:	6:00 PM	PLACE:	Via Videoconference
Board Members Present:		Board Members Absent:		Staff Present:	Other Guests:
Mindy Aulenbach, President				Joe Snook	Hillary Shields, Council Liaison
Lawrence Bivins, Vice President				Carole Culbertson	Ryan Gibson
Jim Huser, Treasurer				David Dean	Devin Blazek
Casey Crawford				Steve Casey	Jackie McCormick Heanue
Jon Ellis				Brooke Chestnut	
Wesley Fields				Tede Price	
Nancy Kelley				Dana Thurber	
Tyler Morehead					
Samantha Shepard					
AGENDA ITEM	DISCUSSION (Findings/Conclusions)				RECOMMENDATIONS/ ACTIONS
Presentations:					
Employee of the 3 <sup>rd</sup> Quarter Presentation	Mr. Snook informed the Park Board that staff was supposed to have a Quarterly meeting Tuesday morning but the weather didn’t cooperate and it had to be canceled. It has been rescheduled to next week. Employee of the Quarter for 3 <sup>rd</sup> quarter will now be announced at the November/December meeting.				
Camp Summit 2020 End of Activity Presentation	<p>Mr. Gibson presented the End of Activity report. Mr. Gibson stated that in 2020 “Your Kingdom Awaits” was the theme. It was a challenge due to Covid-19, with numerous obstacles to overcome, however staff felt it was necessary to offer the program any way we could. Camp Summit was held at Harris Park Community Center. We did not change the time of camp, it was still from 6:30am-6:00pm and ran from June 15-August 14. August 14<sup>th</sup> was always planned to be the final day of Camp, but June 15 was a later start date than originally planned due to coordination needs with the Health Department to get policies and procedures approved and to get staff properly trained. We had 9 weeks of camp with ages 5-11. We had less staff this year because we didn’t have as many kids. We had 3 Managers, 3 Assistant Managers, 3 Service Representatives, 36 Counselors, 3 Support Counselors and 1 Nurse. We didn’t have a Nurse last year and having one this year was a significant benefit.</p> <p>There were a number of changes to this year’s program due to Covid-19. First, the number of campers had to be reduced in order to safely operate camp. This was achieved first by only allowing resident participants and then limiting the number of total registrations. At the time of that decision, 70 non-residents had already registered and were refunded. Additionally, campers had to remain in their own cohorts (pods) and were not able to interact with staff or campers from another pod for the whole week. Volleyball nets were put up in the gym and each pod got half of a court. It was a challenge to achieve but management staff and counselors did a great job.</p> <p>Another change affected field trips. Due to the fact that most places were closed down or couldn’t accommodate groups, it was determined to do one field trip per week instead of two, and just go to Lee’s Summit parks/facilities.</p> <p>Adjustments were also made to regular operations at Summit Waves. Under normal circumstances, campers, put their stuff down and go swim wherever they wanted based on the swim test they passed. That wasn’t an option this year because they had to swim with their cohorts and pods and remain in those groups moving from one body of water to another. It was decided the kids would swim twice per week instead of every day. The age groups were split up so the 5-7 year olds would swim on Monday and Wednesday and 8-11 year olds on Tuesday and Thursday. Since the kids had to rotate bodies of water in groups, they split up</p>				

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	<p>where they went to on each day. For example, the six year olds on Monday would be in the lazy river and time in the lap pool. Then on Wednesday they would go to the wave pool and spend time in the kiddie pool. This system worked out really well and allowed the kids to get all aspects of the pool for an extended period of time while keeping them with their cohorts and pods.</p> <p>Another change involved the closure of concessions operations. Campers enjoyed prepackaged snacks, which staff found was actually well received because the prepackaged snacks are generally a little less healthy and more favorable to kids than the snacks which are generally provided, like fruit.</p> <p>In order to minimize contact with outside individuals, parents were not allowed inside Harris Park Community Center. Tables were set up outside under the overhang where the Managers sat at the drop off and pick up tables, and additional staff were positioned just inside the doors of the gymnasium during drop off. Parents would walk up to the table and give their child's name and age, and the Managers would put a check mark by their name. That indicated the child was there, instead of the parent taking a pen and signing a book. The camper would walk through the door, into the facility and staff would check them in again to confirm they were taken to their cohort. Similarly, at pick up time, parents would arrive, show their ID to staff at the table, and staff would check the checkout list that says who is allowed to pick up. Once it was confirmed it was an approved person for pick up, staff would radio in to runners inside and give the child's name and age. The runner would go to that age group and tell the camper it was time to go home. The camper would walk from their gym area to the front lobby, where we had checkers to process them and walk them to the doors and release them to their parents. This modified system worked well.</p> <p>Staff was required to wear masks from the beginning of camp. About two weeks in to camp, the Health Department mandated masks for everyone, including campers. This was initially a challenge, with staff spending a lot of time asking kids to put their mask on and educating parents that their kids had to wear a mask. Some campers also stopped participating because their parents did not want them to go to camp if they had to wear a mask. Campers were not required to wear a mask at the park or on a field trip if they were up and running around during high intensity games like capture the flag and soccer, which was according to CDC guidelines.</p> <p>Cleaning procedures were significantly enhanced as well. Specifically at the end of every day, backpack sprayers were used and staff sprayed down every cubby and all parts of the gym. Each pod had their own bag of equipment like basketballs, jump ropes and markers which were wiped down or sprayed down daily. Service Representatives were constantly wiping down and sanitizing touch points in the lobby and water fountains and staff made sure the kids washed their hands at least four times a day. All Counselors had their own small hand sanitizer bottle for use by campers and staff. Hand sanitizer was also placed around the gymnasium as well as the front desk. Finally, Kaelen, our Maintenance Specialist, would clean midday every day.</p> <p>As previously mentioned, participation had a significant decline due to Covid-19, with total enrolled and weekly average participation at 164. This impacted service hours with less kids and our days of camp reduced because of starting later.</p> <p>Finances took a hit as well. Although the outcome did not produce the typical results, the program was able to net \$1,200, inclusive of our indirect expenses, and was likely about \$16,000 before the indirect expenses are subtracted. The reduction in revenue was due to lower attendance caused by Covid-19. These are the seasonal figure, March thru end of September. In addition, because there were fewer campers, the cost per day to operate increased substantially, and additional costs due to programming changes were incurred for things like crafts supplies. However, the cost for field trips and snacks were lower due to the reduced number of participants.</p>	
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	<p>A total of 325 surveys were emailed to unique households representing the 370 registered campers. 70 surveys were returned for a 22% return rate. Generally the return rate is 21-23%. 12 comments were in some way related to Covid-19 and its effect on the program.</p> <p>In post camp conversations with staff, it was agreed the team did a good job this summer with everything and it was a success in allowing those campers to have a sense of normalcy. Fieldtrips rated at 3.84, below 4.0 This was likely due to the fact that there were reduced field trips and the weekly fee was not adjusted to account for the reduction. There were nine positive comments on the program as a whole.</p> <p>Mr. Gibson shared a photo of the dividers which were used to identify the camp cohorts per Health Department guidance, which were suggested by Mr. Snook built by LSPR staff from shower curtains and pipe.</p> <p>President Aulenbach commented that she can't imagine trying to think of the logistics of how to get from Point A to Point B to Point C, cleaning in between each time and getting all this worked out. She knows it had to be very taxing on Mr. Gibson and the rest of the staff just trying to get the logistics lined out. Mr. Gibson stated they were putting this program together while working from home, with a significant portion of the planning taking place via phone conversations between Mr. Gibson and Ms. Price. President Aulenbach noted the cleaning was obviously very important, and acknowledged there was a lot of training and handholding early on to do things correctly but it worked out. She complimented staff on a job well done.</p> <p>Ms. Kelley stated she was very impressed with not just Mr. Gibson but all the staff. This was a curveball thrown at us and we hit it out the park as far as she was concerned and Mr. Gibson did a great job.</p> <p>Ms. Shepard stated that she was interested to see how this will impact next year with family's behavior and what resources they use. Ms. Shepard stated they didn't register for Camp Summit because they didn't know what was going to happen. Then by the time the department opened it up Camp was already full. She stated their family had to figure something else out, and given the option to go back, she is pretty sure they would but she is interested what other families will do. She stated it will be difficult planning for next year when we don't know what this pandemic is going to do. She thinks we will have to be very thoughtful about what resources we need and how much we scale it up because we don't know if we will have the normal retention rate that we normally do. Mr. Gibson agreed with Ms. Shepard, noting people always relied on Camp and then they weren't able to use it but were able to find something different, how do we recruit them back. This is something staff will be reviewing in the offseason.</p> <p>President Aulenbach thanked Mr. Gibson for all the hard work and efforts that he did to prepare and execute his summary for the Board.</p>	
<b>AGENDA ITEMS:</b>		
<b>Approval of Minutes of September 23, 2020 Regular Park Board Meeting</b>	<p>Supporting documentation (see pages 1-5).</p> <p>Vice President Bivins stated there were a couple of typos in the minutes but he provided them to staff offline for correction.</p>	Vice President Bivins made a motion to approve the minutes of September 23, 2020; seconded by Ms. Kelley. Motion carried unanimously.
<b>Treasurer's Report – September 2020</b>	<p>Supporting documentation (see pages 6-15). Treasurer Huser was experiencing technical difficulty and Ms. Culbertson read the September 2020 Treasurer's Report in his place.</p> <p>Vice President Bivins asked if the solar panels are on hold because of Covid-19. Mr. Snook stated that the project is on hold due to other factors beyond Covid-19.</p>	Mr. Fields made a motion to accept the Treasurer's Report for September 2020; seconded by Vice President Bivins. Motion carried unanimously.



	Mr. Fields noticed that most of the expenses for each of the funds were down consistently along with revenues in most instances, however, he did notice on Summit Waves personnel services had increased year to date. He is curious what was causing that outlier. Mr. Snook stated it was the last payroll caught up in the Financials that we were able to present and it was a timing issue. It was reported staff in the other operations are down 6 Full-Time positions, primarily in Recreation but also other funds. Mr. Snook noted this would likely result in being under budget because we had anticipated on having those expenses.	
<b>Sales Tax Report – October 2020</b>	Supporting documentation (see pages 16-17). No questions or discussion.	No Board Action.
<b>BOARD APPROVAL ITEMS</b>		
<b>Approval of Amended Part Time Pay Plan - ESports Tournament Director</b>	<p>Supporting documentation (see page 18). Mr. Snook stated during the budget process Park Board approves a Part-Time pay plan and this position was not in the original budget process. ESports is a program we have been working hard to get going and staff is close to being ready, but the creation and hiring of this position is needed to get the program started.</p> <p>Mr. Gibson stated ESports is something we have been working diligently on and we are at a point start programming. We are going to start with tournaments and we need someone that is a gamer to troubleshoot technical issues. Mr. Gibson and Mr. Benson would be onsite and the Part-Time person would be there to set everything up and make sure everything is running smooth. If participants have an issue with a controller or connection issue that will delay the tournament. We feel very good about these tournaments and believe it would be very beneficial to have an experienced person onsite to assist with issues.</p> <p>Treasurer Huser asked if this is a Part-Time position for only when we are having tournaments or will there be other things associated to this role. Mr. Gibson stated this is a Part-Time position for the day of the tournament. Treasurer Huser stated this amount seems extremely low to get someone to come in and do that job and the responsibility for a tournament. Mr. Gibson stated this is slightly over minimum wage. You can't charge a whole lot for the tournament so staff tried to find a way to minimize the expenses as best as possible. There are a lot of upfront costs associated with the program, including purchasing monitors, controllers and other components. Staff intends to put together anywhere from 7-9 tournaments and with full registrations.</p> <p>Vice President Bivins stated that if we have known candidates, are we still going to post the position. Mr. Gibson stated we are going to post this position on the website, and internal and external candidates will be able to compete for the position. Vice President Bivins wanted to know if we have to acknowledge we already have a candidate, and questioned whether staff felt there would be difficulty attracting candidates at \$10.50 an hour? Mr. Gibson doesn't think so because of the number of the people that don't want to play but just come and watch. If someone knows how all the technology works and they can be paid a little bit to be there at the tournament and assist, Mr. Gibson thinks this will draw people's attention to the position.</p> <p>Ms. Kelley wants to know if there can be fans in the stands. Mr. Gibson says the plan is currently to allow one spectator per participant to watch, with a max of 32 participants in a round robin tournament. The cost for the tournament will be \$15 per participant to play.</p> <p>Mr. Crawford noted Esports has been talked about previously, and asked whether parks looking at not only physical spectators but streaming it with spectators online watching it, which would be an additional revenue source that could help the breakeven point, but also noted Parks probably does not currently have the infrastructure or the bandwidth to stream the tournaments on YouTube or Twitch. Mr. Snook stated we are taking a small but steady approach to ESports because they can get very expensive and stated Mr. Crawford is right, to stream becomes very expensive with infrastructure and LSPR currently doesn't have the facilities or infrastructure needed. Through our evaluation, our first step is to</p>	Vice President Bivins moved to approve the Amendment to the Part Time Pay Plan for FY21 to incorporate the position of ESports Tournament Director at a rate of \$10.50 per hour; seconded by Ms. Kelley. Motion carried unanimously.

	<p>provide tournaments, see what kind of excitement we have and provide an onsite experience with controllers and monitors. From there, if we are starting to see activity and feel there is a need in our community we can branch out and do league play. With league play we can go into coaching, then if and when the time is right and we have the right facility, we can look into streaming. For us it is a measured approach with multiple steps in the process and this is the very first step. Mr. Snook stated he thinks this is going to be successful and we will see a lot of interest and excitement but this is our first step into it by doing it in a fiscally responsible way by measuring the enthusiasm. We are planning seven tournaments the first year.</p> <p>Mr. Crawford asked what the cost would be to have enough bandwidth to stream this. Mr. Snook reported he could envision incorporating the infrastructure when additional facilities are scheduled to be built in the future, after testing the waters maybe we would build an e-gaming component into a facility, which would also allow for designing the space to accommodate the program. Right now, Harris Park Community Center works well in the time of Covid-19, with 32 participants and 32 spectators, for a total of 64 people who can be placed to accommodate social distancing easily. LSPR has a plan and a future for e-sports and believe it will be successful, but it will take time to get there. Mr. Snook agreed knowing the cost to add the infrastructure would be helpful in general, but is not sure there is capacity to do something in the next three to five years at this point. However, he noted staff would research information for future consideration.</p>	
<b>RFP 2020-049 Landscaping Services Proposal</b>	<p>Supporting documentation (see pages 19-30). Mr. Casey presented a motion to approve a contract with Rosehill and Down to Earth Services. The solicitation went through a Request for Proposal process with the City Procurement Department. This is a City contract, not a Parks contract, however the Parks Department is able to use the contract and its' pricing. LSPR's spending from year to year could exceed \$50,000, would require Board approval. This contract has been in place with various vendors since Legacy Park was built and is used with the Memorandum of Understanding with Public Works on roadway medians, tree and shrub replacements and on new Capital Improvement Projects for landscape installations. Mr. Casey and Ms. Chestnut were a part of the evaluation team and scored the proposals. LSPR has worked with both vendors previously and is currently working with Rosehill, whose contract expires in the middle of November. It is proposed to also engage Down to Earth Services due to the specialized nature of their work, as they are heavily involved with environmental planning and projects so that fits some of LSPR's needs from a services standpoint and staff feels very comfortable having two vendors on this contract.</p> <p>Mr. Ellis asked if we will bid a project to each of them or give it to both of them or pick them based on their specialty? Mr. Casey stated it will depend on the type of work and budget. An installation of trees and shrubs would be more suited to Rosehill because of their supply and availability of product. A restoration project of a rain garden is more suited to Down to Earth Services. In some instances we can create competition between the vendors if we feel the scope and budget allow for that. Mr. Ellis asked to confirm we have used Rosehill in the past but we are adding Down to Earth Service in the mix. Mr. Casey stated yes, but staff has also worked with Down to Earth Services on previous projects, noting it was used for the landscape restoration work on the monument on 470. He also explained they are a local company and are very specialized in their work but for the service we need under the contract that fits their niche really well.</p> <p>Vice President Bivins stated he is familiar with Rosehill but if he is reading the scores correctly it seems like Down to Earth Services scored higher because of the flexibility regarding more heavy work. Mr. Casey stated the scores are a summary of the committee members' scoring and are subjective to some degree, as it can vary based on one person's experience or expertise, knowledge and background working with that particular contractor. Mr. Snook stated for clarification this was not just Ms. Chestnut and Mr. Casey in the evaluation but representatives from the entire City and reiterated Mr. Casey's statement that it is subjective in a lot of ways. It is a composite, so someone could have rated them higher than the group and skewed. Vice President Bivins stated on the schedule of fees, maybe specific</p>	<p>Mr. Ellis made a motion to approve the contracts under the terms of the Request for Proposal RFP #2020-049 Landscape Services and award to Rosehill Gardens and Down to Earth Services. Seconded by Vice President Bivins. Motion carried unanimously.</p>

	to landscaping, there seems to be a variance between a project under \$75,000 and more \$75,000. Mr. Casey stated that there is definitely an economy of scale, noting Rosehill is a bigger company and they probably carry some stock. Mr. Snook asked Vice President Bivins to clarify that he is asking why it is less expensive under \$75,000 and more expensive over \$75,000? Vice President Bivins agreed, and Mr. Snook stated the answer is due to prevailing wage, which is required on any project over \$75,000. This is also why the bid asks for pricing on both.	
<b>OLD BUSINESS</b>		
<b>Projects and Services Review</b>	Supporting documentation, (See pages 31-38). Mr. Huser stated that the lockers look good. No further discussion.	No Board Action.
<b>Capital Projects Plan</b>	<p><b>Lowenstein Park Improvements:</b> Supporting documentation (see pages 39-42). Mr. Casey gave an update on Lowenstein. He reported the playground and fitness equipment has all been installed and a contractor is currently on site finishing up the turf playground surfacing in the 2-5 year old and fitness areas, which will be finished at the end of this week or early next week. LSPR crews are pouring a lot of concrete, installing playground mulch, seeding and landscaping, which should be finished in the next couple of weeks. The shelters are framed and need to get the roofs on them. He noted there is a lot of enthusiasm for this park, stating we get a lot of walkers in the park and they have been watching the project very closely. Staff is excited to get this renovation completed. He also reported there is still work on the pond and progress continues, noting the developer is putting in a water feature on the pond and had to make some modifications on the intake structure to accommodate it. A majority of work is completed and the water feature is about 30 days from completion according to the developer's contractor. He anticipates staff should be wrapped up our work and the pond work be completed by the end of November.</p> <p>Mr. Snook reminded the Board of the comments received regarding the lack of lights around the trail, and noted prior to the renovation, Lowenstein had trail lighting.. The poles formally belong to KCPL, now Evergy, and we are not sure who paid for the poles or electricity. As a part of this project the electricity to those poles was cut off and we had to reestablish an electrical location for all the new amenities. The topic of trail lighting was discussed extensively in 2018. There have been a few people who have expressed concern and frustration, with about 8-9 emails and comments on Facebook, each individually addressed by staff. Mr. Snook stated there is a social media platform called NextDoor that seems to have a lot of activity in Bent Tree Bluffs and other neighborhoods in the area of the park and noted he wanted the Board to be aware of the situation and that staff is exploring options. Staff was able to connect with a representative from Evergy today and they are going to meet us onsite next week to talk about it. We also found out from Evergy that the poles do not meet City code and will not be reactivated, as the poles are actually too tall. They can only be 20 feet and they are 25 feet tall. Staff will continue to evaluate options and may consider putting light back in there in the future. He reminded the Board, from information obtained during the 2018 review, it is not a best practice in Parks and Recreation, and tends to create other issues like perceived safety. He also noted it is hard to illuminate the surfaces in a manner that could be safe for people. There are a lot of reasons why LSPR may not want to do that. Mr. Snook stated he would send the research information out to the Board this week for review so everybody, especially the new members, will have that information for future discussions. He also stated staff is looking at the cost of solar lights and noted if it is cost effective and something we want to consider, we could possibly use Lowenstein as a pilot project and see if that is an option for other parks in the future.</p> <p>Ms. Shepard stated she gets a lot of questions on whether or not the park is closed and when is it going to open? She feels there should be a communication plan or some kind of relauching, something to signify from the road that it is ready.</p>	No Board Action.



	<p>Mr. Snook stated there are a lot of people using the park. Ms. Shepard stated they are probably from the neighborhood, she is talking about people driving by. Mr. Snook stated we are putting a lot of updates out on social media letting people know what is going on at the park and that the park is still open, and while we don't currently have a banner or a sign, we could easily put one up there. We are looking to be complete with the project before Thanksgiving but it is weather dependent. Mr. Snook reiterated we could put some signage up at the corner of Chipman and Pryor to let people know the park is still available for use. Ms. Shepard stated that if it is going to be open or done in a few weeks, that doesn't make sense to spend money on signage. She stated that once it is done, it seems like a good opportunity since it is a corner with substantial traffic.</p> <p>Vice President Bivins agrees with placing a banner for notification.</p> <p>Mr. Ellis also said he agrees with putting something up that says "now open". He also had a question about the fences along the road stating a storm blew one of them down by the gas lines but it looks like they have both gotten put back up. He questioned if this was the City's or Parks' responsibility to straighten them up and make them look better? Mr. Casey stated the fencing is Parks and was installed when the City did some water line improvements on Chipman Road. There is also some decorative aluminum fencing on both Chipman and Pryor Roads, both belong to LSPR. There was some damage when a storm came through two or three months ago. Mr. Ellis stated they had been back up but needed a little more attention.</p> <p><b>Velie Park Improvements:</b> Supporting documentation (page 43). Mr. Casey stated that over the last few weeks staff sent out a questionnaire to over 700 residents within a mile of the park. As of October 9<sup>th</sup> we received about 200 responses with feedback on the type of improvements they would like to see in the park and some of the issues related to the park. Approximately 30 residents would like to participate on a committee going forward and working on the updated master plan of the park. Next Wednesday we are going to have a first attempt at a "virtual" neighborhood workshop. Typically we like to do these in person and meet our neighbors of the parks but we are not able to do that right now, and will instead have a Zoom meeting and invite everyone to see the presentations and provide feedback. This will be a kickoff meeting to give us an opportunity to talk to neighbors. We were pleased with the responses and will roll that into getting more feedback as we move forward. This will be the first of two or three meetings of this type, so we will see how the process evolves.</p>	
<b>Fundraising Update</b>	Supporting documentation (see pages 44-46). Mr. Dean stated there is not much else to report than what was in the memo. We have one last sponsor that has put their check in the mail and we are waiting for that to arrive.	No Board Action.
<b>NEW BUSINESS</b>		
<b>Summit Waves Slides Review</b>	<p>Supporting documentation (see page 47). Mr. Snook stated this item is a follow up to a comment Mr. Ellis had related to the slides and the lack of lighting. We looked at this a long time ago but it was a good reminder to go back and look at it again. Mr. Snook asked Mr. Blazek to look into the feasibility of adding some kind of illumination to one of our two enclosed slides.</p> <p>Mr. Blazek stated we did look into this a year or two after the facility opened. At that time Miracle Slide was still in business so there were options open to us. However, since then Miracle Slide has gone out of business, which has really limited our capability to make any significant modifications to the current structure. Staff did talk to two of the biggest slide manufactures in the middle of the country: Avalanche and Splashtacular, who stated it would open both of them and us to significant liability if we were to make edits to someone else's product. The only real option to make modifications would be to poke holes in the slides or put Plexiglas in to let natural sunlight in or putt some kind of artificial lighting on the inside, which was something they would not advise. If we decided to go this route we would actually have to replace entire sections of the slide and the vendor would have to custom remold the section, ship out to us and install. The vendors felt the likelihood of getting a perfect match was pretty low and could</p>	No Board Action.

	<p>create safety issues or an unpleasant experience for the rider and isn't the way to go. We did start looking at other ways to address this. One option which has been discussed as a future solution is actually incorporating a third slide. The slide tower was originally designed to have three slides. All of the infrastructure is in place. We started looking at potential costs and how to incorporate a new slide, which would be an open slide, where the other two are completely enclosed. Staff believes this is the best route of addressing the issue of slide lighting. We did get some estimates of \$250,000-\$300,000 but until we actually start the project and get a contractor onsite, we aren't going to be able to narrow down that amount. Staff believes exploring the option of a third slide is a better investment of capital money than investing \$10,000 to replace one section of existing slide. In order to get adequate lighting you are looking at \$10,000 per section per slide plus the liability risk. Therefore, staff's recommendation at this time is to start planning on a future slide addition to the facility when funds become available.</p> <p>Mr. Ellis thanked Mr. Blazek for his time and effort on getting this information. He agrees with Staff's recommendation on this and it would be more appropriate to spend those funds on a future third slide because it's in the plan. Mr. Ellis questioned if there is a way to have a public comment regarding the intention to do an open slide but it is a matter of when it can be worked into the budget. He is not sure we want to pre-commit to anything but maybe in a press release or weekly reader we could say we did look at this and for these reasons that the additional slide is a better plan down the road. Mr. Blazek stated the Summit Waves End of Activity report is not approved and should be to the Park Board at the next meeting and that comment did appear in that End of Activity report. We do address the comment to the extent that the information will be out there. If we want to do something more public like on the website, he would defer to Mr. Snook.</p> <p>Ms. Shepard asked Mr. Blazek if there are really strong spotlights which can be directed on the area to make the plastic kind of illuminate inside enough to see when the slide is turning. Mr. Blazek explained the issue would be where to mount the light, because anytime we mount something to the slide structure it would be considered a modification and it would trigger those potential liability issues. Mr. Snook also noted the basic question is can light illuminate through the fiberglass tube, and suggested to determine this Staff would need to take a light out there and hold it up next to the slide full power and does it have an impact or not. Mr. Blazek stated that even in the middle of summer with the sun shining, when you get in the slide it is still pitch black, so he is not optimistic they would be able to get any light to penetrate the fiberglass.</p>	
<b>3<sup>rd</sup> Quarter Security Report</b>	<p>Supporting documentation (see pages 48-50). Ms. Chestnut stated that in the 3<sup>rd</sup> quarter there was an increase in incidents and those have mainly been an increase in park patrol at Lea McKeighan North. Otherwise, every event that was noteworthy is outlined in the report.</p> <p>Ms. Kelley questioned why Osage Trails is not even listed. Eagle Creek is listed but has a zero. She mentioned there has been a police car there but not sure why he doesn't report he was there. Present Aulenbach stated she also noticed it was not on there. Mr. Snook stated this was an oversight on our part and would be corrected for the next report.</p>	No Board Action.
<b>End of Activity Report</b>		
<p>Supporting documentation (see pages 51-69) Mr. Ellis asked on Camp Summit the net revenue was \$200,000-\$300,000 per season in the past two years and this year it's zero. Do we need to be making adjustments elsewhere because we don't have that revenue and what does that affect? Mr. Snook stated the revenues from Camp Summit is part of Fund 530 the Harris Park Community Center fund which has several programs in it including our youth sports and adult sports so it's a conglomerate of several different programs, and explained the revenues from Camp Summit typically help offset the costs of Harris Park operations. The fund generally makes money or breaks even because of Camp Summit. Fund 530 will suffer because Camp did not produce what we budgeted for and what it traditionally does, and operations at Harris Park have been pretty minimal, we haven't had near the activity to offset expenses. There will be a negative impact to that fund at the end of the year. Having said that, because Camp Summit falls in two fiscal years, by the end of this fiscal year we should see an overall increase in revenues which differs from the information in the End of Activity report, which is based on the season, March to August. Mr. Snook explained he doesn't like to use fiscal years for measuring in the End of Activity report because it isn't a fair representation of the program. Those expenses are being managed in Fund 530 as a whole, and it represents a big picture look at all those funds together, where expenses in other areas can be managed to help minimize the negative impact.</p>		

#### PATRON COMMENT REVIEW

Supporting documentation (see pages 70-74). Treasurer Huser stated that comment 9 is a complaint regarding the warmth of Lovell Community Center free weights and treadmill area. He stated he appreciated the response but noted it is really hot up there. He has looked at the thermostat and it says 68 but it doesn't feel like 68. It would be nice to have another measurement tool to validate the thermostat is working correctly. The folks walking on the track may like to have it toasty but the heat creates sweat and sweat creates the possibility of passing different fungi, viruses and bacteria, and reiterated it would be nice to have some kind of validation outside of looking at the temperature gauge because something could be wrong on those. Mr. Snook stated Staff would measure the temperature in different areas of the facility.

#### MONTHLY CALENDARS

Supporting documentation (see pages 75-77). President Aulenbach stated there is going to be some changes in the calendars in the next 60 days.

#### ROUNDTABLE

Mr. Ellis only comment was that he didn't reiterate it enough to Mr. Casey that the projects are looking great and he hopes the entire department realizes their effort is appreciated in enhancing all those spaces.

Mr. Morehead stated to keep up the good work.

President Aulenbach stated she concurs with the last two comments as well. Every month there are new challenges, projects, new interruptions and new barriers but somehow staff seems to just keep going and making things good for the community and it's greatly appreciated.

#### OTHER ITEMS TO BE BROUGHT BEFORE THE BOARD

Mr. Snook stated in January we are planning for a membership increase at our Community Centers. This is was a part of our five year plan to address the minimum wage increases. Originally in our plan we were going to do this on July 1<sup>st</sup> of this year but it was postponed due to the Covid-19 situation and not knowing whether the facilities would be open. In the FY21 budget January 1<sup>st</sup> was the target date for implementation and staff is prepared to move forward. To put into perspective the increase is \$12, \$1 a month for each type of membership. Mr. Snook explained he didn't want the Board to be caught off guard with the announcement. We will be sending out communication to our members and communicating as part of our marketing efforts. Mr. Ellis asked if there would be any kind of justification along with those increases? Will there be any kind of a message or just an increase without a whole lot of fan fair. Mr. Snook stated it would be an increase without a lot of fan fair. We will have some patrons who will question it and we will have a script at our front desk so staff can address that with our patrons, but at the end of the day the cost of business continues to go up and we have not raised membership rates in several years. It is being driven by minimum wage and it will cost us an additional \$660,000 over the five years. We have to find a way to recover those costs or we can't provide programs and services. Mr. Ellis agreed it was a good call to not say much but to have your staff know what to say if anyone brings it up.

Mr. Snook also stated that Lovell and Longview Community Centers are polling places for the election on Tuesday. They have traditionally been polling places so we are used to this. However, this year is presenting a lot of challenges, at least nationally there has been discussions of potential challenges at polling locations. Staff has been working with the Jackson County Election Board to make sure we will be able to help address everything. The biggest concern Mr. Snook has is that the Election Board is not mandating masks or social distancing. The procedures Staff has put in place at our facilities will not be mandated by the Election Board and could create some confusion with our patrons. We want to make sure our staff and patrons are safe so there was some discussion about whether or not we would open the Community Centers on Tuesday. Staff feels very confident we can still provide those facilities to our members during the election and keep a separation from the members and people going to the polls. If we have challenges that day, we may have to reevaluate during the election.

Summit ice is opening on Tuesday, November 3<sup>rd</sup>. Staff had intended on opening on Sunday, November 1<sup>st</sup> but this week of weather has put us behind schedule. If weather becomes a problem, it may push us back a few more days but we intend to have Summit Ice open and ready early next week. Staff has a full Covid-19 plan in place and we are ready for business.

Park Board retreat will be Friday, November 6<sup>th</sup> from 2-5pm virtually. Board members will be getting information this week or early next week in preparation for that.

Wednesday, December 9<sup>th</sup> is the combined November and December Park Board meeting. Typically we combine those two months because the fourth Wednesday falls during Thanksgiving and Christmas. Wednesday, December 9<sup>th</sup> will be our last meeting of the year.

Mr. Snook thanked everyone that scheduled to meet with him one on one.

#### MEETING ADJOURNMENT

**Closed Session** – A motion was made by Vice President Bivins 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.; seconded by Ms. Kelley. Roll Call: Aye - President Aulenbach, Vice President Bivins, Treasurer Huser, Mr. Ellis, Mr. Fields, Ms. Kelley, Mr. Morehead, Ms. Shepard.

# Financial Outlook as of October 31, 2020



Fund	Fund Balance @ 10/31/20
Gamber Community Center	\$ 497,991
Lovell Community Center	\$ 1,330,696
Longview Community Center	\$ (627,928)
Harris Park Community Center	\$ 167,953
Parks and Recreation	\$ 1,989,653
Summit Waves	\$ 86,017
Cemetery	\$ 1,365,899
Construction	\$ (3,905,392)
Park COP	\$ 992,619

Fund	MTD 10/31/20	Prior YTD Actual	Current YTD Actual	Approved FY21 Budget	Percentage of FY21 Budget
<b>Gamber Community Center</b>					
Revenue	\$ 61,931	\$ 153,603	\$ 82,971	\$ 500,324	16.58%
Expenses	\$ 36,125	\$ 139,683	\$ 105,067	\$ 399,101	26.33%
Income (Loss)	\$ 25,806	\$ 13,920	\$ (22,096)	\$ 101,223	
<b>Lovell Community Center</b>					
Revenue	\$ 79,652	\$ 665,141	\$ 344,435	\$ 1,894,169	18.18%
Expenses	\$ 128,914	\$ 700,782	\$ 366,257	\$ 1,860,715	19.68%
Income (Loss)	\$ (49,261)	\$ (35,641)	\$ (21,822)	\$ 33,454	
<b>Longview Community Center</b>					
Revenue	\$ 50,268	\$ 259,488	\$ 173,775	\$ 1,090,501	15.94%
Expenses	\$ 103,973	\$ 498,446	\$ 283,817	\$ 1,257,015	22.58%
Income (Loss)	\$ (53,705)	\$ (238,958)	\$ (110,042)	\$ (166,514)	
<b>Harris Park Community Center</b>					
Revenue	\$ 38,029	\$ 648,850	\$ 227,613	\$ 1,329,894	17.12%
Expenses	\$ 72,642	\$ 616,566	\$ 321,171	\$ 1,253,453	25.62%
Income (Loss)	\$ (34,613)	\$ 32,284	\$ (93,559)	\$ 76,441	
<b>Parks and Recreation</b>					
Revenue	\$ 6,377	\$ 116,194	\$ 52,710	\$ 3,849,957	1.37%
Expenses	\$ 316,200	\$ 1,276,300	\$ 1,045,494	\$ 3,406,342	30.69%
Income (Loss)	\$ (309,823)	\$ (1,160,106)	\$ (992,784)	\$ 443,615	
<b>Summit Waves</b>					
Revenue	\$ -	\$ 319,921	\$ 127,657	\$ 864,054	14.77%
Expenses	\$ 28,006	\$ 250,004	\$ 279,317	\$ 764,531	36.53%
Income (Loss)	\$ (28,006)	\$ 69,917	\$ (151,660)	\$ 99,523	
<b>Cemetery</b>					
Revenue	\$ 16,015	\$ 68,973	\$ 66,909	\$ 153,783	43.51%
Expenses	\$ 10,318	\$ 62,049	\$ 45,605	\$ 191,522	23.81%
Income (Loss)	\$ 5,697	\$ 6,925	\$ 21,304	\$ (37,739)	
<b>Construction</b>					
Revenue	\$ 291,667	\$ 1,440,000	\$ 1,166,667	\$ 3,500,000	33.33%
Expenses	\$ 30,200	\$ 1,267,466	\$ 142,864	\$ 378,500	37.74%
Income (Loss)	\$ 261,467	\$ 172,534	\$ 1,023,803	\$ 3,121,500	
<b>Park COP Debt</b>					
Revenue	\$ 377,240	\$ 1,406,595	\$ 1,524,980	\$ 3,847,040	39.64%
Expenses	\$ 304,750	\$ 1,498,333	\$ 1,219,167	\$ 3,657,500	33.33%
Income (Loss)	\$ 72,490	\$ (91,738)	\$ 305,814	\$ 189,540	

**GAMBER COMMUNITY CENTER  
FUND 201  
Financial Report for the Month and Year Ending October 31, 2020**

	Previous Year-to-date October 31, 2019	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance		Approved FY21 Budget
<b>REVENUES</b>							
Activity & Membership Fees	44,653	6,218	20,359	53,123	(32,764)	<sup>2</sup>	177,076
User Charges	43	19	65	64	1		315
Rentals	46,182	3,194	10,423	51,807	(41,384)	<sup>3</sup>	156,433
Interest	3,724	-	(384)	1,200	(1,584)		3,600
Other Revenue	666	-	8	1,650	(1,642)		5,400
Miscellaneous	1	-	-	-	-		-
Transfers In from Park COP	58,333	52,500	52,500	52,500	-		157,500
<b>TOTAL REVENUES</b>	<b>153,603</b>	<b>61,931</b>	<b>82,971</b>	<b>160,344</b>	<b>(77,373)</b>		<b>500,324</b>
<b>EXPENDITURES</b>							
Personnel Services	72,477	23,277	67,894	77,266	(9,373)	<sup>4</sup>	230,028
Other Supplies, Services and Charges	21,664	2,713	11,331	26,324	(14,993)	<sup>5</sup>	87,468
Repairs and Maintenance	16,742	1,347	6,483	3,805	2,678		15,117
Utilities	14,744	7,078	12,524	19,860	(7,336)		45,981
Capital Outlay	7,366	-	-	-	-		-
Interdepartment Charges	6,691	1,709	6,836	6,836	-		20,507
<b>TOTAL EXPENDITURES</b>	<b>139,683</b>	<b>36,125</b>	<b>105,067</b>	<b>134,090</b>	<b>(29,023)</b>		<b>399,101</b>
<b>NET GAIN / (LOSS)</b>	<b>13,920</b>	<b>25,806</b>	<b>(22,096)</b>	<b>26,254</b>	<b>(48,350)</b>		<b>101,223</b>

**BEGINNING FUND BALANCE**

**520,087** <sup>1</sup>

**ENDING FUND BALANCE**

**497,991**

<sup>1</sup> **Beginning Fund Balance** is unaudited and subject to change.

<sup>2</sup> Limited activities are currently being offered. There has been less memberships due to the reduced hours of operation, reduced group exercise classes and mask requirements due to Covid-19.

<sup>3</sup> The budget anticipated revenue from the continuation of ongoing rentals along with revenue from new rental packages.

<sup>4</sup> A significant variance exists in Part-time salaries (\$7,300) due to reduced hours of operation and reduced classes/programming. Also, the payroll accrual has not been posted at the time of reporting. The variance in Worker's Comp (\$1,200) 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.

<sup>5</sup> Lower facility attendance has a direct correlation to some of the supply and service items (i.e. Recreational Supplies, Janitorial Supplies, Professional Fees, etc.) Also, the timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system. In addition, the annual amount for Insurance Expense (\$4,500) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

**LOVELL COMMUNITY CENTER  
FUND 202  
Financial Report for the Month and Year Ending October 31, 2020**

	Previous Year-to-date October 31, 2019	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance	Approved FY21 Budget
<b>REVENUES</b>						
Activity & Membership Fees	577,490	79,621	342,309	483,141	(140,832) <sup>2</sup>	1,751,388
User Charges	942	8	85	1,401	(1,316)	4,292
Rentals	35,326	-	-	7,660	(7,660)	74,814
Interest	10,543	-	1,392	3,996	(2,604)	3,996
Other Revenue	1,979	-	150	840	(690)	41,679
Contributions	11,250	-	-	7,500	(7,500)	15,000
Miscellaneous	92	24	499	12,508	(12,009) <sup>3</sup>	-
Transfers In	27,519	-	-	-	-	3,000
<b>TOTAL REVENUES</b>	<b>665,141</b>	<b>79,652</b>	<b>344,435</b>	<b>517,046</b>	<b>(172,611)</b>	<b>1,894,169</b>
<b>EXPENDITURES</b>						
Personnel Services	435,418	89,887	268,594	439,400	(170,806) <sup>4</sup>	1,329,102
Other Supplies, Services and Charges	96,582	6,320	24,440	72,019	(47,579) <sup>5</sup>	183,781
Repairs and Maintenance	56,322	4,497	16,897	60,370	(43,473) <sup>6</sup>	126,084
Utilities	43,985	23,668	38,157	59,839	(21,683) <sup>7</sup>	167,239
Capital Outlay	50,908	-	-	-	-	-
Interdepartment Charges	17,568	4,542	18,170	18,170	-	54,509
<b>TOTAL EXPENDITURES</b>	<b>700,782</b>	<b>128,914</b>	<b>366,257</b>	<b>649,797</b>	<b>(283,540)</b>	<b>1,860,715</b>
<b>NET GAIN / (LOSS)</b>	<b>(35,641)</b>	<b>(49,261)</b>	<b>(21,822)</b>	<b>(132,751)</b>	<b>110,929</b>	<b>33,454</b>

**BEGINNING FUND BALANCE**  
**ENDING FUND BALANCE**

**1,352,518** <sup>1</sup>  
**1,330,696**

<sup>1</sup> Beginning Fund Balance is unaudited and subject to change.

<sup>2</sup> A breakdown of the unfavorable variance is as follows: Activity revenue (\$36,000); Gate Receipts (\$42,000) and Memberships (\$63,000). Limited activities are currently being offered. Also, the facility has experienced significantly lower single visits compared to the number anticipated in the budget. There has been less memberships due to limited operating hours, reduced group exercise classes and mask requirements due to Covid-19.

<sup>3</sup> The budget included a rebate of \$37,000 (spread monthly) related to a Solar Panel project. The project is on hold. The rebate will not be received until the project has been completed.

<sup>4</sup> A significant variance exists in Part-time salaries (\$130,000) and FICA (\$8,500) due to reduced hours of operation and reduced classes/programming. Also, the payroll accrual has not been recorded at this time. In addition, Workers Compensation expense (\$29,000) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

<sup>5</sup> Lower facility attendance has a direct correlation to some of the supply and service items (i.e. Recreational Supplies, Janitorial Supplies, Professional Fees, etc.) Also, the timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system. In addition, the annual amount for Insurance Expense (\$15,000) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

<sup>6</sup> The budget includes Heat Exchanger repairs that have not been completed at this time (\$21,000). The budget also includes the pool maintenance usually completed annually in August; however, it was completed in March during when the facility was closed. Staff is also making more in-house repairs such as roof repairs, paint and caulk repairs to reduce expenses.

<sup>7</sup> A majority of the variance is in electricity. The bill for October usage has not been posted at the time of this report. Also, Water/Sewer usage is less than anticipated in the budget.



**LONGVIEW COMMUNITY CENTER  
FUND 205  
Financial Report for the Month and Year Ending October 31, 2020**

	Previous Year-to-date October 31, 2019	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance	Approved FY21 Budget
<b>REVENUES</b>						
Activity & Membership Fees	208,863	37,342	140,317	193,033	(52,716) <sup>2</sup>	895,587
User Charges	742	17	39	1,117	(1,078)	3,630
Rentals	49,352	12,685	32,914	37,354	(4,440)	153,083
Miscellaneous	530	224	505	37,008	(36,503) <sup>3</sup>	37,857
<b>TOTAL REVENUES</b>	<b>259,488</b>	<b>50,268</b>	<b>173,775</b>	<b>268,512</b>	<b>(94,737)</b>	<b>1,090,501</b>
<b>EXPENDITURES</b>						
Personnel Services	313,522	68,500	199,575	275,700	(76,125) <sup>4</sup>	820,659
Other Supplies, Services and Charges	48,440	3,842	20,680	55,382	(34,702) <sup>5</sup>	144,574
Repairs and Maintenance	29,156	4,230	11,093	32,434	(21,340) <sup>6</sup>	62,994
Utilities	81,100	22,182	33,736	68,199	(34,463) <sup>7</sup>	181,275
Interest Expense	1,806	1,258	2,895	-	2,895	-
Interdepartment Charges	15,487	3,960	15,838	15,838	-	47,513
<b>TOTAL EXPENDITURES</b>	<b>498,446</b>	<b>103,973</b>	<b>283,817</b>	<b>447,552</b>	<b>(163,736)</b>	<b>1,257,015</b>
<b>NET GAIN / (LOSS)</b>	<b>(238,958)</b>	<b>(53,705)</b>	<b>(110,042)</b>	<b>(179,040)</b>	<b>68,998</b>	<b>(166,514)</b>

**BEGINNING FUND BALANCE** (517,886) <sup>1</sup>

**ENDING FUND BALANCE** (627,928)

<sup>1</sup> **Beginning Fund Balance** is unaudited and subject to change.

<sup>2</sup> A breakdown of the unfavorable variance is as follows: Activity revenue (\$6,700); Gate Receipts (\$18,500) and Memberships (\$27,000). Limited activities are currently being offered. There has been less memberships due to limited operating hours, reduced group exercise classes and mask requirements due to Covid-19.

<sup>3</sup> The budget included a rebate of \$37,000 related to a Solar Panel project. The project is on hold. The rebate will not be received until the project has been completed.

<sup>4</sup> A variance of approximately \$15,000 exists in Part-time salaries due to reduced hours of operation and reduced classes/programming. In addition, there are two Full-Time positions currently vacant. The Full-Time Service Representative position is being covered by other full time staff and part-time staff. The Recreation Supervisor position is currently on hold. Also, the payroll accrual and Workers Compensation expense (\$22,000) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

<sup>5</sup> Lower facility attendance has a direct correlation to some of the supply and service items (i.e. Recreational Supplies, Janitorial Supplies, Professional Fees, etc.) Also, the timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system. In addition, the annual amount for Insurance Expense (\$8,000) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

<sup>6</sup> Replacement of a compressor in the gym (\$13,500) and resurfacing the hardwood floors (\$4,000) were budgeted and put on hold. The budget is based on last years data for equipment repairs and building maintenance. At this time anticipated repairs have not been required. Also, the timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system.

<sup>7</sup> A majority of the variance is in electricity. The bill for October usage has not been posted at the time of this report. Also, Natural Gas usage is less than anticipated in the budget.

**HARRIS PARK COMMUNITY CENTER**
**FUND 530**
**Financial Report for the Month and Year Ending October 31, 2020**

	Previous Year-to-date October 31, 2019	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance		Approved FY21 Budget
<b>REVENUES</b>							
Activity & Membership Fees	438,215	11,413	126,199	125,176	1,023	<sup>2</sup>	867,373
User Charges	19,452	-	55	9,776	(9,721)	<sup>3</sup>	83,686
Rentals	42,466	11,609	22,215	39,708	(17,493)	<sup>4</sup>	161,240
Interest	3,902	-	(254)	-	(254)		-
Other Revenue	47,921	6	97	24,050	(23,953)	<sup>5</sup>	250
Contributions	83,875	15,000	79,125	44,063	35,063	<sup>6</sup>	183,025
Miscellaneous	13,018	-	176	654	(478)		34,320
<b>TOTAL REVENUES</b>	<b>648,850</b>	<b>38,029</b>	<b>227,613</b>	<b>243,427</b>	<b>(15,814)</b>		<b>1,329,894</b>
<b>EXPENDITURES</b>							
Personnel Services	287,155	39,445	223,035	150,323	72,711	<sup>7</sup>	695,472
Other Supplies, Services and Charges	269,641	14,104	52,551	102,699	(50,148)	<sup>8</sup>	380,963
Repairs and Maintenance	9,116	2,118	7,867	15,642	(7,775)		34,175
Utilities	28,693	15,216	27,419	35,291	(7,871)		99,212
Capital Outlay	11,200	(65)	-	-	-		-
Depreciation	6,581	1,561	6,244	6,244	-		18,732
Transfers Out	3,519	-	3,000	3,000	-		3,000
Interdepartment Charges	7,242	1,825	7,300	7,300	-		21,899
<b>TOTAL EXPENDITURES</b>	<b>616,566</b>	<b>72,642</b>	<b>321,171</b>	<b>314,254</b>	<b>6,917</b>		<b>1,253,453</b>
<b>NET GAIN / (LOSS)</b>	<b>32,284</b>	<b>(34,613)</b>	<b>(93,559)</b>	<b>(70,827)</b>	<b>(22,731)</b>		<b>76,441</b>

**BEGINNING FUND BALANCE**
**261,511** <sup>1</sup>
**ENDING FUND BALANCE**
**167,953**
<sup>1</sup> Beginning Fund Balance is unaudited and subject to change.

<sup>2</sup> Although the variance at the Fund level is \$1,023, there are significant variances at the program level. At the program level, Camp Summit was over budget \$95,000. Revenues are lower than anticipated in Adult Instructional (\$16,600), Youth Instructional (\$4,500) and Athletics (\$53,600) due to lower number of adult teams, youth volleyball and basketball signups and no Itty Bitty programs. Legacy Park Amphitheater did not have any programs this summer(\$17,000) due to Covid-19.

<sup>3</sup> The budget anticipated revenue for Lea McKeighan North concessions and pro shop (\$6,000) and Legacy Park Amphitheater (3,700). Both of the facilities have not been open due to Covid-19.

<sup>4</sup> The budget anticipated revenue from the continuation of ongoing rentals along with revenue from new rental packages.

<sup>5</sup> The budget included a rebate of \$23,800 related to a Solar Panel project. The project is on hold. The rebate will not be received until the project has been completed.

<sup>6</sup> Banner Sponsorships delayed payment in the Spring until the start of FY21. All sponsors are currently caught up on their Spring 2020 payments.

<sup>7</sup> Camp Summit Part-Time personnel expense was not budgeted for the start of FY21 because of Covid-19, however, the program opened in June (\$105,000). The payroll accrual and Workers Compensation expense (\$13,000) has not been recorded at this time. Workers Compensation is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report. Additionally, program registrations are down resulting in a favorable Part-Time expense of \$20,000.

<sup>8</sup> The annual amount for Insurance Expense (\$13,000) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report. Also, Legacy Park Amphitheater was not open this year(\$26,000) and lower programming in Athletics, Youth and Adult Instructional(\$21,000), which has a direct correlation to some of the supply and service items (i.e. Professional Fees, Printing, Advertising expense, etc.).

**PARKS & RECREATION  
FUND 200  
Financial Report for the Month and Year Ending October 31, 2020**

	Previous Year-to-date October 31, 2019	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance		Approved FY21 Budget
<b>REVENUES</b>							
Taxes	-	-	-	-	-		3,658,483
Fines & Forfeitures	4,890	12	2,014	3,960	(1,946)		18,000
Interest	10,888	-	(2,290)	11,000	(13,290)	<sup>2</sup>	11,000
Other Revenue	1,591	86	1,874	1,167	707		3,500
Contributions	63,209	5,280	17,509	20,865	(3,356)		88,959
Miscellaneous	23,424	999	10,794	13,480	(2,686)		47,205
Transfers In	12,193	-	22,810	22,810	-		22,810
<b>TOTAL REVENUES</b>	<b>116,194</b>	<b>6,377</b>	<b>52,710</b>	<b>73,282</b>	<b>(20,572)</b>		<b>3,849,957</b>
<b>EXPENDITURES</b>							
Personnel Services	677,462	212,491	627,286	674,382	(47,096)	<sup>3</sup>	1,950,067
Other Supplies, Services and Charges	328,788	43,198	202,036	339,383	(137,347)	<sup>4</sup>	849,148
Repairs and Maintenance	117,742	37,554	85,552	138,047	(52,495)	<sup>5</sup>	311,346
Utilities	52,711	14,081	52,580	45,596	6,984		148,188
Fuel & Lubricants	11,193	413	1,938	11,380	(9,442)		33,790
Capital Outlay	23,631	6,000	48,300	48,300	-		66,300
Interdepartment Charges	64,772	2,463	182,493	182,493	-		202,196
Reimbursement - Interfund	-	-	(154,692)	(154,692)	-		(154,693)
<b>TOTAL EXPENDITURES</b>	<b>1,276,300</b>	<b>316,200</b>	<b>1,045,494</b>	<b>1,284,889</b>	<b>(239,395)</b>		<b>3,406,342</b>
<b>NET GAIN / (LOSS)</b>	<b>(1,160,106)</b>	<b>(309,823)</b>	<b>(992,784)</b>	<b>(1,211,607)</b>	<b>218,824</b>		<b>443,615</b>

<b>BEGINNING FUND BALANCE</b>	<b>2,982,437</b> <sup>1</sup>
<b>ENDING FUND BALANCE</b>	<b>1,989,653</b>

<sup>1</sup> Beginning Fund Balance is unaudited and subject to change.

<sup>2</sup> The reversal of the 6/30/20 year-end adjustment totaled \$47,341 (expense). The mark-to-market adjustment for the quarter ending September 30th is \$29,573 (income) for a net expense adjustment of \$17,768. The interest earned through September was \$15,477. The interest earned for October has not been recorded at the this time. The variance of the year-to-date actual compared to the budget is due to the reversal of a large favorable MTM adjustment at 6/30/2020 which could not be anticipated during the FY2021 budget development.

<sup>3</sup> Variance exists in Worker's Compensation. Workers Compensation expense (\$44,000) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

<sup>4</sup> Significant variances identified in Insurance Expense, Printing, Professional Fees, Sanitation Services and Asphalt. The annual amount for Insurance Expense (\$37,000) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report. Printing expense would usually include the cost of printing the July Illustrated. The July Illustrated (\$12,000) was not produced due to limited activities being offered related to COVID-19. A contingency of \$10,000 for claims was budgeted in FY21; however, there have been no claims charged against the contingency. The timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system.

<sup>5</sup> The majority of the variance is in Maintenance and Repairs Buildings and Grounds. Shelter staining at Legacy Park (\$15,000) is on hold, structure repairs have not been needed (\$5,000), fall fertilizer(\$9,200) and mulching(\$16,000) have not been completed at the time of this report. The timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system.

**SUMMIT WAVES  
FUND 203  
Financial Report for the Month and Year Ending October 31, 2020**

	Previous Year-to-date October 31, 2019	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance	Approved FY21 Budget
<b>REVENUES</b>						
Activity Fees	241,382	-	100,914	181,335	(80,421) <sup>2</sup>	715,762
User Charges	65,984	-	20,510	27,563	(7,053)	99,569
Rentals	8,657	-	7,000	15,078	(8,078)	46,360
Interest	3,450	-	(851)	-	(851)	1,200
Miscellaneous	448	-	84	189	(105)	1,163
<b>TOTAL REVENUES</b>	<b>319,921</b>	<b>-</b>	<b>127,657</b>	<b>224,166</b>	<b>(96,508)</b>	<b>864,054</b>
<b>EXPENDITURES</b>						
Personnel Services	159,310	11,685	196,940	244,177	(47,238) <sup>3</sup>	471,126
Other Supplies, Services and Charges	48,551	1,584	32,127	54,046	(21,919) <sup>4</sup>	150,213
Repairs and Maintenance	4,170	-	5,446	7,379	(1,933)	38,359
Utilities	24,378	14,737	38,820	37,225	1,595	75,965
Interdepartment Charges	7,609	-	-	7,628	(7,628)	22,883
Transfers Out (To 200)	5,985	-	5,985	5,985	-	5,985
<b>TOTAL EXPENDITURES</b>	<b>250,004</b>	<b>28,006</b>	<b>279,317</b>	<b>356,440</b>	<b>(77,122)</b>	<b>764,531</b>
<b>NET GAIN / (LOSS)</b>	<b>69,917</b>	<b>(28,006)</b>	<b>(151,660)</b>	<b>(132,274)</b>	<b>(19,386)</b>	<b>99,523</b>

**BEGINNING FUND BALANCE**

237,677 <sup>1</sup>

**ENDING FUND BALANCE**

86,017

<sup>1</sup> Beginning Fund Balance is unaudited and subject to change.

<sup>2</sup> No activities were offered this year. Pass memberships were sold to residents only and at a reduced cost due to the late opening of the facility. On July 24th, the facility began selling a limited number of Resident Single Visits.

<sup>3</sup> Actual staffing of part-time personnel is based on activities offered and facility attendance levels. Also, Workers Compensation expense (\$7,000) has not been recorded at this time. The amount for the entire year is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report.

<sup>4</sup> Variances identified in Insurance Expense, Janitorial and Concession supplies, Uniforms and Employee training. The annual amount for Insurance Expense (\$13,000) is usually booked in the month of July, however, the payment has not been posted in the financial system at the time of this report. The timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system.

**CEMETERY TRUST  
FUND 204  
Financial Report for the Month and Year Ending October 31, 2020**

	Previous Year-to-date October 31, 2019	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance		Approved FY21 Budget
<b>REVENUES</b>							
Services	40,208	12,015	48,330	44,337	3,992		138,783
Sale of Property	18,527	4,000	16,000	2,000	14,000	<sup>2</sup>	6,000
Interest	10,238	-	2,579	3,000	(421)		9,000
<b>TOTAL REVENUES</b>	<b>68,973</b>	<b>16,015</b>	<b>66,909</b>	<b>49,337</b>	<b>17,571</b>		<b>153,783</b>
<b>EXPENDITURES</b>							
Personnel Services	19,332	4,809	10,886	19,733	(8,848)		53,754
Other Supplies, Services and Charges	29,573	4,856	21,871	34,327	(12,457)	<sup>3</sup>	87,873
Repairs and Maintenance	1,292	221	557	3,233	(2,676)		9,800
Utilities	838	433	750	1,275	(525)		4,000
Fuel & Lubricants	255	-	-	400	(400)		1,200
Interdepartment Charges	4,550	-	3,429	4,572	(1,143)		13,724
Transfers Out (To 026)	6,208	-	8,113	9,564	(1,451)		21,171
<b>TOTAL EXPENDITURES</b>	<b>62,049</b>	<b>10,318</b>	<b>45,605</b>	<b>73,105</b>	<b>(27,500)</b>		<b>191,522</b>
<b>NET GAIN / (LOSS)</b>	<b>6,925</b>	<b>5,697</b>	<b>21,304</b>	<b>(23,767)</b>	<b>45,071</b>		<b>(37,739)</b>

**BEGINNING FUND BALANCE**

**1,344,595** <sup>1</sup>

**ENDING FUND BALANCE**

**1,365,899**

<sup>1</sup> **Beginning Fund Balance** is unaudited and subject to change.

<sup>2</sup> The budget anticipated the sale of one columbarium through October; eight have been sold to date.

<sup>3</sup> Variances identified in Professional Fees and Other Construction Materials. The timing of when expenditures are anticipated in the budget may vary to when they are incurred and posted to the financial system.

**CONSTRUCTION FUND  
FUND 327  
Financial Report for the Month and Year Ending October 31, 2020**

	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance		Approved FY21 Budget
<b>REVENUES</b>						
Transfers from Fund 410	291,667	1,166,667	1,166,667	-		3,500,000
<b>TOTAL REVENUES</b>	<b>291,667</b>	<b>1,166,667</b>	<b>1,166,667</b>	<b>-</b>		<b>3,500,000</b>
<b>EXPENDITURES</b>						
Interest Expense	-	26,197	9,500	16,697	<sup>2</sup>	28,500
Additions to Const in Progress	30,200	116,667	116,667	-		350,000
<b>TOTAL EXPENDITURES</b>	<b>30,200</b>	<b>142,864</b>	<b>126,167</b>	<b>16,697</b>		<b>378,500</b>
<b>NET GAIN / (LOSS)</b>	<b>261,467</b>	<b>1,023,803</b>	<b>1,040,500</b>	<b>(16,697)</b>		<b>3,121,500</b>

<b>BEGINNING FUND BALANCE</b>	<u>(4,929,195) <sup>1</sup></u>
<b>ENDING FUND BALANCE</b>	<u><u>(3,905,392)</u></u>

<sup>1</sup> 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.

<sup>2</sup> Due to the purchase of the Longview Community Center in addition to the completion of other already scheduled projects (Summit Park and Howard Park Renovations and the addition of the Wave Pool), the Construction Fund has a negative cash/fund balance. Therefore, instead of earning interest, there will be interest charged to the fund at the same rate as interest is earned by funds with positive cash balances. The interest expense anticipated in the FY21 budget assumed an average negative cash balance of \$3,600,000 at a 1.9% cost based on the average portfolio yield at 12/31/2019. The negative balance was higher year to date. The average yield through the September 30, 2020 investment report was 1.86%.



**PARKS COP DEBT  
FUND 410  
Financial Report for the Month and Year Ending October 31, 2020**

	Month-to-Date October 2020	Year-to-Date October 2020	Year-to-Date Budget	Year-to-Date Variance		Approved FY21 Budget
<b>REVENUES</b>						
Taxes	377,240	1,535,075	1,327,697	207,378	<sup>2</sup>	3,983,091
EATS	-	(22,686)	(47,017)	24,331	<sup>2</sup>	(141,051)
Interest	-	12,591	1,667	10,925	<sup>3</sup>	5,000
<b>TOTAL REVENUES</b>	<b>377,240</b>	<b>1,524,980</b>	<b>1,282,346</b>	<b>242,634</b>		<b>3,847,040</b>
<b>EXPENDITURES</b>						
Transfers Out-Gamber Center	13,083	52,500	52,500	-		157,500
Transfers Out-Construction Fund	291,667	1,166,667	1,166,667	-		3,500,000
<b>TOTAL EXPENDITURES</b>	<b>304,750</b>	<b>1,219,167</b>	<b>1,219,167</b>	<b>-</b>		<b>3,657,500</b>
<b>NET GAIN / (LOSS)</b>	<b>72,490</b>	<b>305,814</b>	<b>63,180</b>	<b>242,634</b>		<b>189,540</b>

<b>BEGINNING FUND BALANCE</b>	<u><u>686,805</u></u> <sup>1</sup>
<b>ENDING FUND BALANCE</b>	<u><u>992,619</u></u>

<sup>1</sup> **Beginning Fund Balance** is unaudited and subject to change.

<sup>2</sup> See separate Sales Tax Report included in this packet.

<sup>3</sup> The variance of the year-to-date actual compared to the budget is due to favorable Mark-to-Market adjust for the first quarter (\$8,182) and interest earned through November of \$4,409.

# MEMORANDUM



**Date:** December 9, 2020

**To:** Joe Snook, CPRP  
Administrator of Parks and Recreation

**From:** Carole Culbertson  
Superintendent II – Administration

**Re:** Sales Tax Update – November 2020

November sales tax proceeds total \$278,010, which is 83.8% of the monthly projection. Given the unpredictable cutoff of remittance at the State of Missouri, the annual budget has been spread evenly throughout 2021. Year-over-year actual receipts totaled \$97,657 over the receipts through November 2019.

At the time of this report, there is no additional information regarding the number of top 15 remitters included in the year-to-date receipts. It is important to note that the top 15 remitters (retailers) could fluctuate between years. The EATs data for the month of November and a portion of October and September 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 10<sup>th</sup> 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 \$
<b>Cumulative Balance Through FY 2020</b>	<b>72,202,968</b>	<b>72,438,409</b>	<b>235,441</b>
<b>FY 2021</b>			
YTD Balance Forward - Sales Tax	1,327,697	1,535,075	207,378
YTD Balance Forward - EATs	(47,017)	(29,551)	17,466
Sales Tax Receipts - November 2020	331,924	278,010	(53,914)
EATs - November 2020	(11,754)	-	11,754
<b>YTD Balance - Sales Tax</b>	<b>1,659,621</b>	<b>1,813,085</b>	<b>153,464</b>
<b>YTD Balance - EATs</b>	<b>(58,771)</b>	<b>(29,551)</b>	<b>29,220</b>
<b>LIFE-TO-DATE DATA BY SALES TAX</b>			
<b>Cumulative Net Proceeds-1/4 cent Sales Tax (4/1/18 through 3/31/33) **</b>	<b>5,894,391</b>	<b>6,118,447</b>	<b>224,056</b>
<b>Cumulative Net Proceeds-1/4 cent Sales Tax (4/1/08 through 3/31/18)</b>	<b>30,963,365</b>	<b>31,100,648</b>	<b>137,283</b>
<b>Cumulative Net Proceeds-3/8 cent Sales Tax (4/1/98 through 3/31/08)</b>	<b>32,768,255</b>	<b>32,955,600</b>	<b>187,345</b>

\*\* 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 10<sup>th</sup> 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 10<sup>th</sup> of the following month to make the EATs payments based on the sales tax received for the month for that location.

# MEMORANDUM



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**Date:** December 9, 2020  
**To:** Parks and Recreation Board  
**From:** Joe Snook, CPRP  
Administrator  
**Re:** New Full-time Position in the Administration Division

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Lee's Summit Parks and Recreation has always considered succession planning and the professional growth of staff an important part of long-term planning for the organization. With the anticipated retirement in 2021 of a Superintendent in the Administration Division and the recent departure of the other Superintendent within the division, the transfer of financial knowledge and expertise has become a priority.

November was the kickoff for the development of FY21 Projections and the FY22 Budget. As in the past, a calendar was created for LSPR staff to allow adequate time for review at the program and fund level by the responsible supervisor(s), the Administration Division and myself to finalize and meet deadlines established for the Park Board's review and approval and the City of Lee's Summit administration department. In addition, due to the operational impact of COVID-19 during 2020 and anticipated into the beginning of 2021, ongoing financial analysis of our operations is critical.

Because of the current projection and budget timelines and the need for ongoing financial analysis, it is important to establish a position that will ultimately be responsible for oversight of budget development and financial analysis going forward. Approving the new position at this time will allow the Management Analyst to work with Administration staff during the current projection and budget cycle. Accordingly, staff is recommending the creation of a Management Analyst position to include, but not be limited to, the following duties and responsibilities:

- Oversee the preparation of the annual budget for all department funds.
- Oversee the preparation and review of monthly financial reports for department funds and provide analysis and interpretation of performance.
- Provide analytical research for the Department's operations, functions and programs and manages related special projects.
- Develops analytical tools for making financial projections and recommendations.
- Assist with developing fee structures and operational efficiencies within each division.

Funding for the position will be provided through the current vacancy savings of the Superintendent of Legal Services and Human Resources position. Staff anticipates hiring the position in early 2021 if the position is approved by the Park Board.

## Staff Recommendation

Staff recommends approval of the Amendment to the Full Time Pay Plan for FY21 to incorporate the Management Analyst position in the Administration Division.

## Proposed Motion:

I move to approve the Amendment to the Full Time Pay Plan for FY21 to incorporate the Management Analyst position and authorize the Administrator to immediately begin the hiring process for the position.



**Lee's Summit Parks and Recreation**  
**Pay and Classification Plan - FY21 (July 1, 2020 to June 30, 2021)**

<b>Management/Career Professionals (MCP)</b>		<b>Minimum</b>	<b>Midpoint</b>	<b>Maximum</b>
<b>MCP-1</b>	<b>*Lawson Code PM1</b> Administration Analyst Legacy Park Community Center Assistant Manager	\$43,513.28	\$54,391.60	\$65,269.92
<b>MCP-2</b>	<b>*Lawson Code PM2</b> Harris Park Community Center Manager Gamber Community Center Manager Legacy Park Community Center Manager Aquatics Manager Park Operations Manager <b>Management Analyst</b> Assistant Superintendent of Park Construction	\$52,505.50	\$65,631.88	\$78,758.26
<b>MCP-3</b>	<b>*Lawson Code PM3</b> Assistant Superintendent of Recreation	\$57,071.20	\$71,339.00	\$85,606.80
<b>MCP-4</b>	<b>*Lawson Code PM4</b> Superintendent of Park Planning & Construction Superintendent of Park Operations Superintendent of Recreation Superintendent of Legal Services & Human Resources	\$64,917.60	\$81,147.00	\$97,376.40
<b>MCP-5</b>	<b>*Lawson Code PM5</b> Superintendent of Recreation II Superintendent of Administration II	\$67,395.18	\$84,243.97	\$101,092.77

<b>Recreation</b>		<b>Minimum</b>	<b>Midpoint</b>	<b>Maximum</b>
<b>REC-1</b>	<b>*Lawson Code PR1</b> Recreation Supervisor I Aquatics Supervisor	\$35,570.00 <sup>1</sup>	\$44,443.91	\$53,332.69
<b>REC-2</b>	<b>*Lawson Code PR2</b> Recreation Supervisor II	\$39,593.83	\$49,492.29	\$59,390.75
<b>REC-3</b>	<b>*Lawson Code PR3</b> Recreation Supervisor III	\$43,632.53	\$54,540.67	\$65,448.80

<b>Administrative Support</b>		<b>Minimum</b>	<b>Midpoint</b>	<b>Maximum</b>
<b>AS-1</b>	<b>*Lawson Code PA1</b> Service Representative	\$31,922.82	\$39,903.53	\$47,884.23
<b>AS-2</b>	<b>*Lawson Code PA2</b> Administrative Services Coordinator	\$35,570.00 <sup>2</sup>	\$43,149.71	\$51,779.66
<b>AS-3</b>	<b>*Lawson Code PA3</b> Marketing Coordinator	\$38,649.95	\$48,312.44	\$57,974.93

<b>Facilities and Operations</b>		<b>Minimum</b>	<b>Midpoint</b>	<b>Maximum</b>
<b>FO-1</b>	<b>*Lawson Code PO1</b> Park Specialist Facility Maintenance Specialist	\$31,922.82	\$39,903.53	\$47,884.23
<b>FO-2</b>	<b>*Lawson Code PO2</b> Skilled Park Specialist	\$34,854.00	\$43,567.50	\$52,281.00
<b>FO-3</b>	<b>*Lawson Code PO3</b> Senior Park Specialist	\$37,000.09	\$46,250.11	\$55,550.13
<b>FO-4</b>	<b>*Lawson Code PO4</b> Master Park Specialist	\$39,146.18	\$48,932.73	\$58,719.27
<b>FO-5</b>	<b>*Lawson Code PO5</b> Facility Maintenance Supervisor Park Maintenance Supervisor	\$43,001.80	\$53,752.25	\$64,502.70

<sup>1</sup> Increase of \$14.87 per year effective January 1, 2020 to comply with wage requirements of FLSA Exempt Positions

<sup>2</sup> Increase of \$1,050.23 per year effective January 1, 2020 to comply with wage requirements of FLSA Exempt Positions

## MEMORANDUM



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**Date:** December 3, 2020

**To:** David Dean  
Superintendent of Recreation II

**From:** Michael Hedrick  
J. Thomas Lovell Jr. Community Center Manager

**CC:** Joe Snook  
Administrator of Parks and Recreation

**Re:** R-7 Early Childhood Center Emergency Sheltering Site

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In 2013 Lee's Summit Parks and Recreation and the Lee's Summit R-7 School District agreed to an MOU (attachment A) outlining the relationship between the Great Beginning's Early Childhood Center (GBECC) and J. Thomas Lovell Jr. Community Center at Legacy Park in the event of an emergency.

The agreement stipulates it will be effective for one calendar year and will be reevaluated each year. Staff completed the reevaluation with the Director of the GBECC and is requesting approval of the MOU from the Park Board. The only update from last year was made to change the name from Legacy Park Community Center to J. Thomas Lovell Jr. Community Center.

If you have questions or need additional information please let me know.

**Recommended Motion:**

I move to approve the emergency sheltering site MOU between Lee's Summit Parks and Recreation Board and the Lee's Summit R-7 School District.



## INTERGOVERNMENTAL AGREEMENT – MUTUAL SHELTERING AND REUNIFICATION AGREEMENT FOR THE GREAT BEGINNINGS EARLY CHILDHOOD CENTER AND J. THOMAS LOVELL JR. COMMUNITY CENTER

This Memorandum of Understanding (MOU) is entered into by and between the Reorganized School District No 7 of Jackson County, by and through Great Beginnings Early Childhood Center (GBECC) and the City of Lee's Summit, Missouri, by and through the Lee's Summit Parks & Recreation Board (Organization).

The purpose of the MOU is to define the relationship between GBECC and Organization during an emergency.

For this purpose, an emergency means an incident or condition that results in an actual or imminent threat of harm to health and safety and requires evacuation of the GBECC facility.

The Organization acknowledges the intent to serve as sheltering and reunification center for the occupants of the GBECC building until such time as the GBECC facility can be re-entered or all occupants have been reunified with parents and guardians and/or released from area. This time may include the removal of school property and materials from Organizations facilities.

### The Organization agrees to the following:

1. To provide the mutually agreed facility/building locations to serve as an alternative site(s) during an evacuation. Use will not be allowed if occupancy limits will be exceeded or such use adversely affects use by patrons of the Organization. Use is limited to Monday through Friday 8:00 a.m.- 4:00 p.m. for the term of this agreement.
2. Allow use of its **J. Thomas Lovell Jr. Community Center** , 901 Bluestem Drive, Lee's summit, MO 64086 facilities, grounds and equipment after it is determined that there is an emergency that requires evacuation of GBECC.
3. Designate three points-of-contact in case of an emergency (Appendix A):
  - An **Administrative** point-of-contact will serve as the primary point-of-contact. This person should have the authority and ability to open the facility/building at any time.
  - A **Facility** point-of-contact will work with GBECC personnel to assist with the facility.
  - A **Security** point-of-contact will work with GBECC and local law enforcement in making security plans. This person should have the authority and ability to open the building(s).
  - List primary point-of-contacts on Appendix A and notify the GBECC of changes in this contact information.
4. The mutually agreed Organization facilities will be visited by GBECC personal for the development of sheltering and reunification plan. Appointment will be scheduled after obtaining approval from the administrative point-of-contact or designee.
5. The Organization's mutually agreed facility/building(s) will be listed in the GBECC emergency response plan.

### The Great Beginnings Early Childhood Center agrees to the following:

1. Provide a point-of-contact person(s) to answer questions or concerns about these arrangements. (Appendix B)

2. To notify the Organization and request the use of its facilities, grounds and equipment ASAP upon evacuation. The GBECC will inform the Organization of the time period (if known) their facility is needed for the purpose of sheltering and reunification activities.
3. To be Responsible for the monitoring and accountability of GBECC occupants during such time of facility use. Once use begins, GBECC will immediately make arrangements for transportation of GBECC clientele to another facility.
4. Assist in any post-event clean up and make sure it is performed in a timely manner.
5. Allow use of its Great Beginnings facilities, grounds and equipment after it is determined that there is an emergency that requires evacuation of J. Thomas Lovell Jr. Community Center. Use is limited to Monday through Friday from 8:00 a.m. - 4:00 p.m. for the term of this agreement. Once use begins, the Organization will immediately make arrangements for transportation of J. Thomas Lovell Jr. Community Center clientele to another facility.
6. GBECC shall defend, indemnify and hold harmless the City of Lee's Summit and any of its employees, agents, officers, and elected officials from all costs and claims arising out of the mutual promises contained in this agreement, except to the extent such claims are the result of negligence or misconduct on the part of the City of Lee's Summit or any of its employees, agents, officers, and elected officials.

#### **Period of Agreement**

This agreement shall be effective from the date it is signed by the Organization Representative and the Director of the Great Beginnings Early Childhood Center. This agreement will remain effective for one calendar year or until either party provides 30 days written notice of intention to end its adherence to terms of the Memorandum of Understanding. This agreement shall be reevaluated every year.

#### **Signatures**

Signature indicates assent with the above stated agreements and conditions:

\_\_\_\_\_  
Superintendent of R-7 School District or Designee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Mayor William A. Baird  
City of Lee's Summit, Missouri

\_\_\_\_\_  
Date

\_\_\_\_\_  
Joseph Snook  
Administrator, Lee's Summit Parks and Recreation

#### **APPROVED AS TO FORM**

\_\_\_\_\_  
Legal Resources

## APPENDIX A

### City of Lee's Summit and Parks & Recreation Point-of-Contact Information

#### 1. Security Point-of-Contact

Name and Title: David Dean, Recreation Superintendent II  
Address: 901 Bluestem Drive, Lee's Summit, MO 64086  
Work Number: 816-969-1554  
Work Cell Number: 816-718-9280  
Email: ddean@cityofls.net

#### 2. Administrative Point-of-Contact

Name and Title: Mike Hedrick, J. Thomas Lovell Jr. Community Center Manager  
Address: 901 Bluestem Drive, Lee's Summit, MO 64086  
Work Number: 816-969-1555  
Work Cell Number: 816-846-4864  
Email: mhedrick@cityofls.net

#### 3. Facilities Point-of-Contact

Name and Title: Heath Harris, J. Thomas Lovell Jr. Community Center Assistant Manager  
Address: 901 NE Bluestem Drive, Lee's Summit, MO 64086 816-969-1557  
Work Number: 816-207-7096  
Work Cell Number: hharris@cityofls.net  
Email:

## APPENDIX B

### Great Beginnings Early Childhood Center Point-of-Contact Information

#### 1. Point-of-Contact

Name and Title: Kerry Boehm  
Work Number: 816-986-2465  
Cell Number: 816-365-3146

Name and Title: Sarah Birk  
Work Number: 816-986-2485  
Cell Number: 816-839-2623

**TO:** Joe Snook, CPRP  
Administrator of Parks and Recreation

**DATE:** December 9, 2020

**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  
Brooke Chestnut, Superintendent of Park Operations



**SUBJECT: FY21 Capital Improvement Projects and Parks and Recreation Services Report**

Project	Budget <sup>1</sup>	Exp to Date	Variance <sup>2</sup>	Status	Estimated Completion <sup>3</sup>
<b>Gamber Community Center Fund (201)</b>					
	-	-	-		
<b>Lovell Community Center Fund (202)</b>					
Locker Replacement Project (*Rollover from FY20)	95,500	66,599	28,901	Complete	Sep-20
	95,500	66,599	28,901		
<b>Longview Community Center Fund (205)</b>					
	-	-	-		
<b>Harris Park Community Center Fund (530)</b>					
	-	-	-		
<b>Parks and Recreation Fund (200)</b>					
<b>Operations</b>					
Asphalt	125,000	1,490	123,510	In Progress	Jun-21
Resource Recovery Park Master Planning	24,000	4,755	19,245		Dec-20
Longview Community Center Shared Parking Lot Repairs	25,000	-	25,000		Jun-21
<b>Legacy Park</b>					
Asphalt	50,000	-	50,000	In Progress	Jun-21
	224,000	6,245	217,755		
<b>Summit Waves Fund (203)</b>					
	-	-	-		
<b>Cemetery Fund (204)</b>					
	-	-	-		
<b>Capital Projects Fund (327)</b>					
Lowenstein Park Renovations (*Continued from FY20)	515,000	477,218	37,782	In Progress	Nov-20
Summit Park Renovations (*Continued from FY20)	1,700,000	1,617,367	82,633	Complete	Jul-20
Howard Park Renovations (*Continued from FY20)	900,000	833,557	66,443	Complete	Jul-20
Arborwalk Trail Expansion (*Continued from FY20)	20,000	3,500	16,500	In Progress	May-21
Summit Waves Wave Pool Expansion (*Continued from FY20)	5,110,000	4,985,910	124,090	In Progress	Nov-20
Pleasant Lea Park Improvements	350,000	-	350,000		May-22
	8,595,000	7,917,552	677,448		
<b>TOTAL</b>	<b>8,914,500</b>	<b>7,990,396</b>	<b>924,104</b>		

<sup>1</sup> Budget amount established per Board Approval

<sup>2</sup> Variance is the difference between the budget and the year-to-date expenditures.

<sup>3</sup> 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 2020-June 2021). "Goals" are based on the number implied in the Fiscal Year Budget. Some goals are annualized (i.e., LPCC, GCC and HPCC information). Other numbers will be reported on a monthly basis (i.e., programs beginning in the current board month) as well as annualized figures being reported against budgeted numbers. Shaded areas are completed services and activities.

		Target Goals - This Year (participants) 2020-2021	Results to Date (for programs/events starting July 2020)
Run Time			
<b>Fund 201 - Gamber Community Center</b>			
<b>Memberships</b>	July 20 - June 21		
<b><u>Resident Total</u></b>			
Active Flex	July 20 - June 21	1837	522
Annual		97	10
<b><u>Non-Resident Total</u></b>			
Active Flex		112	31
Annual		3	0
<b><u>Single Visit</u></b>			
Discount		188	45
Regular		79	1
<b>(All Inclusive Membership - GCC)</b>	July 20 - June 21		
<b><u>Resident</u></b>			
Annual		53	6
Flex	July 20 - June 21	1132	368
<b><u>Non-Resident</u></b>			
Annual		4	0
Flex		83	30
<b>(Insurance Based Memberships)</b>	July 20 - June 21		
Silver Sneakers Total	July 20 - June 21		1,660
Renew Active	July 20 - June 21		587
<b>Facility Rentals</b>	July 20 - June 21		
Event Packages		5	0
Gamber Package		43	1
Ballroom All	July 20 - June 21	160	6
Ballroom A	July 20 - June 21	142	34
Ballroom B		33	6
Classroom		100	11
Aerobics Room	July 20 - June 21	40	7
<b>Programming</b>			
GCC Paid Group Fitness	July 20 - June 21	0	0
Bingo	July 20 - June 21	2151	0
Line Dance	July 20 - June 21	659	183
Art Classes	July 20 - June 21	25	8
Ballroom, Swing, Latin Dance	July 20 - June 21	150	
Youth Tech	July 20 - June 21	50	
Photography	July 20 - June 21	45	
<b>Special Event Programming</b>			
Mistletoe Madness	July 20 - June 21	40	20
Veterans Day Luncheon	July 20 - June 21	100	20
Thanksgiving Day Luncheon	July 20 - June 21	160	75
Holiday Luncheon	July 20 - June 21	100	50
Father Daughter Dance	July 20 - June 21	600	
Sr. Barn Players	July 20 - June 21	100	

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

<b>Memberships</b>			
<b><u>Resident</u></b>			
Annual	July 20 - June 21	1,541	1,139
Flex	July 20 - June 21	3,260	2,594



	Run Time	Target Goals - This Year (participants) 2020-2021	Results to Date (for programs/events starting July 2020)
<b><u>Non-Resident</u></b>			
Annual	July 20 - June 21	233	301
Flex	July 20 - June 21	716	584
<b><u>Single Visit - Resident</u></b>	July 20 - June 21	23,323	2,405
<b><u>Single Visit -- Non-Resident</u></b>	July 20 - June 21	7,157	347
<b><u>Silversneakers</u></b>	July 20 - June 21	17,039	4,158
<b><u>Prime</u></b>	July 20 - June 21	139	93
<b><u>Renew Active</u></b>	July 20 - June 21	2,000	1,357
<b><u>Active and Fit</u></b>	July 20 - June 21	0	2
<b><u>Silver and Fit</u></b>	July 20 - June 21	101	137
<b><u>90 Day Memberships</u></b>			
Resident	July 20 - June 21	12	1
Nonresident	July 20 - June 21	3	0
<b>Facility Rentals</b>			
<b><u>Birthday Party Packages</u></b>			
Resident			
Package A	July 20 - June 21	223	0
Package B	July 20 - June 21	50	0
Non-Resident	July 20 - June 21		
Package A	July 20 - June 21	117	0
Package B	July 20 - June 21	13	0
<b><u>Community Rooms</u></b>			
Resident	July 20 - June 21	144	0
Non-Resident	July 20 - June 21		
<b><u>Court Rentals</u></b>			
Resident	July 20 - June 21	12	0
Non-Resident	July 20 - June 21	3	0
Lock-ins	July 20 - June 21	3	0
Pool	July 20 - June 21	2	0
<b><u>Paid Park Amenities</u></b>			
Resident			
Canoe	July 20 - June 21	350	0
Paddleboard	July 20 - June 21	350	0
Non-Resident			
Canoe	July 20 - June 21	150	0
Paddleboard	July 20 - June 21	150	0
<b><u>Free Park Amenities</u></b>			
Bikes	July 20 - June 21	712	0
<b><u>Child Care</u></b>			
Drop In	July 20 - June 21	11,335	34
Pass Card - Member	July 20 - June 21	134	15
Pass Card - Non-member	July 20 - June 21	8	0
Water and Land Aerobic Programming	July 20 - June 21	50,000	5,872
<b>Provide Miscellaneous Fitness</b>			
Personal Training	July 20 - June 21	1760	80
Virtual Personal Training	July 20 - June 21	0	0
LCC Paid Group Fitness	July 20 - June 21	300	0
LPA Paid Group Fitness	July 20 - June 21	500	117
Massage Therapy	July 20 - June 21	300	53
RevUP	July 20 - June 21	250	14
RevUP Reload	July 19 - June 20	200	22
Healthy Eating Every Day (H.E.E.D)	July 20 - June 21	0	14
<b>Swim Lessons</b>			
Swim Lessons	July 20 - June 21	859 Participants	0 31

		Target Goals - This Year (participants) 2020-2021	Results to Date (for programs/events starting July 2020)
	Run Time		
Private Swim Lessons	July 20 - June 21	152 Participants	25

### Fund 530 - Harris Park Community Center

Camp Summit			
Camp Summit Enrollment	Summer 2020	750 Enrolled	373 Enrolled
Camp Summit Enrollment	Summer 2021	750 Enrolled	
Weekly Attendance	Summer 2020	440 Avg/Week	164 Weekly Avg through end of Camp
Weekly Attendance	Summer 2021	440 Avg/Week	

Offer School Break Camps			
School Break Camp Enrollment	Sept 20 - April 21	100	17 enrolled (11.30.20)
School Break Days	Nov 20 - April 21	Avg of 30/Day	Avg 13/Day

Recreation Center Operations			
Gym Rentals	July 20 - June 21	300 Rentals	19 Rentals
Classroom Rentals	July 20 - June 21	200 Rentals	21 Rentals
Entire Facility Rentals	July 20 - June 21	12 Rentals	1 Rental(s)
Week Long Rentals	July 20 - June 21	2 Rentals	1 Rental(s)
Open Gym	July 20 - June 21	1500 Participants	52 Participants

Summit Ice/Lea Mck North			
Public Skate	Nov 20 - March 21	8000	1896 Skaters
Public skate - Non Res	Nov 21 - March 22	2500	
Public skate - Res	Nov 21 - March 22	5500	
Pond Hockey	Nov 20 - March 21	350	150 Players
Pond hockey - Non Res	Nov 21 - March 22	80	
Pond hockey - Res	Nov 21 - March 22	150	
Skate with Santa (3)	December 20	200	Cancelled (Covid-19)
Skate with Sanata (3)	December 21	200	
Valentines Day Special	February 20	100	Cancelled (Covid-19)
Valentines Day Special	February 21	100	
Birthday Party Packages	Nov-March 20	75	Cancelled (Covid-19)
Birthday Party Packages	Nov-March 21	75	
Shelter Rentals	2020	100	0 (Covid-19)
Shelter Rentals	2021	100	

ATHLETICS			
Hartman Fields	July 20 - June 21	625 (Rental hours)	320 (Rental Hours)

Adult Leagues			
Softball -- Coed, Men's, Women's			
• Fall	Sept 20 - Oct 20	27 (Teams)	10 (Teams)
• Spring	Mar 21 - May 21	35 (Teams)	
• Summer	June 21 - Aug 21	32 (Teams)	16(teams)

Basketball -- Men's			
• Fall	Jan 20 - Mar 21	20 (Teams)	On Hold
• Winter	March 21 - May 21	20 (Teams)	
• Spring	June 21 - Aug 21	16 (Teams)	
• Summer	July 20 - Oct 20	16 (Teams)	On Hold

Volleyball -- Coed, Women's			
• Fall	Jan 21 - Mar 21	50 (Teams)	23 (Teams)
• Winter	Mar 21 - May 21	58 (Teams)	
• Spring	June 21 - Aug 21	50 (Teams)	
• Summer I and II	July 20 - Jan 20	50 (Teams)	21 (Teams)

Kickball			
• Fall	Sept 20 - Nov 20	14 (Teams)	
• Spring	Apr 21 - May 21	14 (Teams)	
• Summer	June 21 - Aug 21	14 (Teams)	DNM 32

		Target Goals - This Year (participants) 2020-2021	Results to Date (for programs/events starting July 2020)
<b>Run Time</b>			
<b>Adult Instructional-Athletics</b>			
<i>Golf</i>			
• Adult Beginning	July 20 - June 21	20	
<i>Tennis</i>			
• Outdoor Adult Beginning	July 20 - June 21	10	
<b>Youth Instructional-Athletics</b>			
<i>Golf</i>			
• Youth Beginner	July 20 - June 21	30	
<i>Tennis</i>			
• Rookies (Quikstart)	July 20 - June 21	30	13
• Youth Beginner	July 20 - June 21	65	20
Right Sized	July 20 - June 21	10	
<b>Youth Leagues</b>			
Girl's Basketball	Nov 20 - Feb 21	300 Participants	204 Participants (12.1.2020)
Spring Youth Volleyball	March 21 - May 21	250 Participants	
Fall Youth Volleyball	Sept 20 - Oct 20	280 Participants	152 Participants (9.14.20)
Summer Youth Volleyball	June 21 - July 21	10 Teams	
Winter Youth Volleyball	Jan 21 - Feb 21	10 Teams	11 Teams
<b>Youth Special Events-Athletics</b>			
Junior Triathlon	July 21		
<b>Youth Camps-Athletic</b>			
Baseball Camp	June 21	15	
Basketball Camp	July 20	15	Cancelled
Volleyball Camp	July 20	35	Cancelled
Indoor Soccer Camp	June 21	15	
<b>Tournaments</b>			
Summer Classic Tennis Tournament	June 21		
<b>INSTRUCTIONAL ACTIVITIES</b>			
<b>Adult Instructional</b>			
<i>First Aid/CPR</i>			
CPR/AED	July 20 - June 21 (Year-to-date count)	40	10
First Aid	July 20 - June 21 (Year-to-date count)	25	4
BLS Healthcare Provider CPR	July 20 - June 21 (Year-to-date count)	30	13
CPR for Family and Friends	July 20 - June 21 (Year-to-date count)	30	On Hold
<b>Youth Instructional</b>			
<i>Itty-Bitty Sports</i>			
• Flag Football	Sept 20 - Oct 20	50	Cancelled
• Basketball	Jan 21 - Feb 21	80	Cancelled
• Outside Soccer	April 21 - May 21	50	
• T-Ball	June 21 - July 21	50	
<i>Itty-Bitty Instructional Programs</i>			
• Itty Bitty PE	July 20 - June 21 (Year-to-date count)	10	On Hold
• Itty Bitty Dancers	July 20 - June 21 (Year-to-date count)	50	On Hold 33

	Run Time	Target Goals - This Year (participants) 2020-2021	Results to Date (for programs/events starting July 2020)
Indoor T-Ball	July 20 - June 21 (Year-to-date count)	20	On Hold
Instructional Basketball	July 20 - June 21 (Year-to-date count)	20	On Hold
• Indoor Soccer	July 20 - June 21 (Year-to-date count)	25	On Hold
• Itty Bitty Tumblers	July 20 - June 21 (Year-to-date count)	80	On Hold
<hr/>			
<i>Pint Size</i>			
Pint Size Playtime	Sept 20 - April 21	150	On Hold
<hr/>			
<i>Pee Wee Sports</i>			
• Flag Football	July 20 - June 21 (Year-to-date count)	20	Cancelled
• Basketball	July 20 - June 21 (Year-to-date count)	40	Cancelled
• Tumblers	July 20 - June 21 (Year-to-date count)	20	
<hr/>			
<i>Animal Wonders</i>			
• Workshop	July 20 - June 21 (Year-to-date count)		
• Camps	July 20 - June 21 (Year-to-date count)		
<hr/>			
<b>Acting</b>			
Shakespeare Camp	July 21		
<hr/>			
<b>All Ages- Instructional</b>			
<hr/>			
<b>Horsemanship Classes</b>			
• Beginning Horsemanship	July 20 - June 21 (Year-to-date count)	9 participants	1 participant
• Beginner Rider I	July 20 - June 21 (Year-to-date count)	4 participants	
• Beginner Rider II	July 20 - June 21 (Year-to-date count)	2 participants	
• Texas Tots	July 20 - June 21 (Year-to-date count)	2 participants	
• Texas Tots II	July 20 - June 21 (Year-to-date count)	2 participants	
<hr/>			
<b>Special Event Programming for Families</b>			
Night Flight	June 2021	250 participants	
Tour de Lakes	June 2021	875 participants	
<hr/>			
<b>Festivals</b>			
Legacy Blast	July 2021		
Jamaican Jam	July 2021	1000-1500	
Blues and Jazz Fest	Aug 2021	1000-1500	
Summit Music Fest	June 2021	500-1000	

	Run Time	Target Goals - This Year (participants) 2020-2021	Results to Date (for programs/events starting July 2020)
<b>Fund 200 - Parks and Recreation</b>			
<b>Administration</b>			
Provide departmental Annual Report	Sept 2020		
Coordinate, edit and produce Lee's Summit Illustrated.	FY20		
Publish bi-annual Visionary Task Force Newsletter (Legacy for Tomorrow)	Bi-annually		
<b>Park Operations</b>			
Two annual inventories performed	Bi-annually		
Two annual park openings performed on all parks (Spring and Fall)	Bi-annually		
<b>Legacy Park Operations</b>			
Maintain user group agreements	FY21		
<b>City Grounds Maintenance</b>			
Maintain Public Works MOU areas	FY21		
<b>Fund 203 - Aquatics</b>			
<b>Summit Waves</b>			
Group Swim Lessons	July 20 - Aug 21	131	0
Group Swim Lessons	May 21 - June 21	760	
Private swim parties	July 20 - Aug 21	56	0
Private swim parties	May 21 - June 21	11	
Junior Guard clinics	July 20 - Aug 21	10	0
Junior Guard clinics	May 21 - June 21	10	
Public swim - Regular	July 20 - Aug 21	4382	0
Public swim - Regular	May 21 - June 21	3500	
Public swim - Discount	July 20 - Aug 21	14672	1,641
Public swim - Discount	May 21 - June 21	2800	
Twilight - Regular	July 20 - Aug 21	135	0
Twilight - Regular	May 21 - June 21	252	
Twilight - Discount	July 20 - Aug 21	1010	0
Twilight - Discount	May 21 - June 21	1660	
Season Pass Sales	July 20 - Aug 21	25	2,451
Season Pass Sales	May 21 - June 21	1406	
<b>Group Promotions</b>			
Family Fun Nights (2)	July 20 - Aug 21	360	0
Family Fun Nights (1)	May 21 - June 21	262	
Birthday Party Packages	July 20 - Aug 21	36	0
Birthday Party Packages	May 21 - June 21	48	
Cabana Rentals	July 20 - Aug 21	22	0
Cabana Rentals	May 21 - June 21	11	
<b>Fund 205 - Longview Community Center</b>			
<b>Memberships</b>			
<b>Resident</b>			
Annual	July 20 - June 21	1,342	1,173
Flex	July 20 - June 21	1,121	873
<b>Non-Resident</b>			
Annual	July 20 - June 21	159	157
Flex	July 20 - June 21	338	207
<b>90 Day Memberships</b>			
Resident	July 20 - June 21	14	12
Nonresident	July 20 - June 21	4	3
Single Visit - Resident	July 20 - June 21	10,525	1,288
Single Visit -- Non-Resident	July 20 - June 21	2,926	384
Silversneakers visits	July 20 - June 21	7,729	2,199 35

	Target Goals -		Results to Date (for programs/events starting July 2020)
	Run Time	This Year (participants) 2020-2021	
<i>Prime visits</i>	July 20 - June 21	120	126
<i>Active and Fit visits</i>	July 20 - June 21	72	38
<i>Silver and Fit visits</i>	July 20 - June 21	120	19
<i>Renew active visits</i>	July 20 - June 21	2,130	611
<i>MCC Athletes</i>	July 20 - June 21	NA	16
<i>MCC PE classes</i>	July 20 - June 21	NA	31
<i>MCC Non resident memberships</i>	July 20 - June 21	1000 max	20
<b>Facility Rentals</b>			
<u>Lap lane rentals (hours)</u>			
Resident	July 20 - June 21	6573	3,014
Non-Resident	July 20 - June 21	618	0
<u>Room Rentals</u>			
Resident	July 20 - June 21	52	0
Non-Resident	July 20 - June 21	26	0
<u>Court Rentals</u>			
Resident	July 20 - June 21	51	8
Non-Resident	July 20 - June 21	12	3
Lock-ins	July 20 - June 21	2	0
Full Pool rental	July 20 - June 21	3	0
<u>Child Care</u>			
Drop In	July 20 - June 21	660	32
Pass Card - Member	July 20 - June 21	125	9
Pass Card - Non-member	July 20 - June 21	6	0
Water and Land Aerobic Programming	July 20 - June 21	30,000	3,877
<b>Provide Miscellaneous Fitness</b>			
Personal Training	July 20 - June 21	873	87
Virtual Personal Training		0	1
LVCC Paid Group Exercise Classes	July 20 - June 21	155	32
LVCC Paid Fitness programs	July 20 - June 21	100	0
Massage Therapy	July 20 - June 21	528	18
RevUP	July 20 - June 21	60	4
RevUP Reload	July 20 - June 21	42	9
Healthy Eating Every Day (H.E.E.D)	July 20 - June 21	0	4
<b>Swim Lessons</b>			
Swim Lessons	July 20 - June 21	340	
Private Swim Lessons	July 20 - June 21	142	16

# MEMORANDUM



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**Date:** December 9, 2020

**To:** Joe Snook  
Administrator of Parks and Recreation

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

**CC:**

**Re:** Lowenstein Park Improvements

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At the time of this report, subcontractors are nearly complete with the playground and playground surface installation. Our crews are performing a final safety audit on the entire playground. The landscape subcontractor has installed all plant material around the new playground area and along the median and on the northwest corner of the park where trees and brush were removed to build the new parking areas and Lowenstein Drive. LSPR crews are working to re-grade, stabilize, and seed exposed areas around the playground for winter protection and cover. They are also working to install the roofs on the two new shelters which should be completed by the middle of December weather permitting.

Pond modifications which include adjustments to the outlet openings and trail replacement at the spillway are complete. The pond contractor has begun excavation for the concrete fountain vault and precast pump pit. The water feature and landscaping are in progress and should be completed sometime in December. Development plans are in progress for the two nearby lots next to the park and pond and construction should begin early in 2021.

There will continue to be minor disruption of park access, activities, and access to amenities. Staff is monitoring progress through the developer's project manager and keeping park patrons informed via social media and website postings. We will continue to keep the Board updated on progress for this project.

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



Project Name: Lowenstein Park Improvements

24-Nov-20

		Park Board approved CIP project budget \$400,000 plus \$115,000 contribution from developer		Revised pre construction budget (May 2020)	Commitments to date	estimated remaining	Notes
Item							
Pre Construction/ Site Preparation	Mobilization, Testing, Survey, Permits	\$ 2,000.00	\$ -	\$ -			
	Architectural + Engineering	\$ -	\$ -	\$ -			
	Erosion Control/Tree Protection	\$ 2,000.00	\$ 1,000.00	\$ 680.00			
	Earthwork/Grading	\$ 10,000.00	\$ 2,500.00	\$ 1,362.37			
	Demolition of Existing Park Features	\$ 3,000.00	\$ 1,000.00	\$ 211.85			ex. Playground, shelters, comfort station
Site Utilities	Storm Drainage	\$ 5,000.00	\$ 1,500.00	\$ 1,515.14			
	Sanitary Sewer Connection			\$ -			by others
	Electrical	\$ 3,000.00	\$ 2,500.00	\$ 2,741.67			power from RR transformer to shelters; RR heat
	Water Tap/Meter/Service			\$ -			by others
Paving	Concrete Walks and Curbs	\$ 50,000.00	\$ 35,000.00	\$ 35,306.99			in house revised; includes anchors, rebar, footings for shelters
	Asphalt-New Trail Construction	\$ -		\$ -			by others
	Parking Lot Resurfacing	\$ -		\$ -			by others
Park Features and Structures	Restroom Construction	\$ -		\$ -			by others
	Shelters and Installation (2 total 750 sf each)	\$ 65,000.00	\$ 58,000.00	\$ 59,517.39			Poligon similar to MJF
	Playground Equipment and Install	\$ 225,000.00	\$ 202,054.00	\$ 202,054.00			
	Playground surfacing and install	\$ 20,000.00	\$ 47,500.00	\$ 40,016.00			turf (\$40,000) and mulch (\$7500)
	Landscaping	\$ 20,000.00	\$ 30,000.00	\$ 28,651.00			
	Site furnishings	\$ 20,000.00	\$ 13,000.00	\$ 12,957.48			df, benches, tables, trash
	Fitness Pod Equipment	\$ 65,000.00	\$ 54,889.00	\$ 55,524.41			
	Fitness Pod Surfacing	\$ 20,000.00	\$ 31,832.00	\$ 31,832.00			Forever Lawn Synthetic Turf
	Outdoor Musical Play Equipment (Note: \$2,500 grant from Beaudoin)	\$ -	\$ 5,000.00	\$ 4,848.00			
				\$ -			
				\$ -			
	Subtotal	\$ 510,000.00	\$ 485,775.00	\$ 477,218.30			\$ 466,500.00
	Design and Construction Contingencies	\$ 5,000.00	\$ -				
	Total Park Board Approved Budget	\$ 515,000.00	\$ 485,775.00				
Budget	Total Adjusted Budget on 4/13/20						
		\$ 463,500.00					
	\$2500 from Beaudoin grant						
	\$0000 from Gov Deals existing playground equipment						

# MEMORANDUM



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**Date:** December 9, 2020

**To:** Joe Snook, CPRP, Parks Administrator

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

**Re:** Velie Park Update

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

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

On Wednesday November 4<sup>th</sup>, LSPR staff facilitated a virtual workshop with approximately 15 park patrons who are nearby residents of the park. Staff went through a brief presentation on the history of the park and provided map information. Staff also reviewed security data specific to Velie Park and provided an overview of trail connectivity to the nearby Little Blue Trace Trail operated by Jackson County Parks. Neighbors were able to share their thoughts on what they would like the park to be in a brief adjective or statement. Several comments shared included more variety of activities in the park, more diverse and unique play equipment, and a desire to pursue options to connect to the Little Blue Trace. The neighbors also vociferously expressed their appreciation of parks staff in providing an interim playground installation after the vandalism.

At the time of this report, staff is preparing a visual preference survey as a follow up for the neighborhood stakeholder group to identify preferences of park amenities such as playground type, shelter type, and other park program amenities. Staff will use this information to begin the formulation of a site plan(s) with projected budget information as a next step in the process. We will continue to keep the Park Board updated on the progress of this project.

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

# MEMORANDUM



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**Date:** December 2, 2020  
**To:** Joe Snook  
Administrator of Parks and Recreation  
**From:** David Dean  
Superintendent of Recreation Services II  
**Re:** Fundraising Update – November/December 2020

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At the time of this report, there are five (5) outstanding payments for the months of November (1) and December (4).

Our Sponsorship Coordinator continues reaching out to leads that will help us reach our goal of 14 banner sponsors (currently at 11). 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 FY24 based on existing contracts. As you will note, there was a shortfall of \$21,650 in FY20. This was due to a number of sponsorship payments that were deferred and setup on payment plans due to COVID-19. These deferred payments were collected in FY21. The amount collected YTD is also included.

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

**Revenue**

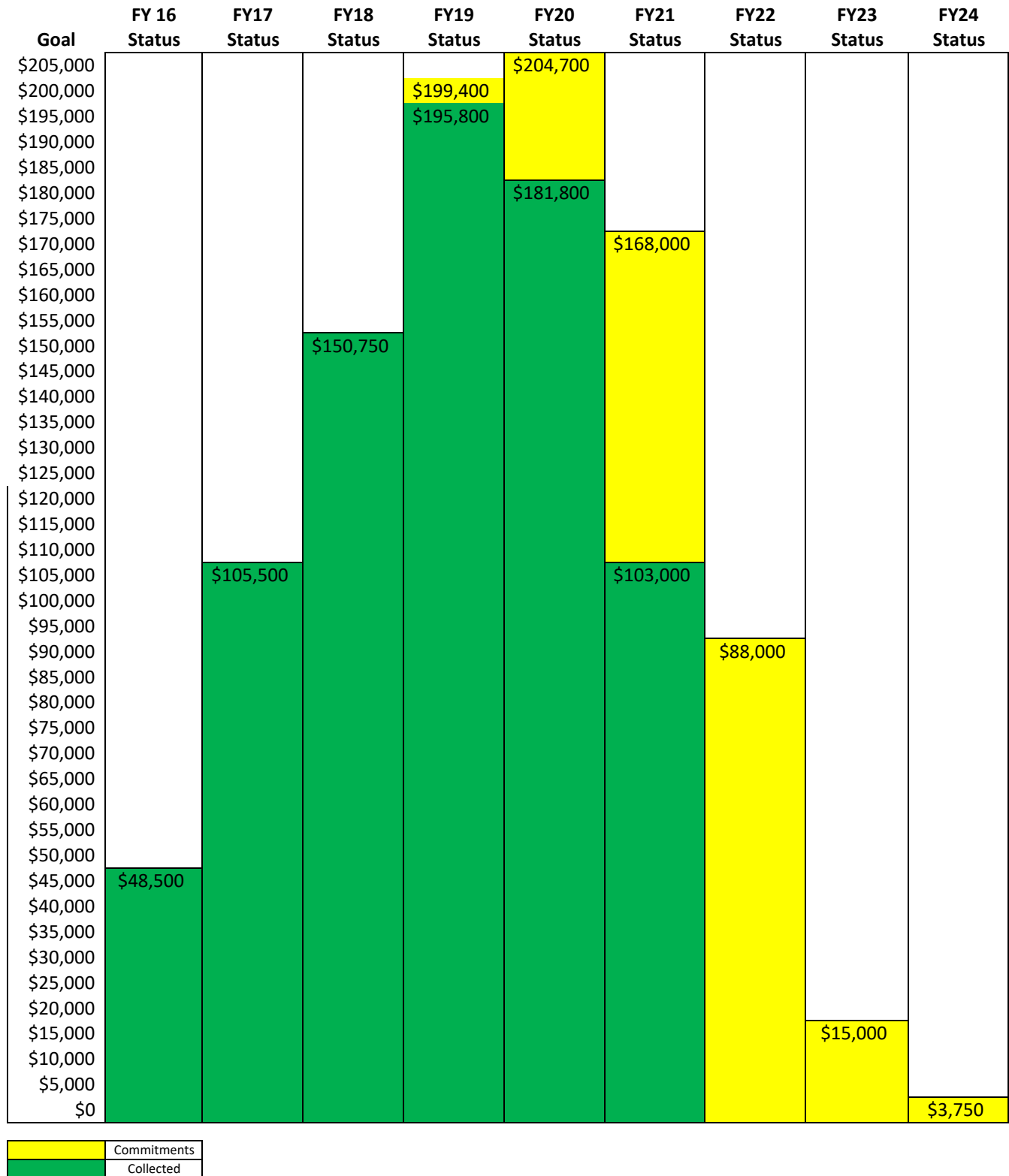
Sponsor, Date of Contract	FY21	FY22	FY23	FY24	Total <sup>6</sup>
<b>Equity Bank, 9/22/15</b>	\$ 15,000.00				\$ 86,000.00
<b>Jungmeyer &amp; Suresh, 7/22/19</b>	\$15,000.00	\$15,000.00			\$ 45,000.00
<b>Harmon Flooing, 8/30/17</b>	\$11,250.00	\$15,000.00	\$15,000.00	\$3,750.00	\$ 90,000.00
<b>Foundation Guy 7/30/18</b>	\$15,000.00				\$ 45,000.00
<b>Freezing Moo 9/4/18</b>	\$16,250.00				\$ 46,250.00
<b>Integrity Roofing 10/10/18</b>	\$15,000.00	\$3,750.00			\$ 45,000.00
<b>Smile Doctors 2/10/19</b>	\$15,000.00	\$7,500.00			\$ 45,000.00
<b>Adams Toyota, 3/15/19</b>	\$15,000.00	\$7,500.00			\$ 45,000.00
<b>Instant Auto, 3/15/19</b>	\$15,000.00	\$7,500.00			\$ 45,000.00
<b>Rockhill Orthopedics 6/5/19</b>	\$15,000.00	\$11,250.00			\$ 45,000.00
<b>Pediatric Associates 11/26/19</b>	\$15,000.00	\$15,000.00			\$ 45,000.00
<b>PawConX 7/21/20</b>	\$5,500.00	\$5,500.00			\$ 11,000.00
<b>Total</b>	<b>\$ 168,000.00</b>	<b>\$ 88,000.00</b>	<b>\$ 15,000.00</b>	<b>\$ 3,750.00</b>	<b>\$ 986,750.00</b>

Expenses	FY21	FY22	FY23	FY24	Total <sup>6</sup>
<b>Equity Bank</b>					
Banners (29*\$65) <sup>4</sup>	\$ 325.00				\$ 3,510.00
Contractor <sup>1</sup>	\$ 3,750.00				\$ 22,850.00
<b>Instant Auto</b>					
Banners (29*\$65) <sup>4</sup>	\$ 325.00	\$ 325.00			\$ 3,835.00
Contractor <sup>1</sup>	\$ 3,750.00	\$ 1,875.00			\$ 22,400.00
<b>Adams Toyota</b>					
Banners (29*\$65) <sup>4</sup>	\$ 325.00	\$ 325.00			\$ 3,575.00
Contractor <sup>1</sup>	\$ 3,750.00	\$ 1,875.00			\$ 24,000.00
<b>Jungmeyer &amp; Suresh</b>					
Banners (29*\$65) <sup>4</sup>	\$ 325.00	\$ 325.00			\$ 3,510.00
Contractor <sup>1</sup>	\$ 3,750.00	\$ 3,750.00			\$ 24,187.50
<b>Harmon Flooring</b>					
Banners (29*\$65) <sup>4</sup>	\$ 325.00	\$ 325.00	\$ 325.00		\$ 3,510.00
Contractor <sup>1</sup>	\$ 3,375.00	\$ 3,937.50	\$ 3,750.00	\$ 937.50	\$ 24,000.00
<b>Foundation Guy</b>					
Banners (31*\$65) <sup>4</sup>	\$ 325.00				\$ 2,665.00
Contractor <sup>1</sup>	\$ 3,750.00				\$ 12,000.00
<b>Freezing Moo</b>					
Banners (31*\$65) <sup>4</sup>	\$ 325.00				\$ 2,665.00
Contractor <sup>1</sup>	\$ 4,062.50				\$ 12,312.50
<b>Integrity Roofing</b>					
Banners (31*\$65) <sup>4</sup>	\$ 325.00				\$ 2,665.00
Contractor <sup>1</sup>	\$ 3,750.00	\$ 937.50			\$ 12,000.00
<b>Smile Doctors</b>					
Banners (31*\$65) <sup>4</sup>	\$ 325.00				\$ 2,665.00
Contractor <sup>1</sup>	\$ 3,750.00	\$ 1,875.00			\$ 12,000.00
<b>Rockhill Orthopedics</b>					
Banners (31*\$65) <sup>4</sup>	\$ 325.00				\$ 2,665.00
Contractor <sup>1</sup>	\$ 3,750.00	\$ 2,812.50			\$ 12,000.00
<b>Pediatric Associates</b>					
Banners (31*\$65) <sup>4</sup>	\$ 325.00	\$ 325.00			\$ 2,665.00
Contractor <sup>1</sup>	\$ 3,750.00	\$ 3,750.00			\$ 12,000.00
<b>PawConX</b>					
Banners (4*\$65)	\$ 260.00	\$ 65.00			\$ 325.00
Contractor <sup>1</sup>	\$ 1,650.00	\$ 1,375.00			\$ 3,025.00
<b>Total</b>	<b>\$ 46,672.50</b>	<b>\$ 23,877.50</b>	<b>\$ 4,075.00</b>	<b>\$ 937.50</b>	<b>\$ 315,257.50</b>

	FY21	FY22	FY23	FY24	Total <sup>6</sup>
<b>Net</b>	<b>\$ 121,327.50</b>	<b>\$ 64,122.50</b>	<b>\$ 10,925.00</b>	<b>\$ 2,812.50</b>	<b>\$ 671,492.50</b>

<sup>1</sup> Sponsorship Contractor receives 30% year 1, 25% subsequent years<sup>2</sup> Blue Pearl to pay for all banners and signage at venues<sup>3</sup> One year contract for sponsorship of dog parks only<sup>4</sup> Payment of 31 banners year 1, assumes replacement of 5 banners per year for 2nd & 3rd year<sup>5</sup> Legacy Park Amphitheater sponsorship.<sup>6</sup> Totals include revenue and expenses from FY16 through FY24. Total from FY16 - FY20 is \$472,305.

## Sponsorship Goals



# End of Activity Report Gamber Community Center 2020

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 were 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 FY20, the GCC was open 272 full days, 5 shortened holidays, 2 holiday closures, and 3 Sundays in June.<sup>1</sup>

### **Participant Numbers:**

FY20: 51,758

FY19: 75,212

FY18: 86,925

### **Total Revenue:**

<b><u>Fiscal Year</u></b>	<b><u>Budget</u></b>	<b><u>Actual</u></b>
FY20:	\$467,313 <sup>2</sup>	\$367,275 <sup>2</sup>
FY19	\$460,701	\$480,458
FY18	\$536,021	\$486,037

### **Total Expenses:**

<b><u>Fiscal Year</u></b>	<b><u>Budget</u></b>	<b><u>Actual</u></b>
FY20:	\$389,372	\$345,716
FY19	\$433,561	\$445,341
FY18	\$494,725	\$438,683

### **Net:**

<b><u>Fiscal Year</u></b>	<b><u>Budget</u></b>	<b><u>Actual</u></b>
FY20:	\$77,941	\$21,559
FY19	\$27,140	\$35,177
FY18	\$41,296	\$47,354

<b><u>Revenue by section</u></b>	<b><u>FY20 Budget</u></b>	<b><u>FY20 Actual</u></b>
Activity Fees	\$ 26,297	\$ 31,460
Memberships	\$ 110,594	\$ 84,762 <sup>3</sup>
Gate Receipts	\$ 1,451	\$ 1,161
Facility Rentals	\$ 147,463	\$ 98,548 <sup>3</sup>
Concessions	\$ 313	\$ 111
Park Sales Tax	\$ 175,000	\$ 131,250 <sup>4</sup>

<sup>1</sup> GCC was closed due to the COVID19 mandated shut down from March 16<sup>th</sup>, 2020 through June 8<sup>th</sup>, 2020 for a total of 84 days. All reported numbers are directly affected in relation to the shutdown.

<sup>2</sup> Includes \$175,000 budgeted subsidy and \$131,250 actual subsidy from the parks sales tax.

<sup>3</sup> Incoming revenue for Membership & Rental significantly lower due to COVID Closure and Cancellations.

<sup>4</sup> April and May subsidy was not provided due to the facility closure. Totaling \$29,166.66.

## **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:** Gamber Community Center (GCC) conducts the annual survey each fall, typically between August and September.

**Recommendation:** Analysis of previous annual surveys has guided staff on updates, recommendations and items which need additional focus. Surveys conducted in September of 2020 are reflective of current operations under Jackson County Health Department's mandated guidelines for Phase 2.5. Guidelines affect capacities, social distancing, mask requirements, and programming capabilities. While recommendations and direction can be drawn from the current survey results the overwhelming responses are primarily related to the coronavirus. Staff will use the feedback related to current operations to guide priorities as mandated guidelines become less restrictive.

**Comment:** Multiple comments were received regarding GCC's current hours of operation. Feedback includes requests for the facility to be open earlier in the morning, later in the evening, and on Sundays.

**Recommendation:** During the annual budget process and in conjunction with the minimum wage approved plan an analysis was conducted to reduce the operating hours of GCC. When opening in June the operating hours previously reviewed were implemented. In addition staff determined the facility would remain closed on Sundays due to low foot traffic. Staff monitors hourly and weekly attendance. At this time foot traffic does not support additional hours of operations.

**Comment:** Multiple comments were received on the survey regarding Group Fitness Classes. Majority of the comments are in relation to the current schedule and class attendance which includes limited attendance, sign up procedures, and class formats.

**Recommendation:** Prior to the facility closure GCC was offering 26 group fitness classes ranging in format, endurance, and scheduled time. Class space was available for 23 participants and rarely maxed out in attendance. Upon reopening in June, eight classes were established including Silver Sneakers Classic, Silver Sneaker Yoga, Zumba, and Essentrics. Staff monitored attendance, format, and patron feedback for six weeks. Adjustments were made in the low performing classes and two additional Silver Sneakers classes were added. Staff continues to monitor class attendance and patron feedback and will continue to make adjustments as social distancing requirements relax. Under current social distancing guidelines 11 participants are allowed to be in the group fitness room.

**Comment:** The highest rating received on the survey was Staff Friendliness at 4.54.

**Recommendation:** Gamber Community Center staff members (Part Time Facility Supervisor and Custodians) have developed a cohesive team over the last year. As a team they work together, communicate, and enjoy interacting with patrons at GCC. Feedback provided through the survey has been shared with Gamber Community Center Staff.

**Comment:** All areas surveyed rated above 4.0.

**Recommendation:** When evaluating survey responses staff utilizes a 4.0 or below rating to review and address facility/program needs or operating standards.

## **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 30<sup>th</sup>, 2008.

### **Program Benefits:**

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

### **Service Hours:**

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

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)

### **Volunteer Hours:**

Volunteers: 415 hours

Based on national volunteer wage of \$25.43 x 415 volunteer hours = \$10,553.45

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

### **Refunds**

Total issued: 179

Refunds due to dissatisfaction: 0

Reasons for Refunds: 119 – Deposit Refund, 8 Cancelled Rental (Schedule, Different Location, No longer holding event), 7 Cancelled Memberships (Health, Moved, Lack of Use), 9 Switched Membership to Insurance Option, 2 wrong fee charged.

COVID Refund – 24 Rentals due to closure, 7 rentals cancelled by patron, and 3 memberships.

### **Fees Charged:**

#### **Admission Fees- single visits**

Fitness

#### **Regular Rates**

\$6.25

#### **Discounted Rates**

\$5.00

#### **Membership Fees**

Gamber Annual

#### **Regular Rates**

\$185.00

#### **Discounted Rates**

\$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

<b>Facility Rentals</b>	<u>Regular Rates</u>	<u>Discounted Rates</u>
Ballroom Area A	\$70.00	\$55.00
Ballroom Area B	\$55.00	\$45.00
Entire Ballroom	\$121.00	\$100.00
Kitchen	\$65.00	\$50.00
Gamber Package (Ballroom and kitchen for 4 hours)	\$605.00	\$500.00
Event Package (Ballroom, Bistro, Great Hall and kitchen for 12 hours)	\$1750.00	\$1,600.00
Aerobics Room, classrooms,	\$45.00	\$30.00

Damage Deposit, \$100.00 for all rentals

Alcohol Service Fee, \$175.00

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

Napkins, \$0.25 each

Security, \$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: 39

Illustrated: 34

Other: 61

Previous Participant: 38

Flyer: 5

Website: 10

Facebook/Twitter: 2

TV: 2

#### **Evaluation/assessment:**

Evaluations were sent to 900 unique members who visited GCC at least one time during FY20. 180 surveys were returned for an overall return rate of 20%. 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  
Staff Friendliness

### Rated above 4.0 on Likert scale

Parking Lot  
Bistro  
Billiards Room  
Weight Room  
Cardio Room  
Aerobics Room  
Bocce Courts & Gazebo  
Unisex Restrooms  
Men's Restrooms  
Women's Restrooms  
Small Classrooms  
Ballroom  
Outside Walking Path  
Outside Exercise Equipment  
Value of Membership  
Membership Options  
Staff Knowledge  
Rules, Regulations and Policies  
Current Hours of Operation  
General Cleanliness of Facility  
Quality of Aerobics Classes  
Quality of Instructional Classes  
Overall GCC Rating  
Overall Rating of LSPR

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

### Positive

Friendly staff  
Enjoys the facility

### Negative

COVID Changes  
Hours of Operations  
Additional/variety of fitness classes  
TV usage on Cardio Equipment.

## 2020 “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](mailto:lspr@cityofls.net)

**Which type of fitness membership do you currently have?** GCC Annual 21 GCC Monthly Flex 12

LSPR Annual 27 LSPR Flex 13 Insurance Based 98 Gamber Visit Pass 7

**Are you currently a** Resident 155 Non-Resident 21

Please rate your overall satisfaction with the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Parking Lot	2	1	1	6	75	92	4.46
Lobby/Hallway Area	2	0	1	3	73	97	4.53
Bistro	112	0	6	8	20	24	4.07
Billiards Room	124	0	1	0	24	23	4.44
Weight Room	76	1	5	18	34	40	4.09
Cardio Room	46	2	2	19	53	52	4.18
Aerobics Studio	67	1	5	15	48	37	4.08
Bocce Courts & Gazebo	131	0	0	1	16	17	4.47
Unisex Restrooms	92	2	1	7	29	40	4.32
Men's Restroom	98	0	0	2	28	33	4.49
Women's Restroom	58	0	1	2	55	58	4.47
Small Classrooms	97	2	3	4	31	32	4.22
Ballroom	106	0	1	2	31	26	4.37
Outside Walking Path	74	0	1	8	46	46	4.36
Outside Exercise Equipment	107	0	3	10	24	22	4.10

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

- I haven't been there for quite some time with the virus happened. I had heart problems last year and have to stay a great distance from anyone. I enjoyed coming there and miss it. I hope all are safe.
- "Seems like the Aerobics Room/Studio could be a waste of space..."
- Aerobics room/studio ratings were due to over-crowding of classes (pre-COVID).
- We could use music
- It just started square dancing and then COVID shut everything down. I have not been back up there since but look forward to coming and checking out the exercise room.
- Very glad that L.S. has this facility
- I'm assuming Aerobics room is where Zumba and SET take place. What's the aerobics Studio? We need more group class space!!
- Need more silver sneakers classes. A silver sneakers circuit training class would be great.
- Small facility
- The room is not large enough for the number of people who would like to participate.
- The hours could be longer each day
- Bad sewer smell in first unisex bathroom nearest to billiard room. Also, every television is not working well on treadmills. First one near window keeps shutting off when watching, middle one does not work at all, nearest to street is only black and white and fuzzy. They have not been working well for quite a while and I inquired at desk and was told it's on list to get fixed. I asked when that might be and was abruptly told it's on list to get fixed.
- aerobics studio too small and too crowded
- Gamber is a very nice facility
- Haven't used most of the facility, been sick,

- I like the solitude of Gamber center I began at the Longview facility and it was too busy
- I've been trying to cancel my membership, but they still deduct fees from my bank account every month!!
- More classes. One on Thursday and Friday and Saturday other than silver sneaker.
- Gamber Center does not have any exercise classes like before. Also, the times are poor times for those who work
- It is what it is.
- Duplication of much better facilities at other locations.
- Aerobics room is too small. Need more room for the number of people who want to use it.
- Need better instructions on use of outdoor equipment posted. Thank you for the benches along the outdoor walkway! Also I would love to see some updated "Nu-Step" machines in the work-out room.
- For my need the ones that I checked are the only the ones that I have need of. More people put them to good use
- Rooms too small in weight and aerobics rooms. Equipment is too close and not enough of the weight devices. Not maintained well or cleaned enough by staff. Treadmills need to always be working! If you report an issue the staff ignores you and some say they can't get it done because if management contracts with 3rd parties!
- TVs on the exercise equipment do not always work. Often show "NO SIGNAL" on the screen; sometimes they WILL NOT CHANGE CHANNELS OR WILL NOT TURN ON; Hard to hear instructors during yoga classes
- I haven't been able to come to the center since fall of 2019 due to health issues. I'm hoping to resume coming when the COVID crisis calms down.
- I'm waiting to renew my membership, and be able to resume the exercising in the training area.
- I mostly use the cardio and sometimes the weight room. Shade in parking lot would be good.
- Don't put a group in the small yes small group workout room. Too small. Give us the larger room. Use common sense.
- This is a wonderful place. Always clean, very nice employees, good equipment.
- SOME OF THE TREADMILLS, ETC. NEED TO BE REPLACED OR SWITCHED OUT WITH "NOT BEING USED TO COVID 19" EQUIPMENT
- I don't use some of these things. The outside path is decent but I wish there were a few more instructions for a couple equipment items, but they have as much as any indoor equipment does.
- I would like to see more varieties of cardio and especially the weight room.
- Weight room is very small with limited equipment. Cardio is also very limited
- Silver Sneakers classes are impossible to get into and the room is too small. The Zumba Gold class is a level up so as to accommodate younger people coming in after work. It's not appropriate for older but active adults.
- Please insure each cardio machine fitted with a TV works!
- I am disappointed you do not take Silver Sneakers for line dance class. I attend the ROC on Monday nights free with Silver Sneakers who pays for membership.
- The weight room and cardio rooms both are nice but could expand upon the kind of equipment there is to use.
- The equipment in the weight Room is outdated, and to complex. Legacy's new equipment is much better ,for circuit training
- The parking is not friendly to disabled patrons.

Please rate the service of the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg
Value of your membership	6	2	3	12	67	86	4.36
Membership Options	17	1	0	11	67	70	4.38
Staff Friendliness	2	0	2	9	57	107	4.54
Staff Knowledge	8	0	1	11	79	76	4.38
General Safety of the Facility	4	2	0	4	75	91	4.47
Rules, Regulations and Policies	8	0	2	12	71	79	4.38
Current Hours of Operation	14	1	10	16	74	58	4.12
General Cleanliness of the Facility	4	0	2	4	63	103	4.55
Quality of Aerobics Classes	76	1	2	10	36	42	4.27
Quality of Instructional Classes	77	1	1	6	42	36	4.29

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

- Should be open until 9pm like before.
- "Pre-COVID, the little old men NEVER cleaned up their equipment after using it. I'm sure it's different now, but before it was a big issue for me."
- New to the area and new to Gambler. Moved here August 2018; how to downsize as I lost my husband April 2017.
- While class size is limited I often can't get in to the classes I want. I miss Saturday SET and Zumba. We need a bigger group exercise room! Legacy is clear across town and that makes it tough. I love Gamber but miss getting to attend classes!
- Need facility to stay open until 8pm. need more yellow bands with handles. These stretch better. These are getting worn out.
- I would like the hours to be extended and possibly open on Sundays.
- Open up to normal use with normal hours
- Aerobics room floor is often dirty, especially during normal times when the facility is used for church service. The leak in the roof above this room needs to be fixed. The ceiling has gotten wet every time there's a heavy rain for several years.
- Haven't been to Gamber for a while because there was no room to comfortably do yoga
- Lack of use
- I am looking forward to the return to the normal facility schedule, though I recognize and understand the return to that schedule is beyond your control.
- Excellent facility
- Need more hours and mask regulation to be lifted.
- Open your eyes
- Only offering Silver Sneakers classes now. Had a much better selection before COVID.
- The shortened hours make it impossible for me to make it to work out 4 out of the 7 days which makes it hardly worth it right now.
- Yoga classes too crowded and space too small.
- Closing from 1:00 to 3:00 is a big inconvenience!!! The center is clean, someone's always cleaning... why must it be closed during the heart of the day to clean again?
- Along with a bigger variety of weight machines, I would like to see a better understanding of how to correctly use the machines.
- This is the only facility that doesn't open at 5am.
- Instructors need to teach the class the way it's supposed to be taught and not modify to please some students demands.
- Why the poor rating should be obvious. That's what's wrong with the Gamber Center.
- Gamber is great and people seem to follow wearing mask rule which is definitely not filled when walking the inside track at legacy.
- More safety precautions need to be in place during COVID-19.
- I've heard instructors (Silver yoga) give out bad medical advice, and they should be giving out ANY.
- Wish there was more variety in the classes being offered.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Avg.
Overall rating of Gamber Community Center	3	3	5	10	72	83	4.31
Overall rating of Lee's Summit Parks and Recreation	9	1	0	3	82	79	4.44

### Additional Comments:

- 'Everybody I know is very happy with GCC. Have always had great interactions with the folks that work there, too.'
- Suggest dancing classes for seniors for many reasons (exercise and SOCIALIZATION), such as Ballroom, Square Dancing, etc. Many LS Seniors go OUTSIDE the city limits (to Blue Springs and Raymore) for such activities. Low hanging fruit, post-COVID to bring seniors to Gamber!
- Thank you! Look forward to things getting back to normal so we can start living again.
- I lived in LS for 15 years but remarried and moved to my husband's home in Raymore.... however I make the drive into LS for most of the facilities. I LOVE LS!!!!
- The aerobics and yoga room fills up quickly. I wish we had more room in which to work out. That said, I love the classes. They are so popular, probably why they are crowded.
- If the ballroom isn't being used during COVID can we please have classes in there so more people can attend?
- I know with the pandemic you reduced your hours, could they be extended?
- Need a bakery. Sweet rolls. Bocce Ball sounds fun. I need to try it sometime when I'm in town. Thanks for a great Gamber center!!
- I have not used the facility since March due to the pandemic. Is it open again? I thought we were supposed to be contacted when it was open again. I've not been contacted by anyone.
- It would be great if the TV's in the cardio room always worked.
- Appreciate the parks and rec'd being available to us senior citizens.
- Great Job all around. The Gamber Center is a great plus for the citizens of Lee's Summit. Well Done!
- Would like more Zumba classes that stress dance moves rather than just exercise routines.
- Please cancel my membership. I haven't been there in years.
- WISH THINGS WOULD REALLY GET BACK TO NORMAL, SOON
- I love this place. I wish every city would have something as wonderful as this.
- I completed this very survey a week or so ago. If you attempt to send it again, I will charge the city of LSMO 3% interest based on my 2019 taxable income.
- New to Lee's Summit and did not join until close to the pandemic, so have not used all the amenities yet.
- Keep up the Great work! (And consider how to make ping-pong available more often). Thanks!
- I wish we could use one of the larger rooms for exercise classes so more people are able to take classes at this time.
- I know Covid-19 has changed the way classes are offered, but I hope if and when things get back to normal, we can have class schedules that we had previously.
- Not currently going to the center just to be on the safe side. Looking forward to returning at a later date.
- The process of signing up for a fitness class is extremely difficult for older people. We must sign up at 7pm, 7 and a half days prior to the class, on the phone, in order to get into a class. I have an 80 year old friend who has tried for several weeks and still can't figure it out.
- I like the location of the facility but seems there is more effort made to offer meeting space for organizations and personal events for income then supporting the monthly paying members that use the fitness areas. Need focus to maintain the equipment and larger weight room with member input on what they want to have versus staff or some hired company to advise you.
- Don't care for the way we have to try to get into the aerobics classes!!!
- Gamber is my favorite... because of the friendly staff...AND the personal TV monitors on the exercise equipment. WHEN OR IF THEY WORK!
- Lee's Summit has the best Parks and Rec ever. Everyone does a fine job. Thank you for all you do.
- Stay rid of the movable fans in the cardio room.
- Good luck, I suppose you folks are going through some tough times.
- There is a need for more exercise classes
- I have been looking for an email or other contact about Gamber's current operating status. I heard from a neighbor that certain activities are now open, but the website does not so indicate.

- You have the best staff working at Gamber make sure they know how much you appreciate them.
- A wonderful place.....Thanks you.
- UNFORTUNATELY WE HAVE NOT BEEN ABLE TO USE GAMBER HALL SINCE THE CHINA VIRUS IN MARCH. OWEN AND MARY ANN NEFF
- Fitness machines with mirrors , bad acoustics and dangerous floors a safety problem at Gamber Center
- Was very clean and well kept. Placing of machines, in this time of need was good. Was not very crowded, which I liked.
- With the COVID - 19 use restrictions, when will this facility be opened and available for its members?
- Would like to see more exercise classes and possibly utilize the ballroom for class to accommodate more participants.
- Before COVID-19 I enjoyed Silver Sneakers classes 3 days a week. I look forward to the time when regular classes can resume safely.
- We joined but have never been back
- Have not been there since the outbreak of COVID.
- Would like additional Zumba class with Krista. Cannot get in to the 1 class
- I hope the work on 2nd St provides a better sidewalk so members don't have to drive 3 blocks just to get there safely.

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

34 LS Illustrated    10 Website    2 Facebook/ Twitter    5 Flyer    2 LS Cable    39 Acquaintance    38 Prev.  
Participant    64 Other

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

- Booze
- nothing
- Some restaurants
- I would just like to get in and use what you have right now. Trying to stay home and be good and wearing my mask out.
- Indoor walking
- Saturday Set & Zumba
- A series of speakers on health and wellness activities that are geared for 60+ age group. Topics such as: brain health, nutrition, sleep and how it affects the body.
- Larger exercise room
- nothing
- The current sign up procedure is extremely cumbersome. We must call in and get on a list. But the only way to know if we are on the list is to call again when the facility is open. I'm no computer programmer but it seems like it could be set up so that a person could go online and sign up. That would allow us to know immediately if we will be able to attend the class.
- More Silver Sneaker Classes. I know because of COVID you have to clean equipment after each class, but I am sure there is enough time to clean between classes to have 2 classes in the morning. There is only 11 attendees & some classes we use 1 piece equipment.
- An indoor walking track
- Status quo
- Meals back for lunch
- Putting green
- More exercise classes in the evening.
- Maybe Darts and corn hole. But great the way it is.
- Mailed out schedule of events
- Gamber Center was not designed for physical fitness. It's a place for socializing.
- Close it down and invest more in other existing facilities.

- Some group gatherings of people interested in various subjects. Learn about stock market, about health foods, writing one's life story etc.
- Tai chi classes for balance and beginning yoga.
- It would be nice to have access to ping-pong tables more often. When staff can arrange for our using ping-pong equipment/areas, they do, but often we are unable to play because the space is not available.
- A larger aerobics room - or let us use the ballroom for classes.
- people to use the equipment
- More morning fitness classes. We lost all but one advanced class due to COVID. Grateful for Silver Sneakers classes, but they are limited.
- Reconfigure the underused spaces and add on for indoor fitness with aerobics and weights. The outdoor areas are wasted space.
- sound system in exercise and yoga classes
- Group wii, bocce ball, dancing.
- More social seating. More closed caption capable TV's.
- More exercise classes
- Not really large enough to add other activities, like pickle ball.
- Larger room for yoga. Before COVID, it was always very crowded on Sat mornings.
- More silver sneakers classes.
- "AS NEEDED" REPLACEMENT OF EQUIPMENT. ANTICIPATE Gamber gets equipment when other facilities get new equipment.
- More classes
- More machines for cardio
- Exercise facilities seem "tacked on." Too cramped and small. All the exercise facilities are important to me.
- Indoor bike with the traditional bike seat. Self-powered treadmill (they have a different shape and feel in use)
- More exercise bicycles.
- I would like to see a bigger variety of weight machines.
- More equipment
- A Tai Chi class.
- Larger room for Instructor led exercise classes. Tone down the Zumba Gold class to accommodate active seniors. Add a regular Zumba class for younger people coming in after work. They continually ask the instructor to level it up and she does.
- ADD? Gamber Center is not designed for fitness machines.
- Not until Covid-19 is over.
- Free line dance with Silver Sneakers
- An inside track so when walking inside you don't have to walk around people as they are in conversation with each other. Plus when the weather is too hot or too cool walking inside would be great.
- More weights. Peloton bikes.
- Add some non-silver sneakers classes. Regular yoga or functional fitness classes would be greatly appreciated and used. Add a class on Saturdays, such as Ty's yoga with weights that you used to offer. Ty's Zumba Gold would be very welcomed back as well!
- no suggestions at this time
- Indoor Pool for water aerobics
- Tours/info for people who have been away for a while or are new - offered, don't wait to be asked.
- Silver sneakers exercises



### 3. Which of our amenities have you used?

30 Billiards room 26 Card playing area 25\_Patio/Gazebo area 12 Wii  
69 Outdoor walking Path 17 Puzzle or library areas 42 Coffee/tea area 9 Ping pong tables 10 Bocce Courts

Comments:

- I took part in aerobics
- Just came for meetings and prayer groups.
- Have not been in quite some time now.
- Square dancing so we had a room.
- Would like to play cards there again.
- Need brochure on amenities and how to access
- Great facility
- Very well kept
- Wonderful place to relax and have fun
- LOVE your facility!! Staff, space and amenities are all top-notch.
- cardio room, exercise and dance classes
- Love Gamber Center.
- Am a new member and did not have a chance to explore all the amenities before the COVID hit.
- Exercise Equipment
- I mainly use the facility for cardio and weights.
- Mainly cardio & weight areas
- There is no info provided about these areas when you come in.

4. Are you a Friend of the Parks (FOP)? 47 YES 93 NO 37 I don't know what this is

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**End of Activity Report**  
**J. Thomas Lovell Jr. Community Center**  
**FY20**

**Report completed by: Heath Harris, LCC Assistant Manager**

**Executive Summary**

**Brief Program Description:**

The J. Thomas Lovell Jr. Community Center at Legacy Park (LCC) is a 58,000 square foot facility that offers a multitude of fitness and community related activities geared to meet the needs of the residents of Lee's Summit and surrounding communities. These activities include: land and water aerobics classes, strength and cardiovascular training areas, a gymnasium lined for basketball, volleyball and pickleball, 2 racquetball courts, an elevated walking track, a lap swimming pool, spa and leisure pool with a current channel and play features, a group exercise room with virtual fitness instruction feature, cycle studio, personal training studio, a birthday party room adjacent to the aquatics area, a drop-off childcare area for facility patrons, canoe, stand up paddle board and bike reservations.

**Participant Numbers:**

FY2020: 210,965<sup>1</sup>

FY2019: 306,203

FY2018: 326,739

<b><u>Total Revenue:</u></b>	<b><u>Budget</u></b>	<b><u>Actual</u></b>
FY2020:	\$2,091,270.00	\$1,522,477.00 <sup>1</sup>
FY2019:	\$2,107,268.00	\$2,075,800.00
FY2018:	\$2,069,387.00	\$2,102,644.00

<b><u>Total Expenses:</u></b>	<b><u>Budget</u></b>	<b><u>Actual</u></b>
FY2020:	\$2,085,349.00	\$1,614,143.00 <sup>1</sup>
FY2019:	\$1,914,534.00	\$2,124,264.00
FY2018:	\$1,936,553.00	\$1,953,448.00

<b><u>Net:</u></b>	<b><u>Budget</u></b>	<b><u>Actual</u></b>
FY2020:	\$ 5,921.00	(\$91,666.00) <sup>1</sup>
FY2019:	\$192,733.00	(\$48,464.00)
FY2018:	\$132,835.00	\$149,197.00

<sup>1</sup> Facility was closed March 16-May 25 on recommendation by health care professionals to combat the COVID-19 virus driving participant numbers, actual revenue, actual expenses and actual net down in FY20.

<b>Revenue by section</b>	<b>FY20 Budget</b>	<b>FY20 Actual</b>
Activity Fees	\$188,066	\$110,431 <sup>1,2</sup>
Admission Fees-gate	\$190,648	\$141,521 <sup>1</sup>
Membership Fees	\$1,563,566	\$1,132,169 <sup>1</sup>
Facility Rentals	\$95,142	\$58,141 <sup>1</sup>
Concessions	\$2,423	\$2,047 <sup>1</sup>
ProShop	\$747	\$466 <sup>1</sup>
Interest On Investments	\$3,996	\$29,210
Market to Market Adj.	\$0	\$0
Refunds/Reimbursements	\$833	\$1,560
Cash Over/Short	\$24	\$26
Other Revenue	\$3,306	\$4,387 <sup>3</sup>
Contributions	\$15,000	\$15,000

### **Recommendations:**

Staff received numerous comments/feedback during the last fiscal year. After closely reviewing the patron survey, taking into consideration the budget expectations, and reviewing other operational concerns, staff submits the following list of recommendations:

**Comment:** The quality of land aerobics classes rated 4.29 on the Likert scale and quality of water aerobics classes rated 4.19 on the Likert scale. The group exercise classes were commented on 105 times in the survey. Of the 105 comments 46 were regarding adding more group exercise classes, 31 were regarding adding more aqua-fit classes, 14 were requesting classes be moved back to the aerobics studio, 6 were negative comments towards instructors and 8 were regarding adding more challenging classes.

**Recommendation:** Since Lovell Community Center reopened on May 26<sup>th</sup> revenue has been significantly down compared to budget. Staff has worked to determine ways to decrease expenses to help offset the lack of revenue, one of those decisions being reducing the number of group exercise classes offered each week. The group exercise classes are included with the facility's membership so by offering a limited number of group exercise classes each week staff is able to limit part-time staff expenses.

Before Covid-19 Lovell Community Center offered 87 group exercise classes each week, 12 of which were aqua-fit classes. Currently, Lovell Community Center is offering 21 group exercise classes each week, 3 of which are aqua-fit classes. The land group exercise classes currently being offered have also been moved to the gymnasium and cycle studio from the aerobics room due to cardio equipment being moved there for social distancing purposes. With classes taking place in the gymnasium, this allows to be socially distanced and allows for more patrons to participate in classes. The yoga and pilates classes have moved to the cycle studio, providing a more relaxing environment compared to the gymnasium. The cycle studio is much smaller in size and with the added social distancing guidelines it limits the class maximum to 12 participants.

Each month the Recreation Supervisor who oversees group fitness at Lovell Community Center evaluates class attendants and comment forms submitted regarding group exercise classes when making the group exercise schedule. With actual revenues continuing to be below budget in FY21, staff recommends making no changes to current scheduling process for group exercise classes at this time.

<sup>1</sup> Facility was closed March 16-May 25 on recommendation by health care professionals to combat the COVID-19 virus driving activity fees, gate fees, membership fees, rental fees, concessions sales and pro-shop sales down in FY20.

<sup>2</sup> Activity fees were down prior to COVID-19 due to Swim Lessons being lower than budget by \$3,834 and Personal Training being \$6,455 under budget.

<sup>3</sup> Other Revenue was \$1,081 over budget in FY20 due to \$2,511 in GovDeal sales.

**Comment:** Rules and Regulations rated 4.20 on the Likert scale and 26 negative comments were received regarding the facility rules and regulations, with 25 of those comments referring to the facility's COVID-19 restrictions.

**Recommendation:** As a part of the reopening process Lovell Community Center implemented new rules and regulations to follow the restrictions provided by the professional health officials to provide our services as safely as possible during the COVID-19 pandemic. Many of these comments were regard patrons having to wear a mask entering the facility and then regarding the 50% capacity policy. The Lee's Summit Parks and Recreation implemented these new policies and procedures to minimize the risk of contracting the COVID-19 in a LSPR facility. Staff does not recommend making any changes at this time.

#### **Areas that rated more than .20 below the Likert score last year and received comments:**

**Comment:** Hours of operations rated lower in FY20 than in FY19 and was commented on 46 times on the survey. Hours of operations rated 4.02 in FY20, which was down from 4.40 in FY19.

**Recommendation:** Before COVID-19 Lovell Community Center was open Monday through Friday 5:00am to 10:00pm, Saturdays 7:00am to 8:00pm and Sundays 8:00am to 8:00pm. Since the facility's reopening from the COVID-19 shutdown the facility hours are Monday through Friday 5:00am to 8:00pm (closed 1:30-3:00pm for cleaning), Saturdays 7:00am to 6:00pm (closed 12:00pm to 1:30pm for cleaning) and Sundays 12:00pm to 6:00pm. Prior to reopening the facility staff evaluated the facility's hourly attendance reports and analyzed the expenses saved affiliated with reducing the hours of operations to make the determination of reducing the facility's operation hours. The mid-day shutdown for cleaning is in response to professional health officials requiring facilities to perform two facility deep cleans per day. Staff performs a deep clean of the facility during the mid-day shutdown and after the facility closes in the evening.

The Maintenance Supervisor at Lovell Community Center has developed an effective and efficient cleaning protocol for Lovell Community Center. Staff is able to complete a thorough cleaning of the facility in less than 60 minutes. Staff recommends reducing the mid-day closure from 90 minutes to 60 minutes.

**Comment:** The cycle studio rated lower in FY20 than in FY19. The cycle studio rated 4.11 in FY20 which was down from 4.34 in FY19.

**Recommendation:** The cycle studio is currently being used for yoga and pilates group exercise classes. Lovell Community Center has not offered a spin class since the facility reopened from COVID-19 shutdown on May 26, 2020. Staff believes the lower rating for the cycle studio is a direct reflection of not having spin classes at Lovell Community Center at this time.

Each month the Recreation Supervisor who oversees group fitness at Lovell Community Center evaluates class attendants and comment forms submitted regarding group exercise classes when making the group exercise schedule. With actual revenues continuing to be below budget in FY21, staff recommends making no changes to current scheduling process for group exercise classes at this time.

#### **Areas that rated below a 4.00 on the Likert scale and received comments:**

**Comment:** The Open swim times rated below a 4.00 on the Likert scale (3.96) and was commented on 5 times.

**Recommendation:** Due to the change in hours of operations for Lovell Community Center the open swim times have been reduced. Before COVID-19 Lovell Community Center offered 27.5 hours of open swim per week. With the reduced hours of operations at Lovell Community Center there are only 19.5 hours of open swim each week. The total number of open swim hours has reduced, however, prior to COVID-19 open swim time was scheduled 5 days a week, currently there is designated open swim times 7 days a week. Staff recommends making no changes at this time.

**Comment:** Childcare hours rated below a 4.00 on the Likert scale (3.96) and was commented on 8 times.

**Recommendation:** Prior to COVID-19 Lovell Community Center's childcare center was open Monday through Friday 8:00am to 12:30pm; 4:15pm to 8:30pm and Saturdays from 7:30am to 1:30pm. Currently the childcare center is only open Monday through Friday from 8:00am to 11:00am.

Due to the lower attendance numbers at Lovell Community Center, staff has determined to limit the hours of operations for the childcare center to reduce expenses for the facility. Staff recommends making no changes at this time.

## **Extensive Staff Report:**

### **Purpose of Report:**

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

These areas are compared to the planned budget and previous sessions. Recommendations for improvements are developed from this review.

### **Program:**

The J. Thomas Lovell Jr. Community Center at Legacy Park (LCC) is a 58,000 square foot facility that offers a multitude of fitness and community related activities geared to meet the needs of the residents of Lee's Summit and surrounding communities. These activities include: land and water aerobics classes, a strength training and cardiovascular training area, a gymnasium lined for basketball, volleyball and pickleball, 2 racquetball courts, an elevated walking track, a lap swimming pool, spa and leisure pool with a current channel and play features, a group exercise room with virtual fitness instruction feature, cycle studio, personal training studio, a birthday party room adjacent to the aquatics area, a drop-off childcare area for facility patrons, canoe rentals and stand up paddle board rentals. The facility opened for business on December 18, 2003. Normal 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 FY20, the LCC was open 280 full days, 7 shortened holidays, 77 days the facility was closed due to COVID-19 in accordance with the local ordinances put out by the Jackson County Health Department, and 2 holidays completely closed. The facility offers after hour events for private groups that wish to use the community rooms, aquatics area, gymnasium area or the entire facility.

### **Benefits:**

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

### **Service Hours:**

FY2020: 527,363<sup>1</sup> (2.5 estimated stay hours x 5,145 average weekly attendance x 41 weeks)

FY2019: 765,570 (2.5 estimated stay hours x 5,889 average weekly attendance x 52 weeks)

FY2018: 816,790 (2.5 estimated stay hours x 6,283 average weekly attendance x 52 weeks)

<sup>1</sup> Facility was closed March 16-May 25 on recommendation by health care professionals to combat the COVID-19 virus.

## **Refund Information**

Total issued: 875 (\$76,857)

Refunds due to dissatisfaction: \$1,579.89

- 45-Did not meet expectations (price/equipment/lap swimming time/water temperature/age policy/swim lessons/childcare)

## **Memberships -\$55,773.00**

256- Covid-19

88- Not using

65- Moved

64- Staff error

43- Changes (SilverSneaker/Flex)

39- Dissatisfied

33- RevUp reimbursement

29- Back to school

16- Joined other gym

12- Medical/injury

5- Schedule/hours did not fit

2- Location

## **Programs/Activities- \$5,221.00**

64- Covid-19

30- Canceled due to low enrollment

5- Dissatisfied

5- Schedule conflict

3- Canceled due to weather

2- Canceled due to lack of equipment (SUP)

2-Staff error

2-Medical/injury

## **Facility Rentals- \$15,863.00**

79- Covid-19

8- Deposits

7- Staff error

5- Schedule conflict

4- Change order (Pizza/party package)

3- Canceled event

1- Dissatisfied

## **Fee Schedule**

### **Activity Fees**

	Non-Members	Members
Swim Lessons	\$45.00 /\$35.00	\$36.00/\$28.00
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

RevUp	\$99.00	\$99.00
Paid Group Fitness Classes	\$11.00/\$8.00	\$11.00/\$8.00
Circuit Training	\$53.00/\$50.00	\$53.00/\$50.00
Childcare multi-visit pass	\$80.00	\$70.00
Childcare drop-in	\$3.00 per child for up to 2 hours	
Massage Therapy		
Swedish		
(30 min)	\$50.00	\$36.00
(60 min)	\$83.00	\$66.00
(90 min)	\$121.00	\$93.00
Deep Tissue		
(30 min)	\$50.00	\$36.00
(60 min)	\$83.00	\$66.00
(90 min)	\$121.00	\$93.00
Prenatal		
(60 min)	\$83.00	\$66.00
Hot Stone	\$12 add-on to any Swedish, Deep Tissue or Sports massage	
Aroma Therapy	\$5 add-on to any massage	
Chair	(\$1 per minute)	

<b>Admission Fees- gate</b>	<u>Regular Rate</u>	<u>Discounted Rate</u>
Individual (4 and up)	\$8.00	\$6.00

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

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

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

<b>Rentals</b>	<u>Regular Rate</u>	<u>Discounted Rate</u>
Gymnasium (one court)	\$90.00 per hour	\$72.00 per hour
(\$100 deposit)		
After Hours Gymnasium	\$145.00 per hour	\$116.00 per hour
(both courts)		
(\$100 deposit, 2 hour minimum)		
Aerobics Room	\$45.00 per hour	\$40.00 per hour
Lock-in	\$1,250.00	\$1,500.00
(\$250 deposit)		
After Hours Pool	\$162.00 per hour	\$135.00 per hour
(\$100 deposit, 2 hour minimum)		
Birthday Party 1	\$175.00	\$145.00
Birthday Party 2	\$210.00	\$165.00

Damage Deposit: \$100.00 for all rentals

Alcohol Service Fee: \$175.00

Security: \$42.00-\$55.00 per hour

### **Marketing:**

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

### **Summary of marketing results from the survey:**

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

Yes: 527      No: 161      No Response: 31

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

- Annual: 311
- Flex: 177
- Insurance Provided (SilverSneakers, Renew Active, Prime, Silver and Fit): 210
- No Response: 21
- 90 Day: 0

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

- Previous participant: 201
- Other: 201
- Acquaintance: 151
- Website: 75
- LS Illustrated: 58
- Flyer: 10
- Facebook/Twitter 9
- LS cable: 3

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

Email: 535    Mail: 92    On-site: 61    Phone: 41    Other: 16

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

Yes: 312    NO: 367

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

Yes: 102    NO: 569



## **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 2020. Staff asked patrons to return the surveys with any positive or negative comments about their experience at the LCC. Surveys were distributed to 6,993 unique households representing 8,245 participants.

Of the 6,993 surveys distributed, 719 were returned for an overall return rate of 10.3%. 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. A comparison of the Likert scores from 2019-2020 can be found on page 10. For a complete record of the survey comments regarding the facility and the service of LCC, please see Survey Comments pages 13-36.

### **Rated above 4.5 on Likert scale**

4.51 Lobby

### **Rated below 4.0 on Likert scale (needs improvement)**

3.96 Open Swim Times

3.96 Childcare Hours

### **Comparison of 2020 Survey to 2019 Survey:**

There were 32 items that were rated lower in 2020 than in 2019. The range was from .01 to .38. All areas that experienced a significant drop have been noted and addressed in the recommendations section. The questions that rated lower include:

#### **.01-.10**

.01 Family Locker Room

.02 Gymnasium

.03 Childcare

.03 Aerobics Studio

.03 Membership Options

.04 Weight Room

.05 Lobby

.05 Staff Friendliness

.05 Staff Knowledge

.05 Fee Based Programs

.05 Bike Reservations

.06 Quality of Land Aerobics

.07 Racquetball Courts

.07 Walking Track

.07 Pickleball Courts

.07 Quality of Water Aerobics

.07 SUP Reservations

.09 Strength Equipment

.09 Personal Training

.09 Registration Process

.10 Synergy 360

.10 LSPR Overall

#### **.11-.20**

.11 Overall Safety

.12 Cardio Room

.12 LCC Overall

.14 Membership Value

.16 Canoe Reservations

.17 Rules and Regulations

.17 Open Swim Times

#### **.21 and higher**

.23 Cycle Studio

.25 Childcare Hours

.38 Hours of Operation

There were 7 questions that rated higher in 2020 than in 2019. The range was from .01 to .15 The questions that rated higher were as follows:

#### **.01-.26**

.26 Personal Training Room

.16 Massage

.07 Men's Locker Room

.05 Vending Area

.05 Women's Locker Room

.05 Aquatics Center

.02 Parking Lot

There was one question that rated the same in 2020 and 2019. The question that rated the same is as follows:

#### 4.26 Cardio Equipment

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

##### Positive

- Staff is friendly
- Facility cleanliness
- Great facility
- Good instructors in group exercise classes
- Appreciative for being open during the pandemic

##### Negative

- More group exercise classes
- More aqua-fit classes
- Rules and regulations
- Extend facility hours
- Extend childcare hours
- Online registration/reservations

**Likert Scale Comparison: Overall Return Rate: 10.3%**

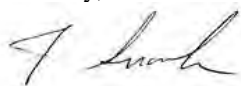
<b><u>Facility</u></b>	<b><u>Total FY20</u></b>	<b><u>Total FY19</u></b>	<b><u>Variance</u></b>
Parking Lot	4.38	4.36	0.02
Lobby	4.51	4.56	-0.05
Vending Area	4.13	4.08	0.05
Childcare	4.44	4.47	-0.03
Gymnasium	4.30	4.32	-0.02
Racquetball Court	4.18	4.25	-0.07
Aerobics Studio	4.29	4.32	-0.03
Cycle Studio	4.11	4.34	-0.23
Walking Track	4.23	4.30	-0.07
Weight Room	4.15	4.19	-0.04
Cardio Equipment	4.26	4.26	0.00
Strength Equipment	4.12	4.21	-0.09
Family Locker Room	4.17	4.18	-0.01
Men's Locker Room	4.16	4.09	0.07
Women's Locker Room	4.17	4.12	0.05
Pickleball Courts	4.23	4.30	-0.07
Cardio room	4.13	4.24	-0.12
PT Room	4.23	3.97	0.26
Synergy 360	4.14	4.24	-0.10
Massage	4.32	4.16	0.16
Aquatics Center	4.33	4.28	0.05
<b><u>Service</u></b>	<b><u>Total FY20</u></b>	<b><u>Total FY19</u></b>	<b><u>Variance</u></b>
Membership value	4.33	4.47	-0.14
Membership options	4.27	4.30	-0.03
Staff Friendliness	4.47	4.52	-0.05
Staff Knowledge	4.29	4.34	-0.05
Overall Safety	4.38	4.49	-0.11
Rules and regulations	4.20	4.37	-0.17
Hours of operation	4.02	4.40	-0.38
Open Swim Times	3.96	4.13	-0.17
Childcare Hours	3.96	4.21	-0.25
Quality of Land aerobics	4.29	4.35	-0.06
Quality of water aerobics	4.19	4.26	-0.07
Fee Based Programs	4.16	4.21	-0.05
Personal Training	4.35	4.44	-0.09
Registration process	4.20	4.29	-0.09
SUP Reservations	4.45	4.52	-0.07
Canoe Reservations	4.42	4.58	-0.16
Bike Reservations	4.44	4.49	-0.05
<b><u>Overall</u></b>			
LCC	4.35	4.47	-0.12
LSPR	4.40	4.50	-0.10

# “Lovell Community Center” Survey for LS Parks & Recreation

Dear Patron,

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

Sincerely,



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

## Which type of membership do you currently have?

☐ Annual ☐ Monthly Flex ☐ 90 day ☐ Insurance Provided Membership (SilverSneakers, Prime, Renew Active, Silver and Fit)

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

☐ YES ☐ NO

## If you answered YES, which facility have you used?

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

## Are you currently a ☐ Resident ☐ Non Resident?

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

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

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

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

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

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

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

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

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

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

☐On-site ☐Email ☐Mail ☐Phone ☐Other \_\_\_\_\_

**Additional Comments:**

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**Thank you for your time. We appreciate your feedback!**

Please complete this survey by September 1, 2020.

**J. Thomas Lovell Jr. Community Center at Legacy Park**

**901 NE Bluestem Drive ♦ Lee's Summit, MO 64086**

**Ph: 816-969-1550 ♦ Fax: 816-969-1515**

<u>Facility Comments</u>
I would love to get back in and, if possible, try a massage. However, I'm not sure about that due to COVID.
It is dirty, outdated and uninviting.
Bikers on the walking trail often don't call out "on your left". Walkers have a risk of falling because of passing bikers or just from looking behind to check for a biker coming up behind them.
I would love to see the water a bit warmer!! My grandchildren get blue-lipped and shivers. Meanwhile, the adults feel guilty for climbing in the hot tub, and then it's no fun. :( Thank you.
Please open the large rooms for yoga. It's very difficult to get into a class.
It is hot in the cardio room, there are bugs in the women's locker area, the showers need updating, and you need to allow more than 3 people in the spa.
The Women's Locker Room is often dirty.
Where is the Aerobics Studio?
The Aerobics Studio needs mirrors, the sound system needs to be upgraded, the fans are too loud, the AC is not working, some fans don't work, it is hard to see the instructor, the room is too small. It seems like LCC believes the Aerobics Studio is not important; it gets 2nd thought about improvement compared to other parts of gym, e.g. weight training machines, cycles, treadmill, basketball, etc. Do you plan to give refunds this year?
You must let the racquetball players play doubles! There are too many of us for singles only. It is no different than basketball players all shooting at the same time. Plus, we all know each other.
There is a big yoga following at LSPR, but doing it in the cycle room during Covid is not adequate. If the previous room was opened up that would be preferred.
I'd love to see the pool area keep 2 lanes at all times because I am more able to work out in the afternoons. I've had kids jump in right next to my head as I'm doing laps when they take the ropes down.
I have not visited since the Covid closing. In fact, I should probably go just to cancel my membership until we are past this.
I am looking forward to Gloria and Ty teaching Silversneakers at Lovell Community Center someday. We miss the classes.
I haven't been able to use my membership due to you not offering cycle classes at this location. I am pregnant and cycle would be a great option for me. Please bring back daycare in the evenings. Limiting daycare hours has made it very challenging for families with kids. Thanks.
The pickleball courts have too many confusing court lines. Also, the courts need dividers to keep balls from disrupting adjacent games.
It is often difficult to get a lane during lap swim as children are playing in all of the lanes, even during designated exercise time. It is similarly difficult right now to access equipment- there are often really young kids (elementary age) on weight equipment, or wait times are long.
I would like more variety.
The aquatic center is small.

The weight room needs a glute ham developer.
The pool temps are often too low at both Longview and Lovell. Also, the showers at Lovell are sometimes gross with women's hair all over the floors of the showers.
The pool area is just not kept clean and the pool floor is usually cluttered with debris that will be there for at least several days, if not a week.
There are no recumbent bikes set-up in the cardio room due to Covid-19.
I won't use any public City facility during the pandemic.
I understand COVID makes for challenging issues with membership, but I did not find it to be good customer service to require membership purchase to use the facility - we have previously paid per visit, but then were forced into a membership purchase. Also, I did not appreciate not being able to use a gift card - again, I felt pressured into buying a membership.
Locker rooms are not always clean with swimmers coming through in wet suits. The shower curtains are too narrow.
Masks should be optional. The current room for yoga and other classes is so small. We need to be moved back to the into the larger studio that was used for classes before Covid.
I am not using the facility since covid began. I think memberships should be allowed to drop without penalty until this crisis is resolved. I don't feel safe using the facility.
There is a lack of adequate court dividers.
The basketball court has dead spots and the rims and nets are old and in poor condition.
Can you open the aqua fit classes? It is impossible to get in the few classes offered. We would like the evening classes back.
We actually just canceled our membership. It's just so small. The walking track is horrible. It should've been built the whole length of building. Especially since we have a winter season.
The pool is small and the area is incredibly noisy, especially being next to the kids' pool.
Kids from the basketball courts come up to the weight room often and disturb the guests and make a mess of equipment. Covid restrictions have made it harder to have the most needed equipment such as mats, ropes for the cable machines, fitness balls, and even the additional room located on the track. Any time I have a question for the weight room staff on where something might be located, need help solving an issue, or even spotting me during weight lifting they tend to now be trained, informed, or actively involved in the weight room.
I'm disappointed that the large group ex room is still not available for classes. It seems like there are very few people using the cardio equipment in there, while the yoga classes continue to be crammed into the cycle room. It doesn't make sense.
I just wish there was a way to make the weight area a little larger. There is limited equipment and it can be very difficult to get weights or get a machine.
Several pieces of resistance equipment were removed. That's a bummer.
You need more water aerobics classes!!!
I have not used the facility since it closed as a result of coronavirus. I would love to use the pickleball courts, but since there is no reservation system, I have not done so. I don't feel safe just hanging out over there until a court is available.

The equipment is dated. Also, certain equipment was removed for COVID, please bring it back.
The parking lot at Lovell is always full. The parking lot at longview is too far from the front door.
I can't get into the aqua classes as those that are favorite and know how to get in always get the spaces.
The policy on pool usage by family members makes no sense. It resulted in an under-utilized asset.
Please consider live streaming or taped streaming of fitness classes for those of us who cannot attend because of Covid 19. We would happily pay our monthly flex fee to be able to stream classes to our home device. It would be a tremendous community service at this time. Because of Covid, it may be up to a year before our physicians feel it's safe enough for us to mingle with more than a few people without masks. We recently had to give up our membership for this reason. We miss our yoga and piyo classes so much. We haven't found anything that compares online. Thank you for considering this. Rich & Vicki Berney 816-830-8887.
You need more variety in cardio equipment. I don't like the style of the stair climber, it is dysfunctional and i've used ones that were easier to use.
The ladies locker room shower curtains are torn and moldy. They're not wide enough to provide privacy. I've submitted a comment card already. Please move yoga/pilates back to the original room. No one is using this room during class and we are losing participants because there isn't enough room. I've submitted 3 comment cards, but no one ever responds.
Pool/Aquatics: As a significantly sized city in MO, Lee's Summit lacks a "real" aquatics center. The pool at LCC (22 yards - skinny lanes) is not a real exercise swimming pool. There are 100's of acres, PLEASE build a real competitive swimming pool. It seems there is a huge missed opportunity to create revenue from swim clubs, etc. Bottom line, East Lee's Summit needs a real swim environment. Thankfully we have the Longview pool, but there is a huge missed opportunity for Lovell and East Lee's Summit. As a life long competitive swimmer I would welcome the opportunity to meet with leadership and share what a real swim facility looks like. Bathrooms: Hardly ever clean and the floors are almost always wet. Many modern aquatic facilities don't have 2x2 tile floors that stay wet.
There is very little equipment available in the weight room. The locker room is 1980's style with poor lighting and health concerns.
I cancelled my membership due to no aqua fit classes in the evening.
I don't take advantage of personal training, but like to use the room when it isn't being used for training and the gym is full. It is small and hard to know when a personal training session is booked for it. It would be nice to see a schedule or sign up sheet on the outside of the room.
My only complaint is that the water temperature in the aquatic center is too low for older people. As an older woman and also speaking for my mother-in-law who need to take the aqua fit classes for our health and knees, the water is so cold sometimes that it hurts to get in and makes it so that my mother-in-law won't come. Please keep the water temperature at 87 degrees for us older people.



Due to Covid19, I have not been to the facility since March. Prior to this, the corners of the running track, where I would stretch/do ab work, was quite dirty. I'm not sure it was ever swept or washed, as I saw the same dust bunnies day after day, and week after week. Other than this, I have been very satisfied with all of the facilities!
I use to come two days a week regularly to Water Aerobics, but I can't even get in for one day a week. You let the people go that are there every week. I have called you as early as seven in the morning and they tell me they are full. I have talked to several people that say the same thing. It is not fair to us that have belonged for several years.
The virus has kept me from using the facility. This year I have been exercising for my heart at home.
I mostly come for yoga, but I cannot do yoga in the gym. It's too noisy. I want you to open the room where the yoga classes are or I will likely cancel my membership and go somewhere else.
I rated the aquatic center "fair" because the chlorine in the air of the indoor pool burns my eyes.
You need to resume spinning classes.
Racquetball courts are frequently dirty and overly humid. The men's locker room needs paper towels.
The weight machines I like are currently decommissioned or are no longer there.
Pickleball: The music is so loud we can't hear each other. There was no notification of the gym being used for voting day and no notification of the delay in refinishing the floor, resulting in no games for two weeks instead of one. The people manning front desk do not communicate. There are no e-mail advisories. The people answering the phones do not have answers to schedule questions.
The air movement isn't very good because the fans aren't on all the time. People turn them off right in the middle of my work out.
You need more raquetball courts.
There are too many people too close together to use equipment. The maskless young men (mainly) vigorously blow exhalations like they are blowing out a candle 6 feet away. WEAR A MASK EVEN WHEN LIFTING!!
The rope accessories should still be available to use in weight area. They were removed during Covid. I don't see the danger in the using of the ropes.
It always seems "dirty". There is not much cleaning or maintenance on the equipmment.
The walking track is too short, it makes me dizzy!
The poor rating is due to the lack of mask use in weight room/strength training. Frequently users can't socially distance (too many people), but no masks are used. As this is an airborne disease, I don't understand the lack of enforcement. I am concerned for my safety as well as the staff in these locations.
The pickleball courts are great! I wish we didn't have to share the gym with the basketball players or the zumba people.
You need tennis leagues.
Men's Locker Room: The new lockers need 3 hooks instead of 2.
I would like the Arms and Abs class back please!

More equipment needs to be opened with members self-monitoring distancing. Often no one is even within 6', yet equipment remains closed. Sometimes the bathroom toilets are not flushed or are missing toilet paper. There is water is on the floor from swimmers. It is just not as neat as it could be.
The racquetball courts need to have new, multi-light fixtures installed to replace the existing poor lighting.
The locker room cabinets don't take my lock.
The changing area and family changing rooms for the aquatic center are in need of updates. They do not feel as clean as they could and the floors, especially in the family changing rooms, are often damp.
The room with the cycles and ellipticals really sucks in the afternoon with the sun beating down and blinding you.
We signed up right before covid hit so we have not had a chance to use any facility so far.
You need to rethink the occupancy for racquetball or provide more courts.
The men's locker room is kind of dirty.
You needs ramps to enter the pool at Lovell.
I didn't know you offered massage.
The pickleball court lines are confusing. You need more wall fans in the Aerobics Studio.
I mainly use the yoga and pilates classes.
It is hard to comment on the entire facility as my husband is disabled so we only use the pool (prior to the virus).
There is a limited number and type of weight machines.
There is not much selection in the vending area. There is no diet soda. I am old school ☹️
There needs to be a better solution for Yoga as allowing 12-14 people per class is not reasonable and one of the only reasons I renewed my membership was to take the yoga classes. I understand Covid and the restraints; however, I am not getting my membership value if I cannot get on the list to take a class. I am not happy with the situation and would love to brainstorm solutions.
It's incredibly difficult to serve very many patrons in an aqua class when there are so few offered now and the class size is limited.
I had to go into quarantine just before my regular routine was established. I can say that I prefer the Lovell center the best. I like the indoor track and overall the facilities are better. Longview was terrible, especially the staff. I will never return there.
It is just run down and second rate.
I haven't been since the pandemic. It was already too crowded all the time, so I will not be renewing my membership. It's great for retired people. They fill the pool and have social hour and there's no room for people who really want to exercise.

I have listed most of my applicable responses as "Fair". "Fair" is an "ok" score and it also indicates you've got a lot of room to improve. From my perspective the following three points are what holds back LCC from being a top tier fitness center: 1.) LCC Rules, Regulations, and Policies need to be ENFORCED! Too often we see staff walk right by various offenses and they do nothing. People sit in machines and read their phones, talk on the phone, and generally ignore other patrons waiting to use the machine. This sheds a bad light on management and their inability to manage. 2.) Poorly trained or unmanaged staff: There is way too much staff walking around the track together doing nothing. There is way too much staff sitting and standing around visiting with each other and not working. We've witnessed several instances of this and various staff (kids usually) reading their cell phones and walking right by tripping hazards and garbage on the floor. It is very apparent that Management is not engaged and does not lead and set expectations. 3.) Some random thoughts for improvement: Pipe in some music, manage the staff, use a critical eye when cleaning and inspecting the facility, know and follow safety codes and electrical codes. Why would you place a fan directly under a water fountain? Get the staff off their butt and require them to work. Taxpayers expect their employees to add value. If management and supervisors don't know how to lead, replace them.

I don't really use the vending machines, but they seem OK. There's not much there. They are in a place that's very congested with traffic from the pool, aerobics room, bathrooms and the water fountain (which seems to be perpetually screwed up - at least before COVID).

The cardio room was never packed before Covid. People used machines at different times. Cardio equipment needs to be all back in the cardio room and some can be roped off of social distancing. The machines in the group exercise room need to go back upstairs. The group exercise room needs to be used for group fitness classes again, especially since the few offered have a wait list. There needs to be silver sneakers classes offered since there is a long wait list at Gamber due to a small room. It is very important for seniors to be active.

About 8 months ago the pool water temp was too cold for my grandkids and every other kid there. This happened three times in a row.

The pickleball courts at Lovell need close monitoring so that when there are more than 12 players, a fourth net goes up immediately. We have to ask for it multiple times. A net can come down directly before Zumba and put up directly after Zumba to accommodate the multiple players. It takes minutes to do and we players are happy to do it, although have been told we might break it if we do :) The pickleball players need to be accommodated as there are many. Thanks for the survey. You all do a terrific job.

Everything seemed nice. It is super busy though, you almost need bigger facilities!

I haven't been to Lovell, but plan on going soon.

I do think it's ridiculous that you're required to walk into Lovell with a mask on, wear one in the locker room but when you go to the weights, workout machines etc.. you're not required to wear a mask. There's really no point in requiring one to wear a mask, period. There are others working out "6ft" from you.....It's completely absurd.

Since coffee is normally available, it would be nice for us tea drinkers to have ice and tea available.

There are so many lines on the pickleball courts that it can be hard to tell which one is yours. Also, I wish something could be done about calling a week ahead to reserve racquetball courts. We will start calling at 4:58 am (using redial) and still not get a court for 5 or 6pm the following week. It seems that the same group never has a problem though. I'm not sure what the answer is, I just know it's frustrating.
One of the life guards (she said that she is the supervisor ) is very, very rude. I have problems with her every time that I take my daughter to swim.
The handicap parking can be great at times, and others I park on 3rd tier.
With only 3 aquafit classes when there used to be 12, many people can't participate and we all have to call early to get a spot. The spa is always broken, the water temp is inconsistent, although better than before Covid. We want our classes back, this is very frustrating!!!!
I have only used the facility onc. I do not have a full experience. It was ok.
The facility is not clean and the ventilation is poor.
I only use the gym since that is where the zumba class is being held during this Covid pandemic.
I am disabled and can only exercise in water. I'm very upset that you no longer have evening water aerobics. My aide works days and I need her to push my wheelchair and help me change. Please notify me if you provide evening water aerobics. I'm willing to wear a mask during the class. 816-806-6578 Pamela Harrison
Low ratings due to the small size of the spaces.
The floor in the gymnasium for Pickleball is too sticky. When playing, you stick to the floor and end up falling. We have had a few accidents of older people falling. Check out the wax that you put on the floors.
My wife and I are medically at risk for COVID and had to suspend our memberships in March. We look forward to returning when our doctors advise us it is appropriate. We enjoyed the facility while we were there. My only slight complaint was that I thought the men's locker room could have been kept cleaner. In fairness, I have not been there since March.
There is poor lighting in the racquetball area. It is frustrating having to wear masks while playing with players that you are associating with (without masks) on a regular, if not daily, basis.
The pickleball courts have too many lines. The music is too loud from zumba class.
The fitness on demand has been broken since February and now it is not available for use since cardio equipment is in the room.
It appears that the racquetball players' concerns have fallen on deaf ears. Most recent case in point, the wearing of a mask that causes safety equipment to fog up and reduce visibility, therefore safety. Also, the fact that it is an aerobic activity, but a mask is required, unlike the treadmill. Unfortunately, I haven't returned since the facility's March closure.
Before the pandemic the aerobic room needed to be swept more frequently. Laying on a yoga mat while watching dust bunnies and hair balls drift by is gross.

The bottom of the lap pool has a huge bug that's been there for over a week. It needs to be cleaned up. The front of the building parking lot can be scary at times. There are too many cars backing out with lots of pedestrians walking across and other vehicles driving in.
The personal fitness area is way too small. I'm still too scared to come back. You need to have the option of putting a Covid hold on my account.
I liked the vending machine, it was fine. You might do a cost/benefit study to providing healthier options and owning your own vending equipment. Perhaps it is a cost that could be amortized and used through the childcare facilities, pools, gyms, schools, PD, etc.
The weightroom is just small and it would be convenient to have more racks/benches.
The low rating is because the gym/pickleball courts at Lovell Community Center are dirty.
There are way too many pickleball players for the 3 regular courts. It would be great if the 4th court could be available more often.
You need more courts for Pickleball.
You need to put the classes in larger rooms at Gamber and Lovell.
The pickleball courts need to have dividers to separate the courts. The one side closest to the double doors are too close to the bleachers.
Due to a stroke, I cannot use a lot of items.
The 2 LifeCycle bikes with the training computers up overlooking the gym seem to always have run down batteries so they don't work. I have mentioned that several times to staff, but they remain inoperable.
There is far too little strength equipment. And even though there is not enough, the space allocated makes the "gym" entirely too condensed.
The pickleball courts could have been divided better.
Several times we came in to use Video on Demand and there were technical problems. Also, we would have to get someone to come in and reset. It is not user friendly.
The weight room is NOT SAFE. There is no enforcement of wearing masks and social distancing. Especially the young men ( covid super spreaders) congregate in clusters, then hang around the weights while they talk. They spew out their breath in huge gusts like they are blowing out a candle from 3 feet away. IT IS NOT SAFE. It would really help if everyone would wear a mask while they use the equipment. Studies show that oxygen levels during vigorous exercise are NOT affected with a mask.
I love the center and I'm so very glad we have it.
The equipment needs updating and with a TV attached like Longview.
Please get a deadlifting platform!
We need more space to swim and play.
The toilet seats in the family changing rooms are old and stained and should be replaced.

I find that lots of people sit at a weight machine and look at their phone, not exercising. It sometimes makes me wait for a machine.
The TV in the lobby no longer works correctly. It has a blue tint to the picture. It should be replaced. This would not be a high priority now because of coronavirus, as there aren't any chairs in the lobby to sit and watch it.
The lap pool, until recently, had been cold. It needs cleaning and the spa had been down 50% of the time.
Your parking lot is way too small. People drive through like it's Colbern Road. It needs bumps throughout to slow people down. I heard pool occupancy is now 20 and that is still too many. 15 would be better so safe distancing can be done. I would really appreciate if these are actually read and taken into consideration.
I haven't used the facility since the coronavirus.
Thank you for being open.
I don't know the difference between the Aerobics Studio and Cardio Room (what you have listed above in the survey). My mom is in her 60s and has been teaching "aerobics" since the late 70s. I don't think anyone under 50 uses that term anymore. I'm 45 and have never called these classes "aerobic" classes.... just sayin'. I cancelled my membership this month. I took the 5:30am HIIT and weighted workout classes, but you never rescheduled those. So, I cancelled my membership. The HIIT class was tough, but could have been harder. The weighted workout class was really for senior citizens/silversneakers class. The lady that teaches yoga doesn't really know yoga. It also was more of a gabby silversneakers class. If you want to target the people who workout hard, 5/5:30am is your time slot. You need to get some instructors that are TOUGH. If the class is hard, you'll fill the room. I'm getting a better workout at home with the Beachbody on Demand series... I'd rather be in the gym, but you just don't offer what I like. Also, I don't understand why we have to sign in on a piece of paper every morning when we take classes. You already check us in with a key fob. Use an online app like the other gyms (mind body app). We can sign up online and get notified through the app when the instructor cancels at the last minute or no shows. Signing in on your piece of paper does me no good. If I could check in online, you could send us updates if things changed with the class.
Staff should not congregate/talk on the track.
I wish childcare was more affordable for someone with a lot of kids who wanted to come everyday.
The weight room needs more bench press and squat rack stations. People are often waiting in line.
Airflow/stuffiness is an issue.
You should ask about the quality of the fitness instructors.
I haven't been to Lovell since Longview reopened under LSPR and haven't been to Longview since it first closed for Covid 19. I don't feel I can honestly give a current opinion. I hope to come back to Longview soon after I heal from cataract surgery.
The track has gotten bumpy in places and I often see dust bunnies for weeks.
The driving lanes between parked cars need to be wider.

The weight room is routinely overcrowded with younger patrons NOT following Covid 19 guidelines, such as standing around crowding equipment or the dumbbell rack, chatting without masks and not respecting other patrons trying to work out. The staff does nothing to intervene. Some strength equipment is broken and has not been fixed or replaced in over a month, which is frustrating when it is the only piece of equipment for a specific workout (for example the lat pull down cable). The personal training room is locked and so a better variety of weights in that room are unavailable. The incremental boxes & platforms are unavailable. The cable machine in that room is also unavailable, which is frustrating when there are limited cable apparatuses in the main weight room. As someone that typically uses the equipment in the personal training room, this is extremely frustrating and takes away several things I use for my workout.

There are no chairs and tables in the lobby! Rarely do people walk side by side in the track lanes and those who are together and wish to talk while walking are still doing so. (No complaints from me.) Open the middle lane. Removing cardio equipment for social distancing is only accomplishing someone's control of patrons. As for equipment unavailable due to hygiene, have a location to leave this after use and let employees wipe it down during the off hours for deep cleaning. I chuckle each time I see masked lifeguards and no access to water weights and noodles. This lessens the effectiveness of my workout.

During COVID it's difficult to get your money's worth from the membership. I do not like the fitness classes in the gym. It is too noisy with basketballs being dribbled.

You need more outdoor Pickleball courts.

The facility is dated.

Updates can always be made and, now with COVID, I believe space is the key to making everyone feel comfortable going forward, even after a vaccine is available.

When I was taking yoga classes on Monday night they had a lot of people in the cycle room.

There are not enough work out lanes or the right times for me to come. I prefer 9:00am.

More strength training machines and more room for them would be great.

The equipment needs updating.

The racquetball court walls are beat up and the lighting is kind of dark.

Basic accommodations are provided. There are no top of the line items or services that make my experience "special".

I would like to see more equipment for stomach training.

I feel more should be done to hold users accountable for cleaning the equipment when they are finished using them.

The parking lot is usually full. The walking track is sometimes crowded.

There were times I came in to use cardio equipment and they were all in use. It seems like the equipment is not balanced to the preference of those who work out.

A person can't wear a mask and play racquetball. I don't see why it isn't in the same category as a group workout. It seems like someone is just making up rules without common sense.

You need more weight lifting equipment. The treadmills in that room should be removed to allow for more room. Equipment is starting to show age as well.

The facility is occasionally unclean.
I haven't even been coming and am just wasting money because there aren't the usual basic yoga classes offered, and when I did go to the ONE that was offered, I couldn't hear because basketballs were bouncing the whole time, so I've been paying for nothing.
I love Lovell Community Center!! It is very affordable and you get a lot for your money! It is a very nice place for families and to work out.
There's hardly anything available to rate that I joined for. There are only 2 cycle classes a week at a facility that is too far away. I should have asked for a refund.
I rated the parking lot "fair" because the parking spots are extremely small and frequently have people way too closely parked to me. Childcare I rated "fair" because you only have morning slots right now, but normally I love childcare. I'm upset about the strength training and cardio room because there are no longer any bikes at all, except the broken one in the corner. Nor is the ab machine in the strength training/weight room. Also, I had someone steal stuff from my locker in the women's locker room and the wait was so long to get help at the desk that I couldn't even inform them that someone was going through stealing (those people should be banned for life). Otherwise, staff is always friendly and helpful and I normally like the facility a lot when this covid crap isn't making everything horrible.
Lockers are bad. Hard to get on a court. Walking track too small. Unable to use this year due to virus so value for what I paid is nonexistent.
You need to use cleaner rags! They are dirty!
This is a fairly minor annoyance, but could we please get 1 more spring clip for the barbells? One has been missing for months. If we could get the tricep ropes back out too, that would be great.
The strength training area is very small. The equipment is close to one another and only a few people can feel comfortable using weights.
You need more private women's changing rooms and the floor gets very slick when wet.
The set up of things right now is challenging.
I wish there was a steam room or sauna.
Some equipment is outdated.
The cardio equipment would benefit from more upkeep, as many machines squeak/grind. The weight room and pool can be challenging to use, as open swim is often happening during exercise hours and off-the-clock employees frequently monopolize the weight equipment for extended times (45+ minutes). It would be helpful to be able to swim laps without children going in and out of the lanes, especially, though I understand it can be hard to enforce.
The Gym needs a glute ham raise/glute ham developer. This is a piece of equipment that cannot be replaced by others.
There is no TV in the cardio room on 1st floor. We are just looking at walls.
I love the massage therapist Stephanie. I can't wait for her to return. I would like it if lap swimming was available from 9 to 10am. The locker rooms could be a little cleaner.



Currently with restrictions it is fair to below fair. I have to pay dues and can't get into classes or use the facility. I am paying for nothing.
The Racquetball (RB) rules with COVID are not in line with cardio, for cardio people don't have to wear masks, but for Racquetball we have to! RB is cardio, and if we wear masks, we will pass out in the courts. Also, people can play basketball (2on2 or 3on3), but we can't play doubles in RB. We are at least an arm's length apart from each other at all times, because we need to swing the racquets. Its no different than pickleball and they are allowed to play doubles. I understand the COVID restrictions and appreciate all you are doing to stop the spread, but the rules created for RB are not fair. There is no way you can play that sport while wearing a mask!
Didn't rate "Fair" but my girlfriend had her purse gone through and had \$33 taken in the women's locker room. She didn't report it, but you may think about adding security cameras that show who goes in and out so that we can at least try and prevent that.
I am missing the bikes. There is only one and it is used frequently by other members.
The video projector is poor, instruction was poor and not suitable for spin classes during Covid-19 concerns.
The urrent regulations related to mask requirements are not being enforced. The weight room (upstairs) is often filled with more than 10 people who can't maintain 6 ft of distance based on their choice in weight. I rarely see anyone wearing a mask.
The water temperature was not adjusted before the first class of the day.
I would like to see some outdoor pickleball courts and maybe some tennis courts. The track is just too small.
The lights make it hard to see in the gym. You need more pickelball courts.
I would like fans in the gym.
I wish Childcare had better hours. 8-12pm would help so much more! Also, some of the workers back there are ridiculous. They will come get me if my 4 year old is acting like a 4 year old.
More space and upgraded equipment is needed.
The music from the dance classes is too LOUD! Pickleball players are unable to hear the score and some need to sit outside the gym to avoid further hearing loss.
The women's locker room could be cleaner. Bugs are noticed on the floor at times. The soap/towel dispensers are empty at times. The pool temp was consistently too cold last winter and employees were going in and out of the outside doors and "pump" room while aqua classes were in session last winter, which made it even colder. We all complained to no avail.
The cycle room is too small and the seats are very uncomfortable. There is no privacy in the locker rooms. Fewer lockers with partitioned areas would be better. It is unclear as to when fitness on demand is available and how to use it.
At this time I feel the Group Ex should be returned to the Group Ex room and fitness on demand classes. I think patrons are not coming because space is limited and it feels like you are really close in the small cycle room.
The AC in the racquetball court is terrible. The courts are often dusty. The current mask and occupancy requirements are too restrictive and unequally enforced compared to basketball court enforcement.

The personal trainer's room is small and cramped. I understand the location because it is close to all of the workout equipment, but it is very small.
There is not much to choose from in the vending machines.
The cycle studio needs better temperature control and air circulation. In addition, bikes are aging and need better maintenance and/or replacement. Finally, the A/V system appears to routinely malfunction and is challenging for some instructors to operate.
I haven't been back since it reopened. I'm still concerned about covid.
The weight room needs major expansion. There's not enough equipment. I've actually left the gym for another because of the weight room.
The pickleball times need to be extended.
The pool is always way too cold.
The water temperature in the aquatic center needs to be in the upper 80's. There are elderly that need to be able to do aquafit, but the cold water is painful to their arthritis.
Everything should be cleaned, brighter and have much more modern equipment. It all feels dated, dark and lower end.
You need more types of dumbbells and small barbells.
I think that the shower stalls could afford more modest shower curtains as well as additional hooks in the dry area or a shelf.
The cardio equipment is dated at Lovell and not varied at Longview.

<b><u>Free Amenities Comments</u></b>
I have tried for over a year to reserve a canoe and have been unsuccessful.
Don't use.
All great!
Not used.
I would like to try these things but have not yet.
I didn't realize we could rent paddle boards, great benefit!
I have not used them.
I don't use them
Non-use items.
Allow members to accept the risk to use the amenities.
I have not had the opportunity to take advantage of these amenities.
Why aren't these services available especially the ones on water. Pools are open. Why did you not open the paddle boards and canoes?
Not available.
You should consider getting additional bikes in a larger size to be more accommodating.
Haven't used any of the above.
Not available.
Don't use.
Full house would be better. Not enough staff at times up front. Racquetball courts were beat up last time.
I don't use these.
I've not used these.
I'm glad they are available but I haven't used them yet.
Did not use due to covid.
Don't know if they are available at this time. More prominite notice of open or closed would be good.
I havent used them.
I haven't been to Lovell, but plan on going soon.
I have not used.
With COVID I wanted to reserve and they have not been available. These are outdoor items and I am not able to use them. I would like to use them.
Safety concerns due to COVID.
Not Available to use.
There are no bikes to reserve. What happened to the electric bikes we could reserve?
I think it is great these are offered for use but I can't use them anymore.

Theses amenities have been unavailable and I have not been able to use them.
I had no idea you offered these or that they were free.
I have never used above amenities.
I didn't even know there were paddle boards or canoes available.
Closing time needs to revert to 10 pm. I am not available to use the facility until 8 pm at the earliest, so the current closing time is causing me to rethink my membership.
I don't use.
Would have liked to have seen these open this year so that's a big disappointment.
I never used these.
I didn't know they existed.
I love the check-out equipment, thank you.
Can't currently rent.
Have not used these services.
I think it's great that these are offered. I just haven't used them.
Haven't used the services listed.

<u>Other Comments</u>
Keep up the good work. Little oversight to the kids that are paid to clean might be advisable. The one kid that was at Lovell walked around and did nothing. I quit going daily and just do two classes where I can properly clean my own equipment.
I think the facility (Lovell) needs to provide quality pickleballs (like Harris), not the old white ones that you can't see and have been in the drawer for years! Some members buy their own and provide them for everyone to use. That should be YOUR responsibility.
Thank you for this opportunity to voice our opinions.
You need a cleaning of the machines more often in the weight room.
We haven't been back since you opened and the pandemic. We miss it!
I think residents and LSPR members should get a discount price for Summit Waves and special hours for members only.
Once the pandemic is over and I feel safe in the locker room and walking the track without a mask because of crowding and air circulation, I will return.
Very satisfied/excellent facility for Lee's Summit!!
I sure miss seeing Ruth every day!
I do not own a computer. I am out and about doing volunteer work and I have a hearing disability, so the US Mail Service helps me get the information I need. Thank you, all of you, for what you do. I appreciate it greatly!
I use the fitness room occasionally - mostly I use the outside trail for bike riding and walking. Some concern - the walking trail along Blackwell Road, there is no protection from motorists on the North part. There is no barrier or even a curb.
I'm old and only care about staying healthy and I'm in somewhat good shape through racquetball. I appreciate your nice facility. I would never return to any restaurant that treats me like Lovell.
I think Lee's Summit Parks & Recreation is a stellar program. I believe the value for \$ paid is high. I cancelled my membership due to COVID - I hope to return in March 2020. Thank you for your stellar work! Keep it up!
Thanks! I love our LSPR!
I love the facilities and am glad they are still open and with good restrictions during the current pandemic.
I have not been there since last winter and won't come while wearing a mask. I am walking outside. I probably should have canceled my membership, but have had it since it opened and kept thinking from month to month this would end!
If at any point there would be funds available, it would be nice if a pool area could be added to accommodate those who wish to work out in the pool, but not swim laps. There are frequently people in the lap lanes who only utilize a small portion of the lane, yet make it difficult for laps swimmers to use said lanes. It would be great if they had a dedicated space so the laps lanes could be used strictly for swimming laps. It would also be spectacular if the pool could be converted to salt water. Thank you.
I would like the water to be a little warmer for classes.
I think her name is McKayla. She is awesome! Very knowledgeable. She seems to have worked there for quite awhile now. She is wonderful and should be a manager.
As I am in highest category vs COVID19, I can't return until vaccine is available. I miss it a lot!

We truly do love the facilities and it is one of the cleanest gyms I have ever worked out in. Having worked for a chain-gym for a while and seeing the level of yuck I saw...I am VERY happy to be in such a well-kept place to stay healthy!
Hopefully this fall we will be able to use the indoor walking track. We haven't been since March.
It is a great value for the membership price paid per month.
Due to being older than 80, I will not return for a while.
My biggest complaint is the gym closing from 1:30-3:00 through the week. Part of what I paid for is being able to visit the facility from 5:00 in the morning until 10:00 at night. I feel cheated on what I paid for at the time. I understand times are different, but I still feel like I'm paying for a benefit I am unable to receive.
Gamber Center is where I go most of the time. This questionnaire is based on that facility.
Help find a vaccine.
We have halted our membership due to the COVID-19 pandemic.
Change the mask rule to optional. Move all classes and equipment back to its pre-Covid locations. Add more classes. Overall ratings are lower than usual because of the Covid restrictions.
It seems unfair to be paying for a monthly membership if we are not using the facility due to safety concerns you cannot guarantee.
I would like to see a couple more weight racks added.
I have not used my membership since february due to Covid. It would be great to get a refund as I am over 60 and will not risk using a gym.
I am 82 years old and have not used the facility since the first of year. I probably will not return until a vaccine is available.
The men's room scale is goofy and often starts with a pound or so.
We have been reluctant to use the facility due to COVID and are unsure of the safety protocols in place to make it safe. Perhaps sending out reminders to members with current guidelines (as rules at other places seem to change) would be helpful and might encourage members to come back.
More water aerobic classes are needed!!!!
Please bring back Restorative Yoga.
I love swimming every morning. Staten the life guard is very friendly and has exceptional customer service.
I just need to take advantage of the facilities more.
I would recommend a period of time each day (1-2 hour) when masks are required in ALL areas. This would greatly improve the safety of the facility for those who are concerned about getting the virus, and would not impact those who don't.
I run the 5.2 mile trail 3-4 times a week. Year round. There are 8-9 spots in need of repair (becoming dangerous). I'd be happy to tour with a worker to show the spots that are dangerous for walkers, runners and moms with strollers. And please... don't repair with the cheap black-tar asphalt. This trail is a great asset, let's invest to make it safe and better. Thanks! Rod Carbonell 816-590-8022

My membership commenced just as my mom took a turn for the worse, then Covid-19 went into effect. I am hoping to be able to utilize my membership once I feel it's safe to do so. I feel the facilities and options are great, I just don't feel comfortable utilizing it at this point.
I've not been back since Covid and am hopeful that my membership will be extended for the period of non use.
If you start back up with the evening water aerobics classes, I'll be back.
I have called in the mornings on two different occasions to ask about an exercise class for that day. I left my name and number but wasn't called back until the next day.
Lovell Community Center is a great facility with welcoming staff. Lee's Summit Parks and Recreation is a true blessing to the community and I am grateful for all the amenities you provide. Thank you!
Why are there no showers before entering the pool area? The clock in the men's locker room has been broken for 4 months now. Thank you!
Thank you for the many years I have had my membership for. I must cancel due to my health. You all are the best.
The popular classes are too limited. For example, yoga classes need to be in the Aerobics Studio. Move the bikes out!
816-673-4536; I wish you would have sent what you are doing now with Covid 19, such as not wearing masks in the water or dressing room. Also, are you going to open 10am water class?
Parks and Recreation has always been a good place to go to exercise and meet people.
I do not use the facility because of Covid.
I have not used the facility since the March closing. I am hoping my membership will be extended.
I haven't been since the March closure. I hope refunds are provided for this time. I have intentions to use the facility again when the threat of Covid diminishes.
Due to Covid 19, Lovell Community Center is not open for SilverSneakers people. Gamber Center has reopened with PPE in place, Lovell should do the same!
Thank you for opening back up! I swim about 3 times a week and really enjoy it. The life guards are very nice!
I wish LS Parks and Recreation would invest in awesome bike trails! Paved or pea gravel through the Jacomo area, at least 20 miles of it, would be great!
I'm so happy to be there all the time possible, you have very polite personnel. My husband Sharon L. Berry passed away 3 years ago - Rosa G Berry
I hope more classes around 4:30 open up.
The rocks along the roadway are unsafe and mean spirited. Table tennis is needed (ping pong). A table or two for general use. A few tables that are setup at set times then stored. There are people who would take care of equipment and setup.

After you "opened up" with all your "cones" and "ropes" and "one ways", I ventured up to try the walking track (the only part I use) during what had been a low impact time (11-12ish). Imagine my concern when the pickleballers were covering their throats, as were the exercisers (or nothing at all). Those of us who walk have the air flow right in our faces as we turn every which way! That is not good if no one is wearing a mask. I then tried to find out if anything (upgrade in filters, new air circulation system...) had changed because of Covid-19. After talking to 5 people to whom my call was directed (including the head of maintenance, Ola) I discovered that not one person knew a thing about the air flow system at this enclosed gym. I must then conclude that this is not a safe environment. Am I correct?

Please look at the yoga classes and find a way to expand the participant number. PLEASE!

I am 70 years old and have used the indoor facilities and outside walking trails for a few years. At 6 weeks out from hip replacement, I have started to walk the trail again. The bike riders have been courteous for the most part. However, we almost got run over a few times because bikers didn't announce they were coming and coming fast. I'm not sure how you can address this, but I don't want to fall and it's a simple courtesy to announce when passing.

The lobby staff have been so friendly, but it's hard to get a "hello" from the weight-room/track attendants.

I live by Lowenstein Park where many trees were cut down along Lowenstein Road. I hope they will be replaced, as it really has taken away from the nice tree line that was there prior to all the construction. I'm just including this comment in this survey because it's park related and it does affect our neighborhood.

I am very concerned that not one out of the five I contacted could tell me about any changes/updates in the air filtration system. People in the exercise area, on the track and playing pickleball are wearing no mask or wearing it on their throat. All of their exhale goes into the air system and out into the faces of those of us walking on the lap track. Something or someone must know or do something about this. Betsy Cravens

Hopefully you will take these observations seriously and make improvements.

I am waiting patiently for senior yoga again.

I think LSPR is well run and a credit to our city. It is one of the things that make me exceedingly happy we found LS when we came here from California over 40 years ago.

We appreciate all your help in providing special procedures during the pandemic. I am hoping the gym will be closed during the upcoming major election.

I think you do a really good job. Thanks. I feel lucky.

Please reconsider the current rule about my not being allowed to bring my grandkids when they visit - we were kicked out of an empty pool on our last visit. At least modify it.

I believe your entire staff has done a wonderful job through the Coronavirus Pandemic. I feel safe and I think you have offered plenty of opportunities for everyone to still get exercise options in. Thank you for caring so much to keep us safe and healthy. I love the new lockers in the Women's Locker Room. I wish we had more or larger hooks for towels in the showers. Otherwise, everything is very nice.

Please consider bringing back the family membership!



You all are wonderful. Thank you!
The ONLY thing I have a real gripe about is the pickleball courts. Some regulars treat those of us who show up when we can as though we are second rate citizens and have even insulted us to our faces! Somehow it needs to be communicated to these guys that this is a COMMUNITY center and those of us who pay an annual fee ARE JUST AS EQUAL in our rights to play. Whether our play is good, bad or mediocre, we should have the same rights and respect as those who are "expert". The groups that play there on Monday nights are certainly better than at some other LSPR facilities where they won't let you play AT ALL unless you are "one of them".
At Lovell please move Pilates back to the 9:30am Saturday time slot and in the bigger classroom like it was before Covid. Thanks.
I wish there was the ability to pause my membership right now. I'm not comfortable coming during Covid restrictions, but also don't want to pay a fee to unregister.
I'm so anxious to come again. I understand classes are open with a limit of 20 (before Covid we had overflow for Cindy's classes at a limit of 30).
We walk regularly on the outside trails. Most bikers are respectful, but some are very rude. Bikers should call out "on your left" if they are behind you. We have been almost run over by bikers who appear suddenly on the path. With blind corners & hills, walkers are in danger. Nowhere are signs posted asking bikers to warn others before riding around them. Ideally the paths should be wider or bikers should have their own paths. Staff does not know whether or not, or when, outside restroom facilities will open. Please open the restrooms. Please address the safety of walkers & bikers using the same paths. Thank you.
Add more water aerobics (aqua zumba) on week nights at LSPR.
We use the indoor walking track and open swim for swimming laps.
I think you're doing a great job of trying to keep us safe during these difficult times! Thank you.
Please add more classes such as yoga and cycle. PLEASE change yoga to a larger room.
I would like to see water fitness back to classes every day. I guess cleaning equipment is one issue, but they do dry in one day if sanitized. I know the number of participants is limited, so it's important to offer classes everyday to include more people.
I think this facility is very well run. It's very clean and I appreciate all the extra that is being done during Covid-19. I'd like to give a special shout out to the young people that are constantly sanitizing the machines and equipment (some better than others). It does not go unnoticed on my part and I try to thank them as I see them in the weight room.
I hope we can return soon. I suspect it may not be until some time next year.
We are not currently using the facility because we are at risk and are social distancing.
I appreciate the efforts made by Jill, Lynette and Tammy to provide great classes. Nikki does an excellent job at Longview. One suggestion is to improve the operation of the microphones and music in the LCC gym. Every day is a challenge for the instructors to get this going.
We are taking a 90 day hiatus until the Covid numbers start declining 😊 I wish there was a discount when both husband and wife join.

I used to bring my kids to walk the track, but we can't do that because we are non residents and there are no single passes for them. We are debating whether to switch gyms until after the pandemic ends.
Senior SilverSneakers classes need to be available for more than 11 people at Gamber. I don't understand why pickleball takes priority over the gym and SilverSneakers classes cannot be held.
I will not play pickleball indoors until the Covid cases go way down. It is too crowded.
You need more SilverSneakers activities at Lovell.
I only used the facility for water aerobics. Since you are not offering classes in the evening, I'm not renewing at this time. Also, there are times the pool is too cold to comfortably do exercise.
You are doing a great job of cleaning with this virus. Please put us in larger rooms at Gamber and Lovell and turn down the thermostat. The rooms are too hot.
I would like more morning spin classes. I would like Rob's 9:00a.m. Monday morning class back and more options.
have not be able to use the park since March because of Covid-19.
Since Covid, the number of Zumba classes and times do not match my work schedule. I attended Monday, Tuesday, Thursday and some Saturday classes. So, regretablely, I had to cancel my membership. Please let me know when/if Christa is back teaching nights.
I am disappointed that, since the facility reopened, there are no SilverSneakers classes.
I would like the SilverSneakers classes to restart at Lovell.
I know that my annual membership is supposed to be extended per an email because of the pandemic. However, I have no idea when that date is and if I have the option of a refund since I have only been to the facility a few times and would prefer a refund. There is not much feedback on dates and money regarding the pandemic.
I love going to the workout classes, but would like them to start around 9:00 in the morning.
You need to offer additional aerobics classes such as Step or Hip Hop Step. You need additional SET class times and other instructors for classes such as yoga. Figure for Fitness is another class that should be brought back.
I am so glad that this is offered to seniors in Lee's Summit. I love the swimming programs.
More earlier morning classes are needed!
I am not that familiar with the facility. I only signed up right before Covid.
During these times, I would love to see an organized effort by LSPR to provide services to those of us who are paying, but are not comfortable in attending and using the facilities in person. There is SO much technology at our disposal to connect virtually. I would love to see in person classes "streamed" even if 1-way with us seeing the instructor to allow us to participate to some degree at home. Many classes are conducive for this like Yoga, while others may be more tricky because of equipment required, but don't let that be a hurdle! I've stayed committed to the greater good by not pursuing suspending my membership, but I am disappointed that we've not see the organization get outside the box of the walls of the facilities to serve members during this time.

It is all well and good to have procedures to deal with coronavirus, but initially it was not communicated clearly what the policies were. For example, there was no communication about having to wear a mask to play racquetball, so I was not wearing one. I was told I would have to wear a mask or leave. The new lockers in the men's locker room are a big improvement.
This membership belongs to a teenager. He has been unable to use the facilities since March due to COVID restrictions and safety concerns.
I'm so happy to be able to work out again at the gym and I really appreciate all of the efforts made to sanitize. My only complaint would be that there is still a lot of equipment unavailable. I would love to have the bosu ball and slam balls back. I'm also missing having more kettlebells (for example 2 10 pound weights instead of just one).
Thank you for honoring a medical exemption from masks.
Keep up the good work. A little oversight to the kids that are paid to clean might be advisable. The one kid that was at Lovell walked around and did nothing. I quit going daily and just do two classes where I can properly clean my own equipment.
I look forward to when COVID restrictions are lifted and I can access more activities such as the paddleboards, etc...
There needs to be more cycles in Trenice's cycle class to accommodate more people. The cycles in the back need to be maintained on a weekly routine.
I loved Lovell and went almost every day. I am sorry to say that I have not been there since the virus started. I won't go back until there is a vaccine and then I intend to rejoin.
We are in our first year of membership; however, we haven't been able to use the facilities for several months due to the pandemic. We can not chance coming, as we don't know how often the HVAC system is cleaned and filters are changed.
Due to Covid and safety concerns I want to stop my monthly payments without being charged.
The front desk staff at Lee's Summit is fabulous. Sara and Tracy are great.
Thank you for the beautiful flowers at the entrance! They always brighten my day. I'm missing seeing the community gathering of folks in the lobby during this Covid time. I'm so thankful for the pool for lap swim in the mornings. I appreciate the parking areas for the trail usage. I really enjoy the long trail route for running/walking. It allows me fresh air, blue sky and beautiful grassland. My least favorite part of the long trail is the area along Colbern Road. Thanks for friendly lifeguard staff.
It would be nice to have more equipment options in the weight room area.
ALL areas in the entire city that are used for walking should be asphalt. Concrete is really hard on the hips and legs.
Please let us play normal racquetball. No one who is sick is going to be able to play racquetball.
Please consider providing video streaming classes for those of us who have been told not to participate in live classes due to age & the coronavirus! We would continue our membership if that was an available option. We loved the classes & streaming as an option would be very beneficial!
I will not probably renew my membership since there are aren't any classes geared to my interest anymore.
The instructors for group classes are really great! They really help to get the maximum benefit from your workout, whether a cardio or yoga class.

The scores would be better if it weren't for the virus. It sucks, but I really loved this community center until all of this hit. Now, I can never even make it in because of my hectic schedule and I also have a 2 year old. I know it's not your guys' fault, but it really does put a damper on things.
Can you post a notice that the lap pool lap lane is for swimming laps, not jumping jack's?
I am very disappointed that Summit Waves was not open to non-residents. It provides a great change of pace in the Summer for me! Darn Covid!!!
You need more water aerobics classes.
Sadly, not being able to use the racquetball courts has stopped me from using the facility. I am throwing away my monthly fee since I can't use the courts.
COVID-19 has made everything strange nowadays, and LSPR has done a good job adapting, in my opinion. One of the biggest uses I have with gyms is playing basketball, and I think there can be a way to include small groups (3 v 3, for example) such as the option to play with masks on. Please see CDC guidelines with sports: <a href="https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/youth-sports.html">https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/youth-sports.html</a>
It is not a good time for a survey with all the restrictions.
Please remove the mask restriction from Racquetball, as it's a cardio sport, and let us play doubles. If you like, we are willing to sign a waiver. We are taking all the precautions among ourselves and we wear gloves while playing.
Regrettably, I had to cancel my membership due to Covid and wanting to take precautions from getting sick. I love Lovell and have hated not getting to come to exercise like I regularly did. I plan to return once the virus under control.
I hope to rejoin once Covid is more controlled. I would like an option to rejoin without paying the \$25 fee.
Sara D is very hard working!! She is our fave person!!
That place needs a steam room or sauna.
Saturday pickleball has next to zero attendance because of the dance class. Extend to pickleball hours to 1:00pm so we can have two hours of play.
Please consider returning the Group Ex classes to the Group Ex room.
Only two people in the racquetball courts and wearing a mask is extremely dumb. Racquetball is cardio and there is no need to pass out from breathing in our own carbon dioxide from our masks. Not to mention, it fogs up our goggles. I would rather wear goggles than a mask. If you feel the community center is at risk for allowing more than two people, just have us all sign a waiver. We have no issues signing a waiver.
I don't think it's responsible to be going there now. I used to take up to 5 classes per week, but none since the pandemic.
I am thankful that our community offers this facility.
I stopped coming since the evening aquatic classes were not being offered due to COVID. The pool water was too cold at times.
I was a regular in several classes until COVID-19 forced the closure of Lovell. As a senior, I am sadly not returning to indoor fitness activities until the pandemic is under control. That said, I'd greatly appreciate some outdoor classes as weather permits! Thanks for all you do to support wellness in Lee's Summit.

During Covid it would be nice if the mask policy would be better enforced. The sign says wear a mask and no one but staff wears them. I wear mine, but seemingly I'm the only one.
I used to visit Lovell prior to Covid. I utilized the walking track, some exercise equipment and the hot tub, usually in cold weather. I used the pool in warmer weather. Generally, the staff and facility met my expectations.
Overall I am very satisfied with my membership. Please consider remaining open longer during the week.
It would have been nice to know about the credit card fee when paying my annual membership ahead of time. I would have used a check to avoid it.
I need to return to the gym and get on a routine again, but COVID has ruined so much! I am hoping that the individual rooms are opening soon for smaller classes. I prefer not to go to the big gym for all to see my inabilities.
I was enjoying Hannah's Zumba class back in March and am hoping maybe she will be back soon. Als, youo need additional evening classes available.

<u>Service Comments</u>
Cumbersome, hard to pause for medical reasons.
Think you need a family membership plan for 2 people and one for a family of more than 2 people.
Some rules in the aquatic center and the young lifeguards' "enforcement" of them have seemed a tad verging on ridiculous. Miss all the great Zumba instructors! Would like to see more Zumba classes in the morning. Hopefully we can get the schedule back to where we were before the virus came to bother us.
Allow more than 3 people in whirlpool, open later hours, and more open swim available.
Overall the gym is fine, however, the aqua aerobics teacher is crazy and only talks about herself. The women's locker room showers are GROSS!!
The women's locker room floor is wet after water activities including the toilet areas. Not pleasant for someone in shoes for walking the track.
Don't use this center.
Staff Friendliness - Great!! Personal Training - Lori great!!
The quality of land aerobics classes is not back to what it was.
Aerobics classes - this is an area where facilities and instruction can be ignored and LCC should give greater priority!
My biggest beef is with the staff. They treat us as if we are the enemy! We want to be nice to them but they make that so difficult. You do have a couple of nice workers but almost all don't even smile or nod or respond to a "Hello, how are you?".
Ladies dressing room seems dirty and always crowded after classes.
Wanted to comment how clean the facility is. It's great people are following the rules with masks.
Registration process is slow...
A racquetball only membership would be nice.
I love the walking trail and the aerobic classes. I love having them outdoors during COVID.
Personal training room is small and air does not circulate well in there. Short stationary bikes slide out of place while riding them. Women's locker room seems dingy and needs improvement. Front counter employees are not consistent and are always battling whether you scanned in or not - they should pay attention. Instead they call you back like you stole something.
I loved & miss the deep water aerobics. The other water aerobic classes are usually so full I can never get in. More water classes please!
I'd like to be able to pause my membership even though I'm a flex member. We aren't sure if we'll live in Lee's Summit much longer so we didn't get the annual membership but since I've been pregnant I haven't been able to come in due to morning sickness. It would have been nice to pause it during these first months & unpause when the severe morning sickness gets better finally.
I'm not attending due to COVID and had purchased an annual membership. Used it 2x/week from last September until March 2020.
Missing Silver sneakers at J. Thomas Jr. Lovell CC.

Registration process for us was challenging but we survived. Was just a lack of full info about what we needed to register our son and well...we had to leave and go back home twice. Was a heck of a day! 😞😞😞
Open swim is often allowed during exercise hours, and it is nearly impossible to get a lane because of this. There are already long open swim hours. Would it be possible to somehow improve this?
Wished day care hours were longer.
Rules, Regulations, and Policies: gave you a "Fair" because I see loose enforcement of masks being worn during COVID-19 in weight room area specifically. Staff often walk by people not wearing masks and do not saying anything.
If you cannot get into water aerobics class what is the value of the membership. You call and they are full, told to call next week. When Dr. will allow me to go to gym, I will transfer membership to nearest YMCA.
I am unhappy with the gym closing at 1:30.
I don't use any public areas during the pandemic.
Hours cut due to virus.
I would like to see a family membership option.
Limited class times and variety even prior to COVID. When I joined 12 years ago there were energetic instructors for land aerobics with a variety of classes and times. Seems much more limited in the last 5 years. Current hours are difficult for me as a working parent with young kids. I was working out at 7:30/8pm but now you close at 8.
I came to 5:30 classes before COVID. Do not like hours not included any longer.
I would love water/Aqua Zumba on a regular schedule. It was great when it was offered before classes were cut.
The fact that you need checks instead of electronic payments is odd to me.
I would like to see the weekday hours extended back to 9:00pm as well as weekends as well.
I'd like to have the chance to attend more yoga classes, but they're too full many times when I try to sign up.
I have not taken advantage of this membership since we were put under quarantine. I would not feel safe returning until the virus is under control due to my age.
Wish that legacy would offer a child membership that is a little cheaper than the regular rate. Since kids are less likely to use the exercise equipment and are more likely to just use the basketball court, the outdoor area and the pool, it would be nice to have a cheaper membership for children.
Items rated (NA) are due to non-use.
Not enough Open swim times.
I can't seem to ever get into the aqua classes.
The policies related to COVID procedures are over the top. The overly protective procedures make working out difficult, if not impossible. This is the main reason I chose not to renew my annual membership.
Concerned because the facility is not COVID safe for people over 65.

Some staff are friendly and personable, some are not. I would like to see hours of operation extended back to normal hours (closing at 10 instead of 8 on weeknights, and closing at 8 instead of 6 on weekend nights). I don't like the dress code rules and feel that I should be allowed to work out in a sports bra, in the summer particularly, as it's permissible at other gyms.
I live in unincorporated Lee's Summit, but have to pay non resident rate, I think this is wrong.
More open hours.
When calling the facility, there's poor communication in where classes are being held.
Because mask are not required.
I joined solely for the water aerobics classes in the evening. I am not able to attend the day classes. When pool opened back up there have been no evening classes. I feel like I haven't gotten benefit of my membership. Right now I will not renew. I feel like my membership was a waste.
I think it is unacceptable that patrons are allowed to remove their mask while they are exercising. Why do you make them wear a mask inside just to allow them to remove it during their exercise regiment? The only place patrons should not wear a mask is while they are in the pool. Secondly, at LCC, the community televisions need to be on a variety of local channels unless patrons request a certain program.
Maybe it's the COVID causing the middle track lane to be "x"ed out, but walkers are still using it. Anyway to stop them?
COVID hours are hard to get used to. Not sure why the breaks in the middle of the day are necessary.
I would like to have a family membership option.
Previous gyms I have belonged to would give free guest passes with the purchase of an annual membership.
You need to either open more water Aerobic classes or alternate people who are trying to get in.
The main reason I got this membership was for the water aerobics classes in the evening. I continued my membership even when I wasn't able to attend classes but when I called in August and was told that you still didn't have the evening water aerobics classes on the schedule for September, I cancelled my membership. I can go to a gym closer to where I live for the other stuff, but without the evening water aerobics classes, it was pointless to keep wasting money on this membership.
Difficult to wear mask when participating in aerobic activities. Closing at 8pm is difficult to people who work until 5 and are unable to come in early in morning.



I am very disappointed in the continued restrictions and limitations the facility has chosen to continue to implement based of Jackson County Health Departments recommendations. It is very obvious the health department is only focusing on the case counts metric of this virus and not overall metrics combined. It should no longer be the only health expert consulted. It is not following basic Epidemiology or Virology I have cancelled my membership because it is clear the Community Center is not concerned about how it's members feel about the changes imposed by COVID-19. The community center may have tax dollars to insure it from going out of business but it will no longer have my membership dollars until it rejects Jackson County Health Departments advice as it's only panel of experts they reference for measuring the risk of current COVID 19 data in our county. Cases alone do not measure the danger of a virus. Please consider referencing a different more encompassing source when you are deciding on how to run your facilities and make COVID-19 policy. Until then I'll support a gym that does not have the cushion of tax dollars to secure it being able to stay open and in business.

The free weights are too crowded by overflow cardio equipment. The men's locker room is cramped and too crowded. It would be better to have fewer lockers with more space than the current setup. The family rooms desperately need ventilation for smell/humidity.

I reported a bad problem in locker room that got me hurt and will again hurt some others. was never told why it has not been fixed for a few years now.

It would be nice to sign up for classes online instead of in person or phone (which doesn't get answered when busy).

It seems regulations are not being followed, i.e. masks.

Fees are too high for school aged children's activity. Online registration is too cumbersome and not responsive.

Registration changes takes too long and too much paperwork

Hours of operation should be extended despite COVID pandemic. More equipment should be opened up with members monitoring & following distancing. Many pieces are closed and there is no one even close in distance to the 6' restrictions. Pieces of equipment that were removed should be added back.

Exercise classes are more of dance-based, instead of "gut-buster" type classes with varied type of strength and stamina routines. Doubles should be allowed for racquetball. Masks should be optional as many of the players associate with each other on a regular basis; you have more people closer together in the 'waiting' racquetball area than you would ever have on a doubles match. Racquetball reservations should be web-based.

Open swim schedule is not accurate all of the time. My wife shows up for open swim and there is an aerobics class going on.

Staff upstairs does not enforce policies. They just clean and keep to themselves. Online registration for classes would be great!

Hard to find place to park often, especially handicapped. Entering and exiting facility is strange.

Aquatics center too loud with all the water features in kids pool on. Mostly the big center feature that I never see a kid playing under! Also don't see why can't be off if no kids there.

I only bike and walk the trails. I think it was last fall I asked parks and rec if they could trim the grass and weeds back along the asphalt trails. Thank you for doing this around August 1. I have talked to other walkers and we really appreciate getting the weeds and tall grass away from the asphalt. It makes them more walkable. No bugs and itchy weeds. We all thank you.

The COVID pandemic has kept me out of your facility since last March. I'm looking forward to getting back.
Need additional water aerobics classes. Should not have to sign up - people who come after the class is full - go to the river. Wednesday instructor needs to get some different music.
Lobby temperature effects temperature around facility. Focus should be where people exercise. Locker room - not clean. Staff knowledge - can't solve problems. They listen but don't do anything. R,R and Policies - most not enforced.
As a senior, I feel discriminated against while others are able to use the facility during COVID-19.
Need policies posted and enforced for trails. Bicycles and joggers passing walkers without any warning or notice. Especially bicycles. We have nearly been hit three separate times by bicycles. Very rude and dangerous. Someone will be seriously injured.
Classes for yoga and Pilates very limited at this time due to corona.
Price too high so don't attend.
Rarely acknowledged entering or leaving the facility. Staff seldom looks up or interrupts their own conversations to greet patrons.
Easier/automated sign ups would be welcome instead of paper forms.
Would like some earlier hours.
Not opening till 12 on Sundays is sub-par. (Not Good). It is like someone thinks people should be in church at that time.
I do not care for extremely loud music during exercise classes in gym. It's so loud you can hear it everywhere in fitness center - ridiculous!
Registration...I did not like LSPR taking money out of my checking account. Pool was often very cold.
I don't use all of the facilities, so I don't feel that I should be charged for all of the facilities, but this complaint could really be tied back to the number of membership options. It might be nice to have a family membership and/or location based memberships. Including childcare in a plan might also be well received.
This all comes back to the limited yoga classes and having to sign up a week ahead of time and wake up at 5am to get my name on the wait list which in my mind is ridiculous. There are other solutions and they need to be looked at.
I don't think I should be paying as much this year as last year, can't take as many classes as I did last year. I find it annoying to take a class in the gym and the pickle ball and basketball players yelling makes it difficult to hear music for a class. I don't see why we can't have aqua classes everyday and a couple of evenings a week. Value is very poor now.
Many patrons will never use the weight room area because of age. The water aerobics classes offer the best overall workout for many older people. Now there is only enough room for just a fraction of the people who were previously taking advantage of this activity.
Most staff at front desk only seem irritated like our questions are a bother and a nuisance. The rest of the staff are friendly and helpful.
There is one staff-member that we've noticed that is always working and looking for something to do. Don't have his name but he is a tall skinny kid with very long blond hair. He seems to be the best worker in the whole place.
Discouraged by not having senior classes any more. Haven't been able to access any Silver Sneakers classes for months.

I haven't been back since COVID, but prior to that, I was having trouble finding classes I really liked. One class I did like had an instructor change and he didn't really work for me. Not a fan of aerobic yoga (seems like an oxymoron to me). Also, the yoga routines rarely change and get kind of boring to me. The times don't always work with what I've got going on.
I wish we could have option for family membership plan rather than just individual.
Need more fitness classes.
I'm not a fan of info-chasing.
Open later and earlier, time closed during day messed me up once.
What is LCC--- this is confusing to do . Legacy? Longview? Use to title of the location In the survey , not abbreviations to avoid confusion. .
Lots of N/A above since I haven't used the facilities since March 2020.
Staff are super polite.
I haven't been to Lovell but plan on going soon.
I'm not happy that the family membership was taken!!! A lot of us "normal/middle class" single mothers would love to be able to be workout but we have to sacrifice and pay only for our high school kids, keeping them in shape for their sports they play.
It's sad to not have many class days/time options available currently for the amount we pay. I understand having a hard time with revenue during these times but people will choose not to come because class sizes/options are quite limited. It's frustrating to say the least. Strongly dislike that family memberships aren't an option as that becomes very expensive to try to accommodate. Also, the fact that employees don't even get their membership free is something that doesn't make sense.
The class instructors are wonderful!! Very knowledgeable, friendly and engaged. The front desk staff seldom greets members with a smile or hello - this could be improved.
I think safety goggles should be required on racquetball courts, especially for kids.
I enjoy Cindy, Zoomba Girl, and Stephanie as qualified instructors and I only like their classes.
Have not used NA.
You lost one of the best instructors because you don't offer enough Aquafit classes and exchanged here for someone who doesn't even get in the water or teaches properly. There is enough money made to pay for more Aquafit classes. We as a group are very frustrated. Please do not tell us that it's COVID related either, obviously most people don't even know that the pool is open for others, maybe a little advertising would help.
I would like more water aerobic classes on evenings during week. Only have weekday and a Saturday - used to have at LSPR and only at LCC now. Would like that as well.
Registration for classes has always been a little clumsy. Pre-COVID we had the signup books in the lobby, which was ok, but now with COVID and limited class availability, we are having to call each time you want to register. Having an online option would make it so much more convenient.
You need evening water aerobics!!!
Unwillingness to set up more Pickleball when space is empty & wait lines are long.

I have asked staff questions and gotten different answers from different members. Doesn't seem they are all kept informed of situations as needed.
Group exercises are dance type classes instead of group strength and gut-buster classes. Reserving a racquetball court should be online, using your member number.
Not currently using the facility because we are at risk and are social distancing...
Need to move away from paper sign up sheets and have an app to conduct sign ups electronically. Hours of operations- understand that foot traffic is down but miss having opportunity to play pickleball in the evening.
It appears that the racquetball players' concerns have fallen on deaf ears. Most recent case in point, the wearing of a mask that causes safety equipment to fog up and reduce visibility therefore safety. Also, the fact that it is an aerobic activity but a mask is required unlike the treadmill.
With the current situation, I went from having two standard Monday/Friday SET classes to only having one. For what I am paying, I am thinking of stopping my membership until there are more class offerings.
Registration was cumbersome.
Limited classes during pandemic is my only reason for fair rating...that is why I have gone to Longview more lately.
Paying the same membership fee for no classes available to the Silver Sneakers generation. Before shut down the Silver Sneaker classes had anywhere from 25 to 40 participates for every class offered at Lovell CC. Right now the only Silver Sneakers classes are at Gamber and Longview, I choose not to go to the one Longview class and continually miss the cut off for Gamber. Also don't understand the reason for no Bike rental. If you cared about your members you could of offered bike rentals for outdoor exercise when everything else was shut down.
I don't believe the current hours are necessary. You could save yourself time and money as well as perhaps increase safety by mixing your own sanitizer. IAW the EPA standards on approved COVID decontaminants. They are all quant of hypochlorite-based. Might as well mix your own hypochlorite.
It would convenient if the facility remained open until 9pm.
Currently the yoga classes in the AM are held in a small room full of people. I no longer attend as I do not feel safe in such a small room with 12-13 adults.
Wearing masks while playing basketball in the gym is very unhealthy. If I allow my sons to play at your facilities then I'm taking responsibility for their safety. Healthy people should not wear masks while working out. The oxygen levels are extremely unhealthy.
Turn the thermostat down in all places. It's to hot at Lovell and Gamber.
We used some canoes last summer and needed help getting one if the canoes back to the dock. The young staff boy was not nice at all.
I wish the facility was open till 10:00 like it was months ago.
I am concerned that classes are too large during the pandemic. I have not been to the gym since March. I don't plan to until this is over. And I miss it dreadfully!!!!

Please move yoga & Pilates back to larger room. I've submitted cards but no one has ever contacted me.
Round the clock access would be desirable, with exception of aquatic areas really not that unreasonable.
Weight room isn't not safe.
Quality of yoga classes has decreased significantly. Need more stress on strength flexibility.
I can not comment if I don't use what is being offered and since the virus I have not been out.
Senior citizen here. Low income.
Each instructor choses what they consider the front of the room from which to teach. It would be more helpful to me if there was consistency.
Since COVID, we have been paying for the American Stroke Foundation program but have not had it since LCC shut down. Is my membership going to be extended by all these months that they aren't having the program?
Gym hours should be extended, especially on weekends.
It would be nice to extend your night shift hours for the gym and childcare.
There really should be a family membership.
No good reason not to have more aqua classes and or allowing more than 20 people in a class.
It will be good when more classes are offered again.
Would like higher intensity morning classes to fall Monday, Wednesday, and Friday.
I dislike the COVID hours. I do not think it is necessary to close in the middle of the day to clean. Staff does an excellent job cleaning throughout the day.
Sometimes class are very repetitious. Some instructors are much better than others. I do understand that it's hard to get people who really want to work.
I want to have a family pricing option so my family would be able to join me.
COVID-19, not your fault.
Closing in the middle of the day is an inconvenience. Possibilities like sanitizing the equipment while the center remains open would be appreciated.
I haven't been able to use my favorite equipment since COVID. Stomach crunch machine is gone and the machine where you sit down and pull down bar with weights in front of you on the band is off limits.
Sunday late opening is very inconvenient.
They had trouble finding if my membership was included in my insurance.
I have not returned to Legacy due to COVID...so I may have to drop my membership.
Due to COVID-19, the hours have been restricted. It would be beneficial if the facility opened prior to 12 p.m. on Sundays and was open later into the evening on Sundays.
Very expensive.
Policies & rules not enforced by staff, not the friendliest staff, hours understandably different due to COVID, no one able to help or answer questions about getting equipment from locked personal training room.

I am not currently receiving the services for which I paid, i.e. hand weights, all weight machines, pool weights and noodle, exercise ball, etc. Wearing a mask for 50 feet into the building (a couple minutes), then removing it for 45 minutes while working out and replacing it for a couple minutes to leave is not protecting anyone from illness. Think about it.... I miss early afternoon hours as well.

COVID has lowered some of my ratings. It's not anyone's fault with LSPR but I am honestly answering the questions and comparing how it use to be. Just wish it was open later on Saturday and Sunday.

Took 2 people to register me, first said I was not qualified.

Only been to 2 taught by the same instructor and she was not good.

Not all front desk employees are versed in every aspect of signing people up for memberships.

Now that the gym has been closed and reopened I haven't used the facility. Or sure how to get signed up for classes. There needs to be a link emailed to members for class sign ups.

Did not get accurate answers on how to stop membership and when it would be effective.

I wish the center was open until 10 pm! Also, none of the staff I've talked to know anything about the classes offered.

Open swim hours after work would be nice a couple times a week.

Not a fan of the rules of only 2 people in each court especially if they are from the same family . Also, would like a special summer only package for college kids that come home.

Limited methods of payment.

I am not using the facility because of safety concerns and I believe canceling the membership should be an option without being fined.

Since COVID has hit, I have not been coming. I am a senior citizen and am fearful of encountering children. Designated swim hours for seniors would be nice.

I want the normal hours back.

I know you need to sanitize, but it is closed at the very heart of the day for such a long time...not workable for a lot of us.

Couldn't start my membership when I signed up because it wasn't the start of new month. Was charged a day rate which I was not happy about.

Because the policies now in place don't get what I paid for each month, which was three times of yoga a week.

Would you please amend your weight room etiquette policy by adding the following: "Please do not drop weights" Some of our members think they are the "Gods of Gold's Gym" and need to noisily drop weights just to let the rest of us know how cool they are. Very annoying!!!!

Open swim times conflict with my child's schedule so we don't get to use it very often.

You don't offer the classes I was using 3-4 times a week.

Not enough swim aerobic classes. They are always FULL and I can't get into them. More classes would be nice but I am sure it is due to COVID hopefully!

Should open earlier on Sunday.
I can only come early in the morning and you have cancelled those classes!
COVID 19 ruined everything about pretty much all of these areas. I miss Yoga on weekends. We can't even attend fitness classes anymore.
Need more personnel at desk almost all the time!
I know hours have been adjusted to allow additional cleaning time, but I really miss the facility being open until 10 during the week. That made it much more accessible for me.
The current hours of operation does not accommodate everyone. I would like to work out later in the evening, but the facility is closed.
More private women's changing rooms and the floor gets very slick when wet in the locker rooms.
Need more pickle ball courts.
Sunday hours are bad. Please open in the morning!
Staff doesn't talk other than front desk.
Currently during COVID-19 restrictions I have not been able to use racquetball courts so not using club at all. Spending money for nothing.
I would love if there were more classes during the evening that were more athletic/ challenging, especially the HIIT and Yoga/ core classes. Many are aimed at only older clientele- would it be possible to offer more challenging land classes with modifications so everyone can participate?
Takes too long to register for childcare. Price should be included in my child's membership. Childcare staff members often just watching tv and don't welcome the children to the area.
The gym needs to be open until 9:30pm or 10pm through the week and at least 8pm on weekends.
Should be online options for registration.
With the rules, regulations, and policies it would be nice if playing basketball in small groups would be considered, but only if wearing masks. Based on CDC regulations, I believe that by enforcing masks we can still enjoy basketball. <a href="https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/youth-sports.html">https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/youth-sports.html</a>
Rules in pool are not enforced.
Same the knowledge of staff about racquetball is poor and they have implemented the rules based on their knowledge. Cardio people don't have to wear mask but RB players have to? Doesn't make sense. We get the heart rate up to 180 sometimes and there is no way you can wear mask at that heart rate. Also basketball and pickle ball can play 3 on 3 or doubles but RB players can't play doubles? We are at least an arm length apart from each other at all times to swing the racquet. Again we understand the COVID restrictions and appreciate you are doing all you can for stopping the spread but RB restrictions are over the top!
With COVID-19 hour changes it has made it pretty inconvenient to go I workout late most days and by the time I get off work, I can't make it most days. The childcare hours are also not even a option anymore so a sitter is necessary. Those were 2 main reason I chose to sign up there.

With the COVID virus, I don't like the fact that people are not wearing masks while exercising. Although they may be spaced apart in gym, the air circulates what everyone has exhaled and thus circulates possible germs. Would like it if exercise pods or perhaps outdoor classes could be held.
Times for cleaning doesn't make it easy to come over my lunch time. Aerobic classes are hard to schedule ahead of time, I have to look at each day and my meeting schedule for work before I can schedule to attend a class by then they are full. Had to cancel membership because was unable to come up.
Current regulations related to mask requirements are not being enforced. Weight room (upstairs) is often filled with more than 10 people who can't maintain 6 ft of distance based on their choice in weight. I rarely see anyone wearing a mask. Registration or a change to a registration is too time consuming and requires too much paperwork.
Open back up fully, and quit enforcing the illegal mask mandates.
Hope you can expand childcare hours.
Child care is not available for enough hours.
Dance class hours have been moved back 30 minutes which means only 90 minutes of no music after 9:30. Nobody was aware of the regular pickleball courts being closed for voting. As a result there was no seating available and social distancing was impossible.
Wednesday water aerobic teacher is poor. It is clear she does not exercise in the water and should be teaching land classes. Kathy and Cindy are good and actually get in the water to teach and know what works. Wednesday teacher is Julie at 9 am....not good.
Staff are not helpful the few times I have asked for information. They appear to just stand around the front desk talking to one another.
I used to love the water aerobics when Christine was teaching. It's a shame that she moved away. I don't enjoy the current teacher. Water aerobics
Sometimes women's locker room has odor.
Would like extended childcare hours for those who work if not 1-2 days a week offered.
Fee based classes in the weight room area make everything else very congested.
It's difficult to make it in with a 12 hour work day. Shutting down during COVID was also a hindrance, if it was good or bad.
I would like to see a family membership package. We have 3 children under the age of 11. Packing for a full membership is too expensive for them, since they don't attend often. But paying per visit is also too expensive. I'd like to see a discounted rate for young children or a family package...this would allow our children to use the community center more often.
Weekend hours are limited.
Working full time and having children makes it almost impossible to get a work out in by 8:00pm. If I am paying the full amount again, the hours should reflect that. I completely understand and respect the times closed for cleaning, however if the gym could be open to 9:00pm, just one hour later that would be very helpful.
Even though the director and the rules state that parents can exercise with their children or work on swimming lessons with them during the morning exercise time, the staff doesn't seem to know those rules and can be rude about it.
It would be better if we could sign up for classes online.



Prior to COVID shut down, the 7pm water aerobics was my only option but somewhat "dry" in comparison to ones that I have had in the past. I have encountered staff (younger and possibly newer) that are not nearly as engaged in customers as they could be...personality and knowledge goes a long way.

**End of Activity Report  
Longview Community Center Paid Group Fitness  
April 2019 – March 2020  
Completed by: Jennifer Brennan**

**Executive Summary**

**Program Description:**

LVCC Paid Group fitness classes are ongoing fitness programs offered through LSPR. The paid group fitness program activities include Circuit Training, Intro to Strength Training, Tai Chi, Restorative Yoga, Mindful Workshop, Foam Roller Workshop, Triathlon Training, and special Zumba classes. The length of time for Circuit Training, Intro to Strength Training, and Triathlon Training are six, one-hour classes per week with a registration fee of \$50.00. The cost for the specialty Mindful Workshop was three, one-hour sessions per week with a registration of \$60.00, the Foam Roller Workshop was a one-hour class with a registration of \$20.00. The specialty Cinco de Mayo Zumba class was a one-hour class with a registration of \$8.00. The specialty Halloween Zumba class was a one-hour class with a registration fee of \$10.00 and the two, Pound classes were one-hour classes with a registration fee of \$13.00.

**Participant Numbers:**

2020: 555

<b><u>Total Revenue:</u></b>	<b><u>Budget</u></b>	<b><u>Actuals</u></b>
April 2019-March 2020	\$1,325	\$10,826
<b><u>Total Expenses:</u></b>	<b><u>Budget</u></b>	<b><u>Actuals</u></b>
April 2019-March 2020	\$4,839	\$12,713 <sup>1 2</sup>
<b><u>Net:</u></b>	<b><u>Budget</u></b>	<b><u>Actuals</u></b>
April 2019-March 2020	(\$3,514)	(\$1,887)

**Recommendations:**

**Comment:** Should LSPR continue to offer paid group fitness programs?

**Recommendation:** Paid Group fitness programs offer specialized instruction outside of regular free programming. Staff recommends continuing to offer these programs.

**Comment:** There were three positive comments regarding the programming and instructors.

**Recommendation:** Staff appreciates the positive comments and will share the comments with the instructors.

**Comment:** There were five comment cards regarding the dissatisfaction of the volume of activities in the adjoining gymnasium during classes.

**Recommendation:** The comments were referencing the Mindful Workshop, Restorative Yoga, and Foam Rolling classes. Staff recommends holding these classes outside, or scheduling workshops and specialty classes outside of peak gymnasium hours.

**Comment:** It was impossible to find and register for this class online. This was very frustrating.

**Recommendation:** Staff is unsure which class patron is referring too, but recommends making sure the welcome desk is up to date on all future programming to be able to help patrons when they call having frustration of online registering.

**Comment:** Prefer evening hours. The early am class did not fit my schedule.

**Recommendation:** Staff recommends making sure classes be programmed during multiple time-frames throughout the daily operating hours to ensure classes are available for all schedules.

**Comment:** Program fell short by \$1,887.

**Recommendation:** With the indirect expenses \$3,839.00 included, the program has a loss, but gained momentum in the short time of the facility being reopened. Prior supervisor was previously not meeting class minimums of six participants. Program has since been moved to new supervisor and program minimums are being monitored and met to grow program to result in positive net revenue. Staff recommends continuing to offer paid fitness programming for Longview Community Center with close monitoring of minimum participation numbers being continuously met.

<sup>1</sup>Budgeted expenses include both direct and indirect expenses, including the part time salary budgeted for the paid fitness instructors.

<sup>2</sup>Actual expenses totaled \$8,874.00. Indirect expenses totaled \$3,839.00

## **Extensive Staff Report**

### **Purpose of Report**

End of activity reports are used to evaluate each recreational activity at its conclusion. Four areas are reviewed: program content and execution, 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:**

Paid Group Fitness covers a multitude of topics Tai Chi, Circuit Training, Intro to Strength, Triathlon Training, Foam Rolling Workshop, Mindful Workshop, Pound classes, Restorative class, and specialty Zumba classes. The participants, who range from age 16 and up, gain valuable skills from an expert trainer or instructor. The programs are offered at Longview Community Center.

### **Benefits of Programs**

- Personal Advancement
- Social Interaction
- Physical Conditioning
- Knowledge of popular fitness modalities
- Sense of community
- Fun

### **Service Hours:**

2020: 789

### **Volunteer Hours:**

There are no volunteer hours associated with this program.

### **Refunds:**

Total Refunds: 0

### **Fees Charged:**

2020: \$50 for six weeks (Circuit Training, Intro to Strength, Triathlon)  
\$60 for three, one-hour classes (Mindful Workshop)  
\$20 for one-hour class Foam Roller Workshop (Moonlight Yoga, Sunrise Yoga, Zumba party, Cycle Meltdown)  
\$13 for one-hour Pound  
\$10 for Halloween Zumba  
\$8 for Cinco de Mayo Zumba

### **Program Timeline:**

March: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
April: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
May: Advertise in LVCC Bulletin, Facebook, website, postcards, posters, and requested to be in Late Summer/Early Fall Illustrated  
June: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
July: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
August: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
September: Advertise in LVCC Bulletin, Facebook, website, flyers, posters, and requested to be in Late Fall/Winter Illustrated  
October: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
November: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
December: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
January: Advertise in LVCC Bulletin, Facebook, website, flyers, posters  
February: Advertise in LVCC Bulletin, Facebook, website, flyers, posters, and requested to be in Spring/Early Summer Illustrated  
March: Advertise in LVCC Bulletin, Facebook, website, flyers, posters

**Marketing:**

Marketing for these programs included: LSPR website calendar, LVCC webpage, LVCC bulletin, posters, postcards, flyers, LSPR Illustrated, Facebook, and eBlast.

**Evaluation/assessment:**

All Paid Group fitness programs are evaluated at the end of each session by participant surveys and an End of Activity Report. The evaluation is used to provide LSPR with information on how classes can be improved and any issues that need addressed. Survey's were distributed to 175 unique households; 36 surveys were returned for a 21% return rate. Please see attached Survey Summary for results.

<b>Collection Method</b>	<b>Amount</b>
Email	36
Mail/Person	0
Phone	0

## “Paid Group Fitness” Survey Results

**# Of Surveys Distributed:** Email: 175 Via Mail: 0 Via Phone: 0 **# of Surveys Returned:** 36; **21% of Returns**

Participant: 36 Parent/Guardian: 0 Coach/Asst.Coach/Volunteer: 0

LS Illustrated: 10 Website/Facebook/Twitter: 6 Email Blast: 4 Flyer: 3 Postcard: 0 Newspaper: 0

LS Cable Channel: 0 Acquaintance: 8 Previous Participant: 5 Other:

Comments (Other): none

**Are you an LSPR “Friend of the Parks” FOP?** I don’t know what that is: 8 Yes: 11 No: 17

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?	7	0	0	1	10	18	4.59
Please rate the amount of time taken to register.	1	0	1	5	16	13	4.17
Please rate the overall registration procedure.	0	0	2	4	16	13	4.14
Comments: Read about the class in the booklet that comes in the mail and then simply registered online. I was using a coupon discount and the desk person did not know how to apply the discount to the program. I was able to register at the Gamber Center so I didn’t have to go to Longview to register which was easy. I work for Parks so registration was very easy. I do get lots of comments from patrons though that it is hard to use.							

Regarding the value...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Was the length of the activity appropriate for the fee?	0	0	1	6	15	14	4.17
Was the content of the activity appropriate for the fee?	0	0	2	6	13	15	4.14
Comments: Under normal circumstances, yes. I took Circuit Training and I thought the \$50 value was great for the six week class. Because this survey doesn’t tell me what class the survey is for it is difficult to answer this question. I took meditation with Kristin Gideon the content and length have been just right.							

Regarding the program sessions...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Please rate the competence of activity staff.	0	0	0	4	11	21	4.47
Please rate the friendliness of activity staff.	0	0	0	1	9	26	4.69
Please rate the ability to recognize activity staff.	0	0	0	1	11	24	4.64
Please rate the amount of staff available during the activity.	0	0	0	4	12	20	4.44
Please rate the condition and suitability of the facility used.	0	0	0	2	8	26	4.67
Please rate the perceived safety of program.	0	0	0	1	8	27	4.72
Comments: The class I took was restorative yoga, which was very good. However people were playing basketball and countless times the ball hit the door, which made it difficult to relax. Again, I can’t tell what class this survey is about. But if it’s for the morning fitness classes have been great. I recognize the instructors. There is only one class at 5:30am Foam Roller Yoga. I don’t really do foam roller yoga class. But I haven’t been to the gym for classes since April due to Covid.							

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	Average
Were the participant’s overall needs met?	0	0	0	6	14	16	4.28
What is the likelihood of your recommendation of this activity to others?	0	0	1	6	12	17	4.25
Please rate the participant’s overall enjoyment level.	0	0	0	6	11	19	4.36
What is your overall rating of the activity?	0	0	0	5	11	20	4.42
What is your overall rating of Lee’s Summit Parks & Recreation?	0	0	0	1	10	25	4.67
Comments: Prefer evening hours. The early am class didn’t fit my schedule. It was impossible to find and register for this class online. This was very frustrating. The instructor was good, I was just not thrilled having to deal with the loud gym activity while class was going on. I would recommend this class if it was held in a different room or location that provided less noise.							

# End of Activity Report Summit Waves June 27 – August 25, 2020 Grace Carson

## Executive Summary:

### Brief Description:

Summit Waves was open this season from June 27 until August 25<sup>1</sup>. It is located at 120 SW Blue Parkway. The water park promotes a safe, fun, and family-friendly environment. The water park serves a variety of aquatic needs, including seasonal memberships, private and public pool parties, swim lessons, and public swim.

### Participant Numbers:

For the 2020 season, 2,456 season pool passes were sold, and 384 season passes were provided to Camp Summit participants as part of their enrollment fee. This compares to 1,406 budgeted for the summer 2020 passes.

	Season Pass Visits	Single Visit	Family Fun Night	Teen Night	Twilight	Rentals	Toddler	Camp Summit	Comp Pass	Season Total
<b>2020</b>	<b>23,002<sup>2</sup></b>									
Resident	18,176	4,317	N/A <sup>3</sup>	N/A	N/A <sup>4</sup>	900 <sup>5</sup>	N/A <sup>6</sup>	1,831 <sup>7</sup>	N/A	25,224
Non - Resident	N/A <sup>8</sup>	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A
<b>2019</b>	<b>77,473<sup>9</sup></b>									
Resident	9,115	33,103	523	N/A <sup>10</sup>	4,084	6,105	1,753	14,390 <sup>11</sup>	66	69,139
Non - Resident		7,852	58	N/A	424					8,334
<b>2018</b>	<b>86,227<sup>12</sup></b>									
Resident	10,985	31,423	449 <sup>13</sup>	650 <sup>14</sup>	3,043	6,621	1,470	20,837	141	75,619
Non - Resident		10,171	43		394					10,608

<sup>1</sup> Due to COVID-19, the 2020 season was shorted and Summit Waves opened on June 27 instead of May 23.

<sup>2</sup> Due to COVID-19, season passes and single visits were limited to Lee's Summit Residents only and the season was cut short. Summit Waves was open from June 27-August 25, eliminating 35 days of operation and approx. 252 hours of open swim. The facility opened late, closed early or was closed the entire day due to inclement/cool weather or low attendance 9 times for approximately 20.25 hours during the season.

<sup>3</sup> Due to COVID-19, all Family Fun Nights were cancelled.

<sup>4</sup> Due to COVID-19, Twilight hours were eliminated.

<sup>5</sup> Due to COVID-19, no afterhours rentals were available. The rental numbers reflect only swim team use M-F mornings.

<sup>6</sup> Toddler passes are included in season pass total.

<sup>7</sup> Camp Summit lost swimming time at Summit Wave due to COVID-19 and the delayed opening date. Camp Summit swam for a total of 35 days Mon-Thurs.

<sup>8</sup> Single Visits were only offered for Lee's Summit Residents. Single Visit sales became available to resident on July 22.

<sup>9</sup> The facility was closed for all or a portion of 10 days in 2019 due to a lack of patrons and inclement weather for a loss of approx. 21.25 open swim hours. In addition, the facility had modified hours May 28 – 31, due to R7 still being in session; the facility was open from 3:30 to 7:00 PM. Summit Waves closed completely on August 13 and was not open on weekends through Labor Day, as in the past. Instead, Season Pass holders were able to use their pass at Lovell Community Center or Longview Community Center until September 2<sup>nd</sup>.

<sup>10</sup> The 2018 End of Activity report recommended discontinuing Teen Night at Summit Waves.

<sup>11</sup> Camp Summit lost one full week of camp due to school being in session until May 31<sup>st</sup>.

<sup>12</sup> The facility was closed for all or a portion of 13 days in 2018 due to lack of patrons, inclement weather, or power outage for a loss of approx. 74 open swim hours.

<sup>13</sup> Staff feels the negative publicity regarding after-hours' events as a result of Teen Night may have had a negative impact on attendance.

<sup>14</sup> LSPR canceled two of the three scheduled Teen Nights.

<b><u>Total Revenue:</u></b>	<b>Budget</b>	<b>Actual</b>
<b><u>Calendar Year:</u></b>		
2020	\$761,471.00	\$240,716
2019	\$562,457.37	\$630,294.26
2018	\$654,643.13	\$668,091.07
<b><u>Total Expenses:</u></b>	<b>Budget</b>	<b>Actual</b>
<b><u>Calendar Year:</u></b>		
2020	\$674,342.00	\$389,939 <sup>15</sup>
2019	\$602,121.10	\$470,880.32 <sup>16</sup>
2018	\$598,928.31	\$586,292.54 <sup>17</sup>
<b><u>Net:</u></b>	<b>Budget</b>	<b>Actual</b>
<b><u>Calendar Year:</u></b>		
2020	\$87,129.00	(\$149,223)
2019	(\$39,663.73) <sup>18</sup>	\$159,413.94
2018	\$55,714.82	\$81,798.53

<sup>15</sup> Actual expenses lower than projected primarily due to shortened season (June 27-August 24), limited single visits, and reduced capacity limit.

<sup>16</sup> Actual expenses are lower than projected by \$21,370 due to the loss of the first week of the season (R7 in session) and last three weekends of the season, elimination of Teen Nights, and no capital expenses.

<sup>17</sup> Actual expenses include garage door repair (\$14,402.36), recoating of tot slide (\$4,761), cabana repairs (\$2,018).

<sup>18</sup> Negative budget due to a budgeting error related to how revenue is distributed between operational months.

## **Food & Beverage<sup>19</sup> -<sup>20</sup>**

### **Fees Charged:**

#### **Snack Shop**

Bag of Chips	\$2.00
Candy	\$2.00
Nachos and Cheese	\$3.50
Chips and Salsa	\$2.50
Uncrustable PB&J	\$2.00

#### **Cold Treats**

Ice Cream Sandwich	\$3.00
Ice Cream Cup	\$1.75
Snickers King Size Ice Cream bar	\$2.50
Lemon Italian Ice	\$1.75

#### **Beverages**

20 oz. Fountain Drink	\$2.00
32 oz. Fountain Drink	\$2.50
20 oz. Bottle Water	\$2.00
20 oz. Bottle	\$2.50
Cup of Ice	\$0.25

<sup>19</sup> Due to COVID-19, concessions menu was reduced to prepackaged food items only.

<sup>20</sup>To supplement Camp Summit Food and Beverage sales, gift cards were advertised during all parent nights as an easier way to ensure their child was not losing the money they were given and the child would always have a lunch. Due to COVID-19 and other restrictions, Camp Summit did not utilize concessions for the 2020 season.



<u>Total Revenue:</u>	Budget	Actual
<u>Calendar Year:</u>		
2020	\$117,954.00	\$21,433.25 <sup>21</sup>
2019	\$97,641.50	\$98,910.50
2018	\$97,358.25	\$97,665.50

<u>Total Expenses:</u>	Budget	Actual
<u>Calendar Year:</u>		
2020	\$39,108.00	\$20,523.47 <sup>22</sup>
2019	\$74,476.37	\$58,163.06 <sup>23</sup>
2018	\$66,833.05	\$68,221.98 <sup>24</sup>

<u>Net:</u>	Budget	Actual
<u>Calendar Year:</u>		
2020	\$78,846.00	\$909.78
2019	\$23,165.13	\$40,747.44
2018	\$30,525.20	\$29,443.52

<sup>21</sup> Due to COVID-19, concessions menu was reduced to prepackaged food only eliminating hot food menu items. In addition to the menu change, actual revenue was lower because of the delayed opening date of Summit Waves and reduced activity.

<sup>22</sup> Expense reduction primarily due to a shortened season. Some savings due to reduced menu and lower attendance resulting in less product ordered.

<sup>23</sup> Management staff placed a greater emphasis on inventory tracking which resulted in less excess supply at the end of the season. In addition, expenses were lower due to Summit Waves losing part of the first week (R7 in session) and the last three weekends of the season.

<sup>24</sup> Includes unbudgeted raise in minimum wage (\$520.15). Concession staff was utilized in August and September to cover positions normally covered by lifeguards or service reps (Slide height, slide dispatch). Est. Cost \$1,758.

## **Recommendations**

**Comment:** Concessions (Quality, Timeliness, and Selection) rated 3.92 compared to 3.95 in 2019 with 15 comments specifically related to food selection.

**Recommendation:** This comment is reoccurring every year. Due to COVID-19, only prepackaged items were sold. This reduction in selection likely negatively affected the rating for concessions since items such as hamburgers, pizza, and hotdogs were not offered this season. Staff will re-evaluate the concession menu and operations prior to next season.

**Comment:** There were 13 comments regarding the addition of more slides.

**Recommendation:** Summit Waves has two slides for use by patrons; one inner-tube slide and one body slide. Staff has submitted research and estimates to Park Board regarding the addition of a third slide when funding becomes available. The addition will be considered as a part of future facility improvements.

**Comment:** Shade rated 4.31 compared to 3.42 in 2019, with 14 comments related to the lack of shade.

**Recommendation:** Thirteen additional shade structures, twelve 16'x16' and one 30' diameter shade structures were added with the addition of the wave pool. Prior to COVID-19, there were four additional shade amenities planned for the original Summit Waves area, but the project was postponed due to lack of funding resulting from COVID-19. Staff recommends adding them when funding becomes available.

**Comment:** Membership Options rated 3.94 compared to 3.36 in 2019 and Value of Membership rated 4.34 compared to 3.75 in 2019 with 32 comments related to membership price and options.

**Recommendation:** Membership Options ratings are primarily derived from not offering a family pass. The pass structure and prices (season and single visits) has been in effect since the opening of Summit Waves in 2008, when the pass structure was developed. Due to COVID-19 season pass prices for Lee's Summit residents was decreased by \$30.00 because of the shortened season. The Value of Membership and Membership Options rated higher than last year likely due to patrons enjoying the reduced capacity required by COVID-19 regulations. Staff will evaluate season pass prices in comparison to other Kansas City area facilities as well as other facilities outside the Kansas City area. This analysis and recommendation will be submitted prior to November 30, 2020.

**Comment:** There were 27 comments regarding the hours of operation at Summit Waves.

**Recommendation:** For the 2020 season, staff proposed changes to the hours of operation to extend hours on the weekends to 11:00am-7:00pm. Hours on the weekdays would remain the same for swim lessons 8:15am – 10:00am, and 7:15pm – 8:00pm M-F and 8:30am -10:15am on Saturday, and Camp Summit 10:30am-11:30am M-F. Due to COVID-19, the changes made for the 2020 season were eliminated and the hours of operation were 12:00pm-7:00pm every day with Camp Summit's swim time 10:30am-11:30am M-TH. Staff recommends implementing the approved changes from the 2020 season in 2021.

**Comment:** Staff received 13 comments from patrons expressing frustration about closing on August 25, rather than staying open until Labor Day since local schools delayed the start of school and because the season was already shorter due to COVID-19.

**Recommendation:** Prior to the 2019 season, Summit Waves operated daily until the Lee's Summit R7 school district went back in to session. Summit Waves would then operate only on weekends until Labor Day. As a part of the 2018 End of Activity Report, it was recommended and approved that Summit Waves would cease operation entirely after the Lee's Summit R7 school district started their fall semester because of the lack of available staff. Staff believes a large part of the frustration this year was due to the delayed

start for schools due to COVID-19. Staff does not recommend changes to the closing date of Summit Waves in future seasons.

**Comment:** There were 18 positive comments expressing patron's happiness that Summit Waves opened for the summer and the staff keeping the facility clean and safe.

**Recommendation:** Staff appreciates the positive comments. Due to COVID-19, additional cleaning protocols were put in place to provide a safe and clean environment for our patrons to enjoy. Although the Summit Waves season was shorter, staff knew it would be important to the Lee's Summit community to open the facility for the summer.

**Comment:** Due to COVID-19, new cleaning protocols were in place for the facility. Staff throughout the day sanitized high traffic and touchpoint areas constantly. The welcome desk, concessions, slide tower, and diving board lines as well as all lounge chairs were appropriately marked 6 feet apart to comply with social distancing protocols. Pool equipment available for the patrons was available upon request and sanitized after each use, this eliminated inner tubes and lifejackets being left around the facility like in seasons past. Additional hand sanitizer stations were placed near the concession and restroom areas.

**Recommendation:** Staff recommends that if Jackson County Health Department restrictions remain in place for the 2021 season, some or all of these operational changes should be used.

**Comment:** The reduction in concession menu options resulted in a reduction of need for concession employees. Staff was asked to evaluate net profit of concession operation because of reduced operation in comparison to net profit of a normal year with a full menu.

**Recommendation:** While the concession operation was profitable during the 2020 season, the net profit was significantly lower than previous years<sup>25</sup>. Staff feels the concession operation is a vital aspect to the operation Summit Waves and to improving overall guest satisfaction. Normal operations will be implemented once COVID-19 restrictions are removed.

**Comment:** Summit Waves sold 2,456 season passes in the 2020 season, as compared to the average 1,200 sold in previous years

**Recommendation:** In order to maintain Jackson County Health Department facility capacity requirements, Summit Waves was only open to residents of Lee's Summit for the 2020 season. In order to meet contact-tracing requirements, Summit Waves was initially open to only season pass holders. Due to the shortened season, season pass prices were reduced from \$80 to \$50. Following several weeks of operation, staff analyzed attendance patterns and determined it was feasible to allow a limited number of single visits per day. Staff feels the increase in season pass sales was primarily the result of three factors:

- Summit Waves initially allowing only season pass holders in the facility
- Reduced price for season passes
- Assurance of entry with a season pass, as opposed to a limited number of single visit passes sold per day

Staff was asked to analyze the financial impact of reducing season pass prices in future years. Staff is currently working on several forecasting models and analyzing the potential impact. Staff will complete this analysis for review prior to November 15, 2020.

<sup>25</sup> See page 4 for financial summary

## **Extensive Staff Report:**

### **Full Program Description:**

Summit Waves was open this season from June 27 until August 25 and is located at 120 SW Blue Parkway; due to COVID-19, the opening date was moved from May 23 to June 27. The water park promotes a safe, fun, and family friendly environment. The water park serves a variety of aquatic needs, including seasonal memberships, private and public pool parties, swim lessons, and public swim. The facility consists of a food and beverage operation, locker room facilities, activity pool, recreational swimming area with two diving boards, two slides (one body slide and one tube slide), a 904 ft. long action river with inner tubes, an 8,000 square foot wave pool and a considerable amount of open deck space for lounging and sunbathing.

### **Program Benefits:**

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

### **Service Hours:**

Summit Waves was scheduled to be open 95 days. Due to COVID-19 and the changing of the opening date, Summit Waves was scheduled to be open 60 days. Total open swim hours were 360. The pool opened late, closed early or was closed the entire day due to inclement/cool weather and low attendance 9 times for approximately 20.25 hours during the season. Average daily attendance was 162.

2020: 57,505 Hours  
2019: 193,683 Hours  
2018: 281,998 Hours

### **Volunteer Hours:**

There were no volunteers used during the 2020 season at Summit Waves.

### **Refunds:**

Total Refunds: 111 (\$4,606.00)

Refunds due to non-Lee's Summit residency: 21 (\$894.00)

Nineteen refunds due to non-residents purchasing single visit tickets and two refunds due to non-residents purchasing a season pass. Thirty-nine full or partial refunds due to the season pass price change because of the late opening date, COVID-19 concerns, or inclement weather closures.

### **Fees Charged:**

- Season Pass Resident: \$50.00
- Camp Summit Season Pass: \$50.00
- Single Visit Pass Resident: \$8.00

### **Program Timeline:**

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

### **Marketing:**

Information regarding Summit Waves hours of operation were distributed to the community in many ways. In addition, important information was advertised in LCC and LVCC Facility Newsletters. Ads ran throughout the day on Muzak for everyone to hear. Finally, to promote other facilities, recognize sponsors, recognize employees of the week, etc. the DYK TV in the Summit Waves breezeway was utilized and weekly videos ran anytime the facility was open.

### **Evaluation/Assessment:**

Out of 1,004 unique households representing 2,456 season pass holders sent a survey, 195 completed and returned a survey (20% return rate). Twenty-eight single visit patrons chose to complete the survey for a total survey response of 223 (22% return rate). Please see attached survey results.

#### **Rated below 4.0 on Likert Scale (Needs Improvement)**

Concessions (Quality/Timeliness/Selection)

Membership Options

Current Hours of Operation

#### **Rated higher than 2019 Survey**

Parking Lot

Welcome Desk

Dining Area

Lap Pool

Action River

Activity Pool

Slides

Number of Lounge Chairs

Exterior Facility Cleanliness

Men's Locker Room  
 Women's Locker Room  
 Value of Your Membership  
 Membership Options  
 Staff Friendliness  
 Staff Knowledge  
 General Safety of the Facility  
 Rules, Regulations and Policies  
 Concessions Operations  
 Interior Facility Cleanliness  
 Family Changing Rooms  
 Current Hours of Operation  
 Registration Process  
 Overall Rating of Summit Waves  
 Overall Rating of Lee's Summit Parks and Recreation

Rated lower than 2019 Survey  
 Concessions (Quality, Timeliness, Selection)  
 Shade

<u>Collection Method</u>	<u>Amount</u>
Online	223

## LS Parks & Recreation "Summit Waves Pass Holder Survey 2020"

Number of Surveys Distributed - Email: 1,004 Via Mail: 0 In-Person: 0 # of Surveys Returned: 223

Were you a – Season Pass Holder: 195 Single Visit: 28 Resident: 223 Non-Resident: 0

How did you heard about the facility? LS Illustrated: 12 Website/Facebook/Twitter: 35 Email Blast: 3  
Flyer: 0 Postcard: 0 Newspaper: 0 LS Cable Channel: 0 Acquaintance: 10 Previous Participant: 141  
Other: 18

Please rate your overall satisfaction with the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	2020 Average	2019 Average
Parking Lot	2	3	1	6	54	157	4.63	4.26
Welcome Desk	2	2	5	12	79	123	4.42	4.12
Dining Area	93	0	5	17	40	68	4.31	3.99
Concessions (Quality, Timeliness, Selection)	90	2	14	26	41	50	3.92	3.95
Lap Pool	43	0	3	19	54	104	4.43	3.91
Wave Pool	4	1	1	8	42	167	4.70	-----
Action River	5	0	2	10	51	155	4.64	4.17
Activity Pool	46	0	3	7	49	113	4.58	4.13
Slides	34	1	1	11	58	116	4.53	4.16
Shade	8	0	7	31	64	112	4.31	3.42
Number of Lounge Chairs	2	0	4	9	62	146	4.58	3.84
Interior Facility Cleanliness	13	1	2	9	68	130	4.54	3.97
Exterior Facility Cleanliness	1	0	0	6	69	147	4.63	4.23
Family Changing Rooms	112	1	3	9	25	70	4.48	3.96
Men's Locker Room	150	0	3	6	17	40	4.42	4.18
Women's Locker Room	83	0	5	14	42	77	4.38	3.70

Needs to be cleaned. I am so glad you were open so we could swim this summer! The rules you had in place were good ones. Fun, clean water park! My husband and I had a great time! Women's showers need hooks inside the curtain. I was a bit frustrated that it was opened up for single visits later. I would have done that instead of buying a pass. We enjoyed every visit to the pool. It was really nice to have space and not worry about crowds during this time with COVID. Thank you!!! Great time. Sad the red slide was closed the last week! Wished you would have stayed open through Labor Day. Disappointed in that. The wave pool was a fantastic addition. The only thing I can say that is a negative was the amount of bugs in the lazy river. Wish chairs would return as well as chase lounge chairs. We came easily 40 times, and loved every second of it!!! And this was the first year we were season pass holders. Mom and 3 kids (7, 6 and 3). The security is very bad my friend kid need help the security not do nothing we need go there and help. Great job keeping everything clean wish you stayed open longer it was so great to go and take my kids and feel like life was normal and relax in the pool. Extremely disappointing and lack to value this year. I think in understanding that the late opening that it should've been extended to normal Labor Day closing. I understand the price was \$25 less this year however I don't feel that you took the families into consideration that paid for the seasons passes. Last year you closed early because you didn't have the

staff this year you closed early for whatever reason nobody knows. But considering the kids were out of school it should've at least gone to the normal Labor Day closure. This was a poor show and not taking into consideration your families and patrons. Loved the addition of the wave pool! My only complaint is that we had to buy a pass for fifty bucks, then afterwards you allowed daily passes and even closed for the season early. The new wave pool was very disappointing. The time between when the waves were active was not consistent and once the waves were going, they were not impressive at all. More umbrellas!!! Need more shade. Entry from frontage road (high school road) is unsafe because turn lane taken away. Wish you would do a family membership. Action River: cleaning insufficient. Found pouch drink, chip bag, candy wrappers, rock, hair bands, and insects dead and alive. Only saw staff ONCE use screeners at start of season. Abandoned rafts need to be emptied frequently not just at 6pm. I had to use area for therapy needs and used 4-5 times a week. Consistently needed cleaning. Bathroom at front of entrance not attended to frequently enough. Back bathrooms maintained well. Wave pool great addition!! Saw a lot of staff especially at closing not wearing masks. Enjoyed our visit. Short visits so rarely in the locker rooms. Bugs can get bad in the action river, needs a stronger filter or someone needs to take a net to it several times a day. Also, the action river's water level was really low this year. You guys have done such a great job with sanitizing and putting procedures in place to make it safe during the pandemic. A+++++ for social distancing and cleanliness! Overall, we like it. The lap/activity pool is crowded, the wave pool would be better if you could have tubes, the kids area has too much overhead water and my little one doesn't like water in his face, the concessions are normally great but with COVID weren't that good this year, there weren't very many shaded areas for chairs once again because we had to social distance so not your fault, the slides are ok but the line usually takes too long so we don't use them, we usually just use the lazy river. This year we paid for 3 passes and haven't been enough times to make it worth it. I wish there was a discount on a family pass versus having to buy full passes for all the kids. It should stay open through Labor Day. Please consider putting capacity restrictions like you did this year for next year, it was far less crowded and I would pay more for a season pass. Still do day passes but with limit. Why are you closing Aug25? It should be Labor Day the 7th. Especially because the close date was based on the first day of School. Which is now Sept. Women's locker room was always dirty...toilets not flushed and toilet paper and/or paper towels on the ground. I went about 5 times and saw this issue each time. I buy the pass because they say only pass use after month they let people use day pass. Absolutely love the wave pool! Also loved that the pool was only open to Lee's Summit residents. We REALLY enjoyed the limited number of guests allowed per day. That made our family experience much, much better than in previous visits. We spent the entire day there open to close and had so much fun. In visits past, we left after a couple hours due to the crowds. Would like to see more effort in cleaning the changing rooms. Thank you for keeping your staff and patrons safe! See you all next year. Concession was out of many selections, options were candy or chips. Understandable with COVID though. Really grateful you opened this year. The pool is just about all my kiddos have to look forward to this summer. Trips to Summit Waves are the highlight of the summer! Poor selection at concessions. Hope you stay open longer since school is delayed! Would love for you to keep the price cheaper every yr. please monitor creepy men/taking pics more closely and remove them permanently. Would like to have security 1-2 present. We were very happy with how everything opened this season and how it was all run. I'm sure it was a challenge but we are so glad we got to enjoy the pools this year. Your employees this year at the front desk were not friendly or welcoming. Mostly sitting there chatting amongst themselves, not greeting anyone. Way to go on everything, you saved our summer. Please let the wave pool run longer, 10mn is not enough. Know that is will change after COVID... but we Loved that there were fewer patrons there... and have noticed a big jump since opening up to single day passes. We had a wonderful time. All the employees were sweet, polite and always helpful. Welcome desk: more fob readers. Hate waiting for people with 45 kids to scan everyone. Loved last year when pass holders got in 15 minutes early. Lap pool should be bigger, at least 25 meters. Open earlier. Not enough



umbrellas. Last time I was in the locker room it wasn't very clean. Should be hosed down more. I thought the lap pool was not as clean as it should be sometimes. We have had a wonderful experience at Summit Waves this summer. We have felt safe and enjoyed the new amenities. Thank you for opening for us!! More concession options. The concession stand needed to have more get and go items, pre-bagged, such as fruit we used to have-grapes, and popcorn would have been nice. Would love to see popcorn, hot dogs, hamburgers and French Fries available - more food that is able to be a lunch or dinner option instead of just snacks. Did you know the family changing room was being used so teenagers could make out? I know it's not your concern but I would have liked to see you enforce once inside the facility no leaving. Once you leave for the day, no coming back in, especially for young teenagers. They would leave, go make out in the park or do other things in the woods then come back in. There needs to be more clocks around the facility and also a countdown clock to when the waves will start back at the new wave pool.

Please rate the service of the facility...	N/A	Very Poor	Poor	Fair	Good	Very Good	2020 Average	2019 Average
Value of your membership	9	4	6	26	55	123	4.34	3.75
Membership Options	11	9	14	42	58	86	3.94	3.36
Staff Friendliness	1	0	3	23	83	113	4.37	4.13
Staff Knowledge	24	1	7	19	73	98	4.31	4.06
General Safety of the Facility	2	2	2	9	73	135	4.5	4.20
Rules, Regulations, and Policies	2	4	3	14	71	127	4.43	4.20
Current Hours of Operation	2	8	16	39	74	83	3.94	3.36
Concessions Operations	90	1	2	21	42	66	4.28	4.05
Registration Process	8	4	6	26	78	99	4.23	4.07

With school being pushed back you should've kept the facility open longer your staff could've got two more weeks' worth of pay since they were out of school and families would've had the option to not keep children locked up inside the house. Additionally if somebody shows up and you're saying there's no passes for the day because you sold them all in the morning and there's only 30 people at the facility you should offer a single day pass instead of forcing somebody to buy a \$50 pass that they were only going to get to use twice just so they could supervise their children! Its mind boggling that a person can spend \$50 for a day pass and not the original cost of a day pass and get in with no restrictions! Poor management! Price gouging! I wish the pool opened at 11am instead. Due to the shortened season because of the pandemic, the price of a season pass was too much for the amount of time you could use it. Would really like to see the pool open before 12pm; especially on weekends. Because of the lack of concessions, kids left Summit Waves to go to the convenient store across the street. Wish the pool was opened till 7:30 or 8pm. It would also be nice if it stayed open until Labor Day. Maybe open at 10 if possible. Lifeguards don't seem to know all the facility rules. Got conflicting information. Kids should be able to wear goggles on the slide. Disappointed that after we bought a season pass because that was the only option, it was opened up to single day visits which would have been more cost effective for my usage of the pool. The season was so short that I lost money with the season pass. With kids not going back to school until after Labor Day, and with it already being a short season, why didn't you stay open until Labor Day? I wish you could have been open longer. On multiple occasions I heard lifeguards talking to one another and using profanity. I cuss a lot myself but I don't want that kind of language around my kiddo. They should be professional while on the

job. I wish there were more options for Family plans and or kids. \$50 per person is a lot. Wish there was a \$50 per person or \$100 per household for example! I liked that only residents were allowed season passes and that it wasn't jam packed every day. The concessions workers were kind of rude though. I saw them yell at kids for ordering without masks on, but they were all in their work area with their masks down under their chins or not wearing them at all. Wish there was a family pass option. Individual passes get a bit pricy the larger the family gets. For some reason, when I wanted to bring some of the kid's friends with us, I couldn't purchase tickets from my account online, which forced us to either buy over the phone, in person, or try and do it day of (which sucks if it was sold out). Offer family memberships, stay open later, offer teen nights for LSR7 students only with ID, son injured and lifeguard Alex Green took great care of him. It was difficult to register for the season pass online so I ended up calling. I also think they should have remained open longer to help out the extended summer and home school kids with season passes. The concessions were very lame considering this could have been an opportunity to make up lost revenue if the food was good enough to eat for a meal and offered more options. With restaurants, open for pick up etc. there is no reason why this could not be possible at Summit Waves. It would be nice to have a more club-like feel to Summit Waves with those good and drink amenities and I would personally pay more for the season tickets to have that. Concessions workers were not friendly at all. They were impatient with the kids as they tried to order. Also wished that pool staff and lifeguards got free admission. Open earlier. I don't understand why each year the park closes earlier and earlier. Until last year, the park was open until Labor Day. Diving boards only closed 15 minutes on the hour, would like more free swim. One bounce on diving board needs to be enforced, equal bounce(s) for all. Lifeguards should not eat while on duty. Would like my son to be able to jump off the diving board with floaties on with me in the water waiting for him. Would love for it to be open earlier than noon. Know it was the year of COVID but 12pm is a late opening. Wish it was open until 8 or 9 pm. I had an issue with a lifeguard that I reported to a supervisor, she was very blatantly being discriminatory to kids of color, constantly whistling and screaming at them, not nearly as much at white kids. The rules/regulations seem to be very subjective to the Lifeguards. My kid was pushing other kids in the lap pool and I was upset with him and the lifeguard (has red hair/female) when asked told me that it was OK. I went to the manager before leaving that day and found that it was a hard NO, which it should have been. The wave pool life guards, some would point out things that weren't allowed while others didn't say anything (letting kids hang on the side of the pool/ or ladder while the waves were in action. One guard told a swimmer when she used the ladder while the waves were going that she could not use the ladder to get out. What is that about? She needed to get out of the pool. Most of the employees I could find if I had a question said I don't know and sent me to someone else. I think because the life guards don't work for the park and are out sourced, but did direct me to someone who could answer my questions. You did good job with signage re social distancing but needed to keep running announcements park wide. And the bathrooms were filthy. I wish you guys were open later - it doesn't get dark until 9pm. Typical workforce teenagers at the front desk, not friendly and more concerned about talking to the other teenager staff members. Lifeguards were as expected very professional and attentive. Should stay open through Labor Day. Multiple times I was there, there was a group of teenagers that were there being very obnoxious and using profanity loudly around children and families. The first time they were asked to leave and had parents talking to staff and teens continued to come back. The poor rating is about Jackson County mask ordinance. I understand you have to enforce it but I don't have to like it. Need a family pass at least for those with children under 10 or 12. Hard to take small kids at current value and make a full day and too much money to only go for a couple hours every day like a family pass would allow. Poor safer. My only

concern is how a few of the lifeguards do not pay attention. I went more than ten different times and witnessed this on multiple occasions. They were usually busy having conversations with other lifeguards or staff. I did bring this to the attention of the lifeguard supervisor one day. All it takes is a few seconds for a person to drown, especially a child. I would like to see an option for a family pass. I gave the "poor" rating on membership options only because I don't really think there are options, other than season pass or single visit. Maybe there is and I just don't realize it. It would be nice to have a whole family option where not all of us (every member of my household) had to have a season pass if we are going to not use it as frequently as a season pass holder but more than just a single visitor. Possibly where we can pay a whole family fee that's less than a season pass for all 5 of us. Maybe a partial pass that's good for 10 visits or some other options like that. I believe there should be a family membership option. My friend is a single foster/adopt dad of 10 boys. There is no way he can afford to buy a pass for the 11 of them. Also why are you not open through Labor Day? The wave pool bothered me a little as a mom with my 8 year old and friends ranging from 6, 7, and 9. It encourages kids to want to go deeper who may not be able to stay above water well in the waves. Clear tubes would be nice but I also understand the visibility issues and COVID challenges. We bought the season pass because there wasn't a single day option, and unfortunately only have been able to make it two times. I'm glad we could invest in our community, but it would have been nice to know that single day passes would become an option. Online registration is a bit confusing. Wish there was a family option for season passes. Wave pool was much needed. Would like to see another zero entry pool. Maybe add 2-3 more slides of a different style. Does not have to be that tall as current ones. I find the website to buy tickets difficult to use. Not happy about paying for my family's membership passes only to find out they would later offer single day passes which was more budget friendly for our family. I would prefer the hours of operation to be 10am-8pm, to have time for my kids to swim before nap and after dinner. The masks seemed like an unnecessary inconvenience since I don't think we came within 6 ft. of anyone in the common areas. Feel free to contact me with any further clarification. Thanks for the survey! -Beka, bekabaum@gmail.com. I'm sure there are reasons but it sure would be nice for the pool to open before noon. Opening sooner would be greatly beneficial. I wish you opened earlier on weekend. Crazy to have to wear masks outside but I get it, we are in crazy times lol. The lifeguards are very attentive in the wave pool. I appreciate the effort and cleaning of the tubes. Would love hours would be at least till 8pm. It is very hard for working mom to take her kids to the pool, when she gets home at 6 pm. It would be great if there was some days to have the pool open until 10pm. Need more food options at the concession stand. Liked this year because only Lee's Summit residents were allowed to enter. Wanted to bring my daughter from Illinois, but couldn't because no day passes. I was told only season pass members could come, but saw single day pass now. Open earlier. Had some trouble at Gamber Center getting pass. Had to go down town. Should stay open to at least Labor Day. Open before noon please! Younger kids are up early! I am a season pass holder all but 1 time this season I entered the park, I was not greeted with a welcome or hello, staff were all tending to paying customers. I do not like how the lifeguards RUN to each station, the kids are told to NOT run but they see the staff running for station to station, they could walk fast and get there just as quick and set a good example to the kids at the park. We could use a few more umbrellas for people coming into the park, I noticed if you get there @ noon, you are good to go but if not, the few spots are taken. Also, missed the clock that was hung in the big pool area, can we get another one put back. Really wish you would stay open until Labor Day. It's still hot and that seems like a logical time to close as most community pools are open until then. The poor rules and regulations deal with allowing kids to leave and come back. This is also a safety concern because they are going to the convenient store for snacks that

aren't available at the concession stand. There is a huge deviation across the life guards on attentiveness. Some are great and some are just zoned out.

Overall Summary...	N/A	Very Poor	Poor	Fair	Good	Very Good	2020 Average	2019 Average
Overall rating of Summit Waves	1	0	3	10	75	133	4.5	4.0
Overall rating of Lee's Summit Parks and Recreation	1	2	2	10	68	140	4.5	4.21

New things for the lazy river. Earlier swim hours. Can't think of anything. I hope next year things will be more Normal and it will be easier to get and return the flotation tubes (it was a long walk if you have problems walking like I did since I was recovering from a leg injury). Misters, because the concrete gets hot. A family slide. Open before noon. Love the new wave pool. Everything is clean and nice. You all did a great job this season with your city limitations. Music speakers in the wave pool area. Stay open through Labor Day! More shade canopies. I loved that it was for the Lee's Summit community only this year. It made the park less crowded and the lines not as long for the slides. I felt more comfortable and not as overwhelmed. Another slide. More shade when walking to the next pool. Kid's feet are burning. Or sidewalk sprayers. Sitting chairs. It would be amazing if you kept Summit Waves open only for Lee's Summit and Greenwood residents in the future. The pools are always overcrowded when non-residents come, that makes the experience less enjoyable. And now with COVID not going away anytime soon, it might be best to keep it for residents only to help with social distancing and cleanliness. Would be great if there was an adult only pool and lounge area. Love shaded seating so always want more of that. With the smaller numbers this year there seemed to be enough but at full capacity next year adding more would be great. Better lifeguard uniforms. Girls suits too high in crotch and they don't like them. Let them have swim shorts. Don't do heavy weight Cotton shirts, do lightweight UV wicking shirts for Guards. Offer head coverings, bucket hats that are mesh and breathe. Those guard get so hot and some are not in water. The heavy weight t-shirts are terrible when they are in water and so hot for them. You make enough money to spend some on better uniforms for these hard working kids. Misters on the concrete to cool it down. I ended up with blisters because the concrete was so hot. Better food and drink options that can fully sub as a healthy meal for a family and for kids! A more patrons' centric sense of service. These are your residence these are the people of Lee's Summit to support you. It would be nice to see that given back. There are no family season passes, initial support business model in general. Olympic size lap pool. Longer season and hours. More umbrellas for shade. Clear communication at arrival. I think color coded arrows on the ground would be helpful. Or a person directing flow into the facility. Also verification that the pass actually belonged to the person. More shade. Bigger wave pool. Another slide. Lap pool with no diving boards. Music in the wave pool area and continued lower price on the season passes. Family membership option. Family pass vs just individual option. See above. Appreciate the hard work (tags, cleaning, distance) it took to keep facility open this year. Overall KUDOS! Do not cut any trees. Shaded pool. Family passes for 4+ members. Another water slide. Volleyball or basketball in the water. More umbrellas. Make the waves a little bigger, expand the lazy river, and add another slide. Canopies or other shade on the walkways. The concrete gets so hot! Better food options at the concessions. It would be awesome if the wave pool operated longer. Larger activity pool area for older/taller kids. Tampon machines that work, shoe racks for sandals by the pools because the concrete burns your feet and makes them raw, and floating logs or lily pads like Super

Splash used to have. More hours on weekends. A little more supervision over the non-lifeguard staff. They were kind of rude most of the time. More water slides. The wave pool was very neat!!! More food options at the concession stand. Family Pass!!!! Pleasseeeee!!! With COVID, options were limited, but maybe a special morning time for pass holders, 10am-12pm on the weekends. This would be great, especially in the summer for parents of little ones so they can enjoy the pool without being over exhausted from the heat. Also, some sort of family pass for 3 or 4 would be great. Continue the reduced capacity and require pre-purchase of tickets, limit the number of tickets/day to keep crowd size down. It greatly improves the experience. Better times. 9 or 10am start is much better than 12. Lee's Summit residents only or having to prove residency at the desk and paying a higher rate for non-resident single visit pass. I'm sure they are super expensive but it would be amazing to have better lounge chairs, those plastic ones are terribly uncomfortable. I've just learned to bring extra towels to pad them. We are pleased with the variety of water activities offered. Dual passes to Legacy Park pool. More zero entry type play for little ones. More slides. Real food like hot dogs, pizza etc. more attractive male lifeguards. Maybe expanding the concession options. Also consider open waterslides. My kiddos refuse to go down the covered ones. Larger area just for "normal" swimming. The half of the diving pool for swimming around just gets so busy and full of people, it's almost impossible for my family to swim around without bumping into other people. Is there any way to make the concrete not so hot in between water? Or a place to reset feet in-between pools? My kid's feet get so hot walking around, they want to run, but we know that is bad. Na. Earlier hours. For those of us with small kids, noon is pretty late in the day. Nothing, the addition of the wave pool is everything! Locks to rent. More concession options, healthy, and better wave pool rules...floats and longer waves like WhiteWater. Another slide. A drop slide? Not sure that's what it is called. You're in a tube and the bottom falls out. Similar to what they have at WhiteWater... Also maybe fewer cabanas. I never see them in use and replace with covered seating. A family slide. Bigger lap pool 25 meter. Open earlier. Lap pool hours an hour before regular opening time. High dive. Family membership, extended season, something for the hot concrete to walk on, better and more food options, turn down music, girl lifeguard swimsuits are vulgar too high on legs and show off private area, let them have shorts. Lifeguards were so hot in those ugly thick t-shirts. Get them wicking, provide cover for their heads and necks like bucket hats, and don't do black suits! So stupid whoever does that year after year. Bigger activity pool/ lap pool. Clock back in the diving pool area. Foods that are get and go, pre-bagged, I would go up to the stand and they would say they are out of that and it was only 2:30pm. Would love to see popcorn, hot dogs, hamburgers and french fries available - more food that is able to be a lunch or dinner option instead of just snacks. Lazy River - this is kind of a petty request - but a lot of people don't necessarily like to get their hair/face wet in the fountain area where the water spouts go over the water. I hate this part of the river! Please, can you turn off a spout or two so that there's at least a small section where people can pass and not get their face/hair drenched? Stay open until Labor Day. Security. Hours open later. A larger "family" pool - similar to a Coconut Cove at Oceans of Fun. Family pass.

## **December 2020 COMMENT REPORT**

**Attached are 18 patron comments with staff responses that were either submitted verbally, in writing or via email. Of these comments, 3 were compliments, 2 were comments making suggestions or requests, and 13 were negative.**

#	Location	Type	Date	To	From	Patron Name	Patron Comment	Staff Response
1	Parks	Question	10/23/20	Steve Casey		Keith Sheridan	Any new outdoor pickleball courts planned in the future? Thanks.	Keith: We are installing one new court at Pleasant Lea Park to replace some deteriorating tennis courts, however this project will not likely start until Spring/Summer of 2021. Staff is also doing a comprehensive review of our outdoor courts and monitoring the amount of play in our community. We recognize the sport is growing rapidly and we are in the process of tracking play within Lee's Summit and metro wide. We are primarily considering two options: 1)the feasibility of building a large, single complex with multiple courts to host leagues and tournaments or 2)build smaller complexes in neighborhood parks to grow the sport and make it more accessible.
2	LCC	Complaint	9/19/20	Mike Hedrick	Heath Harris	None	Sara working at the front desk could be more "welcoming". Try as I may to be cheerful to her when coming in there is no response back. She isn't "life giving" in that sort of behavior.	We will let you know the outcome of this report and will keep you advised. Thanks for your interest. Sara Dyer is the Full-Time Service Representative at Lovell Community Center. This is the first comment staff has received regarding Sara. Staff will remind Sara to be more diligent greeting patrons. Welcome desk staff are expected to greet every patron as they come in and thank them as they exit the facility. HH
3	LVCC	Compliment	10/29/20	David Dean	Jodi Jordan	None	A patron stopped by the desk to share with staff how impressed she was with how clean the facility is. She specifically mentioned the pool and the locker room cleanliness. She appreciates how hard staff is working on maintaining this nice facility.	Staff appreciates patron feedback. This comment will be shared with the Aquatics Manager and the Maintenance Supervisor. JJ
4	LVCC	Compliment	10/29/20	Jodi Jordan	Eric Schooley	Unknown	The young people working in the weight room are diligent. I am appreciative of their cleaning of the equipment. Bri, Ally, and Chandler are especially friendly and always greet me.	The facility attendants do a good job keeping the equipment clean and sanitized. Staff will share this comment with them at the next staff meeting and give recognition to Bri, Ally, and Chandler for their friendliness. ES
5	LCC	Compliment	10/1/20	Mike Hedrick	Heath Harris	Gail Allen	We LOVE Shirley. We have to call in to reserve our spot for water aerobics class. Making a call at 5:00am is less painful with Shirley. She makes all of us feel special.	Shirley Newhouse is a part-time service representative at Lovell Community Center. Staff appreciates these positive comments and will share them with Shirley. HH
6	LVCC	Suggestion	10/20/20	Jodi Jordan	Eric Schooley	Unknown	Put cardboard dividers down the middle of pickle ball courts.	This is the first comment staff has received regarding the need for additional pickle ball court dividers. Staff constructed netting on PVC frames to divide the pickle ball courts from the rest of the gym. It has worked well, better than the cardboard used during the first 6 months of operation. It would cost approximately \$350 for staff to construct additional dividers out of PVC. Staff does not recommend additional dividers at the current time. ES
7	LCC	Complaint	11/10/20	Jenny Brennan		Ann Dennison	It would be nice if LSPR ever responded to the comment cards! I've submitted numerous requesting the yoga classes to be moved back to the original room as many people are turned away due to lack of space or don't bother to sign up because they don't believe there will be room. I'm glad you're helping your employees but it's at the expense of your members whose accessibility to classes has been cut! I would think you'd have reduced staff and therefore the annual salary raise could be absorbed by LSPR. Why do the comment cards list an option to be called but staff refuse to call? May as well trash the comment card option, we truly have no voice; why pretend we do?	Hello Ms. Dennison, I was forwarded your email and I wanted to make sure that I reached out to you personally. I apologize if you have not received communication regarding your comment card. When we receive them, we try to respond to each one requesting communication, by email, phone call or talking in person here at the facilities. I understand your frustration regarding the fitness classes having a limited number of participants in each class. As you know, this is precautionary and part of our Covid-19 safety protocols given by the Jackson County Health Department. When Covid-19 hit, we had to move the cardio equipment that is normally housed upstairs in the cardio room to the group fitness room in order to abide by all Covid-19 safety protocols. We then moved all of our classes to the gymnasium in order to assure proper spacing of each participant. When doing this, we received quite a large number of complaints regarding the noise during yoga classes. The only alternative was to reduce the number of participants in each yoga class and move the class to the cycle studio for a quieter experience. I again apologize that you did not receive communication on your comment card, as we regard these as very important forms of communication from patrons like yourself and our department. If you have any suggestions on how we can improve the yoga experience, please feel free to reach out to me directly. I love hearing suggestions and recommendations from our valued members. Please also reach out to me directly if you would like to discuss this further. My direct number is 816.969.1559, or you are welcome to email me directly as well. I hope you have a terrific evening. Jenny Brennan
8	All Facilities	Complaint	11/10/20	Megan Crews		Travis Eckhoff	The hours of operation at each facility are a fraction of what they were pre-wuhan flu. Therefore your costs associated with wages should be reduced not increasing. Please provide the data that shows wage cost increasing due to minimum wage is not offset by the reduced operational hours.	Greetings Mr. Eckhoff, Thank you for your email concerning our correspondence about the pending membership price increase. Patron comments are very important to us and often times help us become better. Beginning January 1, 2020 LSPR incurred additional personnel cost because of the state wide voter approved minimum wage increase. Based on our plan, the membership increase was to be implemented at the beginning of the fiscal year, July 1, 2020. Due to COVID-19 and understanding the impact it was having financially on our patrons, we delayed the implementation of the fee increase for six months. The implementation of the \$1/month increase in membership fees is part of a five-year operational plan developed in 2019 to offset the annual increase in the minimum wage and the resulting compression in other positions. The five-year forecast with the minimum wage increases, will add a projected \$650,000 annually to the operational costs at our facilities. To address this significant expense, our plan includes increasing revenues through membership adjustments and decreasing expenses. The current hours of operation have been modified due to COVID-19, which has saved some operational expenses; however, additional staffing has been added during open hours of operation and after hours to assist with the cleaning and disinfection of the facilities. We do not anticipate those hours to decrease in the future. Again, we appreciate your comment and hope you understand our position. If you would like to discuss this further, I can be reached at mcrews@cityofls.net or 816-969-1581. Sincerely, Megan Crews

## Ruth Buckland

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**From:** Steve Casey  
**Sent:** Wednesday, October 28, 2020 10:06 AM  
**To:** Larry Timberlake  
**Cc:** Ruth Buckland; Vickie Timberlake; Joe Snook  
**Subject:** RE: Pole Lights in Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Larry:

Good morning. Feel free to share my response from last week with your neighborhood associations. My reply was to those comments that came directly to LSPR. We have been attempting to reach out to Evergy and have not heard back regarding the status of the lights. Thanks for your follow up.

Steve Casey

**Steve Casey, PLA, ASLA** | Superintendent of Park Planning and Construction  
220 SE Green Street | Lee's Summit, MO 64063  
816.969.1507 | mobile: 816.352.3111 | [www.lsparks.net](http://www.lsparks.net)



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**From:** Larry Timberlake <ltimberlake828@gmail.com>  
**Sent:** Wednesday, October 28, 2020 9:53 AM  
**To:** Steve Casey <Stephen.Casey@cityofls.net>  
**Cc:** Ruth Buckland <Ruth.Buckland@cityofls.net>; Vickie Timberlake <vickiet529@gmail.com>  
**Subject:** Re: Pole Lights in Lowenstein Park

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Good morning Steve. Assume you did receive my response to your proposed statement regarding the pole lights in Lowenstein Park? If you have pushed out a response from the city, I have somehow missed it. I've had a few ask me what I've heard back regarding my request and would like to get back with them. I don't have access to personal phone numbers or email addresses for them so my easiest platform is Nextdoor Neighbor and our Bent Tree Bluffs FaceBook page. If your final response is the last message you sent to me, than I can just post it. If you or the Park Board have another plan simply let me know. Have a great day.

Larry & Vickie Timberlake



## Ruth Buckland

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**From:** Larry Timberlake <ltimberlake828@gmail.com>  
**Sent:** Friday, October 23, 2020 2:16 PM  
**To:** Steve Casey  
**Cc:** Vickie Timberlake; Ruth Buckland  
**Subject:** Re: Pole Lights in Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Steve,

Assuming you plan to send this response out to everyone that has contacted you related to the path lighting issue? Or, were you thinking of sending this out to the adjacent HOA's, ie; Bent Tree Bluffs, Summerfield, Brookridge, and others that participated in your meetings pertaining to the "master plan" of renovation and upgrades as it pertained to the Streets of South Pryor project? I would rather you push your response out to everyone in some manner, rather than me posting our our HOA Facebook page and Nextdoor Neighbor. I simply don't agree with the LSPR position on this since we are not asking for anything additional to the city. I think every park is different in many ways. Lowenstein has a "Butterfly Garden", plus we have lots of tree lines that block any light source from city streets or other areas of the park where the walking paths were created. Not familiar with other parks, but suspect if you were to eliminate any of the conveniences or safety features that you would hear from patrons using that park as well. We are simply asking to not eliminate a major safety feature from the original path design in Lowenstein Park.

The point I was trying to make is that no one has asked for upgraded lighting to the paths that have been around the outer park perimeter for years. We simply want them reactivated by Evergy. NO new lights need to be installed. I don't recall in any meetings when they were trying to get "buy in" from surrounding residents on the project of anyone saying they were going to shut off the current path lighting permanently. That makes no sense at all. You mentioned to me the cost of rent to Evergy for electricity and service was minimal. How could turning those lights back on be a problem for the city? It seems to me if the developer of the project cut those lines to the poles, they should correct the problem. Why was it logical and acceptable in previous years for the path lighting and not now? How could upgraded LED lighting in the Parking Lot be more important than safety path lighting to pedestrians on the paths. Okay Steve, you have my thoughts and suspect many others will have similar thoughts. Simply no common sense or logic in my opinion.  
Larry Timberlake

On Fri, Oct 23, 2020 at 1:20 PM Steve Casey <[Stephen.Casey@cityofls.net](mailto:Stephen.Casey@cityofls.net)> wrote:

Larry:

It was good to chat with you the other day. We have prepared a response to give you an update on the Lowenstein Park lighting. Let me know if you have any questions.

*To neighbors and patrons of Lowenstein Park*

*Thank you for your comments regarding the improvements at Lowenstein Park. We appreciate hearing the importance and significance the park has to the neighborhood and its patrons. Lowenstein is a unique and popular park with its many amenities and easy access. It acts as an open space buffer between active retail areas and single family residential in the middle of Lee's Summit. It has historically been a popular spot for walkers, joggers, children and parents at the playground, and a practice location for youth sports. Lowenstein Park truly has a little bit of everything for everyone.*

*The project is still a work in progress with the pond on the east side and new park additions. We are nearing completion of the park portion of the project with the replacement of playground equipment, new fitness equipment, new park shelters, landscaping, additional parking, and restrooms. By the end of the year, we anticipate all of the proposed improvements inside the park will be in place.*

*It is important to emphasize that Lee's Summit parks, including Lowenstein Park, are safe. LSPD makes frequent park checks, foot patrols, and provides our Park Board with regular quarterly security reports for each of the parks. These reports quantify the minimal issues LSPR experiences in our park system.*

*Regarding the lighting, the meter and pole have been removed to avoid further maintenance and consolidate service to one central meter. Primary electrical service into the park has been relocated to a sectionalizer near the new restrooms as part of the park improvements. The light fixtures and poles along the park trail remain intact and are the property of Evergy however they are not operational. We are assessing the current situation and contacting the electrical company to determine a course of action.*

*Prior to the current renovations, Lowenstein was the only park in our system with lighting along the trail. It is not a common practice for LSPR to illuminate passive use areas in parks as it could create a false sense of security, presents liability issues, and can be cost prohibitive. Research conducted by Parks staff in 2018, indicates best practices locally and nationwide among other Parks and Recreation agencies does not support lighting trails in parks due to the following:*

- An increase in safety is perceived with lighting and therefore patrons could choose to be less observant of their surrounding environment*
- Cost of installing and maintaining lights is expensive and often cost prohibitive*
- Potential of increased liability. (Trips and falls, guarantee of personal safety etc.)*
- It may be perceived that LSPR is promoting use of parks after dark*
- Adding lights to the trails could increase incidents in parks where none currently exist*
- Safe, well lighted alternatives exist with multi use trails along roadways*

*Please know LSPR is continuing to research and track industry best practices and will continue to explore options that address the lighting requests from our patrons while also addressing the concerns of LSPR. Thank you for your comments regarding Lowenstein Park and we appreciate your patronage.*

**Steve Casey, PLA, ASLA** | Superintendent of Park Planning and Construction

220 SE Green Street | Lee's Summit, MO 64063

816.969.1507 | mobile: 816.352.3111 | [www.lsparks.net](http://www.lsparks.net)



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**From:** Larry Timberlake <[ltimberlake828@gmail.com](mailto:ltimberlake828@gmail.com)>  
**Sent:** Monday, October 19, 2020 1:03 PM  
**To:** Steve Casey <[Stephen.Casey@cityofls.net](mailto:Stephen.Casey@cityofls.net)>  
**Cc:** Vickie Timberlake <[vickiet529@gmail.com](mailto:vickiet529@gmail.com)>  
**Subject:** Re: Pole Lights in Lowenstein Park

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

Steve,

Is it a cost factor not to activate the lighting that was already on prior to the construction project? I could certainly understand the two pole lights along the north walk parallel to the new parking lot and lightning. However over the wooden bridge area seems to me a bit dangerous among those trees and especially when the moisture and wet leaves create a slick surface. We would sure hope you would keep those two lights in your consideration. This is the first year they have not been on.

Thank you

Larry Timberlake

On Mon, Oct 19, 2020 at 10:18 AM Steve Casey <[Stephen.Casey@cityofls.net](mailto:Stephen.Casey@cityofls.net)> wrote:

Thanks for your comment Larry..

We are doing an evaluation of lighting and security in all of our parks at the moment. At this time we do not plan to reactivate these lights at Lowenstein and they are the property of Evergy. If you walk during nighttime or early morning hours I would suggest taking a flashlight or changing up your walk times. Thanks again.

**Steve Casey, PLA, ASLA** | Superintendent of Park Planning and Construction

[220 SE Green Street](#) | [Lee's Summit, MO 64063](#)

816.969.1507 | mobile: 816.352.3111 | [www.lsparks.net](http://www.lsparks.net)



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**From:** LSPRregister <[LSPRregister.LSPRregister@cityofls.net](mailto:LSPRregister.LSPRregister@cityofls.net)>

**Sent:** Monday, October 19, 2020 10:12 AM

**To:** Steve Casey <[Stephen.Casey@cityofls.net](mailto:Stephen.Casey@cityofls.net)>

**Subject:** FW: Pole Lights in Lowenstein Park

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**From:** Larry Timberlake <[timberlake828@gmail.com](mailto:timberlake828@gmail.com)>

**Sent:** Monday, October 19, 2020 10:11 AM

**To:** LSPRregister <[LSPRregister.LSPRregister@cityofls.net](mailto:LSPRregister.LSPRregister@cityofls.net)>

**Subject:** Pole Lights in Lowenstein Park

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

Steve Casey,

Good morning Steve,

Several of us early morning walkers as well as some after dark early evening walkers in Lowenstein would sure appreciate these Pole Lights being turned on for safety reasons. The two pole lights crossing the two wooden bridges are especially needed as it is very dark in those two areas with tree lines on each side crossing the bridges.

The pole numbers of the light outages are as follows, 892622, 892627, 892626, 892623, 892625 and 892617. The last two pole numbers are along the north sidewalk parallel to the parking lot so not nearly as essential as the other 4. One however is near the original playground and could lighten that up a bit. One pole is actually in the wooded area and you have to walk a narrow path to get to it and a meter is at that pole. Very dark in that area as well.

I have reported these outages to Evergy a couple of times and no response from anyone there. Suspect you guys have to authorize to activate, but unsure. Thanks in advance for looking into this matter.

Larry Timberlake

[2320 NW Lookout Ridge](#)

[Lee's Summit, MO 64081](#)

816-560-9868

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## Ruth Buckland

---

**From:** Steve Casey  
**Sent:** Friday, October 23, 2020 1:50 PM  
**To:** elainebluml@msn.com  
**Cc:** Ruth Buckland  
**Subject:** Patron Comment: Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

Name: Elaine Bluml

Address:

2505 NW Bent Tree Circle

Lees Summit, Missouri 64081

Phone: 8165258830

Email: ELAINEBLUML@MSN.COM

Message: Good afternoon.

Thank you for the wonderful improvements being made at Lowenstein Park. We have enjoyed watching the changes and are excited to have the new playgrounds, exercise areas, and picnic shelters available. The improved parking and basketball court is wonderful. We have loved this park for many years and are grateful for the recent improvements. It is close to our neighborhood and provides a lovely place to walk, picnic and play.

We have noticed, during this summer, that the lighting is needing some improvement, around the sidewalk bridges especially. And now that the days are getting shorter, it would really improve safe access if the existing lights could be turned on in the early morning and evenings. This park is used by people of all ages, including some with disabilities, and being able to see clearly is so important for safety.

Thank you for considering this suggestion. We look forward with great enthusiasm to the privilege of having access to such a lovely recreational space near our home. The wonderful parks in Lee's Summit make this a very special place to live.

Thank you for all you do for our community.

Elaine Bluml

Ms. Bluml:

Thank you for your kind words regarding the improvements at Lowenstein Park and about our parks system in general. We are excited about the renovations and look forward to opening the park very soon. Thank you for your comment about the park trail lighting also. We are currently assessing the situation and determining a best course of action. See our response below. Let me know if I can answer any additional questions.

*To neighbors and patrons of Lowenstein Park*

*Thank you for your comments regarding the improvements at Lowenstein Park. We appreciate hearing the importance and significance the park has to the neighborhood and its patrons. Lowenstein is a unique and popular park with its many amenities and easy access. It acts as an open space buffer between active retail areas and single family residential in the middle of Lee's Summit. It has historically been a popular spot for walkers, joggers, children and parents at the playground, and a practice location for youth sports. Lowenstein Park truly has a little bit of everything for everyone.*

*The project is still a work in progress with the pond on the east side and new park additions. We are nearing completion of the park portion of the project with the replacement of playground equipment, new fitness equipment, new park shelters, landscaping, additional parking, and restrooms. By the end of the year, we anticipate all of the proposed improvements inside the park will be in place.*

*It is important to emphasize that Lee's Summit parks, including Lowenstein Park, are safe. LSPD makes frequent park checks, foot patrols, and provides our Park Board with regular quarterly security reports for each of the parks. These reports quantify the minimal issues LSPR experiences in our park system.*

*Regarding the lighting, the meter and pole have been removed to avoid further maintenance and consolidate service to one central meter. Primary electrical service into the park has been relocated to a sectionalizer near the new restrooms as part of the park improvements. The light fixtures and poles along the park trail remain intact and are the property of Evergy however they are not operational. We are assessing the current situation and contacting the electrical company to determine a course of action.*

*Prior to the current renovations, Lowenstein was the only park in our system with lighting along the trail. It is not a common practice for LSPR to illuminate passive use areas in parks as it could create a false sense of security, presents liability issues, and can be cost prohibitive. Research conducted by Parks staff in 2018, indicates best practices locally and nationwide among other Parks and Recreation agencies does not support lighting trails in parks due to the following:*

- An increase in safety is perceived with lighting and therefore patrons could choose to be less observant of their surrounding environment*
- Cost of installing and maintaining lights is expensive and often cost prohibitive*
- Potential of increased liability. (Trips and falls, guarantee of personal safety etc.)*
- It may be perceived that LSPR is promoting use of parks after dark*
- Adding lights to the trails could increase incidents in parks where none currently exist*
- Safe, well lighted alternatives exist with multi use trails along roadways*

*Please know LSPR is continuing to research and track industry best practices and will continue to explore options that address the lighting requests from our patrons while also addressing the concerns of LSPR. Thank you for your comments regarding Lowenstein Park and we appreciate your patronage.*

**Steve Casey, PLA, ASLA** | Superintendent of Park Planning and Construction  
220 SE Green Street | Lee's Summit, MO 64063  
816.969.1507 | mobile: 816.352.3111 | [www.lsparks.net](http://www.lsparks.net)



## Ruth Buckland

---

**From:** Steve Casey  
**Sent:** Friday, October 23, 2020 1:35 PM  
**To:** michelle.r.dake@gmail.com  
**Cc:** Ruth Buckland  
**Subject:** Patron Comment: Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello,

I am a new resident to Lee's Summit. One of the many reasons my family moved here was to have access to the many wonderful parks you manage.

It has come to my attention from neighbors that Lowenstein Park will no longer have lights for it's path. This information and the response from Steve Casey for residents to simply bring a flashlight have made quite the unfortunate splash on social media.

Can you please tell me why the lights will not be reactivated? I am trying to better understand the entire situation.

Best,  
Michelle Dake

Ms Dake:

Thank you for your comment. Please see my response below. We are still assessing and reviewing our options as it relates to the park trail lighting. Let me know if you have any questions.

*To neighbors and patrons of Lowenstein Park*

*Thank you for your comments regarding the improvements at Lowenstein Park. We appreciate hearing the importance and significance the park has to the neighborhood and its patrons. Lowenstein is a unique and popular park with its many amenities and easy access. It acts as an open space buffer between active retail areas and single family residential in the middle of Lee's Summit. It has historically been a popular spot for walkers, joggers, children and parents at the playground, and a practice location for youth sports. Lowenstein Park truly has a little bit of everything for everyone.*

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- *It may be perceived that LSPR is promoting use of parks after dark*
- *Adding lights to the trails could increase incidents in parks where none currently exist*
- *Safe, well lighted alternatives exist with multi use trails along roadways*

*Please know LSPR is continuing to research and track industry best practices and will continue to explore options that address the lighting requests from our patrons while also addressing the concerns of LSPR. Thank you for your comments regarding Lowenstein Park and we appreciate your patronage.*

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## Ruth Buckland

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**From:** Steve Casey  
**Sent:** Friday, October 23, 2020 1:38 PM  
**To:** leonard.angie.marie@gmail.com  
**Cc:** Ruth Buckland  
**Subject:** Patron Comment: Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi there,

I understand a Mr Steve Casey has notified one of my neighbors that the lighting at Lowenstein park may not be reinstated after construction is completed. That park has been dutifully used near dawn and dusk by many active members of the community - and we should be able to feel safe while doing so. Simply "having a flashlight" or "changing hours" is not appropriately addressing the need for a secure environment, when lighting which has long been in place mediates the concern. Concerns will be further increased once the development is fully open and more foot traffic is around.

Please reinstate proper lighting in Lowenstein park for the safety of the park goers.

Thanks,  
Angela Leonard  
2509 NW Overbrook Dr  
Lee's Summit, MO 64081

Ms Leonard:

Thank you for your comments. Please see a response below to the lighting issue in Lowenstein Park. We are still assessing and determining a best course of action. Let me know if you have any questions.

### *To neighbors and patrons of Lowenstein Park*

*Thank you for your comments regarding the improvements at Lowenstein Park. We appreciate hearing the importance and significance the park has to the neighborhood and its patrons. Lowenstein is a unique and popular park with its many amenities and easy access. It acts as an open space buffer between active retail areas and single family residential in the middle of Lee's Summit. It has historically been a popular spot for walkers, joggers, children and parents at the playground, and a practice location for youth sports. Lowenstein Park truly has a little bit of everything for everyone.*

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- *Adding lights to the trails could increase incidents in parks where none currently exist*
- *Safe, well lighted alternatives exist with multi use trails along roadways*

*Please know LSPR is continuing to research and track industry best practices and will continue to explore options that address the lighting requests from our patrons while also addressing the concerns of LSPR. Thank you for your comments regarding Lowenstein Park and we appreciate your patronage.*

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## Ruth Buckland

---

**From:** Steve Casey  
**Sent:** Friday, October 23, 2020 1:45 PM  
**To:** jlong2me@yahoo.com  
**Cc:** Ruth Buckland  
**Subject:** Patron Comment: Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

As a woman who walks alone early evenings in Lowenstein Park, I would ask that the Pole Lights being turned on for safety reasons, especially now that it is getting dark so much earlier.

Thank you,  
Judy Long

Ms Long:

Thank you for your concerns and comments regarding the lighting at Lowenstein Park. We are continuing to determine a best course of action on this matter and will keep you advised. See response below. Let me know if there are any questions I can address

*To neighbors and patrons of Lowenstein Park*

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## Ruth Buckland

---

**From:** Steve Casey  
**Sent:** Friday, October 23, 2020 1:28 PM  
**To:** Patty Denny  
**Cc:** Ruth Buckland  
**Subject:** Patron Comment: Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Steve, I appreciate your previous responses to my communications about changes at Lowenstein Park. I have a new one! It is my understanding that the street lights which used to illuminate rather dark areas in the park along the trail may not be turned back on. Even with the old lights, there were still dark areas. When representatives of Bent Tree Bluffs and Summerfield met with you and other Park representatives during the past couple of years, one of the biggest concerns we expressed regarding all the changes was potential for increased crime. There are a lot of residents from neighborhoods surrounding the park that walk/run there daily, including me! While it is well lit in the summer, winter is fast approaching and it is dark in many areas, even at 5 pm. I am requesting LS Parks turn those lights back on for the safety of all in this area of LS. We are constantly encouraged by the City to turn on lights to help deter crime, so why would the Parks Dept turn some off? Thanks, Steve. I appreciate your attention to this matter.  
Patty Denny

P.S. Looks like we will soon see major improvements to the "water feature". :)

Patti:  
Thank you for your comments. Please see reponse below. We are still reviewing and assessing the lighting issue in the park. Let me know if you have any questions.

### *To neighbors and patrons of Lowenstein Park*

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- *Safe, well lighted alternatives exist with multi use trails along roadways*

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## Ruth Buckland

---

**From:** Steve Casey  
**Sent:** Friday, October 23, 2020 1:32 PM  
**To:** kebdc2@aol.com  
**Cc:** Ruth Buckland  
**Subject:** Patron Comment: Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

I have been a Lee's summit resident since 1980 and have always supported my city. I am now concerned about Lowenstein Park and its take over by a large commercial apartment complex. Now I have recently heard that the lights along the walking path may not be turned on. I feel this is a serious security issue especially as the apartments fill up. I assume my tax dollars will still be used for the upkeep of the park and I join in with several others who have loved the park and are requesting that good lighting be restored to the park.

Ms. Russell:

Thank you for your comments. See my response below. We are still assessing the lighting situation and reviewing options. Let me know if you have any questions.

*To neighbors and patrons of Lowenstein Park*

*Thank you for your comments regarding the improvements at Lowenstein Park. We appreciate hearing the importance and significance the park has to the neighborhood and its patrons. Lowenstein is a unique and popular park with its many amenities and easy access. It acts as an open space buffer between active retail areas and single family residential in the middle of Lee's Summit. It has historically been a popular spot for walkers, joggers, children and parents at the playground, and a practice location for youth sports. Lowenstein Park truly has a little bit of everything for everyone.*

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## Ruth Buckland

---

**From:** Steve Casey  
**Sent:** Friday, October 23, 2020 1:42 PM  
**To:** alsmith1484@gmail.com  
**Cc:** Ruth Buckland  
**Subject:** Patron Comment: Lowenstein Park

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

To Whom it May Concern,

I am aware that there are numerous lights out at Lowenstein park. Many of which provide us with the needed safety when using the park, whether that be for walking, jogging, kids playing, or practices. Not having functioning lights is a great concern for the safety of those who use the park and keeping crime minimized. I see many people in the park when I walk in the mornings, before full sun is out. I have kids that practice in the park, until the sun is nearly down. We all deserve the safety and access of our beautiful LS parks. It is my understanding that this concern was raised by other users of the park and it was suggested we bring a flashlight or alter our routines. Neither of those options are reasonable requests. I urge LS P&R to reconsider and turn the lights back on, for the interest of the citizens that pay and use these facilities.

Thanks,  
Amber Smith

Ms Smith:

Thank you for your comments and concerns. We are continuing to assess the lighting issue and determining a best course of action. See response below from LSPR. Feel free to contact me if you have any questions.

*To neighbors and patrons of Lowenstein Park*

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**Steve Casey, PLA, ASLA** | Superintendent of Park Planning and Construction  
 220 SE Green Street | Lee's Summit, MO 64063  
 816.969.1507 | mobile: 816.352.3111 | [www.lsparks.net](http://www.lsparks.net)



# 2020 DECEMBER

## Lee's Summit Parks and Recreation Board Monthly Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	01 City Council Regular Session - 6pm	02	03	04	05
06	07	08 City Council Regular Session - 6pm	09 Park Board Meeting - Zoom - 6pm	10	11	12
13	14	15 City Council Regular Session - 6pm	16	17 Drive-Thru Holiday Luncheon at GCC - 11:30am	18	19
20	21	22	23	24 Christmas Eve - Administrative Offices Closed	25 Christmas - All Facilities Closed	26
27	28	29	30	31	01	02
03	04	05	06	07	08	09

# 2021 JANUARY

## Lee's Summit Parks and Recreation Board Monthly Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	01 New Years Day - Administrative Offices Closed	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18 Dr. Martin Luther King Jr. Day - Administrative Offices Closed	19	20	21	22	23
24	25	26	27 Park Board Meeting - Zoom - 6pm	28	29	30
31	01	02	03	04	05	06

# 2021 FEBRUARY

## Lee's Summit Parks and Recreation Board Monthly Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15 President's Day - Administrative Offices Closed	16	17	18	19	20
21	22	23	24 Park Board Meeting - Zoom - 6pm	25	26	27
28	01	02	03	04	05	06
07	08	09	10	11	12	13



# Lee's Summit Parks And Recreation Opens Outdoor Fitness Equipment At Lowenstein Park

By Collin McCage

for beginners and advanced users, alike.

Lee's Summit Parks and Recreation (LSPR) is excited to announce unique and versatile functional fit-



Photos by Collin McCage

the opening of our outdoor fitness equipment at Lowenstein Park. Produced by Gametime/Cunningham Recreation, the THRIVE 900 has 20 fitness stations with innovative and challenging options

ment in LSPR. The outdoor fitness area also includes synthetic turf-surfacing for stretching and other outdoor fitness instructional activities. LSPR will be offer fitness classes including: circuit training, outdoor TRX and small

group personal training sessions. The equipment is available for community use during park hours. Children under the ages of 13 are not allowed on the equipment. An informative kiosk is located in the turf area and explains the uses of the THRIVE 900, and a QR code can also be scanned to watch instructional videos. For outdoor fitness class times and registration, please visit LSParks.net, or call 816-969-1500.





LS Tribune November 28, 2020

# Lee's Summit Parks And Recreation To Host Holiday Luncheon With A Twist

Lee's Summit Parks and Recreation (LSPR) is excited to announce reservations for our Annual Holiday Luncheon have opened. Each year Lee's Summit Parks and Recreation host's the Holiday Luncheon at Gamber Community Center, a special event for many to enjoy the holiday with friends and an opportunity for LSPR staff to spend time with patrons. Thanks to the help of Central Bank of the Midwest, Lee's Summit will be able to host this year's events.



To adapt to the unique challenges COVID-19 has presented, LSPR will be hosting the Luncheon Celebration as a drive-thru experience. LSPR Staff are excited to see our patrons who have not been able to visit due to the pandemic but feel comfortable driving thru in their car. Reservations are required for the meal.

The Holiday Luncheon is Thursday, December 17 starting at 11:30 a.m. Reservations are due by Monday, Dec. 14. Cost is \$7 per meal.

The Holiday Luncheon will also showcase a performance by the KC Symphony, weather permitting. The performance is free and open to the public to drive thru or reserve a meal and park and enjoy the holiday performance while eating in your car.

Meal reservations can be made over the phone at 816-969-1580 or in person at Gamber Community Center, 4 SE Independence Ave, Lee's Summit MO 64063.