

# Lee's Summit Water Utility Customer Satisfaction Survey

## Findings Report

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2019

**Submitted to the Lee's Summit Water  
Utility Department**

ETC Institute  
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**May 2019**





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# 2019 Lee's Summit Water Utility Customer Satisfaction Survey Executive Summary

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## Purpose and Methodology

ETC Institute administered a survey to residents of the City of Lee's Summit who receive water and sewer services from the Lee's Summit Water Utility during the spring of 2019. The purpose of the survey was to gather input regarding the quality of water and sewer services. This is the second survey conducted for the Water Utility by ETC Institute, the first was conducted in 2010.

The five-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the Water Utility's service area. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey.

The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 605 residents completing the survey. The overall results for the sample of 605 households have a precision of at least  $\pm 3.98\%$  at the 95% level of confidence.

Interpretation of "Don't Know" Responses: The percentage of respondents who gave "don't know" responses is important because it often reflects the level of understanding of a given service. For graphing purposes, the percentage of "don't know" responses has been excluded. The percentage of "don't know" responses for each question is provided in the tabular data section of this report. When the "don't know" response have been excluded, the text of this report will indicate that the responses have been excluded with the phrase *"who had an opinion."*

This report contains:

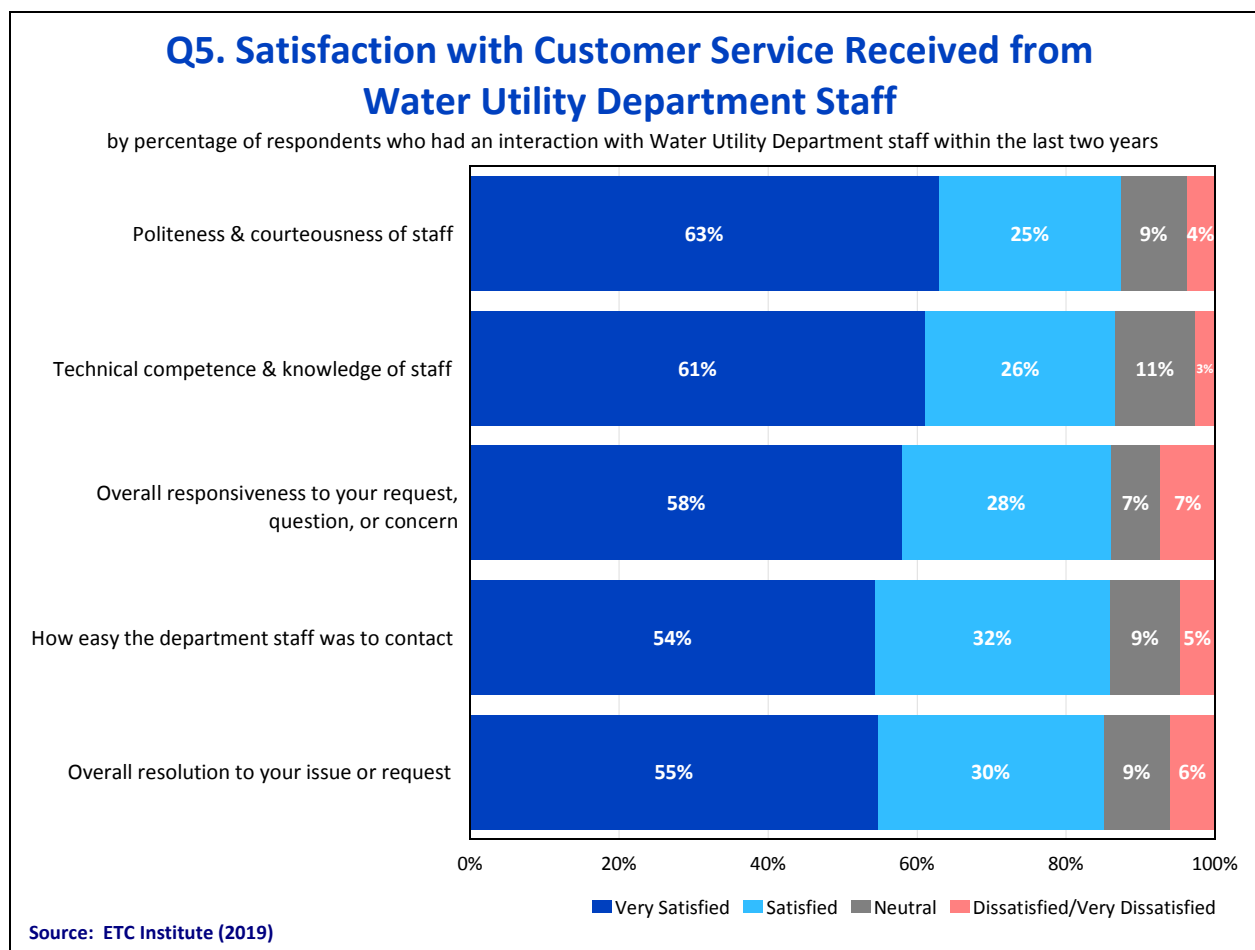
- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- importance-satisfaction analysis,
- geocoded maps of many responses to the survey,
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

The major findings of the survey are summarized on the following pages.

## Interactions with Water Utility Department Staff

Twenty-six percent (26%) of respondents indicated they have interacted with Water Utility Department staff within the last two years. Of those, 62% had contact with office staff, 19% with field staff, and 19% with both. The primary method of contacting the Water Utility Department staff was by phone (59%) or in-person with field staff (27%).

Respondents who indicated they interacted with Water Utility Department staff within the last two years were asked to rate their experience on a 5-point scale where 5 means “very satisfied” and 1 means “very dissatisfied.” Each of the items rated received exceptionally high rates of “very satisfied” and “satisfied” ratings. The chart below details how respondents rated each aspect of the customer service.



## Observations of Water Utility Department Field Staff

Thirty percent (30%) of respondents indicated they have observed Water Utility Department field staff within the past two years. Thinking of their most recent observation, respondents were asked to rate Water Utility Department field staff in four areas. The highest ratings given, based upon the combined percentage of “very satisfied” and “satisfied” responses from those *who had an opinion*, were: the field staff’s professional attitude (86%), how field staff cleaned up the work areas when finished (85%), and the ease of identifying field staff (84%).



## Unplanned Disruptions to Water Service

Only 5% of respondents indicated they have experienced an unplanned disruption to their water service caused by a main break. Of those, 78% indicated they were either “very satisfied” (39%) or “satisfied” (39%) with the amount of time it took the Water Utility to restore water service, and 52% indicated they were either “very satisfied” (26%) or “satisfied” (26%) with the Water Utility Department’s efforts to inform them about the disruption to their service.

## Value of Various Utility Services

Respondents were asked to indicate their level of satisfaction with the value they receive from six different utility services. Gas (80%), water (74%), electricity (74%), and sewer (73%) utilities received the highest levels of “very satisfied” and “satisfied” response from respondents *who had an opinion*. Respondents were least satisfied with the value received for internet and telephone fees.

Respondents were also asked to indicate whether they think Lee’s Summit’s water and wastewater charges are “about the same,” “less expensive,” or “more expensive” than other communities in the Kansas City metropolitan area. Forty-two percent (42%) of respondents gave a “don’t know” response, 32% indicated they think it is “more expensive,” 21% indicated they think it is “about the same,” and 5% indicated they think it is “less expensive.” Although most respondents do not think the charges for Lee’s Summit’s water and wastewater are less expensive than other communities, respondents are still satisfied with the value they receive for their services.

## Satisfaction with Major Categories of Services

The highest levels of satisfaction with Water Utility Department services, based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents *who had an opinion*, were: the reliability of water service to your home (94%), the clarity of drinking water (93%), the smell of drinking water (89%), and the taste of drinking water (87%). The safety of drinking water is the one service that most respondents indicated should receive the most emphasis over the next two years.

## Communication and Outreach

**Non-Emergency Information:** Sixty-four percent (64%) of respondents indicated they prefer to use the water/sewer bill insert/message to receive non-emergency information regarding Lee’s Summit Water Utilities, 48% prefer to use email, and 31% prefer to use the City of Lee’s Summit’s website. Only 17% of respondents indicated they prefer to use social media or city publications (City Scope) to get non-emergency information.

**Emergency Information:** Seventy-eight percent (78%) of respondents indicated they prefer to receive emergency information regarding Lee’s Summit Water Utilities via automated phone calls to customers.

## Disposal of Materials

Respondents were asked to indicate what they believe the proper methods for disposing of seven different materials is. Respondents were given the option of selecting “trash,” “wash down sink,” “flush down toilet,” and “take to a drop off location or event.” The most selected method of disposal for each of the seven materials is listed below:

- **Expired or Unused Medication:** Take to a drop off location or event (83%)
- **Cooking Grease:** Trash (86%)
- **Food Scraps:** Trash (76%)
- **Baby Wipes:** Trash (97%)
- **Paper Towels:** Trash (99%)
- **Facial Tissue:** Trash (97%)
- **Flushable Wipes:** Trash (60%)

## Additional Findings

- Forty-four percent (44%) of respondents indicated they were aware that insurance coverage for sanitary sewer backups is often available on a homeowners insurance policy, 52% indicated they were not aware, and 5% indicate this was not applicable to their situation.
- Fifty-nine percent (59%) of respondents indicated they prefer that the processing fees for credit card, debit card, and e-check payments be charged individually to those making the payment.
- Twenty-seven percent (27%) of respondents indicated they would prefer to pay their Water Utility bill by mail, 26% would prefer to pay by direct payment (ACH), and 20% would prefer to pay online.
- Thirty-seven percent (37%) of respondents indicated they are aware of the Water Utility's cost-efficient option of electronic billing but chose not to get an electronic bill, 27% receive their bill electronically, 27% were not aware of the electronic bill and do not want to receive their bill electronically, and 12% were not aware and would like to receive the bill electronically.
- Eighty-eight percent (88%) of respondents indicated they would prefer to receive their utility bill monthly.
- Forty-eight percent (48%) of respondents indicated they were not aware of the “Consumer Confidence Report” that the Water Utility Department releases every year in June. Twenty-nine percent (29%) of respondents indicated they have not reviewed the report and 23% indicated they have reviewed the report.

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each major service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Water Utility services over the next two years. If the Water Utility wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

**Overall Priorities for the Water Utility.** This analysis reviewed the importance of and satisfaction with major categories of services. This analysis was conducted to help set the overall priorities for the organization. Based on the results of this analysis, the major service that is recommended as the top priorities for investment over the next two years in order to raise the overall satisfaction rating is listed below:

- Water service charges (IS Rating=0.1071)

The table below shows the importance-satisfaction rating for all 21 services that were rated.

2019 Importance-Satisfaction Rating Lee's Summit Water Utility Department Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Water service charges	26%	4	58%	21	0.1071	1
<b>Medium Priority (IS &lt;.10)</b>						
How well Water Utility plans for future water & sanitary sewer needs	23%	5	66%	18	0.0776	2
Safety of your drinking water	54%	1	88%	4	0.0650	3
Sanitary sewer service charges	14%	10	62%	20	0.0523	4
How well Water Utility maintains water & sanitary sewer system	20%	6	79%	10	0.0414	5
Taste of your drinking water	28%	2	87%	5	0.0362	6
Your water pressure	18%	7	81%	9	0.0336	7
Reliability of your sanitary sewer service	16%	8	83%	7	0.0272	8
Ease of using payment portal service	5%	13	68%	16	0.0166	9
Accuracy of water and/or sanitary sewer bill	6%	12	73%	13	0.0162	10
Reliability of water service to your home	26%	3	94%	1	0.0155	11
Smell of your drinking water	14%	9	89%	3	0.0148	12
Amount of information you are provided about water & sewer services	4%	15	74%	12	0.0092	13
Information provided by Water Utility Department website	3%	18	68%	17	0.0081	14
Ease of understanding your water and/or sanitary sewer bill	3%	17	73%	15	0.0080	15
Clarity of your drinking water	11%	11	93%	2	0.0078	16
Water consumption information provided on your bill	3%	16	77%	11	0.0071	17
Variety of bill payment options available	4%	14	83%	8	0.0068	18
Appearance & maintenance of facilities	1%	20	73%	14	0.0027	19
Number of days (21) you're given to pay your bill	2%	19	84%	6	0.0026	20
Ease of using phone payment service	1%	21	64%	19	0.0018	21

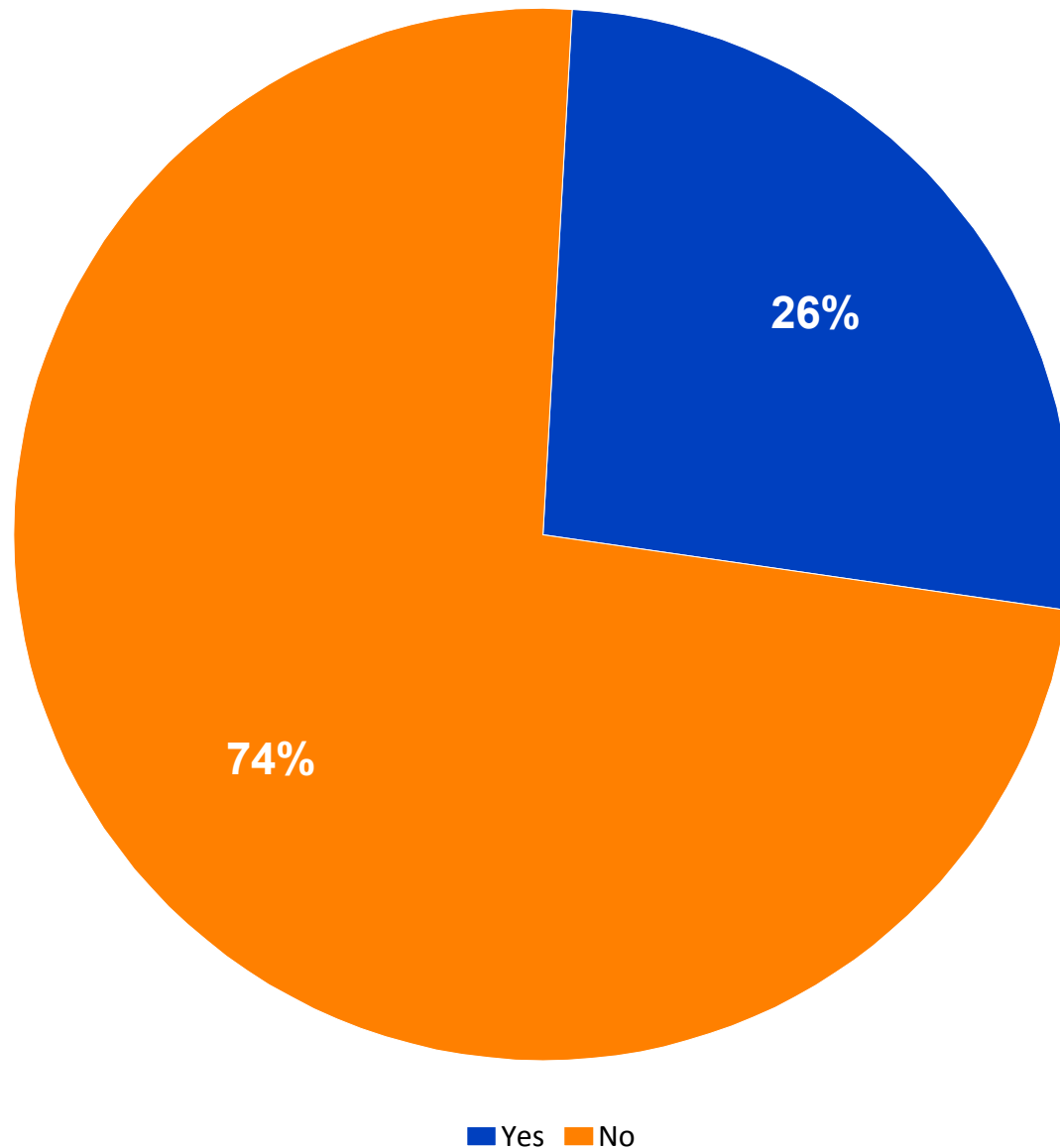
# Section 1

## *Charts and Graphs*

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## Q1. Have you had any interaction with Water Utility Department staff within the last two years?

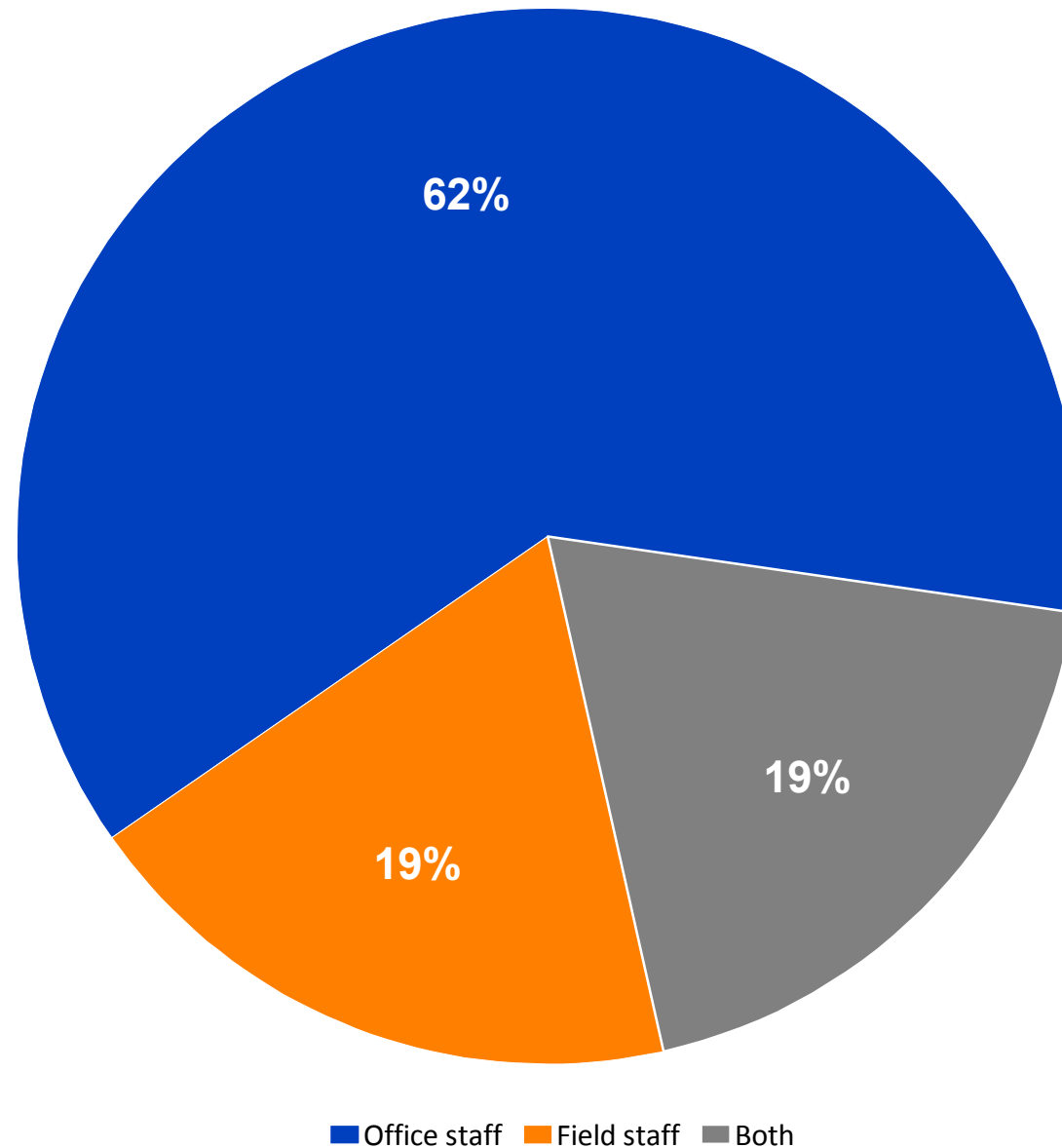
by percentage of respondents



Source: ETC Institute (2019)

## Q2. Who was the contact with?

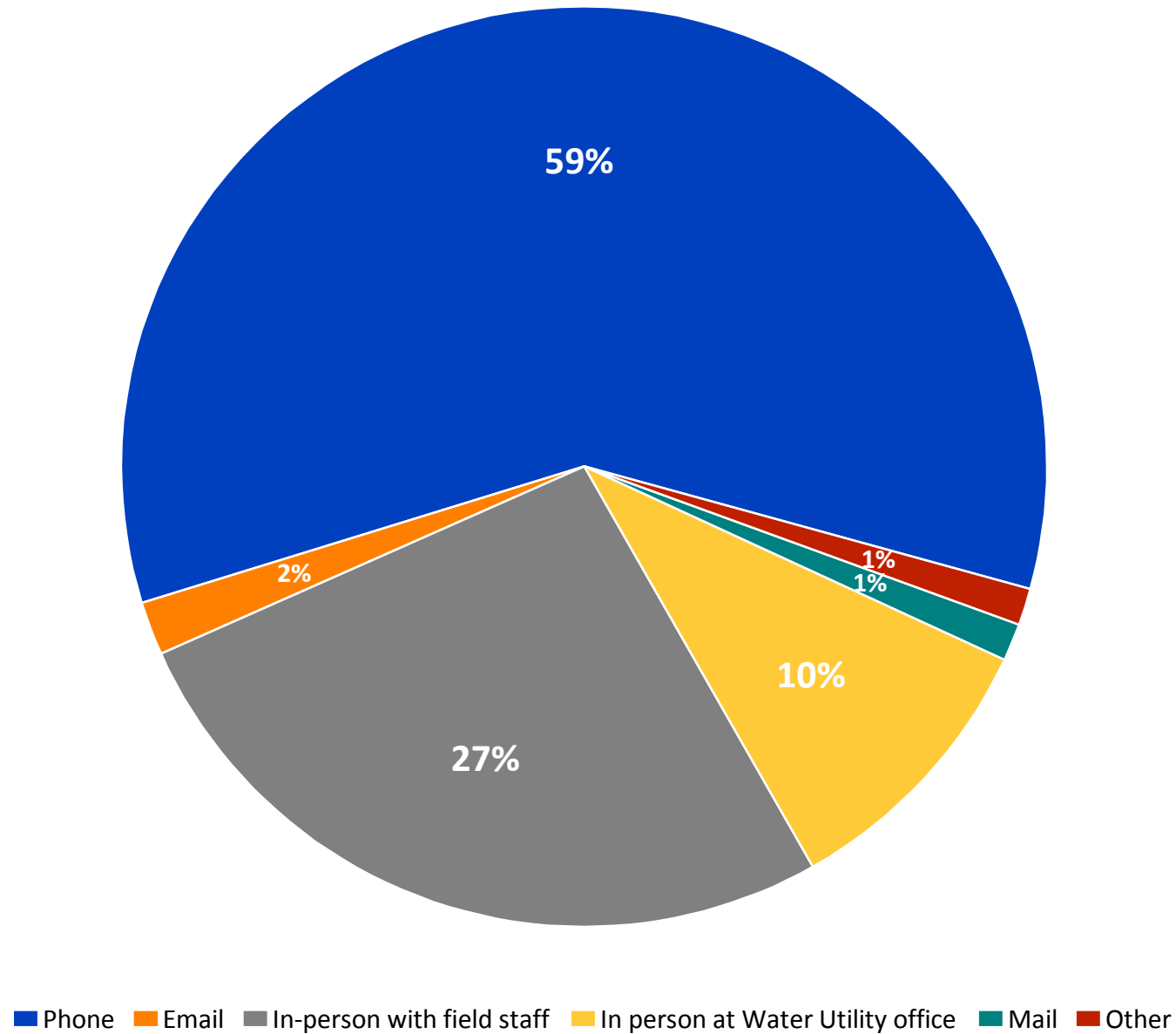
by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



Source: ETC Institute (2019)

### Q3. What was the method of contact?

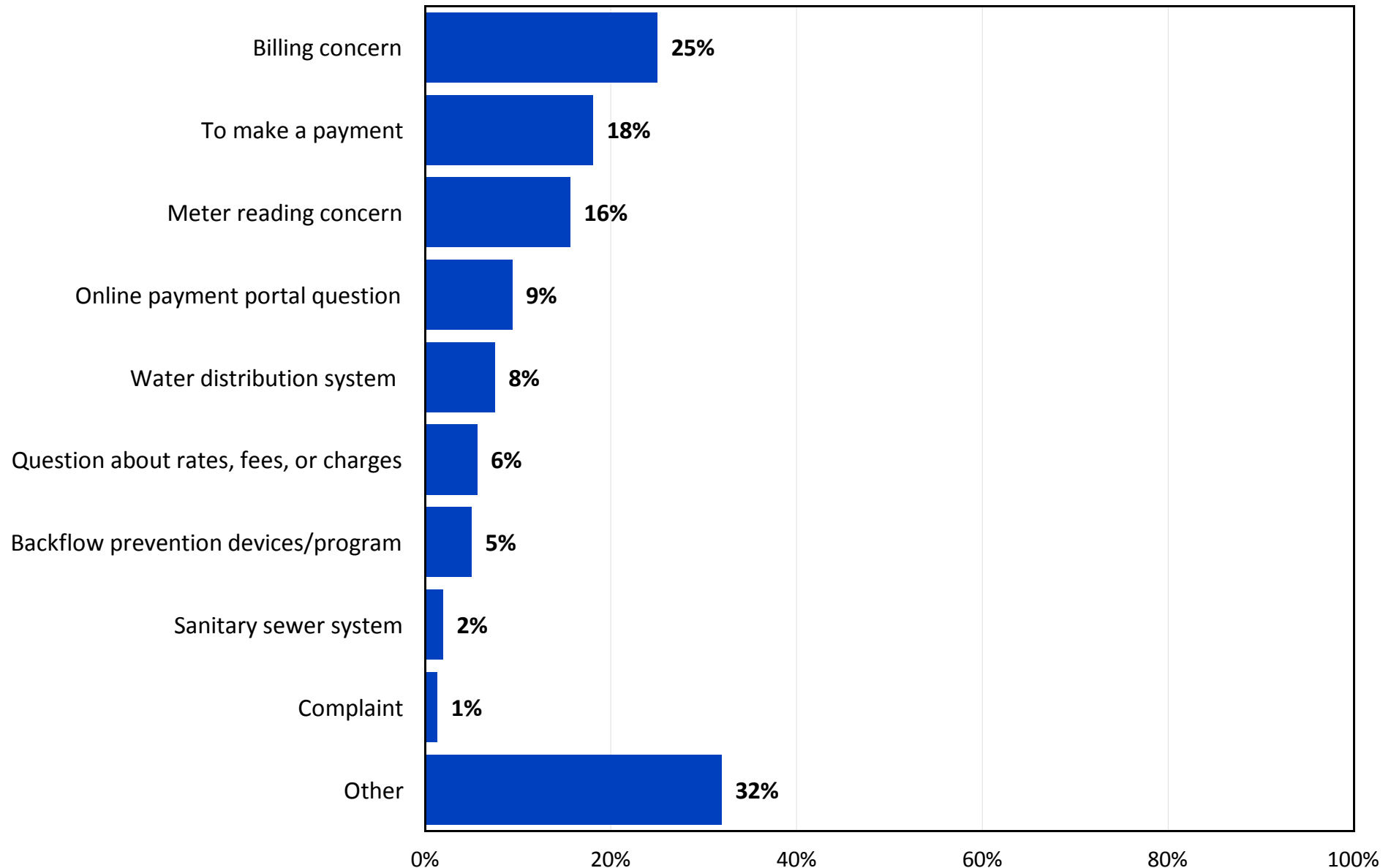
by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



Source: ETC Institute (2019)

## Q4. If you initiated contact, what was the nature of your contact?

by percentage of respondents who had an interaction with Water Utility Department staff within the last two years  
(multiple choices could be made)

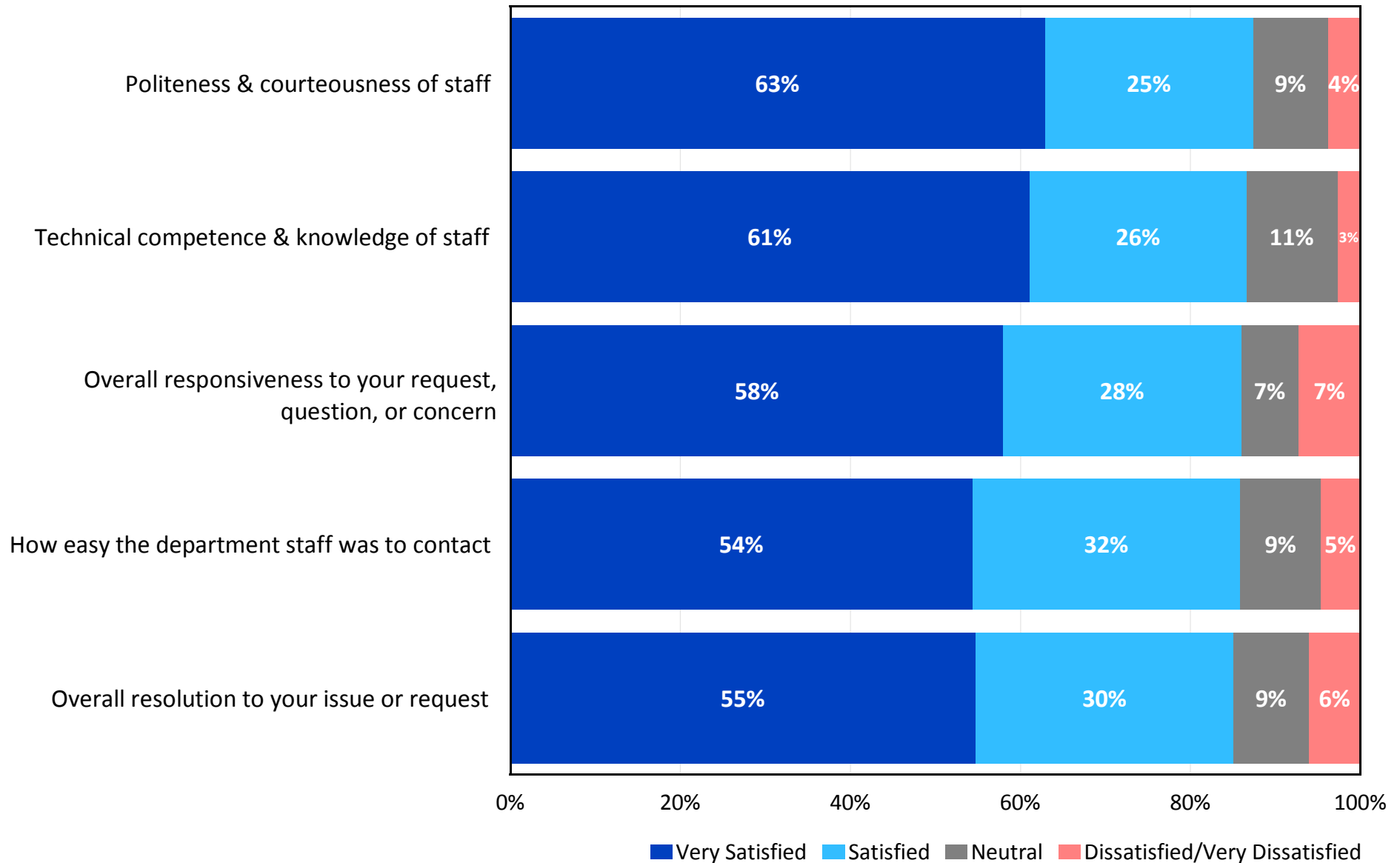


Source: ETC Institute (2019)



## Q5. Satisfaction with Customer Service Received from Water Utility Department Staff

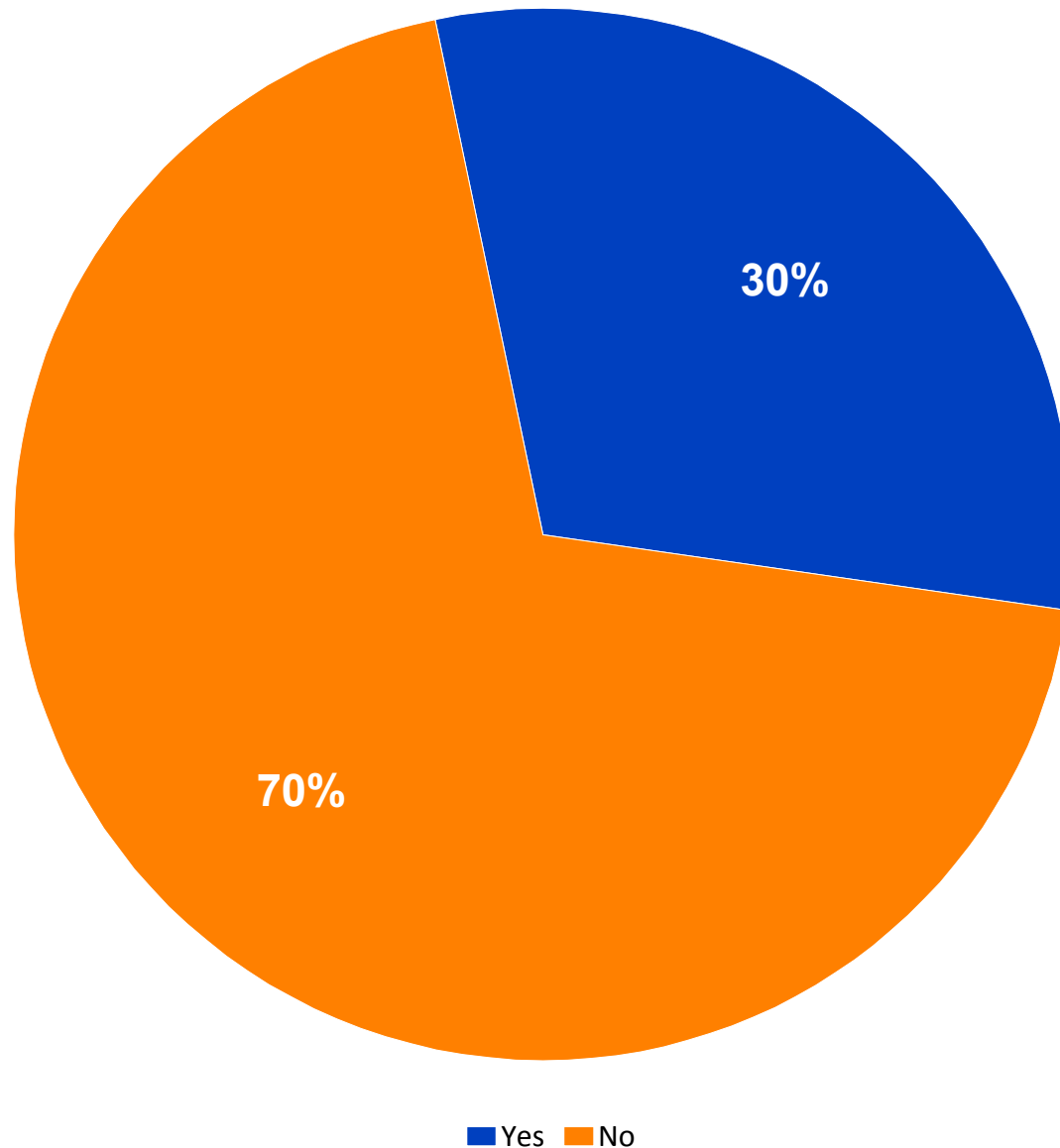
by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



Source: ETC Institute (2019)

## Q6. Have you observed any Water Utility Department field staff within the last two years?

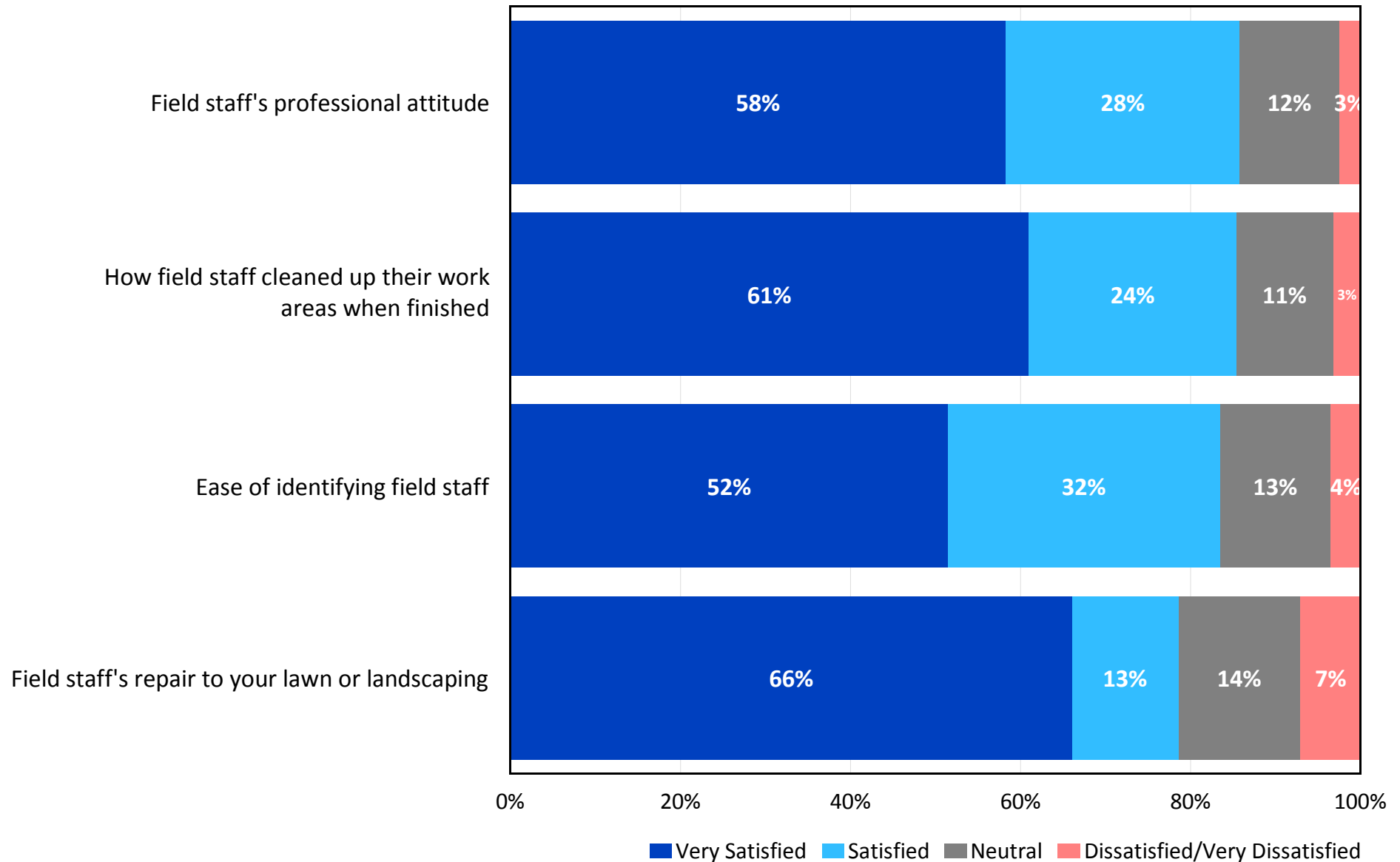
by percentage of respondents



Source: ETC Institute (2019)

## Q6a. Satisfaction with Recent Observations of Water Utility Department Field Staff

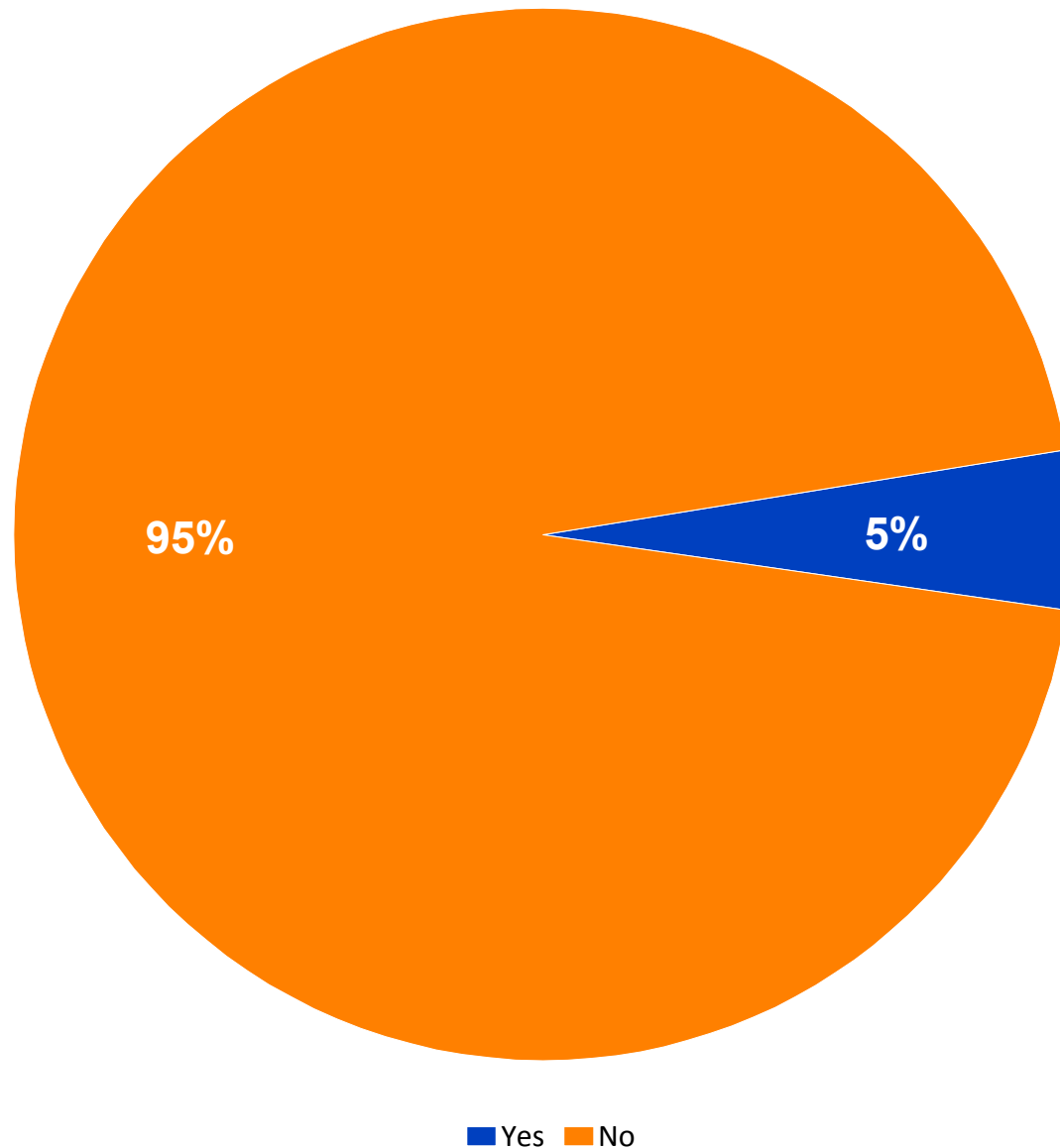
by percentage of respondents who indicated they observed a Water Utility Department field staff member during the past two years



Source: ETC Institute (2019)

## Q7. Have you had an unplanned disruption to water service that was caused by a main break?

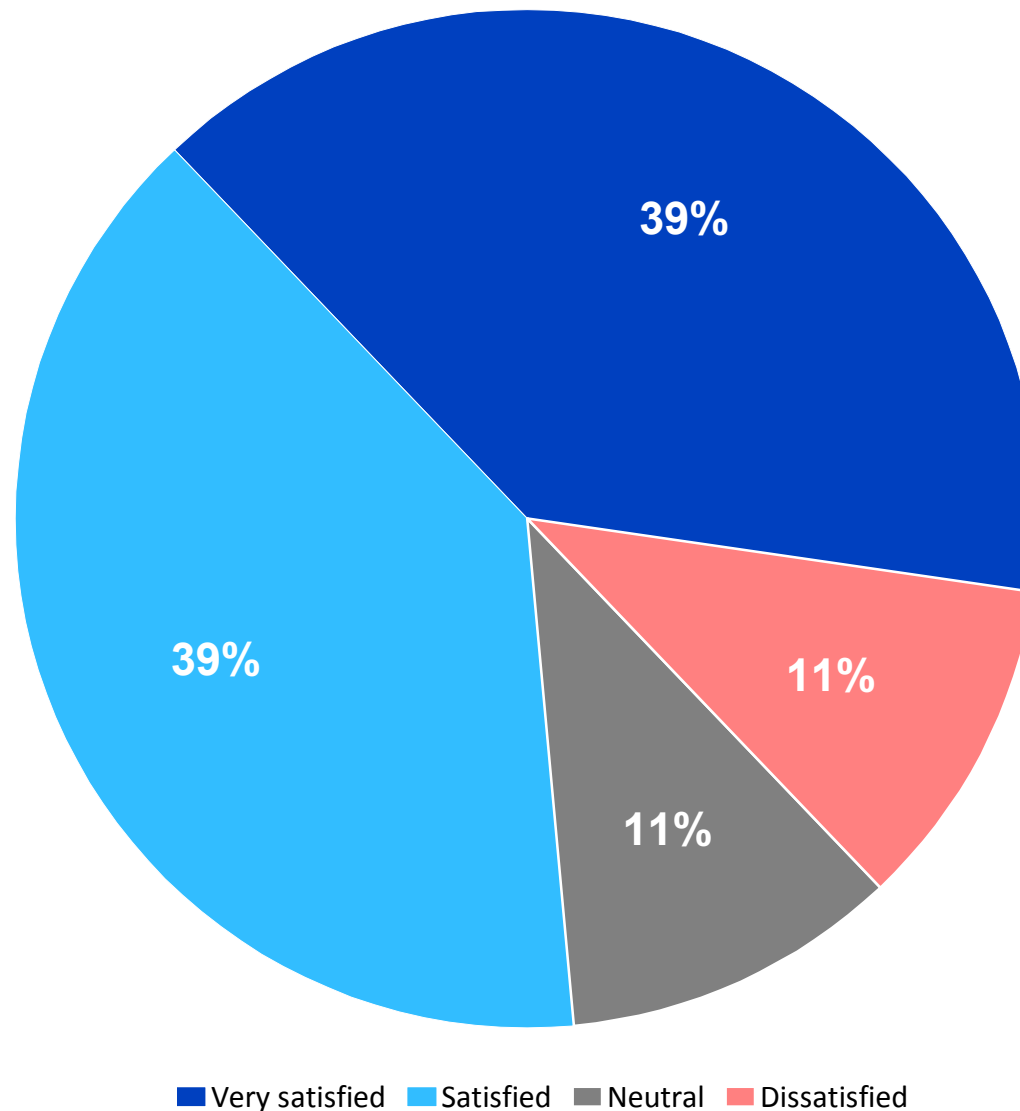
by percentage of respondents



Source: ETC Institute (2019)

## Q7a. Please rate your satisfaction with the following statement: *"The Water Utility restored water service in a reasonable amount of time."*

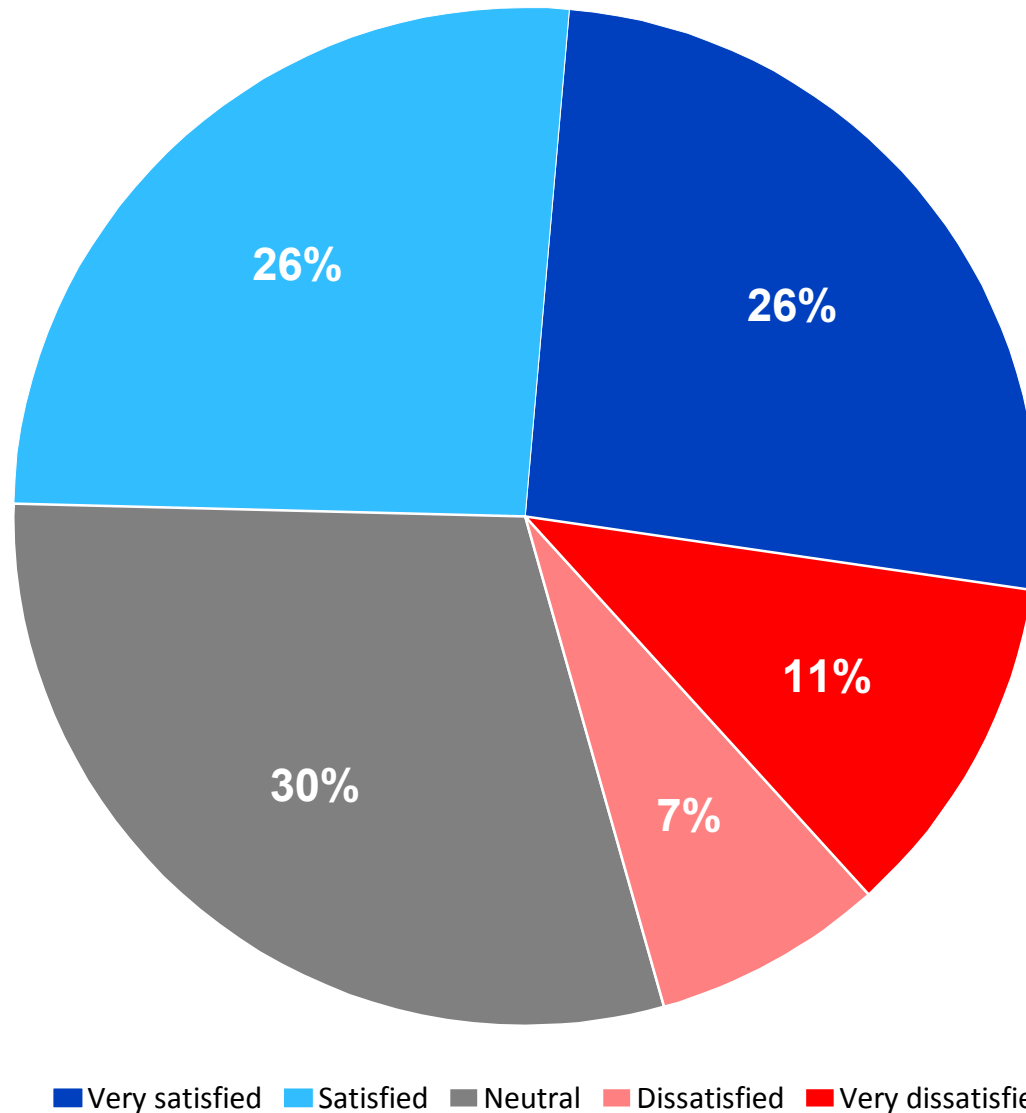
by percentage of respondents who had an unplanned disruption to their water service caused by a main break



Source: ETC Institute (2019)

## Q7b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service?

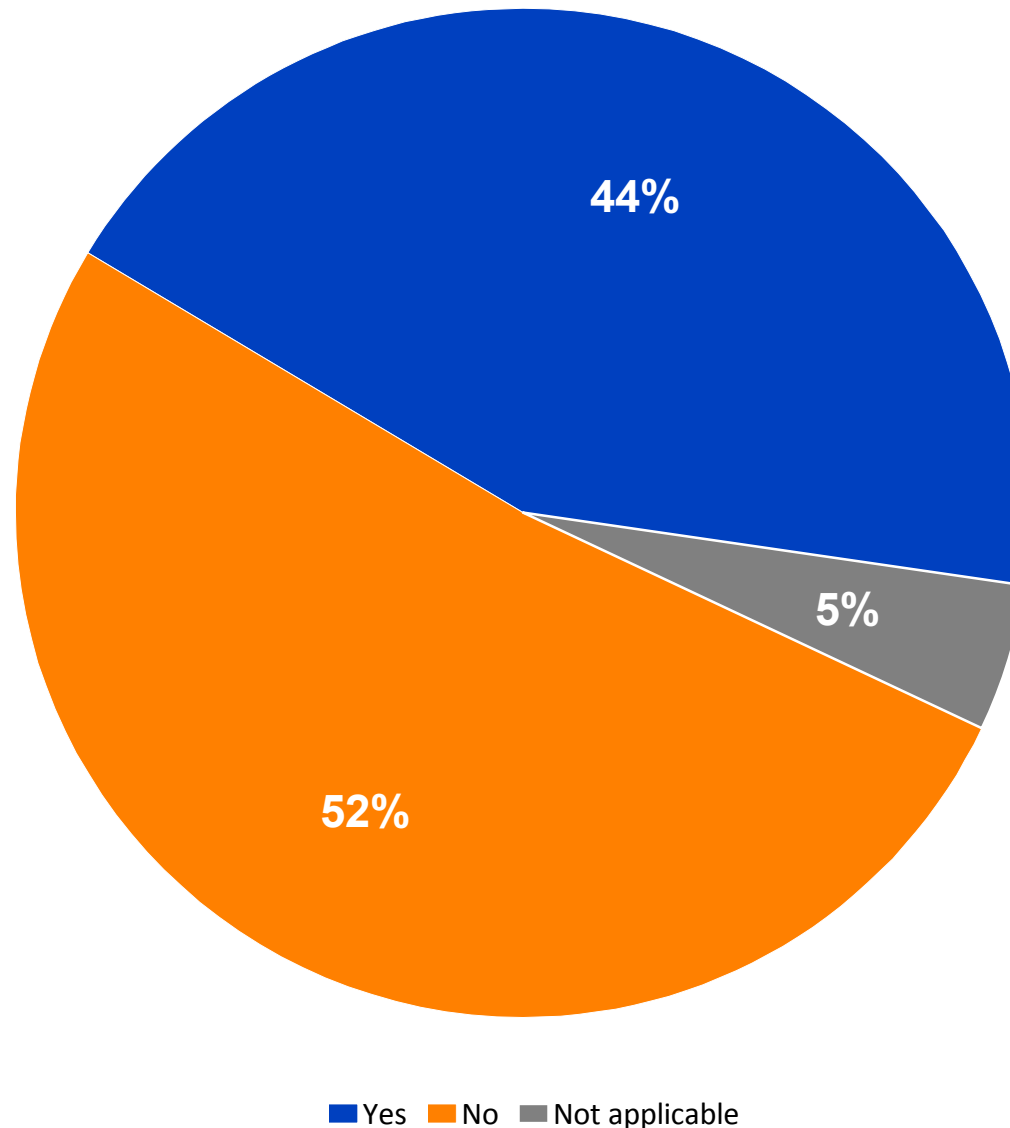
by percentage of respondents who had an unplanned disruption to their water service caused by a main break



Source: ETC Institute (2019)

## Q8. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?

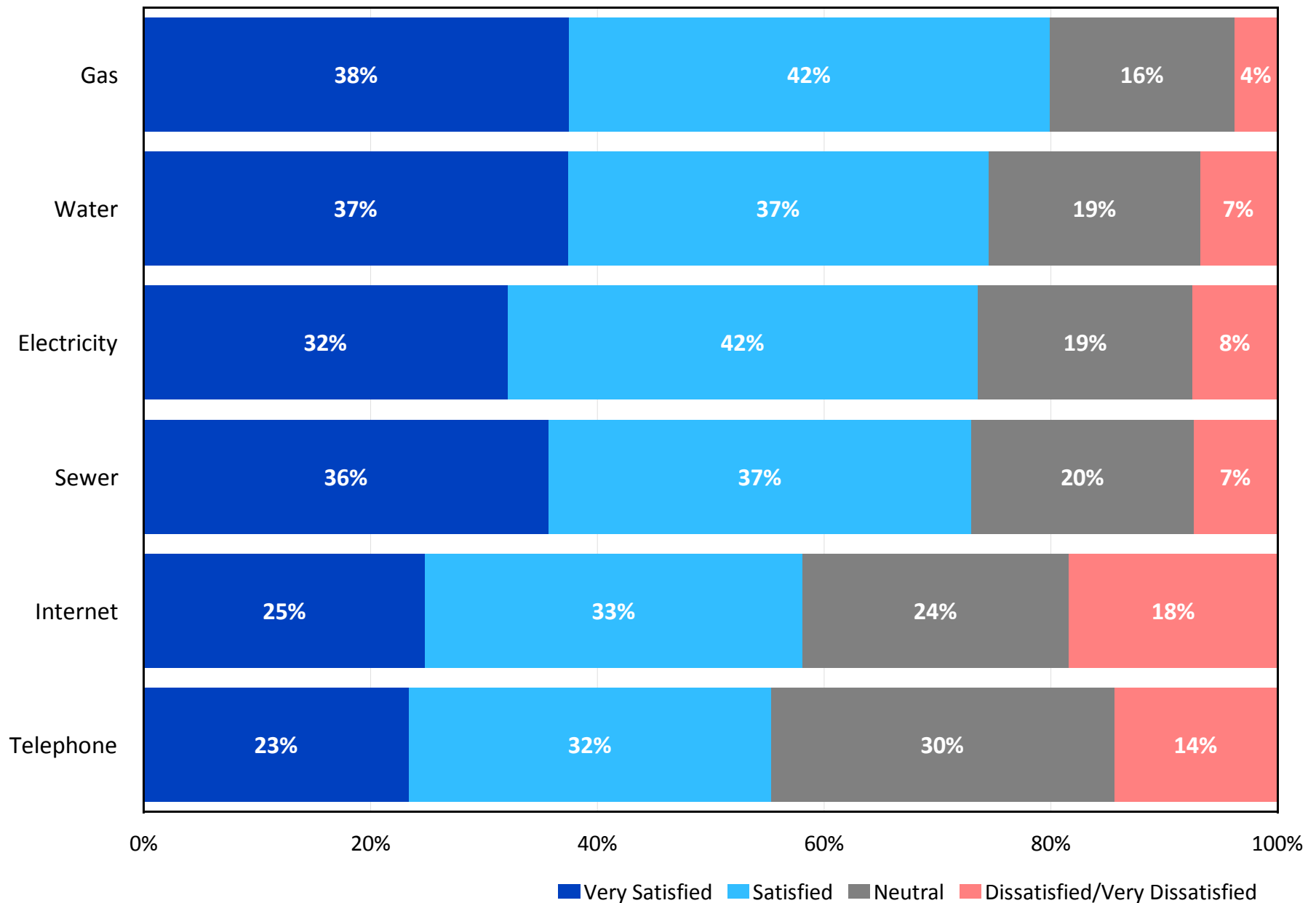
by percentage of respondents



Source: ETC Institute (2019)

## Q9. Satisfaction with the Value Received From Each Utility Service

by percentage of respondents

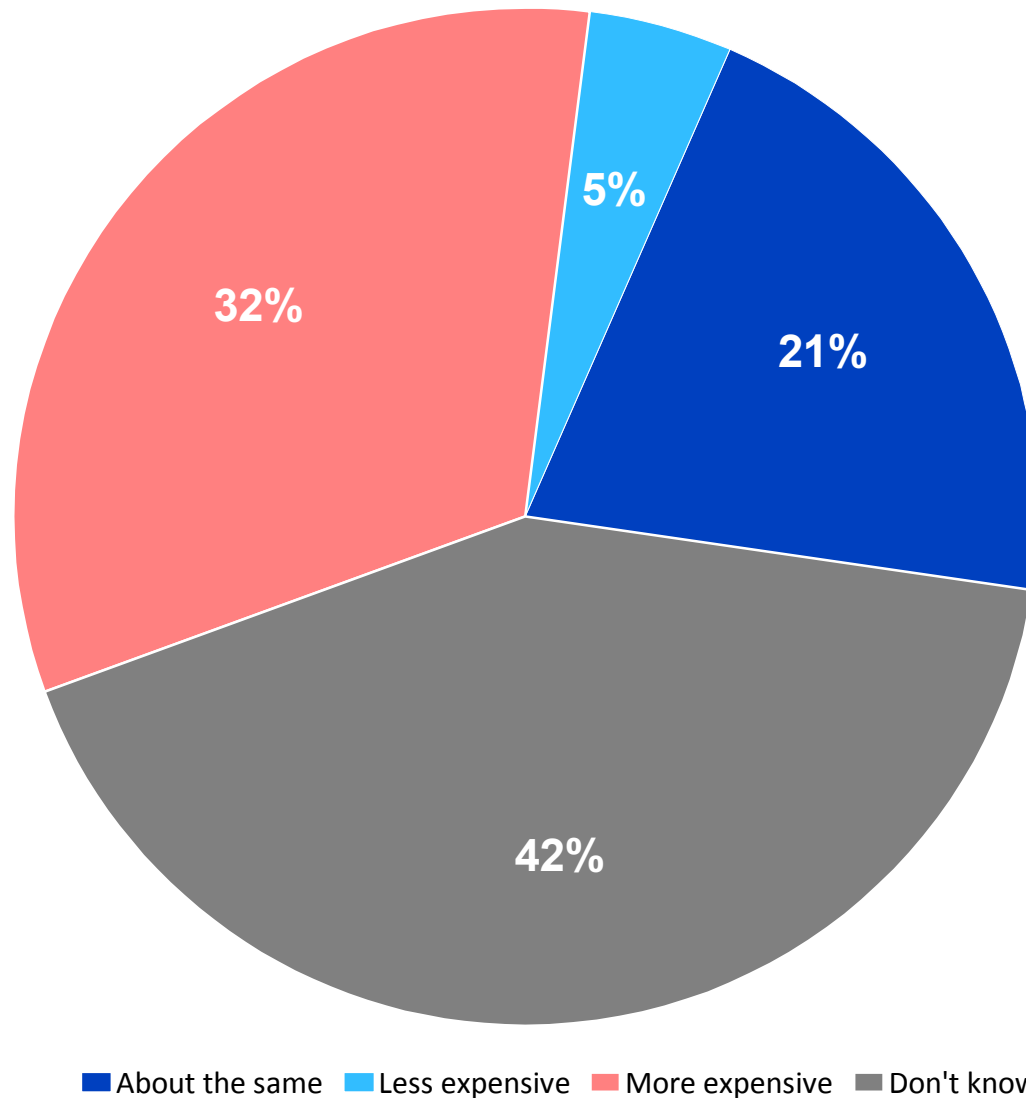


Source: ETC Institute (2019)



## Q10. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are:

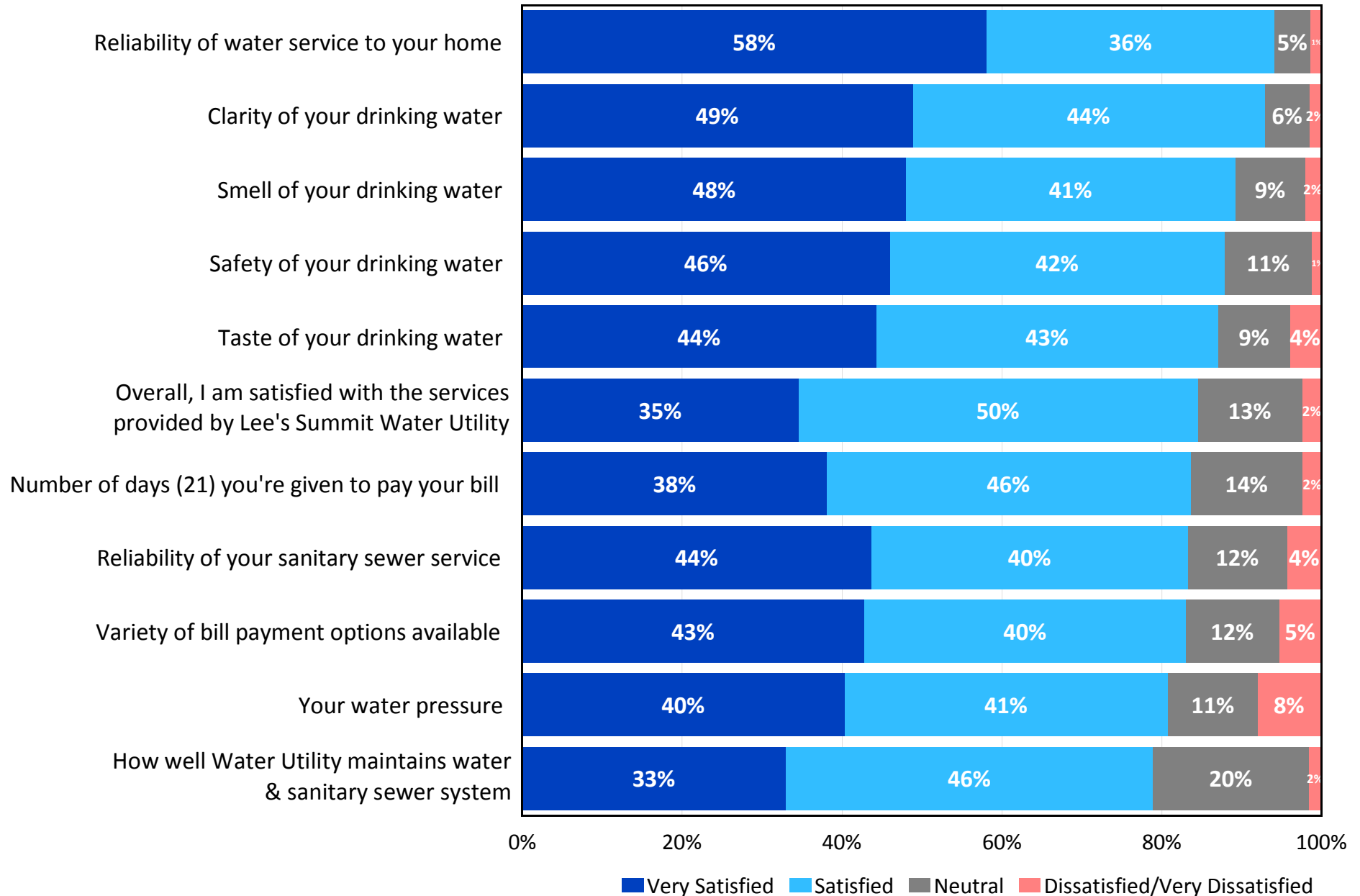
by percentage of respondents



Source: ETC Institute (2019)

## Q11. Satisfaction with Water Utility Department Services

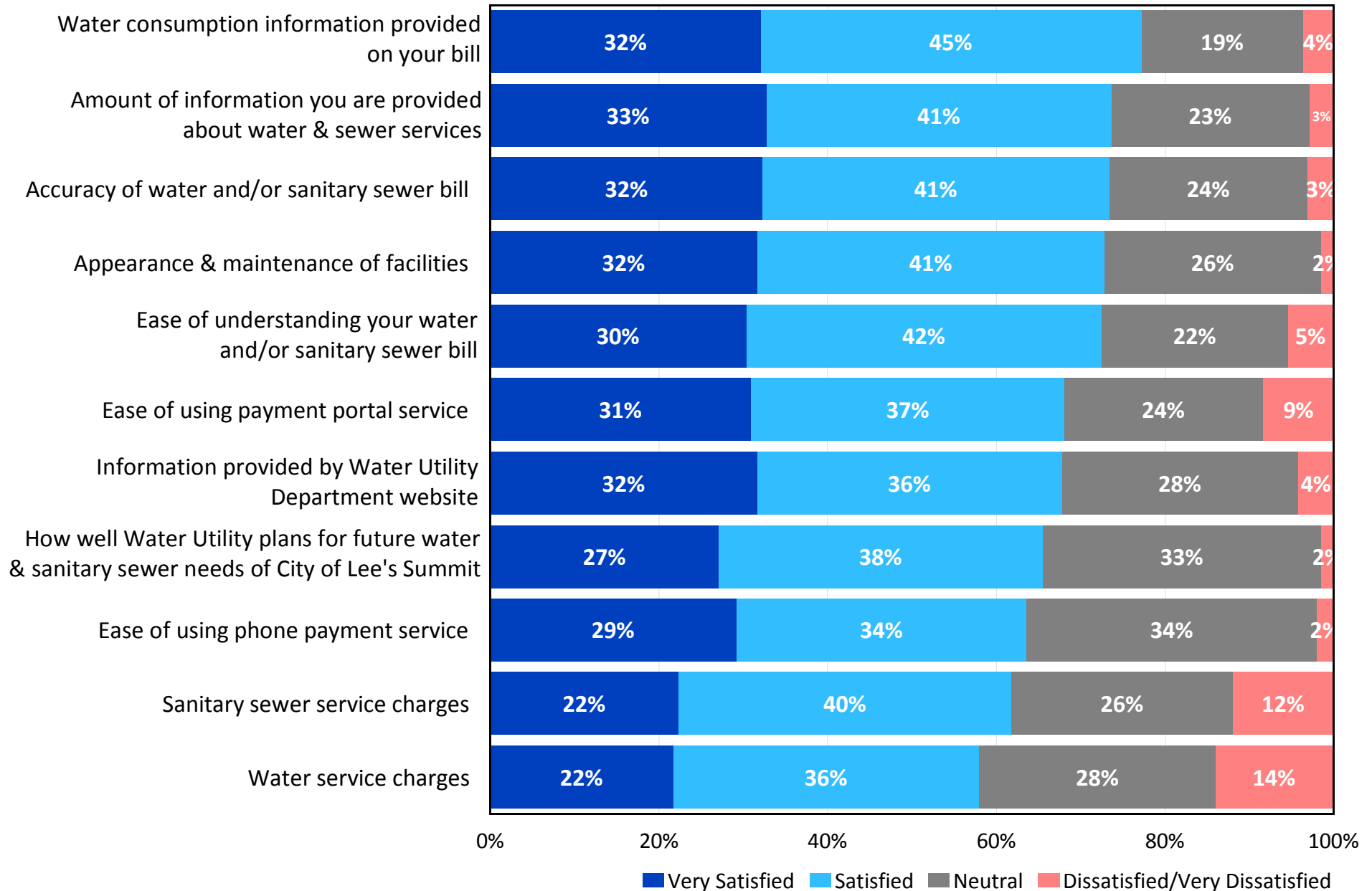
by percentage of respondents



Source: ETC Institute (2019)

## Q11. Satisfaction with Water Utility Department Services (Cont.)

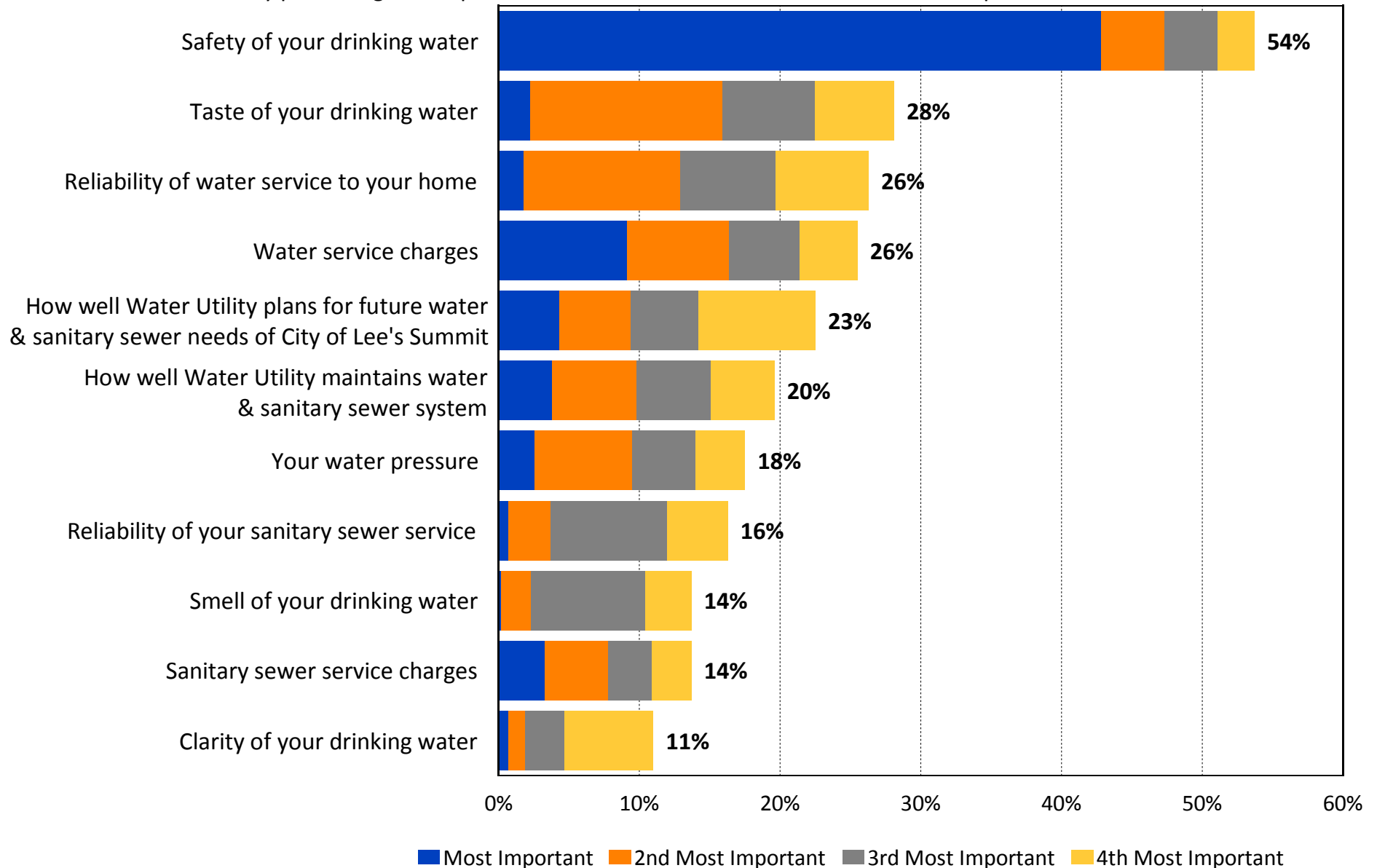
by percentage of respondents



Source: ETC Institute (2019)

## Q12. Service Items Respondents Think Should Receive the Most Emphasis Over the Next Two Years

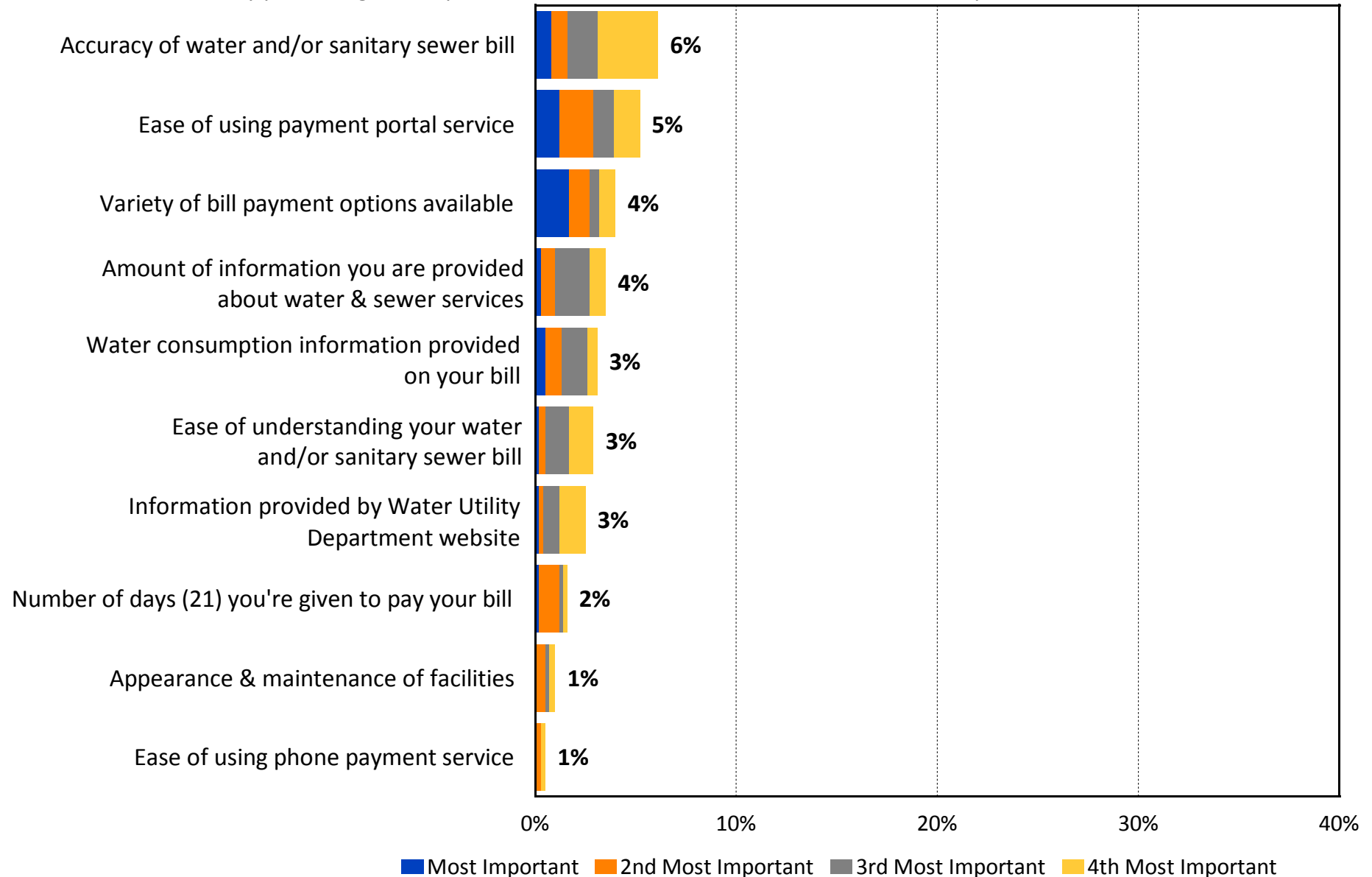
by percentage of respondents who selected the items as one of their top four choices



Source: ETC Institute (2019)

## Q12. Service Items Respondents Think Should Receive the Most Emphasis Over the Next Two Years (Cont.)

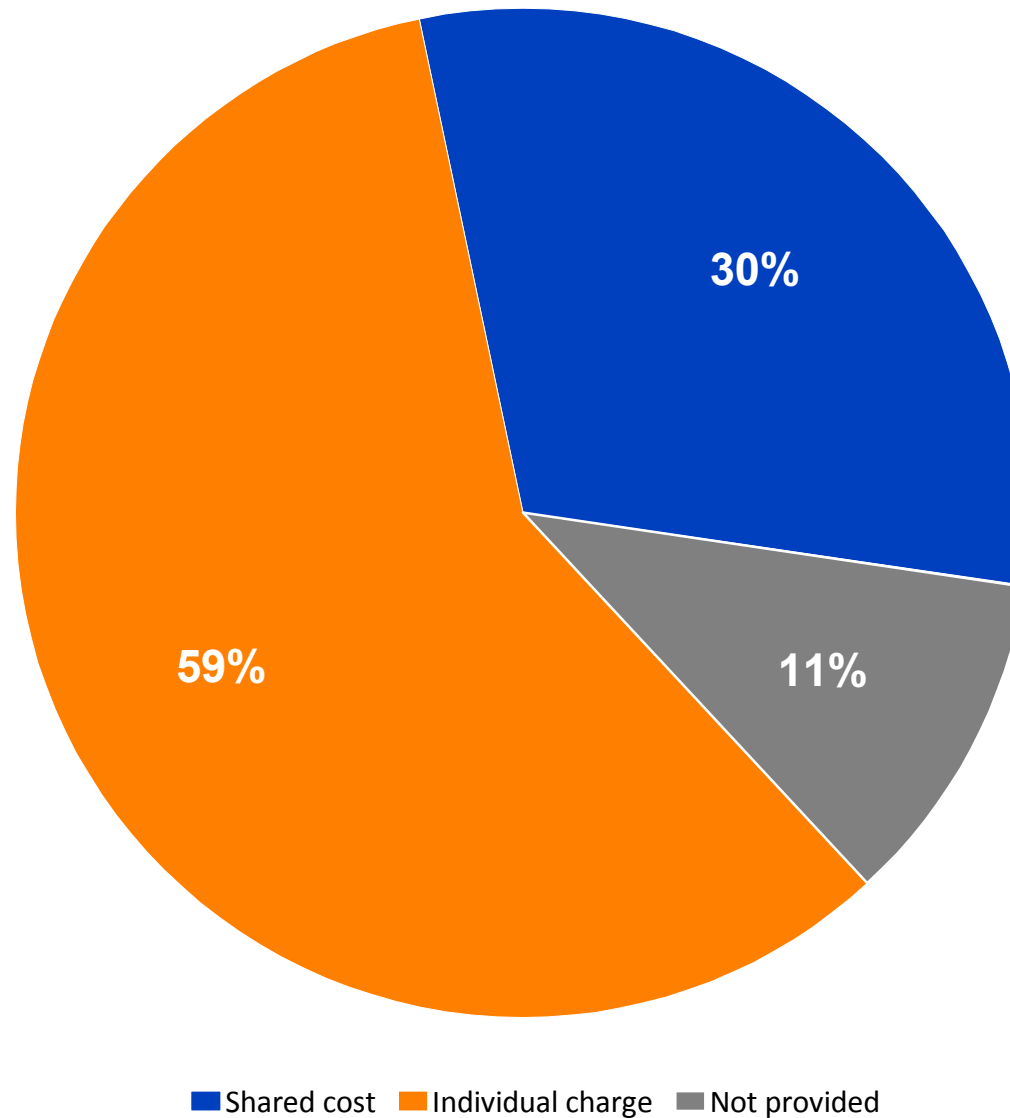
by percentage of respondents who selected the items as one of their top four choices



Source: ETC Institute (2019)

## Q13. As a customer, would you prefer the fee associated with paying your utility bill electronically be shared by all or charged individually?

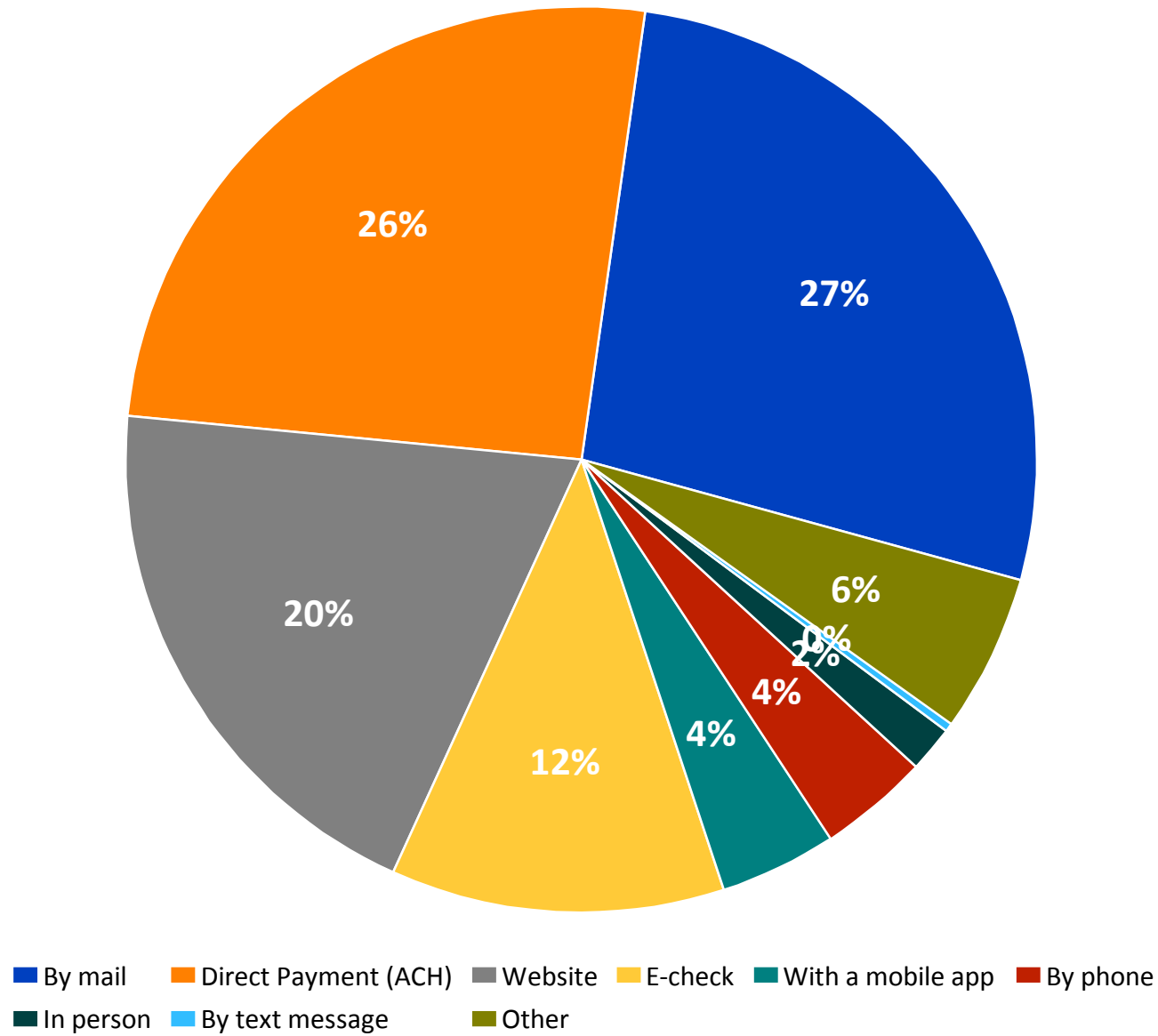
by percentage of respondents



Source: ETC Institute (2019)

## Q14. How would you prefer to pay your Water Utility bill?

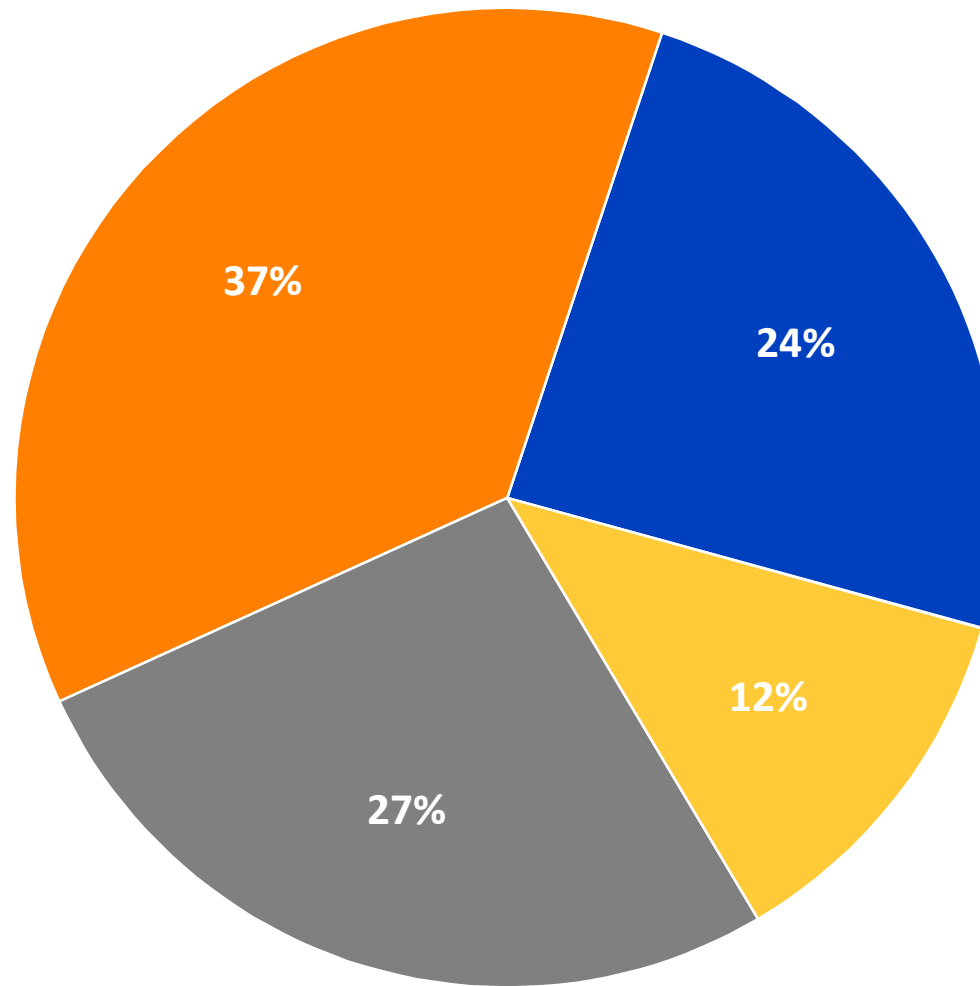
by percentage of respondents



Source: ETC Institute (2019)

## Q15. The Water Utility offers a cost-efficient option of electronic billing. Are you aware of this option?

by percentage of respondents



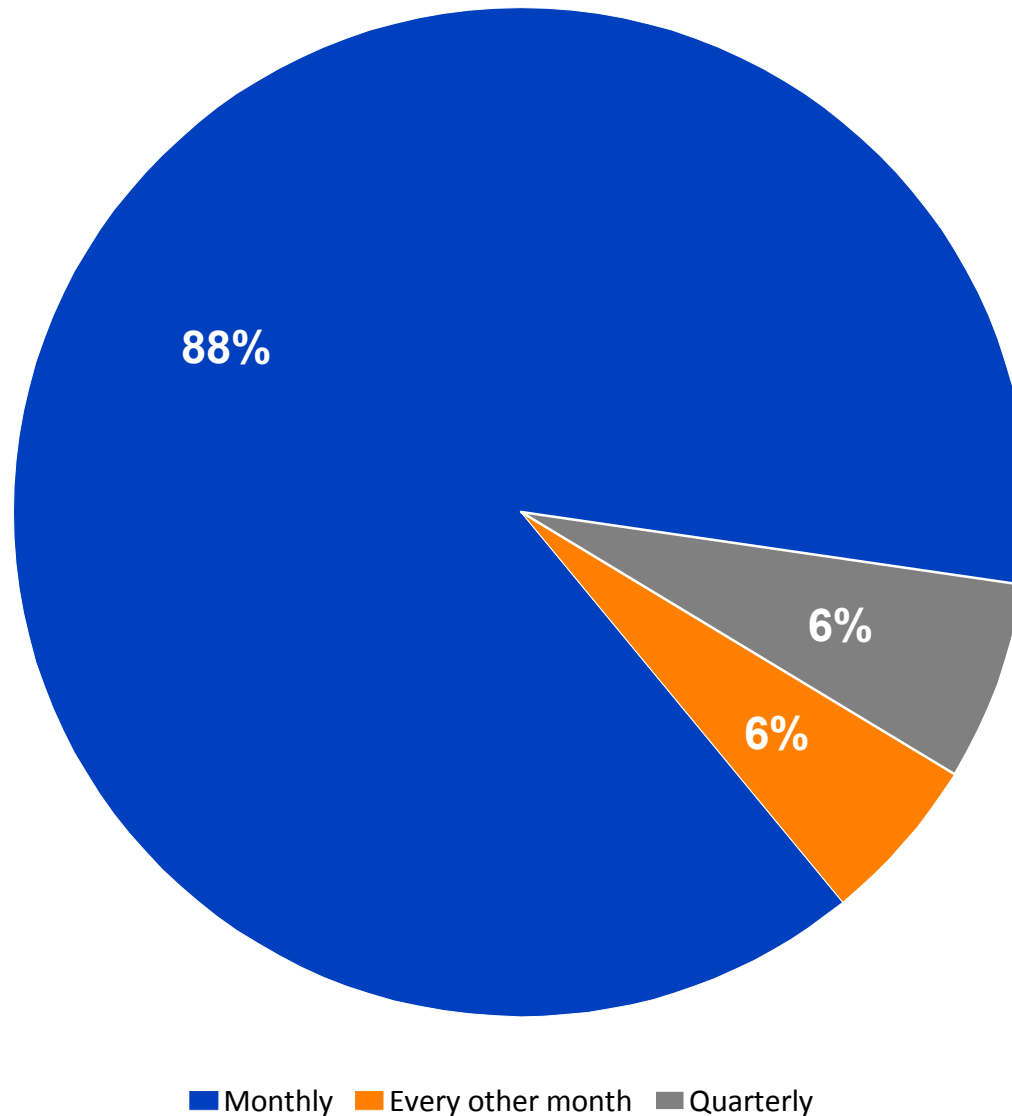
- Yes, I receive my bill electronically
- Yes, but I choose not to get an electronic bill
- No, and I don't want to receive an electronic bill
- No, but I would like to receive an electronic bill

Source: ETC Institute (2019)



## Q16. Do you prefer to receive utility bills monthly, every other month or quarterly?

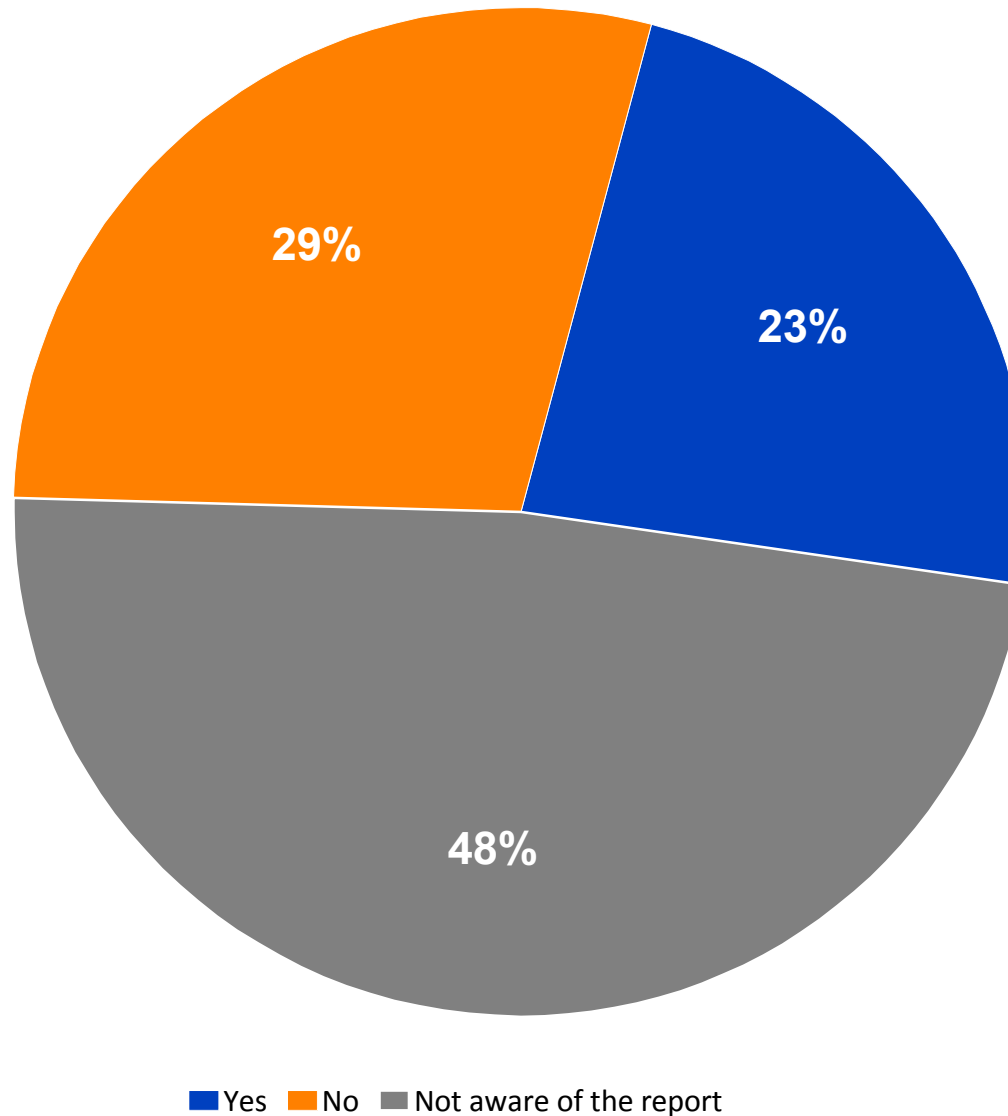
by percentage of respondents



Source: ETC Institute (2019)

## Q17. Have you ever reviewed the "Consumer Confidence Report" released by the Water Utility Department?

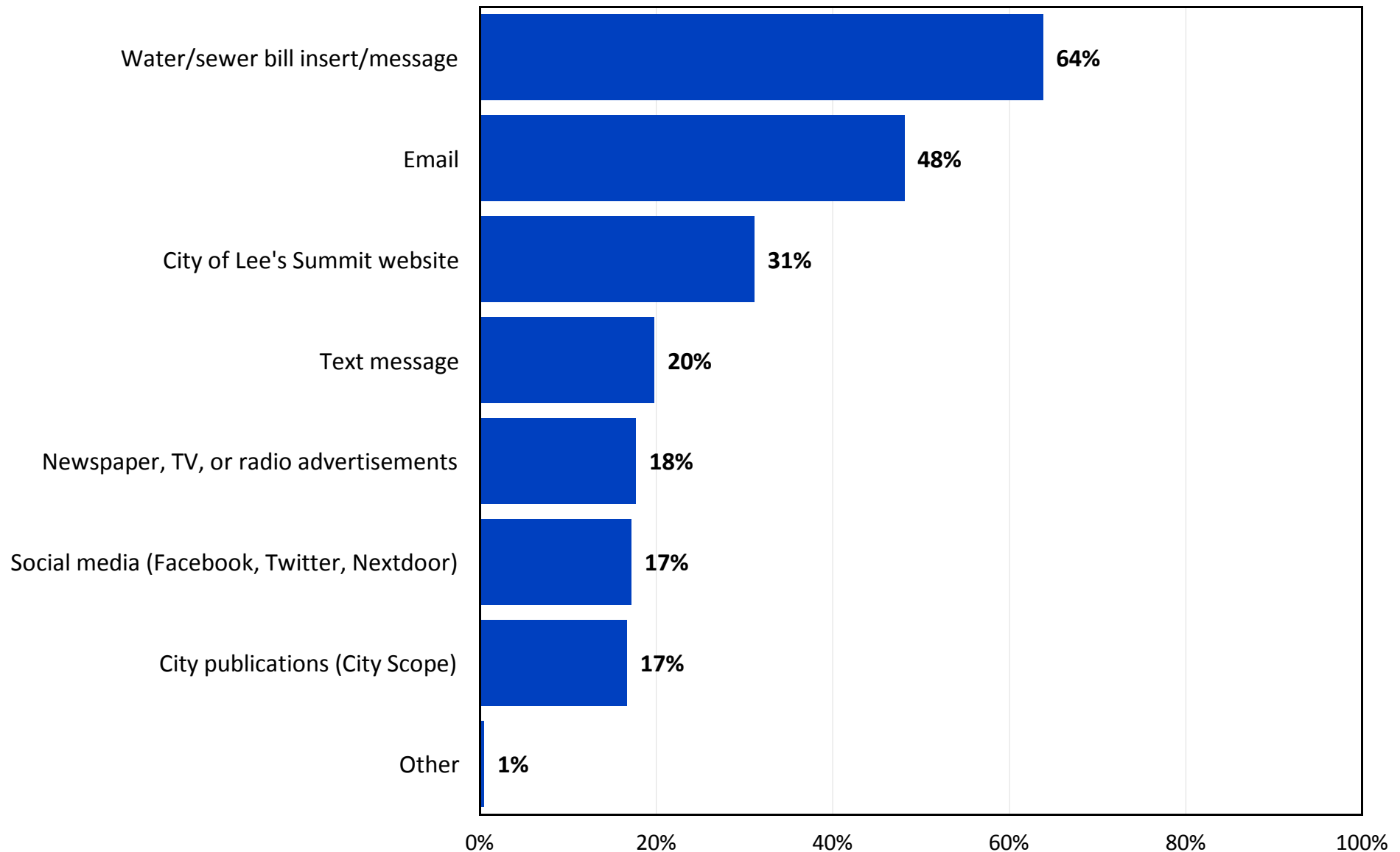
by percentage of respondents



Source: ETC Institute (2019)

## Q18. Preferred Communication Methods for Non-Emergency Information Regarding Lee's Summit Water Utilities

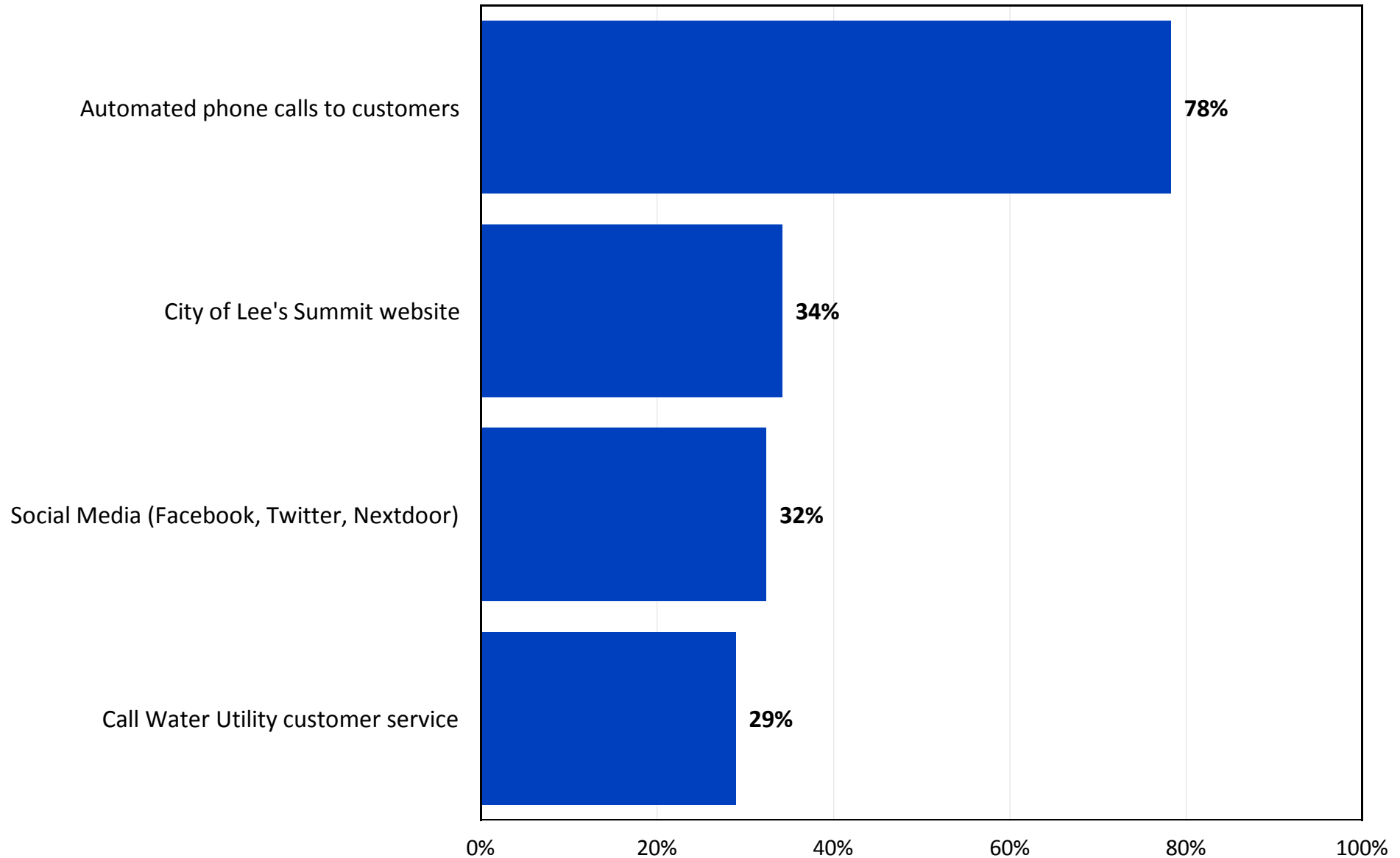
by percentage of respondents



Source: ETC Institute (2019)

## Q19. Preferred Communication Methods for Emergency Information Regarding Lee's Summit Water Utilities

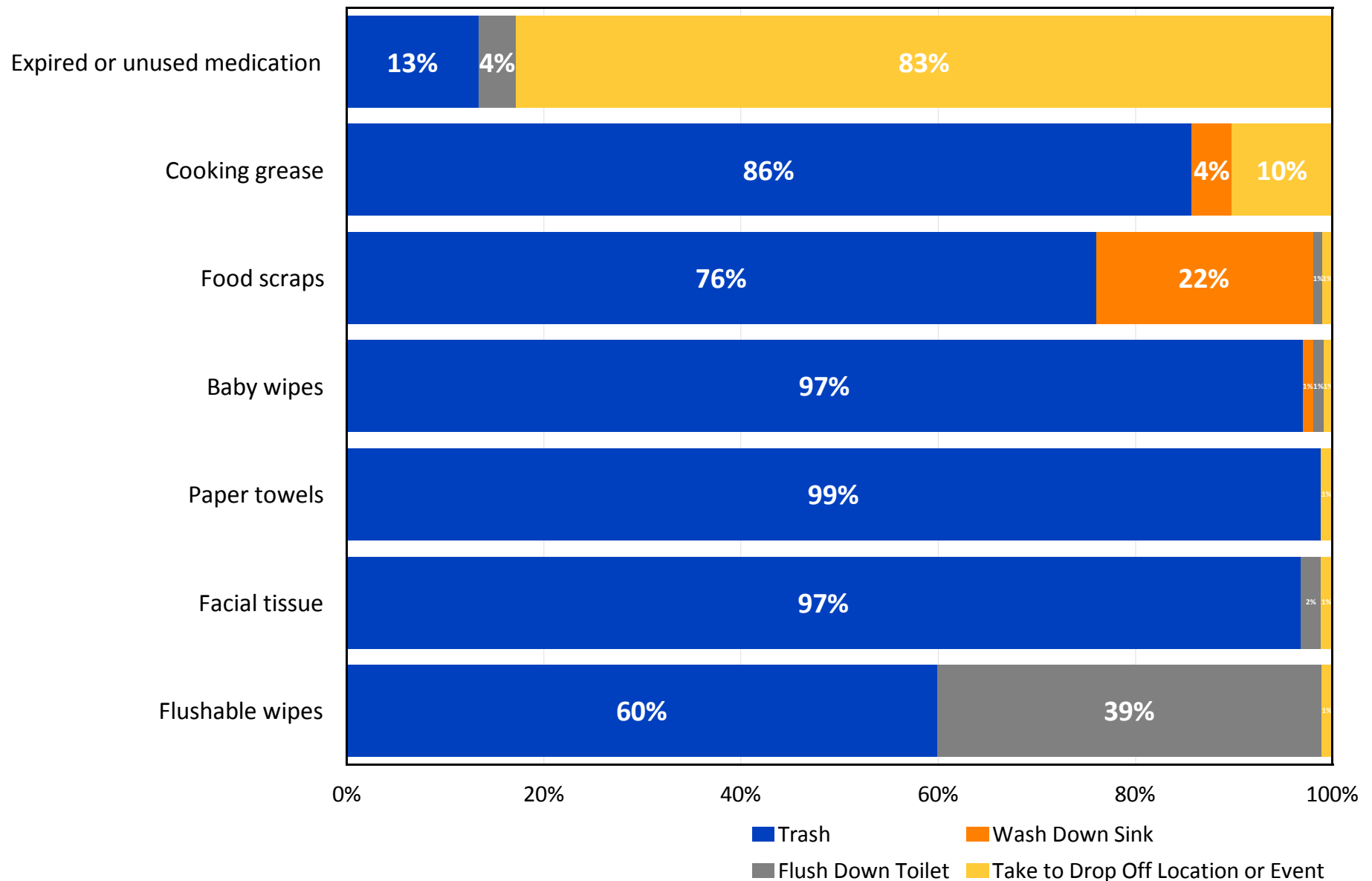
by percentage of respondents



Source: ETC Institute (2019)

## Q20. What Respondents Believe are the Proper Methods for Disposing of the Following Materials

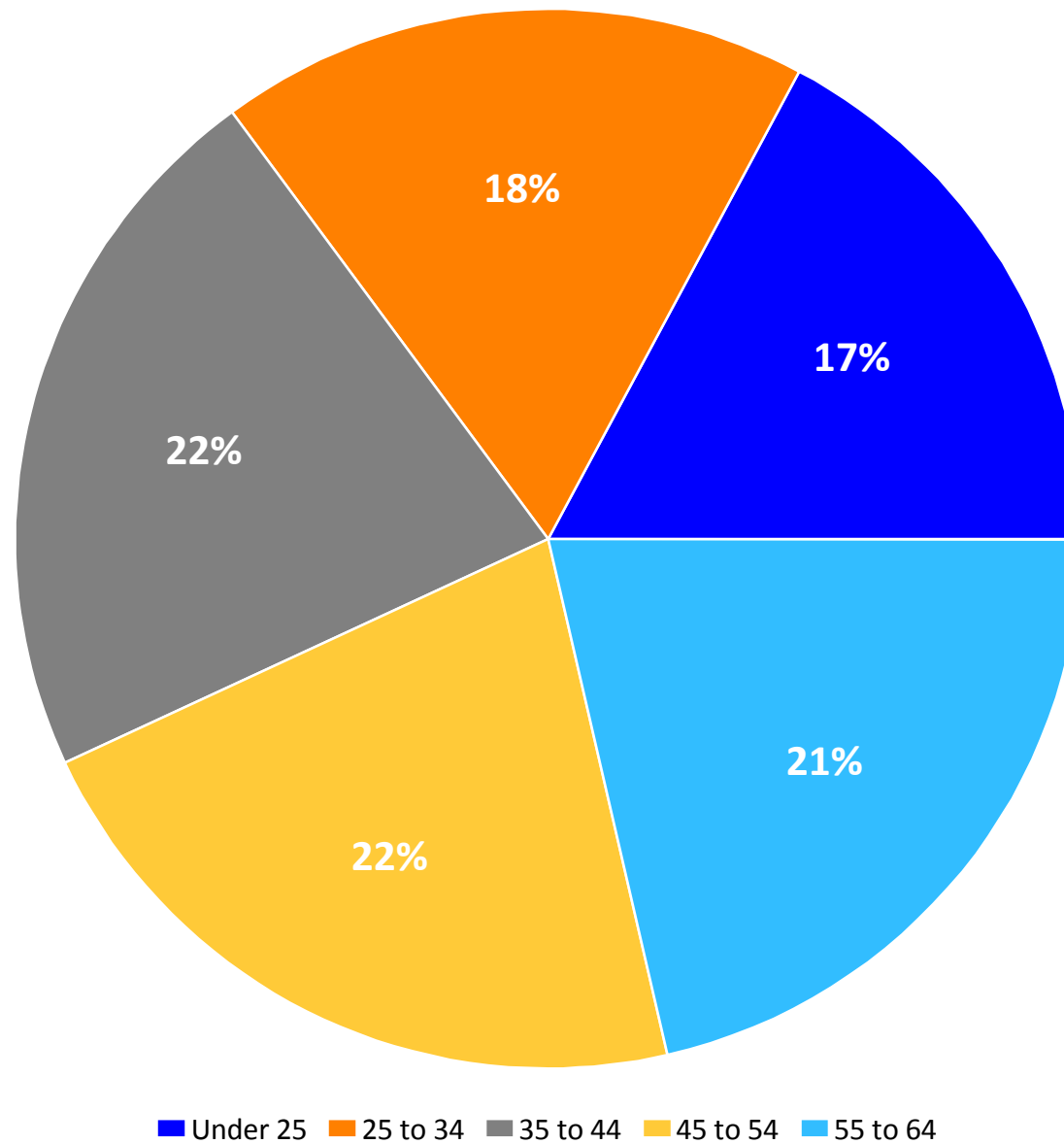
by percentage of respondents



Source: ETC Institute (2019)

## Q23. Demographics: What is your age?

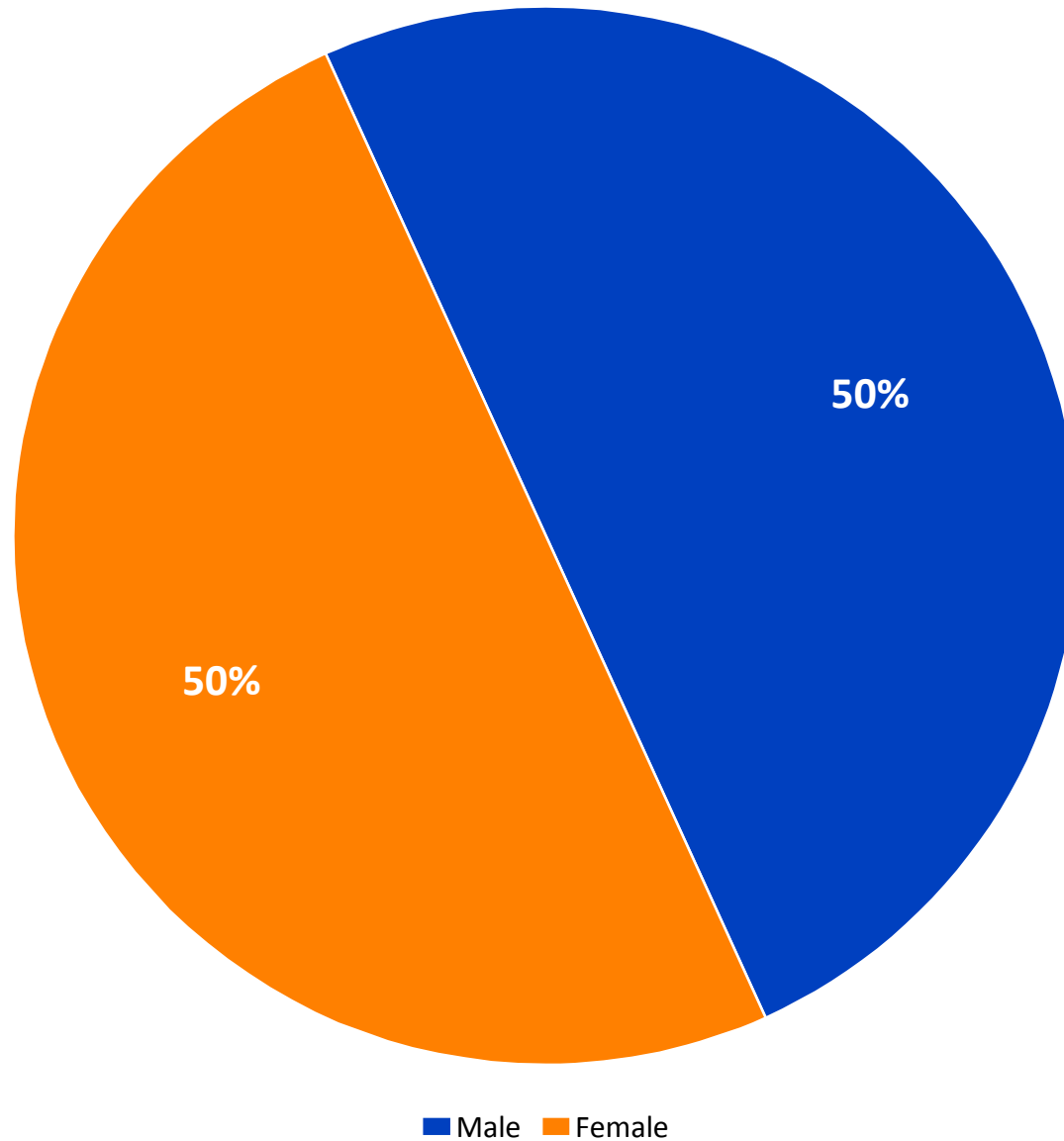
by percentage of respondents



Source: ETC Institute (2019)

## Q24. Demographics: What is your gender?

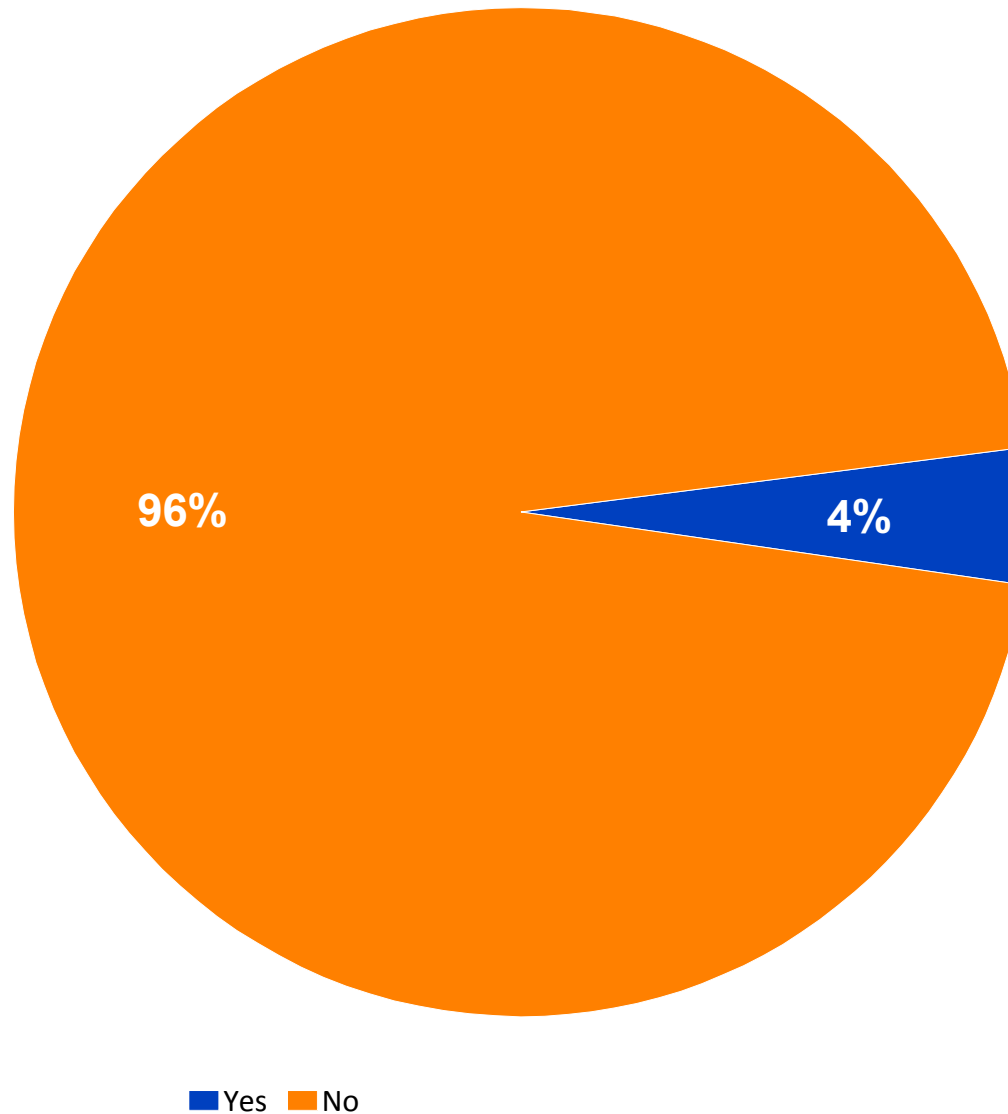
by percentage of respondents



Source: ETC Institute (2019)

## Q25. Demographics: Are you of Hispanic, Latino, or Spanish ancestry?

by percentage of respondents

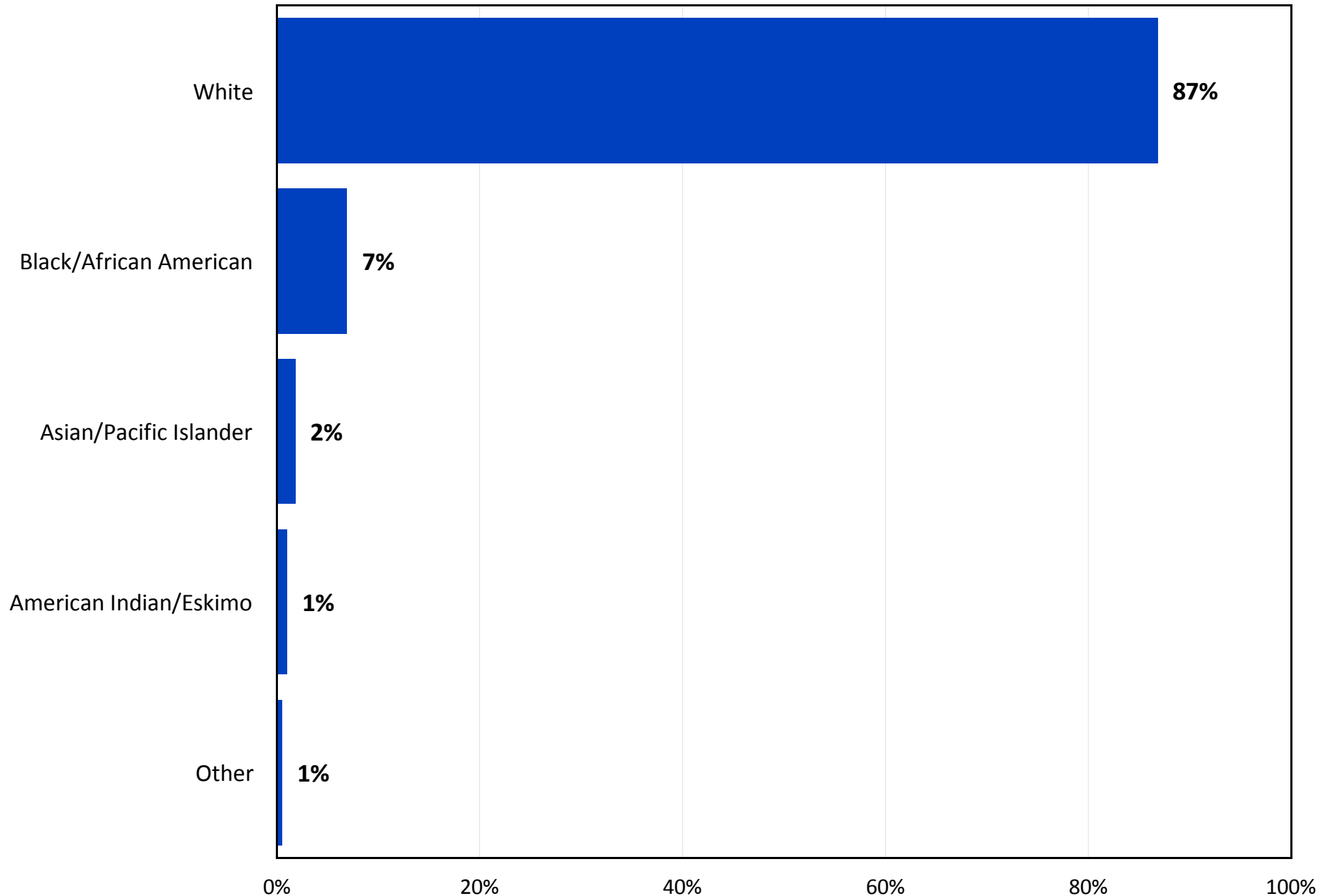


Source: ETC Institute (2019)



## Q26. Demographics: Race/Ethnicity

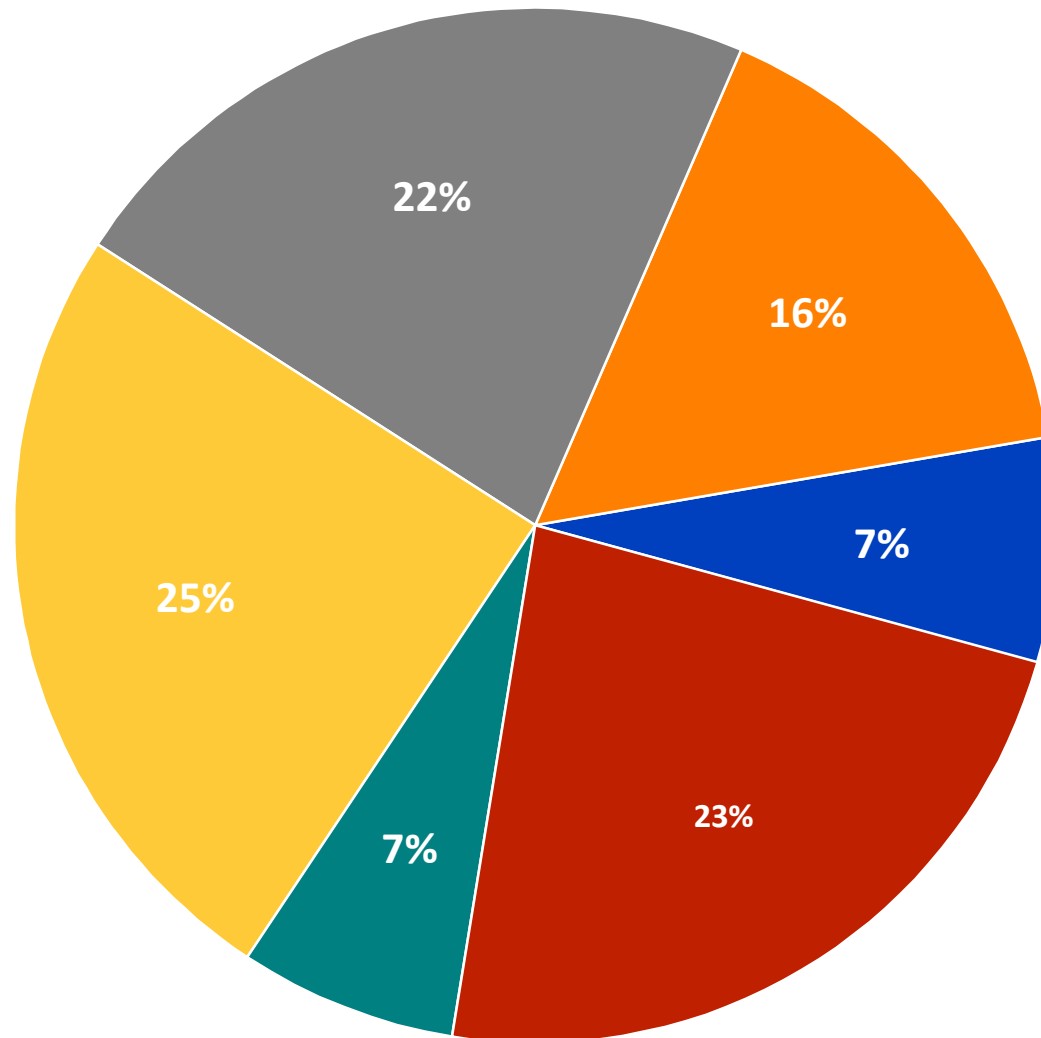
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

## Q27. Demographics: Would you say your total annual household income is...

by percentage of respondents

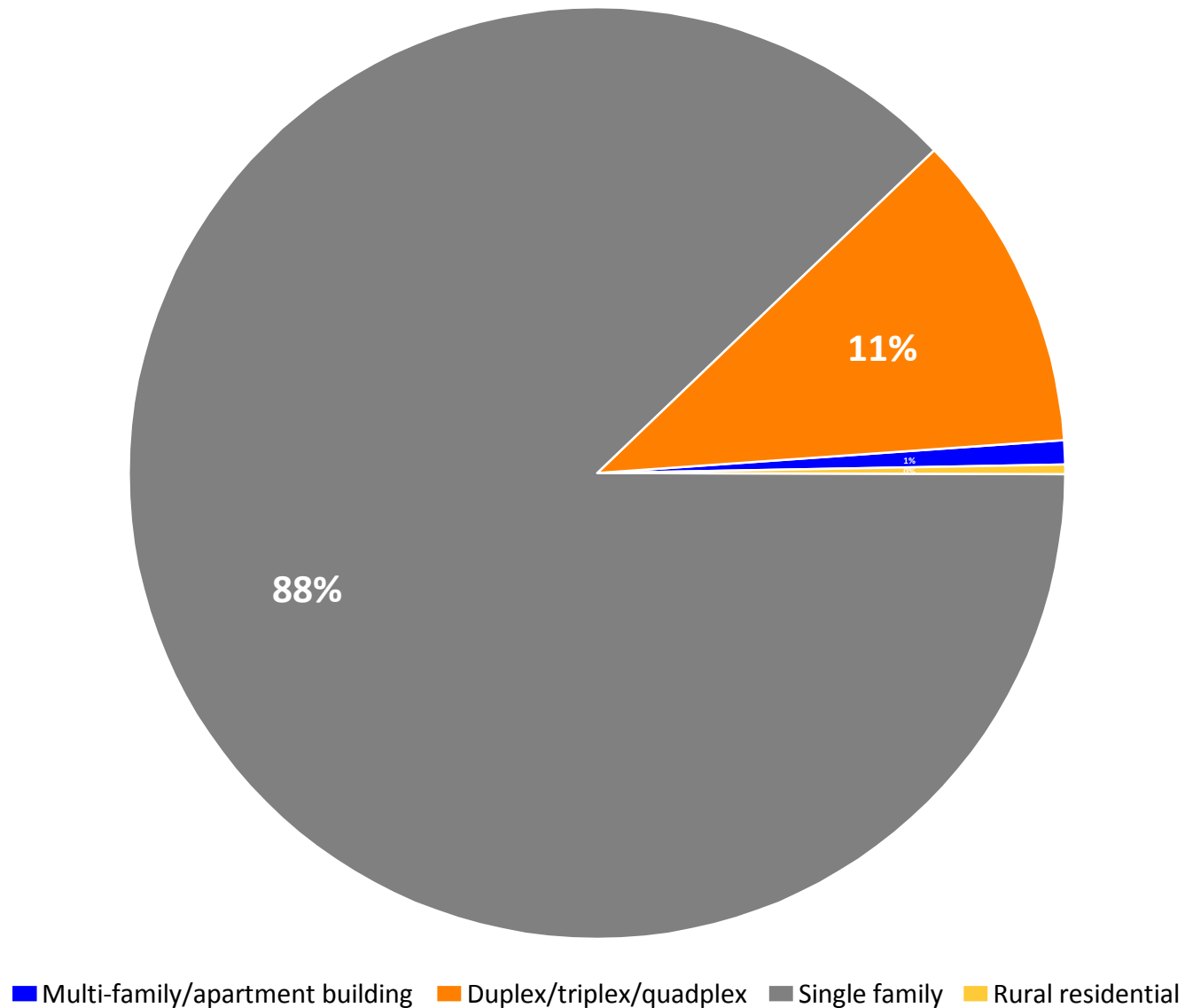


■ Under \$35K ■ \$35K-\$59,999 ■ \$60K-\$99,999 ■ \$100K-\$199,999 ■ \$200K+ ■ Prefer not to say

Source: ETC Institute (2019)

## Q28. Demographics: Which of the following best describes your home?

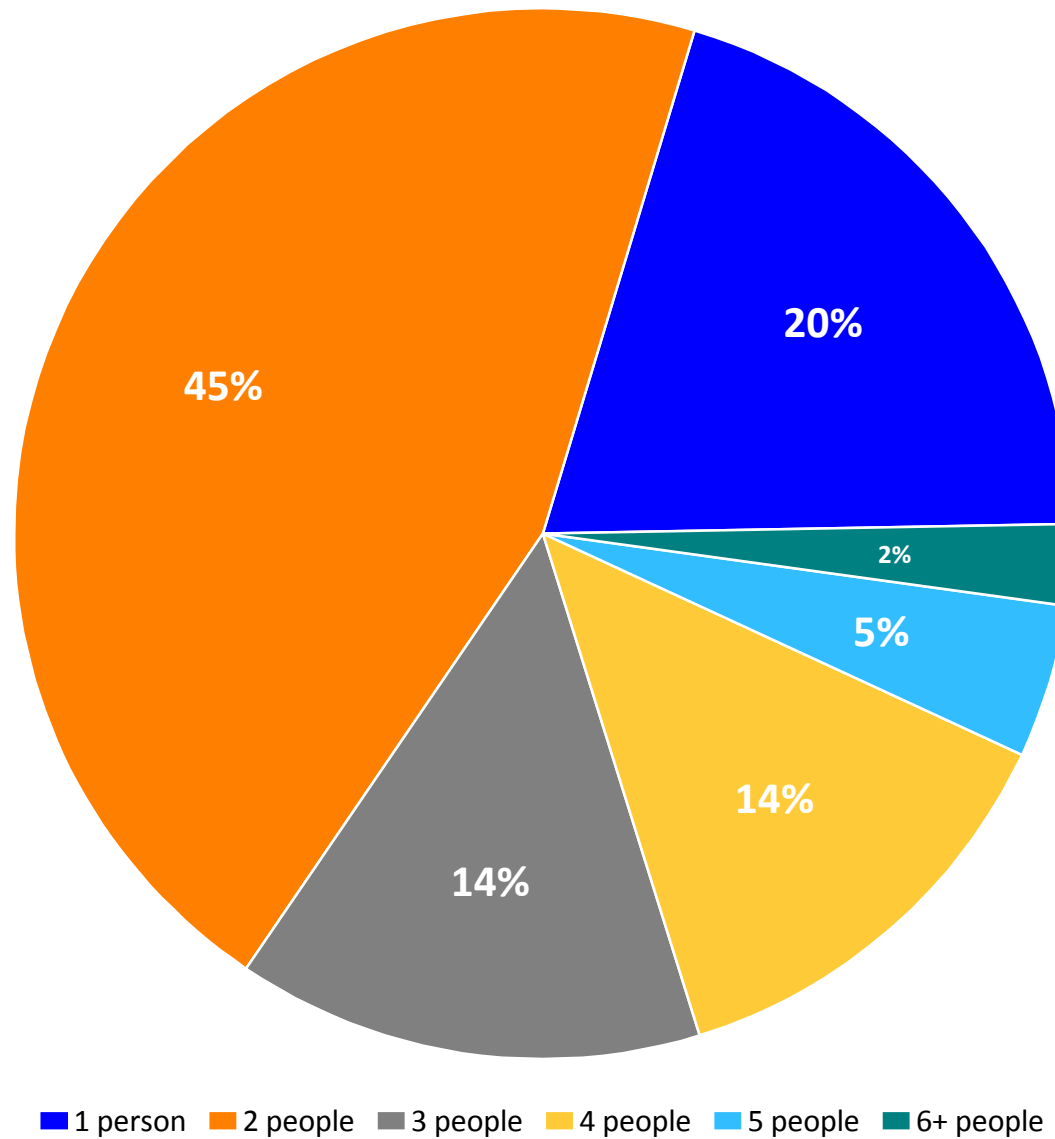
by percentage of respondents



Source: ETC Institute (2019)

## Q29. Demographics: How many people reside in your household?

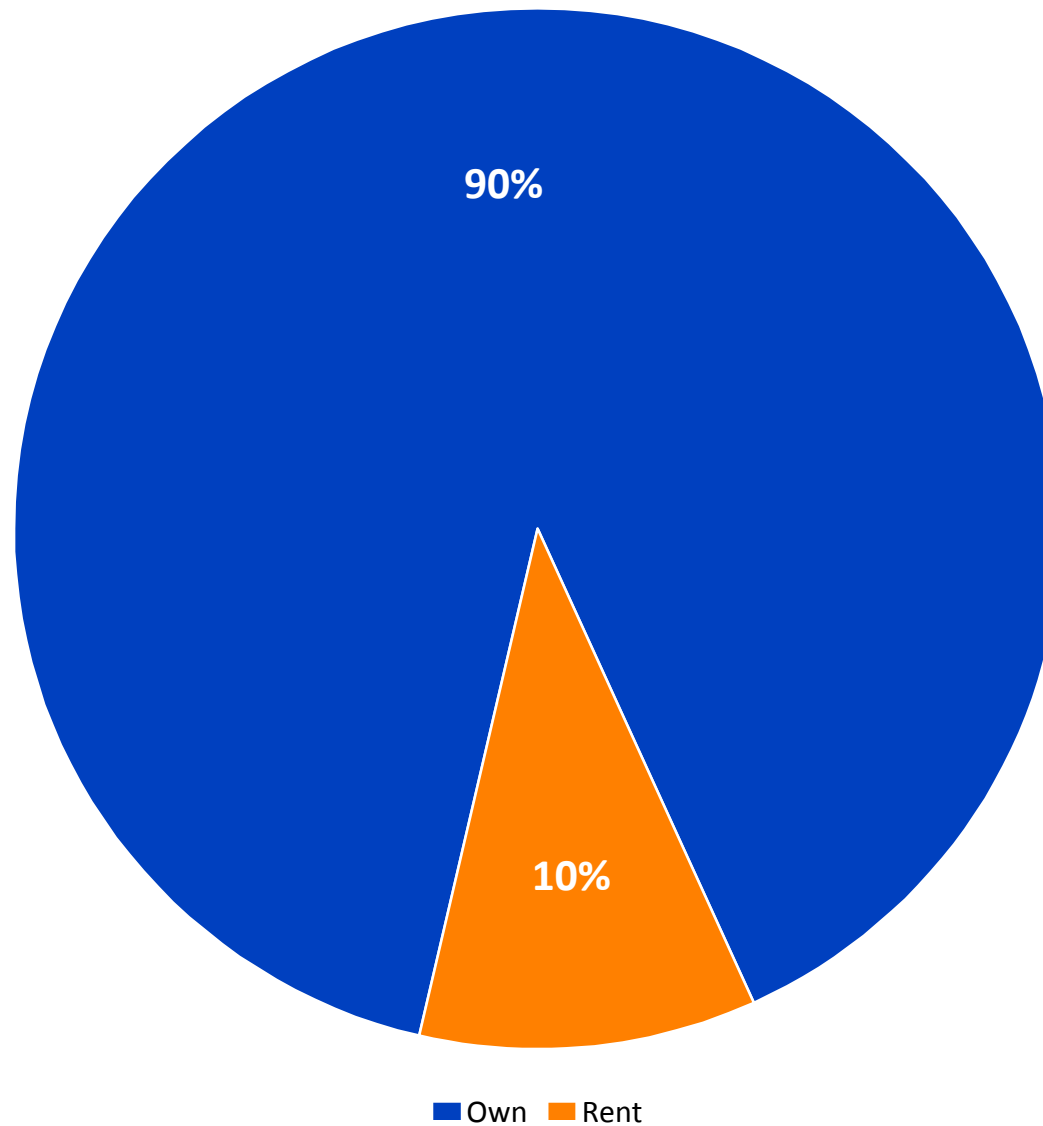
by percentage of respondents



Source: ETC Institute (2019)

## Q30. Demographics: Do you own or rent?

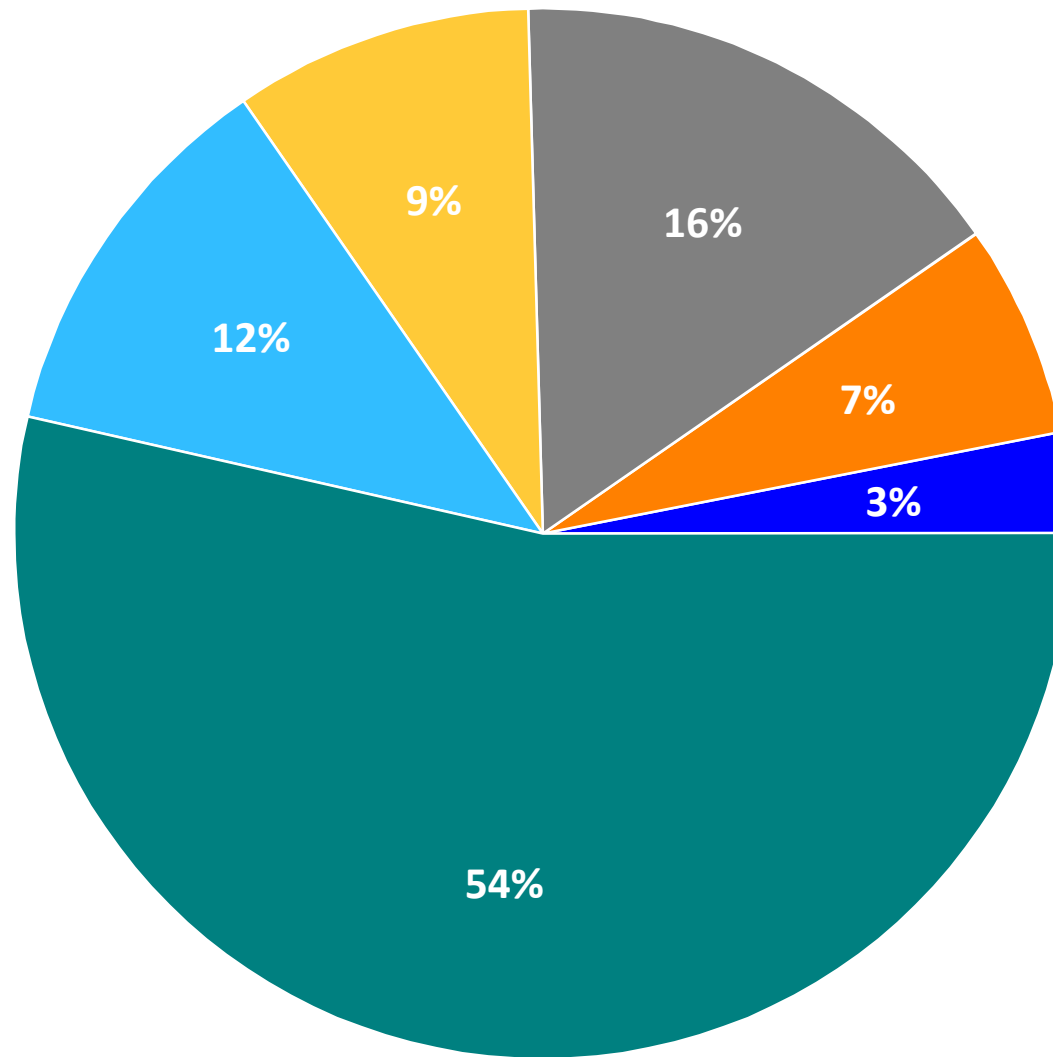
by percentage of respondents



Source: ETC Institute (2019)

## Q31. Demographics: Approximately, how many years have you received services from the Lee's Summit Water Utility Department?

by percentage of respondents

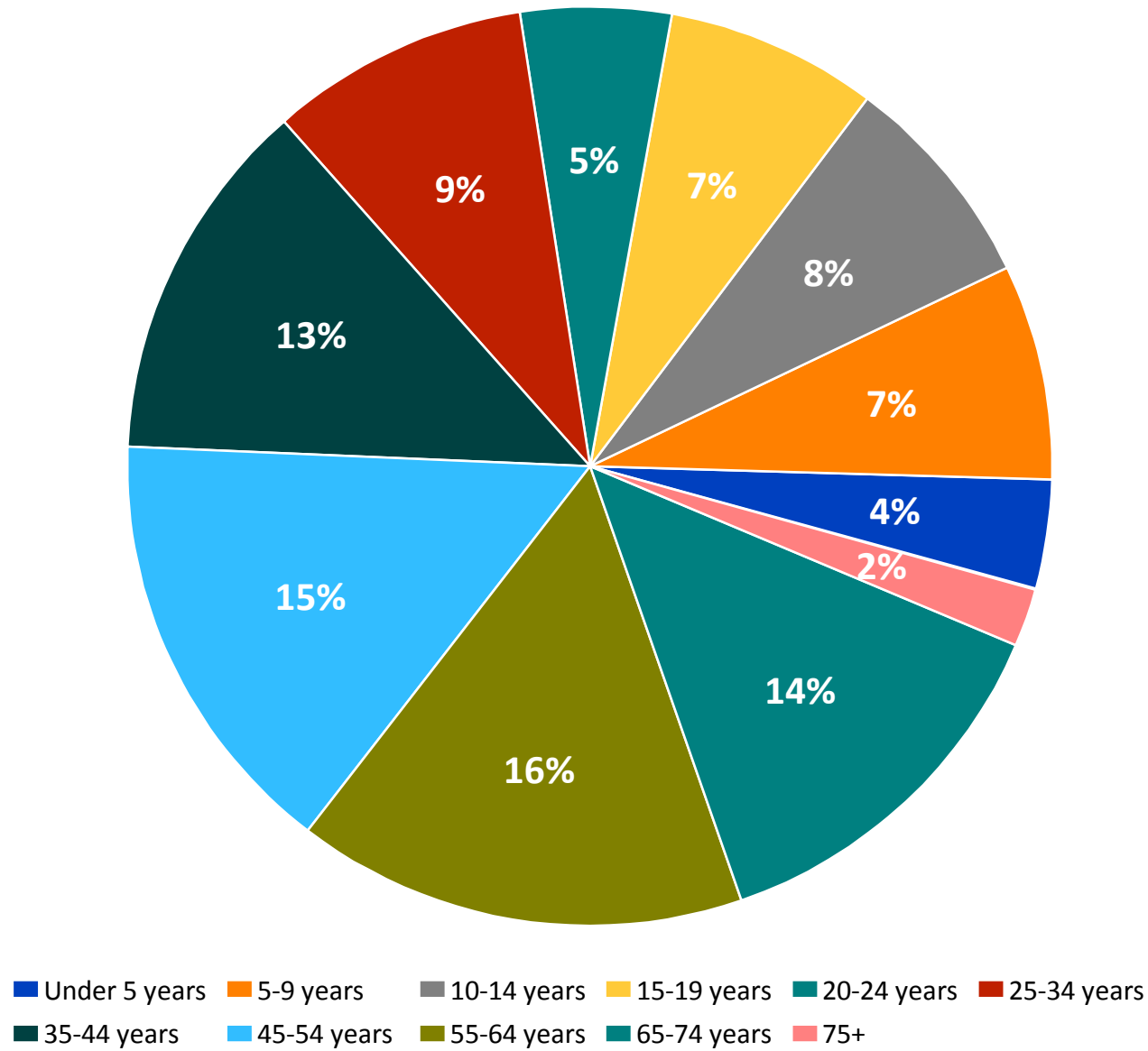


■ Less than a year ■ 1-2 years ■ 3-5 years ■ 6-10 years ■ 11-15 years ■ 15+ years

Source: ETC Institute (2019)

## Q32. Demographics: Ages of People in Household

by percentage of household occupants



Source: ETC Institute (2019)

## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## Lee's Summit Water Utility Department

### Overview

Today, leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows leaders to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, and fourth most important services for the organization to emphasize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the organization's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Twenty-six percent (26%) of respondents selected *water service charges*, as one of the most important services emphasize.

With regard to satisfaction, 58% of respondents surveyed rated the performance in *water service charges*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *water service charges*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 26% was multiplied by 42% (1-0.58). This calculation yielded an I-S rating of 0.1071 which ranked first out of 21 service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top four choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the four most important areas for the organization to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the Lee's Summit Water Utility Department are provided on the following pages.

## 2019 Importance-Satisfaction Rating

### Lee's Summit Water Utility Department

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Water service charges	26%	4	58%	21	0.1071	1
<b>Medium Priority (IS &lt;.10)</b>						
How well Water Utility plans for future water & sanitary sewer needs	23%	5	66%	18	0.0776	2
Safety of your drinking water	54%	1	88%	4	0.0650	3
Sanitary sewer service charges	14%	10	62%	20	0.0523	4
How well Water Utility maintains water & sanitary sewer system	20%	6	79%	10	0.0414	5
Taste of your drinking water	28%	2	87%	5	0.0362	6
Your water pressure	18%	7	81%	9	0.0336	7
Reliability of your sanitary sewer service	16%	8	83%	7	0.0272	8
Ease of using payment portal service	5%	13	68%	16	0.0166	9
Accuracy of water and/or sanitary sewer bill	6%	12	73%	13	0.0162	10
Reliability of water service to your home	26%	3	94%	1	0.0155	11
Smell of your drinking water	14%	9	89%	3	0.0148	12
Amount of information you are provided about water & sewer services	4%	15	74%	12	0.0092	13
Information provided by Water Utility Department website	3%	18	68%	17	0.0081	14
Ease of understanding your water and/or sanitary sewer bill	3%	17	73%	15	0.0080	15
Clarity of your drinking water	11%	11	93%	2	0.0078	16
Water consumption information provided on your bill	3%	16	77%	11	0.0071	17
Variety of bill payment options available	4%	14	83%	8	0.0068	18
Appearance & maintenance of facilities	1%	20	73%	14	0.0027	19
Number of days (21) you're given to pay your bill	2%	19	84%	6	0.0026	20
Ease of using phone payment service	1%	21	64%	19	0.0018	21

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be emphasized over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

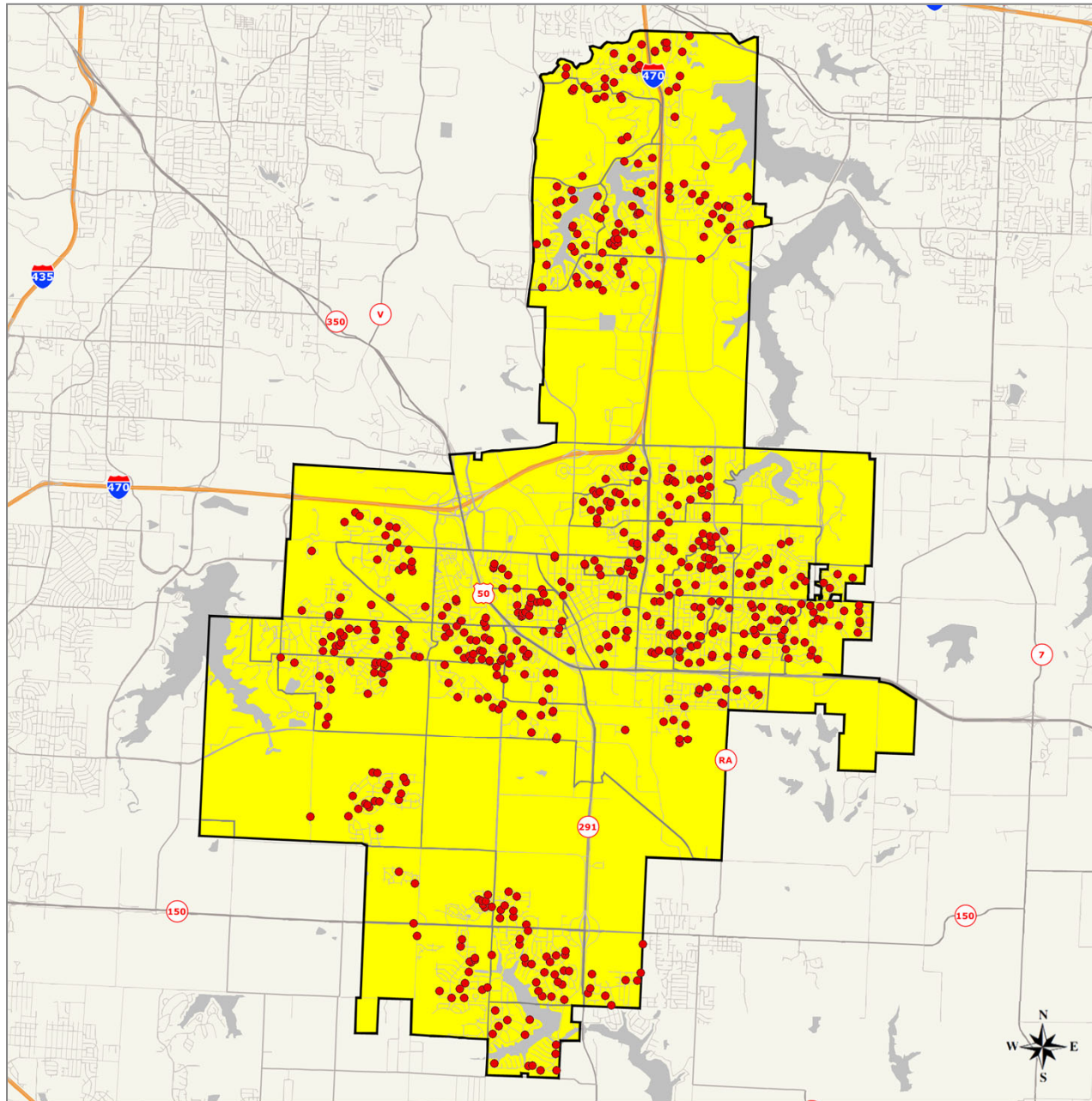
© 2019 DirectionFinder by ETC Institute

## **Section 3**

### ***GIS Maps***

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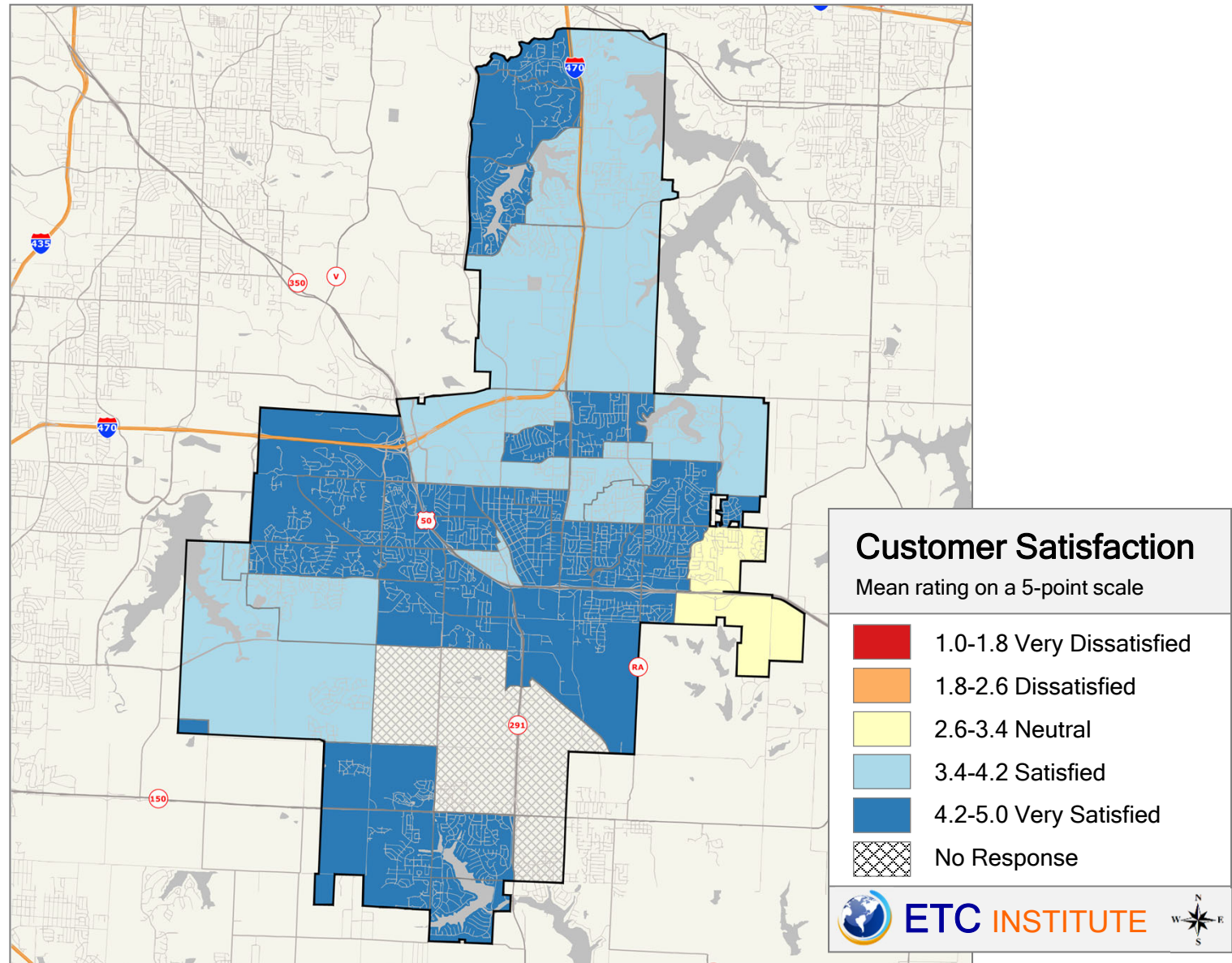
## Location of Survey Respondents



## 2019 Lee's Summit Water Utility Customer Satisfaction Survey



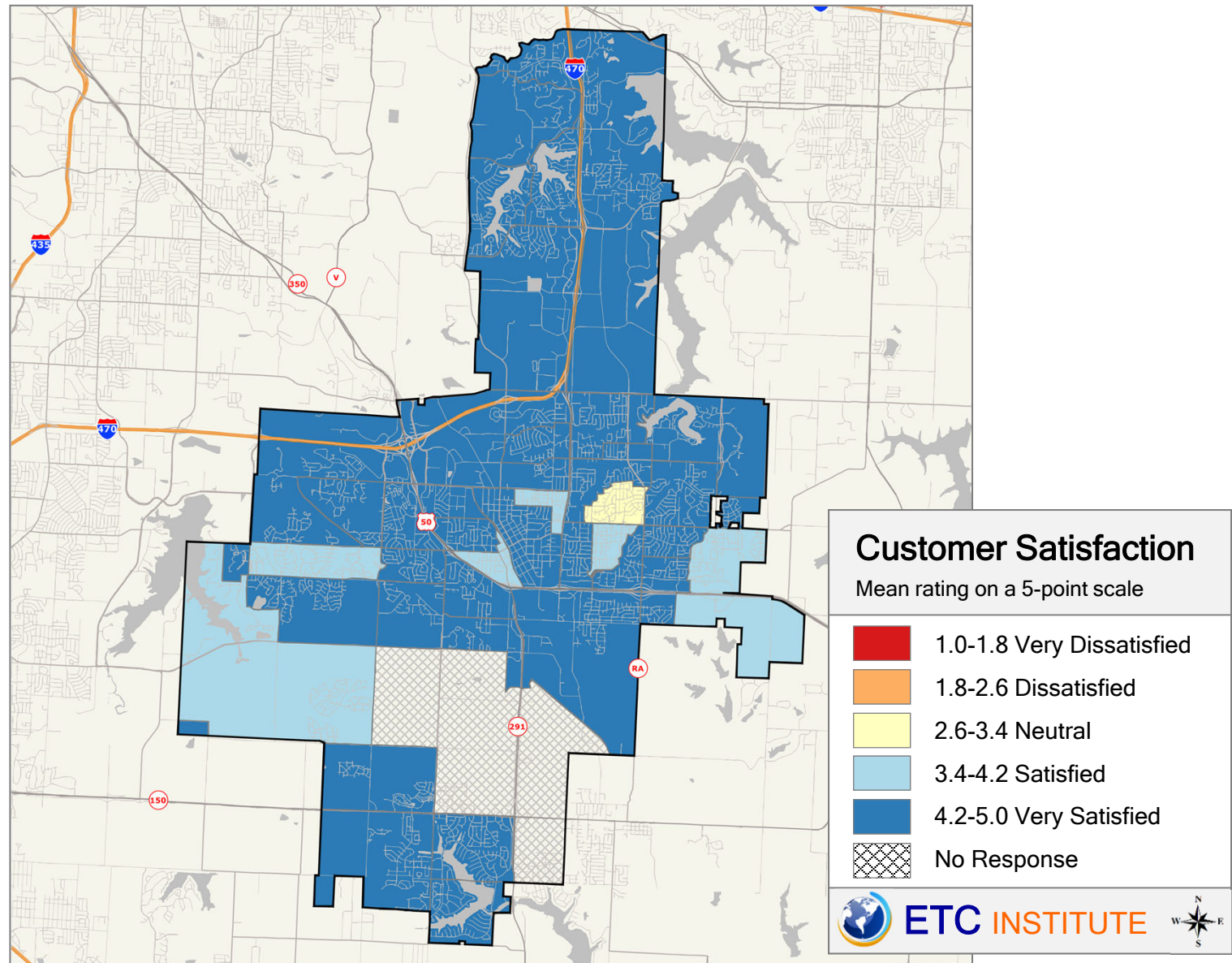
## Q5.1 Satisfaction with: Politeness and courteousness of staff



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q5.2 Satisfaction with: Technical competence and knowledge of staff

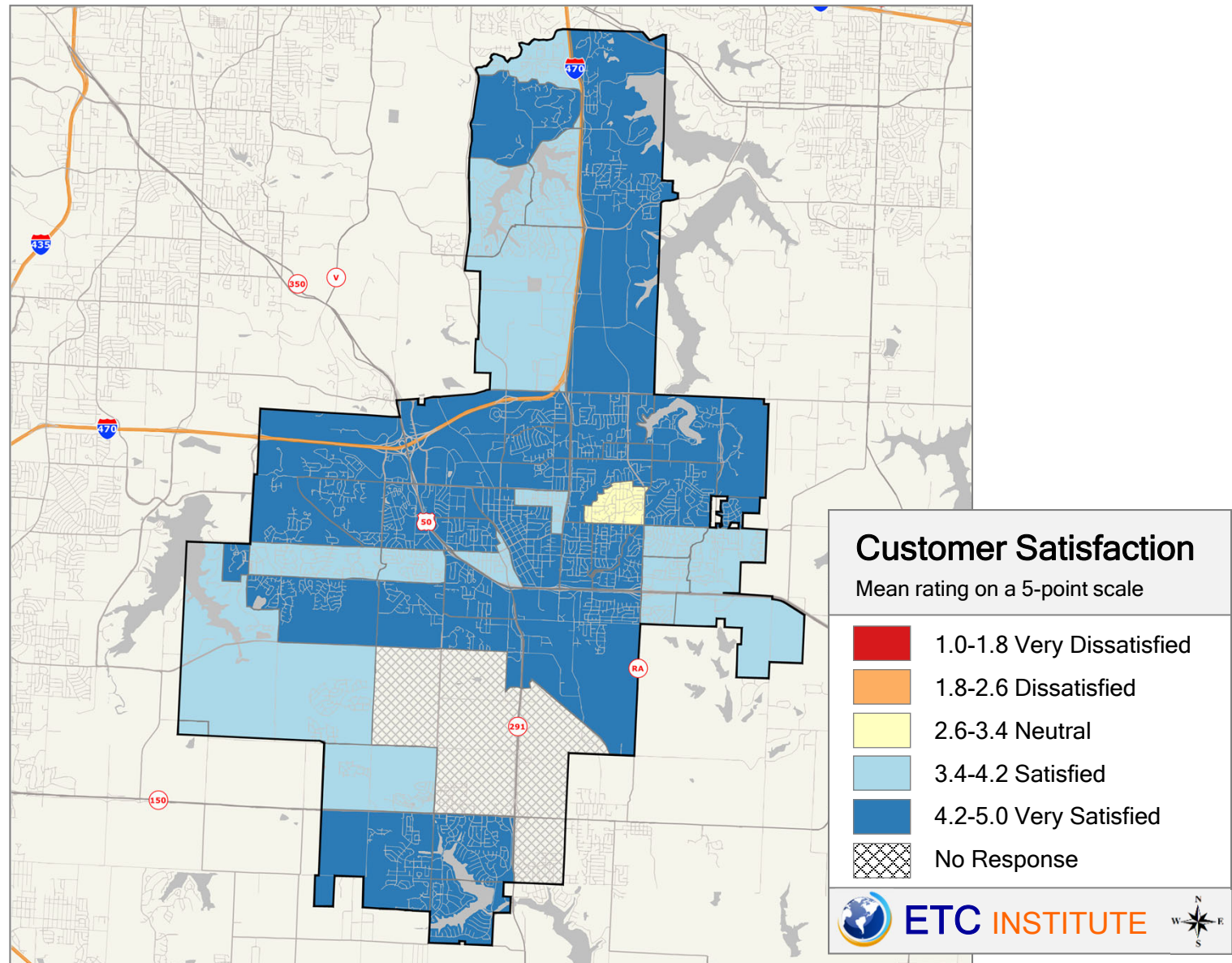


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q5.3 Satisfaction with: How easy the department staff was to contact

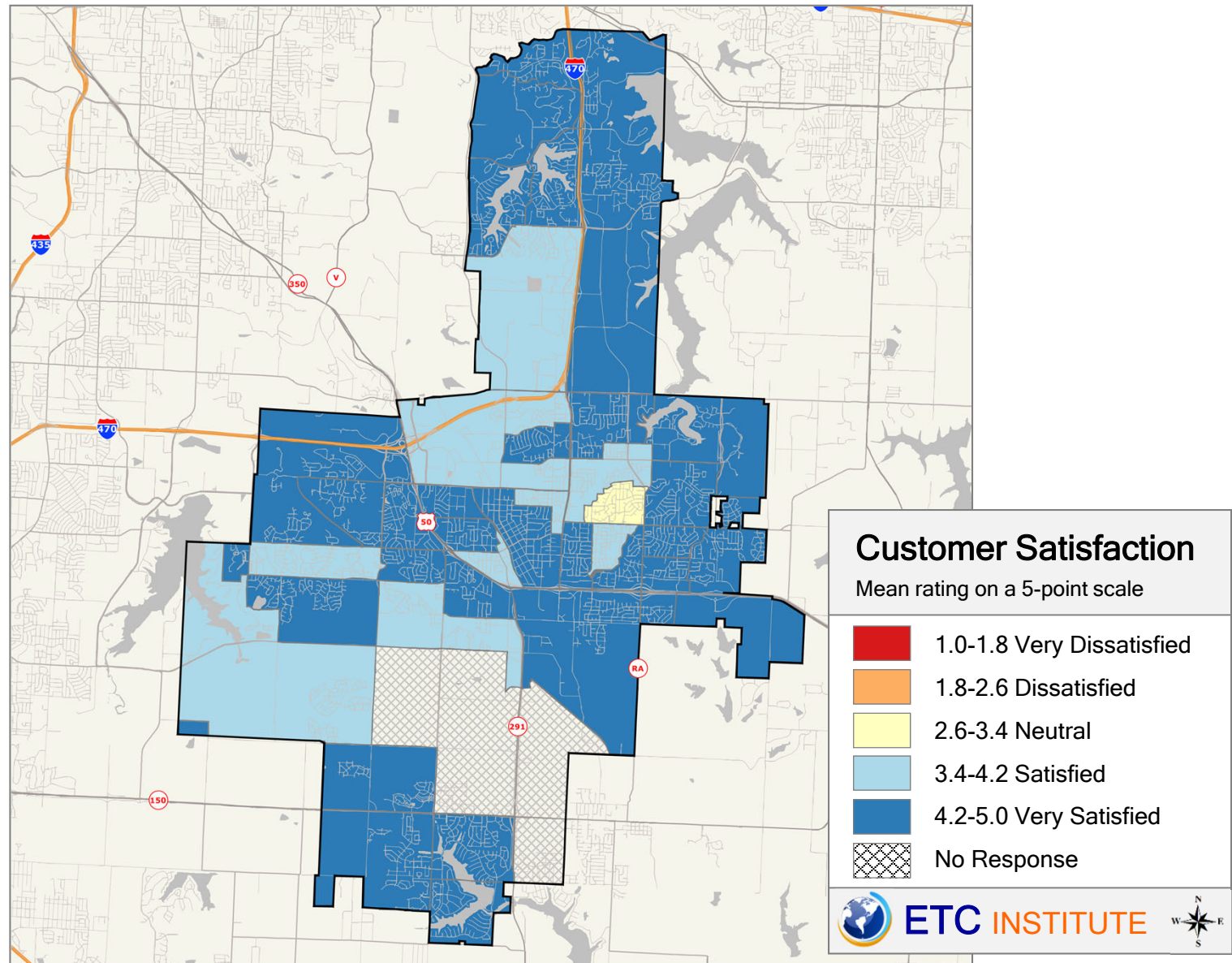


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



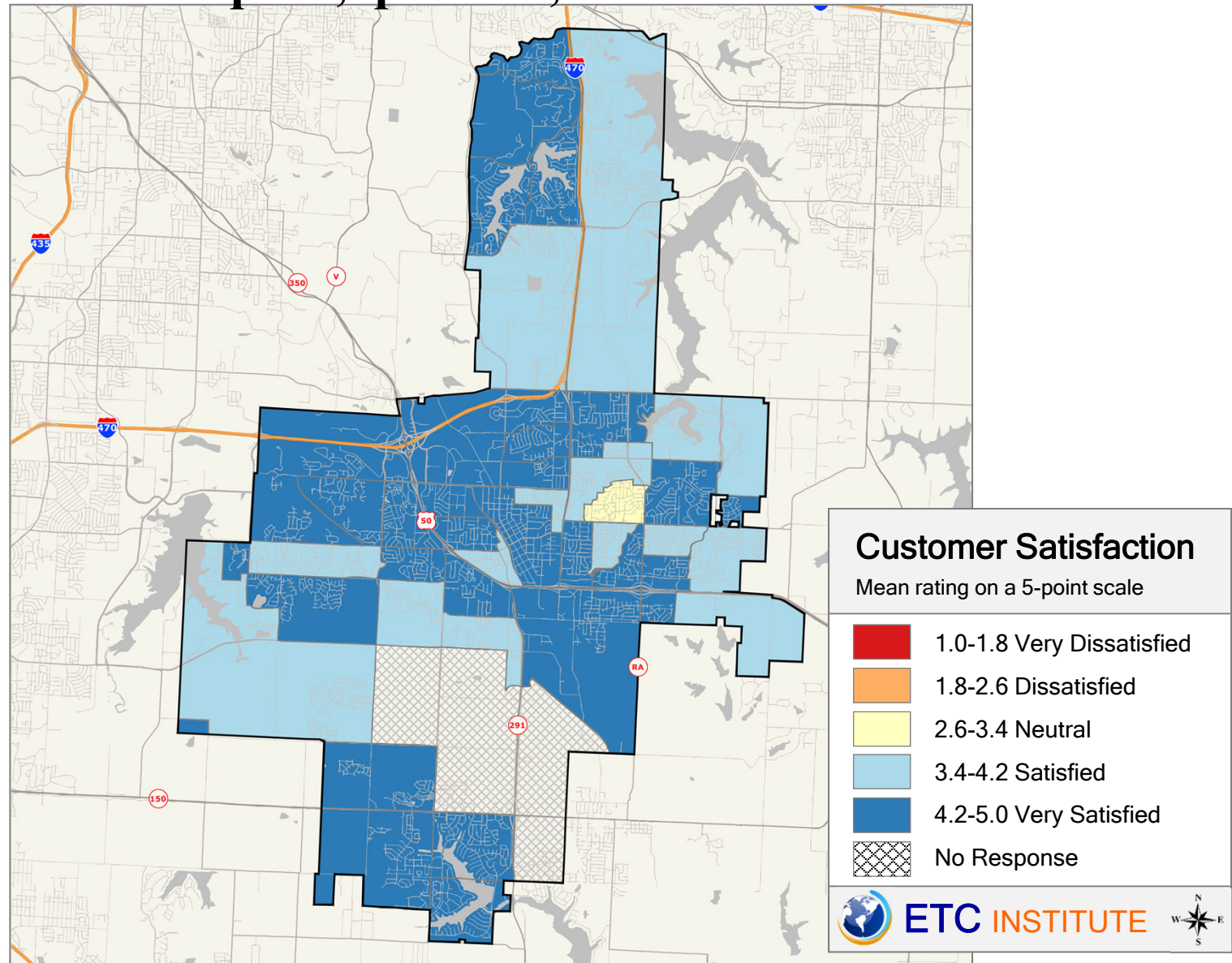
## Q5.4 Satisfaction with: Overall resolution to your issue or request



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q5.5 Satisfaction with: Overall responsiveness to your request, question, or concern

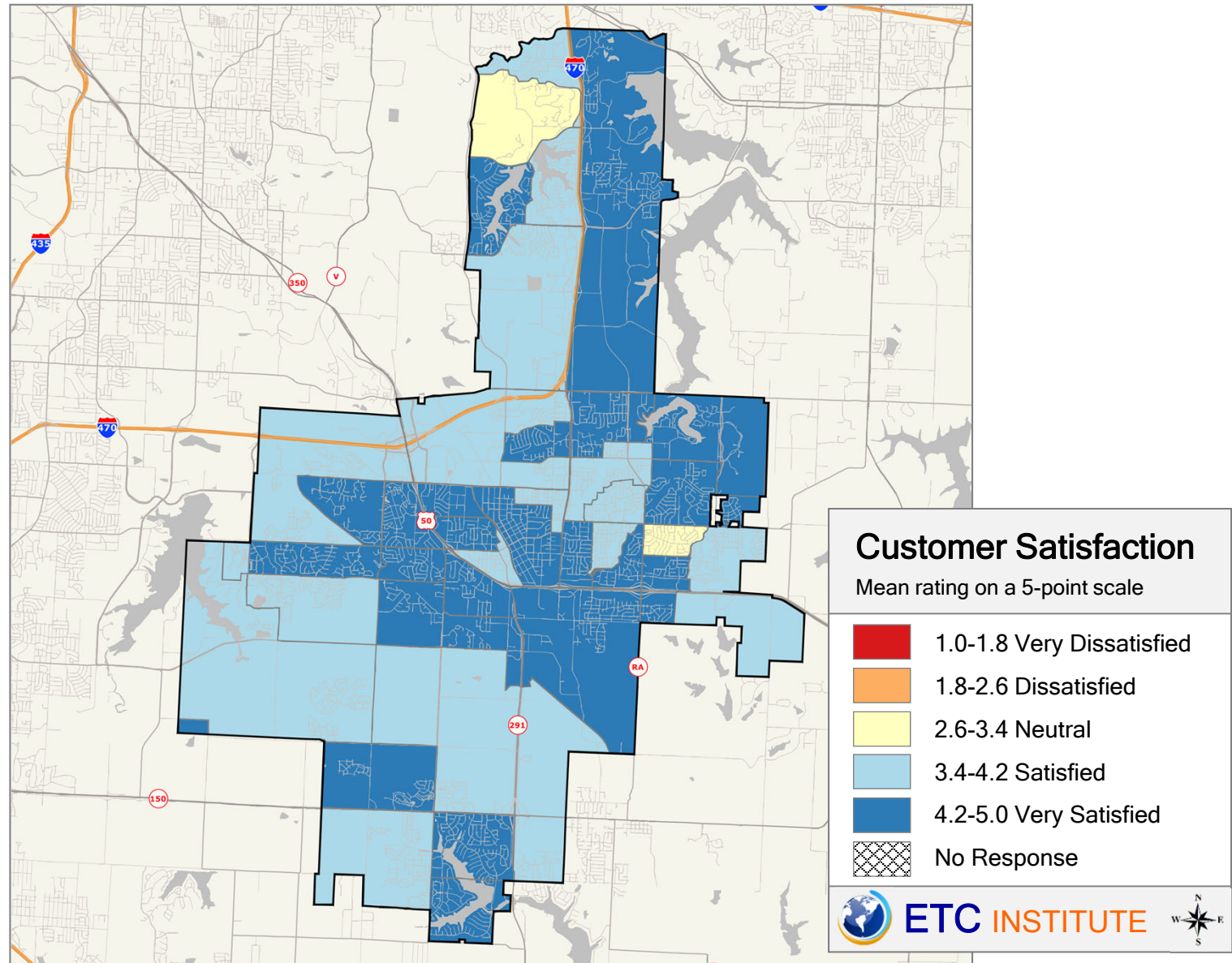


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



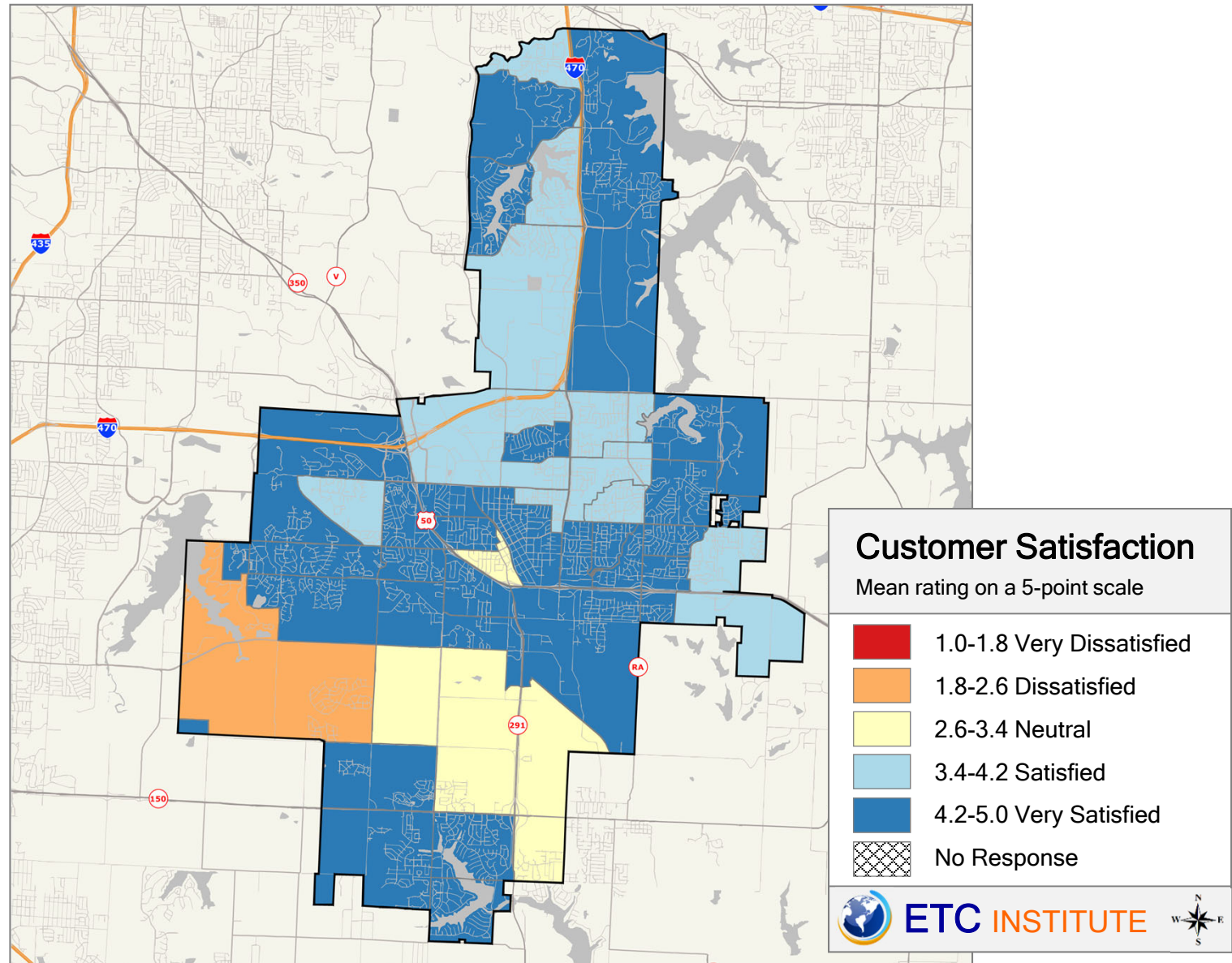
## Q6.1 Satisfaction with: Ease of identifying field staff



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q6.2 Satisfaction with: Field staff's professional attitude

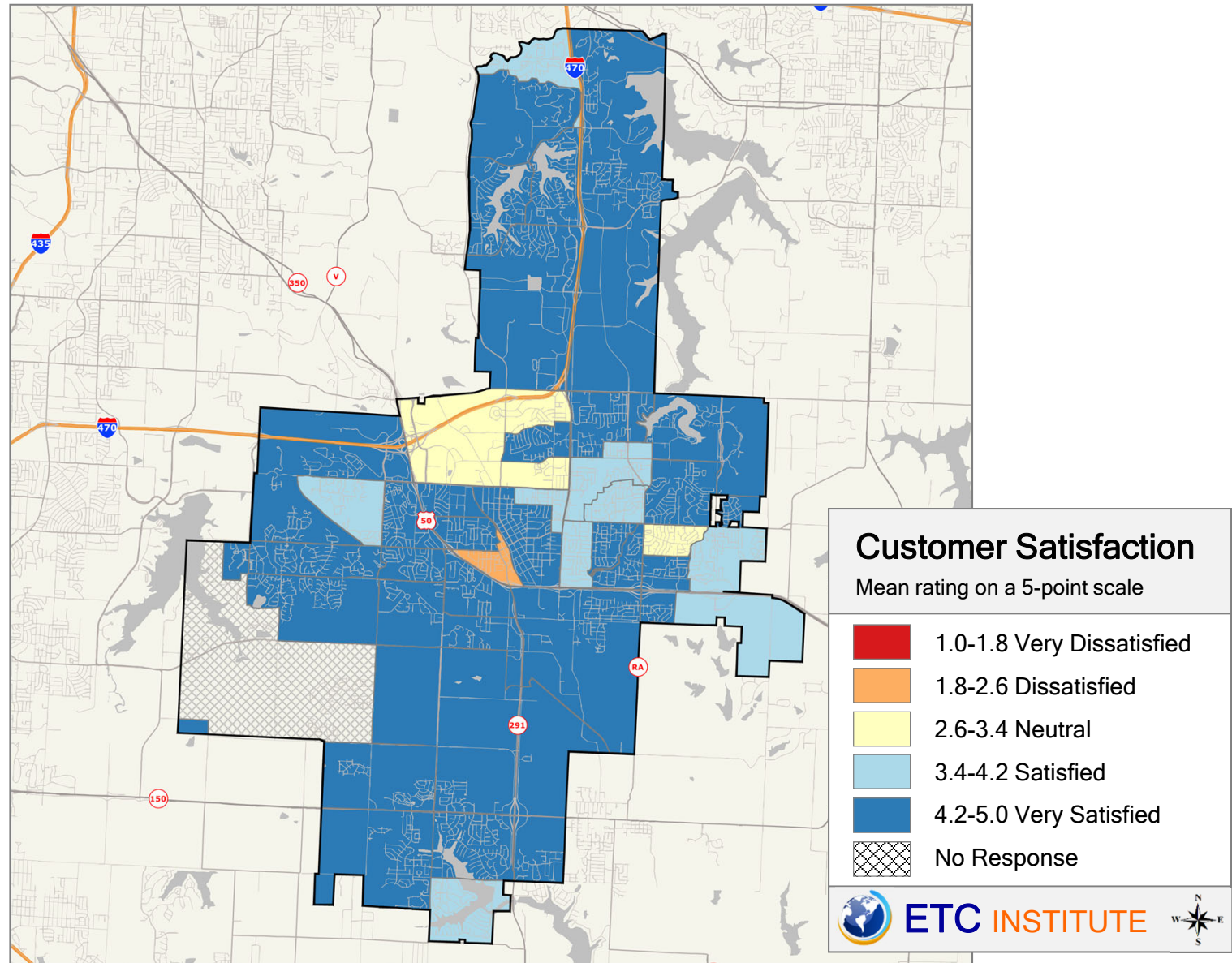


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



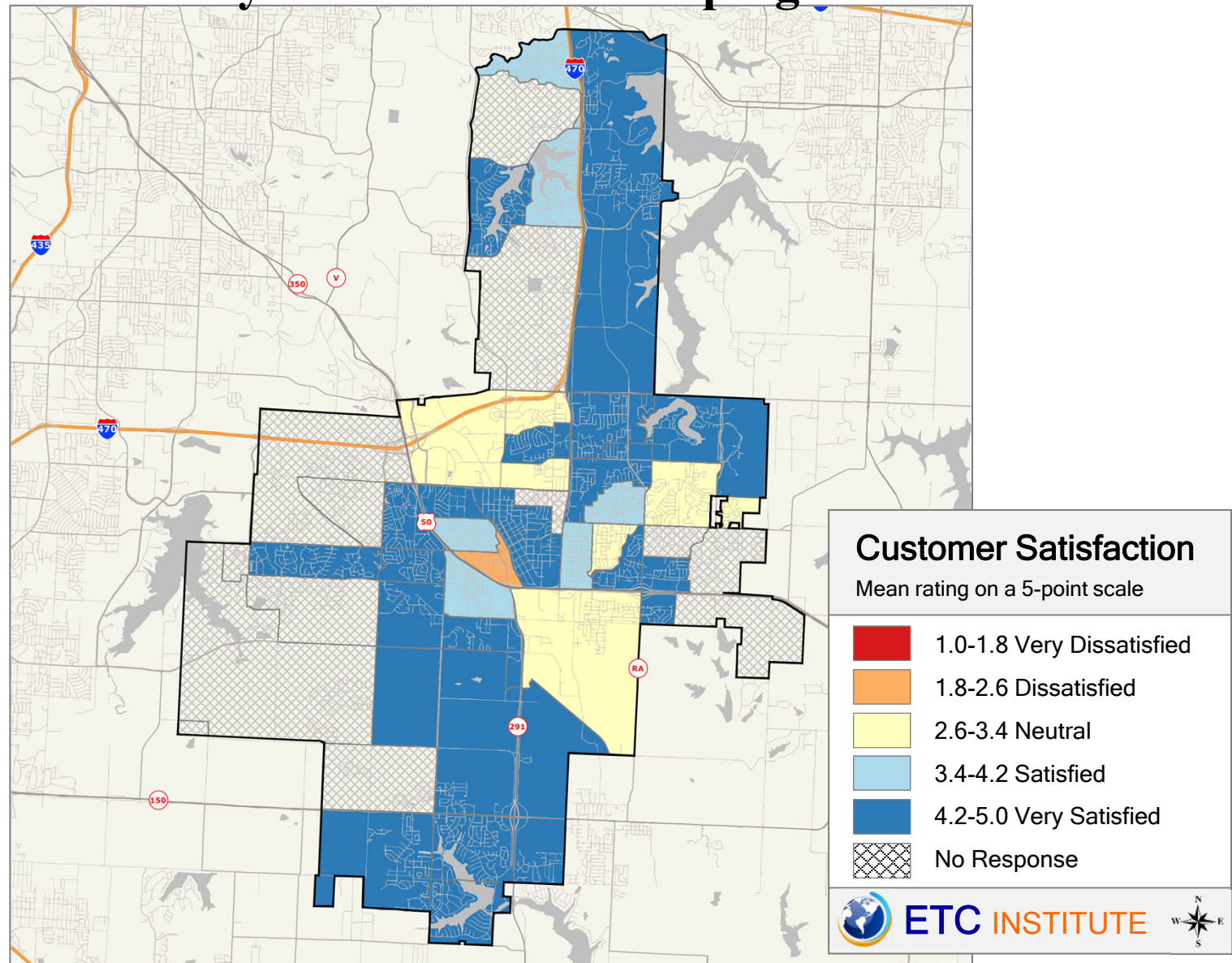
## Q6.3 Satisfaction with: How field staff cleaned up their work areas when finished



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q6.4 Satisfaction with: Field staff's repair to your lawn or landscaping

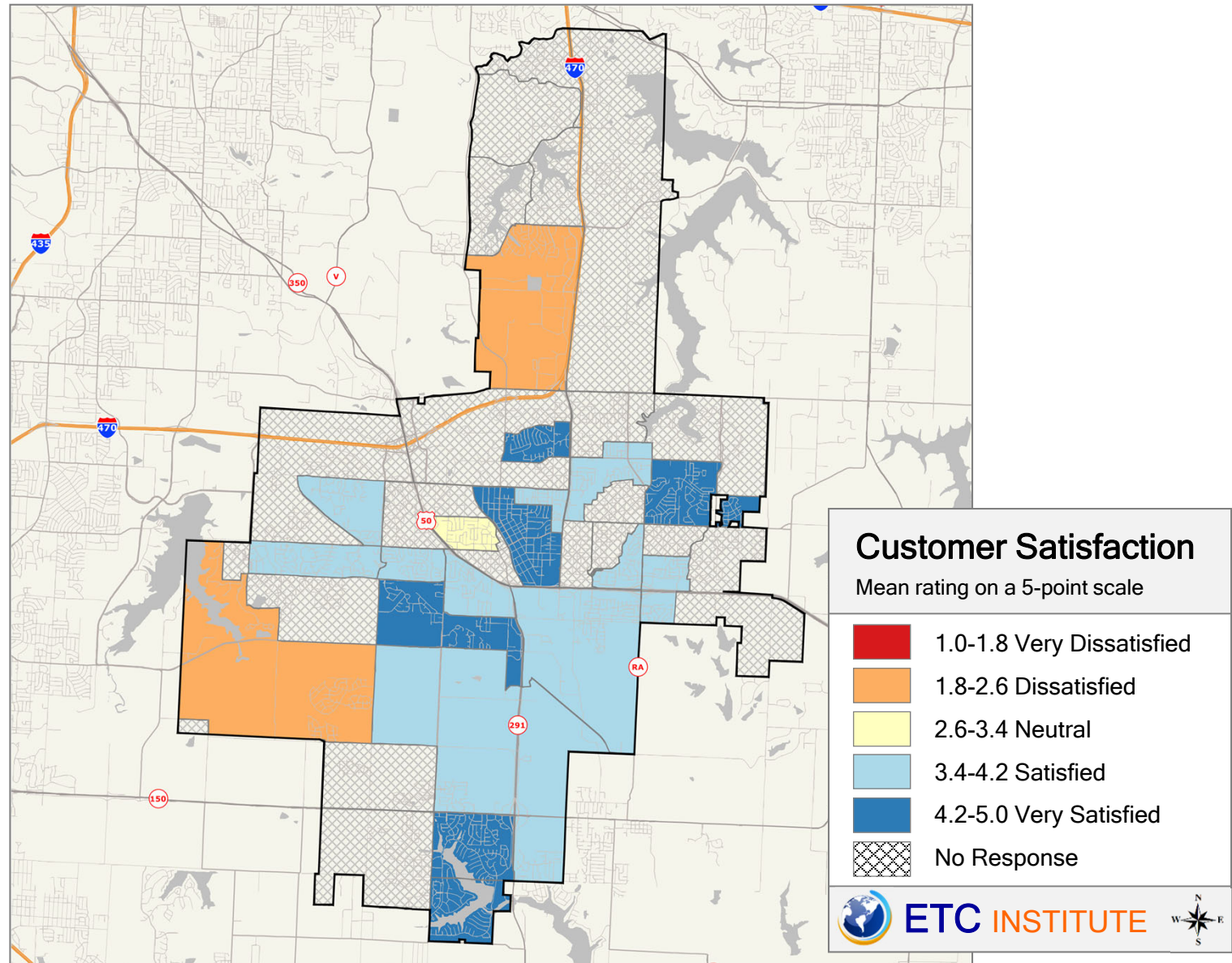


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



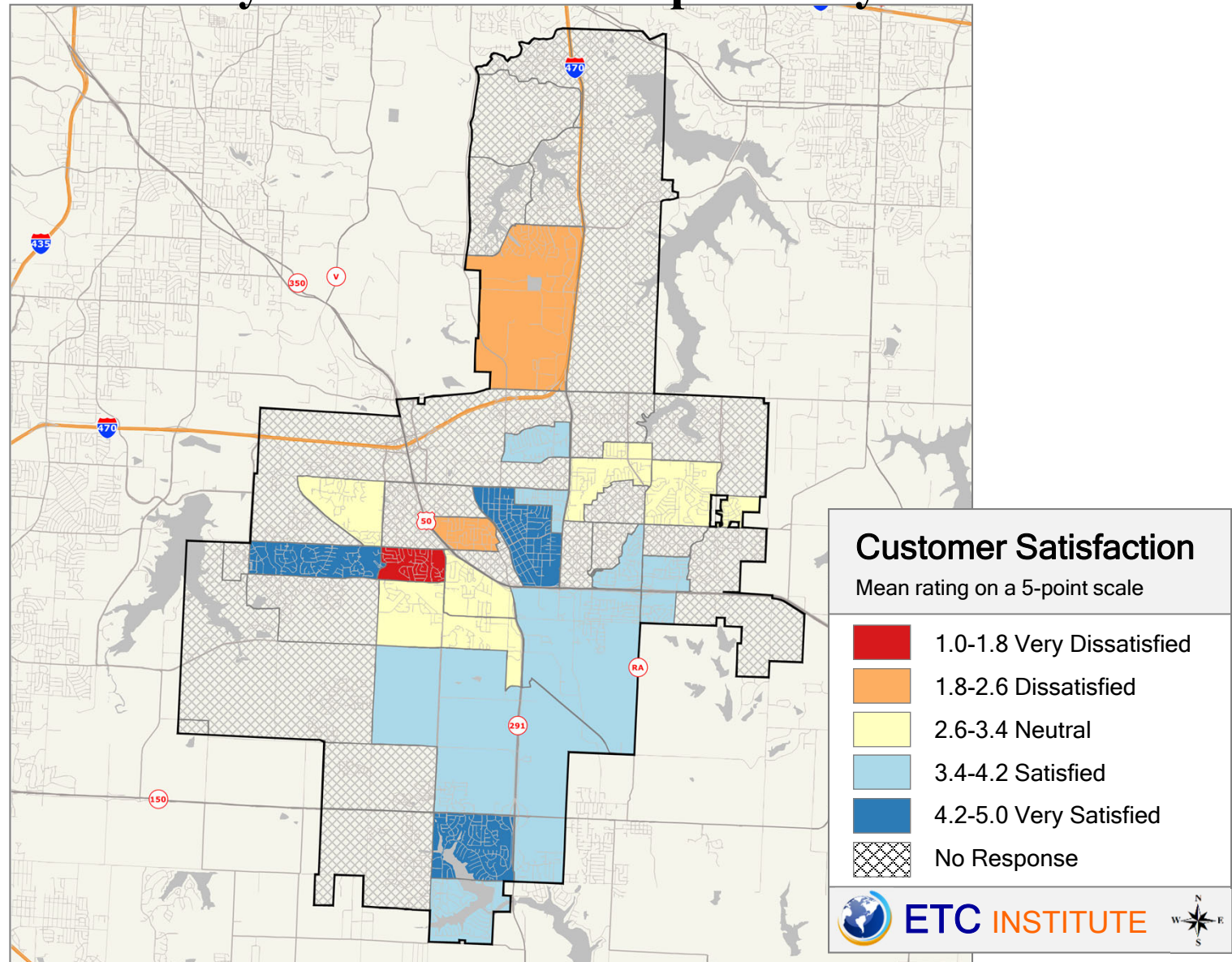
## Q7a. Satisfaction with: “The Water Utility restored my water service in a reasonable amount of time”



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service

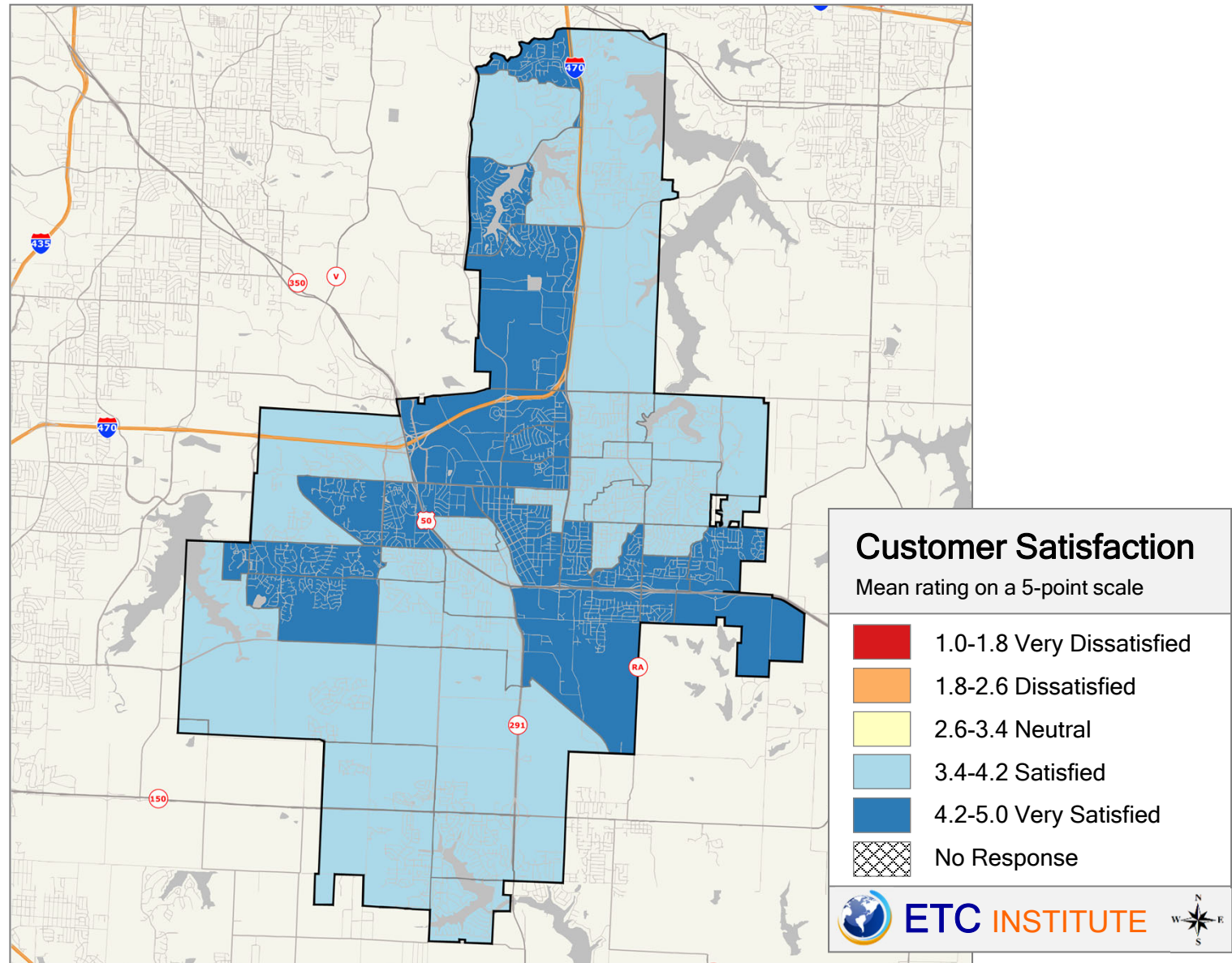


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



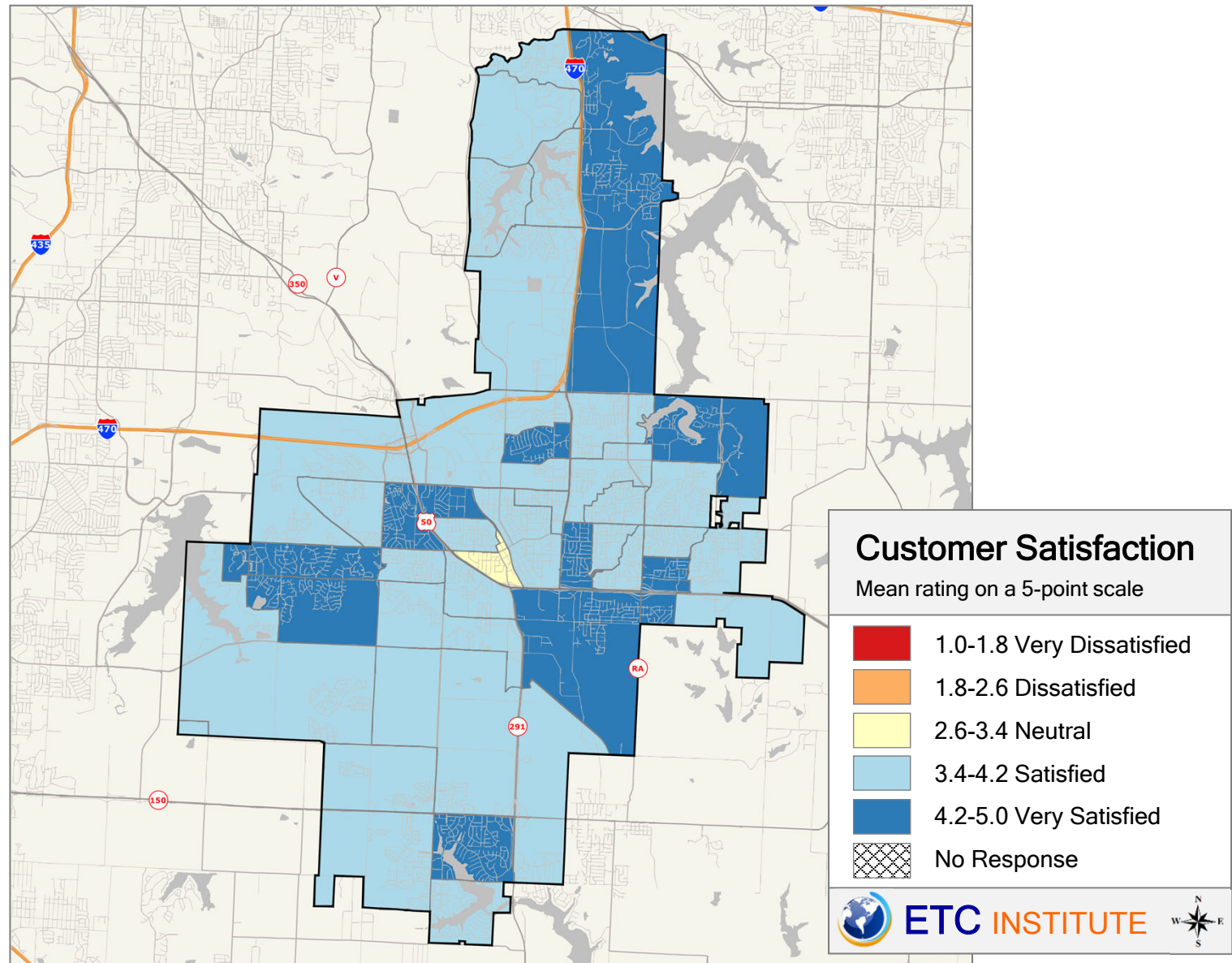
## Q9.1 Satisfaction with: Gas



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9.2 Satisfaction with: Water

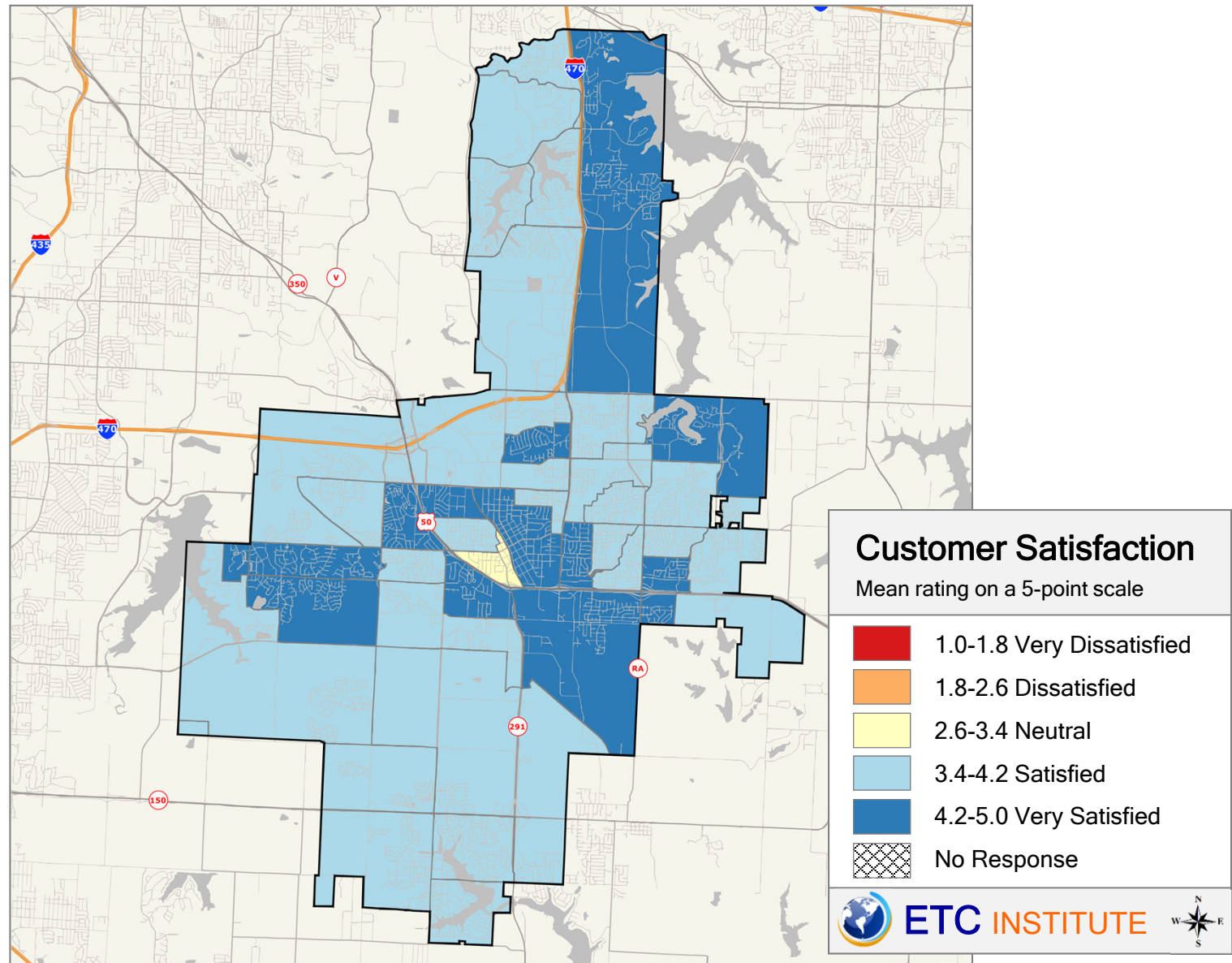


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



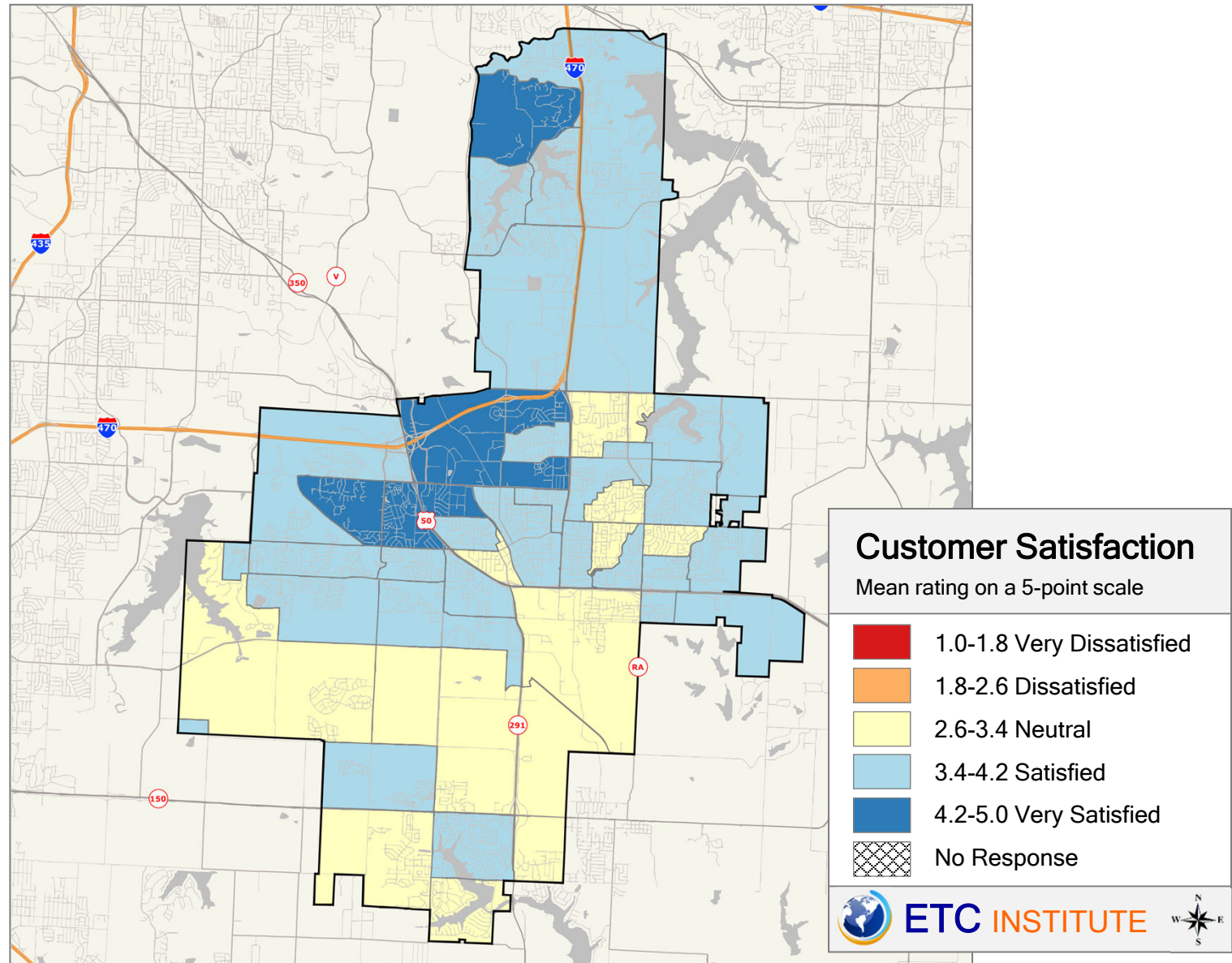
## Q9.3 Satisfaction with: Sewer



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

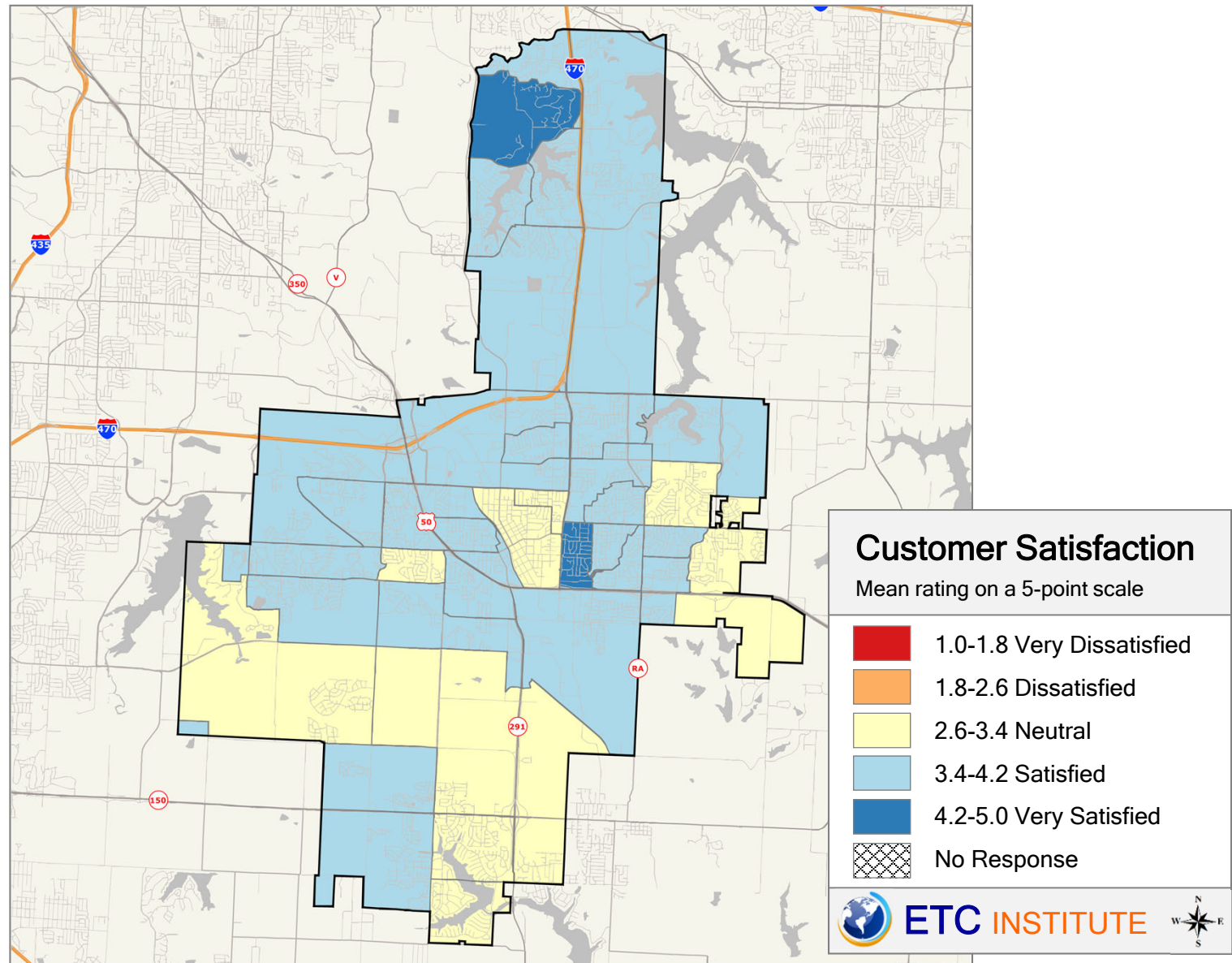
## Q9.4 Satisfaction with: Telephone



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9.5 Satisfaction with: Internet

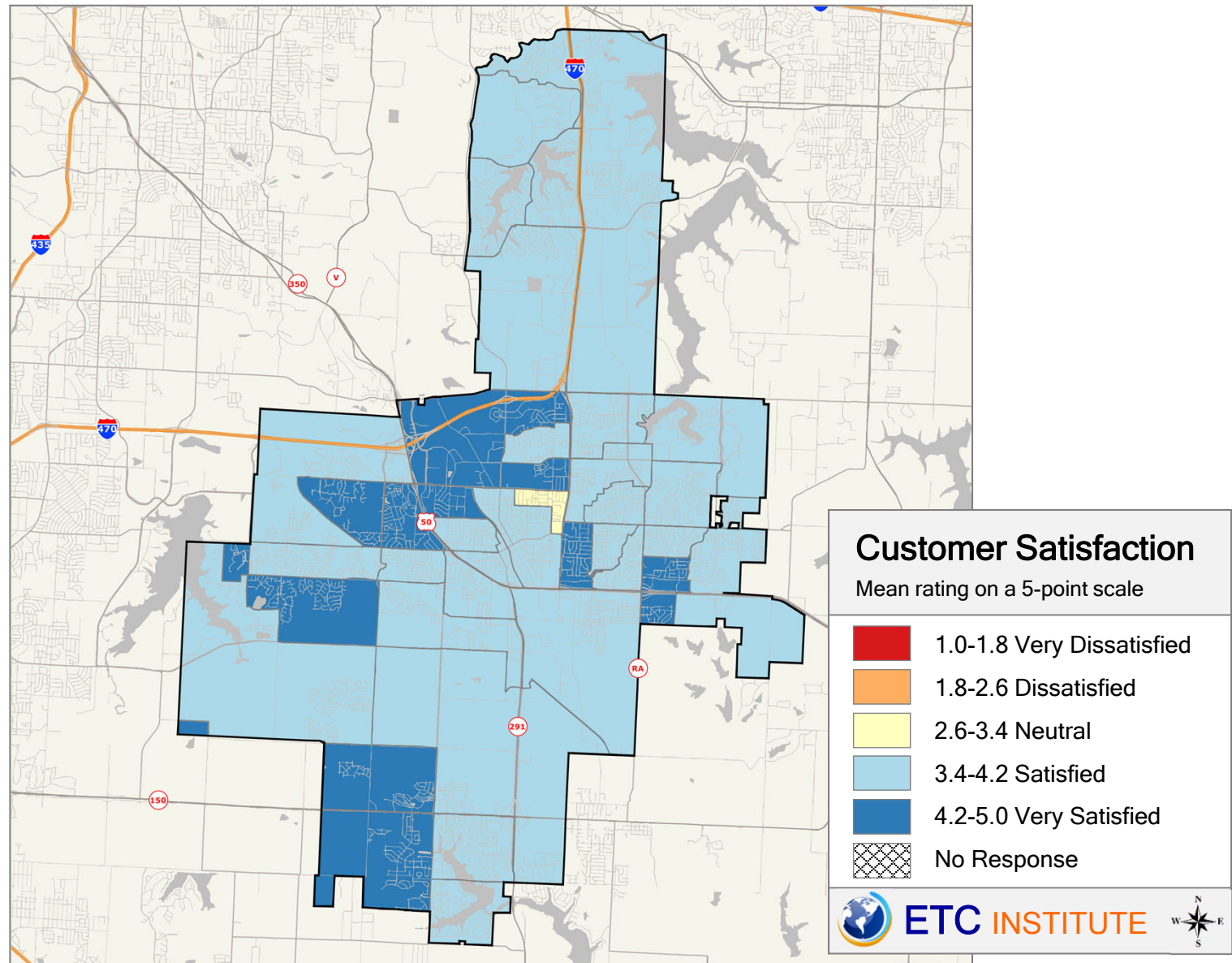


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



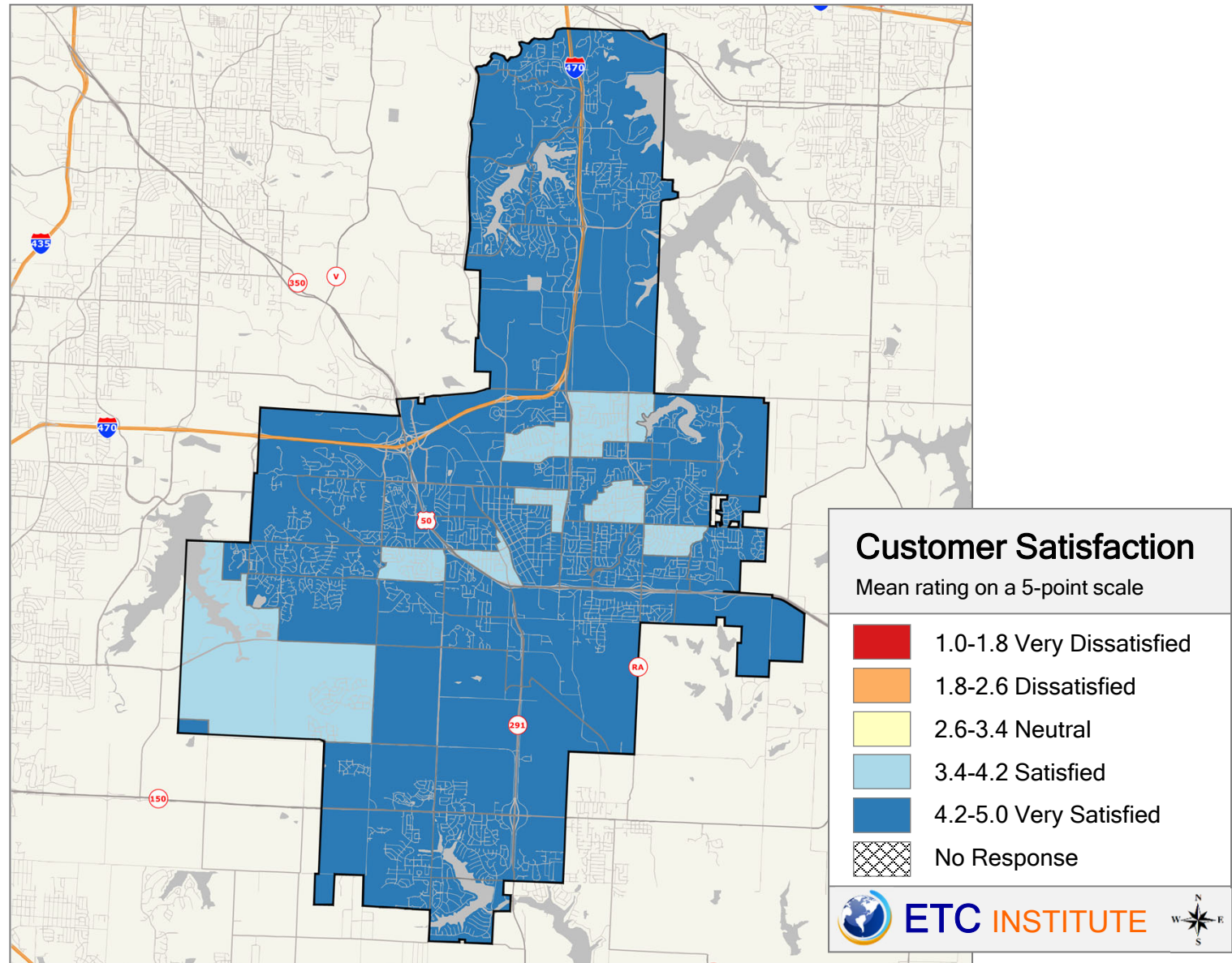
## Q9.6 Satisfaction with: Electricity



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.1 Satisfaction with: Safety of your drinking water

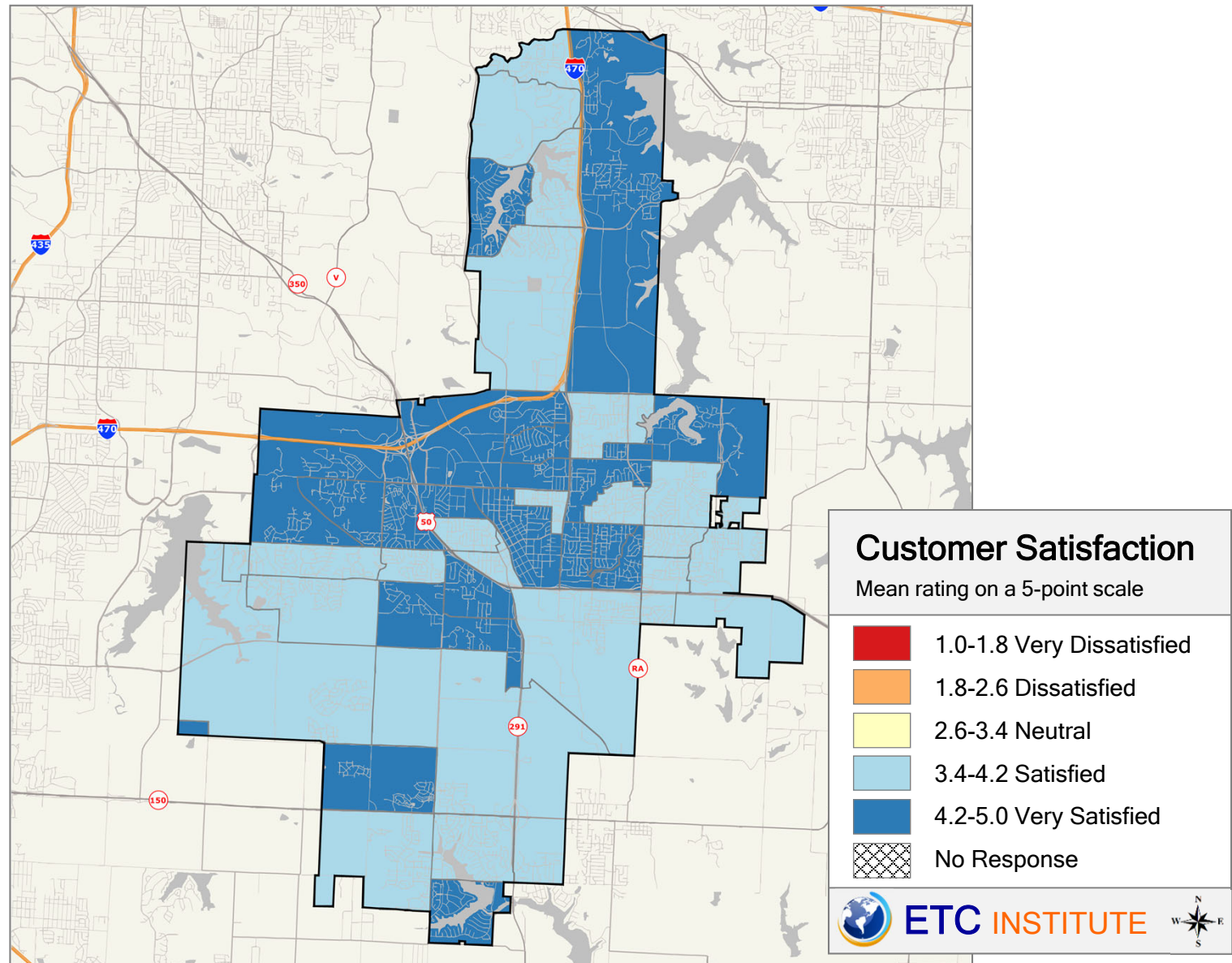


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q11.2 Satisfaction with: Your water pressure

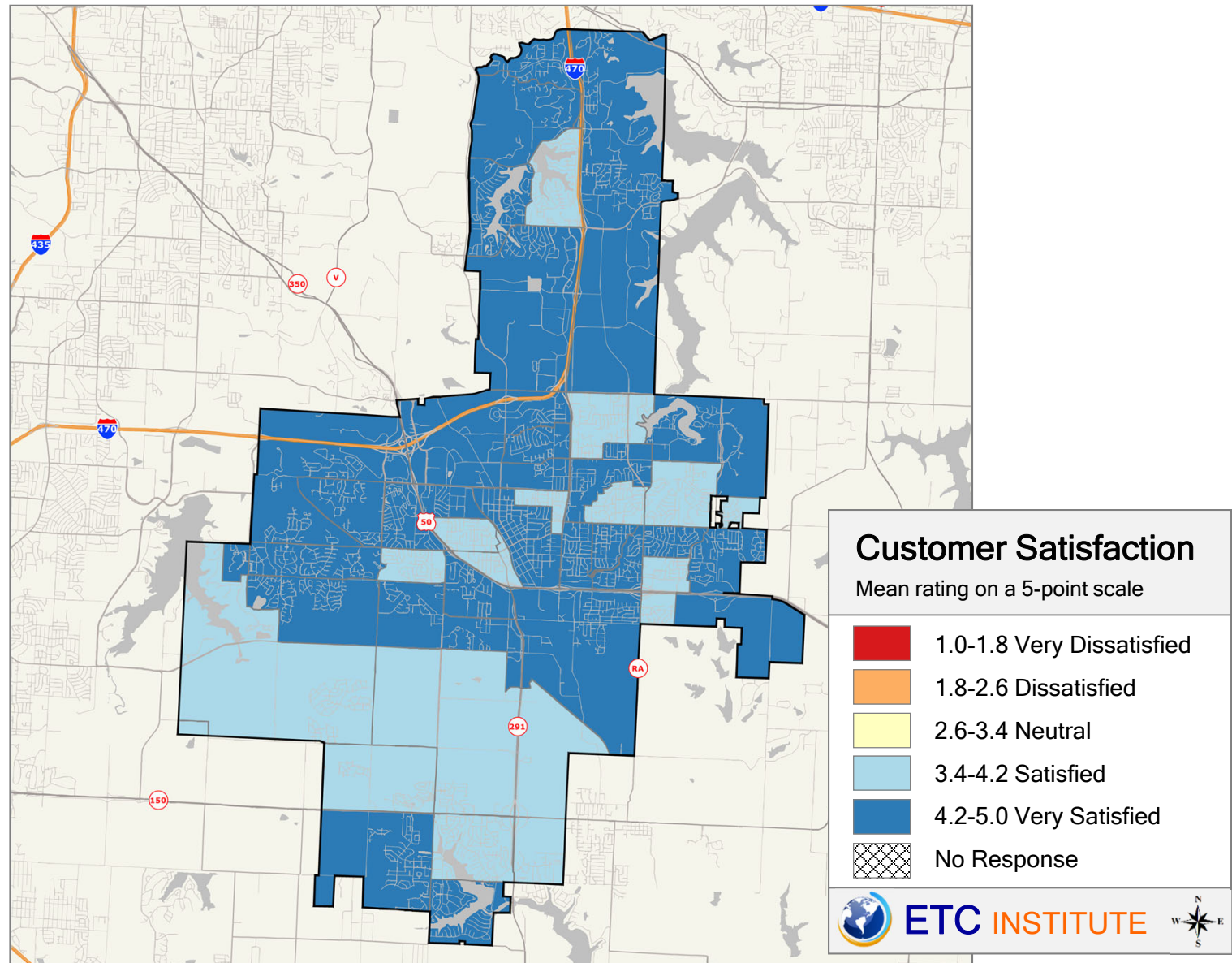


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



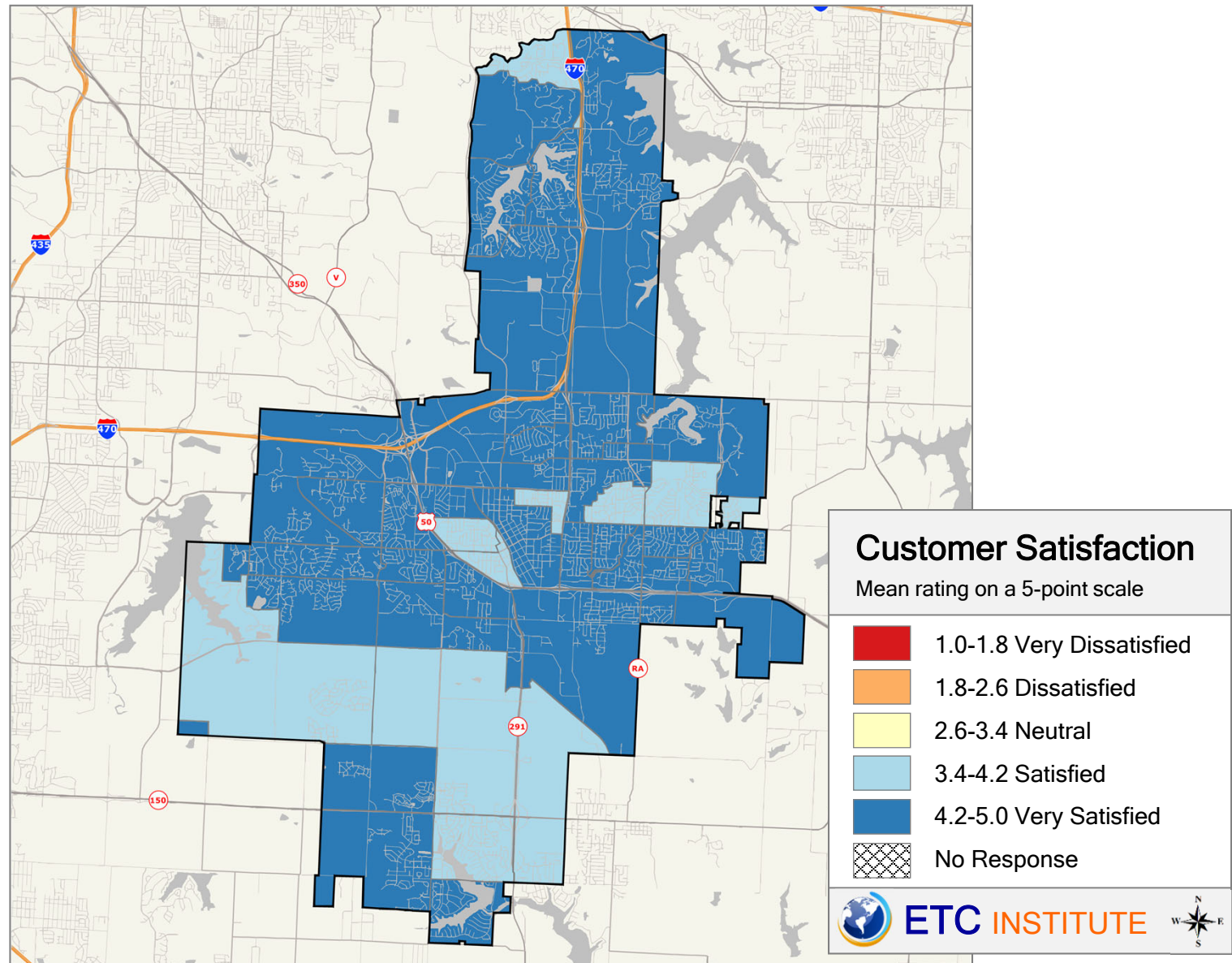
## Q11.3 Satisfaction with: Taste of your drinking water



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.4 Satisfaction with: Smell of your drinking water

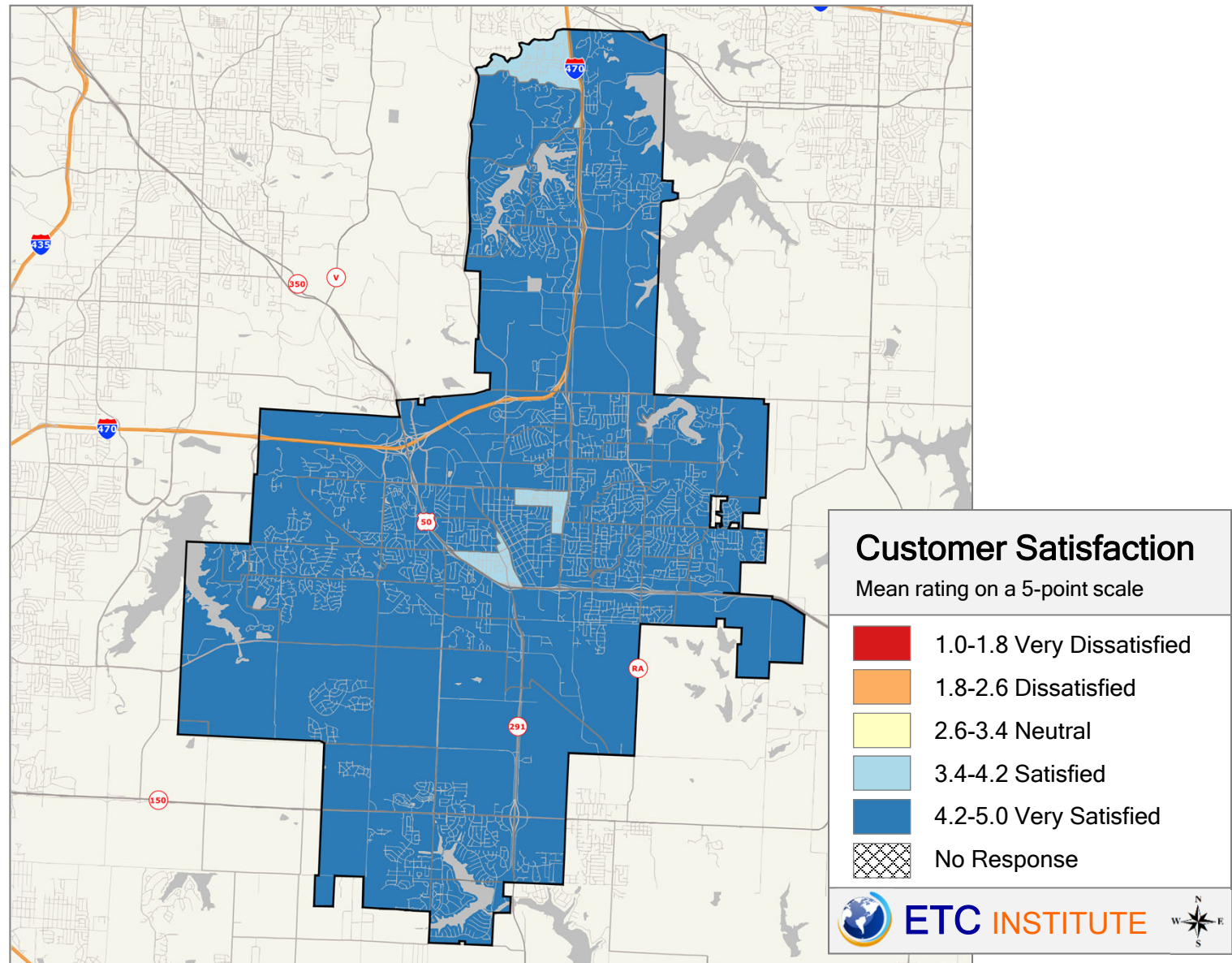


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



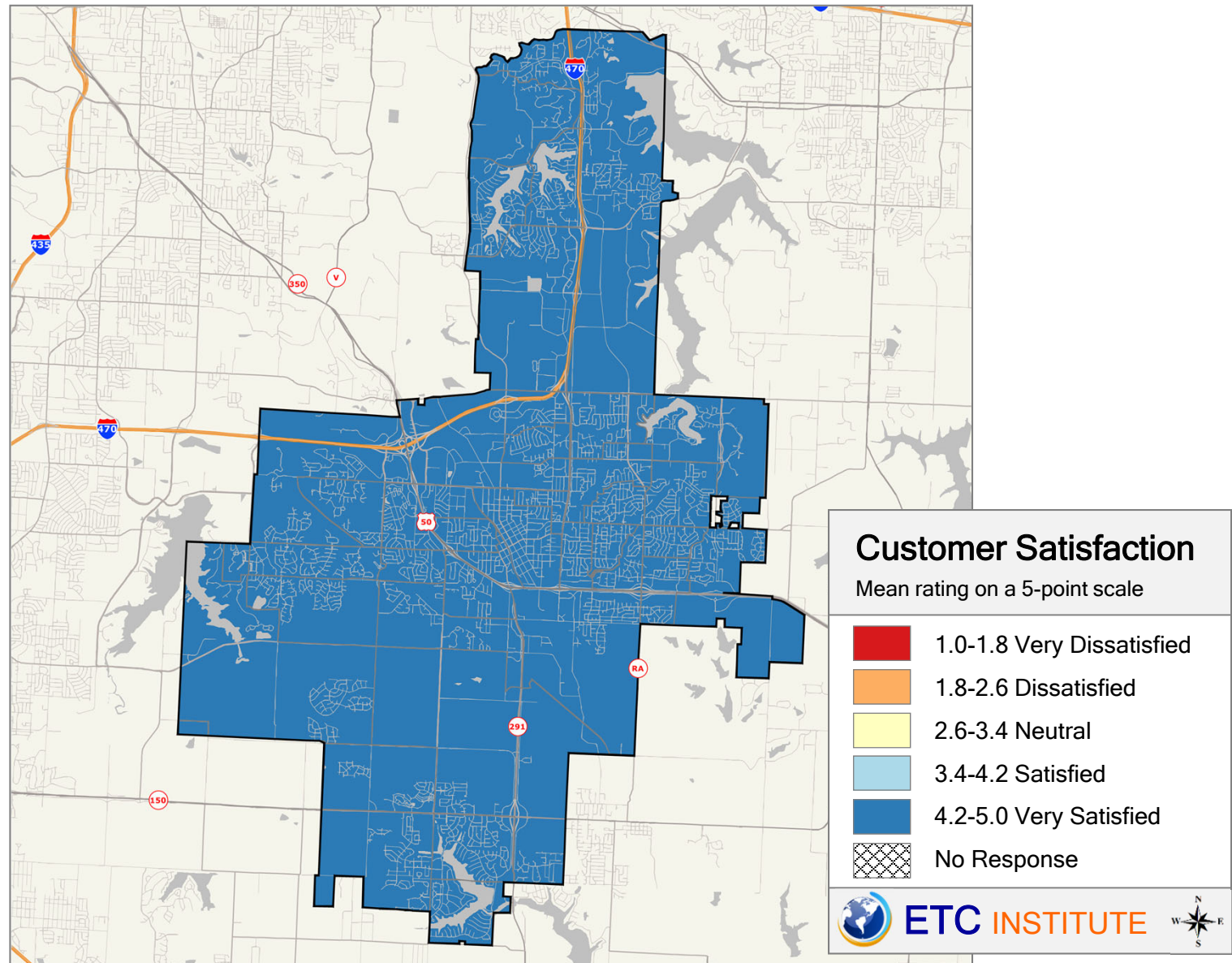
## Q11.5 Satisfaction with: Clarity of your drinking water



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.6 Satisfaction with: Reliability of water service to your home

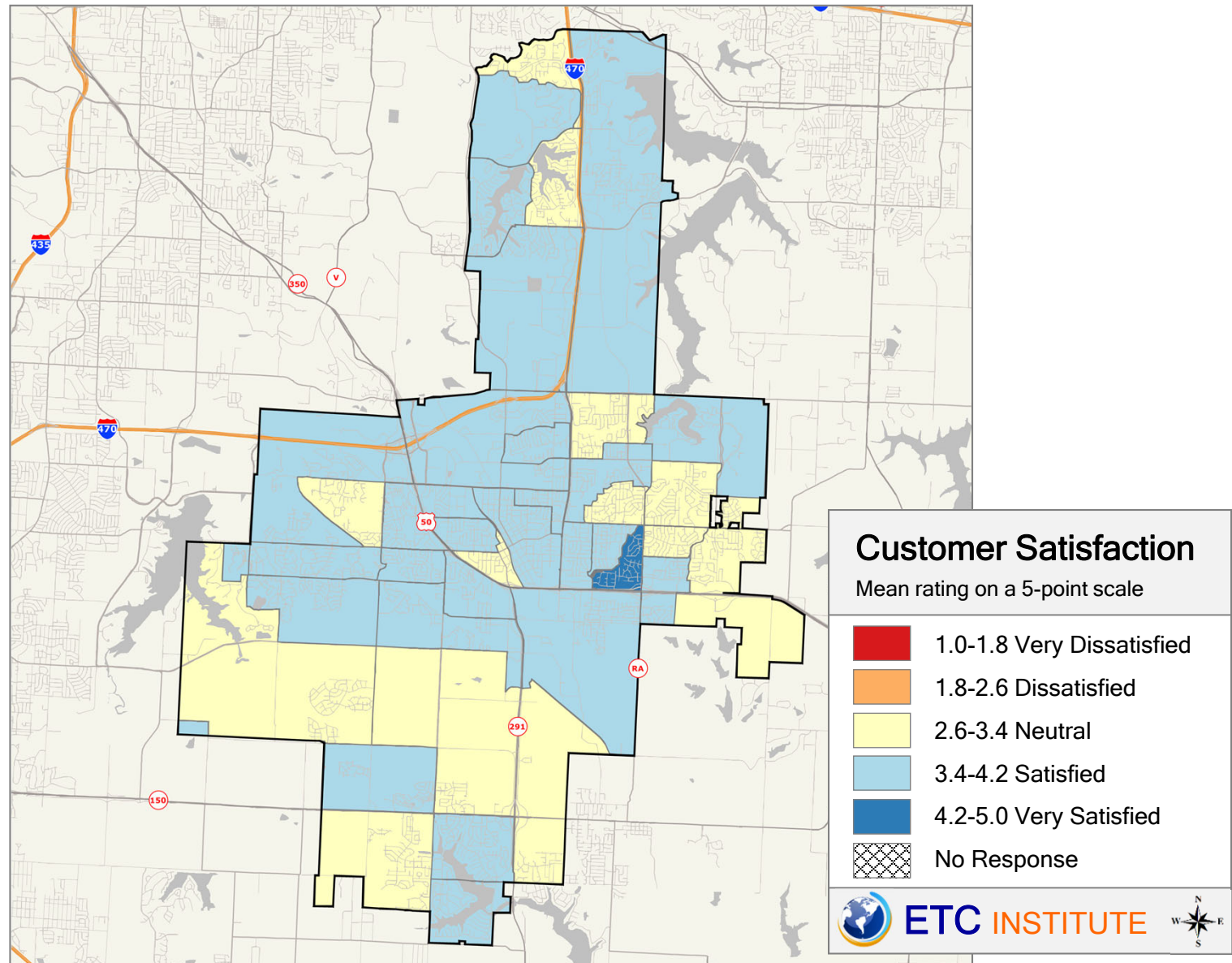


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



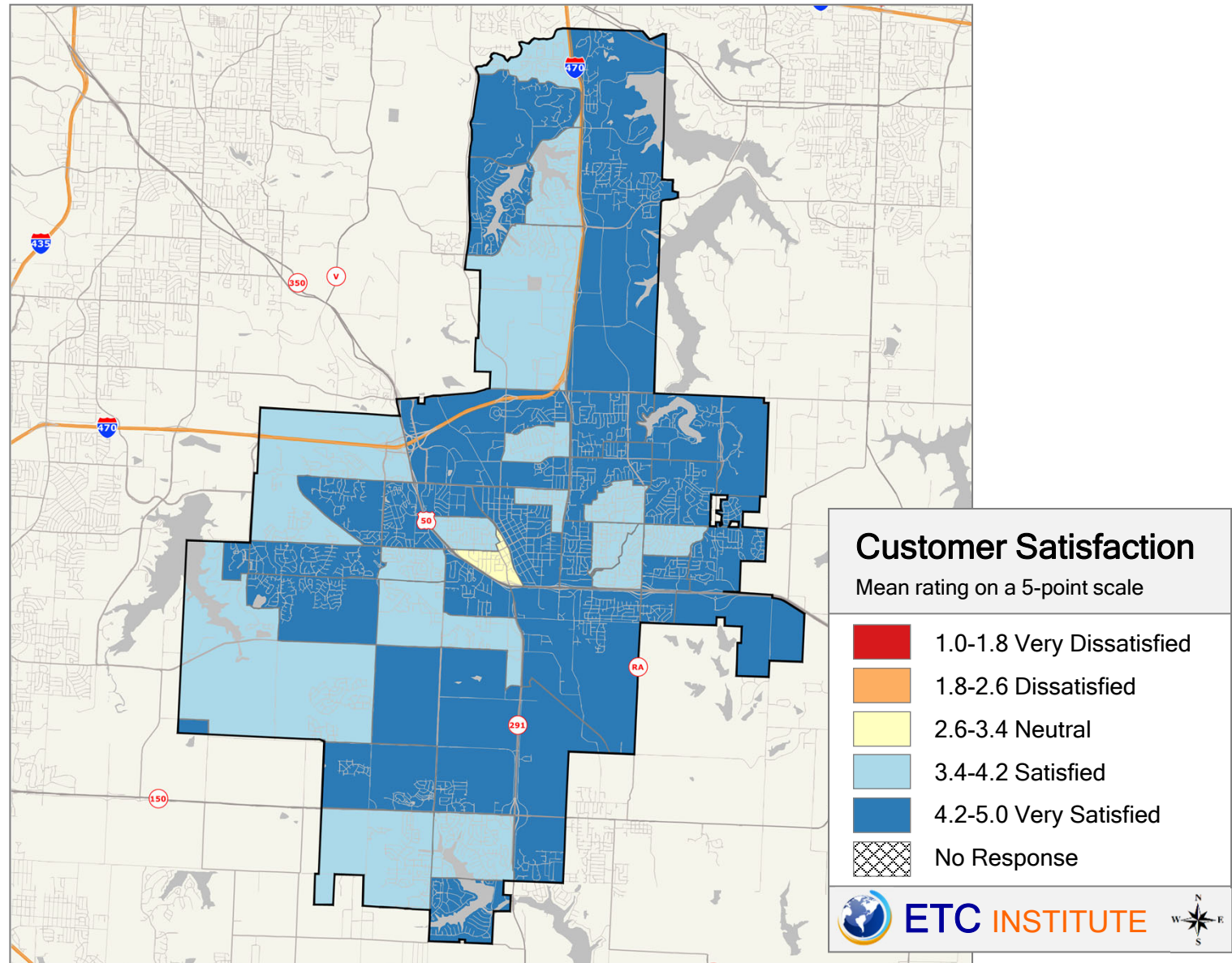
## Q11.7 Satisfaction with: Water service charges



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.8 Satisfaction with: Reliability of your sanitary sewer service

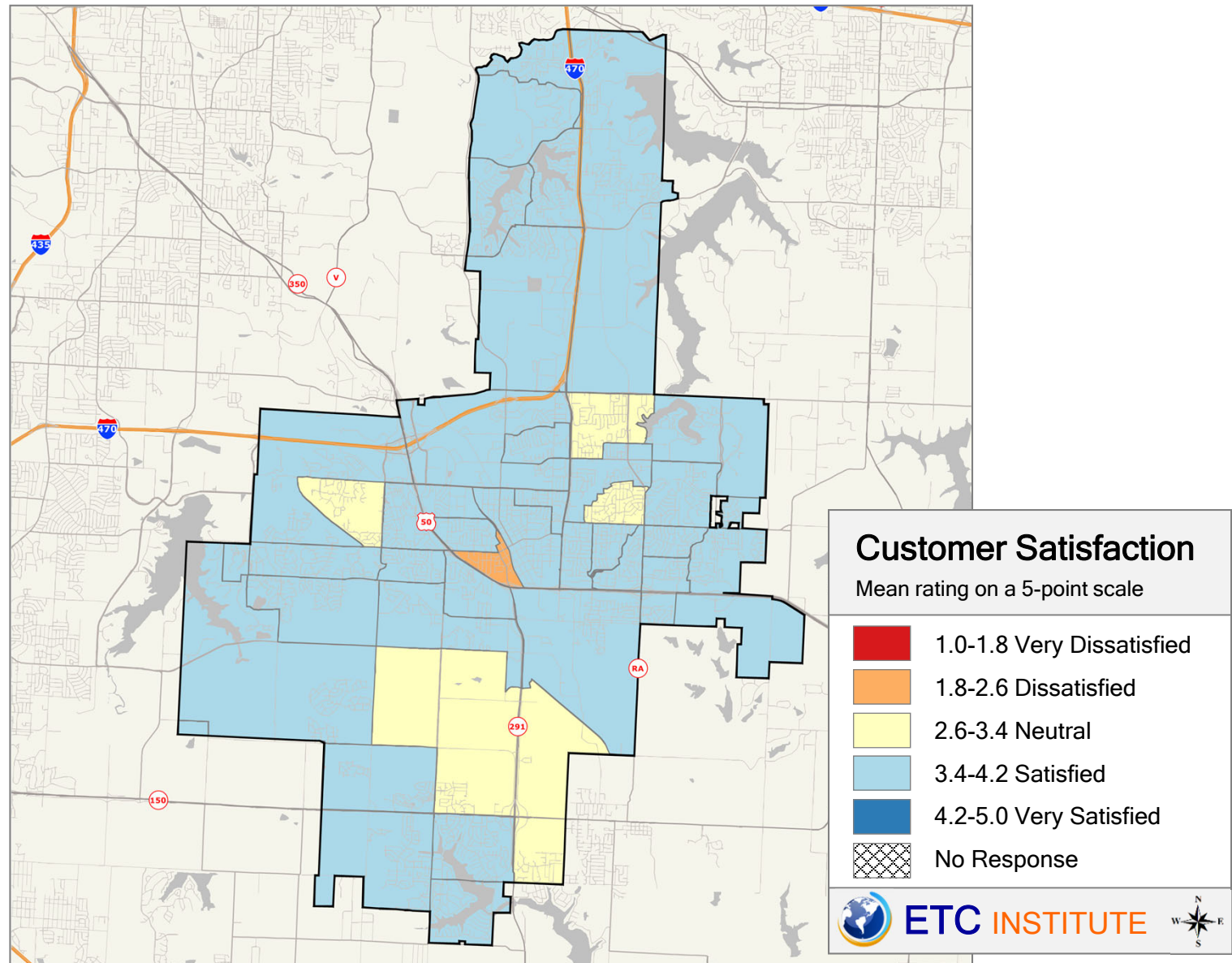


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



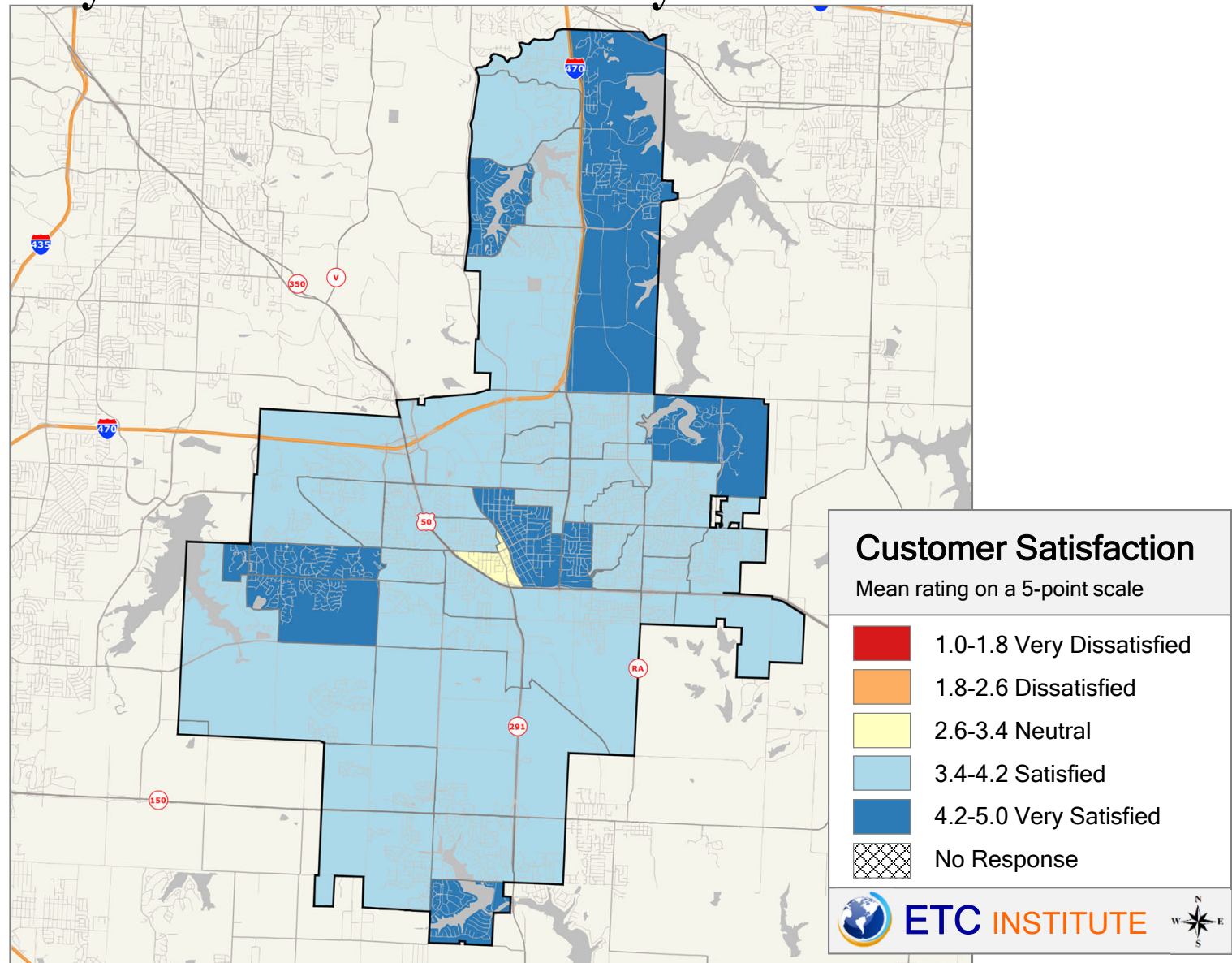
## Q11.9 Satisfaction with: Sanitary sewer service charges



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.10 Satisfaction with: The ease of understanding your water and/or sanitary sewer bill

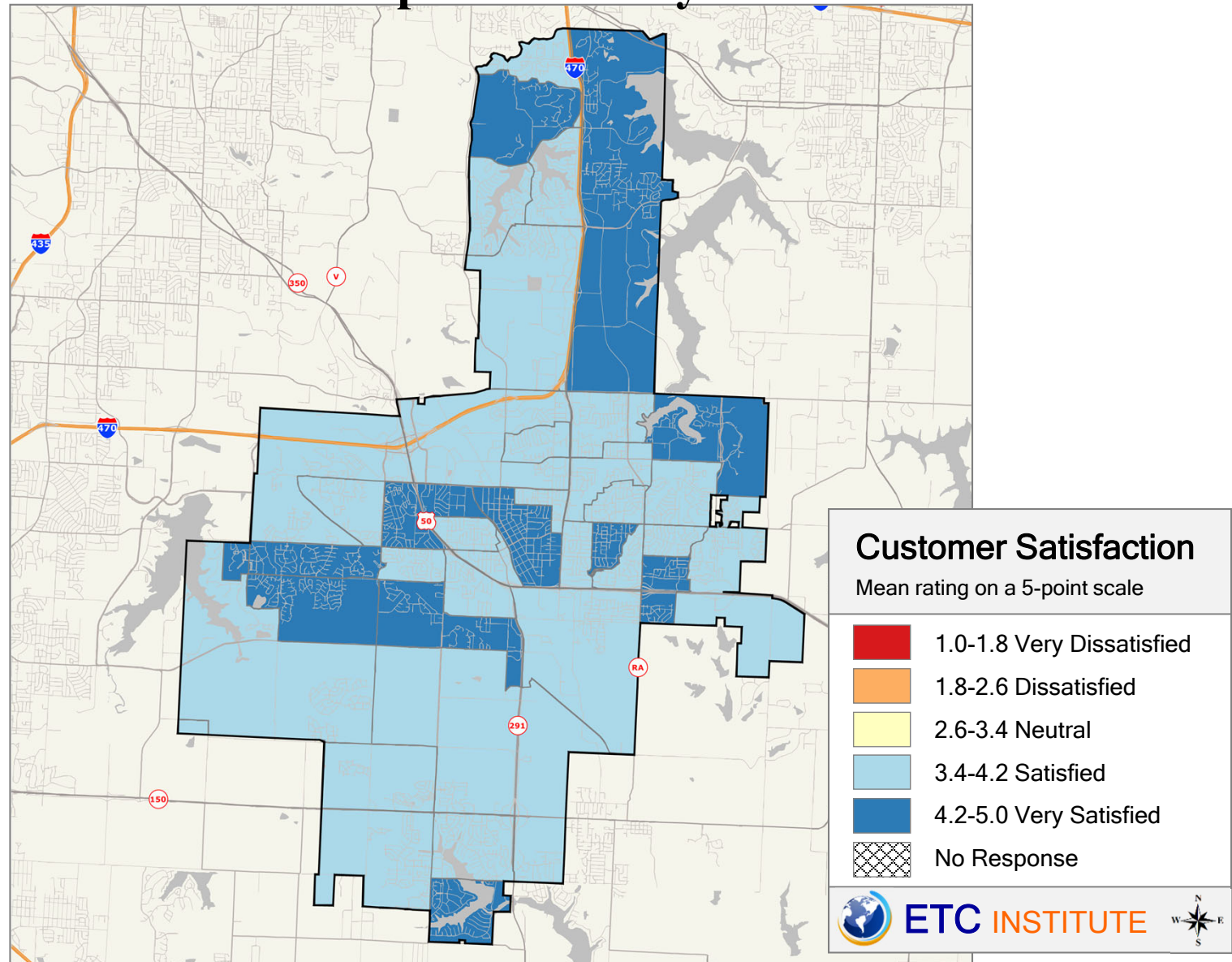


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



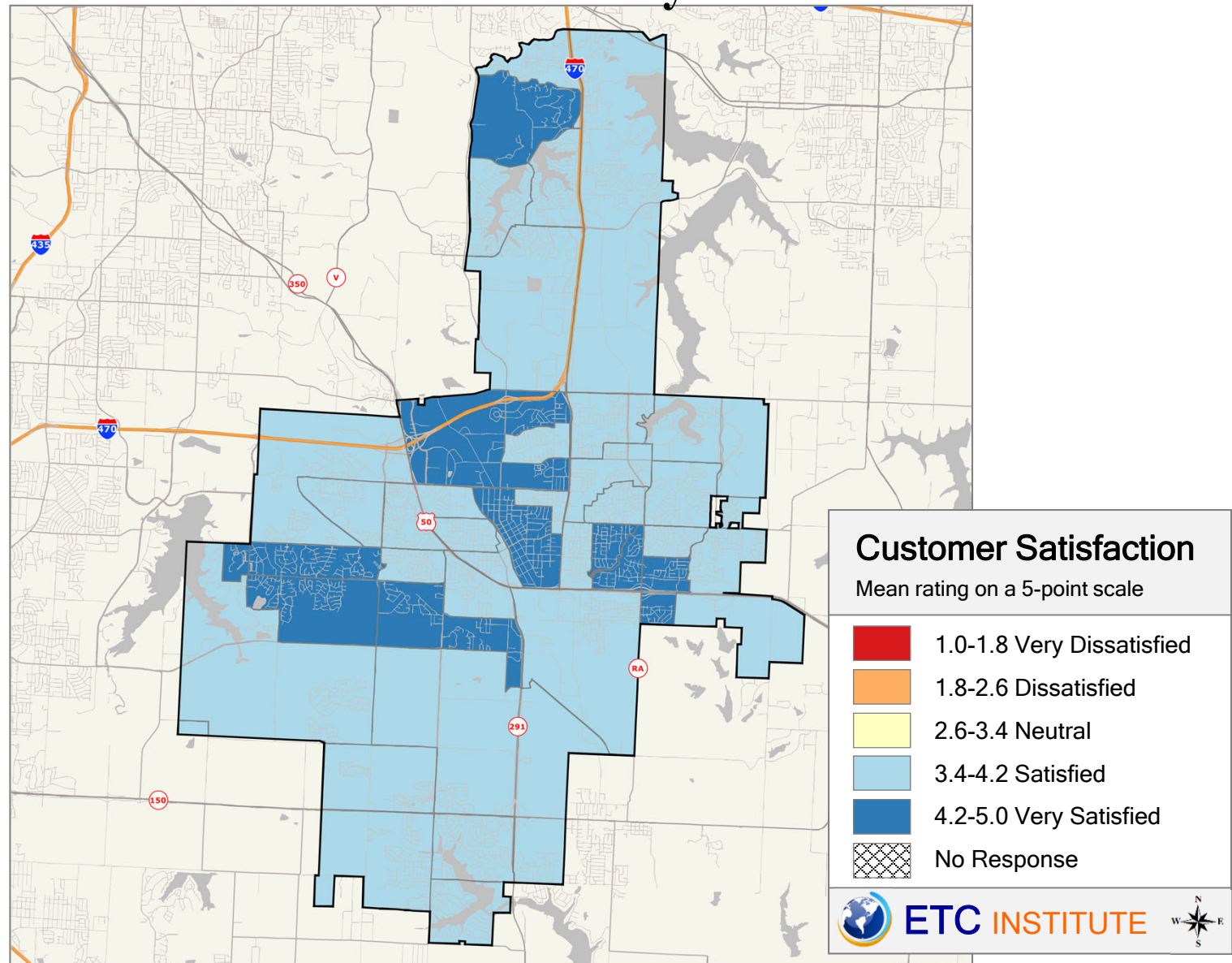
## Q11.11 Satisfaction with: The water consumption information provided on your bill



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.12 Satisfaction with: The accuracy of the water and/or sanitary sewer bill

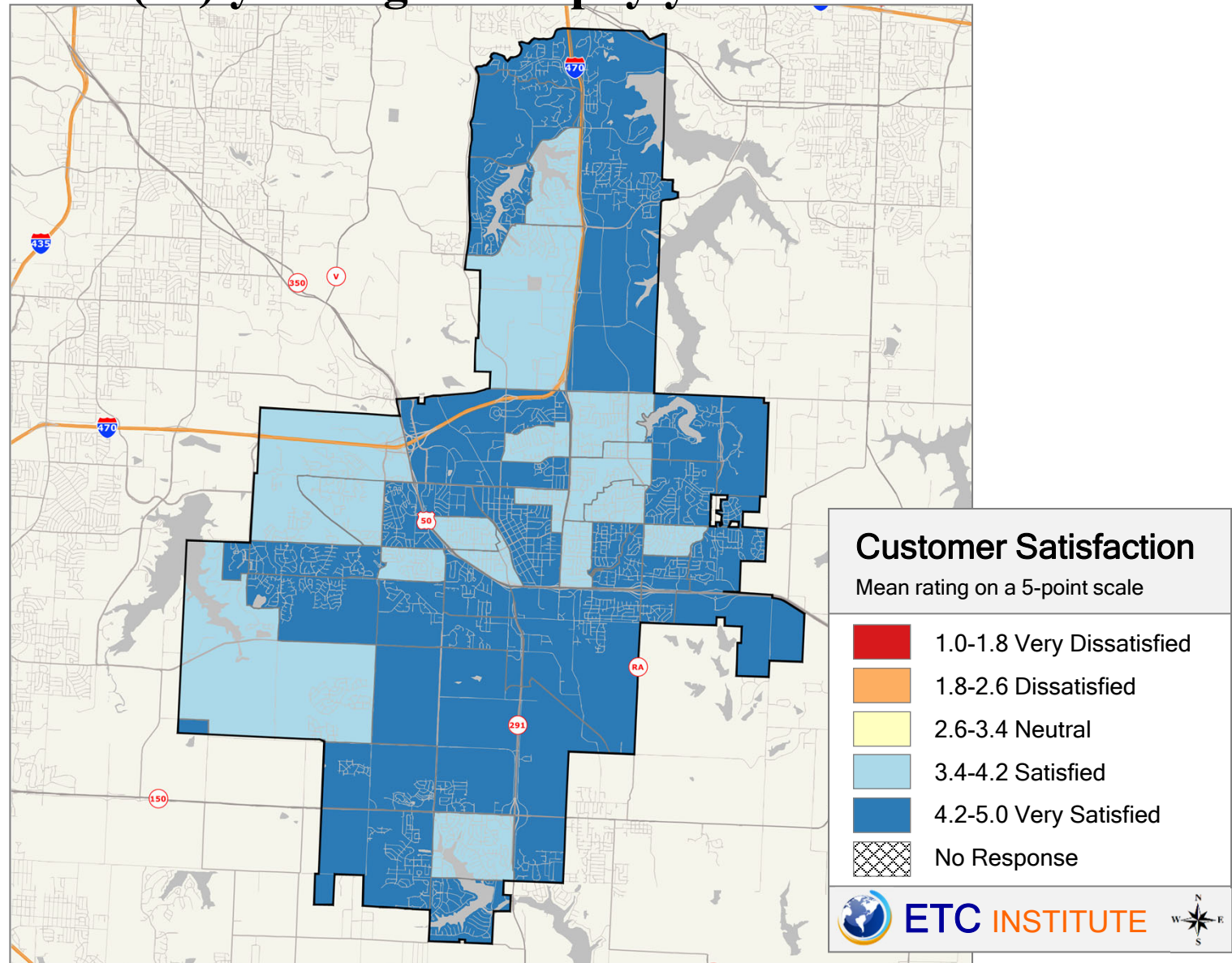


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



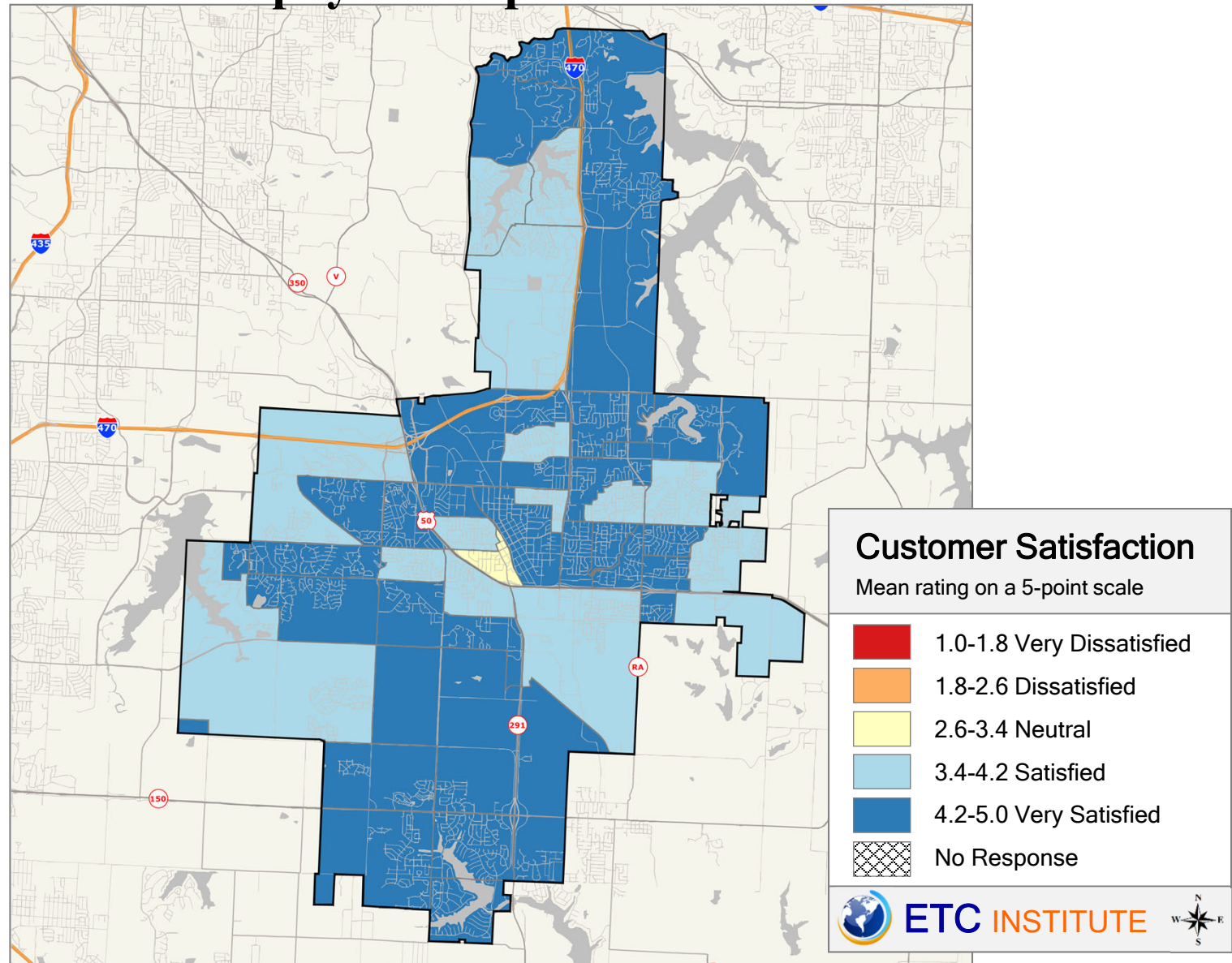
## Q11.13 Satisfaction with: The number of days (21) you're given to pay your bill



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.14 Satisfaction with: The variety of bill payment options available

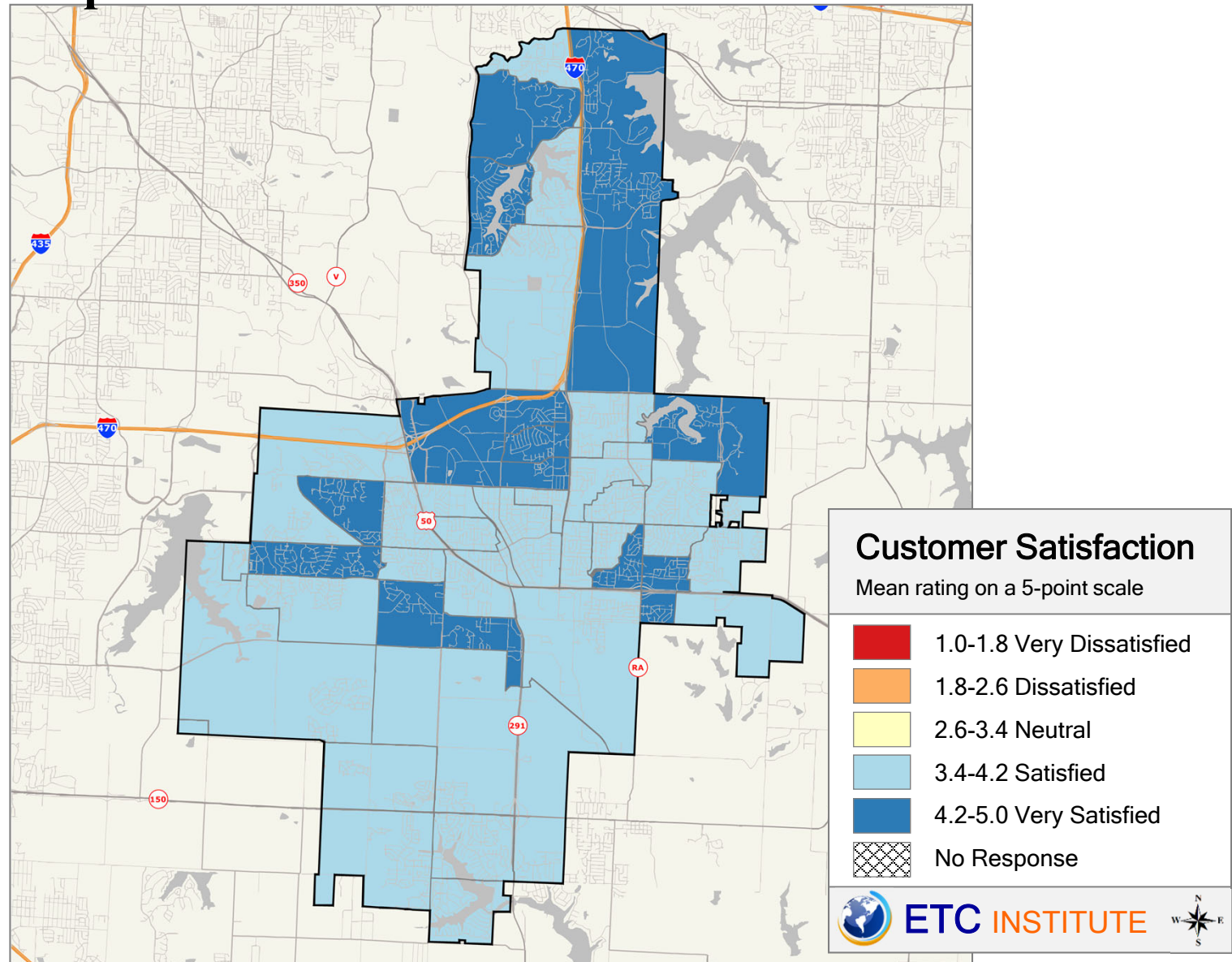


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



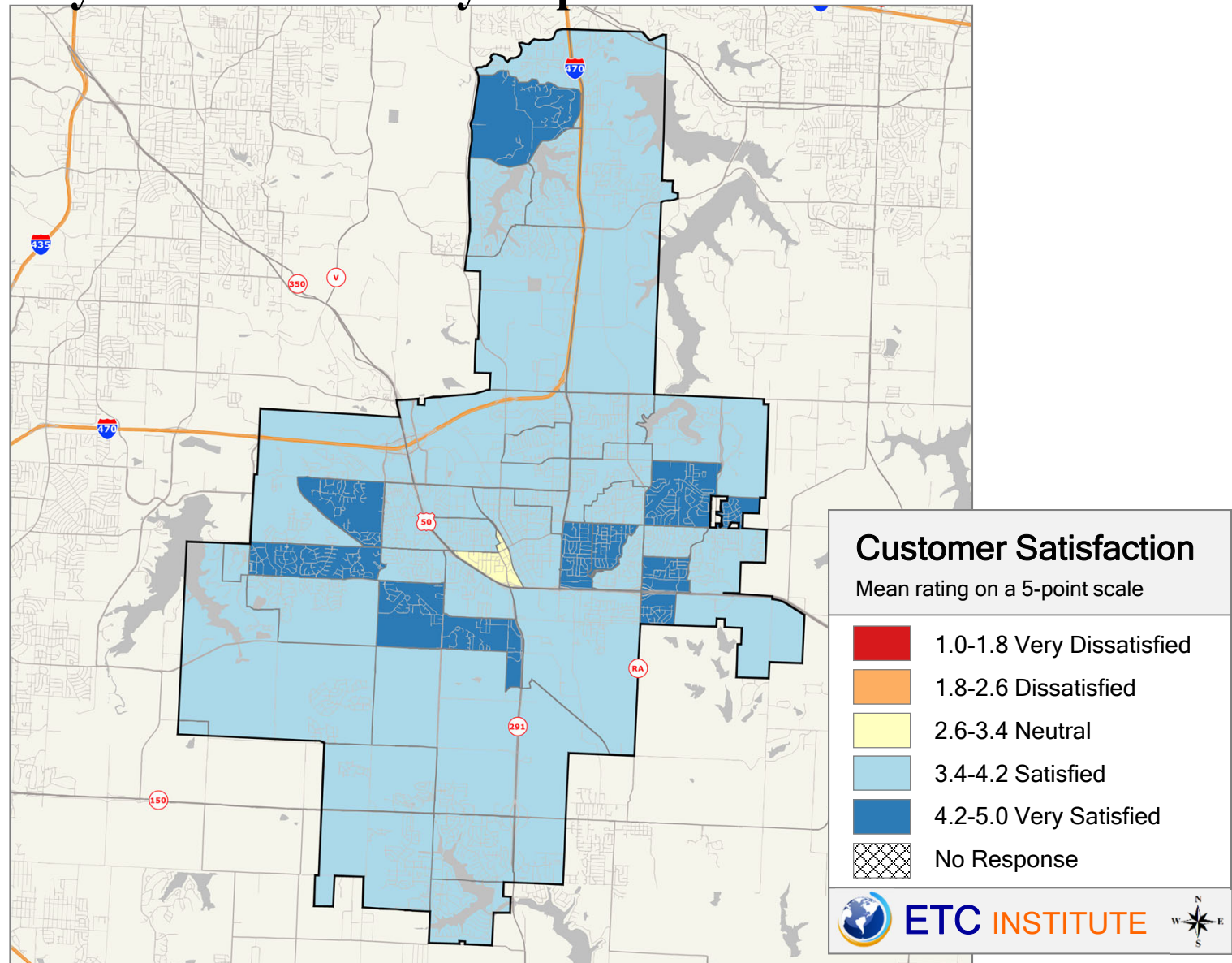
## Q11.15 Satisfaction with: The amount of information you are provided about water and sewer services



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.16 Satisfaction with: Information provided by the Water Utility Department website

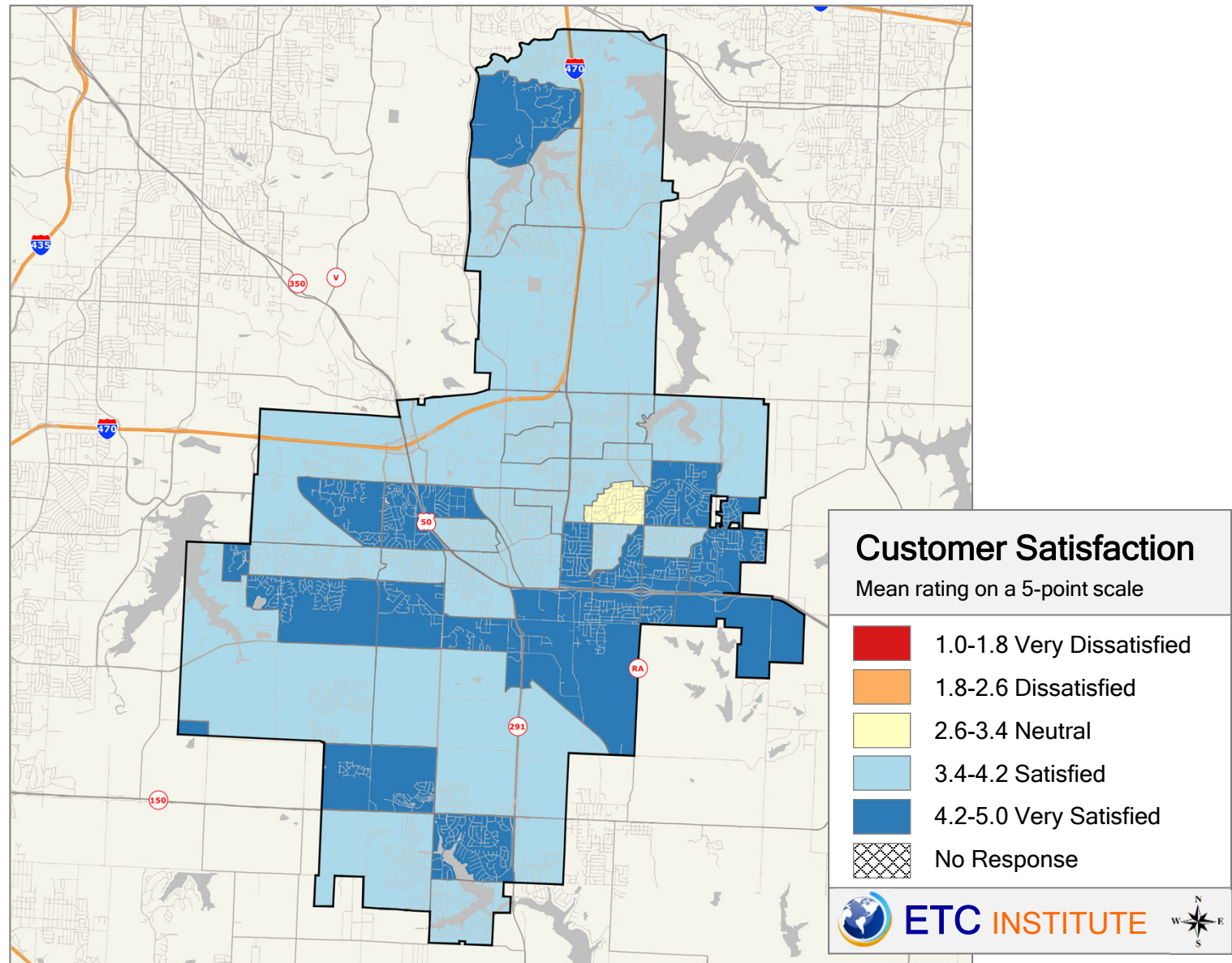


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



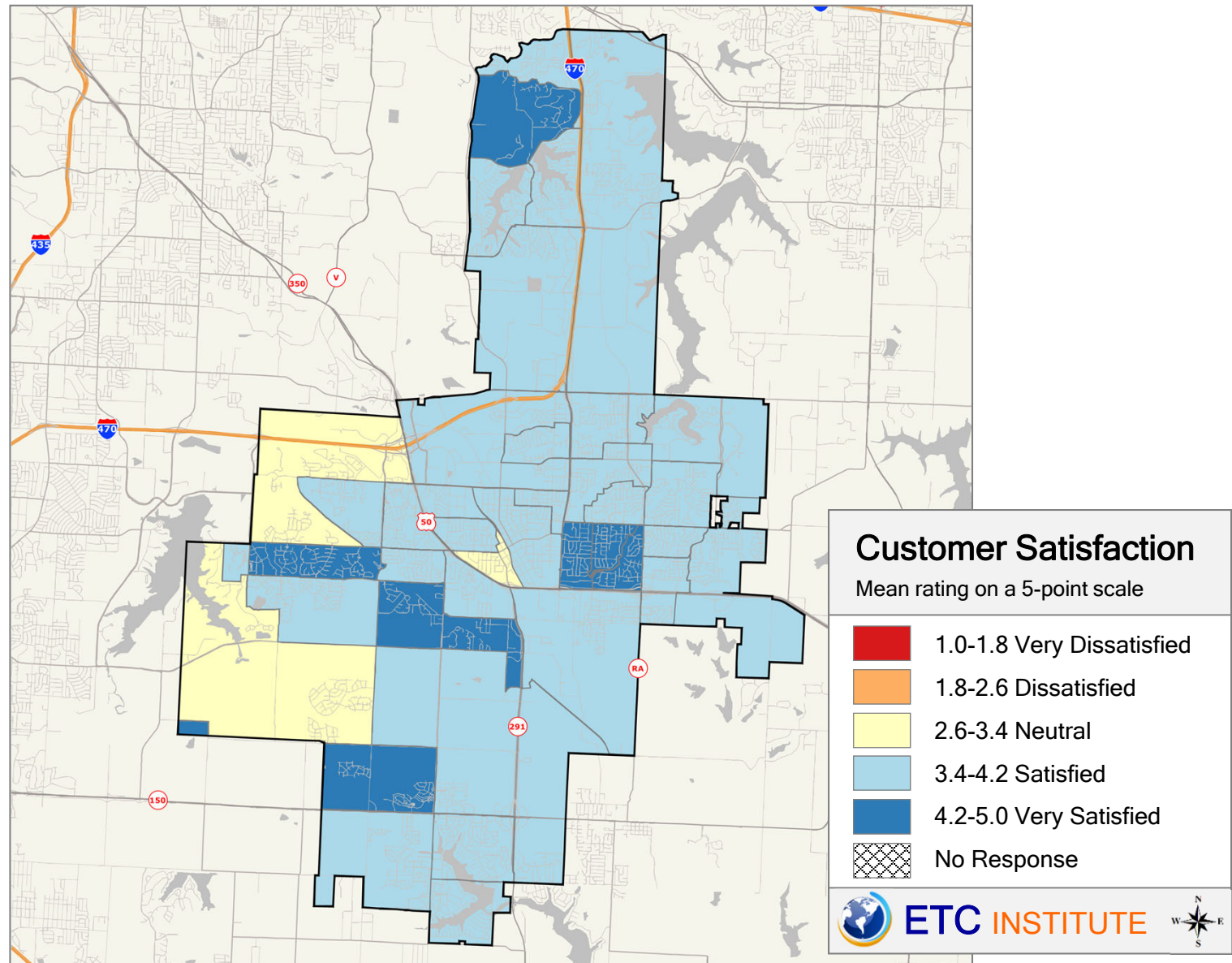
## Q11.17 Satisfaction with: The appearance and maintenance of facilities



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.18 Satisfaction with: Ease of using the payment portal service

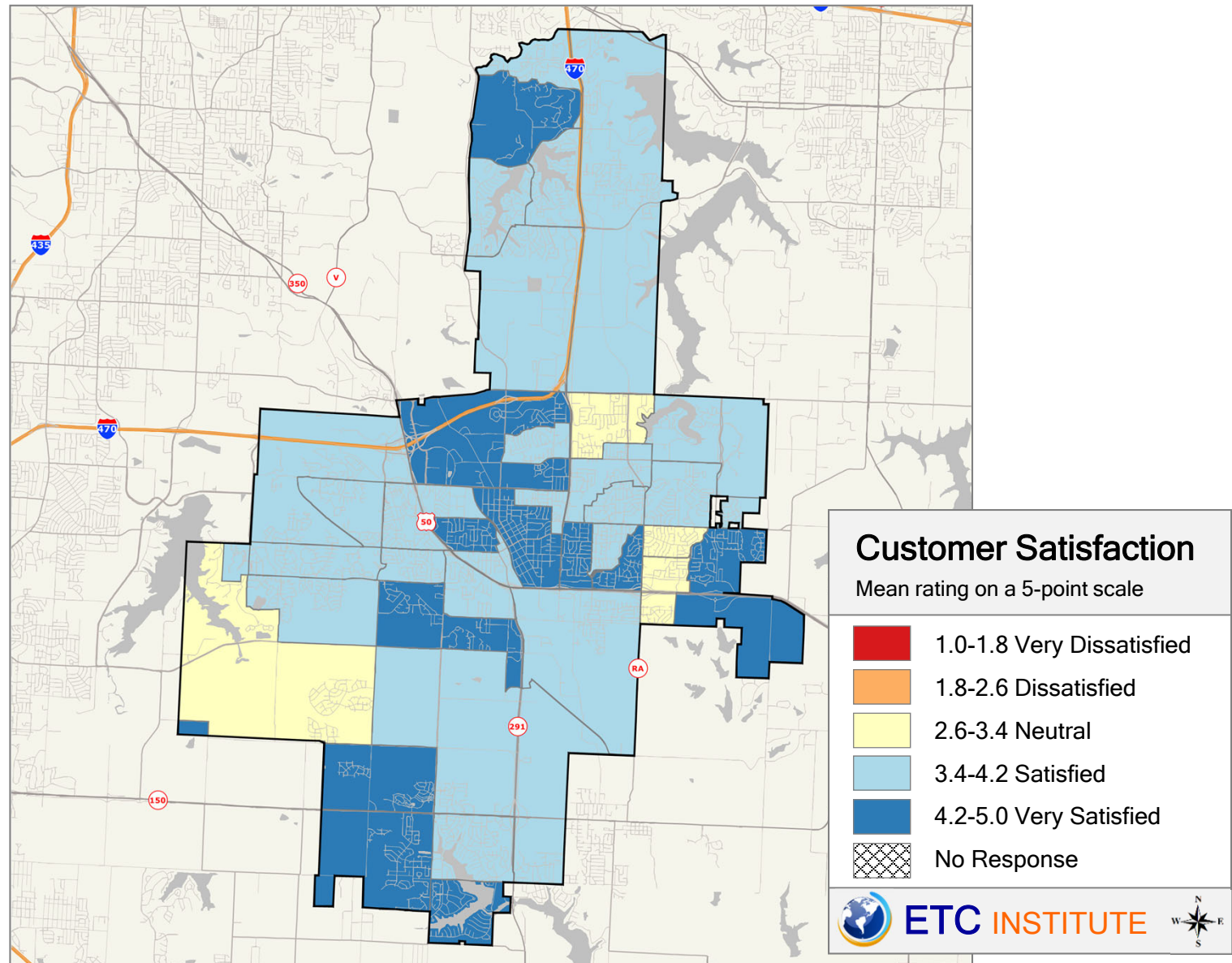


### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



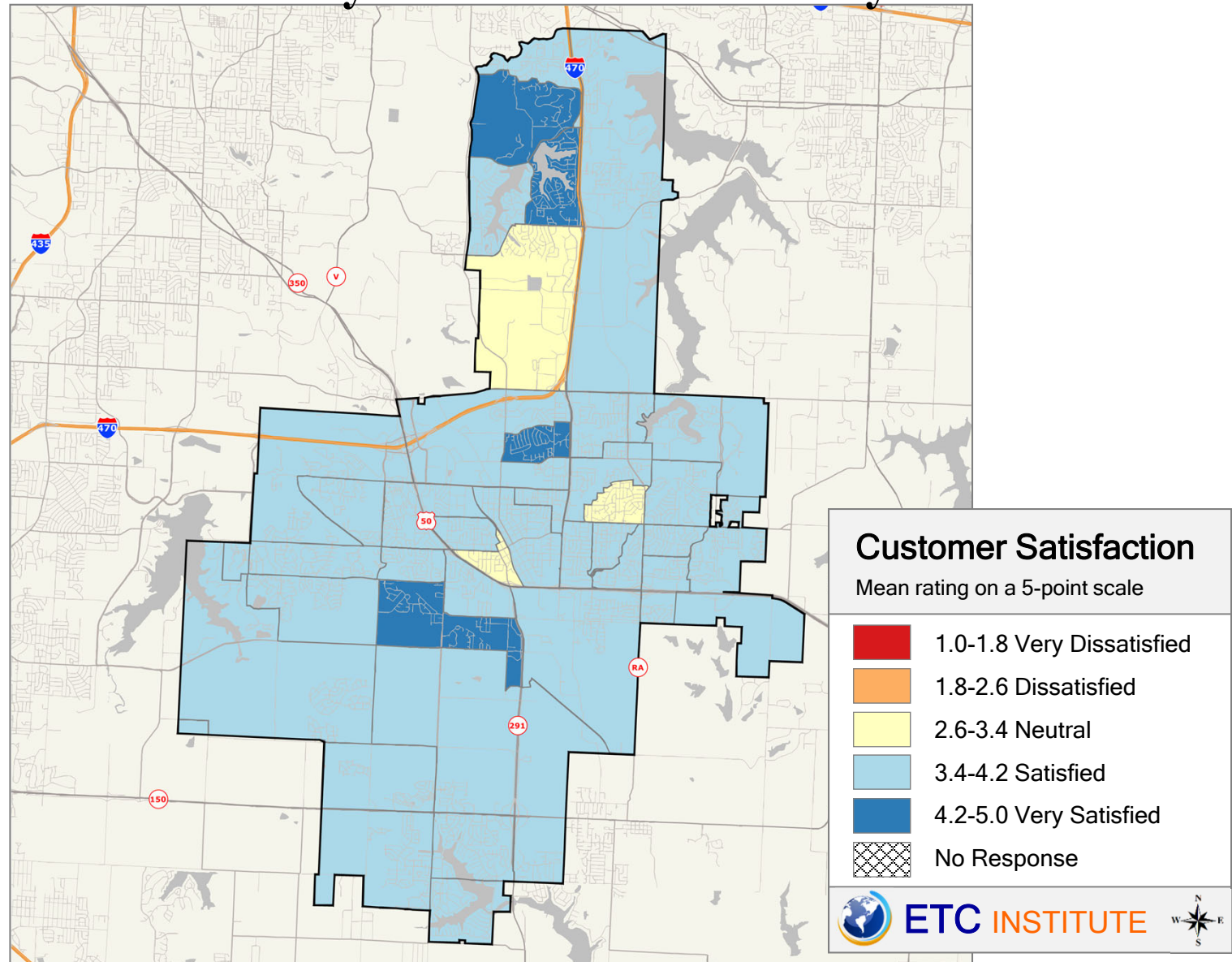
## Q11.19 Satisfaction with: Ease of using the phone payment service



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q11.20 Satisfaction with: How well the Water Utility plans for the future water and sanitary sewer needs of the City of Lee's Summit

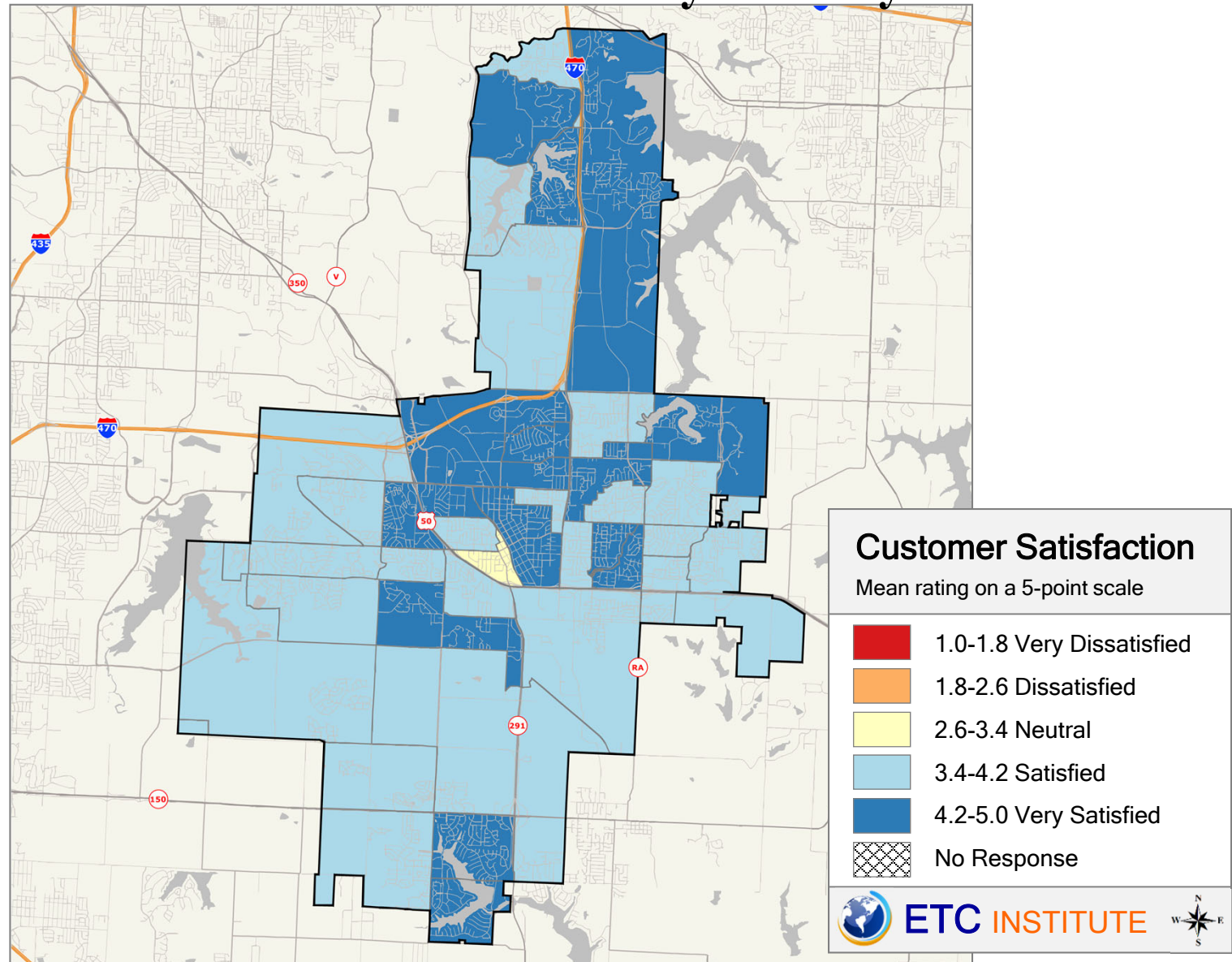


## 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



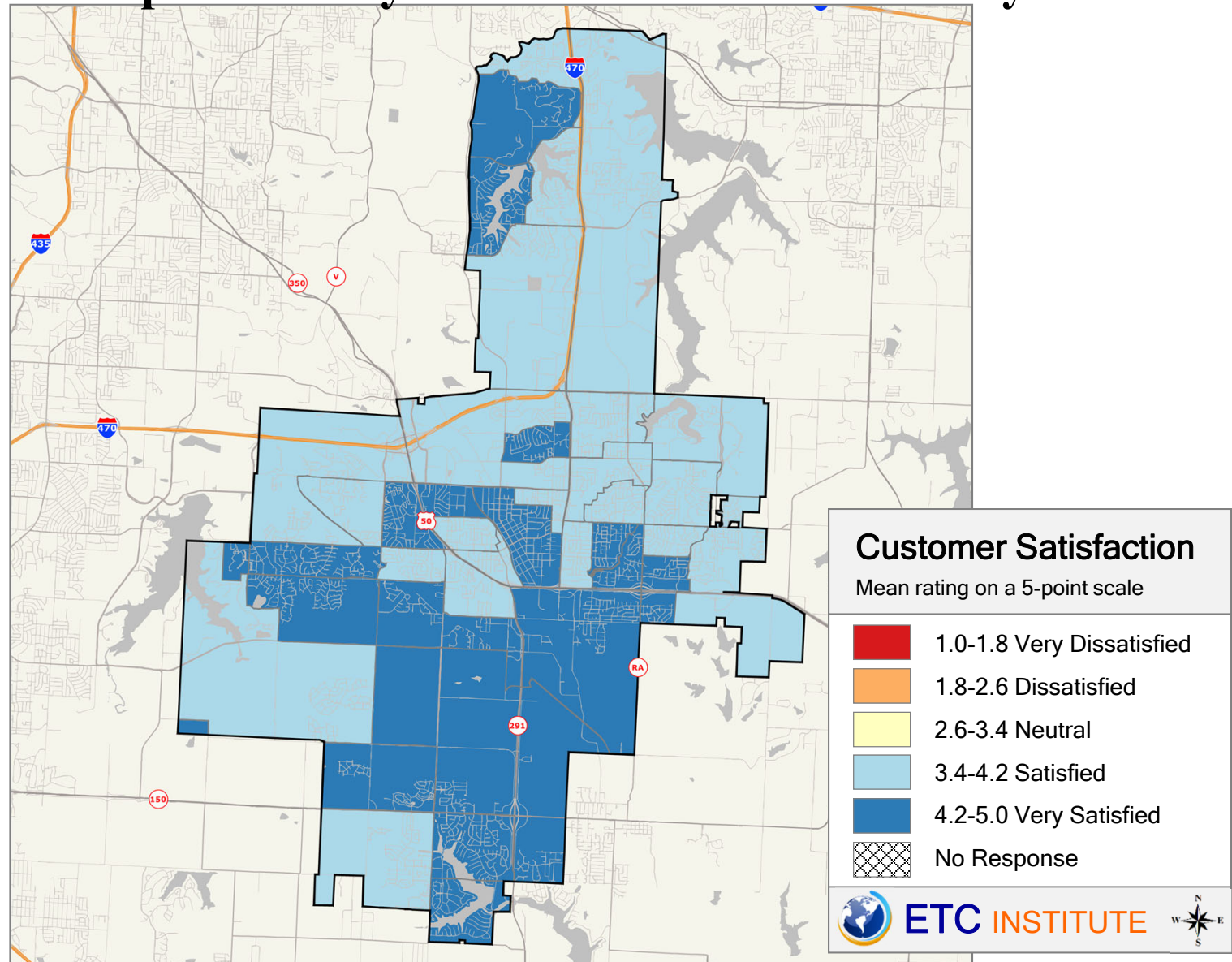
## Q11.21 Satisfaction with: How well the Water Utility maintains the water and sanitary sewer system



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11.22 Satisfaction with: Overall, I am satisfied with the services provided by Lee's Summit Water Utility



### 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## **Section 4**

### ***Tabular Data***

---

**Q1. Have you had ANY interaction with Water Utility Department staff within the last two years?**

Q1. Have you had any interaction with Water Utility Department staff within last two years	Number	Percent
Yes	160	26.4 %
No	445	73.6 %
Total	605	100.0 %

**Q2. Who was the contact with?**

Q2. Who was the contact with	Number	Percent
Office staff	99	61.9 %
Field staff	30	18.8 %
Both	31	19.4 %
Total	160	100.0 %



**Q3. What was the method of contact?**

<u>Q3. What was the method of contact</u>	<u>Number</u>	<u>Percent</u>
Phone	93	58.1 %
Email	3	1.9 %
In-person with field staff	42	26.3 %
In person at Water Utility office	16	10.0 %
Mail	2	1.3 %
Other	2	1.3 %
Not provided	2	1.3 %
Total	160	100.0 %

**WITHOUT "NOT PROVIDED"****Q3. What was the method of contact? (without "not provided")**

<u>Q3. What was the method of contact</u>	<u>Number</u>	<u>Percent</u>
Phone	93	58.9 %
Email	3	1.9 %
In-person with field staff	42	26.6 %
In person at Water Utility office	16	10.1 %
Mail	2	1.3 %
Other	2	1.3 %
Total	158	100.0 %

**Q3-7. Other**

<u>Q3-7. Other</u>	<u>Number</u>	<u>Percent</u>
Leadership Lee's Summit	1	50.0 %
LS ANNUAL EQPT OPEN HOUSE	1	50.0 %
Total	2	100.0 %

**Q4. If you initiated contact, what was the nature of your contact?**

<u>Q4. What was the nature of your contact</u>	<u>Number</u>	<u>Percent</u>
To make a payment	29	18.1 %
Meter reading concern	25	15.6 %
Billing concern	40	25.0 %
Online payment portal question	15	9.4 %
Question about rates, fees, or charges	9	5.6 %
Sanitary sewer system (odor, blockage, backup, Capital Improvement Project, etc.)	3	1.9 %
Water distribution system (taste, odor, pressure, main breaks, water quality, Capital Improvement Project, etc.)	12	7.5 %
Complaint	2	1.3 %
Backflow prevention devices/program	8	5.0 %
Other	51	31.9 %
Total	194	

**Q4-10. Other**

Q4-10. Other	Number	Percent
Set up account	11	21.6 %
STOP WATER AT OLD HOUSE & START BACK UP AT NEW HOME	3	5.9 %
TRANSFER SERVICE	2	3.9 %
To start water service	2	3.9 %
Meter needed to be moved	1	2.0 %
General meeting	1	2.0 %
New meter	1	2.0 %
At neighbors house	1	2.0 %
Neighbor to our south was out of town and sprinkler system had a broken line	1	2.0 %
Bill for 1-2018 was 1300 gallons and for 1-2019 4000 plus	1	2.0 %
Had water running by driveway. Thought it might be a broken sewer pipe	1	2.0 %
VISIT WHILE CHECK A WATER LEAK AT NEIGHBORS	1	2.0 %
METER COVER WAS BROKEN	1	2.0 %
RAISING THEIR METER IN FRONT YARD TRIPPING HAZARD	1	2.0 %
METER REPLACEMENT	1	2.0 %
REPLACE ENTIRE STREETS WATER LINES	1	2.0 %
REINSTATE SERVICE B/C OF OUTDATED AUTO PAY SET UP	1	2.0 %
JUST TO ASK WHAT THEY ARE DOING	1	2.0 %
2 HOLES INSIDE AND BACK YARD TOOK A YR TO COMPLETE	1	2.0 %
Check a spike in our usage	1	2.0 %
ISSUE WITH COLLAPSING WATER METER	1	2.0 %
CHECK OUT MAINTENANCE	1	2.0 %
CHANGE BANK INFO	1	2.0 %
DID NOT RECEIVE MONTHLY STATEMENT BALANCE	1	2.0 %
Neighbor had a warning of excess water flow, so I thought I might have same problem	1	2.0 %
WORKING ON WATER LINES	1	2.0 %
ACCOUNT SERVE	1	2.0 %
CHANGE SERVICE ADDRESS	1	2.0 %
METER COVER WAS FALLING INTO HOLE	1	2.0 %
NEW TO LEES SUMMIT WANTED TO BE CONNECTED	1	2.0 %
INDQUIRE ABOUT STEELING AROUND MAIN LINE IN FRONT YARD	1	2.0 %
WATER PRESSURE	1	2.0 %
WATER METER WAS SINKING TOO LOW	1	2.0 %
NEED A FULL COPY OF THE WATER BILL PROOF OF RESIDENCY	1	2.0 %
MAIN WATER LEAK	1	2.0 %
NEW FIRE HYDRANT	1	2.0 %
Total	51	100.0 %

**Q5. Thinking of your most recent experience with Water Utility Department staff, please indicate your satisfaction with each of the following.**

(N=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Politeness & courteousness of staff	62.5%	24.4%	8.8%	0.6%	3.1%	0.6%
Q5-2. Technical competence & knowledge of staff	56.9%	23.8%	10.0%	1.9%	0.6%	6.9%
Q5-3. How easy the department staff was to contact	50.6%	29.4%	8.8%	3.8%	0.6%	6.9%
Q5-4. Overall resolution to your issue or request	50.6%	28.1%	8.1%	3.8%	1.9%	7.5%
Q5-5. Overall responsiveness to your request, question, or concern	54.4%	26.3%	6.3%	3.8%	3.1%	6.3%

**WITHOUT "DON'T KNOW"****Q5. Thinking of your most recent experience with Water Utility Department staff, please indicate your satisfaction with each of the following. (without "don't know")**

(N=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Politeness & courteousness of staff	62.9%	24.5%	8.8%	0.6%	3.1%
Q5-2. Technical competence & knowledge of staff	61.1%	25.5%	10.7%	2.0%	0.7%
Q5-3. How easy the department staff was to contact	54.4%	31.5%	9.4%	4.0%	0.7%
Q5-4. Overall resolution to your issue or request	54.7%	30.4%	8.8%	4.1%	2.0%
Q5-5. Overall responsiveness to your request, question, or concern	58.0%	28.0%	6.7%	4.0%	3.3%

**Q6. Have you observed any Water Utility Department field staff within the last two years?**

Q6. Have you observed any Water Utility Department field staff within last two years	Number	Percent
Yes	184	30.4 %
No	421	69.6 %
Total	605	100.0 %

**Q6a. Thinking of your most recent observation of Water Utility Department field staff, please indicate your satisfaction with each of the following.**

(N=184)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6a-1. Ease of identifying field staff (i.e., safety vest, jackets, name tags)	47.3%	29.3%	12.0%	2.2%	1.1%	8.2%
Q6a-2. Field staff's professional attitude	38.0%	17.9%	7.6%	1.6%	0.0%	34.8%
Q6a-3. How field staff cleaned up their work areas when finished	40.8%	16.3%	7.6%	1.6%	0.5%	33.2%
Q6a-4. Field staff's repair to your lawn or landscaping	20.1%	3.8%	4.3%	0.5%	1.6%	69.6%

**WITHOUT "DON'T KNOW"****Q6a. Thinking of your most recent observation of Water Utility Department field staff, please indicate your satisfaction with each of the following. (without "don't know")**

(N=184)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6a-1. Ease of identifying field staff (i.e., safety vest, jackets, name tags)	51.5%	32.0%	13.0%	2.4%	1.2%
Q6a-2. Field staff's professional attitude	58.3%	27.5%	11.7%	2.5%	0.0%
Q6a-3. How field staff cleaned up their work areas when finished	61.0%	24.4%	11.4%	2.4%	0.8%
Q6a-4. Field staff's repair to your lawn or landscaping	66.1%	12.5%	14.3%	1.8%	5.4%



**Q7. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK?**

Q7. Have you had an unplanned disruption to water service that was caused by a main break	Number	Percent
Yes	28	4.6 %
No	564	93.2 %
Not provided	13	2.1 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q7. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK? (without "not provided")**

Q7. Have you had an unplanned disruption to water service that was caused by a main break	Number	Percent
Yes	28	4.7 %
No	564	95.3 %
Total	592	100.0 %

**Q7a. Please rate your satisfaction with the following statement: "The Water Utility restored my water service in a reasonable amount of time."**

(N=28)

	Very satisfied	Satisfied	Neutral	Dissatisfied
Q7a. Water Utility restored my water service in a reasonable amount of time	39.3%	39.3%	10.7%	10.7%

**Q7b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service?**

Q7b. How satisfied were you with Water Utility  
Department's efforts to inform you about  
disruption to your service

	Number	Percent
Very satisfied	7	25.0 %
Satisfied	7	25.0 %
Neutral	8	28.6 %
Dissatisfied	2	7.1 %
Very dissatisfied	3	10.7 %
Not provided	1	3.6 %
Total	28	100.0 %

**WITHOUT "NOT PROVIDED"****Q7b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service? (without "not provided")**

Q7b. How satisfied were you with Water Utility  
Department's efforts to inform you about  
disruption to your service

	Number	Percent
Very satisfied	7	25.9 %
Satisfied	7	25.9 %
Neutral	8	29.6 %
Dissatisfied	2	7.4 %
Very dissatisfied	3	11.1 %
Total	27	100.0 %

**Q8. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?**

Q8. Are you aware that insurance coverage for  
sanitary sewer backups is often available on your  
homeowners insurance policy

	Number	Percent
Yes	258	42.6 %
No	305	50.4 %
Not applicable	28	4.6 %
Not provided	14	2.3 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q8. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy? (without "not provided")**

Q8. Are you aware that insurance coverage for  
sanitary sewer backups is often available on your  
homeowners insurance policy

	Number	Percent
Yes	258	43.7 %
No	305	51.6 %
Not applicable	28	4.7 %
Total	591	100.0 %

**Q9. Considering the following utilities, please rank your satisfaction in terms of value.**

(N=605)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not applicable
Q9-1. Gas	34.5%	39.0%	15.0%	2.8%	0.7%	7.9%
Q9-2. Water	35.7%	35.4%	17.9%	5.5%	1.0%	4.6%
Q9-3. Sewer	32.9%	34.4%	18.0%	4.8%	2.0%	7.9%
Q9-4. Telephone	16.9%	23.0%	21.8%	7.9%	2.5%	27.9%
Q9-5. Internet	22.1%	29.8%	21.0%	12.7%	3.6%	10.7%
Q9-6. Electricity	30.6%	39.5%	18.0%	6.0%	1.2%	4.8%

**WITHOUT "NOT APPLICABLE"****Q9. Considering the following utilities, please rank your satisfaction in terms of value. (without "not applicable")**

(N=605)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Gas	37.5%	42.4%	16.3%	3.1%	0.7%
Q9-2. Water	37.4%	37.1%	18.7%	5.7%	1.0%
Q9-3. Sewer	35.7%	37.3%	19.6%	5.2%	2.2%
Q9-4. Telephone	23.4%	31.9%	30.3%	11.0%	3.4%
Q9-5. Internet	24.8%	33.3%	23.5%	14.3%	4.1%
Q9-6. Electricity	32.1%	41.5%	18.9%	6.3%	1.2%

**Q10. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are:**

Q10. What do you think Lee's Summit's water & wastewater charges are	Number	Percent
About the same	126	20.8 %
Less expensive	27	4.5 %
More expensive	196	32.4 %
Don't know	256	42.3 %
Total	605	100.0 %

**WITHOUT "DON'T KNOW"**

**Q10. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are: (without "don't know")**

Q10. What do you think Lee's Summit's water & wastewater charges are	Number	Percent
About the same	126	36.1 %
Less expensive	27	7.7 %
More expensive	196	56.2 %
Total	349	100.0 %



**Q11. Please rate your satisfaction with the following:**

(N=605)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Safety of your drinking water	42.6%	38.8%	10.1%	0.8%	0.3%	7.3%
Q11-2. Your water pressure	39.3%	39.5%	10.9%	6.3%	1.5%	2.5%
Q11-3. Taste of your drinking water	42.6%	41.2%	8.6%	3.5%	0.3%	3.8%
Q11-4. Smell of your drinking water	46.6%	40.0%	8.4%	2.0%	0.0%	3.0%
Q11-5. Clarity of your drinking water	47.4%	42.6%	5.5%	1.5%	0.0%	3.0%
Q11-6. Reliability of water service to your home	55.7%	34.5%	4.3%	1.2%	0.2%	4.1%
Q11-7. Water service charges	20.7%	34.5%	26.6%	10.6%	2.6%	5.0%
Q11-8. Reliability of your sanitary sewer service	40.2%	36.4%	11.4%	3.1%	0.8%	8.1%
Q11-9. Sanitary sewer service charges	20.2%	35.7%	23.8%	8.9%	1.8%	9.6%
Q11-10. Ease of understanding your water and/or sanitary sewer bill	28.9%	40.0%	21.0%	4.1%	1.0%	5.0%
Q11-11. Water consumption information provided on your bill	30.1%	42.3%	18.0%	2.8%	0.5%	6.3%
Q11-12. Accuracy of water and/or sanitary sewer bill	28.4%	36.2%	20.7%	2.3%	0.5%	11.9%
Q11-13. Number of days (21) you're given to pay your bill	36.5%	43.6%	13.4%	1.8%	0.5%	4.1%

**Q11. Please rate your satisfaction with the following:**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-14. Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	40.5%	38.0%	11.1%	2.6%	2.3%	5.5%
Q11-15. Amount of information you are provided about water & sewer services	28.3%	35.2%	20.2%	2.1%	0.3%	13.9%
Q11-16. Information provided by Water Utility Department website	21.3%	24.3%	18.8%	2.1%	0.7%	32.7%
Q11-17. Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	21.0%	27.3%	17.0%	1.0%	0.0%	33.7%
Q11-18. Ease of using payment portal service	18.7%	22.5%	14.2%	2.5%	2.6%	39.5%
Q11-19. Ease of using phone payment service	12.2%	14.4%	14.4%	0.3%	0.5%	58.2%
Q11-20. How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	15.0%	21.3%	18.3%	0.7%	0.2%	44.5%
Q11-21. How well Water Utility maintains water & sanitary sewer system	24.0%	33.4%	14.2%	0.7%	0.5%	27.3%
Q11-22. Overall, I am satisfied with services provided by Lee's Summit Water Utility	33.7%	48.6%	12.7%	2.0%	0.3%	2.6%

**WITHOUT "DON'T KNOW"****Q11. Please rate your satisfaction with the following: (without "don't know")**

(N=605)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Safety of your drinking water	46.0%	41.9%	10.9%	0.9%	0.4%
Q11-2. Your water pressure	40.3%	40.5%	11.2%	6.4%	1.5%
Q11-3. Taste of your drinking water	44.3%	42.8%	8.9%	3.6%	0.3%
Q11-4. Smell of your drinking water	48.0%	41.2%	8.7%	2.0%	0.0%
Q11-5. Clarity of your drinking water	48.9%	44.0%	5.6%	1.5%	0.0%
Q11-6. Reliability of water service to your home	58.1%	36.0%	4.5%	1.2%	0.2%
Q11-7. Water service charges	21.7%	36.3%	28.0%	11.1%	2.8%
Q11-8. Reliability of your sanitary sewer service	43.7%	39.6%	12.4%	3.4%	0.9%
Q11-9. Sanitary sewer service charges	22.3%	39.5%	26.3%	9.9%	2.0%
Q11-10. Ease of understanding your water and/or sanitary sewer bill	30.4%	42.1%	22.1%	4.3%	1.0%
Q11-11. Water consumption information provided on your bill	32.1%	45.1%	19.2%	3.0%	0.5%
Q11-12. Accuracy of water and/or sanitary sewer bill	32.3%	41.1%	23.5%	2.6%	0.6%
Q11-13. Number of days (21) you're given to pay your bill	38.1%	45.5%	14.0%	1.9%	0.5%
Q11-14. Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	42.8%	40.2%	11.7%	2.8%	2.4%
Q11-15. Amount of information you are provided about water & sewer services	32.8%	40.9%	23.4%	2.5%	0.4%
Q11-16. Information provided by Water Utility Department website	31.7%	36.1%	28.0%	3.2%	1.0%

**WITHOUT "DON'T KNOW"****Q11. Please rate your satisfaction with the following: (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-17. Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	31.7%	41.1%	25.7%	1.5%	0.0%
Q11-18. Ease of using payment portal service	30.9%	37.2%	23.5%	4.1%	4.4%
Q11-19. Ease of using phone payment service	29.2%	34.4%	34.4%	0.8%	1.2%
Q11-20. How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	27.1%	38.4%	33.0%	1.2%	0.3%
Q11-21. How well Water Utility maintains water & sanitary sewer system	33.0%	45.9%	19.5%	0.9%	0.7%
Q11-22. Overall, I am satisfied with services provided by Lee's Summit Water Utility	34.6%	49.9%	13.1%	2.0%	0.3%

**Q12. Which FOUR of the items in Question 11 do you think should receive the most emphasis over the next two years?**

Q12. Top choice	Number	Percent
Safety of your drinking water	259	42.8 %
Your water pressure	16	2.6 %
Taste of your drinking water	14	2.3 %
Smell of your drinking water	1	0.2 %
Clarity of your drinking water	4	0.7 %
Reliability of water service to your home	11	1.8 %
Water service charges	55	9.1 %
Reliability of your sanitary sewer service	4	0.7 %
Sanitary sewer service charges	20	3.3 %
Ease of understanding your water and/or sanitary sewer bill	1	0.2 %
Water consumption information provided on your bill	3	0.5 %
Accuracy of water and/or sanitary sewer bill	5	0.8 %
Number of days (21) you're given to pay your bill	1	0.2 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	10	1.7 %
Amount of information you are provided about water & sewer services	2	0.3 %
Information provided by Water Utility Department website	1	0.2 %
Ease of using payment portal service	7	1.2 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	26	4.3 %
How well Water Utility maintains water & sanitary sewer system	23	3.8 %
None chosen	142	23.5 %
Total	605	100.0 %



**Q12. Which FOUR of the items in Question 11 do you think should receive the most emphasis over the next two years?**

Q12. 2nd choice	Number	Percent
Safety of your drinking water	27	4.5 %
Your water pressure	42	6.9 %
Taste of your drinking water	82	13.6 %
Smell of your drinking water	13	2.1 %
Clarity of your drinking water	7	1.2 %
Reliability of water service to your home	67	11.1 %
Water service charges	44	7.3 %
Reliability of your sanitary sewer service	18	3.0 %
Sanitary sewer service charges	27	4.5 %
Ease of understanding your water and/or sanitary sewer bill	2	0.3 %
Water consumption information provided on your bill	5	0.8 %
Accuracy of water and/or sanitary sewer bill	5	0.8 %
Number of days (21) you're given to pay your bill	6	1.0 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	6	1.0 %
Amount of information you are provided about water & sewer services	4	0.7 %
Information provided by Water Utility Department website	1	0.2 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	3	0.5 %
Ease of using payment portal service	10	1.7 %
Ease of using phone payment service	2	0.3 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	31	5.1 %
How well Water Utility maintains water & sanitary sewer system	36	6.0 %
None chosen	167	27.6 %
Total	605	100.0 %

**Q12. Which FOUR of the items in Question 11 do you think should receive the most emphasis over the next two years?**

Q12. 3rd choice	Number	Percent
Safety of your drinking water	23	3.8 %
Your water pressure	27	4.5 %
Taste of your drinking water	40	6.6 %
Smell of your drinking water	49	8.1 %
Clarity of your drinking water	17	2.8 %
Reliability of water service to your home	41	6.8 %
Water service charges	30	5.0 %
Reliability of your sanitary sewer service	50	8.3 %
Sanitary sewer service charges	19	3.1 %
Ease of understanding your water and/or sanitary sewer bill	7	1.2 %
Water consumption information provided on your bill	8	1.3 %
Accuracy of water and/or sanitary sewer bill	9	1.5 %
Number of days (21) you're given to pay your bill	1	0.2 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	3	0.5 %
Amount of information you are provided about water & sewer services	10	1.7 %
Information provided by Water Utility Department website	5	0.8 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	1	0.2 %
Ease of using payment portal service	6	1.0 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	29	4.8 %
How well Water Utility maintains water & sanitary sewer system	32	5.3 %
None chosen	198	32.7 %
Total	605	100.0 %

**Q12. Which FOUR of the items in Question 11 do you think should receive the most emphasis over the next two years?**

Q12. 4th choice	Number	Percent
Safety of your drinking water	16	2.6 %
Your water pressure	21	3.5 %
Taste of your drinking water	34	5.6 %
Smell of your drinking water	20	3.3 %
Clarity of your drinking water	38	6.3 %
Reliability of water service to your home	40	6.6 %
Water service charges	25	4.1 %
Reliability of your sanitary sewer service	26	4.3 %
Sanitary sewer service charges	17	2.8 %
Ease of understanding your water and/or sanitary sewer bill	7	1.2 %
Water consumption information provided on your bill	3	0.5 %
Accuracy of water and/or sanitary sewer bill	18	3.0 %
Number of days (21) you're given to pay your bill	1	0.2 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	5	0.8 %
Amount of information you are provided about water & sewer services	5	0.8 %
Information provided by Water Utility Department website	8	1.3 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	2	0.3 %
Ease of using payment portal service	8	1.3 %
Ease of using phone payment service	1	0.2 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	50	8.3 %
How well Water Utility maintains water & sanitary sewer system	27	4.5 %
None chosen	233	38.5 %
Total	605	100.0 %

**Q12. Which FOUR of the items in Question 11 do you think should receive the most emphasis over the next two years? (top 4)**

Q12. Sum of top 4 choices	Number	Percent
Safety of your drinking water	325	53.7 %
Your water pressure	106	17.5 %
Taste of your drinking water	170	28.1 %
Smell of your drinking water	83	13.7 %
Clarity of your drinking water	66	10.9 %
Reliability of water service to your home	159	26.3 %
Water service charges	154	25.5 %
Reliability of your sanitary sewer service	98	16.2 %
Sanitary sewer service charges	83	13.7 %
Ease of understanding your water and/or sanitary sewer bill	17	2.8 %
Water consumption information provided on your bill	19	3.1 %
Accuracy of water and/or sanitary sewer bill	37	6.1 %
Number of days (21) you're given to pay your bill	9	1.5 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	24	4.0 %
Amount of information you are provided about water & sewer services	21	3.5 %
Information provided by Water Utility Department website	15	2.5 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	6	1.0 %
Ease of using payment portal service	31	5.1 %
Ease of using phone payment service	3	0.5 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	136	22.5 %
How well Water Utility maintains water & sanitary sewer system	118	19.5 %
None chosen	142	23.5 %
Total	1822	

**Q13. When credit card, debit card and e-check payments are received, the utility is charged a processing fee. As a customer, would you prefer the fee associated with paying your utility bill electronically be shared by all or charged individually?**

Q13. Would you prefer the processing fee associated with paying your utility bill electronically be shared by all or charged individually

	Number	Percent
Shared cost	184	30.4 %
Individual charge	355	58.7 %
Not provided	66	10.9 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q13. When credit card, debit card and e-check payments are received, the utility is charged a processing fee. As a customer, would you prefer the fee associated with paying your utility bill electronically be shared by all or charged individually? (without "not provided")**

Q13. Would you prefer the processing fee associated with paying your utility bill electronically be shared by all or charged individually

	Number	Percent
Shared cost	184	34.1 %
Individual charge	355	65.9 %
Total	539	100.0 %



**Q14. How would you prefer to pay your Water Utility bill?**

Q14. How would you prefer to pay your Water

Utility bill	Number	Percent
By mail	161	26.6 %
By phone	24	4.0 %
Website	118	19.5 %
By text message	2	0.3 %
With a mobile app	25	4.1 %
Direct Payment (ACH)	153	25.3 %
In person	10	1.7 %
E-check	69	11.4 %
Other	34	5.6 %
Not provided	9	1.5 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q14. How would you prefer to pay your Water Utility bill? (without "not provided")**

Q14. How would you prefer to pay your Water

Utility bill	Number	Percent
By mail	161	27.0 %
By phone	24	4.0 %
Website	118	19.8 %
By text message	2	0.3 %
With a mobile app	25	4.2 %
Direct Payment (ACH)	153	25.7 %
In person	10	1.7 %
E-check	69	11.6 %
Other	34	5.7 %
Total	596	100.0 %

**Q14-9. Other**

<u>Q14-9. Other</u>	<u>Number</u>	<u>Percent</u>
Online	6	17.6 %
Auto pay	5	14.7 %
Check	4	11.8 %
DROP BOX	4	11.8 %
ONLINE BANKING	3	8.8 %
Bill pay	2	5.9 %
BILL PAY THROUGH BANK	2	5.9 %
ELECTRONIC WEB BANK SET UP	1	2.9 %
Credit card	1	2.9 %
THRU OUR CHECKING ACCOUNT	1	2.9 %
USING MY BANKS WEBSITE	1	2.9 %
BANKING APP ONLINE PAY	1	2.9 %
Pay through online bank	1	2.9 %
Thru my bank	1	2.9 %
Bank service	1	2.9 %
Total	34	100.0 %

**Q15. The Water Utility offers a cost-efficient option of electronic billing. Are you aware of this option?**

Q15. Are you aware of cost-efficient option of electronic billing offered by Water Utility	Number	Percent
Yes, I receive my bill electronically	143	23.6 %
Yes, but I choose not to get an electronic bill	217	35.9 %
No, and I don't want to receive an electronic bill	158	26.1 %
No, but I would like to receive an electronic bill	73	12.1 %
Not provided	14	2.3 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q15. The Water Utility offers a cost-efficient option of electronic billing. Are you aware of this option? (without "not provided")**

Q15. Are you aware of cost-efficient option of electronic billing offered by Water Utility	Number	Percent
Yes, I receive my bill electronically	143	24.2 %
Yes, but I choose not to get an electronic bill	217	36.7 %
No, and I don't want to receive an electronic bill	158	26.7 %
No, but I would like to receive an electronic bill	73	12.4 %
Total	591	100.0 %

**Q16. Currently LS bills every month. Some utilities bill every other month or quarterly. Do you prefer to receive utility bills monthly, every other month or quarterly?**

Q16. How often do you prefer to receive utility bill	Number	Percent
Monthly	526	86.9 %
Every other month	33	5.5 %
Quarterly	38	6.3 %
Not provided	8	1.3 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q16. Currently LS bills every month. Some utilities bill every other month or quarterly. Do you prefer to receive utility bills monthly, every other month or quarterly? (without "not provided")**

Q16. How often do you prefer to receive utility bill	Number	Percent
Monthly	526	88.1 %
Every other month	33	5.5 %
Quarterly	38	6.4 %
Total	597	100.0 %

**Q17. The Water Utility Department releases the "Consumer Confidence Report" in June of each year on the City's website, which provides valuable information about our water quality. Have you ever reviewed this report?**

Q17. Have you ever reviewed "Consumer Confidence Report" released by Water Utility

Department	Number	Percent
Yes	139	23.0 %
No	171	28.3 %
Not aware of the report	288	47.6 %
Not provided	7	1.2 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q17. The Water Utility Department releases the "Consumer Confidence Report" in June of each year on the City's website, which provides valuable information about our water quality. Have you ever reviewed this report? (without "not provided")**

Q17. Have you ever reviewed "Consumer Confidence Report" released by Water Utility

Department	Number	Percent
Yes	139	23.2 %
No	171	28.6 %
Not aware of the report	288	48.2 %
Total	598	100.0 %

**Q18. Please check ALL the methods of communication below that you would prefer to use to receive non-emergency information regarding Lee's Summit Water Utilities.**

Q18. All methods of communication you would prefer to use to receive non-emergency information regarding Lee's Summit Water Utilities

	Number	Percent
Water/sewer bill insert/message	386	63.8 %
City of Lee's Summit website	188	31.1 %
Email	291	48.1 %
Newspaper, TV, or radio advertisements	107	17.7 %
City publications (City Scope)	101	16.7 %
Text message	120	19.8 %
Social media (Facebook, Twitter, Nextdoor)	104	17.2 %
Other	3	0.5 %
Total	1300	

**Q18-8. Other**

Q18-8. Other	Number	Percent
Mail	3	100.0 %
Total	3	100.0 %



**Q19. Please check ALL the methods of communication below that you would prefer to receive emergency information regarding Lee's Summit Water Utilities.**

Q19. All methods of communication you would prefer to use to receive emergency information regarding Lee's Summit Water Utilities

	Number	Percent
Call Water Utility customer service	175	28.9 %
Automated phone calls to customers	474	78.3 %
City of Lee's Summit website	207	34.2 %
Social Media (Facebook, Twitter, Nextdoor)	196	32.4 %
Total	1052	

**Q20. Please select what you believe are the proper methods for disposing of the following materials.**

(N=605)

	Trash	Wash down sink	Flush down toilet	Take to drop off location or event	Don't know
Q20-1. Expired or unused medication	12.7%	0.2%	3.5%	78.8%	4.8%
Q20-2. Cooking grease	76.4%	3.5%	0.2%	9.1%	10.9%
Q20-3. Food scraps	72.7%	21.2%	0.7%	1.2%	4.3%
Q20-4. Baby wipes	87.6%	0.5%	1.0%	0.8%	10.1%
Q20-5. Paper towels	96.4%	0.0%	0.2%	1.2%	2.3%
Q20-6. Facial tissue	94.2%	0.0%	2.0%	1.2%	2.6%
Q20-7. Flushable wipes	55.4%	0.0%	36.0%	1.0%	7.6%

**WITHOUT "DON'T KNOW"****Q20. Please select what you believe are the proper methods for disposing of the following materials.  
(without "don't know")**

(N=605)

	Trash	Wash down sink	Flush down toilet	Take to drop off location or event
Q20-1. Expired or unused medication	13.4%	0.2%	3.6%	82.8%
Q20-2. Cooking grease	85.7%	3.9%	0.2%	10.2%
Q20-3. Food scraps	76.0%	22.1%	0.7%	1.2%
Q20-4. Baby wipes	97.4%	0.6%	1.1%	0.9%
Q20-5. Paper towels	98.6%	0.0%	0.2%	1.2%
Q20-6. Facial tissue	96.8%	0.0%	2.0%	1.2%
Q20-7. Flushable wipes	59.9%	0.0%	39.0%	1.1%

**Q22. Decisions at the Water Utility Department are considered by a citizen-based, water advisory committee. Would you like to be considered to serve on this committee?**

Q22. Would you like to be considered to serve on the citizen-based, water advisory committee	Number	Percent
Yes	58	9.6 %
No	547	90.4 %
Total	605	100.0 %

**Q23. What is your age?**

Q23. Your age	Number	Percent
Under 25	102	16.9 %
25 to 34	105	17.4 %
35 to 44	129	21.3 %
45 to 54	128	21.2 %
55 to 64	127	21.0 %
Not provided	14	2.3 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q23. What is your age? (without "not provided")**

Q23. Your age	Number	Percent
Under 25	102	17.3 %
25 to 34	105	17.8 %
35 to 44	129	21.8 %
45 to 54	128	21.7 %
55 to 64	127	21.5 %
Total	591	100.0 %

**Q24. What is your gender?**

Q24. Your gender	Number	Percent
Male	300	49.6 %
Female	300	49.6 %
Not provided	5	0.8 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q24. What is your gender? (without "not provided")**

Q24. Your gender	Number	Percent
Male	300	50.0 %
Female	300	50.0 %
Total	600	100.0 %

**Q25. Are you of Hispanic, Latino, or Spanish ancestry?**

Q25. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	25	4.1 %
No	572	94.5 %
Not provided	8	1.3 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. Are you of Hispanic, Latino, or Spanish ancestry? (without "not provided")**

Q25. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	25	4.2 %
No	572	95.8 %
Total	597	100.0 %



**Q26. Which of the following best describes your race/ethnicity?**

<u>Q26. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	11	1.8 %
Black/African American	42	6.9 %
American Indian/Eskimo	6	1.0 %
White	525	86.8 %
Other	3	0.5 %
Total	587	

**Q26-5. Other**

<u>Q26-5. Other</u>	<u>Number</u>	<u>Percent</u>
Mexican	1	33.3 %
Mixed	1	33.3 %
ANGLO	1	33.3 %
Total	3	100.0 %

**Q27. Would you say your total annual household income is...**

<u>Q27. What is your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$35K	41	6.8 %
\$35K-\$59,999	97	16.0 %
\$60K-\$99,999	135	22.3 %
\$100K-\$199,999	150	24.8 %
\$200K+	41	6.8 %
Prefer not to say	141	23.3 %
Total	605	100.0 %

**WITHOUT "PREFER NOT TO SAY"****Q27. Would you say your total annual household income is... (without "prefer not to say")**

<u>Q27. What is your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$35K	41	8.8 %
\$35K-\$59,999	97	20.9 %
\$60K-\$99,999	135	29.1 %
\$100K-\$199,999	150	32.3 %
\$200K+	41	8.8 %
Total	464	100.0 %

**Q28. Which of the following best describes your home?**

Q28. What best describes your home	Number	Percent
Multi-family/apartment building	5	0.8 %
Duplex/triplex/quadplex	67	11.1 %
Single family	527	87.1 %
Rural residential	2	0.3 %
Not provided	4	0.7 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. Which of the following best describes your home? (without "not provided")**

Q28. What best describes your home	Number	Percent
Multi-family/apartment building	5	0.8 %
Duplex/triplex/quadplex	67	11.1 %
Single family	527	87.7 %
Rural residential	2	0.3 %
Total	601	100.0 %

**Q29. How many people reside in your household?**

<u>Q29. How many people reside in your household</u>	<u>Number</u>	<u>Percent</u>
1 person	120	19.8 %
2 people	268	44.3 %
3 people	84	13.9 %
4 people	80	13.2 %
5 people	28	4.6 %
6+ people	14	2.3 %
Not provided	11	1.8 %
Total	605	100.0 %

**Q29. How many people reside in your household? (without "not provided")**

<u>Q29. How many people reside in your household</u>	<u>Number</u>	<u>Percent</u>
1 person	120	20.2 %
2 people	268	45.1 %
3 people	84	14.1 %
4 people	80	13.5 %
5 people	28	4.7 %
6+ people	14	2.4 %
Total	594	100.0 %

**Q30. Do you own or rent?**

<u>Q30. Do you own or rent</u>	<u>Number</u>	<u>Percent</u>
Own	539	89.1 %
Rent	61	10.1 %
Not provided	5	0.8 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Do you own or rent? (without "not provided")**

<u>Q30. Do you own or rent</u>	<u>Number</u>	<u>Percent</u>
Own	539	89.8 %
Rent	61	10.2 %
Total	600	100.0 %

**Q31. Approximately, how many years have you received services from the Lee's Summit Water Utility Department?**

Q31. How many years have you received services from Lee's Summit Water Utility Department	Number	Percent
Less than a year	18	3.0 %
1-2 years	40	6.6 %
3-5 years	95	15.7 %
6-10 years	55	9.1 %
11-15 years	72	11.9 %
15+ years	322	53.2 %
Not provided	3	0.5 %
Total	605	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q31. Approximately, how many years have you received services from the Lee's Summit Water Utility Department? (without "not provided")**

Q31. How many years have you received services from Lee's Summit Water Utility Department	Number	Percent
Less than a year	18	3.0 %
1-2 years	40	6.6 %
3-5 years	95	15.8 %
6-10 years	55	9.1 %
11-15 years	72	12.0 %
15+ years	322	53.5 %
Total	602	100.0 %



## **Section 5**

### ***Survey Instrument***

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# LEE'S SUMMIT

## MISSOURI

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April 2019

Dear Lee's Summit Resident:

The Lee's Summit Water Utilities Department is committed to serving its customers responsibly and efficiently for the safety and health of our community. To fulfill this commitment, we would appreciate your input by participating in the attached survey regarding the quality of our water and sewer services.

Since only a limited number of households are selected at random to receive this survey, your participation is very important to ensure the needs of the customers in your area are well represented.

Your responses will remain completely confidential. You will notice that your address has been printed on the last page of the enclosed survey. This information will only be used to identify the area of the City where you reside. Your individual responses to the survey will not be released.

We greatly appreciate your time. We realize that this survey takes about 10 minutes to complete, but every question is important.

Please return your completed survey using the enclosed postage-paid envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions, please contact Dom Bennett, Account Services Manager, Lee's Summit Water Utilities Department at 816-969-1900.

Thank you again for taking the time to help make our community a better place to live.

Mark Schaufler  
Director of Water Utilities

### Water Utilities

1200 SE Hamblen Road | Lee's Summit, MO 64081 | P: 816.969.1900 | F: 816.969.1935 | [LSwater.net](http://LSwater.net)

# 2019 Lee's Summit Water Utility Customer Satisfaction Survey

Please take a few minutes to complete this survey. Lee's Summit Water would like your opinion on how well they are delivering services to residents so they can better serve the needs of the community. Your input is an important part of the City's ongoing efforts to identify and respond to resident concerns.

## 1. Have you had ANY interaction with Water Utility Department staff within the last two years?

\_\_\_\_(1) Yes [Go to Q2]

\_\_\_\_(2) No [Go to Q6]

## 2. Who was the contact with?

\_\_\_\_(1) Office staff

\_\_\_\_(2) Field staff

\_\_\_\_(3) Both

## 3. What was the method of contact?

\_\_\_\_(1) Phone

\_\_\_\_(5) In person at the Water Utility office

\_\_\_\_(2) Email

\_\_\_\_(6) Mail

\_\_\_\_(3) Social media

\_\_\_\_(7) Other: \_\_\_\_\_

\_\_\_\_(4) In-person with field staff

## 4. If you initiated contact, what was the nature of your contact? [Select all that apply]

\_\_\_\_(01) To make a payment

\_\_\_\_(02) Meter reading concern

\_\_\_\_(03) Billing concern

\_\_\_\_(04) Online payment portal question

\_\_\_\_(05) Question about rates, fees, or charges

\_\_\_\_(06) Sanitary sewer system (odor, blockage, backup, Capital Improvement Project, etc.)

\_\_\_\_(07) Water distribution system (taste, odor, pressure, main breaks, water quality, Capital Improvement Project, etc.)

\_\_\_\_(08) Complaint

\_\_\_\_(09) Backflow prevention devices/program

\_\_\_\_(10) Other: \_\_\_\_\_

## 5. Thinking of your most recent experience with Water Utility Department staff, please indicate your satisfaction with each of the following.

Satisfaction with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Politeness and courteousness of staff	5	4	3	2	1	9
02. Technical competence and knowledge of staff	5	4	3	2	1	9
03. How easy the department staff was to contact	5	4	3	2	1	9
04. Overall resolution to your issue or request	5	4	3	2	1	9
05. Overall responsiveness to your request, question, or concern	5	4	3	2	1	9

## 6. Have you observed any Water Utility Department field staff within the last two years?

\_\_\_\_(1) Yes [Go to Q6a]

\_\_\_\_(2) No [Go to Q7]

### 6a. Thinking of your most recent observation of Water Utility Department field staff, please indicate your satisfaction with each of the following.

Satisfaction with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Ease of identifying field staff (i.e., safety vest, jackets, name tags)	5	4	3	2	1	9
02. Field staff's professional attitude	5	4	3	2	1	9
03. How field staff cleaned up their work areas when finished	5	4	3	2	1	9
04. Field staff's repair to your lawn or landscaping (select "Don't Know" if you have not had a repair made on your property)	5	4	3	2	1	9

**7. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK? (this excludes having service turned off for non-payment)?**

\_\_\_\_(1) Yes [Go to Q7a]                      \_\_\_\_ (2) No [Go to Q8]                      \_\_\_\_ (9) Don't know [Go to Q8]

**7a. Please rate your satisfaction with the following statement: "*The Water Utility restored my water service in a reasonable amount of time.*"**

\_\_\_\_(5) Very Satisfied                      \_\_\_\_ (2) Dissatisfied  
 \_\_\_\_ (4) Satisfied                      \_\_\_\_ (1) Very Dissatisfied  
 \_\_\_\_ (3) Neutral

**7b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service?**

\_\_\_\_(5) Very Satisfied                      \_\_\_\_ (2) Dissatisfied  
 \_\_\_\_ (4) Satisfied                      \_\_\_\_ (1) Very Dissatisfied  
 \_\_\_\_ (3) Neutral

**8. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?**

\_\_\_\_(1) Yes                      \_\_\_\_ (2) No                      \_\_\_\_ (3) Not applicable

**9. Considering the following utilities, please rank your satisfaction in terms of value.**

Your Utility	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
01. Gas	5	4	3	2	1	9
02. Water	5	4	3	2	1	9
03. Sewer	5	4	3	2	1	9
04. Telephone	5	4	3	2	1	9
05. Internet	5	4	3	2	1	9
06. Electricity	5	4	3	2	1	9

**10. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are:**

\_\_\_\_ (1) About the same                      \_\_\_\_ (3) More expensive  
 \_\_\_\_ (2) Less expensive                      \_\_\_\_ (9) Don't know

**11. Please rate your satisfaction with the following.**

Satisfaction with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Safety of your drinking water	5	4	3	2	1	9
02. Your water pressure	5	4	3	2	1	9
03. Taste of your drinking water	5	4	3	2	1	9
04. Smell of your drinking water	5	4	3	2	1	9
05. Clarity of your drinking water	5	4	3	2	1	9
06. Reliability of water service to your home	5	4	3	2	1	9
07. Water service charges	5	4	3	2	1	9
08. Reliability of your sanitary sewer service	5	4	3	2	1	9
09. Sanitary sewer service charges	5	4	3	2	1	9
10. The ease of understanding your water and/or sanitary sewer bill	5	4	3	2	1	9
11. The water consumption information provided on your bill	5	4	3	2	1	9
12. The accuracy of the water and/or sanitary sewer bill	5	4	3	2	1	9
13. The number of days (21) you're given to pay your bill	5	4	3	2	1	9
14. The variety of bill payment options available. (in person, by mail, bank draft, online, and phone system)	5	4	3	2	1	9
15. The amount of information you are provided about water and sewer services	5	4	3	2	1	9
16. Information provided by the Water Utility Department website	5	4	3	2	1	9
17. The appearance and maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	5	4	3	2	1	9
18. Ease of using the payment portal service	5	4	3	2	1	9
19. Ease of using the phone payment service	5	4	3	2	1	9
20. How well the Water Utility plans for the future water and sanitary sewer needs of the City of Lee's Summit	5	4	3	2	1	9
21. How well the Water Utility maintains the water and sanitary sewer system	5	4	3	2	1	9
22. Overall, I am satisfied with the services provided by Lee's Summit Water Utility	5	4	3	2	1	9

**12. Which FOUR of the items in Question 11 do you think should receive the most emphasis over the next two years? [Write-in your answers below using the numbers from the list in Question 11, excluding item 22, or circle "NONE"]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

**13. When credit card, debit card and e-check payments are received, the utility is charged a processing fee. As a customer, would you prefer the fee associated with paying your utility bill electronically be shared by all or charged individually?**

\_\_\_\_ (1) Shared cost \_\_\_\_ (2) Individual charge

**14. How would you prefer to pay your Water Utility bill?**

\_\_\_\_ (1) By mail  
 \_\_\_\_ (2) By phone  
 \_\_\_\_ (3) Website  
 \_\_\_\_ (4) By text message  
 \_\_\_\_ (5) With a mobile app

\_\_\_\_ (6) Direct Payment (ACH)  
 \_\_\_\_ (7) In person  
 \_\_\_\_ (8) E-check  
 \_\_\_\_ (9) Other: \_\_\_\_\_

**15. The Water Utility offers a cost-efficient option of electronic billing. Are you aware of this option?**

- \_\_\_\_ (1) Yes, I receive my bill electronically  
 \_\_\_\_ (2) Yes, but I choose not to get an electronic bill  
 \_\_\_\_ (3) No, and I don't want to receive an electronic bill  
 \_\_\_\_ (4) No, but I would like to receive an electronic bill

**16. Currently LS bills every month. Some utilities bill every other month or quarterly. Do you prefer to receive utility bills monthly, every other month or quarterly?**

- \_\_\_\_ (1) Monthly                      \_\_\_\_ (2) Every other month                      \_\_\_\_ (3) Quarterly

**17. The Water Utility Department releases the "Consumer Confidence Report" in June of each year on the City's website, which provides valuable information about our water quality. Have you ever reviewed this report?**

- \_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (3) Not aware of the report

**18. Please check ALL the methods of communication below that you would prefer to use to receive non-emergency information regarding Lee's Summit Water Utilities. [Select all that apply]**

- \_\_\_\_ (1) Water/sewer bill insert/message                      \_\_\_\_ (5) City publications (*City Scope*)  
 \_\_\_\_ (2) The City of Lee's Summit website                      \_\_\_\_ (6) Text message  
 \_\_\_\_ (3) Email                      \_\_\_\_ (7) Social media (Facebook, Twitter, Nextdoor)  
 \_\_\_\_ (4) Newspaper, TV, or radio advertisements                      \_\_\_\_ (8) Other: \_\_\_\_\_

**19. Please check ALL the methods of communication below that you would prefer to receive emergency information regarding Lee's Summit Water Utilities. [Select all that apply]**

- \_\_\_\_ (1) Call Water Utility customer service                      \_\_\_\_ (3) The City of Lee's Summit website  
 \_\_\_\_ (2) Automated phone calls to customers                      \_\_\_\_ (4) Social Media (Facebook, Twitter, Nextdoor)

**20. Please select what you believe are the proper methods for disposing of the following materials.**

How should you dispose of the following:	Trash	Wash down sink	Flush down toilet	Take to drop off location or event	Don't know
01. Expired or unused medication	4	3	2	1	9
02. Cooking grease	4	3	2	1	9
03. Food scraps	4	3	2	1	9
04. Baby wipes	4	3	2	1	9
05. Paper towels	4	3	2	1	9
06. Facial tissue	4	3	2	1	9
07. Flushable wipes	4	3	2	1	9

**21. Please provide any additional comments that you feel would be helpful.**

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**22. Decisions at the Water Utility Department are considered by a citizen-based, water advisory committee. Would you like to be considered to serve on this committee?**

- \_\_\_\_ (1) Yes      \_\_\_\_ (2) No

**IF YES:**      What is your name: \_\_\_\_\_

What is your phone number: \_\_\_\_\_



**DEMOGRAPHICS****23. What is your age?**

☐ (1) Under 25                      ☐ (3) 35 to 44                      ☐ (5) 55 to 64  
☐ (2) 25 to 34                      ☐ (4) 45 to 54                      ☐ (6) 65+

**24. Gender:**    ☐ (1) Male    ☐ (2) Female**25. Are you of Hispanic, Latino, or Spanish ancestry?**    ☐ (1) Yes    ☐ (2) No**26. Which of the following best describes your race/ethnicity?** [Select all that apply]

☐ (1) Asian/Pacific Islander                      ☐ (4) White  
☐ (2) Black/African American                      ☐ (5) Other: \_\_\_\_\_  
☐ (3) American Indian/Eskimo

**27. Would you say your total annual household income is...**

☐ (1) Under \$35,000                      ☐ (3) \$60,000 - \$99,999                      ☐ (5) \$200,000 or more  
☐ (2) \$35,000 - \$59,999                      ☐ (4) \$100,000 - \$199,999                      ☐ (6) Prefer not to say

**28. Which of the following best describes your home?**

☐ (1) Multifamily/Apartment building                      ☐ (3) Single Family  
☐ (2) Duplex/Triplex/Quadplex                      ☐ (4) Rural Residential

**29. How many people reside in your household?**

☐ (1) 1 person                      ☐ (4) 4 people  
☐ (2) 2 people                      ☐ (5) 5 people  
☐ (3) 3 people                      ☐ (6) 6+ people

**30. Do you own or rent?**    ☐ (1) Own    ☐ (2) Rent**31. Approximately, how many years have you received services from the Lee's Summit Water Utility Department?**

☐ (1) Less than a year                      ☐ (4) 6-10 years  
☐ (2) 1-2 years                      ☐ (5) 11-15 years  
☐ (3) 3-5 years                      ☐ (6) More than 15 years

**Thank you for participating in this survey.**

Please return your completed survey in the postage-paid envelope provided addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.  
The information shown to the right will ONLY be used to help identify which areas of the region have concerns about water quality issues. If your address is not correct, please provide the correct information. Thank you.