2012 was the last year Grandview conducted a Citizens Survey. Back then, Sam’s Club had announced its plans to relocate, Price Chopper was the only store keeping Truman Corners alive, and age was taking its toll on most City parks where kids played on outdated playgrounds and equipment.

A lot has changed since 2012, and 2019 was the right time to return to citizens to measure perceptions about the City and its services.

The results help determine priorities for the community by letting City leaders and staff know what’s being done well and what needs improvement.

ETC Institute conducted the five-page Citizen Survey in the summer of 2019. The 421 responses collected cover all City wards, demographics, and socioeconomic backgrounds equally. The survey has a +/- 4.8% margin of error.

**THE GOOD LIFE**

One of the best results to see from a City standpoint is the percentage of citizens giving life in Grandview high marks.

60% of citizens marked Grandview as an "excellent" or "good" place to live (see chart above). That’s 5% higher than results from the last Grandview Citizens Survey.

More people also believe Grandview is an "excellent" or "good" place to work compared to the 2012 survey.

Also improved: affordability of Parks & Recreation fees, the overall quality of the City's special events and festivals, and the overall quality of the City's Parks & Recreation programs and facilities.

**SETTING THE STANDARD**

When it comes to City services, Grandview is setting the standard for customer service.

57% of citizens reported being "very satisfied" and "satisfied" about interactions with City employees. That’s 15% above the national average.

"Excellent customer service is a hallmark here at the City of Grandview," explains City Administrator Cemal Umut Gungor. "I'm encouraged citizens are experiencing this and expect those numbers to grow in the future."

Other City services are also beating out the national averages. Police, fire, and ambulance services, and parks and recreation

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**How would you rate Grandview:**

<table>
<thead>
<tr>
<th>As a place to live</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Below Average/Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>14%</td>
<td>46%</td>
<td>28%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>As a place to raise children</td>
<td>12%</td>
<td>36%</td>
<td>32%</td>
<td>20%</td>
</tr>
<tr>
<td>As a place to retire</td>
<td>10%</td>
<td>32%</td>
<td>30%</td>
<td>28%</td>
</tr>
<tr>
<td>As a place to work</td>
<td>9%</td>
<td>27%</td>
<td>33%</td>
<td>31%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2019 City of Grandview Citizens Survey)
are some performing above the national average (see chart at right).

ROOM FOR IMPROVEMENT

While Grandview has made some progress, there’s always more work to be done.

The citizens survey asked residents to prioritize three City services deserving of the "most emphasis" over the next five years.

Citizens responded with overall maintenance of City streets, sidewalks, and buildings, overall quality of new development and overall enforcement of City codes and ordinances.

"Nearly 70% of citizens marked recent improvements and development as 'excellent' and 'good,'" explains Mayor Leonard Jones. "But citizens are also telling us they want more. And we’re working on it."

Some citizen priorities are already being addressed by the present budget.

---

**2019: BY the NUMBERS**

- **250** housing units added
- **25%** increase in retailers since 2015

**ESTIMATED VALUE of COMMERCIAL CONSTRUCTION**

- **$3,100,000** in city bond projects completed (splash park and shooting range)
- **$30,151,134**

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**Overall Satisfaction with Various City Services**

Grandview vs. National Avg.

**Overall quality of...**

- police, fire and ambulance services: Grandview 81%, National Average 74%
- parks and recreation programs & facilities: Grandview 80%, National Average 61%
- communications with the public: Grandview 55%, National Average 46%

**Overall maintenance of City streets, sidewalks and buildings**

- Grandview 44%, National Average 42%

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**CITIZEN RECOMMENDED PRIORITIES FOR IMPROVEMENT**

1. Overall maintenance of City streets, sidewalks & buildings
2. Overall quality of new development.
3. Overall enforcement of city codes and ordinances.

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**SNOW WAY**

We’ve been lucky having had only a couple of snow events so far this winter; but it’s still the best time to remind residents how Public Works responds to snow and ice.

#1. When winter weather is in the forecast, Public Works crews pretreat the streets. This mixture makes it harder for snow and ice to stick.

#2. As snow falls, or ice accumulates, crews focus only on snow routes.

#3. When the snow or ice stops, Public Works’ goal is to hit all streets within 48 hours in this order: snow routes, secondary streets, then cul-de-sacs and dead ends.

Regardless of the treatment, drive slowly and cautiously in winter weather. You can monitor conditions during winter weather at [www.grandview.org/SNOW](http://www.grandview.org/SNOW).
JANUARY 2020
1/20 MARTIN LUTHER KING, JR. DAY
CITY HALL & LICENSING OFFICE CLOSED
1/23 STATE OF THE CITY ADDRESS
THE VIEW 6PM FREE

FEBRUARY
2/1 TIES & TIARAS THE VIEW
5:30PM $40
www.teamsideline/grandview
2/12 SENIOR TRIP: GENGHIS KHAN
EXHIBIT AT UNION STATION
$40/PERSON 10AM-2:30PM
(816) 316-4896
2/21 SENIOR POTLUCK: MARDI GRAS
THE VIEW FREE W/ DISH NOON

MARCH
3/16-3/20 SPRING BREAK CAMP
THE VIEW 7:30AM-5:30PM $120
www.teamsideline/grandview
3/26-4/23 CITIZENS ACADEMY
LOCATIONS INCLUDE CITY HALL,
POLICE DEPT., FIRE STATION NO. 1
and PARKS & PUBLIC WORKS
FACILITY 6PM-8PM FREE

APRIL
4/7 ELECTION DAY
Registration Deadline: Jan 29th
$10 per additional daughter
$40 per couple.

Formally known as our annual Father-Daughter Dance, dads will enjoy an evening out with their daughters with a live DJ. A catered dinner and a rose for every girl.

43500 Byars Road
816-316-4888
www.grandview.com/grandview

5:30pm-7:30pm
Saturday, February 1st

Grandview

Ties
June

The Andy-Immunization
Dine & Vote
June 17th
6:00 pm-7:00 pm

Senior Policy Night
May 31st
6:00 pm-7:00 pm

Summer Camp: June 1st - August 7th
7:30 am - 3:00 pm

Grandview Parks
Keep up to date
Twitter & Instagram to
Follow us on Facebook.

CALL 816-316-4888 FOR MORE INFO
UPCOMING EVENTS

MARCH

SPRING BREAK CAMP - Ages 6-12. 9:30-1:30PM. $30 per day. Register online at: www.thecommunitycenter.org

MARCH CONTINUED

APRIL

Easter Egg Hunt - Ages 6-12. 9:30-1:30PM. Register online at: www.thecommunitycenter.org

FEBRUARY

Indoor Trivia - Free. 7PM. $5 to enter without bringing a dish. Register online at: www.thecommunitycenter.org

JANUARY

Indoor Trivia - Free. 7PM. $5 to enter without bringing a dish. Register online at: www.thecommunitycenter.org
Pool Hours:

Sunday 8:30am-7:30pm
Monday-Thursday 6:30pm-7:30pm
Friday-Saturday 8:30am-7:30pm

Mon & Wed Classes:
Cost: $30

Saturday Classes:
Cost: $30

Easter Egg Dive

Date: Friday, March 21
Time: 6pm-8pm
Cost: Free

Special egg properties will be added to eggs to increase fun in the pool. Run to ages 2-12.

Face against other participants to gather as many eggs as you can in hopes of finding the special eggs.

Group Swim Lessons

Ages 3 months - 18 years

Cost: $30

Private Swim Lessons

All ages

Cost: Private $100

Swim-A-Palooza are also available for friends or family. Meet one with the student for our private lessons.

Our curriculum consists of 5 unique teaching levels.

Children/Teen

Day Passes

All

Cost: Day Passes $5

Adult Day Passes $9

Swim with a swim coach to improve skills and strength ages 5-17.

Cost: $20 / month or $25 drop-in fee

With a swim coach, 6 Wednesdays 6pm-7pm

Competitive Conditioning

Cost: $20/month or $25 drop-in fee

When: Mondays & Wednesdays 7pm-8pm

Water Slide Members have access to the pool and swim with pool

Every indoor pool all year long. We have a 4-lane lap pool

Masters Conditioning

Cost: $30

When: Mondays, Wednesdays 6:30pm-7:30pm

The View from the deck: Open 24 hours, 7 days a week, 365 days a year.

Private Swim Lessons are also available for friends or family.
Fitness

ZUMBA: Gold: Low-impact version of our popular Zumba.

Yoga:
Teen $20/hr. 1st $20/hr.
Adult $20/hr. 1st $20/hr. Additional 1st $20/hr.

YOUTH DANCE: Ages 5-12.

WOMEN ON WEIGHTS: A group-toning class.

$25/hr.

Classes are available to all members of the center.}

Included in your membership:
FREE classes OVER 45

Note: Pricing and availability may vary. Check the schedule for detailed times and dates.
**WERO: Fit & Functional Training**

- **Strength:** Boosts muscle strength and endurance. Focuses on muscle-specific strength and endurance.
- **Cardio:** Increases heart rate, endurance, and overall fitness. Engages the whole body through a combination of deep and shallow movements.

**H2O HIIT:**

- **Goal:** Increase water resistance to boost strength and cardiovascular endurance.

**Group Strength:**

- **Focus:** Focuses on muscle-specific strength and endurance. Works every muscle in the upper body, including the core, shoulders, arms, and legs.

**Fil 360:**

- **Focus:** Improves flexibility and coordination through dynamic aquatic movements.

**Chair Yoga:**

- **Focus:** Improves lower body strength and flexibility.

**Armadillo耐強度: Aqua Zumba:**

- **Focus:** Increases cardiovascular endurance through dynamic aquatic movements.

**Judo:**

- **Focus:** Improves flexibility, strength, and coordination through dynamic aquatic movements.

**Planking:**

- **Focus:** Enhances core strength and endurance.

**Boxing:**

- **Focus:** Improves cardiovascular endurance through dynamic aquatic movements.

**Aqua Fit:**

- **Focus:** Increases cardiovascular endurance through dynamic aquatic movements.
**PARK SHEETER RENTAL (FULL DAY RENTAL)**

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Rate</th>
<th>Capacity</th>
<th>Rate</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Anderson Shelter 2</td>
<td>$55</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Anderson Shelter 1</td>
<td>$55</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mapleview Shelter</td>
<td>$75</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Anderson Sport Park Shelter</td>
<td>$125</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Anderson Birthday Party</td>
<td>$70</td>
<td>20</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PARK SHEETER RENTAL (HOUR RENTAL)**

<table>
<thead>
<tr>
<th>Amenity</th>
<th>Rate</th>
<th>Package Rate</th>
<th>Additional Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fitness Studio (30 max)</td>
<td>$50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CM - T/2 Court (25 max)</td>
<td>$170</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CM - 2 T/2 Courts (20 swimmers)</td>
<td>$190</td>
<td>$170</td>
<td></td>
</tr>
<tr>
<td>Pool Party (2-12-12)</td>
<td>$270</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pool Party (1-2 20 swimmers)</td>
<td>$270</td>
<td>$270</td>
<td></td>
</tr>
<tr>
<td>Rock Wall (20 max)</td>
<td>$370</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PARTY PACKAGES**

<table>
<thead>
<tr>
<th>Package</th>
<th>Rate</th>
<th>Additional Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>$35</td>
<td></td>
</tr>
<tr>
<td>Deluxe</td>
<td>$50</td>
<td></td>
</tr>
<tr>
<td>Party Rental</td>
<td>$80</td>
<td></td>
</tr>
<tr>
<td>Projector &amp; Screen</td>
<td>$100</td>
<td></td>
</tr>
<tr>
<td>Dance Floor</td>
<td>$125</td>
<td></td>
</tr>
</tbody>
</table>

**ADDITIONAL AMENITIES**

<table>
<thead>
<tr>
<th>Ameity</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security for Events w/ Alcohol (2hr min)</td>
<td>$80 per hr</td>
</tr>
<tr>
<td>1000 Loge</td>
<td>$50</td>
</tr>
<tr>
<td>Rock Wall</td>
<td>$150</td>
</tr>
</tbody>
</table>

**THE CROWE RENTAL INFORMATION**

<table>
<thead>
<tr>
<th>Room</th>
<th>Rate</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observatory Lounge</td>
<td>$35</td>
<td>35</td>
</tr>
<tr>
<td>Oak or Magnolia</td>
<td>$85</td>
<td>80</td>
</tr>
<tr>
<td>Homeowner's Magnolia Lounge</td>
<td>$100</td>
<td>100</td>
</tr>
</tbody>
</table>

**THE CROWE**

The CROWE is a 3,900 sq ft room that can be used as one room or separated into up to 3 rooms.
# Resident Membership

<table>
<thead>
<tr>
<th>Membership Type</th>
<th>Prices</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Month Membership, Paid in Full</td>
<td>$78.25</td>
</tr>
<tr>
<td>10 Month Membership, Paid in Full</td>
<td>$156.50</td>
</tr>
<tr>
<td>Annual Membership, on Expiration</td>
<td>$251.40</td>
</tr>
<tr>
<td>Family Membership, 90-Day W/Rehipt</td>
<td>$187.20</td>
</tr>
<tr>
<td>Additional Child (Family)</td>
<td>$67.80</td>
</tr>
<tr>
<td>Family Membership, 30-Day W/Rehipt</td>
<td>$206.65</td>
</tr>
<tr>
<td>Family Membership, Annual</td>
<td>$800.00</td>
</tr>
<tr>
<td>Family Membership, Monthly</td>
<td>$107.60</td>
</tr>
</tbody>
</table>

## Pricing Structures

- **Kid Zone:**
  - Student: $8.45
  - Family: $74.25
  - Family: $156.00

- **Senior (ages 62+):**
  - Student: $22.25
  - Family: $54.00
  - Family: $60.00

- **Youth (ages 12 & under):**
  - Parent or Guardian Signature Required

- **Teen (ages 13-17):**
  - Parent or Guardian Signature Required

- **Additional Child:**
  - Must live in the same household

- **Family:**
  - The age of 21 or adult 3 children
  - Includes up to 2 adults, 2 children under 18

- **Monthly EFT:**
  - $28.05

## Additional Policies

- **Refund & Cancellation Policy:**
  - 5 Month membership: Paid in full must present valid college student ID.
  - For memberhips, paid in full:
    - Kid Zone: $28.60
    - Student: $81.00
    - Family: $251.40
    - Teen: $187.20

- **Daily & Punch Pass:**
  - $9.00
  - $8.10

## Facility Hours

- **Monday-Friday:** 5:00AM-9:00PM
- **Saturday:** 8:00AM-8:00PM
- **Sunday:** 10:00AM-6:00PM

## Membership Benefits

- Monthly membership
- 24/7 access to the facility
- Free guest passes

## Contact Information

- For more information, please call 516-316-9966
Follow us on Facebook for the latest information on this project.

The View expansion project is expected to be completed by late fall of 2020.

Enjoy The View in 2020!