



Date: 12/31/2019 **Updated:** 12/31/2022 **Date To Be Reviewed:** Three Years – 12/31/2025

Title of Document: 10.1 LOPR_Systematic Evaluation Processes

Background:

The City of Lake Oswego and Lake Oswego Parks & Recreation (LOPR) focus on continuous improvement utilizing various evaluation methodologies including metrics against targets, external audits, and periodically scheduled reviews of policies and procedures. Refer to 10.1.A LOPR_Systematic Evaluation Processes MATRIX which identifies the various evaluations and respective frequencies, outlined under CAPRA Standards Sections 1 through 10.

Procedure:

Examples of systematic processes in place for LOPR to evaluate performance include:

Customer Excellence:

Participant satisfaction with value received of programs and services offered – surveys sent twice monthly, results reports are published at the end of each of the three catalog seasons (summer, fall, winter spring) and an annual roll-up. The three key questions asked are:

- Did participation in the activity meet your expectations?
- How do you rate the value received for your activity fee?
- Would you recommend the activity to a friend or family member?

The established targets are 80% MET EXPECTATIONS, 80% VALUE RECEIVED, and 80% RECOMMENDATION RATE. Results are reported in the Recreation Division Performance Metrics documents found in the REPORTS folder on the shared P Drive.

Participants also have the ability to provide input on current and future programming via the surveys.

Financial Performance:

Annual revenue, expenses, and activity performance against targets – annually. LOPR Annual Reports are located in the REPORTS folder on the shared P Drive. The reports are used to determine financial management effectiveness by program code/division supervisors.

External Audits of the City’s financial practices can be found at [Audits | City of Lake Oswego](#).



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Community Attitudes:

Community perception of quality of parks – about every 2 years. Refer to the [2021 Community Survey Report](#) – Pgs iv, viii, ix in document, 8, 12, 113 in PDF. The results are used to determine park and recreation priorities. The City created a City-wide Communications team and strategies to increase effective communication to the community.

Employee Engagement:

Employee surveys are conducted about every 2-3 years (COVID exceptions for 2020-2021) last survey 2017. Results are shared with all. Increased internal communication and more employee involvement with the creation of City Council and LOPR goals and objectives (LOPR Strategic Profile and Recreation and Parks Divisions’ Strategic Plans) were a result of 2017 feedback.

Recreation Programming Needs:

Parks Plan 2025 identifies changing recreation trends, results from community involvement activities, a technical analysis of existing recreation programs, and the needs and opportunities for future programming.

(Parks Plan 2025 Appendices, Appendix F, PDF Pages 63-67)

The Recreation Division’s use of the 6.1.A LOPR_Activity and Service Development and Delivery Process (ASDDP) process evaluates the effectiveness of a particular program and program areas.

Conditions of Parks and Natural Areas:

Parks Plan 2025 identifies:

Inventory and condition of parks and natural areas

(Parks Plan 2025 Appendices, Appendix D, PDF Pages 31-41)

Maintenance tiers

(Parks Plan 2025 Appendices, Appendix E, PDF Pages 55-60)

The Parks Division document 7.5.2 LOPR_Preventative Maintenance Plan identifies daily, weekly, monthly and annual inspections conducted and logged into the Maintain X system.

Links to Sources:

Customer Excellence: [Customer Excellence Results | City of Lake Oswego](#)

Community Surveys: [Community Survey | City of Lake Oswego](#)



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PARKS & RECREATION

Related Documents:

10.1.A LOPR_Systematic Evaluation Processes MATRIX

10.1.B LOPR_Reporting Procedures

LOPR Annual Reports

2.9 LOPR_Community Involvement

2021 Community Survey Report – Pgs iv, viii, ix in document, 8, 12, 113 in PDF

Employee Satisfaction Surveys (CMO Private Pages)

6.1.A LOPR_Activity and Service Development and Delivery Process

2.4.A LOPR_Parks Plan 2025 Appendices D, E, F 31-41, 55-60 and 64-67

7.5.2 LOPR_Preventative Maintenance Plan

Responsibility/Contacts: Director, Deputy Directors, Administrative Assistants