



PARKS & RECREATION

Date: 12/31/2016 **Updated:** 12/31/2022 **Date To Be Reviewed:** Three Years – 12/31/2025

Title of Document: 10.5 LOPR_Program and Service Statistics

Background:

Lake Oswego Parks & Recreation (LOPR) collects data for statistics through a variety of sources. Data is collected from the City budget through Tyler financial software, participation information from Active Network registration software, maintenance information from Maintain X software, and public engagement information through surveys, social media platform and website analytics, and data from staff manual collection and reporting. LOPR also contributes to and collects data from NRPA Parks Metrics as a comparison tool to benchmark and assess performance on a national level.

Statistical data may be collected and reported at various scheduled intervals, rosters for classes may be collected and distributed daily, class management reports are produced twice weekly, Director Report data is reported bi-monthly, Customer Excellence data is collected bi-monthly, data for quarterly reports is collected four times annually for the Recreation Division Performance Matrix, the LOPR Factbook data is collected annually as is data to complete NRPA Parks Metrics. Information collected for program and service statistics is shared both internally with staff and City officials and externally with the Parks Board and the public.

Program and service statistics are used for planning future budgets, staffing, facility projects, and activity programs and services. LOPR utilizes information from statistics to monitor operations for continued process improvement, customer satisfaction and success, and as an important instrument to tell LOPR's story.

Related Documents:

Active Net Activity Report 12/19/2022
Director Report 01/01/2023 – 01/13/2023
Customer Excellence Raw Data Sample
[Customer Excellence Fall 2022 Results Report](#)
Sample Quarterly Report
Recreation Division Performance Matrix FY18-21
Factbook 2021
NRPA Parks Metrics 2021

Responsibility/Contacts: Director, Deputy Directors, Administrative Assistant