



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

Title of Document: 10.6.1 LOPR_Quality Assurance

Background:

Lake Oswego Parks & Recreation (LOPR) utilizes results from various feedback tools to determine customer (user) satisfaction and ensure quality assurance. The user feedback is obtained in the following areas:

Parks and recreation planning efforts

Condition of facilities and parks and natural areas

Recreation programming, including instructor feedback.

Process:

The feedback mechanisms used by LOPR to gauge customer/user satisfaction include:

- City Council meetings (interested parties can speak on any agenda topic)
- Special public hearings (any variety of topics)
- Parks Board meetings (interested parties/users can bring issues to the board)
- Advisory Boards, Commissions and Committees input (people who represent the community) during meetings
- Focus group and task force input
- Online surveys during a project planning process or for a specific undertaking
- Dot surveys during neighborhood meetings and design charrettes with stakeholders.
- Community surveys (typically every other year)
- Customer Excellence program (bi-monthly surveys after ending of activities)
- Special interest surveys (Events, Luscher Farm programs, Farmers' Market vendors, ACC Group Play)

Samples of feedback mechanisms

- [City Council Meetings](#) (public testimony and comment guidelines)
- [Historic Resources Advisory Board Meeting Agenda](#)
- [DEI Task Force](#)
- [Luscher Area Task Force](#)



Director Approval - Original Approval Date: _____
Update Approval Date: _____
Signature: _____

PARKS & RECREATION

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- [Lake Oswego Recreation and Aquatic Center Project \(LORAC\) \(page lists all public input opportunities\)](#)
 - [6.1.1.B LOPR Activity and Service Development & Delivery Process \(ASDDP\) – pgs 8-9](#)
 - [LOPR Seasonal, Annual and Special Interest Customer Excellence Results](#)
 - [2021 Community Survey Results](#)

Excerpt from Executive Summary of 2021 Community Survey Report

Ninety-four percent (94%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the appearance and maintenance of City parks. Other areas in which residents were “very satisfied” or “satisfied” include: proximity of parks to their home (90%), quality of facilities (89%), quality of events provided (89%), quality of outdoor athletic fields (86%), and preservation of natural areas (80%). Residents were least satisfied with the quality of Youth and Teen opportunities (58%).

Responsibility/Contacts: Director, Deputy Directors, Administrative Assistants