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Signature: 

PARKS & RECREATION

Date: 06/30/2019 **Updated:** 06/30/2022 **Date To Be Reviewed:** Three Years – 06/30/2025

Title of Document: 3.3 LOPR_ Internal Communication

Lake Oswego Parks & Recreation (LOPR) places communication at the forefront of operations. Within the LOPR Strategic Profile, two goals are dedicated to internal communication.

Goal 3: Develop an internal communication strategy & align operational practices
Among-all locations

Action: Align operations practices among all locations utilizing Active Network and Parks Policies & Procedures as the foundations of operational functions.

Goal 5: Empower & enrich employees

Action: Create processes and external communications that make customers as self-sufficient as possible (reduce redundant inquiries)

Action: Train employees on policies & processes and degrees of freedom for decision making (when is approval needed)

In addition, 11 of 37 questions on the last City employee satisfaction survey (2017) were related to communications and engagement.

Refer to 3.3.A LOPR_Communications Matrix for a view of the types and frequency of communications.

Responsibility/Contacts: Director, Deputy Directors, Administrative Assistants