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

## Title of Document: 6.1.1 LOPR\_Program and Service Determinants

### **Background:**

An integration of information from the four plans listed below supports and provides direction for the provision of diverse programming and addresses recreation as an essential service to support the community's health and well-being.

- Parks Plan 2025 Goals 3.3 & 3.4 Pages 106-112
- LOPR Community Needs Assessment 10.4 (Pages 61-70 of Assessment)
- Parks & Recreation Strategic Profile 2.5, 2021-2024
- The Recreation Strategic Plan 1.1-2, 2021-2024

The Recreation Strategic Plan 2021-2024 provides guidance for programming and goals, objectives, and actions:

- A. Offer high quality programs and services
- B. Provide recreation programs and services that are valued
- C. Meet or exceed our financial performance expectations
- D. Ensure recreation operations are aligned with CAPRA standards

### **Process and Procedure:**

All new Activity/Service Program proposals are directed through the LOPR Activity and Services Development and Delivery Process (ASDDP) using the checklist of program and service determinants to ascertain if the proposed activity or service is a program that should be offered and if so, how it should be delivered: by in-house or through collaboration, with appropriate fee calculation determined.

Existing programs/activities and services are evaluated and analyzed annually through a process utilizing evaluation through quarterly and annual reporting examination.

The LOPR ASDDP also provides direction for program research and development, activity and service planning and implementation and lastly, performance evaluation and adjustment opportunity.



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The LOPR ASDDP uses a systematic and studied approach in determining what programs, activities and services shall be provided by the agency. The determinants are based on six conceptual foundations:

- 1. CONCEPTUAL FOUNDATIONS OF PLAY, RECREATION AND LEISURE**
- 2. ORGANIZATIONAL AGENCY PHILOSOPHY, MISSION AND VISION, GOALS AND OBJECTIVES**
- 3. CONSTITUENT INTEREST AND DESIRED NEEDS**
- 4. CREATION OF CONSTITUENT-CENTERED CULTURE**
- 5. EXPERIENCES DESIRABLE FOR CLIENTELE**
- 6. COMMUNITY OPPORTUNITIES**

**9 LOPR ACTIVITY PROGRAM DETERMINANTS: # OF CORRESPONDING CONCEPTUAL FOUNDATIONS**

**FOLLOW CONCEPTS OF PLAY AND LEISURE: #1 CONCEPTUAL FOUNDATIONS OF PLAY, RECREATION AND LEISURE**

**ALIGNMENT WITH LOPR PHILOSOPHY: #2 ORGANIZATIONAL PHILOSOPHY, VISION, GOALS & OBJECTIVES**

- Meets Recreation Strategic Program Goals as identified in Parks Plan 2025, Parks & Recreation Strategic Profile and Recreation Strategic Plan
- Meets Living Well in LO Powered by Parks & Recreation health initiative goals through the strategic initiative

**MEETS COMMUNITY INTEREST AND NEEDS: #3 CONSTITUENT CENTERED CULTURE**

- Health and Wellness
- Human Development
- Connection with Nature
- Recreation Experience

**ANALYZE MARKET TO CREATE COMMUNITY CENTERED CULTURE: #4 CREATION OF CONSTITUENT-CENTERED CULTURE**

- Participant Involvement in Program Design and Offer
- Input from Customer Excellence Survey results and input , focus groups, dot surveys, instructor/activity leader feedback
- Enhances Local Business Offers
- Entry Level Offering at conceptual level
- Not a duplicated service within the Department or other City Departments



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**ENSURE AVAILABLE RESOURCES: #2 ORGANIZATIONAL PHILOSOPHY, VISION, GOALS & OBJECTIVES**

- Meets Cost Recovery Model Guidelines
- Meets Expense compared to Revenue Guidelines
- Meets Existing On-Call salary rate guidelines or Vendor Contract Guideline

**DESIGN/PLAN SERVICE-ACTIVITY AND USE PROGRAM PLANNING TOOLS: RELATES TO ALL - #1 CONCEPTUAL FOUNDATIONS OF PLAY, RECREATION & LEISURE, #2 ORGANIZATIONAL PHILOSOPHY, VISION, GOALS & OBJECTIVES #3 CONSTITUENT CENTERED CULTURE, #4 CREATION OF CONSTITUENT-CENTERED CULTURE, #5 EXPERIENCES DESIRABLE FOR CLIENTELE, AND #6 COMMUNITY OPPORTUNITIES**

- Program Flow Chart - Program Planner - Program Budget Planner
- Activity Fee Calculator - Communication Planner
- Location advantages, space needs and availability
- Ensure correct general ledger codes, fee charges, and activity categories are correct in Active Net registration system

**IMPLEMENT A DESIRABLE EXPERIENCE: RELATES TO ALL - #1 CONCEPTUAL FOUNDATIONS OF PLAY, RECREATION & LEISURE, #2 ORGANIZATIONAL PHILOSOPHY, VISION, GOALS & OBJECTIVES #3 CONSTITUENT CENTERED CULTURE, #4 CREATION OF CONSTITUENT-CENTERED CULTURE, #5 EXPERIENCES DESIRABLE FOR CLIENTELE, AND #6 COMMUNITY OPPORTUNITIES**

- An activity or service is designed and implemented to solve a problem or fill a need
- Going beyond a predictable outcome to deliver a more desirable outcome and ignite desire for the activity or service
- Create loyalty through love of the activity or service

**OFFER OPPORTUNITIES FOR EVALUATION AND INPUT: #2 ORGANIZATIONAL PHILOSOPHY, VISION, GOALS & OBJECTIVES**

- Offer Customer Excellence Surveys and/or on-site surveys
- Encourage instructors to give feedback
- Monitor communications and create records
- Listen to customers' comments

**MAKE ADJUSTMENTS: ALL - #1 CONCEPTUAL FOUNDATIONS OF PLAY, RECREATION & LEISURE, #2 ORGANIZATIONAL PHILOSOPHY, VISION, GOALS & OBJECTIVES #3 CONSTITUENT**



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PARKS & RECREATION

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**CENTERED CULTURE, #4 CREATION OF CONSTITUENT-CENTERED CULTURE, #5 EXPERIENCES DESIRABLE FOR CLIENTELE, AND #6 COMMUNITY OPPORTUNITIES**

- Collect data
- Use information gathered from Customer Excellence Survey, instructor evaluation, and create performance matrix information
- Use post program success checklist

**Related Documents:**

2.4 LOPR\_Parks Plan 2025 - Goals 3.3 & 3.4 Pages 106-112

2.5 LOPR\_Strategic Profile, 2021-2024

2.5.A LOPR\_Recreation Strategic Plan, 2021-2024

6.1.1.B LOPR\_Activity and Services Development and Delivery Process (ASDDP)

10.1 LOPR\_Systematic Evaluation Processes

10.4 LOPR\_Needs Assessment (PRANA)

**Responsibility/Contacts:** Deputy Director Recreation, ACC Manager, Recreation Supervisors, Administrative Assistant