

Lake Oswego Parks & Recreation

Customer Excellence Results Fall Season FY 21-22

This report covers survey responses received between September 1 and December 31. The bi-monthly survey process continues whereby twice a month on the 16th and the last day of the month, survey emails are sent to payers/participants enrolled in activities that ended in the prior 2 weeks. Response results are tabulated each catalog season and shared with the department.

The fall 2021 seasonal report is created from a total of 251 responses received from the 2172 emails sent to participant payers (little over a 11% response rate.) While we have not established a target response rate for FY 21-22, a best in class rule of thumb is 33%, while 5% to 30% tend to be the realistic average response rates nationwide.

In addition to the standard bi-monthly customer excellence survey, we also administered specialty customer satisfaction surveys during the fall season for Events, ACC and LOCR. We sent a total of 1347 surveys to payer/participants and received 302 responses for a response rate of over 22%. The results reports for both the specialty surveys and standard surveys can be found at:

P:\SURVEYS_INDICATORS\CUST EXC SURVEYS\Survey Response Reports\Results FY21-22

The majority of respondents (72.29%) learn about our offerings through the Activities Guide, so the investment in this media remains sound. 18.88% learn of offers from the Active Net Registration site and 14.46% indicated Hello LO as their source, so the more information provided in activity descriptions the better. (Some respondents chose more than one option.)

The first pages of this report reflect the survey responses broken down by questions asked on the Customer Satisfaction survey. Survey questions that ask for personal data are not included in this report.

The key questions and results measured for effectiveness are:

Survey Question	Performance Target	Fall 2021 Results
Met Expectations	80% Yes	93.60%
Value Received	80% Very Satisfied	77.46%**
Would Recommend	80% Yes	94.29%

** The Value Received result improved from the summer report (up from 68.45%.) Please read the specific comments about Value Received as they help identify causes of a missed performance target.

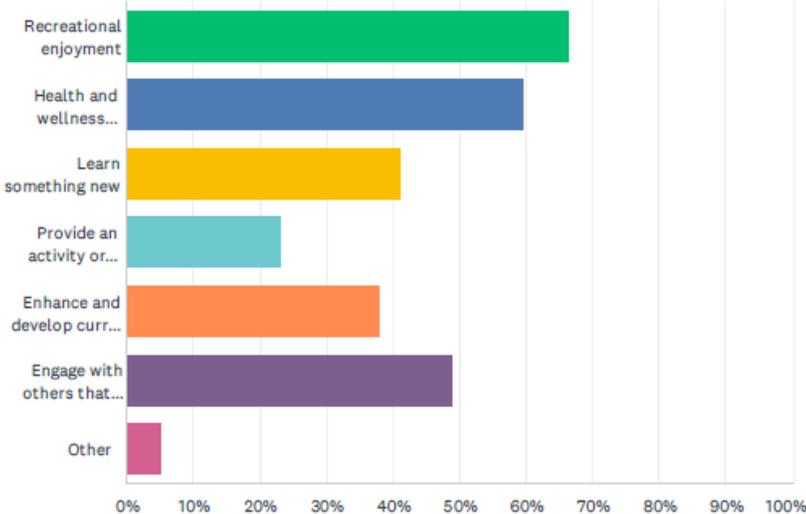
Congratulations! When something is being done right, customers usually ask for more, and they sure did have suggestions for additional programming. The fall respondents were also very candid in their feedback, so please take the time to review comments and look for actionable opportunities to improve programming.

The specific, written feedback is separated by the survey questions that allowed comments and then the comments are further itemized by Division (see **Comments...**) The name of the activity is listed in parentheses () after the comment if the activity name was provided or was able to be researched in Active, as some respondents did not include the specific activity name.

The customer suggestions for future programming are also listed by Division. While reviewing this report may cause one to focus just on a specific division, reviewing all comments and suggestions is encouraged.

Q2 What are your reasons for participation in the activity? Please check ALL that apply.

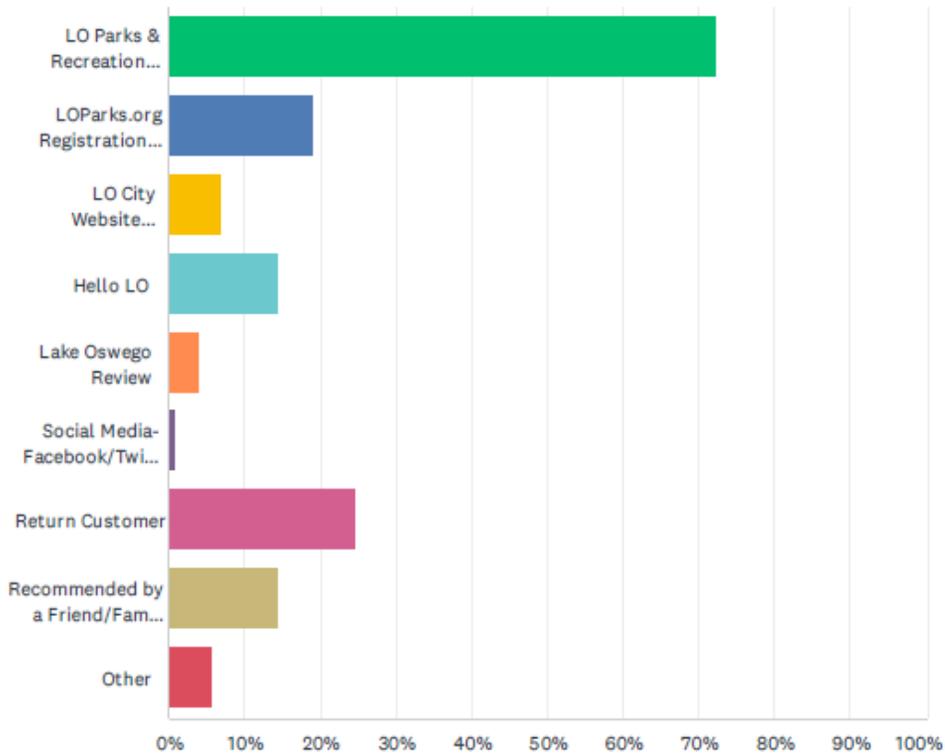
Answered: 250 Skipped: 1



ANSWER CHOICES	RESPONSES
Recreational enjoyment	66.40% 166
Health and wellness purpose	59.60% 149
Learn something new	41.20% 103
Provide an activity or care for child/children	23.20% 58
Enhance and develop current skills or knowledge	38.00% 95
Engage with others that have similar interests	48.80% 122
Other	5.20% 13
Total Respondents: 250	

Q3 How did you learn about this activity? Please check ALL that apply.

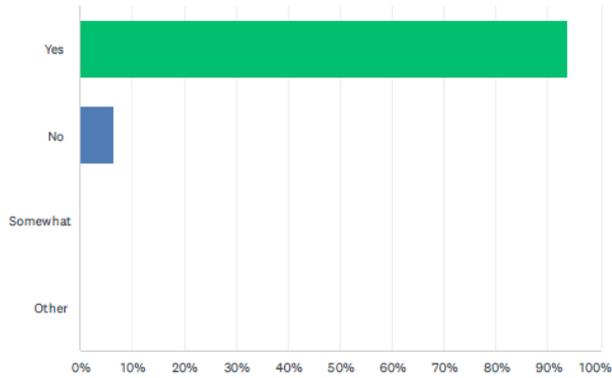
Answered: 249 Skipped: 2



ANSWER CHOICES	RESPONSES
LO Parks & Recreation Activities Guide	72.29% 180
LOParks.org Registration Website	18.88% 47
LO City Website www.ci.oswego.or.us/parksrec	6.83% 17
Hello LO	14.46% 36
Lake Oswego Review	4.02% 10
Social Media- Facebook/Twitter/Instagram	0.80% 2
Return Customer	24.50% 61
Recommended by a Friend/Family Member	14.46% 36
Other	5.62% 14
Total Respondents: 249	

Q4 Did participation in the activity meet your expectations?

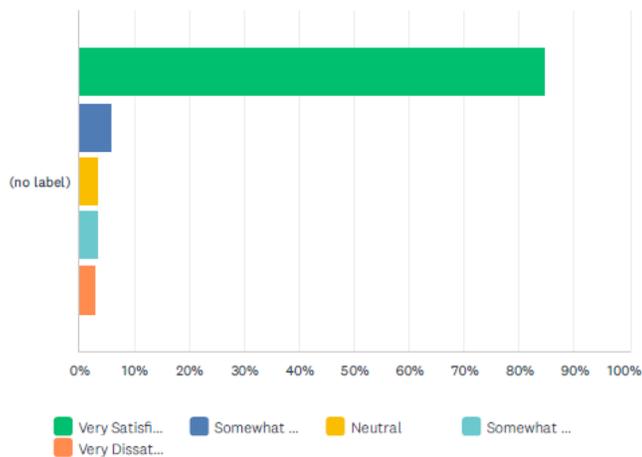
Answered: 250 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	93.60% 234
No	6.40% 16
Somewhat	0.00% 0
Other	0.00% 0
TOTAL	250

Q5 If applicable, how do you rate the instructor's/activity leader's preparedness and knowledge of the activity? (Not applicable to sports leagues)

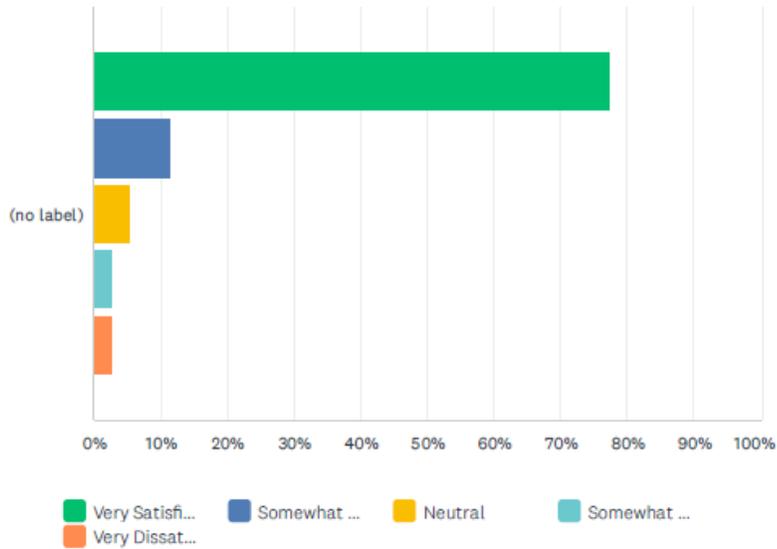
Answered: 241 Skipped: 10



VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
84.65%	5.81%	3.32%	3.32%	2.90%	
204	14	8	8	7	241

Q6 How do you rate the value received for your activity fee?

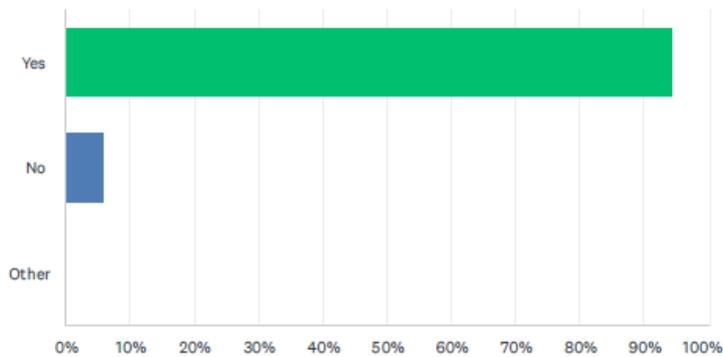
Answered: 244 Skipped: 7



	VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
	77.46%	11.48%	5.33%	2.87%	2.87%	244
	189	28	13	7	7	

Q7 Would you recommend the activity to a friend or family member?

Answered: 245 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	94.29%	231
No	5.71%	14
Other	0.00%	0
TOTAL		245

SUMMARY OF FEEDBACK

Comments about Q2: WHY participation in the activity

ACC (Health & Wellness topics, and Park Walks)

Enjoyed a lovely beach experience with others (now new friends) while leaving the driving to another person.

Learning new skills is important. All Speakers were well versed in their topics. Walking in a group is very beneficial for all who attend.

Communication is soooo important, especially during this time of Covid. It is so good to get with others and share.

I am very keen to learn more and find the classes teach me much.

Education from an expert

Love Bryant Park; took art class - not so helpful.

Respite classes for older adults

Less talking more walking

CULTURAL, FITNESS, OUTDOOR

Cultural

I was disappointed that the fall Beginner class was canceled because not enough people signed up. I hope the winter class will be held! (Bird Watching)

Increase art skills with new medium (Bob Ross)

It's fun (Line Dance Adults)

Record personal & family history/stories with encouragement and guidance from a skilled writer/instructor. (Memoir)

This group of would-be writers share their experiences and celebrate them. When asked, one member answered, "I come because here is an audience that takes the time to listen when we share our life stories. It makes all the difference."
(Memoir)

It's fun! (Tap Dance)

I am in my third year of class. (Water Color)

Camps

No School Day LOSD – Jedi Lego Camp

Please please please set up automatic reminder emails for all registered events to be sent out the week or weekend before camp begins. Reminders should include drop off and pick up info and anything that needs to be brought to each day such as lunch, or other materials. Every single other summer camp we have ever done (@YMCAs, Clubs, Gyms, Private ones, & through other Rec. dept's) does this and we busy multitasking parents not only rely on that reminder, we expect it, and we absolutely need those reminders of the details. To have to remember to log into the LO website, before the camp begins, and go through all the complexity of that system and its steps to check the details is way too much to expect when majority of folks register many many months in advance. (Summer Camps)

Fitness

Had to take two classes to sustain both muscle strength and lung/movement. Cost, over \$100 a term. 1 Silver Sneakers class reimbursed by health insurance would cost 0!! You have a certified Silver Sneakers/Silver Fit teacher, Mary Weber. Why doesn't LO have this 50+class? (Aerobics to Music, Strength & Barre)

Wendy is the draw! She is an awesome teacher. (Barre)

Nice group that have been taking class together for several years. (Boomers Boot Camp)

Exercise classes are a blessing especially since COVID closings. (Exercise at ACC)

It was nice to exercise outside! (Core Exercise)

I thought exercising outdoors would be beautiful (Core Exercise)

My doctor recommended Tai Chi to improve my deteriorating balance. It works! I can now do things that were impossible a few years ago. (Tai Chi)

Outdoor

To do a fun, organized, new activity with a group of nice people. (Alder Creek Kayak Trip)

EVENTS

Extremely well organized. Our family also participated in Jr. Golf Camp, Cooking at Luscher Farm, etc and ALL activities were extremely enjoyable and so well organized. Organized and run by incredible people. (Picnic in the Park)

Walk to hear live music outside, enjoy a meal with friends. Dog friendly too. (Summer Concerts)

LUSCHER FARM

What a beautiful way to bond and learn with your child. I would book these classes all the time, if they were available! (Dynamic Duo)

We love Chef Laura Content! (Kids in the Kitchen)

Great quality (Volunteer Garden at LF)

SPORTS

Meet new people (Cornhole)

Meet people in a social setting (Cornhole)

Fun (Cornhole)

Cornhole rules! (Cornhole)

Meet new neighbors (Pickleball)

TENNIS

Barbara Menzes and Ben were excellent (MW 7-8pm)

Comments about Q4: for being or not being satisfied (Met Expectations)

ACC

Yes it did! Very nice experience overall. (Bus trip to Seaside)

Speaker was very knowledgeable and very friendly. She answered questions easily and made all of us feel very comfortable talking to her. (Health & Wellness series)

Doctor giving Talks is extremely knowledgeable - and extremely friendly. She is open to any question and also has a good sense of humor. (Health & Wellness series)

All activities I attended went beyond my expectations. The people who led them were so friendly, so eager to be of assistance. (Health & Wellness series)

Instructors and Leaders are so positive, so caring. (Health & Wellness series)

Leaders/Instructors were keen to be there and that showed as they spoke to us. (Health & Wellness series)

Mindfulness classes are new to me and far exceeded my expectations (Virtual Meditation)

Education level could have been beef'ed up more. (Optimal Living)

Would have liked to do more walking (Walking in the Parks)

Only one was less walking than I would have liked (Walking in the Parks)

The respite classes are wonderful! (Sit and Be Fit)

CULTURAL/FITNESS/OUTDOOR

Cultural

The zoom Spanish class is wonderful because of the instructor who knows how to navigate the zoom format, unlike other zoom instructors I've had. (Spanish)

It has been above expectations. (Advanced Spanish)

Instructor Mercedes is a wonderful teacher. (Beginning Spanish)

This class has helped me get through the pandemic. (Spanish)

I only attended (2) classes of the series. (Ballroom Dancing)

I took two birding classes last year and loved them! Virtual was the best! (Bird Watching.)

my daughter and her friends had a great time. Finding activities for a 13 yo is difficult! Thank you for offering the Bob Ross series!

Very much so. (Bob Ross)

Wonderful instructor!!! (Drawing)

I love this class so much, I've been taking it continuously for 5 years (starting with Beginning Watercolors), and I had not painted since I was a kid. I now have framed artwork by me and have had cards printed of my artwork. (Intermediate Watercolor)

Elaine Luneke is great! (Intermediate Watercolor)

I'm learning to line dance (woo hoo) (Line Dance for Adults)

May need a new line dance instructor- others were good for NIA and Zumba Gold.

I think another instructor is needed here (Line Dance for Adults)

Thought it was wonderful- wish they had more sessions/spots as I was unable to register my son for the upcoming session. (Little Masters)

Teacher Cyd is amazing! (Little Masters Art Class)

The Memoir Writing class has become the highlight of my week. (Memoir Writing)

It's not a clear yes or no -- the room was not well marked and so we had trouble finding it. The teacher seemed lovely, but my daughter disliked the class quite a bit and so we never went back. But we couldn't go in because of COVID restrictions (which I entirely understand) so I didn't see the class and can't tell you whether anything happened with the teacher that could have contributed to my daughter's dislike or not. But she really seemed to hate it, in spite of having been really excited going in, and she hated it in a way that did make me wonder whether the teacher had unintentionally embarrassed her somehow. (Mini Ballerinas)

It's super fun and the instructor is knowledgeable and engaging. (Tap Dancing)

Did not engage the children well. I know it's a young group, maybe smaller age ranges works better? (Tiny Boppers)

Teacher Eve was wonderful! (Tiny Tap)

Even with Zoom, I am learning. However, I prefer in-person so look forward to the day we return. (Watercolor)

Exceptional (Watercolor)

Camps

I was very disappointed with the camp and contacted play well company after the first day. (Jedi Lego)

There needs to be more kids Yoga programs! (Kids Yoga Camp)

Other than not getting email reminders (Summer Camps)

There needs to be care available from 12-1. Working parents can use before and after care for their kids morning and afternoon camps, but it's nuts to expect us to come back and pick up the kids for that hour when they could just as well sit supervised in a classroom and eat their lunch. (Summer Camps at Uplands)

Wonderful! Please have more! (Youth Fly Aerial)

Fitness

Both teachers provide 50+ appropriate exercises, likable music, relate well to seniors. (Aerobics to Music)

Kimberly great instructor! (Butts and Guts)

I found out that I really don't like exercise classes--haha! But I did have an issue with the class. (Core Exercise at Millennium)

Kitty Kavanagh is a great instructor! (Core Strength)

Enjoying yoga outside at Foothills Park (Drop In Yoga)

Pam is an excellent yoga teacher and provides flexible options for those of us with different health needs. (Drop In Yoga)

The instructor, Meghan, is knowledgeable and attentive to our needs. (Gentle Yoga)

The course started out less gentle and became more gentle/restorative as the weeks went on. I found the latter weeks more enjoyable and in line with the class description. (Gentle Yoga)

Instructor for line dance needs to learn better how to instruct (Nia and Line Dance)

Love the teacher!! (Night Night Yoga)

It wasn't advertised as age specific and rather than enjoying the ambience of outdoors there was never a quiet moment (Outdoor Exercise)

Great class (Strength and Barre)

I have taken Tai Chi repeatedly over several years, & my balance has improved greatly. I will continue to take Lia's classes as long as I can. (Tai Chi, the very beginning)

It has been a life saver!! (Yoga)

We're lucky to be able to have kept our instructor, who has moved out of state, but disappointed that the class is still online. (Yogalates)

Above & beyond! (Yogalates)

Outdoor

It exceeded my expectations! Everything was perfect... from registration, communication, knowledgeable & personable staff, good equipment, organized, convenient location, and we had a fun group. (Alder Creek Kayak Trip)

EVENTS

You all do such an amazing job, thank you! (Picnic in the Park)

Clever to use the colorful happy round "tablecloths" as markers/rugs for each pod. And wonderful to support local restaurants. (Summer Concerts)

The tree lighting was half an hour light and then when our back was turned for 1 second, they suddenly popped on without warning. Totally anticlimactic and disappointing for the whole fam. By that point, it was way too crowded to get in to hear the singers, etc so we just left. (Tree Lighting)

GOLF

Tom golf pro is great!!! (Golf Lessons)

It was awesome! (Kids Golf Camp and League)

My kids really liked the first class. Unfortunately, due to weather, they were unable to participate in the second class. (Kool Kidz – New Recruits)

It was terrific! (Ladies Group Lesson with Paula)

LUSCHER FARM

Chef Laura is wonderful! (Dynamic Duo)

We love all kids' cooking classes! (Kids in the Kitchen)

This was general and included folks who are growing things to eat - it did cover us - ornamental - but some material, although interesting and informative did not apply

My children said they would not attend another event like that because a lot of the kids were fighting with each other both verbally and physically and they were not respectful of the teachers either. (Winterize Garden)

SPORTS

Yes. The game brackets were very organized as well as the whole activity 7v7 Co-ed Soccer

Better than expected (Corn Hole)

Really friendly and inviting coach (Pickleball)

I thought the class and instructors were wonderful! (Pickleball)

Wrong times were listed. New time did not fit with prearranged commitment. (Pickleball Clinic)

The camp was based on skill games which reward the better players. I literally sat and timed how many times certain kids hit a ball. It was once every two minutes. ONE TIME every two minutes while other kids were hitting balls several times a minute. If a child missed, they were "out" which meant less opportunities to improve while rewarding the better players with more playing time. (Tennis Camp)

Comments about Q5: Instructor Comments

ACC

The driver (John) was very polite, informative and accommodating to everybody's requests (ACC Trips)

As I said above, all the Leaders were very prepared and knowledgeable. (Health & Wellness)

The Leaders' were totally prepared and knew exactly what they were talking about. (Health & Wellness)

I could tell that each Speaker had researched and spent time preparing for the Talk (Health & Wellness)

Surja Tjahaja loves to share his knowledge and communicates effectively. (Meditation Virtual)

She was well prepared and was a good listener. (Optimal Living)

Karen Galloway is wonderful!! (Sit and Be Fit)

CULTURAL/FITNESS/OUTDOOR

Cultural

Eve is fantastic! I don't even live in LO and would return for these classes. They are fun. (Adult Tap)

Eve has been great and the class is fun! (Adult Tap)

Mercedes is an absolute joy (Spanish)

Wonderful and very fun... (Spanish III)

Very knowledgeable and encouraging to all students. (Beg. Spanish III)

She is an excellent and knowledgeable instructor who adapts materials to students' needs as they arrive within her curriculum. (Adv. Spanish)

The instructor is amazing in her dedication to teaching and the energy she puts into each class. (Adv. Spanish)

Elaine Luneke made the change to virtual -- BIG CHANGE -- to serve her students, and has done an excellent job. I would say she over-delivers, in a good way. (Intermediate Watercolor)

Elaine Luneke is excellent. She works so many hours getting ready for our class by sending us 15 or 20 homework sheets a week and painting many paintings of her own to see how it will be for us. (Adv. Watercolor)

Elaine works VERY hard overtime to bring us new ideas and subject matter every week. She is exceptional and terrific! (Adv. Watercolor)

Angie the poetry/art teacher is also very talented and should be promoted more heavily next time.

While the instructors seemed to be prepared, there was not a disclaimer before purchasing the class that it was expected to bring a partner OR dance with the UNVACCINATED instructors. This should be more clearly stated prior to registration. (Ballroom Dancing)

Bob and Nancy Laughland are an amazing institution and an LO institution for ballroom dancing! (Ballroom Dancing)

I particularly enjoy the dance instructors! I never imagined I'd be able dance. (Ballroom Dancing)

I loved our field trip to Ridgefield! Misty was fabulous! (Bird Watching)

She was a little unprepared and flustered that day but she did a good job and was very supportive and encouraging. (Bob Ross)

Dissatisfied for Line Dance. Very satisfied for Zumba and NIA

Not instructor like. Needed more authority styling. (Line Dancing for Adults)

Couldn't ask for a better instructor! (Little Masters Art Class)

Teacher Cyd is amazing! Every week is a new adventure and my kiddo loves it. He's really shy at first, and she's gone the extra mile to get to know him. He loves art class! (Little Masters Art Class)

Terry did a fabulous job gracefully keeping us on task, encouraging everyone to write more, and finding aspects of each writer's story to praise. (Memoir)

Again, I couldn't see the class at all, and my daughter's feedback was negative, so I really don't have enough information. (Mini Ballerinas)

She was energetic, but didn't seem to know how to engage the little ones, or even know the hand motions to songs. Had some issues pulling up the music she wanted on her phone. It all felt very last minute and disorganized. There were a few attempts (ribbons and shakers), but not enough. (Tiny Boppers)

Eve was great with the kids! (Tiny Tap)

Extremely qualified teacher with broad knowledge of the skill sets and enhancing experience with historical documents and research. (Watercolor)

The watercolor class wasn't?

Camps

Excellent crafts, art and exercise. (Kindercamp)

Kids had a ton of fun! Sculpture camp and underground explorers had fantastic teachers, but with chemistry, my daughter who was on the younger side, felt very left out of the class and had no idea what was going on. Instructors need to know how to teach to the full age range allowed, or else narrow the age range. (Summer Camps at Uplands)

Fitness

Fantastic instructor! (Aerobics to Music)

The (Monday) Strength and Barre class I signed up for did not have enough people. My money was returned minus the processing fee. Needing another class I searched and found the same class on another day that had already held the first class. Repaid for that class, paying two processing fees but minus one class. Could have used a cost adjustment. (Aerobics to Music, Strength and Barre)

Barb Blum offers great hour of exercise. (Boomer's Boot Camp)

She was wonderful but I don't think she "read" the class very well. Some exercises were way beyond the abilities of most in the class. It was discouraging, but I spoke up and she modified. (Core Exercise at Millennium)

Amazing (Core Strength)

Pam is fantastic (Drop In Yoga)

Pam is the Best! (Drop In Yoga)

Instructor was terrific. She modified the exercises to accommodate our ability level, and was so warm and encouraging! (Intro to Strength and Barre)

Positive, enjoying teaching us (Nia)

Line dance teacher very green. NIA instructor is good.

Wendy Berton is an excellent instructor! (Outdoor Fitness)

Wendy was wonderful. Very energetic, positive and catered to all fitness level. (Outdoor Fitness)

Tai Chi instructor is especially amazing.

Lia Kidoguchi is kind, patient, and skilled — a perfect combination for teaching this activity. I have learned so much about muscle function. (Tai Chi – the very beginning)

Our teacher is Pam Helmick She is the best! (Yoga)

Audrey is a fabulous and caring yoga instructor! I love her classes! (Yoga Level 1)

Kim is very knowledgeable, encouraging and is an excellent instructor. She tailors her instruction to the class and adjusts whenever appropriate. (Yogalates)

Kimberly Barner goes above & beyond!!! (Yogalates)

Kimberly Barner is truly the best sports class instructor I have ever had! (Yogalates)

However would like more dance moves (Zumba and Aerobics)

Outdoor

Knowledgeable, professional, organized, and personable staff! (Alder Creek Kayak Trip)

Jordan and Kylie were awesome!!! We wish this class would have lasted several more weeks, my son loved it!! (Little Puddle Stompers)

GOLF

Tom golf pro is excellent

Tom the pro....great lesson

Great instructors!! (Junior Golf)

LUSCHER FARM

Chef Laura is wonderful! (Duo Dinner)

We love Chef Laura Content! (Kids in the Kitchen)

Angie manages the farm and community farmers extremely well. She makes sure everyone is doing their work while supporting us well.

I was disappointed in how we learned that an instructor had tested positive for covid days after being with the kids and that was the only detail we received. I would have liked to know if the instructor was teaching both days or just one so I knew our risk exposure. I am currently dying from cancer and only have months left and I can't be exposed at this point in my life. (Zombie Garden Day)

SPORTS

The refs could have enforced a little more. Also communicate with us more. The times of the halves were all over the place since we had a stop watch on hand. One ref had 25min halves, the other had 30min and then one ref had 20min.. also no enforcement on slide tackling which was not allowed and some people got away with it multiple times. (7v7 Co-ed Soccer)

Actually better than expected (Cornhole)

Matt was sweet, funny, knowledgeable and conscientious (Cornhole)

Sports division employees were great and organized. Equipment was in good condition and ready for play. (Summer Cornhole)

I did not take the intro to pickleball class but I play regularly at George Rogers Park. I did register for Tennis Drill and Play last year and it was excellent! (Pickleball)

The referees haven't been very good. (Co-ed 7v7 Soccer)

TENNIS

We are very grateful for the patience and enthusiasm of the coaches - especially the tennis coaches. I thought that teaching kids soccer was difficult but after seeing the tennis coaches in action teaching and engaging kids who can barely hold the racquet, I am truly amazed at their skill and patience. Thank you. (Summer Camp, Tennis and Running)

I really appreciated both instructors and their attention to all of the participants.

Too much warm up time and less short court activities.

One person knew what he was doing, the rest did not.

Comments about Q6: being or not being satisfied (Value Received)

ACC

\$5 per Talk is absolutely amazing. (Health and Wellness)

These Fees are amazingly low. (Health and Wellness)

The Activity Fees are minimal, way less than I would expect to pay. (Health and Wellness)

The Fees are so minimal - thank you. (Health and Wellness)

It's kinda spend for me (Stone Cliff Inn Trip)

CULTURAL, FITNESS, OUTDOOR

Cultural

I think the price is very fair and reasonable. (Adult Tap)

Again, I only attended 2 classes in the series due to lack of partner and lack of vaccination from the instructor. Instructor also only wearing a face shield - which is known to not be effective in preventing spread of covid. (Ballroom Dancing)

Very disorganized. Teaching style seemed "on the fly" - online resources that we were supposed to practice during the week were posted 48h before class. Waaaaay too expensive for what you get. Most of the people dropped out after the first class. Online classes more helpful and cost less. (Beginning Watercolor)

I think the cost has skyrocketed. If I remember right, class would have been \$41 this fall but I had to pay \$77?? But maybe I'm not remembering correctly. (Bird Watching)

I would do more if they were a little cheaper—maybe \$40? (Bob Ross)

The fee has gone up considerably since I started -- I recall it being under \$50 when I started 5 years ago, but it's still very reasonable, especially for the value delivered. (Intermediate Watercolor)

The class was really reasonably priced. It was a bummer that she didn't want to come back, but most ballet classes would have been a way higher price tag. (Mini Ballerinas)

The price of music & movement was high considering the program

Added fee for an outside LO resident seems punitive (Spanish III)

I did comment on the class and said we wouldn't be attending any more. I didn't ask for a refund but I was graciously given credit back. Thank you. (Tiny Boppers)

There were only 3 kids in the class, which I'm guessing is why the second round was cancelled. (Tiny Tap)

It does seem the class rates really jumped for winter/spring term. I feel it is too high for a Zoom class experience. (Tiny Boppers)

Fitness

LO should have an easily accessible Medicare, reimbursed class. Driving to 24-hour Fitness, in rush hour traffic for questionable instructors, not a great option. (Aerobics to Music)

Per class price always been higher than other activity centers. (Boomer Boot Camp)

I don't understand why you charge for online registration when that seems to be the cheapest and quickest way to register. (Butts & Guts)

A tad spendy, but understand the costs. (Butts & Guts, Yogalates)

Reasonable fees! (Core Exercise)

More barre equipment (Strength and Barre)

The Zumba Gold class is once/week and costs same as twice/weekly Beginning Tai Chi. Zumba class should cost less

Outdoor

I am a new resident of adjacent West Linn. Since there are no similar activities offered there it would be helpful to be considered at the Lake Oswego "resident" rate. (Kayak – Willamette River)

Wished they had kept the originally scheduled lunch afterwards at Manzana's (even though we pay on our own). Did not understand why they had canceled in the email, even though we could coordinate it on our own. People wanted to go together. (Alder Creek Kayak Trip)

Pretty high than other city program. (Sunset Kayak)

Very expensive – (Youth Rowing)

EVENTS

Holiday Trolley was amazing!

GOLF

It was raining hard on the day of the 2nd class, so the instructor recommended not coming, and said we would be contacted for a make up class. We were never contacted after that. It would have been nice to have had a chance for a make up class, or some kind of activity credit for the missed class. (Kool Kidz New Recruits)

SPORTS

It was kind of expensive per player. I think a team set amount would be better since not everyone could make it every weekend (7v7 Co-ed Soccer)

Player cards were checked, maybe once this season, and twice the previous season That allowed for ringers to be brought in, making the games frustrating, and at times dangerous because they didn't know the rules. In short, enforcement of the LO league rules have been inconsistent. If there are going to be multiple emails and acknowledgment requirements, please enforce the rules. Otherwise, ease back on the requirements to play, so that there is less confusion by players, managers, and refs. Thanks! (Soccer)

Too expensive for the amount of games and compared to other leagues. (7v7 Co-ed Soccer)

TENNIS

Only bummer was tennis had to be canceled the last 2 days (only lasted 3 days due to bad weather-HOT). (Tennis)

It was a bit pricey considering it was structured playtime and not tennis lessons. (Tennis Camp)

twice weekly was great (Tennis, MW 7-8p,)

Comments about Q7: being or not being satisfied (Recommending to Others)

ACC (Health & Wellness)

We all need to get tips about Aging and each class I have attended helped me.

I have spoken of these Talks to others

I regularly recommend activities to friends.

I have recommended many activities and friends have attended with me.

I have done so and will continue to do so.

CULTURAL, FITNESS, OUTDOOR DIVISION

Cultural

If they had an interest in learning a new language. (Spanish)

Not line dance but yes for NIA and Zumba

When attendance minimums are resolved. (Line Dancing)

My little one loved it! The facilitator was friendly, accommodating, enthusiastic and helpful. (Little Masters)

Again, hard to choose one here exactly -- but since my daughter wouldn't go back, I think it would be hard to recommend. But if someone asked me where they could take a ballet class I'd certainly mention this. (Mini Ballerinas)

And I have! (Tap Dance)

Camps

The director was fabulous. She was engaged, attentive and created a rich learning environment. Some of her assistants appeared disengaged - on their mobile phones - distracted. All employees working with kids should not use their phone unless for emergencies. I can't be on my personal phone at work and neither should employees working with 4 and 6 year olds. (Kindercamp at GRP)

Lots of wasted time verses actually doing. Paintball place was weak compared to others in the area (Adventure Camp)

Fitness

If they can afford it. (Aerobics to Music, Strength & Barre)

When I recently registered for short session, there were only 5 classes. When I asked why 3 we're cancelled was told "instructor probably had other plans." That didn't sound right and learned it wasn't. One day falls within Thanksgiving weekend but can only assume 2 others days there were other activities? Offers a choppy schedule and felt answer I received was an assumption. (Boomer's Boot Camp)

Make that a maybe--it all depends on how the friend likes exercise/yoga classes. (Core Exercise at Millennium)

I recommend it often (Yoga)

Outdoor

Yes, would definitely recommend... as had a great time, organized, learned a new activity/ sport, had fun, and met nice people in our group. (Alder Creek Kayak Trip)

Great class, please offer again. (Little Puddle Stompers)

Will be enrolling for the spring class. (Puddle Stompers)

EVENTS

Definitely want to do the holiday trolley again

LUSCHER FARM

I already have! (Dynamic Duo)

Definitely! (Kids in the Kitchen)

SPORTS

I have told anybody that will listen how great this is, (Pickleball)

TENNIS

The last day it sprinkled a bit so camp was canceled. The coach told the kids they were going to play for prizes, but because of the rain the kids in the following week will receive double prizes while these kids would get none. This person should not be in the same room as children. I have only a seven letter word to describe him. (Tennis Camp)

Do you have a suggestion for an activity you would like to see offered through LO Parks & Recreation?

ACC

I would be very interested in trips to places such as: Newport Aquarium, Japanese Gardens, Lan Su gardens, Portland Art Museum and probably many others.

I would like to see some classes on Brain Activity - how necessary it is as we age. I know that people with Alzheimer's are growing and growing, so we have to delve into ways to fight this.

Talks on the importance of Exercise/Movement. Also, Talks on Food - the importance of Nutritious Foods instead of convenience foods.

Looking forward to the "Living Well" talk series. Hope we can start doing that "Live" soon.

Hikes would be good. The walks are enjoyable, but usually are more about the history of where we walk, rather than exercise.

Short Hikes not far from Lake Oswego. If miles away people are not as likely to respond. Tryon is 1 place to consider, so is Sellwood Park.

Hikes for those able to go would be great. We have such gorgeous areas to explore in Oregon, around Portland.

The Alzheimer's group a couple years ago was great and we really dived into essential problems. Great facilitator. I like the education and maybe a chat with the library would be good for idea.

Coffee group for those attending the caregiver support group.

More walks

More walking.

CULTURAL, FITNESS, OUTDOOR

Cultural

Indoor play gym available for winter

More mother-son / father-daughter types of activities would be great, especially for those with multiple children at home...it is not easy to get that special one-on-one time.

Creative writing workshops, Dungeons & Dragons, Mail Art Painting for Parent and Child

More mother-son / father-daughter types of activities would be great, especially for those with multiple children at home...it is not easy to get that special one-on-one time.

Creative writing workshops, Dungeons & Dragons, Mail Art Painting for Parent and Child

An entry-level course in self-publishing.

Sculpture. From clay, to plaster, to bronze.

Clay sculpture with armatures. Woodcarving.

Clay sculpting (not the wheel).

Would still like to take a resin class even though it got cancelled

Bring back pottery and the resin class

Pottery. Ceramics

Adult pottery classes.

Pottery

Advanced drawing for adults

Drawing from life (nude models, both sexes); clay sculpture using armatures (armature building necessary)

These Bob Ross classes would be fun to do with my 12 year old, but they are mostly during school hours. More evening or even weekend offerings would be great.

Adult Jewelry making Metal Clay

Basket weaving, knitting

Needle felting (eg making birds using felting techniques) I took a class at Audubon and enjoyed it. I think the instructor was named Suzanne Moulton Would like one closer to home

More music oriented classes for little ones

Group singing

More options for piano lessons, and (non religious) youth choir, more options for tennis lessons, swim team

French conversation for kids, Swimming, Crafts, After school care, holiday camps. There are hundreds of families without afterschool care right now as the schools have such limited spaces.

Classes in Italian again: practical conversation and pronunciation. I used to take Italian at the senior center downtown LO.

The dance classes for little kids are wonderful -- I'm planning to try Tiny Boppers for my younger daughter.

Boys ballet

Dance for musical theatre (jazz, etc.)

Greek Dancing? I know it's not a typical activity, but it is a great way to exercise, meet others, learn how to dance and have fun.

A trip to the Oregon Coast Aquarium in Newport

Dog training,

Horseback riding camp / instruction

It was terrific to have a class for this age group that was developmentally appropriate and educational but also allowed the toddlers some freedom. (Little Puddle Stompers)

Would be awesome to have more children's outdoor activities throughout the year. (Puddle Stompers)

STEM crafts

Camps

More outside kids day camps

Just more classes in general. They fill up so quickly and have very long wait lists. (Star Wars Lego Camp)

No but we especially loved the teen service opportunities and would love more of those. Lunch coverage for the morning/afternoon camps! (Summer Camps at Uplands)

Recreational tree-climbing; more aerial gymnastics

More summer camps for kids- they sold out so quickly that I wasn't able to sign up for Wilderness Survival for my kids. Thank you!

More for 4 year old boys (Jedi Lego Camp)

More kids Yoga programs. (Kids Yoga Camp)

Fitness

More Gentle yoga for seniors

Another strength training with weights, bands, music

Medium level yoga.

Please bring back Advanced Tai Chi

I think there should be a list of classes for those who would like to stay virtual such as yoga, exercise

Senior Jazzercise.

LO has a teacher and should be offering a Silver Sneakers Class.

Offer Wendy's intermediate class twice weekly please.

Weekly evening or weekend walking group.

Outdoor

I would love a native plant and tree ID class.

Have kayaking more than once per summer

Local hiking trip and lunch afterwards. Day trip to the Oregon Coast and lunch. Mount Hood trip and lunch. (Alder Creek)

More activities for 12 to 15 year olds (Rowing)

More Coyle Outside activities for kids! Camping skills, wilderness, hiking in area parks.

Kids water polo

Guided Mushroom foraging/hunting

EVENTS

No more reservations for concerts

Continue the drive in movies! They're so much fun!

GOLF

More beginning golf classes

More classes for adult golf lessons

Would love more options for golf classes for kids, offerings seem very limited each quarter.

Would like you to figure out a partnership with another golf course so that LO Rec golf can happen while course is renovated

LUSCHER FARM

Native plant gardening, flower arranging, wreath making.

Kids that are super disrespectful and are harming others should have their parent called to be picked up from the event and not ruin it for everyone. (Zombie Garden Day)

Yes, get back to me. LOL! (Kids in the Kitchen) Respondent email is natashaorichmond@gmail.com

More kids activities at the farm. Kids cooking activities that are healthy and completely vegan. I would love more single day activities for kids that are not too expensive.

4-H activities at the Luscher Farm

Gardening for Teens

SPORTS

Few classes like fencing and parkour seem to be in very high demand. Please consider increasing the availability.

An after school sport starting at 4 pm outside

Kids skateboarding lessons

Advanced mountain biking for 9 year olds

Youth badminton

Pickleball

Pickleball in a similar format but also provide rackets

More Pickleball clinics

Pickleball

Adult intermediate mountain biking class

More cornhole!!!

More pickle ball classes

More Pickleball clinics.

Yes, different levels of pickleball instruction: 2.0-3.0 3.5-4.0

Keep it at 7v7 (Soccer)

Kickball league

More capacity (space) on kids activities specially popular ones like Basketball

The Hikes comments below are duplicated from feedback ACC received by those participating in ACC Walks)

Hikes would be good. The walks are enjoyable, but usually are more about the history of where we walk, rather than exercise.

Short Hikes not far from Lake Oswego. If miles away people are not as likely to respond. Tryon is 1 place to consider, so is Sellwood Park.

Hikes for those able to go would be great. We have such gorgeous areas to explore in Oregon, around Portland.

TENNIS

Outdoor tennis through the fall--we had to end the class before Labor Day. We could have had another class outdoors for 4 more weeks

More youth tennis instruction! While LOTC is closed for renovation, please find another venue so kids can continue learning.

More capacity (space) on kids activities specially popular ones tennis, etc.