

Lake Oswego Parks & Recreation

Customer Excellence Results Fall Season FY 22-23

This report covers survey responses received between October 1 and December 31. Beginning in July, the bi-monthly survey process was initiated 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.

The fall FY 2022-2023 seasonal report is created from a total of 183 responses received from the 1564 emails sent to participants (little over 11.7% response rate.)

The majority of respondents (63.54%) learn about our offerings through the Activities Guide, so the investment in this media remains sound. 23.2% learn of offers from the Active Net Registration site, so the more detailed 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:

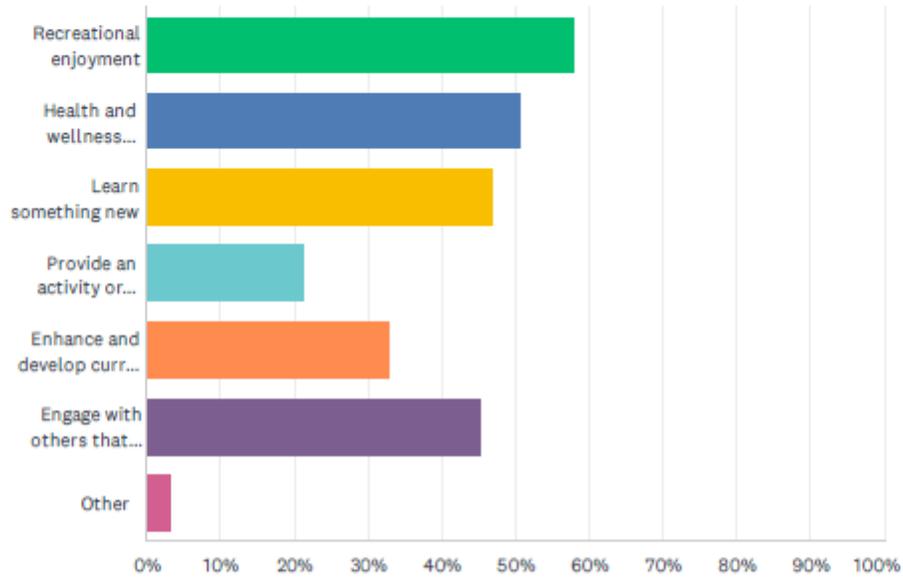
Survey Question	Performance Target	Fall 2022 Results
Met Expectations	80% Yes	93.96%
Value Received	80% Very Satisfied	78.57%
Would Recommend	80% Yes	92.36%

The specific, written feedback is separated by Division (see **Comments for being or not being satisfied**) and lists the activity name if it was available, as some did not include the activity name.

The customer suggestions for 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.

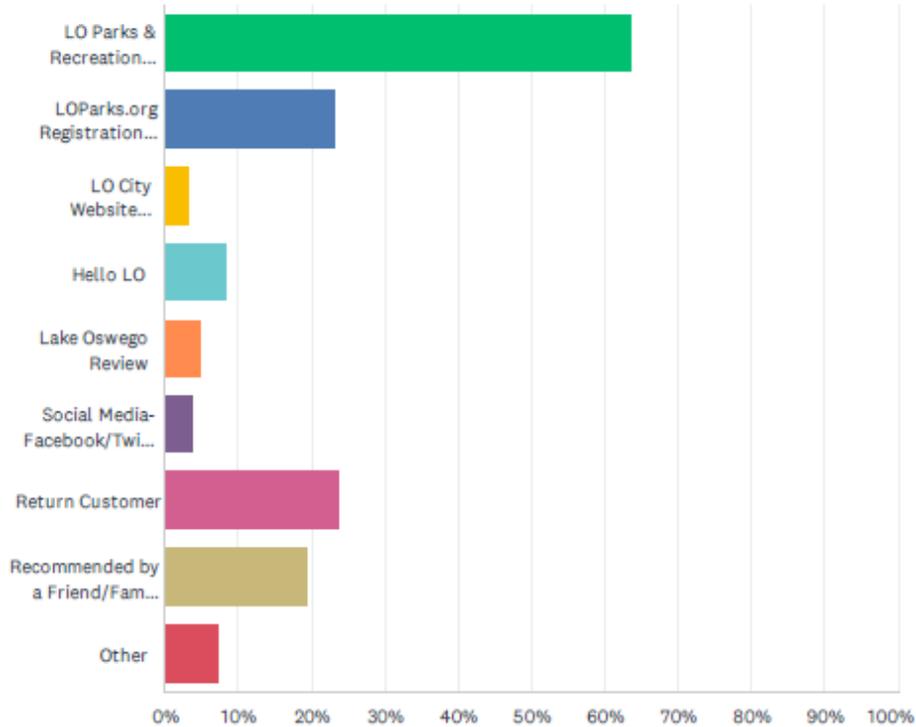
Answered: 183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Recreational enjoyment	57.92%	106
Health and wellness purpose	50.82%	93
Learn something new	46.99%	86
Provide an activity or care for child/children	21.31%	39
Enhance and develop current skills or knowledge	32.79%	60
Engage with others that have similar interests	45.36%	83
Other	3.28%	6
Total Respondents: 183		

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

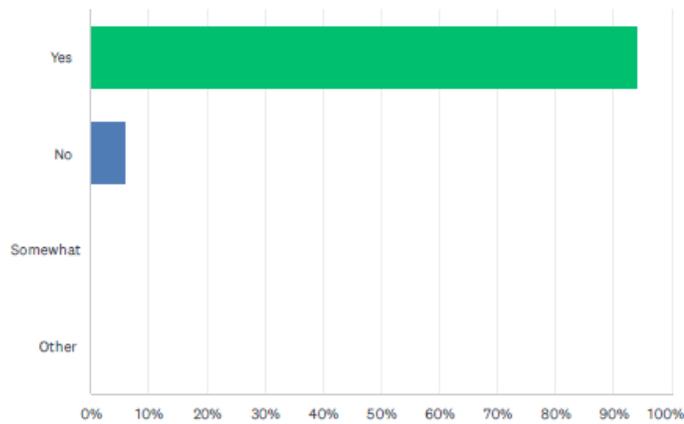
Answered: 181 Skipped: 2



ANSWER CHOICES	RESPONSES	
LO Parks & Recreation Activities Guide	63.54%	115
LOParks.org Registration Website	23.20%	42
LO City Website www.ci.oswego.or.us/parksrec	3.31%	6
Hello LO	8.29%	15
Lake Oswego Review	4.97%	9
Social Media- Facebook/Twitter/Instagram	3.87%	7
Return Customer	23.76%	43
Recommended by a Friend/Family Member	19.34%	35
Other	7.18%	13
Total Respondents: 181		

Q4 Did participation in the activity meet your expectations?

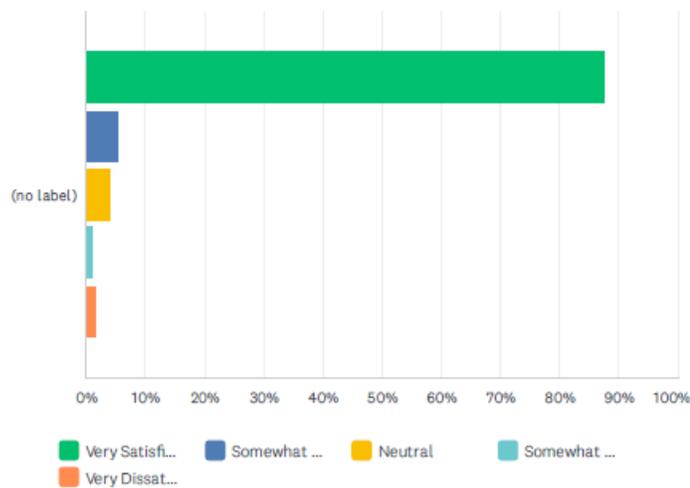
Answered: 182 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	93.96%	171
No	6.04%	11
Somewhat	0.00%	0
Other	0.00%	0
TOTAL		182

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

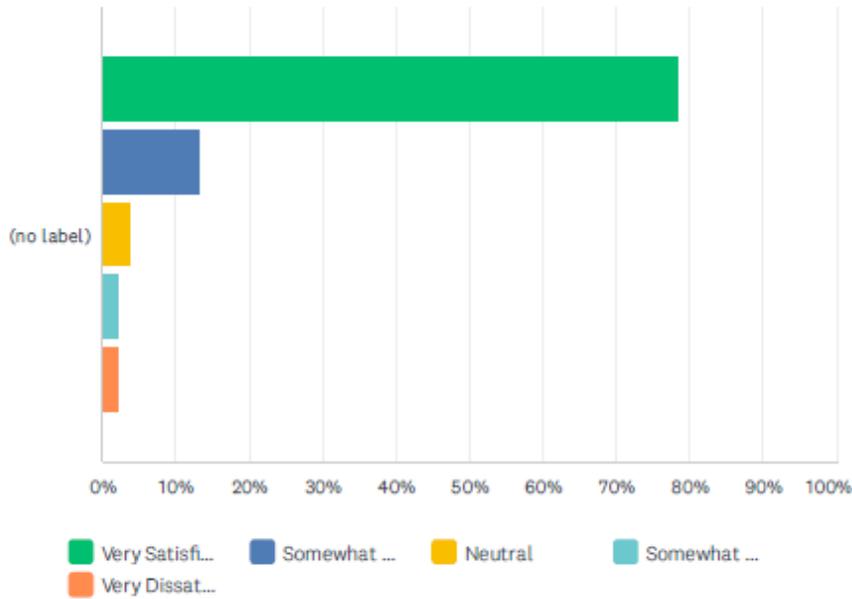
Answered: 171 Skipped: 12



	VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
	87.72%	5.26%	4.09%	1.17%	1.75%	
	150	9	7	2	3	171

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

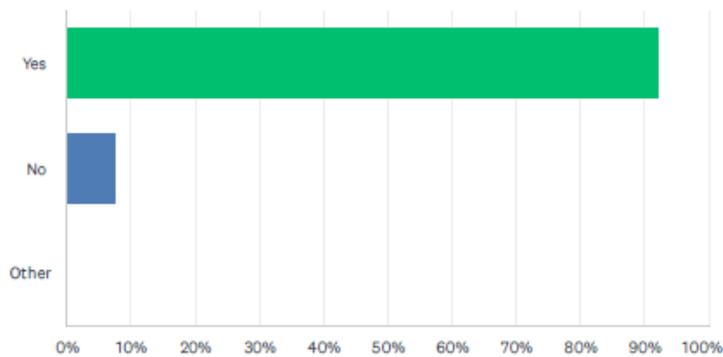
Answered: 182 Skipped: 1



VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
78.57%	13.19%	3.85%	2.20%	2.20%	182
143	24	7	4	4	

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

Answered: 183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	92.35%	169
No	7.65%	14
Other	0.00%	0
TOTAL		183

SUMMARY OF FEEDBACK

Comments about WHY participation in the activity

ACC

Very friendly and welcoming group. People at the front desk were amazing as well. - Bridge Lesson
Well done. Living Well
Way above expectations. Fun co-participants and driver - Ziplining

CULTURAL, FITNESS, OUTDOOR

CULTURAL

fun to connect with others who want to learn a new skill – Ballroom Dance

A fantastic class with Bob and Nancy!!! - Ballroom Dance

AMAZING CLASS. FANTASTIC INSTRUCTOR. – Belly Dance

Both classes were excellent! - Bob Ross Knitting Knife Skills

It's my self-care. I do it 2-3x/year, alone, and listen to music, while I create something from nothing.
It's very satisfying. - Bob Ross Painting

FITNESS

Boot Camp Class Instructor, Barbara Blum All around good workout for seniors. The class exercises in a very friendly environment. – Boot Camp
Excellent teacher very caring – Yoga

EVENTS

We were invited to participate as vendors. – Cultural Xchange Event

GOLF

If a new course is too expensive, a second choice would be to make the driving range a "social venue". Suggest visiting Tualatin Greens and Envision. Both provide exercise, social enjoyment, skills development. (And make money.) Golfers need a golfing experience that doesn't require driving long distances in horrific traffic! Suggest forming a user committee including Next Door posters and LO Women's Golf Club officers. Gail Duncan

LUSCHER FARM

wonderful program - Angie provided great support and help throughout the season – Adopt a Plot
Grow delicious, organic food. - Community Garden

I come here for peace. Please don't allow 6 pickleball courts nearby. - Mason Bees

SPORTS

To see if I like the game – Beginning Pickleball

fun game – Pickleball

MISCELLANEOUS and NO ACTIVITY NAME PROVIDED

Dog walking. Fit spot..

AM OPEN TO ALL KINDS OF CLASSES AND VERY MUCH APPRECIATE ALL THOSE OFFERED.

Comments for being or not being satisfied (Met Expectations, Value, Recommend)

ACC

As a newcomer to the Portland area, I enjoyed the group excursions to unfamiliar sights and attractions. – Just ACC

Excellent value (even if fees were raised). – Just ACC

Great instructors. – HEED Healthy Eating Every Day

The facility is wonderful and the staff helpful and friendly. I would not hesitate to attend any other activity here. The room was perfect. Thank you for the hot chocolate on such a cold day! – AARP Driving

No fee was charged for this activity – Bridge Class

There was no fee. – Medicare Event

I actually recommended becoming active at Adult Comm. Center to a recently retired person yesterday. Meals on Wheels Board Member

CULTURAL, FITNESS, OUTDOOR DIVISION

CULTURAL

Great! – ABDA Fairy Tale Ballet

Since the instructor missed a dance class due to illness, the class should've been extended another week. – Ballet & Tap Dance

Bob & Nancy Laughland are talented teachers. Make it very fun. – Ballroom Dance

I was hoping to learn techniques – Beginning Water Color

My only complaint is the late arrivals. The instructor is very welcoming and willing to get them caught up, but it takes time/attention from those of us who arrived on time. This has been an issue in the last two classes for me. I don't know what you can do about this but it is a concern for me. – Bob Ross

My expectations were greatly exceeded! – Beginning Belly Dance

We got sick and missed classes but will re enroll in other classes soon – Dance

Mellissa is a wonderful teacher. – Line Dancing

This activity has been wonderful. It is so well planned and executed. My son thoroughly enjoys the art activities and the reactional, physical activity planned. The teacher is wonderful, friendly, and inviting to all the students. – Little Masters

Loved it!!! – Little Masters

I was blown away by the creativity of the art projects offered and loved the balance between play time to get wiggles out in the center of the room to break up each of the projects. Everything was just so well thought out and organized and I couldn't be more thrilled to discover this class. I only wish it was offered on a Tues or Thursday so I could have my daughter join as well!! – Little Masters

She had a great time and asked to go again this week. – Marvel Lego Camp

I was disappointed that the activity time was changed in the following session from afternoon to mid-day. Now she can no longer attend because she goes to school. – Pre School Age Tap Dance

Two of our classes got cancelled and we were refunded to our LO activities account, however I would prefer if we would be refunded to our credit card (original payment method) – Tiny Boppers

Our class ended up only have 2-3 children participate each time. I know it's out of LO's control for who attends, but I'm wondering if opening up the registration to more people would allow for higher attendance. We were hoping our son would interact with more children and we would meet more adults but the classes were way too small. Tiny Boppers Music

A new enrollee should start at the beginner's level; if not, he or she will be daunted by some of the talented folks in the advanced class. – Advanced Water Color

Not a beginning class – Intro to Drawing

FITNESS

I really enjoy this class, especially the way Barb teaches it. She always makes it fun. I have dyslexia which makes differentiating between using my right foot (or arm) a bit stressful. Barb just smiles when I do an activity whether I'm in step with the rest of the class or not. – Boomer's Boot Camp

Instructor demos ways to do the exercise at different levels. – Boot Camp

Actually, I recommend this class very often! – Boomers Boot Camp

It would be nice if we could not buy for dates we know we will not be in town. Adjustments would be wonderful. – Barre Bodies

I wish non-resident fee was the same as resident. LO Rec is the closest one for me. – Barre Bodies

Slowly I am opening to more physical and emotional capacity. – Nia

The base fee is fine but the additional admin fee (\$7?) is too high. LOPR should not need to use a payment vendor that charges such a high fee. Earlier this year I had a LOPR class get cancelled due to low enrollment, and I was refunded only the base fee but not the online admin part of the fee. That's ridiculous. It makes me not want to enroll in a class if there's a risk that it will be cancelled. – Virtual Butts and Guts

I took the yoga class for many many years but opted out this session. The latest teacher taught our class very differently, it was more palates than yoga. Eventually I had to leave as I was not physically able to do what was being taught. – Yoga

Loved the teacher – Yoga

Surpassed my expectations. Instructors not only taught Yoga, but showed us how to protect our bodies while doing Yoga movements. – Yoga

I recommend yoga but be careful of the teacher - Yoga

I just referred someone today! - Nia

Above expectations – Yogalattes

I feel the class fee is somewhat over-priced compared to other similar classes. – Zumba Gold

The instructor cancelled one class and I had to miss one class. There should be a flexible pass so missed classes can be made up in other activities/classes. – Zumba Gold 50 plus

OUTDOOR

Instructor really excited by bird software for computer and phone. Unfortunately, this program used up too much data on my iphone 8. – Bird Watching

EVENTS DIVISION

Very disappointed on how the lights were turned on – Tree Lighting

Great turn out. – Cultural Xchange Event

Great entertainment was offered, had we not been vendors, we would have enjoyed it abundantly as patrons. – Cultural Xchange Event

Absolutely LOVED this! – Horse Drawn Carriage Ride

Thanks for the DJ, post run snack, and well-marked course! It was hill though! – Harvest 5K

LUSCHER FARM

The volunteers were great! – Field Trip to Luscher Farm

Yes! My kids both had a wonderful time. – Gingerbread House

Would have liked more gardening activities and fewer craft activities but still enjoyable – Growing Minds

in fact - while I enjoyed the small class size I think it could accommodate even more interested people! –
Winterize Your Garden

SPORTS DIVISION

One game was cancelled when no referee was available, and the game was not made up later. – 35+
Coed Soccer

It's been worse since the change to OASA. The refs are worse, and don't know the league rules. –
Adult Coed Soccer

We had a ref no-show, so we missed a game but didn't get refund – Adult Coed Soccer 35+

The fields in LO are really well maintained. Hazelia having a real bathroom is a big plus. The
outhouses at the other fields, LOHS & Lakeridge could use some more frequent maintenance. - Coed
Soccer

I joined as a free agent and I wasn't contacted to join a team until after the first game had already
occurred. Then, we had multiple additional games canceled. I was expecting to get to play in 9 games
(and I had even paid for all ten), but was not given this opportunity. Very frustrating to have paid for
and been looking forward to playing more frequently, and then not being able to because of last
minute game cancellations, some which did not offer a make-up game or partial refund for that
game. – Soccer

Is there any way to make soccer cards electronic and pull up on phone at games? It always seems to
be a scramble for people on multiple teams. Soccer

My team's schedule was two games short due a ref not being available for one game and the other
team not showing up for another game. - Adult Coed Soccer 35+

It was typically great, save for a few evenings where the field was not setup, and the goal net was
damaged. – Coed Soccer I paid an activity fee for ten soccer games. However, one game occurred
before I could even join a team. A second game was canceled last minute due to not enough referees,
and the game was rescheduled during the Thanksgiving holiday when many players were out of town.
Then, a third game was canceled very last minute because the other team did not have enough
players. A fourth game was canceled because of rain. It is very frustrating that we pay for ten games
and then only got to have 6-7, without getting any partial refund for the games we were not able to
play. – Recreation Soccer

The soccer league was well-run and players were kept informed and up-to-date on scheduling and
other information. – 35+ Coed Soccer

Once was cancelled last minute (emergency, that's fine) then one coaches didn't show, then another
they said air quality cancellation but didn't say anything until we were there. – Tiny Tykes

The instructor was not very dynamic and engaging, which is very important for this age group. It just
did not seem very well planned or organized. I often felt like we were standing around waiting for
instruction about what to do next. We would be given a skill to practice and so it for a long time until

kids lost interest and I often had to come up with my own ideas to try to keep my son engaged. One day the main instructor didn't show up and Brian came late and his activity was at least a little more engaging but this was the last 15 minutes of class after no instructors had shown. – Tiny Tykes

Poorly managed by LO P&R and Tiny Tykes organization. – Tiny Tykes Soccer

I thought the cost was good and was happy they gave a 50%! refund. – Tiny Tykes

I thought this was expensive for the quality of instruction received. Also, I thought we were paying for uniforms because we were asked for sizes upon registration and we never received these – Tiny Tykes

Actually, it depends. My kiddo did not love this camp but another may. Depends on the kid and their interests. – Intro to Fencing Camp

They did a good job teaching us the basics – Beginning Pickleball

Great instructors, Bill & Roxie. Mark, Gary & Brian

Just wish it were longer - maybe 2 sessions per week since it was only 4 weeks due to the fall unknown weather. - Bike Camp Level III

New set up at The Gem really helped! – Cornhole

It was absolutely wonderful. Great instructors and a very well-run program. - Intro to Pickleball

MISCELLANEOUS and NO ACTIVITY NAME PROVIDED

I SO APPRECIATE THE FRIENDLINESS OF ALL THOSE WHO ARRANGE THESE ACTIVITIES

Think we could do better next time

Comments about Instructor

ACC

Bob Nix was an excellent instructor, with good real-life examples to offer. I liked the presentation. – AARP Driving

Thank you, John Blair. Good natured, patient, looks after us, remembers our names,, he's much more than just a driver. – ACC

2 very experts teaching Bridge – Bridge class

CULTURAL, FITNESS, OUTDOOR DIVISION

CULTURAL

Elaine Luneke is amazing! She prepares incredible amounts of material, and before meeting us virtually has usually painted multiple times what she will want us to try. Her lesson plans are thorough, and always include an "artist of interest" tangential to her plan. The online discussions are

always wide-ranging and interesting; Elaine's intellect is eclectic and voracious! – Advanced WaterColor

The instructor knew how to watercolor but did not teach much about technique – Beginning

Bob & Nancy Laughland are knowledgeable and very fun! – Ballroom Dance

Eva was very prepared. – Beginning Belly Dance

Instructor Cyd is EXCELLENT - Little Masters

Missy McConkie is very knowledgeable, gentle, and aware – Meditation, Mindfulness

instructors Bob and Nancy were excellent. They are accomplished dancers and yet are able to work with beginning students with great patience and enthusiasm. – Dance Rumba and Swing

Loved Haze the instructor! She's great! – Lego Camp

Easy to follow, friendly and helpful. – Line Dancing

The instructor did a great job of trying to entertain some crazy toddlers! She did a great job of actively engaging each one despite everyone kind of running around doing their own thing. Tiny Boppers Music

FITNESS

Wendy is an awesome teacher. Give her another 9am class please. – Barre Bodies

Wendy is a wonderful human being and teacher. I have thoroughly enjoyed her class. – Barre Bodies

Barb is great. She's always conscious of letting folks know how to modify activity for varying abilities. Boomer's Boot Camp

Barb does a great job of motivating us to work harder. I really enjoy her classes! - Boomer's Boot Camp

The instructor is fabulous! She creates a safe environment in which I can explore the experience even while feeling a bit awkward. She models for me the goals I have to move more nimbly and confidently inhabit my physical and emotional experience in life. Nia

Judith is a great teacher, very knowledgeable and committed to her students. – Qi Gong

good instructor – Virtual Butts and Guts

Teacher was excellent - Yoga

Kimberly goes above & beyond! - Yogalattes

Mary Weber and Barbara Blum are outstanding instructors. – Zumba Gold and Boomers Boot Camp

OUTDOOR

For the next to last class, instructor contacted class members AFTER the class time started cancelling class. She said she had neglected to notice that this class had been cancelled by the Department. - Bird Watching

Great teacher – Outdoor Strength and Balance

Kitty goes above and beyond every week. She has boundless energy, creative solutions and accommodations for students and takes an interest in overall health and well-being. Power Burn Outdoors

EVENTS

Very well staffed and staff was approachable and very helpful from the first interaction (upon arrival) and throughout the event. – Cultural Xchange Event

LUSCHER FARM

Angie was awesome. Knowledgeable thoughtful and well prepared. I loved the talk and then action! I learned a ton in the exact amount of time – Winterize Your Garden

Leah was a lovely teacher. I'd love more from here. – Mason Bees

Although I did not meet the instructors (grandparents dropped off/picked up each day), my kids LOVED this camp and came home each day talking about all the fun and engaging activities they participated in. They liked the instructors, and really enjoyed the camp! Thank you! Garden Zombie Days

Angie is amazing! The day is so well planned to keep a group of toddlers engaged. Our son loved going! I just wish it was more than four weeks and maybe offered on other days. – Growing Minds

Angie was a wonderful teacher! She planned thoughtful, engaging activities and was so wonderful with all the kids. We loved this class and will sign up again next time it's offered!! – Growing Minds

SPORTS

She's excellent! - Bike Camp Level III

My child tells me the instructor was different on the 3 different days. The first day the instructor was on their phone while supervising children - terrible. The subsequent days the leadership sounds to have been much better including games, etc. to keep kids excited and engaged. – Into to Fencing Camp

Excellent! - Pickleball

Multiple instructors all very patient and friendly - Pickleball

The instructors were great. Very knowledgeable, engaging, etc. – Intro to Pickleball

They weren't very engaging with the kids.- Tiny Tykes

I think this needed to be tailored to this age group better – Tiny Tykes

Sierra & Brian we're both kind with the kids. But... not energized or really ver interested. One week Sierra wax a no show and Brian arrived 30 minutes late. Actually he was late each week. Parents frequently left early with their child, also the week coaches didn't show a parent ran the camp! – Tiny Tykes

Some ref don't seem very engaged. Some don't seem to reign aggressive players in quick enough. Appreciate it when they do! - Soccer

MISCELLANEOUS and NO ACTIVITY NAME PROVIDED

Every activity I attended had good instructors - very friendly too - Misc

Self-instructions on equipment. - Misc

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

ACC

Group transportation to live events, i.e. music, drama, art and sports exhibitions etc. Problem is, some of these events may take place only on weekends.

Art museums, historical museums, rhododendron garden.

Computer and iPhone skills for seniors @ACC

Book discussion groups. Books on shelve left for others to enjoy.

Offer more ziplining

I would like to see better co-ordination between the ACC and the hostess for the Sunday 2pm lunches. It would be nice to get a reminder for all participants.

CULTURAL FITNESS & OUTDOOR DIVISION

CULTURAL

Sketching from life (nude models). Sculpture.

sewing/quilting

Mom's of Elementary school night out?

Some kind of help understanding technology, like how to navigate chrome, youtubetv, etc.

Italian language

Uke lessons Dance lessons adults during day

More active classes (at ACC) exercise and dance.

Keyboard, piano lessons

Would love to see the toddler music class come back

Love more upper elementary/middle school 2 day activities during Thanksgiving and Christmas break.
Robotics, coding, fitness. Geared towards 11-14yr olds

I would like to see more opportunities like these camps when schools are closed for grade prep/conferences/etc. Thank you!

Could little Masters be offered on other days as well? Would love a Tues or Thurs option

Bluey themed! CAMP

More art related courses and activities

More activities for children, for daycare, childcare coverage. After school care with transportation from local elementary schools- so many kids are on the waitlist at Champions

FITNESS

Qi Gong class in the late afternoon would be fantastic!

I would love to see a beginning Tai Chi class that starts in the late afternoon. My husband and I would love to do this together.

Pilates

Strength training for seniors

Yoga for adults with arthritis

Evening Yoga

Tai chi - Yang style, Long form.

I would like to see this class, or something or something, offered 2x weekly instead of once. – Zumba Gold

More exercise classes for seniors.

Tai Chi that is held NOT at the same time as Zumba Gold and Boomer Boot Camp. Right now the Tai Chi classes conflict with these other two classes.

OUTDOOR

Tree identification!

Walking Group close to Lake Oswego - instead of miles away

Exploration of LO parks through scheduled meetup

Walking Groups near where I live - instead of car-pooling to miles away

I WOULD LOVE SOME WALKS THAT ARE NEARBY. I SEE CAR POOLS FOR WALKS THAT ARE MILES AWAY,BUT PREFER TO DO WALKS IN OUR WONDERFUL AREA.

EVENTS

Would love to see a LO Farmers Market year-round. And I love the Lake Grove one. Keep it up!

GOLF

Don't wreck the new course with long holes keep it friendly for kids and women

LUSCHER FARM

More cooking classes for kids

Cooking classes for kids

I think it would be fun to offer more hands-on activities that the students could do for an added fee. Like make a grass baby (seeds), start a worm compost (worm), plant a bean (organic gardening), etc

You all do great! It'd be nice to have more sessions of everything because they are sold out SO fast!

Native planting - replacing your lawn with native landscaping

Canning-I'm experienced but pressure canning has been a little challenging for me.

more cooking classes for kids and adults

SPORTS

Most of us players did not appreciate the switch to using OASA memberships and their referees. Some of the refs were rude, did not accept the guest passes that players had paid for, made substitutions difficult. (Example: an older man that was playing was hurting and tried to just switch out during play and the ref wouldn't let him!) We are not out there winning any big tournament. Let us sub whenever. Also, some refs don't collect the player cards in time before the start of the game, games got started late and then it just came out of our playing time. Overall, it was better before. –
Adult Coed Soccer

Martial arts

Now that a number of people have gone through the classes it would be good to be able to play with people of your own skill level. Parks and Rec. should reserve a time and place for regular beginning pickleball matches.

Offer this in spring as well - Cornhole

Ultimate Frisbee! For kids but also adults. It would be so great to have a league in LO that is connected to Portland Ultimate instead of driving into Portland for a team.

Indoor pickleball

Indoor pickleball

I played volleyball for over ten years at Lake Grove School.

More biking of the same or similar. More basic biking skills would help many kids learn to ride better

A natural follow on course to Intro to Pickleball. I don't know what you'd call it, but for anyone who wanted to take the next steps against/with people who want to get better.

More care should be taken to ensure that each team gets ten games. In the event of cancellation, notice should be given as soon as possible (we had two cancellation notices just a few hours before the game). If games are canceled or players have to join the season late (due to being a free agent and not being added onto a team until after some games have been played), the league fees should be partially refunded or prorated.

I have gone to the church twice now to pick up the jersey we were promised. No one is there! I've walked through to find nobody except some nice people playing cards maybe in the community room. Keep it! But we would still appreciate our refund that was promised. Also I emailed Ian twice with questions and no return. Bad business. We live in LO and will be here for our child's school years.!

TENNIS

Bring back the tennis classes. The tennis center renovations should not have taken this long. Also, you need to have better descriptions of the adult exercise classes. I noticed that several of them keep getting cancelled, but if you had a better description of what the class is all about then more people might be interested. Plus, the LOPR activity enrollment website is clunky - you can't see the day/time without clicking on the class, and you don't see the fee in the class description. It takes going to different pages to find out all the info about a class, then when you click the back arrow it takes you back to the top of the page with all the classes listed alphabetically and you need to scroll down to get back to the class you were originally looking at. There is no reason for such a clunky website with today's technology. As I noted above, we're paying a ridiculously high \$7-8 fee per class for the 'convenience' of enrolling online, so you should have a better website. Even more yoga classes

MISCELLANEOUS and NO ACTIVITY NAME PROVIDED

Swim lessons

summer water aerobics

Indoor swim lessons

The website is very difficult to maneuver

No physical cards!

Parks does a great job! I especially am impressed with the care and maintenance given to the gardens. Foothills trail is a favorite of mine.

Would get thier about 900 then go back around 100 owl