

Lake Oswego Parks & Recreation

Customer Excellence Results Winter Spring Season FY 21-22

This report covers survey responses received between January 1 and April 30, 2022. 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 Winter Spring 2022 seasonal report is created from a total of 136 responses received from the 1486 emails sent to participant payers (little over a 9% response rate.) A target response rate of 10% is OK to good for an email survey, 5% - 15% is average and 16% - 30% tends to be an excellent target average response rate. With the closure of the Golf Course and Indoor Tennis Center for renovations, the numbers of classes/participants/survey responses are less than typically expected for January through the end of April.

In addition to the standard bi-monthly customer excellence survey, specialty customer satisfaction surveys were administered during the winter spring season for Events, Luscher Farm and Sports. We sent a total of 349 surveys to payer/participants and received 73 responses for a response rate of over 20%. The results of the specialty surveys are tabulated independently and not included in the results in this report. The results report for both the specialty surveys and standard surveys can be found at:

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For this report, the majority of respondents (72.39%) learn about our offerings through the Activities Guide, indicating the investment in this media remains sound. 16.42% learn of offers from the Active Net Registration site and 7.46% indicated Hello LO as their source. 34.33% indicated they are Return Customers (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:

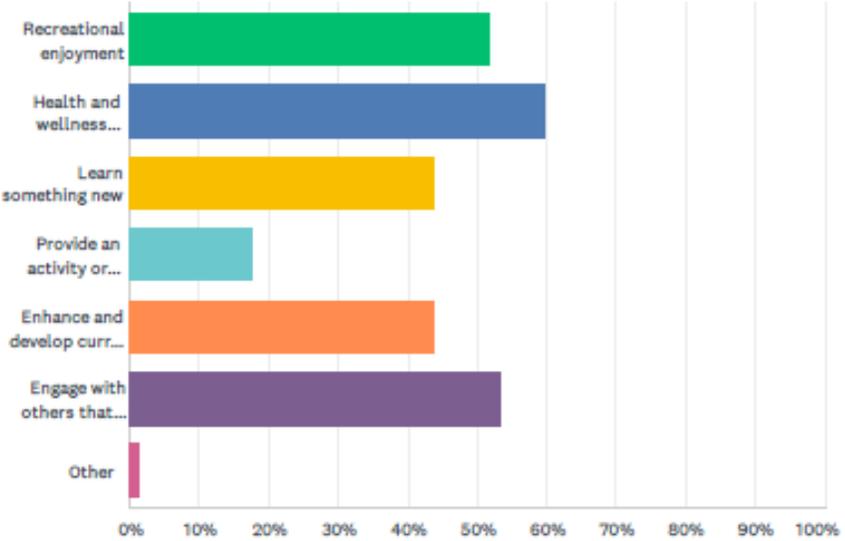
| Survey Question | Performance Indicator Target | Winter Spring 2022 Results |
|------------------------|-------------------------------------|-----------------------------------|
| Met Expectations | 80% Yes | 94.81% |
| Value Received | 80% Very Satisfied | 87.31% |
| Would Recommend | 80% Yes | 97.01% |

Individual comments are listed after the question chart to which the comments pertain. When provided, the class name was included. In the instance where there is no chart (i.e., future

programming suggestions), the question will be noted prior to the comments listed (categorized the future programming suggestion comments by Division.) Customer comments are more positive than the last few seasons and staff are encouraged to review all comments and take actions as needed.

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

Answered: 135 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Recreational enjoyment | 51.85% | 70 |
| Health and wellness purpose | 60.00% | 81 |
| Learn something new | 43.70% | 59 |
| Provide an activity or care for child/children | 17.78% | 24 |
| Enhance and develop current skills or knowledge | 43.70% | 59 |
| Engage with others that have similar interests | 53.33% | 72 |
| Other | 1.48% | 2 |
| Total Respondents: 135 | | |

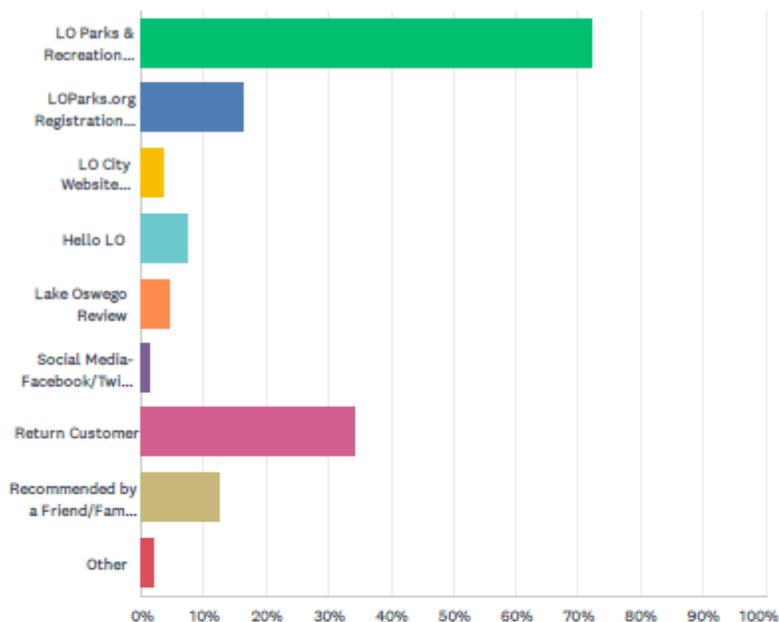
COMMENTS:

- Unfortunately, I'm wait-listed for the upcoming session (Watercolor Painting)
- Great exercise to music....Mary is such a wonderful instructor....she makes exercise fun! (Zumba)
- Loss in family (Dealing with Death and Dying)
- To see where our food comes from and what it takes to grow it, particularly amount of water. (Luscher)
- Speakers are knowledgeable and inform us of many things we were not aware of before the class. (Health and Wellness)

- I'm a nature lover so this class was perfect for me! (Bird Watching)
- The time goes too fast! Such an enjoyable teacher and class. (Strength and Barre)
- This is the only, real senior exercise class. Taught by a someone who has a Silver Sneakers certification. Even though health insurance reimburses two classes a week (minimum recommendation) there is no Silver Sneakers class in Lake Oswego. Why? I pay \$110 a term (about 6 wks) for two separate classes a week when it should be free thru Silver Sneakers. I am too old to drive in rush hour traffic to another city. A lot of seniors can't afford over \$100 a month. We deserve better by this city. (Aerobics to Music)
- Connecting with others is so important to our well-being and I have met and enjoyed some lovely people at different events (No class listed)
- Misty Hampton was an outstanding instructor. She brought Virtual Birding to life. We learned the sounds of birds and identity with her kind encouragement and inclusive teaching style. (Intro to Birding Virtual)
- I have been taking this class continuously with Elaine Luneke, originally Beginning Watercolor, since fall 2016. Thank goodness she was able to convert to virtual during the pandemic so we could keep going, and help keep our sanity through creative expression. This is as important for health and wellness as physical activity. Also, a bonus has been the friendships developed over years of painting together. (Advanced Watercolor)
- Love that the level of intensity increases, yet we can work at our own levels. (Yogalates)
- To follow Wendy around (Intermediate Strength and Barre)
- The instructor! (Yogalates)
- Just wish we could be taking this session, but learned of sign up (and limits) too late! (Tai Chi)
- Great teacher - love the class (No class listed)
- Great Activity!!! (Gentle Yoga)
- I started because I needed some stretching and exercise in areas that I didn't have in my physical routine. (Gentle Yoga)
- Please consider other evening exercise classes for working adults (Zumba, yoga, etc) (Nia, 5pm Tues)
- Nature on the river (Rowing)
- Great part of the local community! So pleased we have this in our city. (Rowing)
- Memoir class is wonderful. It brings together interesting people who enjoy writing and respect and learn from one another. It's a unique class--devoid of adverse criticism, always encouraging, always thought provoking.

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

Answered: 134 Skipped: 2



| ANSWER CHOICES | RESPONSES |
|--|-----------|
| LO Parks & Recreation Activities Guide | 72.39% 97 |
| LOParks.org Registration Website | 16.42% 22 |
| LO City Website www.ci.oswego.or.us/parksrec | 3.73% 5 |
| Hello LO | 7.46% 10 |
| Lake Oswego Review | 4.48% 6 |
| Social Media- Facebook/Twitter/Instagram | 1.49% 2 |
| Return Customer | 34.33% 46 |
| Recommended by a Friend/Family Member | 12.69% 17 |
| Other | 2.24% 3 |
| Total Respondents: 134 | |

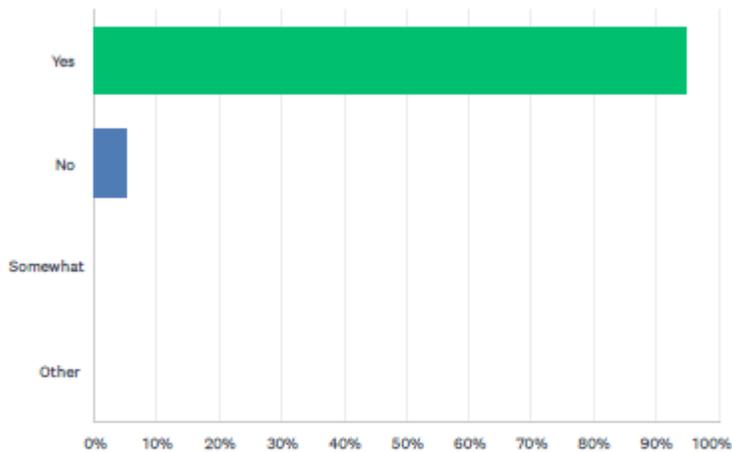
COMMENTS:

- Registration is difficult. There are many time slots. You have to open each one then go back to the main list. Please add time and date to main list. (Strength & Barre) (email is gailever11@gmail.com to contact and teach her about wish list or cart usage.)
- I was googling to see if there was an intro to fencing class in the valley. (Intro to Fencing)
- Kim Vermillion informed me. (Sit and Be Fit)
- I very much appreciate the various ways you advertise. (No class listed)
- Took the class last fall and continuing it. Teacher is great! (Tai Chi, the very beginning)
- Have taken the Tai Chi class with this instructor since September and happy to continue
- Email (LOJ Basketball)

- I searched for a rowing club in my area and LO was the closest. I was directed to LOCR's website, I contacted them, then they told me to sign up through LO Park and Rec. (Rowing)

Q4 Did participation in the activity meet your expectations?

Answered: 135 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 94.81% | 128 |
| No | 5.19% | 7 |
| Somewhat | 0.00% | 0 |
| Other | 0.00% | 0 |
| TOTAL | | 135 |

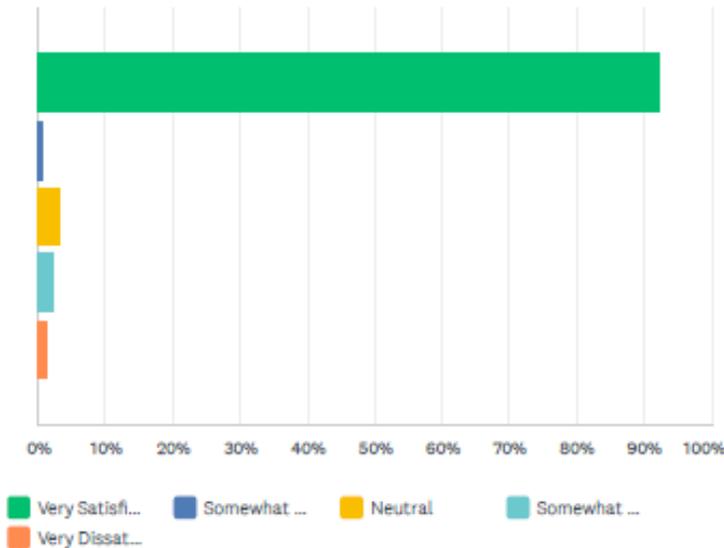
COMMENTS:

- Instructor targets same set of muscles for whole hour (painful) and never returns there. Would rather target several areas and return to each the next week. The strength classes are too hard for seniors who need them most. The classes are too expensive for many seniors. Over \$100 for two days (necessary) a week. A Silver Sneakers or Silver Fit class (2x/wk) would be free. To get to one from main LO is a 30 minute drive in rush hour traffic. I pay big taxes but as a mobile Senior age 60 to 80, needing strength training, am out of luck. You have a certified Silver Sneakers instructor, Mary Webber, who says she has offered to teach this class. Why not use her?(Strength and Barre)
- Will be so happy to meet in person in May. (Advanced Watercolor)
- Would have been nice if there were a few more kids, but Ms. Eve did great. My kid had a great time. (Musical Theater)
- Both my husband and I found this very informative and shared information with our friends. We left feeling very uplifted. (Planning for End of Life, Terri Daniel)
- Coach John Donnelly is stellar (Learn to Row)
- Teacher very good! (Bob Ross, Flowers in a Copper Pot)
- My kids loved the class! (Intro to Fencing)

- Really lacks ability to communicate with other plot owners. If i have too many starts or produce or if I'm going out of town and need to find someone to water- having a contact list with phone/email would be helpful. (Luscher Farm)
- The instructor was fantastic! This program was great for my 3 year old. (Little Masters)
- Very informative! (Mason Bees for Your Garden)
- A lot of preparation is put into these classes and I respect that so much. (Health and Wellness)
- We love this activity! Wish there was something similar for the school aged kids. (Puddle Stompers)
- I enjoyed all 6 weeks of my first session in Feb-March (Gentle Yoga)
- I wish that she could have continued the week day classes but she got a M-F job. (Bird Watching)
- Counselors didn't know how to deal with kids. (Rock of Music Camp)
- I had to buy some equipment, but, the workouts are challenging and very helpful. (Butts and Guts)
- Instructor is both kind and knowledgeable. (Gentle Yoga)
- The friendliness of the Instructors always grabs my attention - and their knowledge is vast!! (Art Class)
- Excellent teacher (Spanish Class)
- They are excellent!! (Wanda)
- It exceeded my expectations. (Intro to Birding Virtual)
- Zoom is a bit of a negative. (Yogalates)
- Unfortunately, teacher Wyatt wasn't a good fit for my children, girls ages 5 and 7. My older daughter said that he seemed tired after a long day and didn't have any patience left. Some of the instruction that I overheard during class time made me uncomfortable. My children and I chose not to complete the class series. (No class listed)
- Would love another class after spring break to continue to build on what the kids have learned (Intro to Fencing)
- Much better than expected! (Seed Starting Workshop)
- It always does! This was the second round of Netflix movie nights for me and it's great to catch up with returning members and discuss interesting films together! (Online Netflix Movie Night)
- Great class!! (No class listed)
- My daughter really enjoyed it (Pioneer Camp at Luscher Farm)
- It more than met my expectations - it is so great! (Gentle Yoga Thurs 1:15)
- The teachers are great! (Zumba & Gentle Yoga)
- Great teacher (Zarina) (Nia Class, 5pm Tues)
- I registered, paid my fee. I received a call the day before class that it was cancelled or should not have been listed in the offering. (Drawing Class)
- After telling us vaccination records would be required, they were not checked. (Conference)
- LOCR offers a fantastic program (Rowing)
- Absolutely the best thing I have done through LO Parks and Recreation (Rowing)
- Just don't like having to take this class on Zoom. (Spanish)
- The class founder was an exceptionally gifted writer and magnanimous person, wise and kind. He set a positive tone that members have tried to preserve. (Memoir Class)
- Exceeded them! I fell in love with the sport. (Rowing)
- Haven't taken class yet (Making Peace with the End of Life)
- It was cancelled due to weather (Fairy and Gnomes)

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: 129 Skipped: 7



| VERY SATISFIED | SOMEWHAT SATISFIED | NEUTRAL | SOMEWHAT DISSATISFIED | VERY DISSATISFIED | TOTAL |
|----------------|--------------------|---------|-----------------------|-------------------|-------|
| 92.25% | 0.78% | 3.10% | 2.33% | 1.55% | 129 |
| 119 | 1 | 4 | 3 | 2 | |

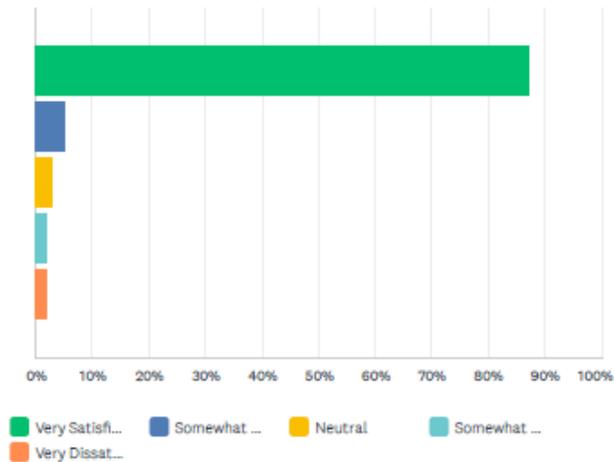
COMMENTS:

- Very knowledgeable, extremely prepared and truly cares for her students (Watercolor Painting)
- She tries to give modification instructions for Seniors but hard to do. (Strength and Barre)
- I felt like it was basically a set time for us to get together and use her supplies. Instruction was extremely limited. My biggest takeaway was the opportunity to photograph a sheet of paper that showed shading on a pear. Instructor sat around doing her own drawing most of the class. (Acrylic and Oil Painting)
- Jordyn and Kayla (?) are engaging, fun and knowledgeable. (Little Puddle Stompers)
- N/a, we are on our own. (Luscher Farm)
- Not organized or prepared much for the sessions (Making Peace with the End of Life)
- Jordan rocks! (Puddle Stompers)
- Audrey was a very good instructor (Gentle Yoga)
- Audrey Buchanan is a fabulous instructor! (Yoga Level 1)
- Counselors were very unprofessional (Rock of Music Camp)
- Very prepared and always presents different exercises to keep it interesting. (Strength and Barre)
- Ryan is excellent (Gentle Yoga)
- I'm also enrolled in Active Living Everyday with Barb and Maria. They are giving really wonderful ideas. (Sit and Be Fit)
- Kimberly will correct my alignment (Zoom), which I appreciate. (Butts and Guts)

- Audrey is great (Yoga)
- Mercedes is an excellent teacher who is very dedicated to her students! (Spanish)
- Kimberly Barner, is always well prepared, knowledgeable and positive. She is a winner! (Butts and Guts and Yogalates)
- RYAN IS THE PERFECT TEACHER. (Yoga for all levels)
- My 5 year old son is in the class, so I can't really say too much about the instructor, but my son seems to like the class. (Piano Roots Classes)
- She brought Virtual Birding to life. Her good humored love of all nature and students made the class seem easy. Her breadth of knowledge is graduate level but her teaching so gentle no one is intimidated.
- Elaine always brings in depth study to the subjects we paint, as well a background about artists relevant to the week's topic. By giving individuals constructive feedback on their work, we all learn. (Advanced Watercolor)
- Pam is an excellent instructor. Her gentle suggestions for movement, her providing of options or modifications all add to the experience. (Virtual Yoga, Monday 5;30pm)
- Elaine Luneke is wonderful; extraordinarily well prepared each week! (Advanced Watercolor)
- Wendy is always ready to make each week a new, fresh experience! (Intermediate Strength and Barre)
- Wyatt was prepared and knowledgeable. (No class listed)
- Kim is amazing and I wouldn't participate if it wasn't for her. (Yogalates)
- Kimberly is the best fitness instructor I've ever had, hands down! (Butts and Guts)
- Ruth and Jerry were great facilitators! (Standing at the Crossroads)
- Lia is patient and always finds new and engaging ways to convey how we to do the Tai Chi exercises (Tai Chi, the very beginning)
- Extraordinary (Qigong)
- Angie was awesome! Super knowledgeable (Seed Starting Workshop)
- Lia is exceptional in making this fun! (Tai Chi)
- The moderator is awesome - she knows how to keep the conversation going, she's inclusive and very engaging! (online Netflix Movie Night)
- I attended 2 classes so far so good. (Zumba, Line Dancing)
- The instructor is wonderful, calming, careful, knowledgeable and so pleasant to be around. (Gentle Yoga, Thurs 1:15)
- Lia is a terrific instructor--patient, empathetic and always finds new ways to "tweak" things to make the movements understandable (Tai Chi, the sequel)
- Since our founder Ron's death and Covid's imposition of zoom meetings, we have gotten in the habit of leading ourselves. That seems to work better than having one person host each session. Instead each member hosts a session; we take turns. It works well that way. (Memoir Class)
- She is amazing. Very passionate about her subject. And always keeps students engaged and motivated (Spanish 4 Advanced)
- Laura Content is an excellent leader (Food Lab, How the Cookie Crumbles)
- Pam is great (Yoga)

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

Answered: 134 Skipped: 2



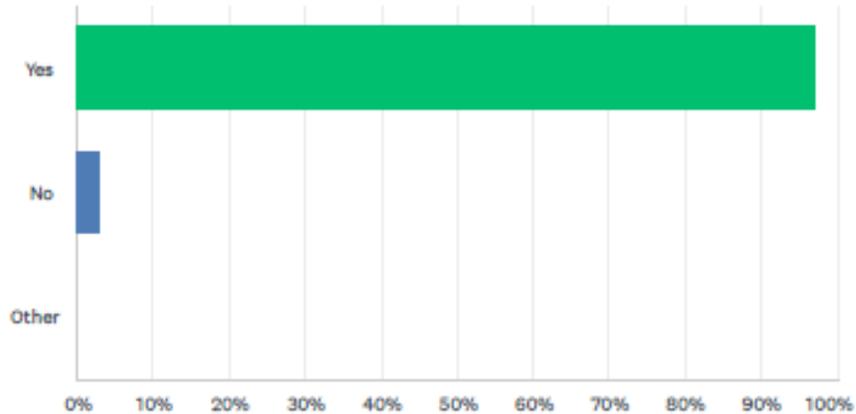
| VERY SATISFIED | SOMEWHAT SATISFIED | NEUTRAL | SOMEWHAT DISSATISFIED | VERY DISSATISFIED | TOTAL |
|----------------|--------------------|---------|-----------------------|-------------------|-------|
| 87.31% | 5.22% | 2.99% | 2.24% | 2.24% | |
| 117 | 7 | 4 | 3 | 3 | 134 |

COMMENTS:

- Thanks for keeping the cost reasonable. As a single parent, this is much appreciated. (Musical Theater)
- The price is very reasonable for me on a fixed income. (Gentle Yoga)
- Per class charge higher than others. No credit if can't attend or are traveling. Have discussed/suggested punch card, but City out to make money and not consider Seniors. Won't work with insurance companies to serve Seniors. Center is pulling away from Senior services. (Boomer Boot Camp)
- As a senior, it gets rather expensive when taking more than one or two classes a session especially if you miss some of the classes. (Strength and Barre)
- Instructor Kitty seems very knowledgeable (Sit and Be Fit)
- Value was way and beyond what I paid!!! (No class listed)
- It's a little expensive for what you got (Beginning Tap)
- Wish we could have more. (Intro to Birding Virtual)
- I think the fee has doubled since I started. I think it was under \$50 in 2016, but it's still well worth it. (Advanced Watercolor)
- It was free so it was perfect :) (Seed Starting Workshop)
- I'm not in the LO district - I live in SW Portland just outside of the LO area. Therefore, I pay more than LO residents which is fair but I'm 68 so a senior discount would be nice. (Gentle Yoga, Thurs 1:15)
- Have changed from registering online to doing by phone to avoid your unreasonable registration fee. It was explained to me that it is charged to pay for the online system. Suggestion: why not charge everyone a nominal (\$2?) fee to register no matter which method they use? This would pay for the system and make it more attractive to use. (Tai Chi, the sequel)
- It's expensive. (Nia)
- 12 participants are too many for this class. It always was 8 when Ron lead the class. (Memoir Writing)
- We need our dollar to go further however for better equipment and boathouse. (Rowing)

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

Answered: 134 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 97.01% | 130 |
| No | 2.99% | 4 |
| Other | 0.00% | 0 |
| TOTAL | | 134 |

COMMENTS:

- Would recommend both Spanish and Meditation
- ...and I have. (Musical Theater)
- So lucky to have this! (Learn to Row)
- I did recommend the yoga class to a friend and she signed up to take the class with me! (Yoga Level 1)
- Please offer more classes per week of Sit and Be Fit
- If LO would let this teacher teach with Silver Sneakers reimbursement. (Aerobics to Music)
- Just today I gave info to a neighbor and talk about all the events frequently (No class listed)
- Recommended to 4 other, now current, students (Intermediate Strength and Barre)
- I did recommend the class to a friend that has also signed up. (Gentle Yoga)
- I have! (Zumba and Gentle Yoga)
- Fabulous workshop and I would recommend to everyone dealing with loss or grief! (Grief as a Mystical Experience)
- I'm recruiting all of the time (Rowing)

SUMMARY OF OTHER FEEDBACK

Q8 Do you have a suggestion for an activity you would like to see offered through LO Parks & Recreation?

CULTURAL/OUTDOOR/CAMPS

- We loved the class!! I just wish it lasted a few more weeks. It was something we looked forward to every week. (Toddler Art Class)
- For school aged kids would be nice to have some nature group as well. Overall would be awesome to have more different kind of outdoor activity groups for kids & families.
- Ensure counselors know how to deal with ALL kids, even those with emotional issues.
- Maybe watercolor painting class could be held in a larger room, so that the number of students wouldn't be limited
- Colored pencil drawing
- Sketching from life (nude models), clay sculpture
- Adult art classes on weekdays between 9am and 2pm.
- Elementary aged arts and crafts classes
- Greek dancing. I know it's unusual but it is fun and it's great exercise
- Please continue offering intermediate adult tap.
- Keep trying to hire Misty. Her birding classes are outstanding. She is being over other jobs. Find a way to keep her please!
- Knitting.
- Knitting and crocheting
- Bocce
- Tree identification, native plants for your yard.
- 1--the importance of native plantings; 2--tree identification.
- I would love to see nearby Walks in Lake Oswego. Perhaps Mary S Young Park, Tualatin Community Park, Tryon Park - even Sellwood Park.
- walks (nearby)
- Rowing in support of the local tribes fishing season in Oregon City. Making a weekend tribute in LO, to their traditions. Rowing on Oswego Lake to gain more support and awareness in the community. Hosting a rowing event at George Rogers Park to raise awareness and support for the club.
- More Netflix movie nights!
- More Lego camps please!

FITNESS

- More classes on the importance of movement/exercise and more meetings to bring people together in conversation.
- More Zumba and/or other dance aerobic/exercise classes.
- Outdoor yoga
- mid-level yoga
- In person yoga in the evening
- Pilates (?)

HEALTH AND WELLNESS (May include ACC)

- Open the *** ACC center! I have seen multiple houses built in OL and the ACC is still not open.
- More out of town lunch trips, exhibits, gardens etc.
- Keeping up on current events: a peer-led series; Peer connections for walking/jogging and exercises (especially once remodeled ACC reopens and we are moving further from very strict COVID guidelines).
- Terri Daniel has another seminar called Grieving. I would like to go to that one too.

SENIOR CLASSES

- Strength and barre class for "silver sneaker" crowd ideally taught by a trained silver sneaker instructor -
- Please accept Silver Sneakers to give seniors a break
- "silver sneakers" barre and strength class-
- A strength class for "mature" adults would be nice.

LUSCHER FARM

- More outdoor parent/child activities
- Gardening with native plants.
- Maybe a composting class?
- More Luscher Farm camps and outdoor adventure activities
- More robust website. Sometimes I'm looking for something (renewal of farm plot as example) and it is impossible to find.

SPORTS

- More fencing classes, intermediate level, for elementary, middle school and high school ages, and perhaps adults too! Art classes and fiber art classes for all ages.
- Basketball for preschool age children
- More Toddler soccer classes
- I would like to see golf classes and camps for kids and adults even though our course is closed. It's hard that my kids have participated in golf camps for years and now they won't have an opportunity to golf for a couple of years.
- A continuation of the fencing class
- More variety of sports for children who don't fit the baseball, basketball etc. scenes.
- Would love to see an ice rink open through the City of Lake Oswego someday and have ice skating lessons available locally. Kids and families would enjoy so much!

AQUATICS

- When pool facility is opened it would be lovely to have warm water exercise classes