

# Lake Oswego Parks & Recreation

## *Luscher Farm Community Supported Agriculture (CSA) Survey 2022*

This report covers survey responses received between January 21, 2022 and February 13, 2022. A total of 145 emails with survey links were sent to participant (payers). A total of 21 responses were received (14.5% response rate.) The summarized question results and all individual comments are shared in this report.

The results report for the survey can be found at:

P:\SURVEYS\_INDICATORS\CUST EXC SURVEYS\Survey Response Reports\Results FY21-22 in the 2022 LF CSA folder.

Of the 21 respondents, 20 indicated a Lake Oswego zip code (97034=14 and 97035=6) and 1 from West Linn.

For Lake Oswego participants, the neighborhood association breakdown is below:

Birdshill – 1, Bryant – 1, Evergreen – 1, First Addition - 1, Foothills/Old Town - 1, Glenmorrie - 1, Forest Highlands - 2, Hallinan - 2, Lake Grove - 2, Mountain Park - 2, Palisades – 1, Rosewood – 1, Skyland - 1, Sunny Hill - 1, Westridge – 1, and 97034 No Response – 1.

The overwhelming majority of respondents participate in the CSA program for Health and Wellness (85.71%), and 45% learn about our offerings through the Activities Guide and 45% respondents also indicated they are returning customers.

The report reflects the survey responses and related comments broken down by questions asked on the Customer Satisfaction survey. Survey questions that ask for personal data are not included in this report.

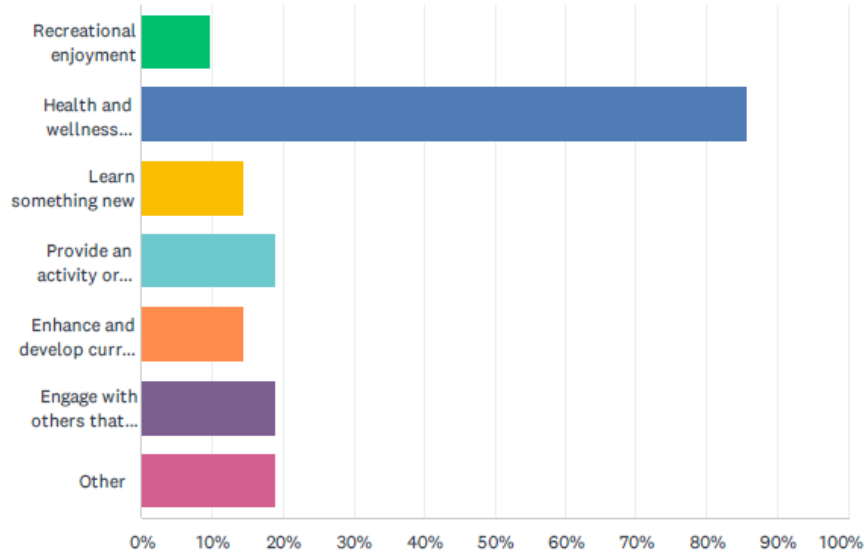
The key questions and results measured for effectiveness are:

<b>Survey Question</b>	<b>Performance Target</b>	<b>2022 Results</b>
Met Expectations	80% Yes	100%
Value Received	80% Very Satisfied	61.90% *
Would Recommend	80% Yes	100%

\*Refer to Q11 comments to get insight into the lower value rating.

## Q4 What are your reasons for participation in the activity? Please check ALL that apply.

Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Recreational enjoyment	9.52%	2
Health and wellness purpose	85.71%	18
Learn something new	14.29%	3
Provide an activity or care for child/children	19.05%	4
Enhance and develop current skills or knowledge	14.29%	3
Engage with others that have similar interests	19.05%	4
Other	19.05%	4
Total Respondents: 21		

### Comments about reasons for participating in the activity

Without the Farmer's Market, this is the kind of produce I want!

Support local agriculture

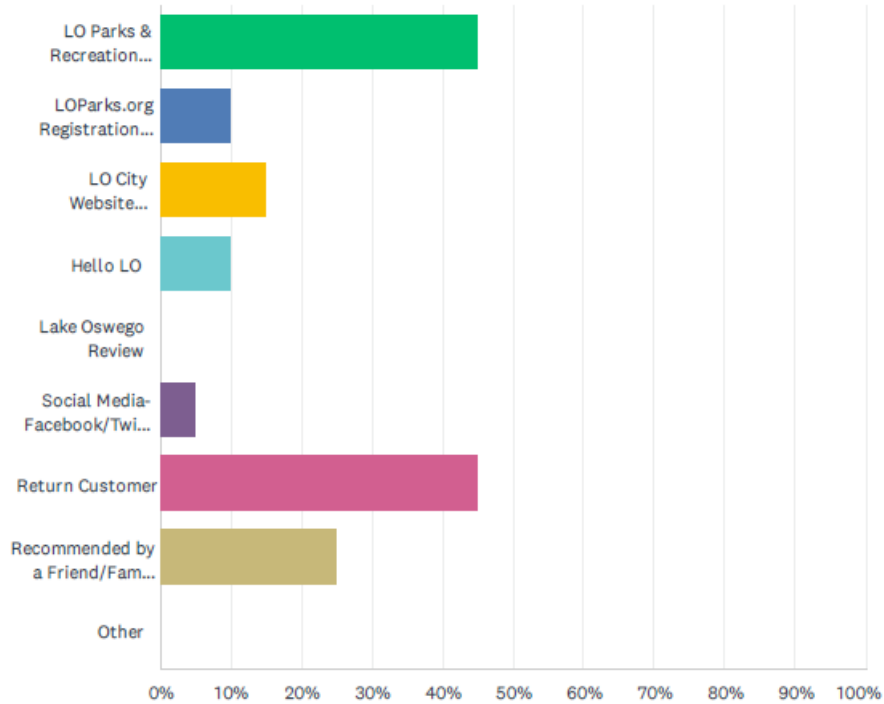
Provide fresh produce for people that need it

We love engaging with the farm and the food we eat! Delicious.

Support our local farm

## Q5 How did you learn about this activity? Please check ALL that apply.

Answered: 20 Skipped: 1

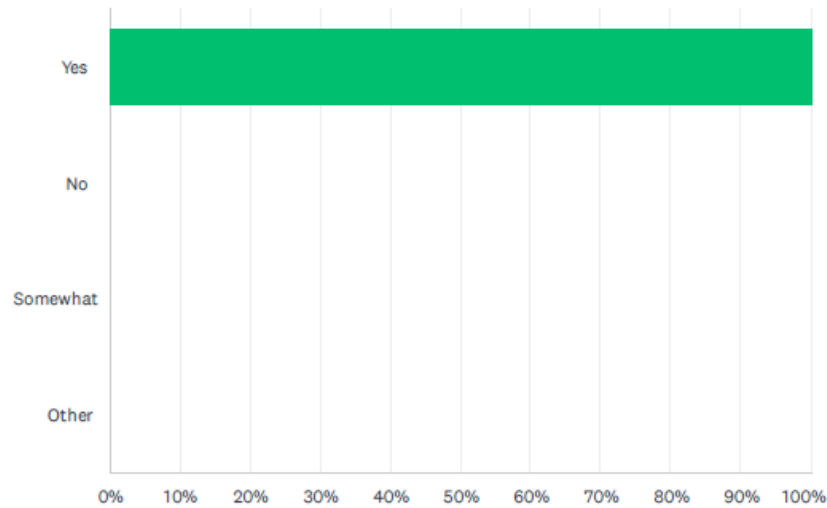


ANSWER CHOICES	RESPONSES
LO Parks & Recreation Activities Guide	45.00% 9
LOParks.org Registration Website	10.00% 2
LO City Website <a href="http://www.ci.oswego.or.us/parksrec">www.ci.oswego.or.us/parksrec</a>	15.00% 3
Hello LO	10.00% 2
Lake Oswego Review	0.00% 0
Social Media- Facebook/Twitter/Instagram	5.00% 1
Return Customer	45.00% 9
Recommended by a Friend/Family Member	25.00% 5
Other	0.00% 0
Total Respondents: 20	

**Comments about how the activity was learned about - NONE**

## Q6 Did participation in the CSA Program meet your expectations?

Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	21
No	0.00%	0
Somewhat	0.00%	0
Other	0.00%	0
TOTAL		21

### Comments about how the activity meeting expectations

It is an awesome program! Such a wonderful way to support a local farm and receive delicious produce!

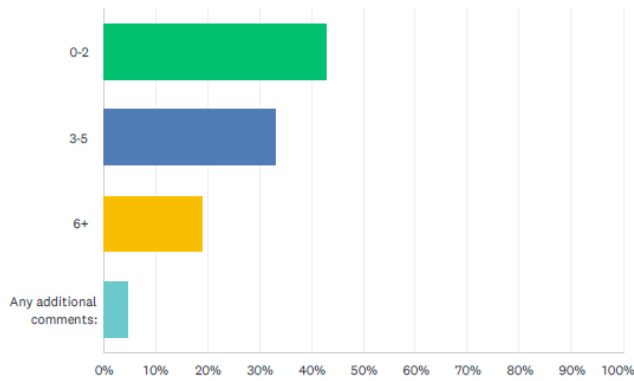
I'm grateful for safe, organic and high-quality produce.

And more!

Exceeded expectations with fresh delicious produce

### Q7 How many seasons have you purchased a CSA share?

Answered: 21 Skipped: 0

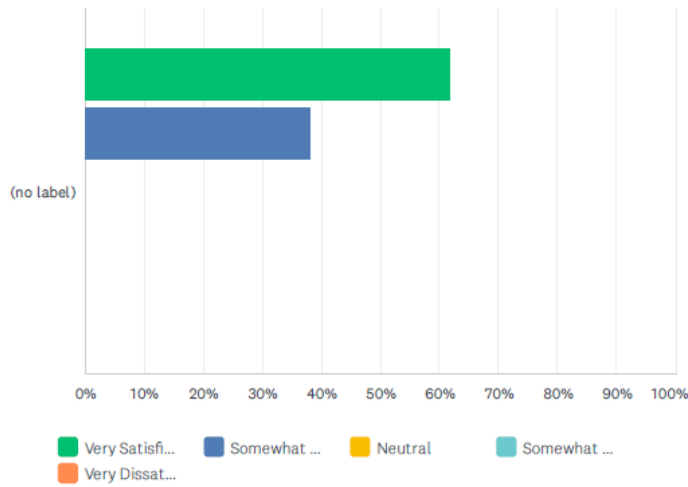


ANSWER CHOICES	RESPONSES
0-2	42.86% 9
3-5	33.33% 7
6+	19.05% 4
Any additional comments:	4.76% 1
TOTAL	21

### Comments about seasons of participation - NONE

### Q8 How do you rate the value received for the cost of your CSA share?

Answered: 21 Skipped: 0

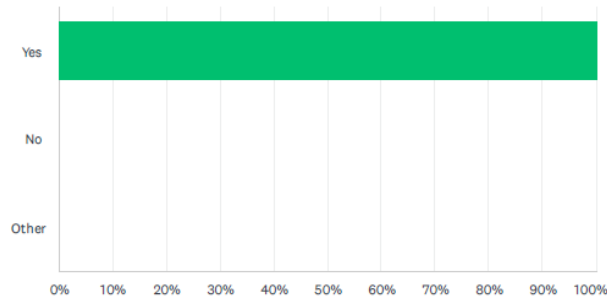


VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
61.90%	38.10%	0.00%	0.00%	0.00%	21
13	8	0	0	0	

### Comments about value received - NONE

### Q9 Would you recommend purchasing a CSA Share to a friend or family member?

Answered: 20 Skipped: 1

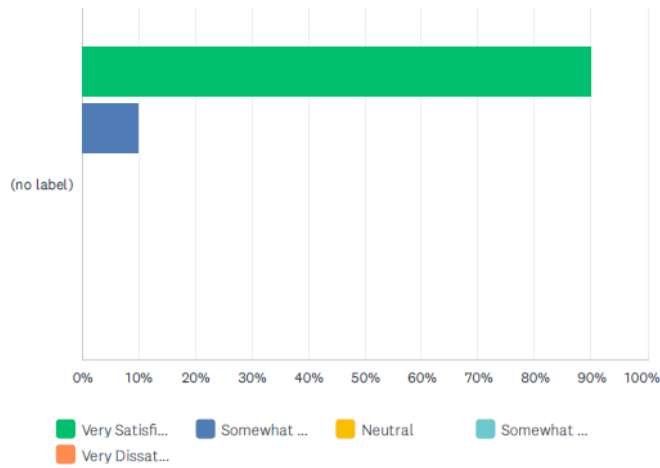


ANSWER CHOICES	RESPONSES	
Yes	100.00%	20
No	0.00%	0
Other	0.00%	0
TOTAL		20

**Comments about recommending** - The individual who skipped this question, but wrote a comment indicated they were “Not a CSA participant.”

### Q10 How satisfied are you with the quality of produce/products received in your CSA Share?

Answered: 20 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
	90.00%	10.00%	0.00%	0.00%	0.00%	20
	18	2	0	0	0	

### Comments about quality of produce/product

Wish we could get fruits and not just veggies, veggies are great though

# Q11 What recommendations do you suggest to make the Community Supported Agriculture program more successful?

Answered: 7  
Skipped: 14

Get the email out BEFORE the items are picked up, to give us a heads up as to what we are getting.

Offer fava greens every year!

Could make CSA slightly more affordable or include more produce per share. Other CSA's are less expensive and provide more produce. Additionally, other CSA's poll their participants to see what produce they want the most and use that information for planning future seasons.

Less expensive

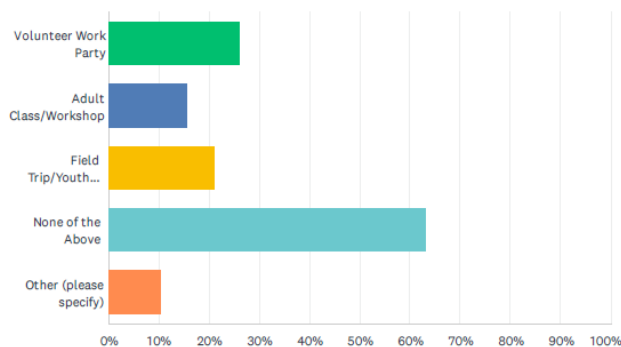
Always keep it available to the community

The ability to spread the payments out over two months.

It's pretty great. It would be great to be able to customize a bit to complement my home garden harvest. I know that is difficult. Maybe a preseason survey to vote on most loved veggies.

## Q12 Have you participated in any other programs at Luscher Farm? Check all that apply.

Answered: 19 Skipped: 2



ANSWER CHOICES	RESPONSES
Volunteer Work Party	26.32% 5
Adult Class/Workshop	15.79% 3
Field Trip/Youth Program	21.05% 4
None of the Above	63.16% 12
Other (please specify)	10.53% 2
Total Respondents: 19	

### Comments about participation in other programs at Luscher Farm

I had a plot at Luscher Farm for several years.

Fall Fundraiser

### Q13 Is there an activity or class not currently offered at Luscher Farm that you would like to see offered in the future?

Answered: 7

Skipped: 14

Keeping soil healthy in our backyards

No

Plant or seed swap, Vegetable gardening class

Planting native plants and pollinators. Perhaps the Backyard Habitat program could offer a class/activity at Luscher Farm.

More environmentally based classes

How to: grow vegetables at home, canning and dehydrating all of the lovely veggies we get from the CSA and from our plots, prune a fruit tree and berry bush, care for chickens, start and care for a beehive.

I haven't looked at selection but would generally be interested in classes about urban farming and chicken care.

### Q14 Do you have a suggestion for any other activity (not held at Luscher Farm) you would like to see offered through LO Parks & Recreation?

Answered: 4

Skipped: 17

No

An activity center which includes a pool that is open and offered to all.

Build a family go kit together, this could be done virtually and like a treasure hunt at home to make it kid friendly. How to train, groom, and care for a family dog. Cyber security and etiquette across multiple devices.

Not at this time