

Lake Oswego Parks & Recreation

Lake Oswego Community Rowing Customer Satisfaction Survey - Fall 2021

This report covers survey responses received between October 22 and November 7, 2021 from a survey asking input about satisfaction levels with rowing programs offered by Lake Oswego Community Rowing at the Charlie S. Brown Water Sports Center. The survey was sent to all present and past (back to 2019) registered rowing payers/participants. The survey had some specific questions asked along with the standard customer excellence questions used to measure Recreation Division program effectiveness.

A total of 87 responses were received from the 491 emails sent (a 17.7% response rate.)

87.21% of respondents participated in rowing activities in 2021. The balance of respondents participated before 2021.

Q3 asked how participants learned about rowing activities.

Responses N=87	Friend/ Family	LOPR Activity Guide	LOCR Website	Return Customer	Other
#	35	18	18	18	11
% of Total	40.23%	20.69%	20.69%	20.69%	12.64%

The following pages of this report provide a summary of all responses to the 12 questions asked as well as individual comments to most questions. The summary chart data is presented first followed by individual comments received from the participants.

The majority of comments provide praise, but there seems to be a few highlighted concerns. Rowing classes offered through LOPR are not viewed well due to the boathouse being used at the same time for other team/member activities and what appears to be lack of oversight/instruction for beginner activities.

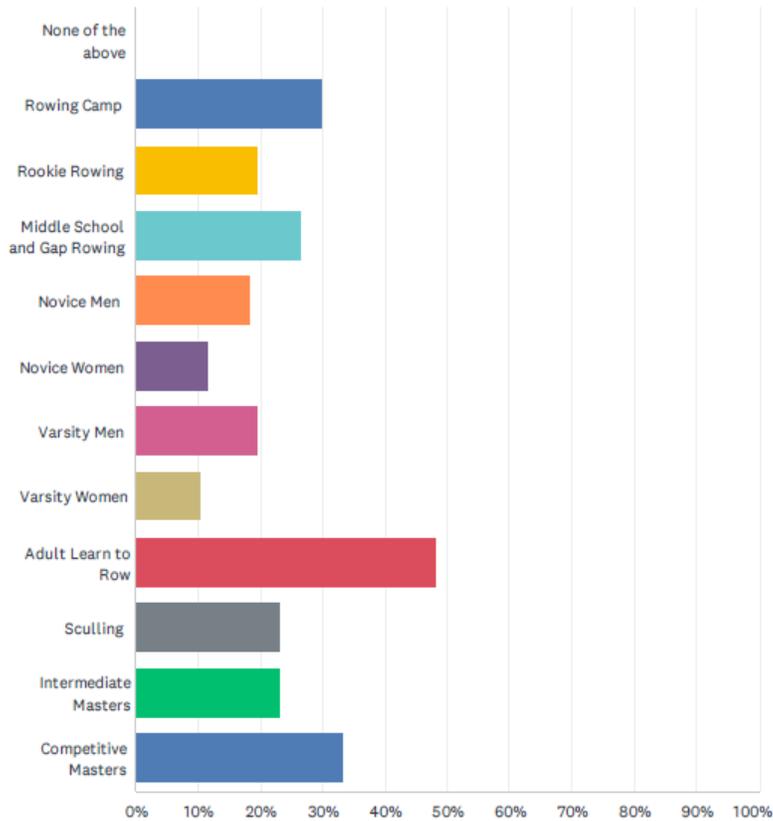
Most of the negative feedback is about a new club membership and other unknown fees, LOPR's lack of funding for LOCR, LOPR's lack of maintenance of the equipment/facility, and generally comments point to LOCR focus NOT being on the beginner rowing programs LOPR likes to see offered, but on club or competitive rowing.

The key summary outputs to the questions asked are outlined below:

- 82.56% of 86 respondents are very satisfied with their experiences participating in the rowing activity.
- 96.51% of 86 respondents indicated the LOCR staff is courteous, responsible, safety conscious and prepared for the activity.
- 91.76% of 85 respondents indicated the activity met their expectations.
- 56.47% of 85 respondents are very satisfied with the value received.
- 92.94% of 85 respondents would recommend the activity to a friend or family member.

Q1 Which community rowing activities in Lake Oswego have you (or your child) participated in? Check ALL that apply:

Answered: 87 Skipped: 0

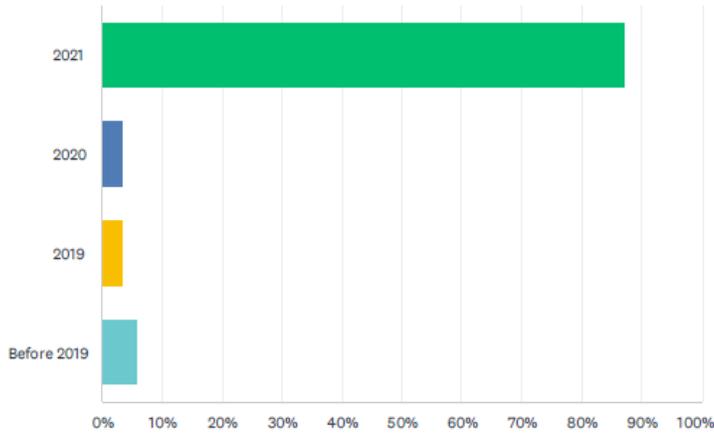


Community Rowing Survey

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Rowing Camp	29.89%	26
Rookie Rowing	19.54%	17
Middle School and Gap Rowing	26.44%	23
Novice Men	18.39%	16
Novice Women	11.49%	10
Varsity Men	19.54%	17
Varsity Women	10.34%	9
Adult Learn to Row	48.28%	42
Sculling	22.99%	20
Intermediate Masters	22.99%	20
Competitive Masters	33.33%	29
Total Respondents: 87		

Q2 When did you last participate in a community rowing activity?

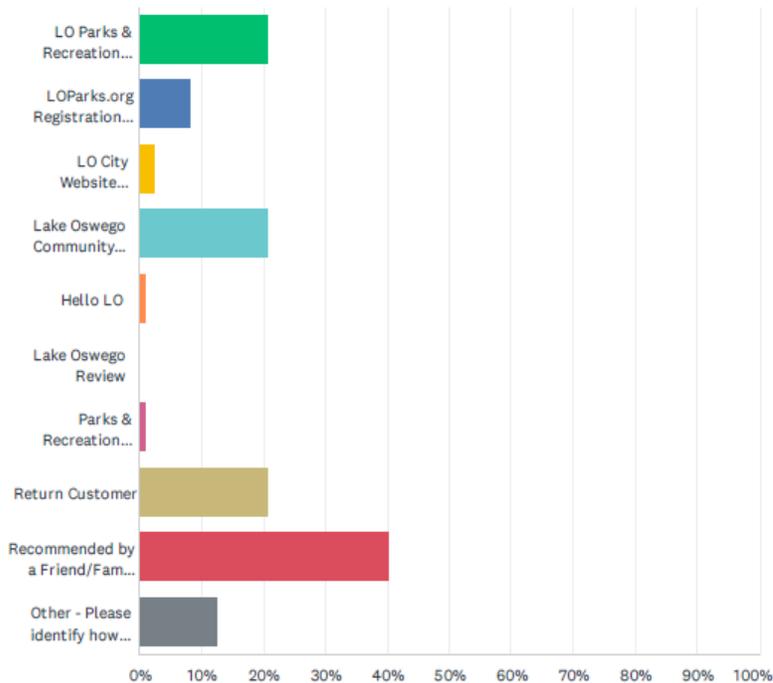
Answered: 86 Skipped: 1



ANSWER CHOICES	RESPONSES	
2021	87.21%	75
2020	3.49%	3
2019	3.49%	3
Before 2019	5.81%	5
TOTAL		86

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

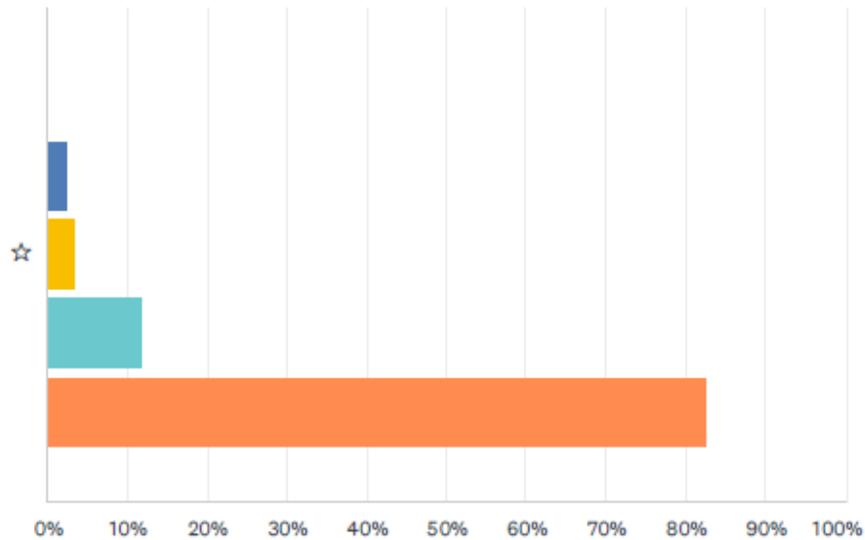
Answered: 87 Skipped: 0



ANSWER CHOICES	RESPONSES
LO Parks & Recreation Activities Guide	20.69% 18
LOParks.org Registration Website	8.05% 7
LO City Website www.ci.oswego.or.us/parksrec	2.30% 2
Lake Oswego Community Rowing Website www.lakeoswegorowing.com	20.69% 18
Hello LO	1.15% 1
Lake Oswego Review	0.00% 0
Parks & Recreation Social Media - Facebook/Twitter/Instagram	1.15% 1
Return Customer	20.69% 18
Recommended by a Friend/Family Member	40.23% 35
Other - Please identify how you learned about the activity and provide any additional comments in the box below.	12.64% 11
Total Respondents: 87	

Q4 How would you rate your experience participating in the activity?

Answered: 86 Skipped: 1



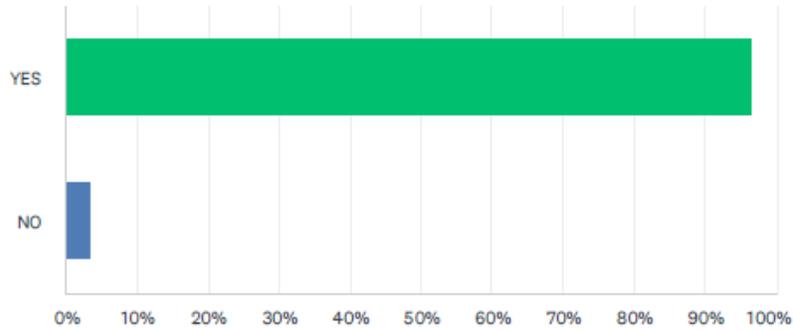
■ Very Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Neutral
■ Somewhat Satisfied
 ■ Very Satisfied

VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL
0.00%	2.33%	3.49%	11.63%	82.56%	
0	2	3	10	71	86

For Questions 5, 6 and 12, refer to Individual Comments.

Q7 Was LO Community Rowing staff courteous, responsible, safety conscious and prepared for the activity you participated in?

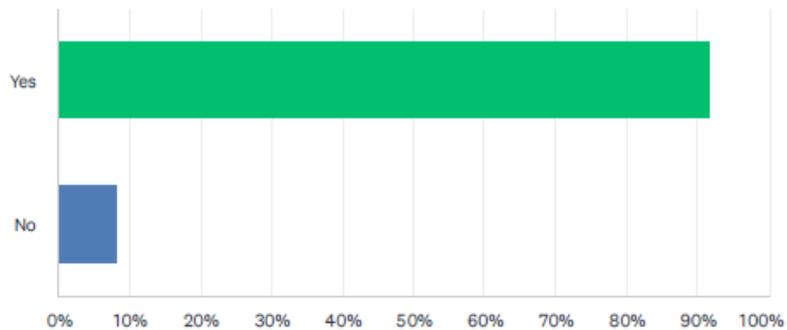
Answered: 86 Skipped: 1



ANSWER CHOICES	RESPONSES	
YES	96.51%	83
NO	3.49%	3
TOTAL		86

Q8 Did participation in the activity meet your expectations?

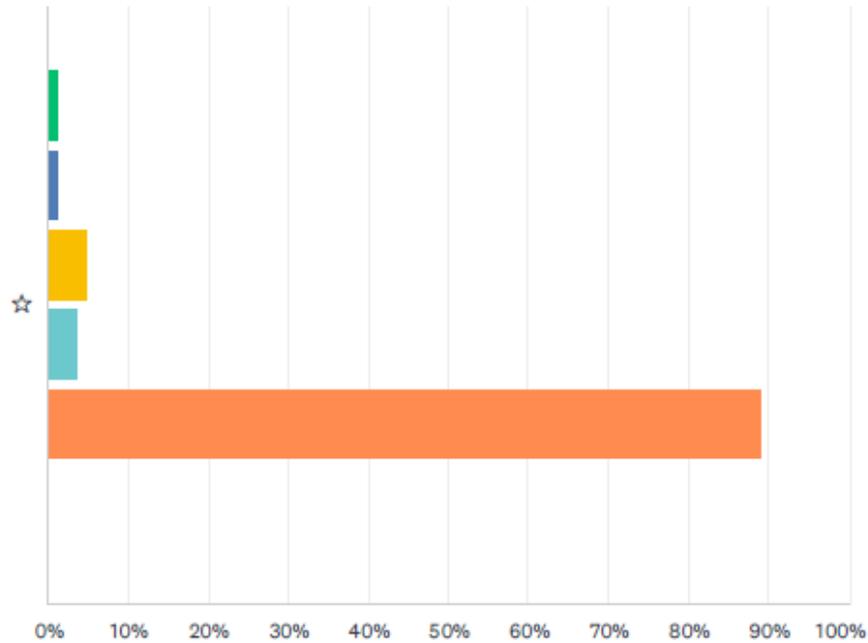
Answered: 85 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	91.76%	78
No	8.24%	7
TOTAL		85

Q9 How do you rate the instructor's/activity leader's preparedness and knowledge of the activity?

Answered: 83 Skipped: 4



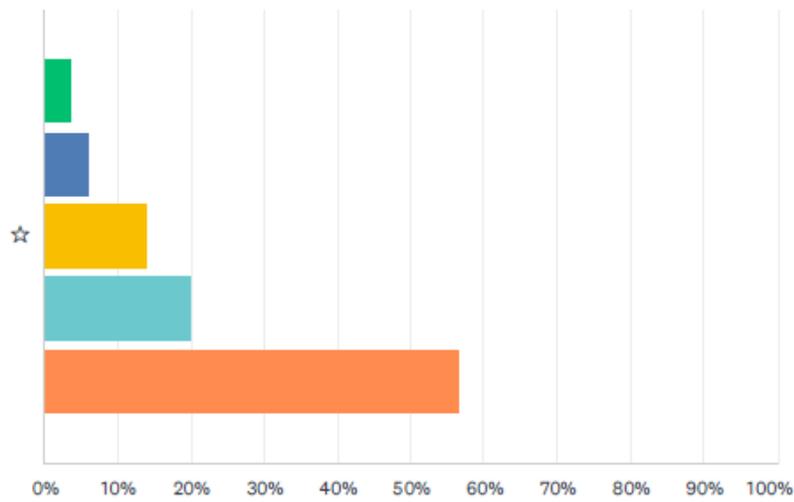
■ Very Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Neutral
■ Somewhat Satisfied
 ■ Very Satisfied
 ■ No Instructor

VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	NO INSTRUCTOR	TOTAL
1.20%	1.20%	4.82%	3.61%	89.16%	0.00%	83
1	1	4	3	74	0	83

4

Q10 How would you rate the value received for your activity fee?

Answered: 85 Skipped: 2

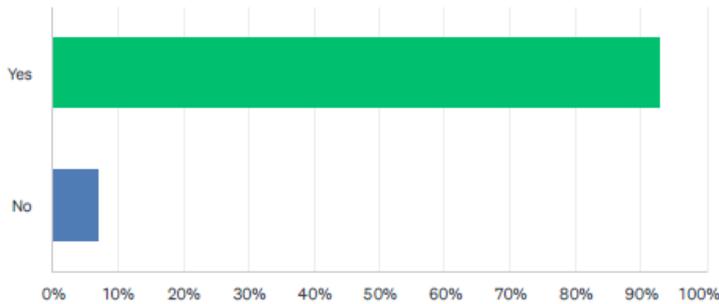


■ Very Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Neutral
■ Somewhat Satisfied
 ■ Very Satisfied

VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL
3.53%	5.88%	14.12%	20.00%	56.47%	
3	5	12	17	48	85

Q11 Would you recommend the activity to a friend or family member?

Answered: 85 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	92.94%	79
No	7.06%	6
TOTAL		85

Individual Comments

Additional comments to question about when the participant last participated in rowing:

- Have been rowing w LOCR a for 10 years and daughter rowed starting in 2008
- I love the coaching from Samantha; she coaches well and does a ton of behind the scenes work. I recently attended one of her rowing machine classes when the weather was adverse and I loved how she coached that class. All the coaches demonstrate upbeat and positive attitudes as well as rowing experience.
- My daughter has been enrolled in rowing activities since 2018
- I think the question is confusing. I have been with them for 7 + years
- I have had to not participate since spring 2020 due to my health issues, will be starting again in spring 2022
- I just joined this program in July and I love it!
- This is my first time ever rowing.

Comments regarding participants experience:

Critical feedback

- Not a fan of the current director or rowing
- New director has added "member only" fees reducing access and activities to those to now pay club directly for them.
- LOCR (board or advisors or whatever) are TERRIBLE at communication and the cost is not clear (and ever increasing!!)
- Lots of infighting. Lots of coach turn over. Too much drama to enjoy.
- I like the class but it needs to be scheduled when no other groups or teams are using the facilities. Much of my time was spent waiting for the other teams to get in and out of the river rather than rowing.
- Experience has been highly variable as the club went through some changes 2019-2020. It's now rebuilding.
- Middle school / Gap rowing does not seem like a good fit for those who have completed summer rowing camp (i.e. too basic / easy, not enough time on the water because summer camp rowers are mixed with students without any prior experience). Perhaps, there can be another rowing group during the school year for middle school students who have already completed summer rowing.

Positive Feedback

- COACHES are the absolute best
- Rowing attracts a great group of positive and upbeat people who want to help others to learn. It feels great to be part of this Masters team
- Rowing with LOCR has been an exceptional, unparalleled experience.
- This program has continued to teach and allow me to grow. Love the coaches and director Simon Hoadley. He's making progress with our club becoming successful, fun, competitive and a growing community for us to enjoy.
- My daughter absolutely loves the program. It's been the best sport she's ever participated in.

- Absolutely in love with rowing. I've been doing it since 2018 and this place has been like a second home to me.
- Simon and Samantha are awesome
- Rowing is my de-stress activity. It keeps me outdoors, active & belonging to a great community of mastered rowers.
- Fantastic new coach and staff
- I've rowed for 5 clubs now. This is by far my favorite. Coach Simon has taught me more in 3 months than I learned during a semester in college.
- I LOVE OUR ROWING FAMILY
- I row on the varsity men's team and have been rowing for 3 years it's a great place
- Instruction and instructors were clear and fun.
- Getting to row on the river was a dream. Can't wait to get involved with masters rowing
- I thoroughly enjoy rowing with LOCR
- This should read very satisfied!
- Very satisfied
- We love LOCR!

Q5 - What did you or do you like best about the LO Community Rowing activity? Answered: 79 Skipped: 8

- Access to the river and the people involved.
- Overall it is fantastic. We have a beautiful stretch of water here in LO and I love the people I row with.
- Rowing and fellow rowers.
- The wonderful supportive community of rowers and coaches. The best workout ever.
- the comradery of the athletes and the support from the coaches
- I love being on the water and rowing in a quad or 4 or 8. We are blessed to have such easy access to the water and great leadership and coaching!
- Good pace and quality instruction. Able to manage multiple skill levels without too much impact on class.
- Rowing is the best part of my day! Look forward to it every time. Good exercise, being outside, social interactions with other rowers, friendly engaging coaches. Feeling part of a community. A great de-stress activity and a big boost for mental well-being.
- The Learn-to-row program was an excellent introduction to the sport. Enjoyed it so much, that I decided to become a regular member and consistent participant.
- It was casual and not intimidating. Friendly classmates, too.
- Coaches, facilities, schedule, price
- Close to where I live and the people
- Great coaches, facility, camaraderie

- LOCR offers a wonderful program for people of all ages and abilities. My daughter loves rowing with LOCR and I do, too, because of the beauty of rowing, the excellent and supportive coaches and the friendships that we each developed.
- It's a community that allows members to decide what pace they'd like - competitive or not. I like the direction it's headed in terms of truly being a community/club that people can belong to and welcome others to join. Of course the coaches make all of the difference and they've been wonderful in my experience.
- A fun way to gain a new skill and get fit. I also have made good friends through the club.
- Location and facilities
- The facility is wonderful but the coaches and the club are amazing. My son loves this group!
- Excellent community. Nice boats and equipment. Lovely location--a beautiful part of the river to row.
- I love meeting the parents of the rowers, I love the fact that the activity is from 4pm-6:30pm 5 days a week and for a couple hours on Saturday. It's structured to her school hours and has been. The best thing to do have been able to do during COVID.
- Convenience
- the location and coaching staff
- The rowers, the training hours on the water
- Very accepting and positive taking people where they are
- Everything! The great community, the terrific coaches, the wonderful setting.
- The sense of camaraderie and the physical benefits of the workouts.
- rowing
- This place is just awesome! The people here are so friendly and supportive of any community that you're from. Everyone here is always pushing each other to be better.
- Good group of kids.
- The fact that my son made friends for life.
- Everything
- I like the coaches and the people.
- Sense of community, safety, and achievement
- Comradery, access to boats and a great river & nature, coaching. The people: welcoming, active, positive.
- Great exercise Great activity for Jr Hs and HS kids that want to participate in a non mainstream sport.
- Unique opportunity. Only rowing club in Portland metro offering youth, high school, and adult programs together. Location can't be beat.
- The community, the opportunity to explore nature in my town. I have three sons who I hope will one day take up rowing. I'm so impressed with the people, and finally feel like I've found a group I can be part of after 5 years living in LO.

- The community. The friendships.
- My child has a great time.
- the sense of community, the emphasis on discipline but not in a heavy-handed manner
- I love the team culture and I love the workouts that are given by the coach's
- Sense of community and the sport of rowing.
- Competing and rowing. Great coaching.
- The team building
- I love seeing all my friends at the dock every day and the community we've built. I also love seeing everyone's dogs because they help calm us down after hard workouts :)
- I love the community and the trips we take for races outside the state
- Quality coaching, beautiful stretch of the river, collegial.
- The community that it creates and the friends I have made
- The coaches helping bring the club together for the common goal of improving as a team
- The team aspect is something I had been missing since being a college athlete. I enjoy the people and the opportunity to compete in races. And rowing is a challenging workout!
- My child loves it
- It is a community. The kids learn sportsmanship & commitment. They belong to a community and can grow as they learn the sport. They get to tie in the beautiful river. The coaches & parents are committed because they are committed to the rowing TEAM.
- The people are amazing
- Great leadership... Great coaching team and it just felt awesome!
- Having an activity for middle school age to try as a beginner where everyone at that age is starting as a beginner level was wonderful and is difficult to find at that age.
- LO Community Rowing provides critical, combined outdoor, athletic and social programming for community members. Especially during the pandemic, the youth programming provided a means for youth rowers to have time outside, social time with their peers, and get exercise. When many schools were not holding in-person classes, LO Community Rowing programming served as a crucial lifeline for the mental and physical well-being of all its rowers, youth in particular.
- The sense of community minded fitness in a sport/club that is inter generational and fun
- Exercise friendships
- Coaches and club members are great. Very patient with us as my son and I learn this challenging sport.
- Everyone is willing to teach and to learn

- LOCR helped me become an athlete again after a several-year period of inactivity due to injury. Since joining LOCR, my health is far improved and I greatly enjoy rowing on the water with my teammates three days per week. Kudos to the Director, Board, and Coaches and others behind the scene to make the boathouse and club a success.
- Sense of community and learning a new skill.
- Rowing and workouts throughout the year.
- The coaching was great. The people are very supportive and they are working to create a great community.
- LO Community Rowing has been a great organization for our family. It provides a place to get fitness, a location to enjoy the river and surrounding park areas and also to meet people. Particularly for our middle school and high school aged children, this program has given them an athletic team opportunity that we couldn't find through the typical varsity athletic programs. We are grateful to have a local rowing program.
- Instructors
- Great activity for health, enjoyment, and socialization.
 - excellent low impact, high intensity fitness workout
 - being part of a team as an adult
 - socializing with other adult athletes
- Great place to meet new people, great exercise, very good coaches
- Wonderful coaching staff. Safety oriented. Camaraderie with other rowers.
- It's a great alternative team sport for my Highschool daughter. Teaches her more than being a team player but also responsibility and leadership
- My daughter had a great time and everyone was so nice and helpful to her.
- the location and setting, access to coaches and equipment
- The facilities are convenient and easy to access for someone with mobility issues
- There was inconsistency among instructors and there was little instruction provided related to technique, etc.
- Location, great people,
- The coaches are great, and my child really enjoys this activity.
- The facilities on the Willamette River are fantastic. The coaches are great and my kids LOVE it. They say it's the friendliest group of students they've had a sport with and they've done multiple sports through the school district.
- Beautiful spot on the Willamette River and great to learn the complicated but rewarding sport of rowing!

Q6 - Do you have any suggestions about how your experience could have or can be improved?

Answered: 63 Skipped: 24

About Fees/Registration

- The registration and payment process through Parks and Rec was cumbersome and confusing.
- Be honest and transparent about costs - it's not JUST the course that you are requested to pay for - there is icrew, US Rowing and now a LOCR membership - it's stressful to navigate and have yet to have ANY communication come from someone other than the coach
- My experience was great. The only rate limiting factor is the cost.
- Better way to sign up. Current process of going through the Parks Dept. is very cumbersome.
- More funding.
- Maybe if the club had more funding + parks and rec stops trying to put tons of rules on us
- If we could have more funding to do more activities have better gear
- Being able to register directly through the club or club website instead of through parks and recreation
- It is not always clear when fees or enrollment changes. Sometimes the future seasons aren't available very far in advance.

About the Program/Leadership/Staff

- The follow-on experience seems a bit limited for weekend attendees - specifically there is no (economical) option except weekdays beyond the LTR class. Would be nice to take that into consideration.
- There was a shuffle of teachers, sounds like there was some internal turmoil regarding leadership. I hope that's settled.
- We're in a transition right now which I support. This club is working toward being self-sufficient and profitable in order to sustain its growth. We've been operating at a loss for a long time and it's time to turn this club in the right direction. I believe Simon is the positive force behind this and I fully support him.
- Better leadership
- LOPR allowing us to have access to security camera, LOPR being more flexible on contracts and communication, removing the fee for people who want to row but don't live in Lake Oswego.
- Needed better communication
- Yes. I understand that LOCR is striving to be a competitive team. However, we are missing the spirit of community. In the past, everyone could join. Independent of the kids body type. Not all the kids have the desire to attend to competitions. Today, they just want the best ones.
- The goal is development and a pattern of success
- Within middle school / gap rowing, if those students with roughly the same level of experience could be teamed up. May offer more efficient and enriching experience for all.

- Love Sam and Simon
- More rowing!
- They offer a great program
- Continued efforts to bring parents together as part of the community too
- Rowing camp was confusing as a newbie. I had to make two accounts on a rowing website and download an app. I wasn't sure the point of any of it for just a week long camp. Maybe make it simpler for campers.
- More opportunities to row in the late morning or late afternoon
- It would be nice to have management the at LO parks and rec that are not so difficult to deal with. It is difficult to sustain a program with committed coaches and volunteers when the management at parks and rec is difficult. Safety is my top concern with this sport. Keeping a knowledgeable coach who is willing to deal with the acrimony at LO parks and rec may prove too difficult.
- Better communication with us prior to starting the middle school spring class about what is expected, what to bring, helping organize a time for their float test. Those things would've been helpful in the beginning when trying something so new and unknown.
- More intentional instruction, we weren't given a ton of instruction
- Greater access to waterfront and the actual Lake
- More rowing times
- I would like to see more use of video analysis and more personalized instruction (nice to establish goals and identify areas for improvement for each masters rower)
- I think the only thing that could be improved is the onboarding process. There seem to be a lot of different registrations and apps. The US Rowing instructional video is out of date. However, this may be a bit beyond the influence of LOCR.
- Less infighting and drama.
- I took the 5:30-7:00 am, it was dark and cold. Nothing you could do about that, and the timing worked well for my schedule.
- Would like to see LOCR as more of a community than just a club with rowing events and activities for the entire community. Rowing is a wonderful sport and benefits everyone involved.
- It would be wonderful to have more flexibility in terms of when I can row. While I value and enjoy the team practices, it would also be wonderful to be able to come to the boathouse and row anytime I feel like it and the conditions are safe, either on my own or with other fellow rowers.
- Beginners need to have their classes without the other teams using the facilities
- Upon completion of the course, the options were somewhat limited and those that were available required long term commitments, inconvenient times and/or required participants to join the rowing club.
- Bigger boathouse, more equipment.
- I'd like to see Parks & Rec invest more in the rowing club. It's a great opportunity for good colleges to look at our students and one of the main reasons people live in LO is for the school district and our access to colleges. Please help LOCR conduct more regattas as George Rogers park and help LO to become as competitive as the Portland club (Rose City).

About the Facility and Equipment

- LOPR should take down the intrusive video cameras at Charlie Brown center. More docking and human powered boat access to the river is needed urgently.
- Our equipment is old and not well cared for but that is the fault of the current D of R. He has big plans but is not attentive to the current state and has made it well known that the youth program is priority one
- It is great as it is now. More available coaches and a larger fleet of boats (both cost too much for a small club) would be ideal. More maintenance on the boat house would also be good (also too much \$) and may free up space to store boats.
- Prompt Equipment maintenance - although this is improving recently
- I would love a bigger boathouse and to see the kids be able to row on the lake as well as the river. I would like to see the club become independent of LOPR as I don't feel that over the last 4 years, LOPR has developed any knowledge or respect for the different type of programming and other aspects of rowing they need to take into consideration.
- It would be great if LOPR actually supported the rowing classes. You provide no equipment and you charge an awful lot
- More investments in the boat house and equipment.
- I have a great experience. A larger fleet (more & better boats) would be great. More coaches would also be great, resources for boathouse maintenance and (boat) storage.
- The boathouse and dock are too small and their condition is deteriorating. The moorage prevents more efficient use of the space (get rid of the dolphins!). The club is doing a great job with what they have, but they need help from the city to maximize their potential.
- Simple boathouse repairs and more lights down the ramp
- New dock, direct interaction with the LOCR club, maybe changing rooms or a bathroom
- Boat house dock needs to be heavily repaired or replaced.
- The facilities could use some TLC. Also, fees are fairly high. I hope most of this is going to the coaches and upkeep of boats and facilities.
- More boats, upgraded facilities
- Newer, better equipment!

No Response

- No
- NO
- No, it's great the way it is!
- No
- Nope. Not at this time.
- Nope! It's great!
- Nope.. just keep doing what they are already doing.
- No
- See my response on #8 below

Q7 - Was LO Community Rowing staff courteous, responsible, safety conscious and prepared for the activity you participated in?

Answered: 86 Skipped: 1

- But they improved greatly after several of us masters expressed concern
- US Rowing guidelines for rowing in dark weren't being observed. Better but lights still aren't compliant.
- again - coaches make this program successful
- They are particularly concerned with safety, which is reassuring
- Coaches are carefully trained in safety protocols and take a 'safety first' approach.
- Over the 4 years there's been a lot of changes in coaching as they've come and go but the program always brought on great people to work with the kids.
- Coaches demonstrates great techniques, but some lack of maturity or ability to deal with the kids' emotions. Coaches do not need to yell and be rude in front of everyone. Might be the new style that I am not familiar with.
- Really appreciated their thoughtfulness and attention to detail
- The coaches and fellow masters rowers are definitely providing this.
- Dedicated and knowledgeable. Committed to providing and inclusive, supportive experience.
- Great coaches and very responsible
- I've always had a great experience with coaches
- I learned how to row here. Very competent staff
- We love our coaches
- Awesome!!!
- There have been times when past coaches were spread a bit too thin (too many rowers and not enough coaches) so it created challenges for all involved. This seems to have resolved with the new coaching staff.
- Coaches Simon, Sam, Siri, and Alex are knowledgeable, friendly, professional, and very helpful
- I have been rowing for 25 years. The rowing staff is very high caliber.
- The coaches are amazing!
- The staff currently is the best it has been in years.

Q8 - Did participation in the activity meet your expectations?

Answered: 85 Skipped: 2

- Our coaching has been lacking since former coach left in august.
- Equipment condition and boathouse organization has not been so poor in my 10 years of participation.
- Generally my expectations were exceeded!
- Met my expectations and beyond

- It exceeded my expectations. Nothing better than being on the river rowing with wonderful colleagues under the guidance of excellent coaches.
- Both my son and I ended up leaving LOCR. I became injured when I was doing a Learn to Row; there weren't enough beginner-level boats, and there weren't enough people to match skill/size level, so I think in team boats I sustained the injury (which has since healed). I do have the sense that the coaches were doing their best with what they had.
- learned to row
- I wish this answer would be a rate. I had some different expectations.
- Absolutely
- Too much drama and infighting amongst the grown-ups and coach turn over
- The options for masters Rowing times have worked out wonderfully well for me. I am retired and don't need to go to a 5 AM class.
- I thought there would be more coach while on the water....we left to fend for ourselves once we pushed off from the dock
- Would have liked more instruction.

Q10 - How would you rate the value received for your activity fee?

Answered: 85 Skipped: 2

- Cost has gone up with new "club" membership and have yet to see the value
- There is yet to be a month go by where there is not a request for additional monies
- I would love to see the city do repairs on the boathouse during off season on the water.
- While participation is somewhat expensive, it does seem like good value.
- We just need to update our boats, gear and part.
- The fees are fine.
- LOPR charges too much , your "tax" is outrageous
- Although we paid the full activity fee, we can only make half the practice times and have not been able to receive any information on how to make up for missed classes.
- Too expensive
- It is kind of expensive, when your son is not having fun anymore. Fall will be our last season. It will be sad to see my son leaving LOCR.
- I love to row. My only issue was the cost. At \$170/month i was not able to manage the cost.
- It was OK
- It's a great value
- It's pricey, but that's rowing.
- It is very expensive
- It's very expensive but still a great program which was why we only had our son signed up for 1 month instead of all 3 last spring for the middle school beginner row. We are planning for it this spring though for the 3 months but the cost makes it's prohibitive for some of his friends that he'd really like to have do it with him.

The summer camp for 2hrs for 1 week was even more expensive and less class time so the summer camps really should be reduced from what they were to make it more reasonable.

- The new fees are more than what I am willing to spend for one activity. I participate in other activities.
- It is an expensive sport
- Class fees a bit on the high side compared to local clubs, especially considering additional fees assessed at signup (out of district, registration)
- The cost we out of city participants pay was very high over the summer months. It is a bit lower now, but not as low as it used to be. However, it is worth it to me to pay the price.
- Satisfied
- I think the additional fees for out of city participation and online registration are a bit high.

Q11 - Would you recommend the activity to a friend or family member?

Answered: 85 Skipped: 2

- Love rowing. LOCR is accessible to where I live. High turnover in directors, usually.
- I have referred a dozen or so people to try this activity.
- TOO EXPENSIVE
- Absolutely.
- Rowing with LOCR was one of the best decisions I have ever made and my rower daughter agrees.
- I'm constantly trying to recruit people and recommending LOCR.
- My husband and daughter also joined rowing upon my recommendation.
- Unfortunately the cost makes it prohibitive for friends he'd like to ask to do it with him. It makes a big difference when a friend can do a sport/activity with you especially at the middle school age
- The masters fees are significantly higher than 2019.
- Too much drama and infighting within the adults.
- And I have, many times 😊
- Beginners need more individual coaching - class was too big to effectively teach

Q12 - Do you have a suggestion for an activity you would like to see offered through Lake Oswego Parks & Recreation? Answered: 27 Skipped: 60

- More opportunities to row than the 3x/week classes for master rowers. The river is there, the boats are there -- why not use them and create more opportunity for active adults, de-stress activities and improve mental wellbeing.
- It would be nice to be able to recreate in some way, rowing or otherwise, on the Lake.
- More rowing activities.
- Rent paddleboards
- Periodic rowing activities for the entire community. Regattas on Lake Oswego where everyone can participate and watch.
- Add more water sports than rowing at this place. If you offer SUP or outrigger canoe storage you could make some serious return on investment.
- I don't like that if you're out of town that you have to pay an extra fee. There's no locker room, changing room or bathroom at the boathouse. We have to walk far away if we have to go to a bathroom. Parks and Rec noted that they would build a new boathouse years ago and still haven't.

- Child/adult/family sign-language!
- These may exist but if not: adult level classes on Photography, cake decorating, bread baking

- Yes. Ping pong. Table tennis.
- Track running club/practices. Masters swimming
- Horseback riding Sailing
- My kids have asked for Ultimate Frisbee and Badminton.
- More sports for kids
- My hood summit hike
- Group bicycling.
- Pickle Ball

- You all offer quite a bit already, thank you.
- Nope... Focus on rowing and building an awesome community of skilled rowers...
- No
- No
- N/a
- Not that I can think of
- No
- No
- No, I live in West Linn and would use the WLACC for other exercise and activities when activities open up again.