

# MEDFORD PARKS & RECREATION

HEALTHY LIVES. HAPPY PEOPLE. STRONG COMMUNITY.

TO: Rich Rosenthal, Recreation Superintendent  
FROM: Sue McKenna, Recreation Supervisor  
SUBJECT: Winter/Spring 2014 Program Evaluations  
CAPRA File 10.1  
DATE: September 17, 2014

The following evaluation comments were made about our 2014 Winter Spring classes and events.  
Dog Obedience – A person suggested a puppy class and an older dog class. We bill this class for dogs of all ages. The majority of the people taking the class don't have puppies. We have offered separate classes before and have cancelled the puppy only class from lack of registrations. I would recommend we don't make any changes at this time as people are very satisfied overall with this program and instructor.

Ballet – People liked the class. A recommendation was made to raise the minimum age to 4yrs. as the attention span of a 3yr. old is too short for an hour long class. For Fall 2014 we have broken down the class into two age groups and will evaluate the class ages again for the winter/spring term.

Serger Quilting – It was mentioned that the restrooms were dirty and that there were too many extension cords. The restroom issue has been addressed. The extension cord issue will have to be looked into. We currently have a limited number of outlets in our classrooms and I'm unsure if it's possible to add additional ones.

Tai Chi – Positive comments about the class and instructor. The only concern was if they have to meet downstairs the room is smaller and a customer feels it limits the space they have to move. The majority of the time they are in the upstairs room but upon occasion they are moved due to a large event. The downstairs room has aquatic space as we limit the size of the class.

Watercolor – Positive comments about the class and teacher. It was requested that additional lights be placed in the Santo Community Center parking lot.

Pencil Drawing – Positive comments about the class and teacher.

Water Aerobics – Positive comments about the benefits of the class.

Learn to Play Ice Hockey – A suggestion was made that one on one time be scheduled during the class for students to ask questions of the instructor. This is a contracted class so I passed the suggestion on to the contractor.

Mother Son Bowling – They love the event and like that it's close to the Daddy Daughter Dinner Dance date.



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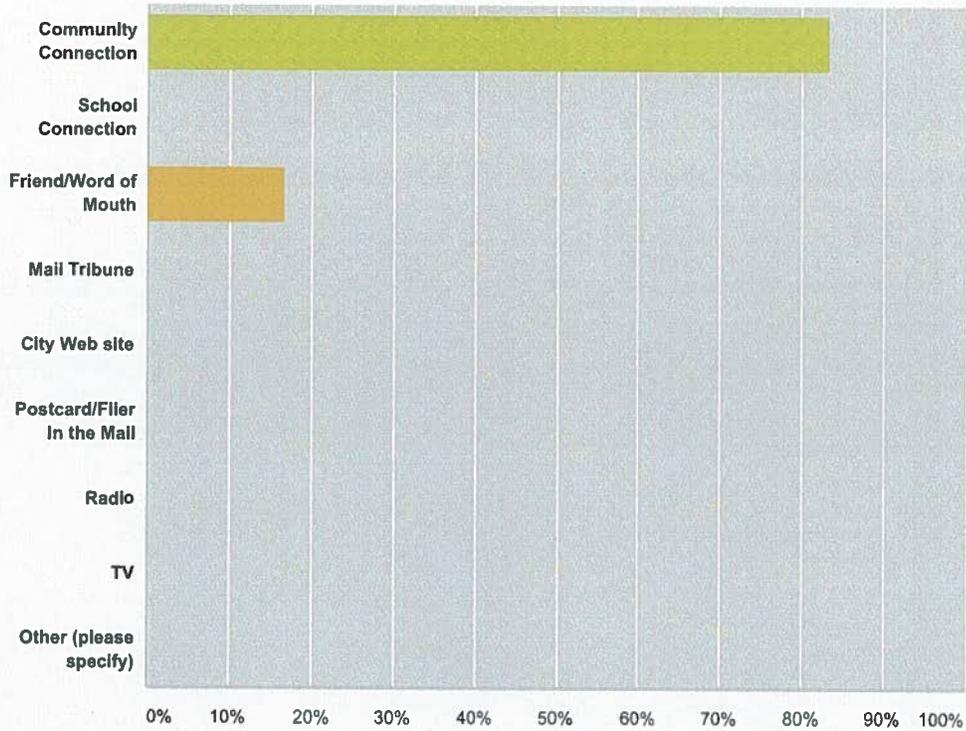


COMMUNITY ENRICHMENT EXCELLENCE EXCEPTIONAL CUSTOMER SERVICE INNOVATION

Princess Ballet: Winter/Spring '14

Q1 Where did you hear about this activity?

Answered: 6 Skipped: 0

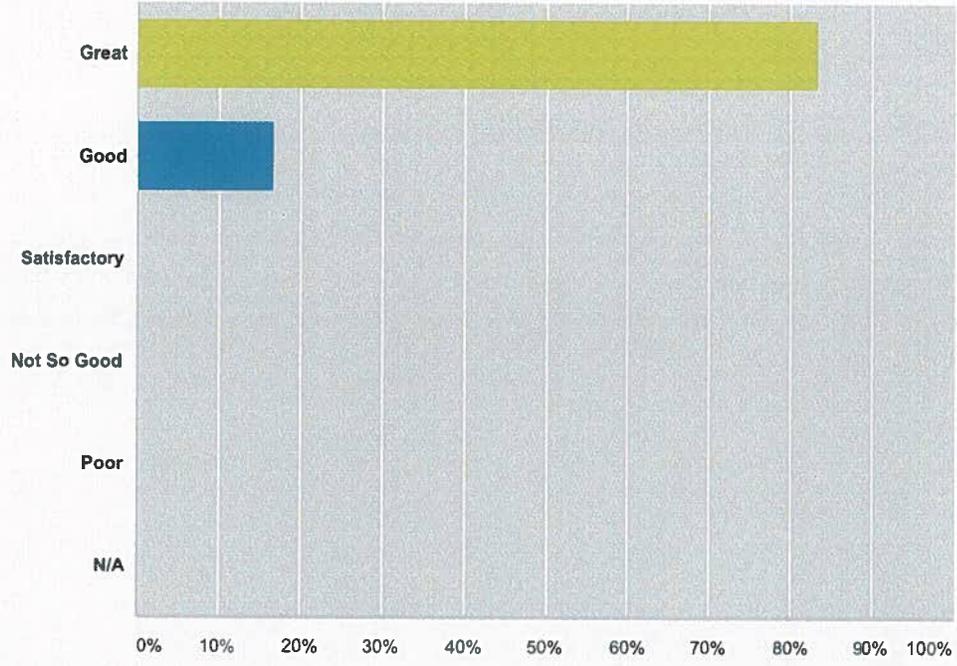


Answer Choices	Responses	
Community Connection	83.33%	5
School Connection	0.00%	0
Friend/Word of Mouth	16.67%	1
Mail Tribune	0.00%	0
City Web site	0.00%	0
Postcard/Flier in the Mail	0.00%	0
Radio	0.00%	0
TV	0.00%	0
Other (please specify)	0.00%	0
<b>Total Respondents: 6</b>		

Princess Ballet: Winter/Spring '14

**Q2 Did the instructor/leader have good knowledge of subject matter?**

Answered: 6 Skipped: 0

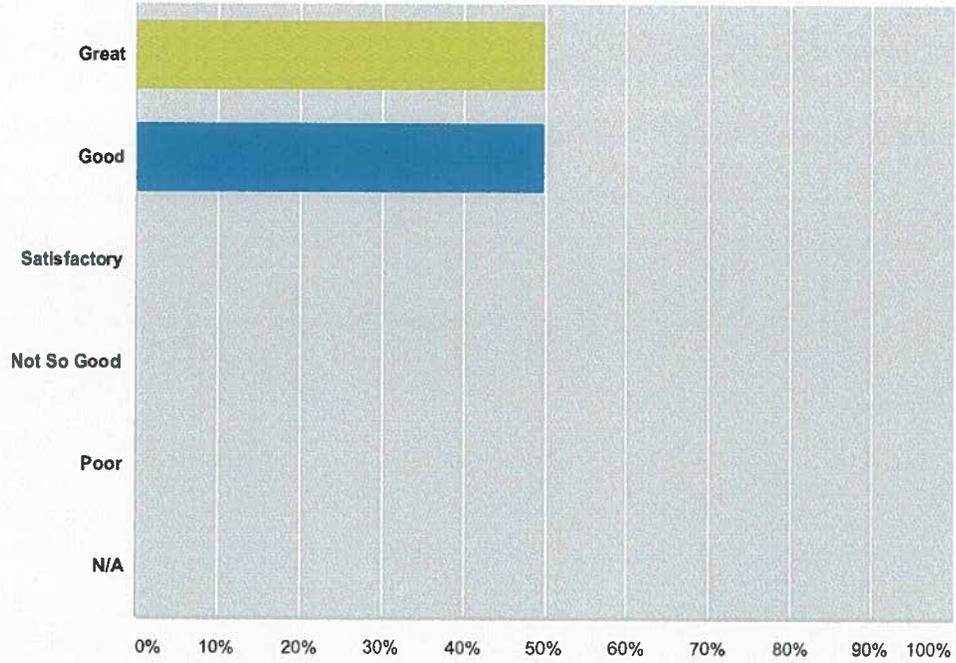


Answer Choices	Responses
Great	83.33% 5
Good	16.67% 1
Satisfactory	0.00% 0
Not So Good	0.00% 0
Poor	0.00% 0
N/A	0.00% 0
<b>Total Respondents: 6</b>	

Princess Ballet: Winter/Spring '14

**Q3 Was the class/activity offered on a convenient day and time?**

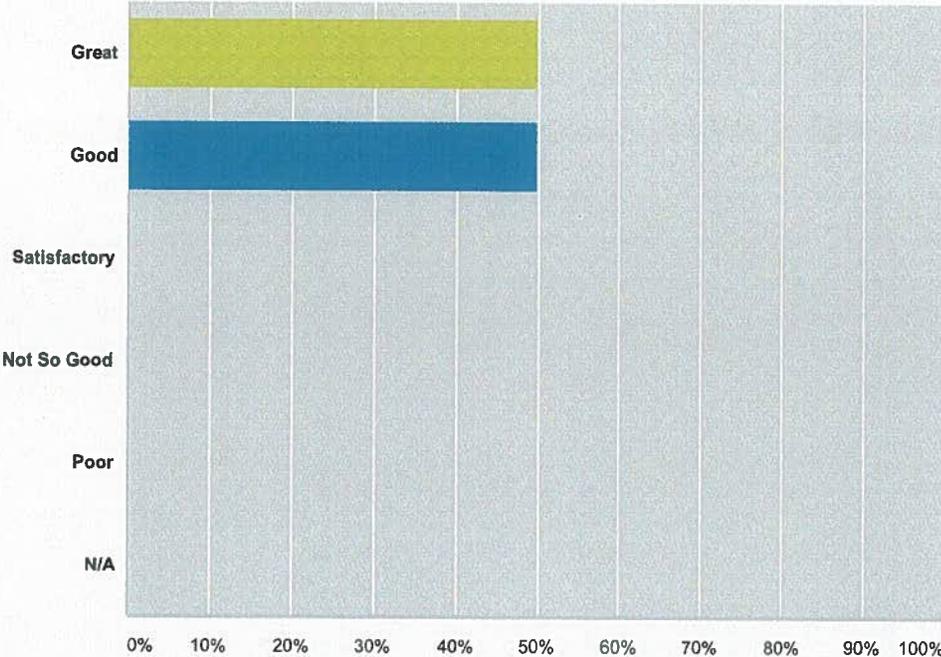
Answered: 6 Skipped: 0



Answer Choices	Responses	
Great	50.00%	3
Good	50.00%	3
Satisfactory	0.00%	0
Not So Good	0.00%	0
Poor	0.00%	0
N/A	0.00%	0
<b>Total Respondents: 6</b>		

**Q4 Was the Santo building staff courteous and helpful?**

Answered: 6 Skipped: 0

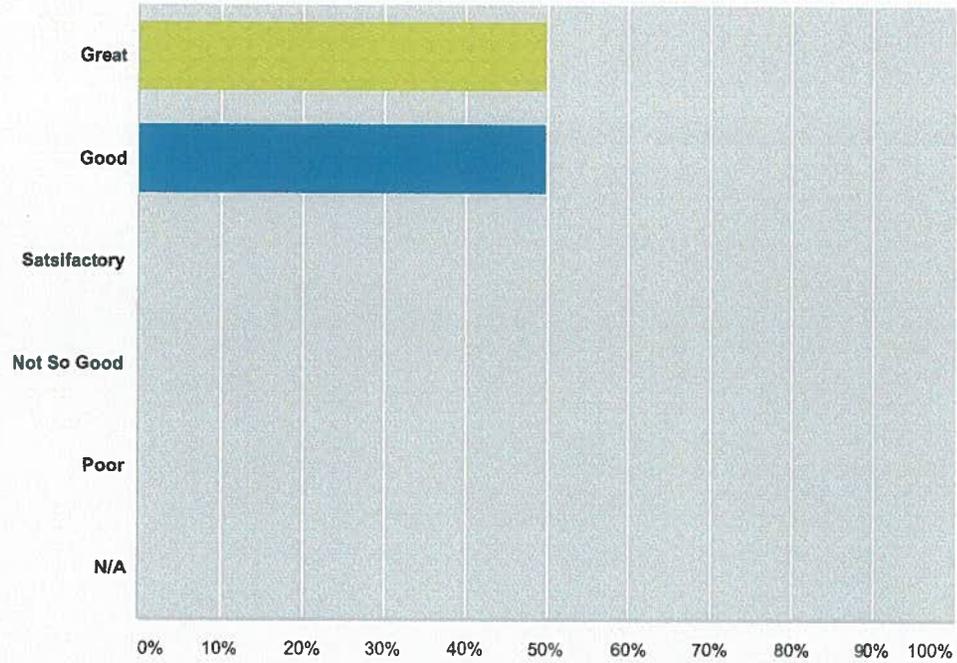


Answer Choices	Responses	
Great	50.00%	3
Good	50.00%	3
Satisfactory	0.00%	0
Not So Good	0.00%	0
Poor	0.00%	0
N/A	0.00%	0
<b>Total Respondents: 6</b>		

Princess Ballet: Winter/Spring '14

**Q5 Was the registration process convenient?**

Answered: 6 Skipped: 0

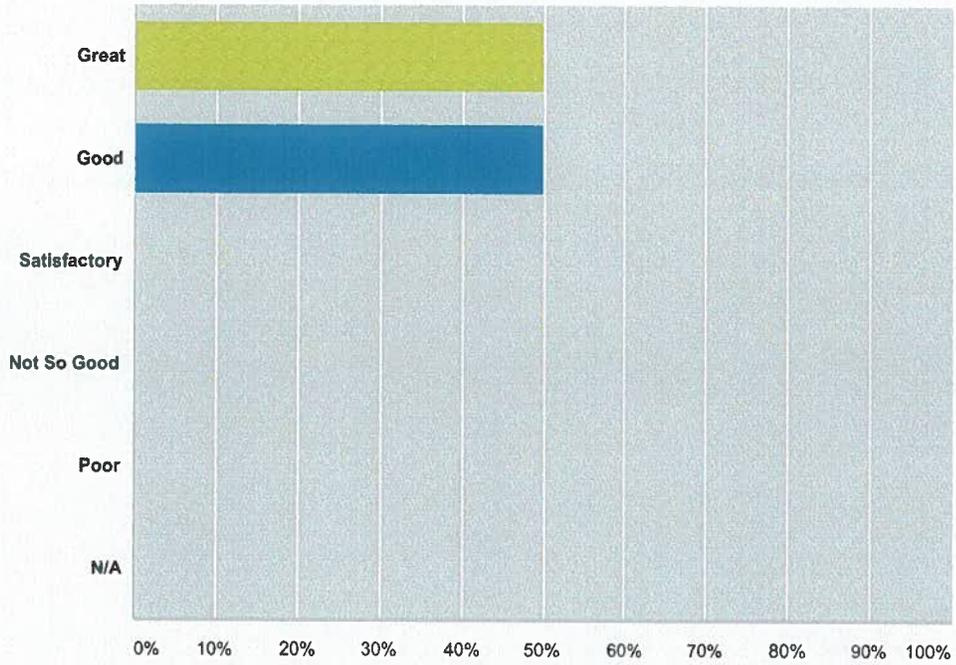


Answer Choices	Responses	
Great	50.00%	3
Good	50.00%	3
Satisfactory	0.00%	0
Not So Good	0.00%	0
Poor	0.00%	0
N/A	0.00%	0
<b>Total</b>		<b>6</b>

Princess Ballet: Winter/Spring '14

**Q6 Was the facility safe and clean?**

Answered: 6 Skipped: 0

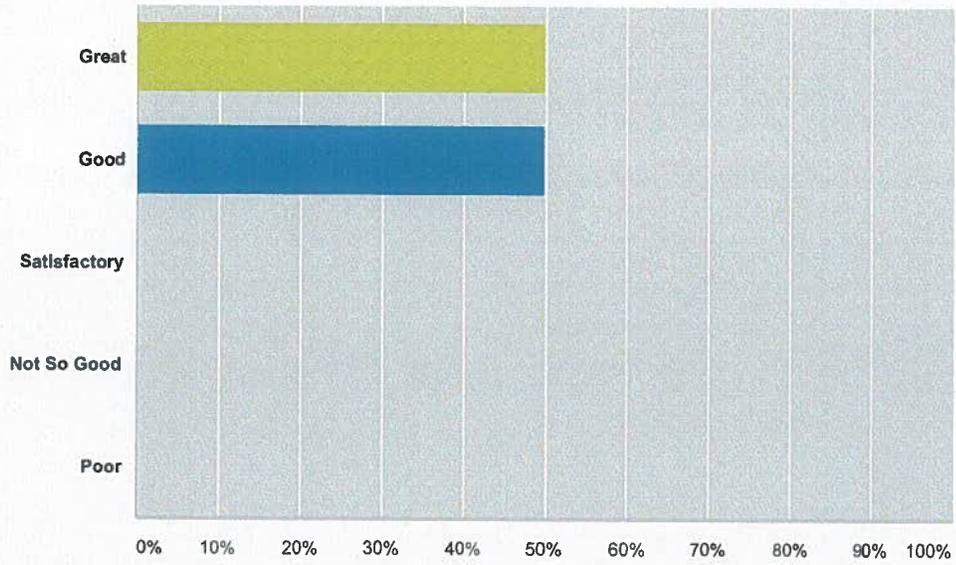


Answer Choices	Responses	Count
Great	50.00%	3
Good	50.00%	3
Satisfactory	0.00%	0
Not So Good	0.00%	0
Poor	0.00%	0
N/A	0.00%	0
<b>Total</b>		<b>6</b>

Princess Ballet: Winter/Spring '14

**Q7 Please rate your overall experience.**

Answered: 6 Skipped: 0

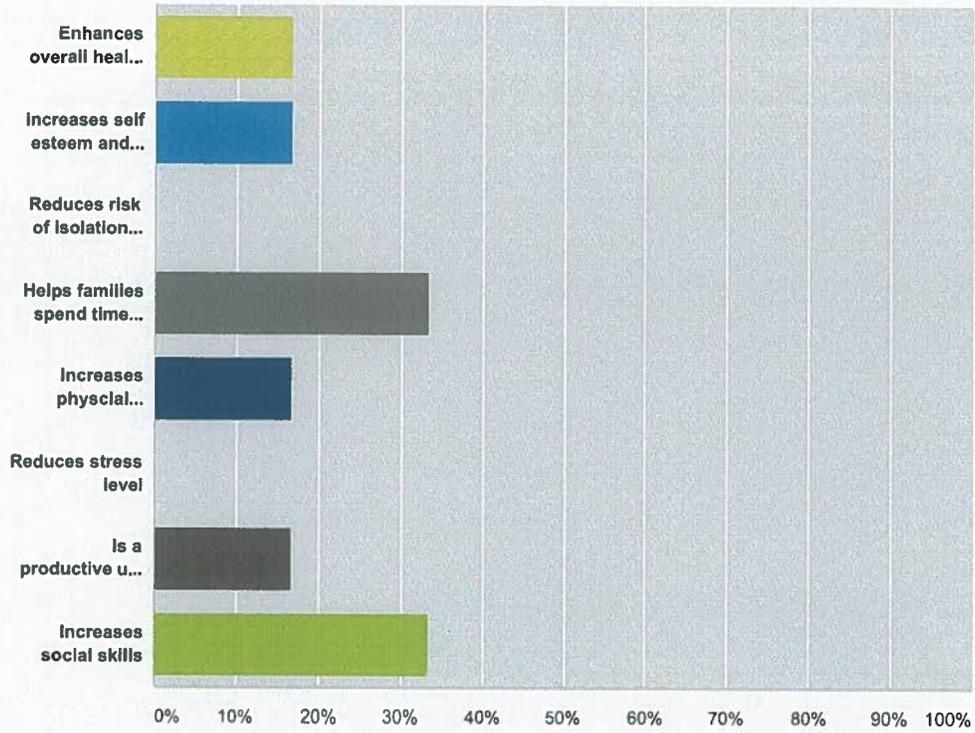


Answer Choices	Responses	Count
Great	50.00%	3
Good	50.00%	3
Satisfactory	0.00%	0
Not So Good	0.00%	0
Poor	0.00%	0
<b>Total Respondents: 6</b>		

Princess Ballet: Winter/Spring '14

**Q8 Which of the following most closely matches your opinion on the benefits of this activity:**

Answered: 6 Skipped: 0



Answer Choices	Responses
Enhances overall health and well-being	16.67% 1
Increases self esteem and positive self image	16.67% 1
Reduces risk of isolation and loneliness	0.00% 0
Helps families spend time together	33.33% 2
Increases physical fitness	16.67% 1
Reduces stress level	0.00% 0
Is a productive use of free time	16.67% 1
Increases social skills	33.33% 2
<b>Total Respondents: 6</b>	

Princess Ballet: Winter/Spring '14

**Q9 Any additional comments?**

Answered: 2 Skipped: 4

Princess Ballet: Winter/Spring '14

**Q9 Any additional comments?**

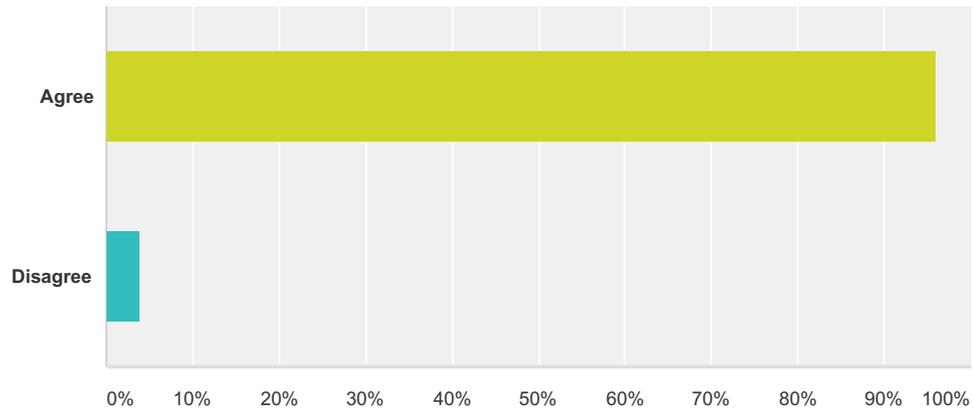
Answered: 2 Skipped: 4

#	Responses	Date
1	My girls really enjoyed the class. One of my daughters is hearing impaired and the teacher agreed to wear the Personal FM system instantly and was very patient with my youngest daughter who just turned 3 and had no class experience.	6/9/2014 7:31 PM
2	The ballet class is better suited for 4 years and older. My 3 year old & the others I have seen in the 5 sessions we have registered just aren't old enough to follow the directions. Also, an hour long class is too much for their short attention spans. It really takes away from the other students to have the distractions that 3 year olds bring. I will not register my 3 y/o again for another year. I would recommend raising the age minimum to four years old.	3/10/2014 6:21 PM

# 2016 Daddy Daughter Dinner Dance

## Q1 The ticket price was a good value.

Answered: 50 Skipped: 2

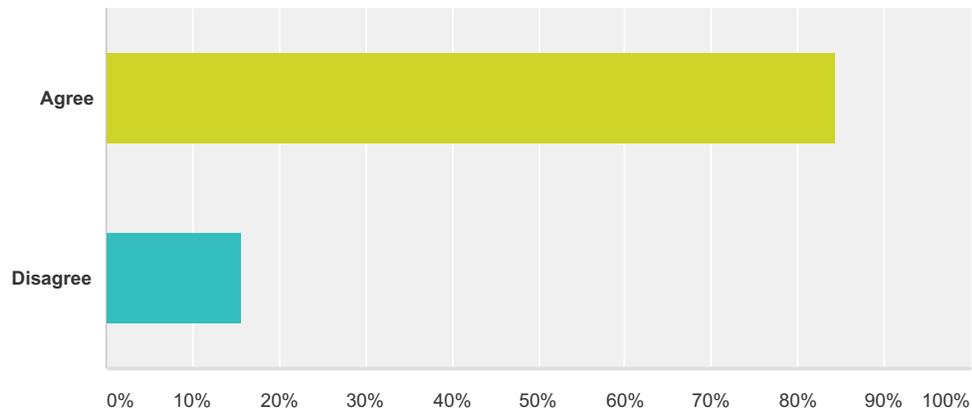


Answer Choices	Responses
Agree	96.00% 48
Disagree	4.00% 2
<b>Total</b>	<b>50</b>

#	Comments	Date
1	I was put on a waiting list and was never called to this event. I was number 3 and 4 for Friday. I was told by others that tickets were being sold for both days the same week of the Daddy and daughter Dance, when I called Medford Parks and Recreation about the waiting list, I was told that the list was much longer and had to wait until someone cancelled. Yet someone was able to purchase 4 tickets for Saturday the same day I was told that tickets were not available.	2/18/2016 12:52 PM
2	If possible, it would be nice to keep the current price where it is. I realize costs increase but right now it seems like a good price.	2/13/2016 10:16 AM
3	It was expensive. A family that has no disposable income would not have been able to afford this.	2/12/2016 5:07 PM
4	Just fine and dandy	2/11/2016 10:28 PM
5	Seemed a little high for a chicken buffet	2/11/2016 6:24 PM

## Q2 The check-in process was convenient and efficient.

Answered: 51 Skipped: 1

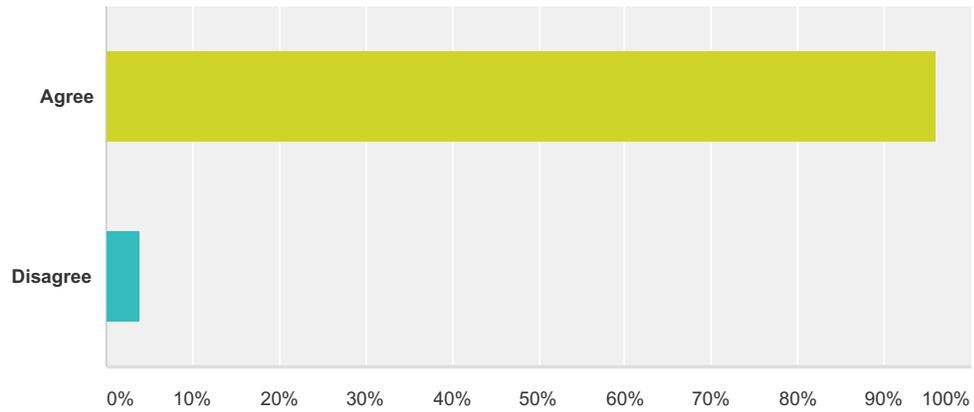


Answer Choices	Responses
Agree	84.31% 43
Disagree	15.69% 8
<b>Total</b>	<b>51</b>

#	Comments	Date
1	it was a very long line but moved quickly	2/13/2016 1:07 PM
2	Any possible way to speed this process up? A lot of the night is spent waiting in lines.	2/12/2016 4:53 PM
3	Someone should be posted in or around the line or photos to let us know to check in prior to waiting in line for pictures.	2/12/2016 3:54 PM
4	The photo line was exceptionally long and slow. Having 2 photographers would have helped.	2/12/2016 12:50 PM
5	The layout this year was different this year. The lines for checking in and photography overlapped.	2/12/2016 9:17 AM
6	It worked OK but the line started combining with picture line going the other way. I understand that there is limited space to work with just thought I would mention.	2/12/2016 8:33 AM
7	slow line for pictures	2/11/2016 6:41 PM

### Q3 Did the DJ play appropriate music?

Answered: 50 Skipped: 2

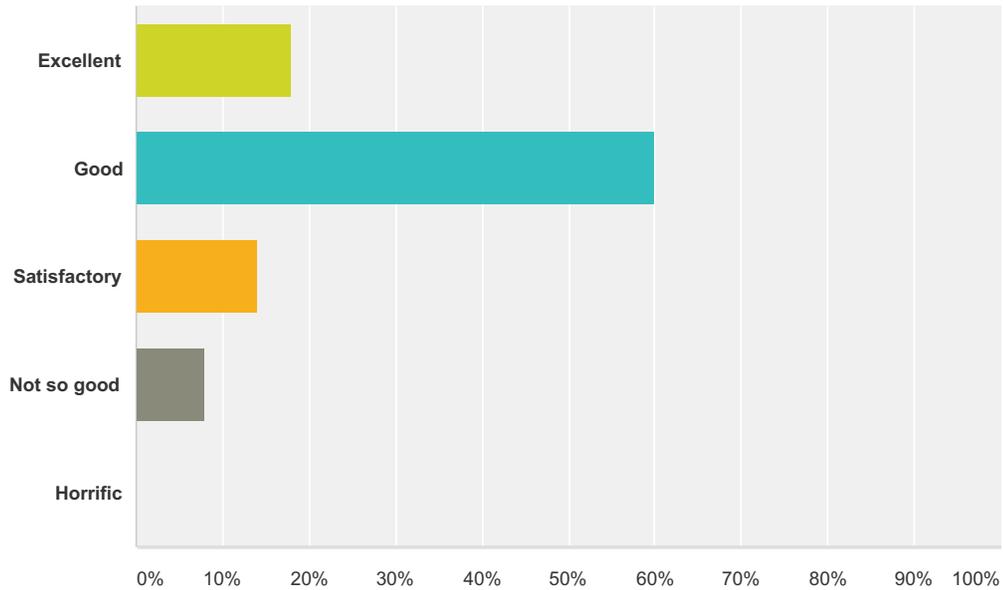


Answer Choices	Responses
Agree	96.00% 48
Disagree	4.00% 2
<b>Total</b>	<b>50</b>

#	Comments	Date
1	This was my least favorite year for the music with the DJ.	2/16/2016 8:33 AM
2	Yes, but the selection was a little more adult-focused; last year's music was better.	2/12/2016 10:17 AM
3	Thought too much of the music was geared towards the fathers generation.	2/12/2016 8:16 AM
4	I feel there could have been a little more music for the younger girls.	2/12/2016 8:02 AM
5	DJ was top-notch. Really appreciated.	2/11/2016 10:28 PM
6	DJ from previous year was a bit better. Missed the disco lights and dj interaction.	2/11/2016 10:10 PM
7	The best year yet! (I have been to 10)	2/11/2016 9:51 PM
8	mostly, there were a couple of songs that shouldn't have been played for younger ears.	2/11/2016 8:45 PM
9	Music was different this year and I didn't feel like it was as fun to dance to as the past years.	2/11/2016 7:02 PM

### Q4 The food quality was ...

Answered: 50 Skipped: 2

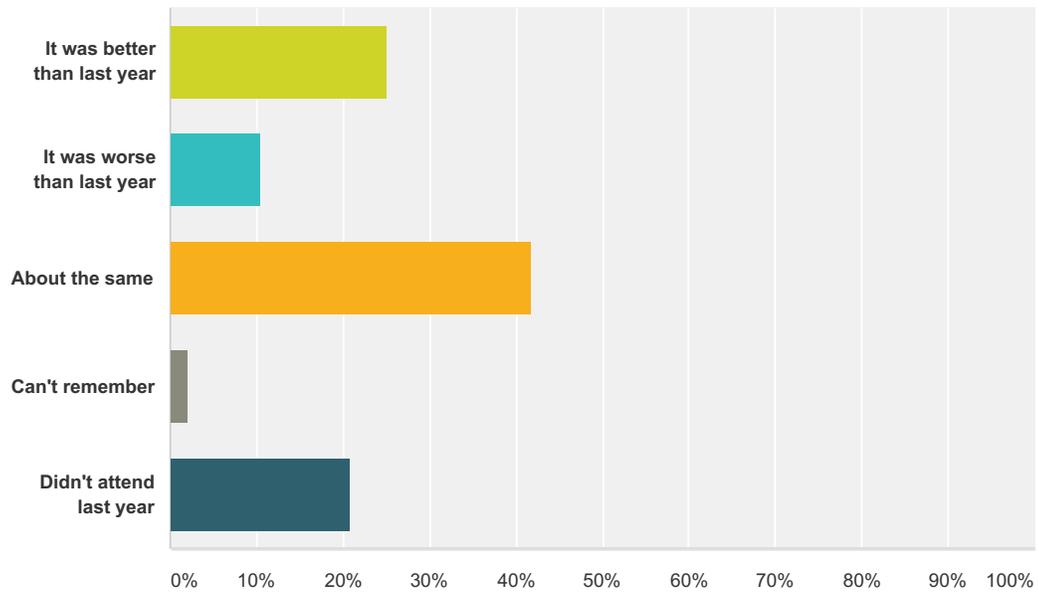


Answer Choices	Responses
Excellent	18.00% 9
Good	60.00% 30
Satisfactory	14.00% 7
Not so good	8.00% 4
Horrific	0.00% 0
<b>Total</b>	<b>50</b>

#	Comments	Date
1	Buffet continues to be good option.	2/17/2016 1:13 PM
2	Dry Chicken	2/12/2016 8:33 AM
3	Very limited choices. Green salad, fruit salad, macaroni and cheese with grilled chicken doesn't offer much for kids.	2/12/2016 8:16 AM
4	Every kid at my table complained about the spicy chicken. When you're dealing with kids, ask the chefs to not make spicy (and/or bitter) foods.	2/11/2016 8:03 PM
5	After slow picture line, most food was gone. Been to the dance before, not impressed with service	2/11/2016 6:41 PM

### Q5 If you attended last year, compare this year's food quality:

Answered: 48 Skipped: 4

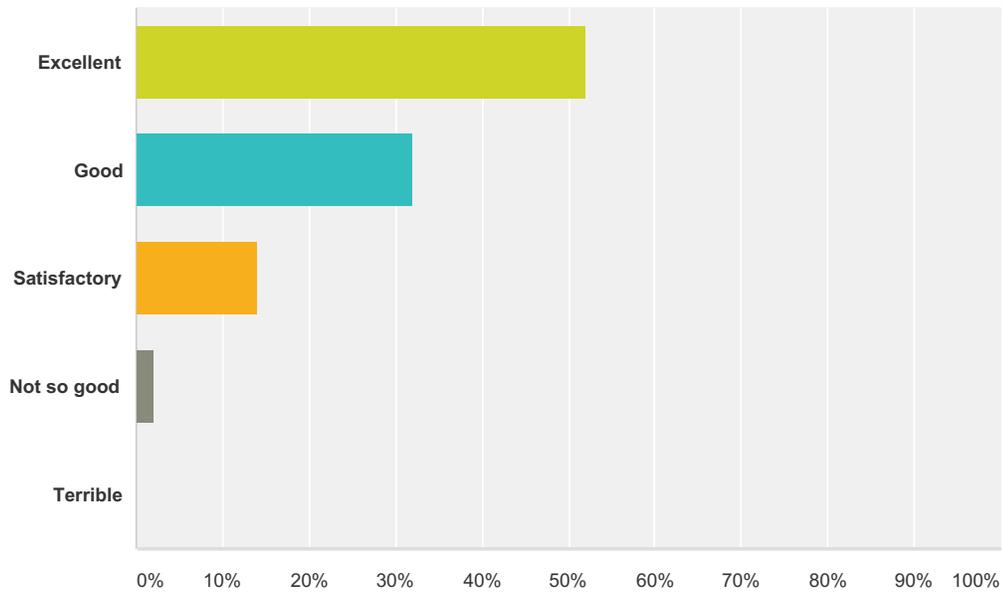


Answer Choices	Responses
It was better than last year	25.00% 12
It was worse than last year	10.42% 5
About the same	41.67% 20
Can't remember	2.08% 1
Didn't attend last year	20.83% 10
<b>Total</b>	<b>48</b>

#	Comments	Date
1	The waiting staff took my daughter's plate with food still on it away after leaving for only a few minutes.	2/13/2016 1:07 PM
2	My daughter was a little disappointed with the cupcakes this year - she LOVED the fudgy brownies from last year :)	2/12/2016 10:17 AM
3	I prefer a sit down menu versus a buffet. Its is difficult to have multiple children with a buffet.	2/12/2016 9:17 AM
4	But I'll definitely go next year.	2/11/2016 8:03 PM
5	Sorry... It wasn't bad, but didn't like the music as much and the long wait for pictures takes up a chunk of time.	2/11/2016 7:02 PM
6	The buffet style works so much better than previous years when they served us at our tables.	2/11/2016 6:20 PM

### Q6 How do you rate the portrait photography?

Answered: 50 Skipped: 2



Answer Choices	Responses
Excellent	52.00% 26
Good	32.00% 16
Satisfactory	14.00% 7
Not so good	2.00% 1
Terrible	0.00% 0
<b>Total</b>	<b>50</b>

#	Comments	Date
1	photos good, the wait not all all.....started out with two and then ended up with one photographer...some people were late for the dinner :(	2/16/2016 3:49 PM
2	Although the system of waiting in a long line for the photo could be much better	2/16/2016 8:33 AM
3	The quality of the pictures was great. The time to get them not so much. By the time we got thru with photos everyone else has already eaten dinner.	2/14/2016 7:47 AM
4	Great photo - just way too long a wait to take it.	2/13/2016 1:18 PM
5	Again, too much wait time. Can there be multiple booths set up?	2/12/2016 4:53 PM
6	Photo was great but the line was very slow.	2/12/2016 12:50 PM
7	They do a fair job, trying to get all the photos taken and processed in a short amount of time.	2/12/2016 10:17 AM
8	This is the lasting keepsake of this event. Super significant to the experience.	2/11/2016 10:28 PM
9	except the wait time was very long.	2/11/2016 8:35 PM
10	Picture that was taken, we had cheesy smiles in, wish he would have let us know to correct in the moment.	2/11/2016 7:16 PM
11	Just a long wait	2/11/2016 7:02 PM

# 2016 Daddy Daughter Dinner Dance

12	good pictures. slow line	2/11/2016 6:41 PM
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## 2016 Daddy Daughter Dinner Dance

### Q7 What did your daughter(s) say about the event?

Answered: 45 Skipped: 7

#	Responses	Date
1	It was fun	2/27/2016 6:24 PM
2	She loves going every year. She like the photo booth this time.	2/22/2016 2:50 PM
3	She loved it and is looking forward to doing it again next year	2/19/2016 9:45 AM
4	Maybe our 'funnest' one in last few years.	2/17/2016 1:13 PM
5	Loved it! One of her favorite events each year for the past 6 years.	2/16/2016 12:14 PM
6	She enjoyed it although she is getting older and there seem to be less teenage girls at this event than previously	2/16/2016 8:33 AM
7	She had a good time as usual.	2/14/2016 7:47 AM
8	She had a great time.	2/13/2016 1:18 PM
9	Most favorite one, ever! No kidding. It was my oldest daughter's 8th year and my youngest daughter's 6th. The literally said it was the best ever. (We attended the Friday night).	2/13/2016 10:16 AM
10	Like every year, they had a great time	2/12/2016 6:37 PM
11	She loved it!	2/12/2016 5:07 PM
12	She loves that special time with her dad...it is so great that you have it each year!	2/12/2016 4:53 PM
13	She loved it	2/12/2016 4:36 PM
14	She loved it. It is her favorite night of the year.	2/12/2016 3:54 PM
15	She liked it. It was her 3rd time and wants to go next year.	2/12/2016 12:50 PM
16	It's our 10th year. She loves it.	2/12/2016 11:10 AM
17	Lots of thanks and hugs and kisses!	2/12/2016 10:17 AM
18	Better than I imagined. I had so much fun!	2/12/2016 10:12 AM
19	They both absolutely love it and we will return year after year.	2/12/2016 9:17 AM
20	they always have a blast	2/12/2016 8:35 AM
21	I dance my feet off!!!	2/12/2016 8:33 AM
22	Bummed she could not attend.	2/12/2016 8:30 AM
23	She loved it.	2/12/2016 8:16 AM
24	She loved it.	2/12/2016 8:14 AM
25	They had a really good time and felt comfortable with the setting	2/12/2016 8:02 AM
26	Lots of fun as always	2/12/2016 7:28 AM
27	She loved it. This was our second year and we will probably be there until I am not cool anymore.	2/12/2016 7:19 AM
28	She said it was the best night of her life!	2/11/2016 11:15 PM
29	When can we buy tickets for next year?	2/11/2016 10:28 PM
30	She is very excited about the event every year!	2/11/2016 9:55 PM
31	She loved it, and wants to go for 4 more years	2/11/2016 9:51 PM
32	She loves it every year, thank you	2/11/2016 8:45 PM
33	That she had fun!	2/11/2016 8:16 PM
34	She loved the dancing and the professional photography the most.	2/11/2016 8:03 PM

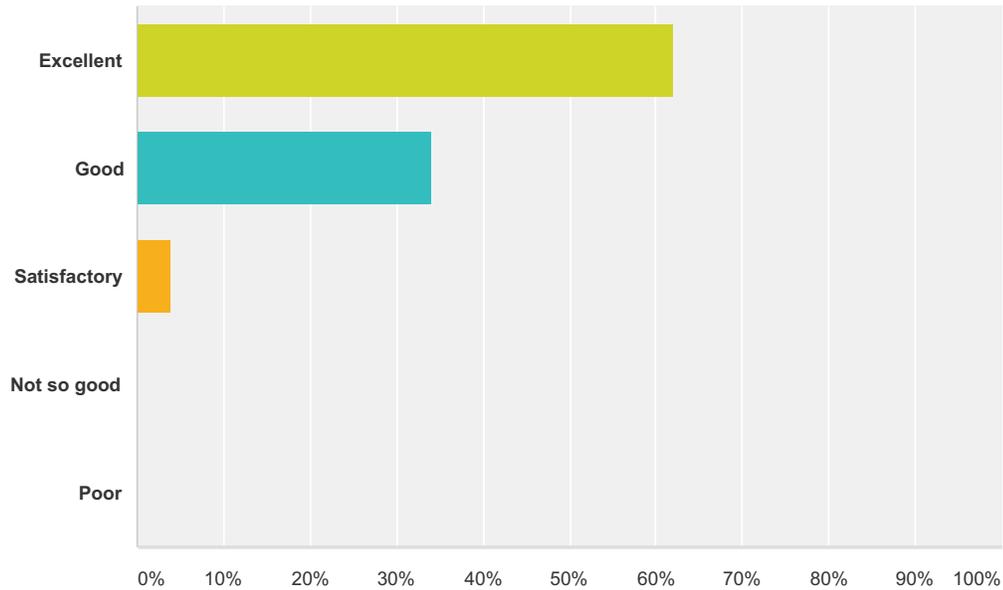
## 2016 Daddy Daughter Dinner Dance

35	"She loved it and had an amazing time"	2/11/2016 7:52 PM
36	Amazing!	2/11/2016 7:45 PM
37	can we go next year	2/11/2016 7:19 PM
38	I am the daughter, and I absolutely love this event. I am now in college, and drove home to accompany my father, as I plan to do in the future, as well. I am so grateful for this event and the priceless memories it has and will continue to give me! From the bottom of my heart, thank you!	2/11/2016 7:16 PM
39	Thrilled and very memorable moment for her and her friends.	2/11/2016 7:16 PM
40	Fun, but better lastyear	2/11/2016 7:02 PM
41	She really enjoyed herself	2/11/2016 6:56 PM
42	She said she didn't want to go back.	2/11/2016 6:41 PM
43	Had a good time	2/11/2016 6:24 PM
44	How come there were no pictures of the girls in the wheelchairs?	2/11/2016 6:20 PM
45	She loved it. It was a special evening	2/11/2016 6:18 PM

# 2016 Daddy Daughter Dinner Dance

## Q8 Your overall experience was ...

Answered: 50 Skipped: 2



Answer Choices	Responses
Excellent	62.00% 31
Good	34.00% 17
Satisfactory	4.00% 2
Not so good	0.00% 0
Poor	0.00% 0
<b>Total</b>	<b>50</b>

#	Comments	Date
1	Extrremely grateful for this annual "legacy" event. One if the highlights of life each year.	2/17/2016 1:13 PM
2	Even though there were kinks, my daughter had a good time, and ultimately that is why we go, and why we will go again next year.	2/14/2016 7:47 AM
3	It was a lot of fun to see the pictures and videos on the FB page. Thank you for a fun event and memories!	2/12/2016 10:17 AM
4	Both of us were sick but we still went and had a pretty good time.	2/12/2016 7:19 AM
5	My daughter looks forward to this event so much! It is amazing and we're so grateful we have this opportunity each year. Thank you.	2/11/2016 7:52 PM
6	Both of the girls in the wheelchairs (Friday night) are mine. What am I supposed to tell them when Parks and Rec posts 250 pictures of the event and not one of them features either of them? Their lives are largely defined by the exclusion they endure at the hands of a typical world. We really did have a great time but an oversight like this just underscores to them that they are not as important as the other girls.	2/11/2016 6:20 PM

## 2016 Daddy Daughter Dinner Dance

### Q9 How can we make this event better next year?

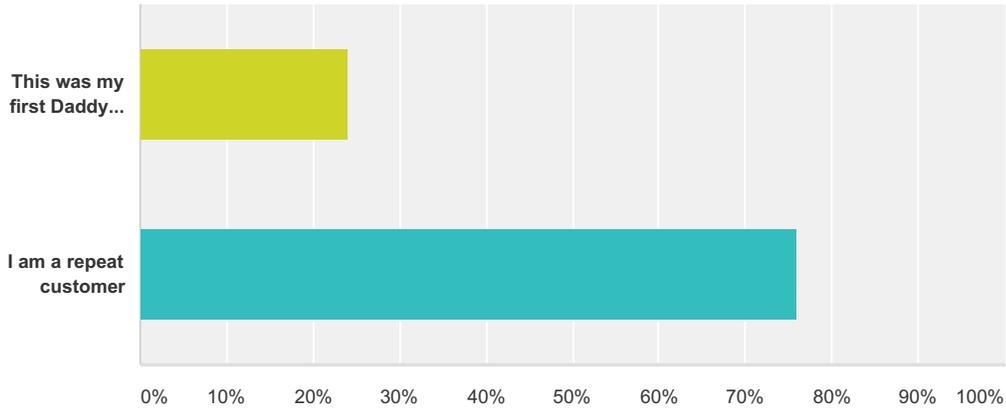
Answered: 25 Skipped: 27

#	Responses	Date
1	Give more prizes so that more people have the opportunity to win	2/27/2016 6:24 PM
2	The venue should be one that can accommodate more participants. There has been a waiting list every year.	2/18/2016 12:52 PM
3	Not a thing (just make sure Sue keeps coming back...even after she retires:)	2/17/2016 1:13 PM
4	Improve the music played.	2/16/2016 8:33 AM
5	Just have to iron out the photo kinks from this year.	2/14/2016 7:47 AM
6	Keep prices where they are. And the addition of the photo booth a couple years ago has been a big hit. Also, maybe ditch the 'twist' since its been around since the beginning, and have a dance-off? :)	2/13/2016 10:16 AM
7	Less waiting in lines and more time enjoying the dance!	2/12/2016 4:53 PM
8	I was taken back that the hotel wanted to ban us from parking in their lot. The lot was practically empty. I assume that the owners, Sid DeBoer and Dick Heiman, feel they are above us common people. Either way, I will not be parking and walking to this event this year or any year. If the facility wants to tow my vehicle without posted no parking signs, I will see them in court.	2/12/2016 3:54 PM
9	Speed up the photo line and improve the food.	2/12/2016 12:50 PM
10	keep the buffet dinner	2/12/2016 8:35 AM
11	Bigger Dance floor with more people and the Dance floor is the same size	2/12/2016 8:33 AM
12	Add extra night.	2/12/2016 8:30 AM
13	Have a little more control and organazatio when it comes to the cho cho train dance.	2/12/2016 7:19 AM
14	Make the dance a little more like 2015, lower the lights a smidgen and get some of those cool "dance lights" on the edge involved. The girls really want it to be a fancy dance, and this really helps. Nothing crazy, just make it feel special.	2/11/2016 10:28 PM
15	It was the best year yet!	2/11/2016 9:51 PM
16	keep two photographers going the whole time. We waited a very long time to get our portrait taken.	2/11/2016 8:35 PM
17	Maybe another one or two activities to do that are interactive. Limbo competition or something like that.	2/11/2016 7:52 PM
18	Offer one more event! There were a lot of people who wanted to go and tickets were sold out!!	2/11/2016 7:45 PM
19	Spread the prize gift cards out more evenly among all kids so there is more people that win stuff. Instead of spreading a majority to the top 3 dancers.	2/11/2016 7:16 PM
20	Speed up photos and better music	2/11/2016 7:02 PM
21	Continue what you are doing	2/11/2016 6:56 PM
22	Have both photographers taking pictures and most importantly have someone monitoring the Buffet.	2/11/2016 6:41 PM
23	Better buffet or go back to a sit down served dinner	2/11/2016 6:24 PM
24	Larger dance floor. It's really crowded, double crowded with multiple wheelchairs.	2/11/2016 6:20 PM
25	Maybe play a few more games.	2/11/2016 6:18 PM

# 2016 Daddy Daughter Dinner Dance

## Q10 Which of the following applies to you?

Answered: 50 Skipped: 2



Answer Choices	Responses
This was my first Daddy Daughter Dinner Dance (in Medford)	24.00% 12
I am a repeat customer	76.00% 38
<b>Total</b>	<b>50</b>

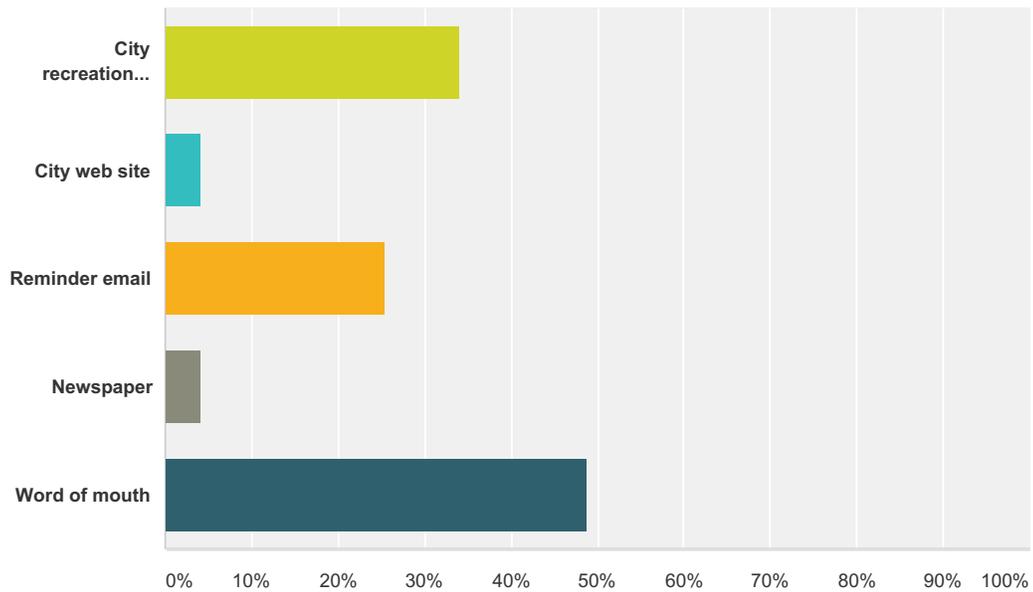
#	If a repeat customer, how many years have you attended?	Date
1	4th	2/27/2016 6:24 PM
2	4 years	2/22/2016 2:50 PM
3	11	2/17/2016 1:13 PM
4	6	2/16/2016 12:14 PM
5	This was our tenth year	2/16/2016 8:33 AM
6	9 in a row	2/14/2016 7:47 AM
7	five	2/13/2016 1:18 PM
8	2	2/13/2016 1:07 PM
9	8	2/13/2016 10:16 AM
10	11	2/12/2016 6:37 PM
11	4	2/12/2016 4:53 PM
12	This was our 2nd year	2/12/2016 4:36 PM
13	Four	2/12/2016 3:54 PM
14	3	2/12/2016 12:50 PM
15	10	2/12/2016 11:10 AM
16	2	2/12/2016 10:17 AM
17	4	2/12/2016 9:17 AM
18	3	2/12/2016 8:35 AM
19	2	2/12/2016 8:33 AM
20	Tickets sold out too early and was unable to attend this year. Total bumner, my daughter looks forward to this every year.	2/12/2016 8:30 AM

## 2016 Daddy Daughter Dinner Dance

21	2	2/12/2016 8:16 AM
22	9	2/12/2016 7:28 AM
23	2	2/12/2016 7:19 AM
24	4	2/11/2016 10:28 PM
25	2	2/11/2016 10:10 PM
26	5	2/11/2016 9:55 PM
27	12	2/11/2016 8:45 PM
28	3	2/11/2016 8:16 PM
29	Four	2/11/2016 7:52 PM
30	6	2/11/2016 7:45 PM
31	12	2/11/2016 7:16 PM
32	6	2/11/2016 7:02 PM
33	3	2/11/2016 6:24 PM
34	11	2/11/2016 6:20 PM
35	4	2/11/2016 6:01 PM

### Q11 How did you hear about this event?

Answered: 47 Skipped: 5



Answer Choices	Responses
City recreation program guide	34.04% 16
City web site	4.26% 2
Reminder email	25.53% 12
Newspaper	4.26% 2
Word of mouth	48.94% 23
<b>Total Respondents: 47</b>	

#	Other (please specify)	Date
1	I always look for it around Thanksgiving and get tickets before it's sold out.	2/22/2016 2:50 PM
2	FB page	2/12/2016 10:17 AM
3	Reminder card in the mail	2/11/2016 7:52 PM