



# DEPARTMENT OF PARKS & RECREATION

Veronica M. White, Commissioner

## What We Do

The Department of Parks & Recreation (DPR) maintains a municipal park system of more than 29,000 acres, including more than 1,900 parks, nearly 1,000 playgrounds, approximately 650,000 street trees and two million park trees. DPR facilities range from community and recreation centers to golf courses and swimming pools throughout the five boroughs. Through its capital program, DPR constructs and restores the City's infrastructure by developing and improving its parks, playgrounds, pools, and recreational facilities.

## Our Services and Goals

### Service 1: Manage the City's parks and recreation facilities.

Goal 1a: Ensure that all parks and playgrounds are clean and in good condition.

Goal 1b: Provide an overall quality park experience.

### Service 2: Manage the City's forests and other publicly-owned trees.

Goal 2a: Ensure that publicly-owned trees are healthy.

Goal 2b: Resolve tree-related emergencies promptly.

Goal 2c: Increase the number of trees in New York City.

### Service 3: Preserve and expand the infrastructure of New York's park system.

Goal 3a: Build and improve parks and playgrounds in a timely and efficient manner.

Goal 3b: Assure an adequate supply of parkland to meet future needs.

### Service 4: Provide recreational and educational opportunities for New Yorkers of all ages.

Goal 4a: Increase public attendance at educational programs, recreation centers and other venues.

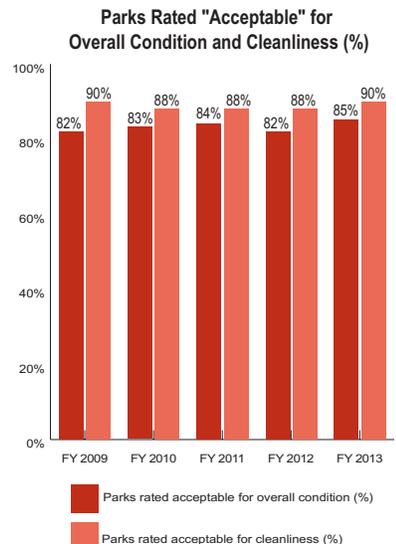
Goal 4b: Increase volunteer activity at City programs and events.

## How We Performed in Fiscal 2013

### Service 1: Manage the City's parks and recreation facilities.

#### Goal 1a: Ensure that all parks and playgrounds are clean and in good condition.

Based on the results of the Department's comprehensive inspection program, acceptability ratings for overall condition and cleanliness improved from last year and both indicators met their performance targets this year – 85 percent for overall condition and 90 percent for cleanliness. Ratings were better for both small and large parks. At 93 percent, ratings for two of the more prominent park features, play equipment and safety surfaces, remained above target. Play equipment ratings, in particular, have gradually increased over the last five years as expanded staff training has led to quicker identification and correction of problems. Recreation centers were clean and in good condition, as determined by an internal inspection program, and the Department met or exceeded performance targets for the corresponding indicators.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Parks rated acceptable for overall condition (%)	82%	83%	84%	82%	85%	85%	85%	Up	Neutral
- Overall condition of small parks and playgrounds (%)	80%	81%	83%	79%	83%	*	*	Up	Neutral
- Overall condition of large parks (%)	66%	67%	70%	69%	74%	*	*	Up	Up
- Overall condition of greenstreets (%)	97%	96%	96%	96%	96%	*	*	Up	Neutral
★ Parks rated acceptable for cleanliness (%)	90%	88%	88%	88%	90%	90%	90%	Up	Neutral
- Cleanliness of small parks and playgrounds (%)	90%	88%	88%	87%	89%	*	*	Up	Neutral
- Cleanliness of large parks (%)	77%	76%	75%	77%	84%	*	*	Up	Neutral
- Cleanliness of greenstreets (%)	98%	98%	97%	97%	98%	*	*	Up	Neutral
★ Play equipment rated acceptable (%)	88%	91%	91%	92%	93%	90%	95%	Up	Neutral
★ Safety surfaces rated acceptable (%)	93%	94%	92%	92%	93%	90%	95%	Up	Neutral
★ Comfort stations in service (in season only) (%)	90%	94%	92%	93%	94%	90%	95%	Up	Neutral
★ Spray showers in service (in season only) (%)	95%	94%	91%	97%	92%	*	95%	Up	Neutral
★ Drinking fountains in service (in season only) (%)	94%	94%	93%	93%	95%	*	95%	Up	Neutral
★ Recreation centers rated acceptable for cleanliness (%)	NA	96%	94%	100%	100%	*	93%	Up	NA
★ Recreation centers rated acceptable for overall condition (%)	NA	88%	87%	87%	85%	*	85%	Up	NA
Monuments receiving annual maintenance (%)	71%	69%	67%	75%	63%	*	*	Up	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

### Goal 1b: Provide an overall quality park experience.

Reports of major felony crime in the City's 30 largest parks, excluding Central Park, increased by 23 percent in Fiscal 2013. Providing all patrons – young and old – with a quality experience when they use the City's parks and facilities remains a high priority for the Department. In addition to its own resources – Parks Enforcement Patrol (PEP) officers – the Department benefits from an ongoing partnership with the Police Department (NYPD), including regular communication between borough commissioners and their NYPD counterparts about incidents and crime prevention strategies.

PEP officers are primarily responsible for enforcing quality of life laws and park rules and regulations, helping to provide park visitors with a pleasant and safe experience. Overall summons issuance declined by 25 percent this year, continuing on a downward trend that began in Fiscal 2010 when, due to a change in management responsibility at the new major league stadiums, PEP officers no longer provided coverage at stadium parking lots. Additionally, in Fiscal 2013, a large number of officers were temporarily reassigned to Hurricane Sandy operations.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Major felonies in 30 largest parks (excludes Central Park) - Crimes against persons	78	97	113	93	127	*	↓	Down	Up
★ - Crimes against property	127	118	113	136	155	*	↓	Down	Up
Summons issued	22,145	17,264	17,071	15,795	11,809	*	*	Neutral	Down
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	79.8%	81.1%	*	*	Up	NA

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

### Service 2: Manage the City's forests and other publicly-owned trees.

#### Goal 2a: Ensure that publicly-owned trees are healthy.

Additional funding for pruning operations was made available during the year, allowing the Department to expand its efforts to care for publicly-owned trees. Nearly 47,000 street trees were pruned under the block pruning program, exceeding the original Fiscal 2013 target by 73 percent.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Street trees pruned - Block program	79,658	29,782	30,776	29,497	46,697	27,000	50,000	Up	Down
- Annual pruning goal completed (%)	123%	149%	114%	109%	173%	*	*	Up	Up
- Trees pruned as a percent of pruning eligible trees	16%	6%	6%	6%	10%	*	*	Up	Down

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### Goal 2b: Resolve tree-related emergencies promptly.

The Department has consistently met its commitment to remove dead trees reported by the public within 30 days at least 90 percent of the time, but missed its 95 percent performance goal for the third consecutive year largely due to severe weather events in each of these years. In Fiscal 2013 an increase in the number of emergency service requests caused by the hurricane and related operational issues led to longer response times in the three months immediately following Sandy. Since then, response times have returned to optimal levels. Principally as a result of the damage caused by the hurricane, the number of trees removed increased by 41 percent.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Public service requests received - Forestry	75,509	95,547	85,257	77,072	67,391	*	*	Neutral	Down
★ Average time to close - Tree emergency service requests (days)	NA	NA	NA	NA	10.4	*	↓	Down	NA
- Down trees	NA	NA	NA	NA	8.3	*	*	Down	NA
- Hanging tree limbs	NA	NA	NA	NA	13.2	*	*	Down	NA
- Down tree limbs	NA	NA	NA	NA	11.9	*	*	Down	NA
Trees removed	11,378	13,216	14,117	16,248	22,920	*	*	Neutral	Up
- Street trees removed (in response to service request)	7,261	8,161	8,935	8,688	9,765	*	*	Neutral	Up
★ - Removed within 30 days of service request (%)	98%	99%	93%	94%	91%	95%	95%	Up	Neutral

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### Goal 2c: Increase the number of trees in New York City.

Under the MillionTreesNYC initiative, the number of trees in the City has grown by over 750,000 since 2007, when the initiative was launched. This year Parks planted over 91,000 trees and non-Parks groups planted nearly 37,000 trees – both exceeded their respective annual targets.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ MillionTreesNYC - Trees planted - Parks	120,765	107,751	100,453	81,360	91,458	70,000	70,000	Up	Down
- Trees planted - Other	35,756	31,403	26,194	33,180	36,716	30,000	30,000	Neutral	Neutral

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### Service 3: Preserve and expand the infrastructure of New York's park system.

#### Goal 3a: Build and improve parks and playgrounds in a timely and efficient manner.

Through its capital program the Department builds and restores its many diverse facilities, including parks, playgrounds and recreation centers. In Fiscal 2013 the Department completed 123 projects, exceeding its annual goal. The percent of projects completed on time reached a five-year high at 76 percent, reflecting improvements to the design and procurement processes. However, the percent of projects completed within budget continued to trend downward.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Capital projects completed	140	150	165	132	123	120	110	Neutral	Down
★ Capital projects completed on time or early (%)	67%	61%	56%	49%	76%	80%	80%	Up	Neutral
Capital projects completed within budget (%)	86%	89%	85%	80%	77%	85%	85%	Up	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ ⬆️ shows desired direction

### Goal 3b: Assure an adequate supply of parkland to meet future needs.

Parks continues to move closer to the 2030 PlaNYC goal of assuring that New Yorkers have easy access to a park. The Department opened more parks under the schoolyards to playgrounds program, in addition to Travers Park in Queens.

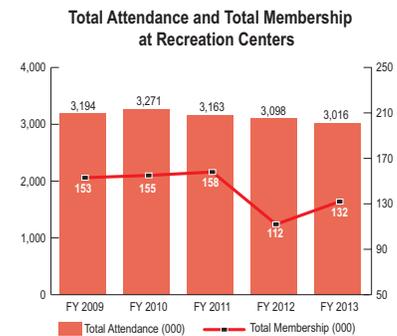
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
New Yorkers living within 1/4 mile of a park (%)	NA	73.0%	74.0%	75.6%	76.4%	*	*	Up	NA

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### Service 4: Provide recreational and educational opportunities for New Yorkers of all ages.

#### Goal 4a: Increase public attendance at educational programs, recreation centers and other venues.

Through its citywide network of centers and programs, DPR offers a wide range of individual and group exercise, recreational and educational services. Despite the temporary closing of centers due to Hurricane Sandy, year-end recreation center membership was 18 percent higher than last year, mostly due to a 28 percent increase in youth memberships; adult memberships also increased, growing by more than eight percent. Recreation center attendance by youth rose by more than one-third to approximately 737,000 while overall member attendance was slightly lower. Attendance at non-recreation center programs topped 528,000. The 88 percent increase is largely due to expanded youth and adult fitness programming.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Recreation center memberships - Total	153,039	155,268	158,215	111,747	131,824	*	⬆️	Up	Down
★ Recreation center attendance	3,193,646	3,271,198	3,163,028	3,098,257	3,016,412	*	⬆️	Up	Neutral
★ Attendance at outdoor Olympic and intermediate pools (calendar year)	1,826,326	1,727,436	1,728,318	1,725,257	1,450,145	*	*	Neutral	Down
Attendance at historic house museums	741,449	795,916	797,259	834,208	677,493	*	*	Up	Neutral
Attendance at skating rinks	576,656	603,529	527,313	528,511	530,299	*	*	Up	Down
Attendance at non-recreation center programs	NA	158,586	375,549	282,041	528,980	*	*	Up	NA

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### Goal 4b: Increase volunteer activity at City programs and events.

Attendance at volunteer events was 31 percent higher this year, attributed to the outpouring of support for Hurricane Sandy clean-up projects. Just days after the storm, volunteers were recruited from across the City and even from out of state to help with the clean-up effort. Between early November and mid December, over 2,000 volunteers assisted with storm relief projects. The Department also continued to promote tree stewardship, engaging volunteers with hands-on tree care workshops.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Parks with an affiliated volunteer group (%)	58%	58%	60%	63%	63%	*	*	Up	Up
Volunteer turnout	19,755	20,672	30,711	28,783	37,754	*	*	Up	Up

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## Agency-wide Management

Total tort payouts in Fiscal 2013 increased by 37 percent, mostly due to an unusually high settlement for a case which accounted for roughly half of this year's payout.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Cases commenced against the City in state and federal court	NA	NA	285	301	270	*	*	Neutral	NA
Payout (\$000)	\$9,723	\$16,734	\$16,248	\$17,708	\$24,342	*	*	Down	Up
Accidents involving City vehicles	NA	NA	462	390	442	*	*	Down	NA
Workplace injuries reported	NA	NA	353	344	358	*	*	Down	NA

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## Agency Customer Service

Due to fewer available staff as well as the limitations of the correspondence system, the percent of e-mails and letters responded to within 14 days decreased this year to 45 percent and 37 percent, respectively. Additional staffing has been provided to improve performance. Response to 311 service requests improved, with the Department meeting its performance goals for responding to service requests within established timeframes for four out of five categories and barely missing the 93 percent target for responding to service requests regarding overgrown trees/branches hitting a building.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	NA	76	57	58	45	58	60	NA
Letters responded to in 14 days (%)	NA	60	55	54	37	54	60	NA
Completed customer requests for interpretation	NA	52	39	57	45	NA	NA	NA
CORE customer experience rating (0-100)	NA	80	85	86	89	86	85	NA
Respondents who rate parks acceptable for overall condition (%) (calendar year)	NA	NA	88	86	84	86	85	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to (first) action – Damaged Tree - Branch or Limb Has Fallen Down (8 days)	94	94	97	94	94	94	95	Neutral
Percent meeting time to (first) action – Dead Tree - Dead/Dying Tree (7 days)	87	87	94	87	87	87	90	Neutral
Percent meeting time to (first) action – New Tree Request - For One Address (180 days)	94	94	87	80	98	80	90	Neutral
Percent meeting time to (first) action – Overgrown Tree/Branches - Hitting Building (30 days)	95	95	96	93	92	93	95	Neutral
Percent meeting time to (first) action – Root/ Sewer/Sidewalk Condition - Trees and Sidewalks Program (30 days)	93	93	92	74	82	74	85	Down

## Agency Resources

Resource Indicators	Actual					Plan <sup>1</sup>		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) <sup>2</sup>	\$379.6	\$382.7	\$393.7	\$361.3	\$450.7	\$451.0	\$380.4	Up
Revenues (\$000,000)	\$110.2	\$59.0	\$63.9	\$63.4	\$63.1	\$85.9	\$77.6	Down
Personnel (Total FT and FTE)	7,395	7,242	6,364	5,598	6,983	6,506	6,491	Down
Full-time personnel	3,760	3,581	3,354	3,095	3,448	3,632	3,762	Down
Full-time equivalent (FTE) personnel	3,635	3,661	3,010	2,503	3,535	2,874	2,729	Down
- Parks Opportunity Program (POP) participants <sup>3</sup>	2,203	2,053	1,742	1,405	1,640	1,734	1,751	Down
Overtime paid (\$000,000)	\$6.9	\$6.7	\$7.5	\$8.7	\$10.2	\$3.7	\$3.6	Up
Capital commitments (\$000,000)	\$550.6	\$542.1	\$395.9	\$290.4	\$529.5	\$1,383.2	\$457.1	Down
Work Experience Program (WEP) participants assigned	542	59	87	787	688	*	*	Up

<sup>1</sup>Authorized Budget Level      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report  
<sup>3</sup>The Parks Opportunity Program participants, reflected as full-time equivalents, are a subtotal of the Department's total Personnel count reported above.

## Noteworthy Changes, Additions or Deletions

- The Department added four indicators that report on the time to close service requests regarding down trees, hanging tree limbs and down tree limbs as well as the overall average time to close all three types of requests. It also added the indicators 'Violations admitted to or upheld at the Environmental Control Board (%)', 'Accidents involving City vehicles' and 'Workplace injuries.'
- The indicator 'Pruning completed within established cycle (%)' was renamed 'Trees pruned as a percent of pruning eligible trees' and the indicator 'Park volunteers,' for which data reporting had not yet begun, was replaced with 'Volunteer turnout.'
- The Department replaced the indicator 'Recreation center memberships issued' and its subsets with indicators that report on the number of active memberships at the end of the reporting period.
- Fiscal 2012 data for the number of property crimes committed in the 30 largest parks was corrected to 136 from 134 and historical data for the two metrics that report on the number of trees planted as part of MillionTreesNYC was updated.
- Fiscal 2014 preliminary targets for several indicators were updated to reflect more current projections.

For additional agency performance statistics, please visit:

- New York City parks inspection program results:  
<http://www.nycgovparks.org/park-features/parks-inspection-program>

For more information on the agency, please visit: [www.nyc.gov/dpr](http://www.nyc.gov/dpr).