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 and over 1,000 playgrounds. DPR facilities range from community and recreation centers to golf courses and swimming pools throughout the five boroughs. The Department is also responsible for approximately 650,000 street trees and two million park trees.

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: Ensure an overall safe 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 the number of volunteers in the City's park system.

How We Performed: July–October

- Overall condition ratings of parks increased by 2 percentage points to 83 percent, while cleanliness ratings improved by 3 percentage points to 89 percent. Both fell just short of their performance targets.
- Crimes in the 30 largest parks increased by 7 percent, from 97 to 104.
- The number of trees pruned topped 13,100, more than twice as many trees as last year when resources were temporarily redirected to clean up operations following Tropical Storm Irene.
- DPR removed approximately 6,100 trees this year compared to more than 7,500 last year. The percentage of trees removed within 30 days of a service request improved to 99 percent from 95 percent.
- As part of the MillionTreesNYC initiative, the Department hosted over 85 volunteer tree care and planting events involving more than 2,500 community volunteers and, together with its partners, planted nearly 28,000 trees, an increase of 11 percent from last year.
- Thirty-three capital projects were completed during the July through October reporting period. Seventy-three percent were completed on time, significantly better than the prior year. The percent of projects completed within budget fell to 73 percent, below the 85 percent performance target.

- Membership at the City's recreation centers rebounded, growing by 35 percent after experiencing a similar-sized decrease a year ago; memberships increased across all age categories. Overall attendance decreased by 7 percent to approximately 930,000, with non-member attendance accounting for the largest proportion of the decrease. Attendance among youths grew by almost 30 percent. As part of its efforts to encourage membership, the Department began conducting outreach and registration at outdoor events this past summer.

Service 1: Manage the City's parks and recreation facilities.
Goal 1a: Ensure that all parks and playgrounds are clean and in good condition.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Parks rated acceptable for overall condition (%)	83%	84%	82%	85%	85%	81%	83%
- Overall condition of small parks and playgrounds (%)	81%	83%	79%	*	*	77%	79%
- Overall condition of large parks (%)	67%	70%	69%	*	*	68%	77%
- Overall condition of greenstreets (%)	96%	96%	96%	*	*	97%	94%
★Parks rated acceptable for cleanliness (%)	88%	88%	88%	90%	90%	86%	89%
- Cleanliness of small parks and playgrounds (%)	88%	88%	87%	*	*	85%	86%
- Cleanliness of large parks (%)	76%	75%	77%	*	*	74%	82%
- Cleanliness of greenstreets (%)	98%	97%	97%	*	*	97%	97%
★Play equipment rated acceptable (%)	91%	91%	92%	90%	90%	90%	91%
★Safety surfaces rated acceptable (%)	94%	92%	92%	90%	90%	92%	91%
★Comfort stations in service (in season only) (%)	94%	92%	93%	90%	90%	93%	94%
★Spray showers in service (in season only) (%)	94%	91%	97%	*	90%	96%	92%
★Drinking fountains in service (in season only) (%)	94%	93%	93%	*	90%	93%	95%
★Recreation centers rated acceptable for cleanliness (%)	96%	94%	100%	*	90%	NA	NA
★Recreation centers rated acceptable for overall condition (%)	88%	87%	87%	*	85%	NA	NA
Monuments receiving annual maintenance (%)	69%	67%	75%	*	*	33%	27%

Goal 1b: Ensure an overall safe park experience.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Major felonies in 30 largest parks (excludes Central Park) - Crimes against persons	97	113	93	*	⇩	37	52
★ - Crimes against property	118	113	134	*	⇩	60	52
Summonses issued	17,264	17,071	15,795	*	*	5,103	5,430

Service 2: Manage the City's forests and other publicly owned trees.
Goal 2a: Ensure that publicly-owned trees are healthy.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Trees pruned - Block program	29,782	30,776	29,497	27,000	60,000	5,653	13,196
- Annual pruning goal completed (%)	149%	114%	109%	*	*	21%	49%
- Pruning completed within established cycle (%)	6%	6%	6%	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ⇩⇧ shows desired direction

Goal 2b: Resolve tree-related emergencies promptly.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Trees removed	13,216	14,117	16,248	*	*	7,540	6,092
- Street trees removed (in response to service request)	8,161	8,935	8,688	*	*	4,007	3,335
★ - Removed within 30 days of service request (%)	99%	93%	94%	95%	95%	95%	99%
★Public service requests received - Forestry	95,547	85,257	77,072	*	*	NA	NA

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★MillionTreesNYC - Trees planted - Parks	107,751	100,604	81,597	70,000	70,000	24,455	24,488
- Trees planted - Other	22,526	13,477	16,534	30,000	30,000	730	3,416

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Capital projects completed	150	165	132	120	120	44	33
★Capital projects completed on time or early (%)	61%	56%	49%	80%	80%	45%	73%
Capital projects completed within budget (%)	89%	85%	80%	85%	85%	84%	73%

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
New Yorkers living within 1/4 mile of a park (%)	73.0%	74.0%	75.6%	*	*	NA	NA

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Recreation center memberships issued	173,944	177,901	125,334	*	⇧	38,229	51,774
★Recreation center attendance	3,271,198	3,163,028	3,098,257	*	⇧	1,001,683	929,233
★Attendance at outdoor Olympic and intermediate pools (calendar year)	1,727,436	1,728,318	1,725,257	*	*	NA	NA
Attendance at non-recreation center venues	NA	NA	NA	*	*	NA	NA
Attendance at historic house museums	795,916	797,259	834,208	*	*	422,551	385,171
Attendance at skating rinks	603,529	527,313	528,511	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ⇩⇧ shows desired direction

Goal 4b: Increase the number of volunteers in the City's park system.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Parks with an affiliated volunteer group (%)	58%	60%	63%	*	*	62%	63%
Park volunteers	NA	NA	NA	*	*	NA	NA

Agency-wide Management

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Cases commenced against the City in state and federal court	NA	NA	300	*	*	117	76
Payout ($000)	$16,733.8	$16,248.4	$17,708.0	*	*	$2,252.3	$13,519.3

★ Critical Indicator "NA" - means Not Available in this report ⇩⇧ shows desired direction

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
Customer Experience	FY10	FY11	FY12	FY13	FY14	FY12	FY13
E-mails responded to in 14 days (%)	76%	57%	58%	58%	*	58%	54%
Letters responded to in 14 days (%)	60%	55%	54%	54%	*	50%	44%
Response to 311 Service Requests (SRs)							
Percent meeting time to (first) action – Damaged Tree - Branch or Limb Has Fallen Down (8 days)	94	97	94	94	*	96	97
Percent meeting time to (first) action – Dead Tree - Dead/Dying Tree (7 days)	87	94	87	87	*	89	95
Percent meeting time to (first) action – New Tree Request - For One Address (180 days)	94	87	80	80	*	42	98
Percent meeting time to (first) action – Overgrown Tree/Branches - Hitting Building (30 days)	95	96	93	93	*	96	92
Percent meeting time to (first) action – Root/Sewer/Sidewalk Condition - Trees and Sidewalks Program (30 days)	93	92	74	74	*	63	89

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13[1]	FY14[1]	FY12	FY13
Expenditures ($000,000)[2]	$382.7	$393.7	$361.3	$337.6	$451.0	$344.1	$143.7	$141.3
Revenues ($000,000)	$59.0	$63.9	$63.4	$85.6	$85.9	$83.6	$25.2	$25.3
Personnel (Total FT and FTE)	7,242	6,364	5,598	5,744	6,506	5,331	5,547	5,533
Full-time personnel	3,581	3,354	3,095	3,197	3,632	3,699	3,280	3,085
Full-time equivalent (FTE) personnel	3,661	3,010	2,503	2,547	2,874	1,632	2,267	2,448
- Parks Opportunity Program (POP) participants3	2,053	1,742	1,405	1,734	1,734	904	1,774	1,321
Overtime paid ($000,000)	$6.7	$7.5	$8.7	$3.6	$3.7	$3.6	$4.0	$3.3
Capital commitments ($000,000)	$542.1	$395.9	$290.4	$339.3	$1,383.2	$364.6	$57.0	$123.3
Work Experience Program (WEP) participants assigned	59	87	787	*	*	*	606	728

[1]January 2013 Financial Plan "NA" - Not Available in this report
[2]Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.
[3]The Parks Opportunity Program participants, reflected as full-time equivalents, are a subtotal of the Department's total Personnel count reported above. Four-month headcount data is based on the average headcount for the 12-month period of November 1, 2011 through October 31, 2012.

Noteworthy Changes, Additions or Deletions

- The Department added the following metrics: 'New Yorkers living within ¼ mile of a park (%),' 'Attendance at non-recreation center venues,' 'Attendance at skating rinks,' and 'Park volunteers.' Additionally, the Department replaced the metrics that reported on crimes against persons and property in the 20 largest parks, excluding Central Park, with similar metrics that report on these statistics in the 30 largest parks.

- The Department removed the following metrics: 'Average hours recreation centers open per week,' 'Lifeguards,' and 'Public service requests received through 311 that relate to quality of life.'

- The Law Department modified the indicator 'Tort cases commenced' by renaming it 'Cases commenced against the City in state and federal court' and adding federal cases for the first time. The Law Department renamed the indicator 'Tort payout ($000)' to 'Payout ($000).' The indicator 'Tort dispositions' was removed.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

For more information on the agency, please visit: www.nyc.gov/dpr.