



DEPARTMENT OF PARKS & RECREATION

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, over 600,000 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: Ensure 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

- Based on the criteria of the agency's internal inspection program, park ratings for both overall condition and cleanliness in the first four months of Fiscal 2013 were better than a year ago and exceeded performance targets by two percentage points. Overall condition ratings improved to 87 percent from 83 percent and cleanliness ratings rose to 92 percent from 89 percent. Improvements in small park ratings accounted for much of these increases, with overall condition increasing by six points to 85 percent and cleanliness by five points to 91 percent. To further improve park maintenance and identify efficiencies, the Department is currently evaluating how it allocates and mobilizes staff and other resources.
- Ratings for two playground features also increased. Play equipment improved by two percentage points to 93 percent, just below target, and safety surfaces increased by four points to 95 percent, meeting the target.
- In-service ratings for comfort stations and spray showers met or exceeded the 95 percent targets, while 94 percent of drinking fountains were found in service, just one percentage point below target.
- Fewer crimes against persons were reported by the Police Department in the 30 largest parks, 42 compared to 52 during the same four-month period a year ago. However, the number of reported property crimes increased from 52 to 81.

- DPR removed nearly 4,300 street trees in response to a service request, with 98 percent of these trees removed within 30 days of the request, above the 95 percent performance goal. Due largely to an accelerated pruning schedule, the Department pruned 22,420 trees under the block pruning program, 70 percent more than during the first four months of Fiscal 2013.
- Under the MillionTreesNYC initiative, the Department and its partners planted more than 29,400 trees, an increase of nine percent from last year. In October 2013 DPR hosted its largest tree planting event to date at Rockaway Community Park, where the Department worked with over 1,100 volunteers to plant 20,713 trees in a single day. This effort was also part of the Department's commitment to restore the Rockaway community after Hurricane Sandy.
- The Department completed 39 capital projects during the first four months of Fiscal 2014. At 69 percent and 67 percent, respectively, both the percentage of projects completed on time and within budget decreased and remained below the targets of 80 and 85 percent.
- Total membership at the City's recreation centers was up by 12.5 percent compared to October 2012. Overall, more than 1.1 million people visited a recreation center this reporting period, a 20 percent increase. The re-opening of two renovated centers in June 2013, Gertrude Ederle in Manhattan and Owen Dolen in the Bronx, contributed to the increased activity as did the July 2013 introduction of a new \$25 annual membership category for young adults in the 18-24 year old age group.
- The percent of emails and letters responded to within the 14-day standard declined significantly due, in large part, to a 14 percent net increase in the volume of correspondence handled during the first four months of Fiscal 2014 and an above average backlog of correspondence that existed at the beginning of the reporting period. By September 2013 the Department had added staff to address these issues and expects response times to improve by year-end.
- The percentage of forestry service requests (SRs) that were responded to within agreed to service levels decreased considerably for three of the five request types principally due to administrative delays in updating the status of the SR. As a result of a quality control exercise initiated by DPR during the reporting period, the Department identified a large volume of considerably older SRs whose status had not been updated in its forestry work management system even though in many cases the SR had long been resolved.

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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Parks rated acceptable for overall condition (%)	84%	82%	85%	85%	85%	83%	87%
- Overall condition of small parks and playgrounds (%)	83%	79%	83%	*	*	79%	85%
- Overall condition of large parks (%)	70%	69%	74%	*	*	77%	80%
- Overall condition of greenstreets (%)	96%	96%	96%	*	*	94%	96%
★Parks rated acceptable for cleanliness (%)	88%	88%	90%	90%	90%	89%	92%
- Cleanliness of small parks and playgrounds (%)	88%	87%	89%	*	*	86%	91%
- Cleanliness of large parks (%)	75%	77%	84%	*	*	82%	86%
- Cleanliness of greenstreets (%)	97%	97%	98%	*	*	97%	99%
★Play equipment rated acceptable (%)	91%	92%	93%	95%	95%	91%	93%
★Safety surfaces rated acceptable (%)	92%	92%	93%	95%	95%	91%	95%
★Comfort stations in service (in season only) (%)	92%	93%	94%	95%	95%	94%	95%
★Spray showers in service (in season only) (%)	91%	97%	92%	95%	95%	92%	96%
★Drinking fountains in service (in season only) (%)	93%	93%	95%	95%	95%	95%	94%
★Recreation centers rated acceptable for cleanliness (%)	94%	100%	100%	93%	93%	NA	NA
★Recreation centers rated acceptable for overall condition (%)	87%	87%	85%	85%	85%	NA	NA
Monuments receiving annual maintenance (%)	67%	75%	63%	*	*	27%	32%

★ Critical Indicator *NA* - means Not Available in this report ↕ ↑ shows desired direction

Goal 1b: Provide an overall quality park experience.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Major felonies in 30 largest parks (excludes Central Park) - Crimes against persons	113	93	127	↓	↓	52	42
★ - Crimes against property	113	136	155	↓	↓	52	81
Summonses issued	17,071	15,795	11,809	*	*	5,430	5,331
Violations admitted to or upheld at the Environmental Control Board (%)	NA	79.8%	81.1%	*	*	NA	75.3%

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Street trees pruned - Block program	30,776	29,497	46,697	50,000	50,000	13,196	22,420
- Annual pruning goal completed (%)	114%	109%	173%	*	*	49%	45%
- Trees pruned as a percent of pruning eligible trees	6%	6%	10%	*	*	NA	NA
Trees removed	14,117	16,248	22,920	*	*	6,092	6,564
- Street trees removed (in response to service request)	8,935	8,688	9,765	*	*	3,335	4,293
★ - Removed within 30 days of service request (%)	93%	94%	91%	95%	95%	99%	98%

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Goal 2b: Resolve tree-related emergencies promptly.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Public service requests received - Forestry (Total)	112,786	108,633	118,166	*	*	NA	NA
- Tree emergencies	27,529	31,561	50,775	*	*	NA	NA
★ Average time to close - Tree emergency service requests (days)	NA	NA	10.4	↓	↓	NA	21.4
- Down trees	NA	NA	8.3	*	*	NA	16.6
- Hanging tree limbs	NA	NA	13.2	*	*	NA	27.9
- Down tree limbs	NA	NA	11.9	*	*	NA	19.6

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ MillionTreesNYC							
- Trees planted - Parks	99,244	78,748	82,959	70,000	70,000	19,543	26,124
- Trees planted - Other	26,194	33,180	26,716	30,000	30,000	7,555	3,298

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Capital projects completed	165	132	123	110	110	36	39
★ Capital projects completed on time or early (%)	56%	49%	76%	80%	80%	72%	69%
Capital projects completed within budget (%)	85%	80%	77%	85%	85%	75%	67%

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Greenstreets	2,535	2,582	2,640	*	*	NA	NA
New Yorkers living within 1/4 mile of a park (%)	74.0%	75.6%	76.4%	*	*	NA	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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Recreation center memberships - Total	158,215	111,747	131,824	⬆	⬆	121,744	137,005
★ Recreation center attendance	3,163,028	3,098,257	3,016,412	⬆	⬆	929,233	1,113,810
★ Attendance at outdoor Olympic and intermediate pools (calendar year)	1,728,318	1,725,257	1,450,145	*	*	NA	NA
Attendance at historic house museums	797,259	834,208	677,493	*	*	398,738	358,049
Attendance at skating rinks	527,313	528,511	530,299	*	*	NA	NA
Attendance at non-recreation center programs	375,549	282,041	528,980	*	*	NA	431,514

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Parks with an affiliated volunteer group (%)	60%	63%	63%	*	*	63%	63%
Volunteer turnout	30,711	28,783	37,754	*	*	NA	13,948

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Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Cases commenced against the City in state and federal court	285	301	270	*	*	76	109
Payout (\$000)	\$16,248	\$17,708	\$24,342	*	*	\$13,519	\$3,680
Accidents involving City vehicles	462	390	442	*	*	NA	170
Workplace injuries reported	353	344	358	*	*	NA	149

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Emails responded to in 14 days (%)	57%	58%	45%	60%	*	54%	26%
Letters responded to in 14 days (%)	55%	54%	37%	60%	*	42%	23%

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Damaged Tree - Branch or Limb Has Fallen Down (8 days)	97	94	94	95	*	97	80
Percent meeting time to first action - Dead Tree - Dead/Dying Tree (7 days)	94	87	87	90	*	95	66
Percent meeting time to first action - New Tree Request - For One Address (180 days)	87	80	98	90	*	98	97
Percent meeting time to first action - Overgrown Tree/Branches - Hitting Building (30 days)	96	93	92	95	*	92	90
Percent meeting time to first action - Root/Sewer/Sidewalk Condition - Trees and Sidewalks Program (30 days)	92	74	82	85	*	89	56

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$393.7	\$361.3	\$426.3	\$380.4	\$433.7	\$385.0	\$141.3	\$169.8
Revenues (\$000,000)	\$63.9	\$63.4	\$63.0	\$77.6	\$70.8	\$68.9	\$25.3	\$27.2
Personnel (Total FT and FTE)	6,364	5,598	6,983	6,491	7,063	6,742	5,533	7,047
Full-time personnel	3,354	3,095	3,448	3,762	3,898	3,803	3,085	3,534
Full-time equivalent (FTE) personnel	3,010	2,503	3,535	2,729	3,165	2,939	2,448	3,513
- Parks Opportunity Program (POP) participants ³	1,742	1,405	1,640	1,751	1,751	1,770	1,321	1,574
Overtime paid (\$000,000)	\$7.5	\$8.7	\$15.4	\$3.6	\$3.8	\$3.6	\$3.3	\$4.6
Capital commitments (\$000,000)	\$395.9	\$290.4	\$532.8	\$457.1	\$1,768.9	\$329.5	\$123.3	\$55.4
Work Experience Program (WEP) participants assigned	87	787	688	*	*	*	728	586

¹February 2014 Financial Plan

²Expenditures include all funds.

"NA" - Not Available in this report

³The 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

- All previously reported data for the overall number of forestry-related service requests (SRs) has been corrected to include tree emergency SRs which had been inadvertently excluded.
- Four-month and annual Fiscal 2013 data for trees planted as part of the MillionTreesNYC initiative were revised. Fiscal year data for 2011 and 2012 were also corrected. In total, the data reconciliation resulted in a net decrease of 22,410 trees planted.

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.nycgovparks.org.

