

DEPARTMENT OF PARKS & RECREATION

Susan M. Donoghue, Commissioner



WHAT WE DO

The Department of Parks and Recreation (DPR), also referred to as NYC Parks, manages and cares for the City's 2,000 parks, 1,000 playgrounds, 36 recreation centers, 12,000 acres of natural areas with 4.9 million trees, over 660,000 street trees, and 160 miles of shoreline, to strengthen the health, environment, and communities of New York City. NYC Parks also offers thousands of programs and events to enrich and empower New Yorkers and strengthen the social fabric of NYC's neighborhoods, including free Shape Up NYC fitness classes, Kids in Motion children's programming, Urban Park Rangers' nature exploration events, music and sports festivals, diverse stewardship opportunities, and green job training programs.

FOCUS ON EQUITY

NYC Parks' mission is to grow, maintain, and program a world-class park system prioritizing equity, access, safety, and nature for all. NYC Parks' efforts build on the core principles of good park management: targeted capital investment, expansion and protection of natural resources, strong community and public private partnerships, enriching and capacity building programming, efficient and effective maintenance, and prioritizing communities that have been historically under resourced. Interconnection among each of these areas is essential to the growth of a vital park system that fosters the health and well-being of New Yorkers and their environment.

To achieve this, NYC Parks launched the Vital Parks for All plan in Fiscal 2024, which includes a \$3.2 billion investment to upgrade park facilities, equitably deliver new resources to underserved communities, and equip New Yorkers with information to celebrate, support, and advocate for their local parks. Vital Parks for All envisions public greenspaces as critical living infrastructure and seeks to ensure that all communities have access to parks that are clean and safe, green and resilient, and supported by engaged and empowered New Yorkers, with a particular emphasis on historically underserved areas. Informed by data and map analysis, NYC Parks is pursuing 10 strategic initiatives, including supporting local stewardship through the Let's Green NYC initiative, upgrading aging pools and restrooms and building new state-of-the-art facilities, and expanding new parkland in neighborhoods where it is limited. These initiatives aim to enhance the City's physical greenspaces and bring them to life with people, programs, and nature, improving individual, community, and environmental health for all. NYC Parks has also launched the Vital Parks Explorer, an innovative online tool that gives New Yorkers the same interactive data the Agency uses to target investments, displaying at a glance the level of access neighborhoods have to more than 20 critical park services. With the Explorer, New Yorkers are also empowered to identify the gaps in the citywide park network and work within their communities and with the City to address these gaps.

NYC Parks has been evaluating and evolving the Language Access Program to accommodate the ever-changing needs of the City, especially this past year with the influx of migrants coming into New York City. To better serve these newest New Yorkers, the Agency has conducted outreach related to language access to the various divisions that engage with the public. This has increased awareness of the legal requirements and services available to staff to address requests. As a result, the Agency has seen an increase in language access requests to have various documents (rules signage, event flyers, etc.) translated into a variety of languages and to have interpreters onsite for programs, including workshops, staff onboarding, and even swimming lessons.

To achieve the goal of equity both internally and externally, NYC Parks continues to expand its contracts with Minority and Women-owned Business Enterprises, exceeding the citywide goal of 30 percent utilization. Parks also continues to build an equitable internal culture. Since its launch in summer 2022, Parks' Diversity Equity Inclusion and Belonging (DEIB) office has worked to establish itself across the Agency through informative panels, workshops, restorative circles, and the creation of a DEI Council to ensure key principles are integrated into all aspects of the Agency's work.

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.
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SERVICE 2 Manage the City’s street, park and forest trees.

- Goal 2a Maintain and preserve trees under DPR stewardship.
 - Goal 2b Resolve high-priority tree work promptly.
 - Goal 2c Increase the number of trees under DPR stewardship.
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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.
 - Goal 3b Ensure an adequate supply of parkland to meet future needs.
 - Goal 3c Care for natural areas within parks, including forests, wetlands, and grasslands.
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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.
- Goal 4b Increase volunteer activity at City programs and events.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Manage the City's parks and recreation facilities.

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

In Fiscal 2024, overall condition and cleanliness ratings reached 89 percent and 94 percent, respectively, exceeding targets. Overall condition rose two percentage points and cleanliness rose one percentage point in Fiscal 2024 compared to Fiscal 2023. The percent of public restrooms in-service reached 96 percent, exceeding the target and increasing two percentage points.

Recreation center cleanliness ratings remained steady at 100 percent and overall condition ratings improved by one point to 80 percent in Fiscal 2024, however this overall condition still fell below target. Oversight and management of emergency equipment and procedures contributes to overall condition ratings. The Agency is working diligently to resolve all issues identified in the inspection reports to improve the overall experience of park and recreation center visitors.

The percent of monuments receiving annual maintenance in Fiscal 2024 decreased to 75 percent from 79 percent in Fiscal 2023. There was an increase in more complex conservation projects that required massive restoration and staff attention. An increase in graffiti on monuments led to more staff time focused on graffiti removal.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Parks rated acceptable for overall condition (%)	91%	86%	86%	87%	89%	85%	85%	Neutral	Up
– Overall condition of small parks and playgrounds (%)	90%	86%	86%	87%	90%	*	*	Neutral	Up
– Overall condition of large parks (%)	87%	81%	80%	84%	86%	*	*	Neutral	Up
– Overall condition of greenstreets (%)	97%	94%	93%	91%	90%	*	*	Neutral	Up
★ Parks rated acceptable for cleanliness (%)	94%	91%	92%	93%	94%	90%	90%	Neutral	Up
– Cleanliness of small parks and playgrounds (%)	94%	90%	93%	93%	94%	*	*	Neutral	Up
– Cleanliness of large parks (%)	92%	87%	88%	89%	92%	*	*	Neutral	Up
– Cleanliness of greenstreets (%)	99%	97%	98%	98%	99%	*	*	Neutral	Up
★ Play equipment rated acceptable (%)	97%	96%	96%	96%	96%	95%	95%	Neutral	Up
★ Safety surfaces rated acceptable (%)	95%	95%	93%	94%	94%	95%	95%	Neutral	Up
★ Public restrooms in service (in season only) (%)	94%	91%	96%	94%	96%	95%	95%	Neutral	Up
★ Spray showers in service (in season only) (%)	98%	98%	98%	98%	95%	95%	95%	Neutral	Up
★ Drinking fountains in service (in season only) (%)	96%	95%	95%	96%	94%	95%	95%	Neutral	Up
★ Recreation centers rated acceptable for cleanliness (%)	100%	NA	100%	100%	100%	95%	95%	NA	Up
★ Recreation centers rated acceptable for overall condition (%)	90%	NA	87%	79%	80%	85%	85%	NA	Up
Monuments receiving annual maintenance (%)	80%	74%	81%	79%	75%	*	*	Neutral	Up
★ Critical Indicator	● Equity Indicator	"NA" Not Available			⬆️⬆️ Directional Target	* None			

Goal 1b Provide an overall quality park experience.

The New York City Police Department (NYPD) is principally responsible for ensuring public safety throughout the City, including in parks. NYC Parks is committed to assisting NYPD in this effort to provide a positive and safe experience for all park visitors. Although reported crimes against persons increased in Fiscal 2024 compared to Fiscal 2023, 618 compared to 558 respectively, crimes against properties fell to 491 in Fiscal 2024 compared to 549 in Fiscal 2023. The Central Park Precinct, not included in the crimes against persons and property indicators cited, reported a total of 115 major felony crimes in Fiscal 2024, compared to 82 in Fiscal 2023. The increase is driven by incidents of robbery and grand larceny, which increased 31 percent and 41 percent, respectively. NYPD have increased patrols in the park and are coordinating with adjacent precincts to mitigate crime in the area.

NYC Parks Enforcement Patrol (PEP) issued 22,933 summonses in Fiscal 2024, a decrease from 24,461 in Fiscal 2023. Parking violations account for most summonses issued by PEP.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Major felonies reported on Parks' properties (excludes Central Park) — Crimes against persons	611	437	592	558	618	↓	↓	Up	Down
– Crimes against properties	472	230	499	549	491	*	*	Up	Down
Summonses issued	16,929	20,917	24,511	24,461	22,933	*	*	Up	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	81.1%	91.7%	90.8%	90.4%	89.9%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 2 Manage the City's street, park and forest trees.

Goal 2a Maintain and preserve trees under DPR stewardship.

A total of 54,448 street trees were pruned through the block pruning program in Fiscal 2024, the most since Fiscal 2020 and an 18 percent improvement from last year, accounting for 84 percent of the annual pruning goal. Unfortunately, NYC Parks did not reach the annual target of 65,000 street trees pruned due to pruning contract registration delays. A total of 9,548 trees were removed in Fiscal 2024, a four percent decrease compared to Fiscal 2023, and the lowest number of trees removed in over a decade. The number of trees removed each year is influenced by storm events, and New York City did not experience any major storms in Fiscal 2024.

The number of tree inspections rose to 142,656 in Fiscal 2024, compared to 80,187 in Fiscal 2023. This indicator includes inspections performed both by in-house inspectors and consultants who write work orders for block pruning contracts. Inspections in Fiscal 2023 were reduced due to delays at the beginning of the fiscal year affecting the consultant contract that NYC Parks uses to inspect trees for block pruning, and even after the consultant contract issues were resolved, the delays affecting the ability to carry out block pruning work persisted. The in-house inspectors, who respond to urgent safety concerns, have maintained a consistent level of productivity. In Fiscal 2024, 62,770 inspections were done in-house, an increase of 15 percent from Fiscal 2023, while 79,886 were done by consultants, an increase of 212 percent, as contract issues are now resolved.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Street trees pruned — Block program	59,771	18,900	43,463	46,097	54,448	65,000	65,000	Up	Up
– Annual pruning goal completed (%)	92%	NA	67%	71%	84%	*	*	NA	Up
– Street trees pruned as a percent of pruning eligible trees	11%	3%	8%	8%	10%	*	*	Up	Up
Trees removed	11,321	11,818	11,686	9,955	9,548	*	*	Down	*
Tree inspections	138,671	87,725	184,449	80,187	142,656	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2b Resolve high-priority tree work promptly.

In Fiscal 2024, 97 percent of immediate priority and 99 percent of high priority work was resolved on time. This represents a modest decrease for immediate priority work, and a modest increase for high priority work compared to Fiscal 2023.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Immediate priority tree work resolved within 7 days (%)	97%	92%	99%	98%	97%	*	*	Neutral	*
★ High-priority tree work resolved within 28 days (%)	91%	95%	97%	98%	99%	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2c Increase the number of trees under DPR stewardship.

A total of 42,028 trees were planted in Fiscal 2024 by NYC Parks, permitted entities, and agency partners, a 35 percent increase compared to the 31,088 trees planted in Fiscal 2023. NYC Parks' tree planting program, which accounts for most trees planted along City streets and in landscaped areas of parks, planted nearly 18,000 of the total trees, the most since Fiscal 2016. The Agency's forest restoration program planted over 16,000 of the total trees in natural areas, with the culmination of three large scale forest restoration contracts in Alley Pond and Kissena Parks in Queens and Willowbrook Park in Staten Island.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Trees planted	21,799	22,144	32,468	31,088	42,028	↑	↑	Up	Up
– Trees planted along City streets	9,241	9,305	14,842	14,834	16,129	*	*	Up	Up
– Trees planted on landscaped areas of parks	4,337	2,339	3,096	3,760	4,534	*	*	Up	Up
– Trees planted in natural areas of parks	8,221	10,500	14,530	12,494	21,365	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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.

In Fiscal 2024, NYC Parks completed 142 capital projects, exceeding the target of 130, with 85 percent of projects finishing construction on time or early and 93 percent completed within budget, also surpassing targets. Completed projects include Callahan-Kelly Playground (Brooklyn), a \$21.6 million reconstruction that completely transformed a key public space at Broadway Junction, adding a wide range of amenities including a public restroom building, ball courts, a running track, multi-use synthetic turf field, and skate park. Accessibility was a key component of this project, which provided new accessible entrances and paths throughout the multi-tiered site, and improved connectivity by adding safe pedestrian routes and street crossings. The reconstruction of Monsignor Kett Playground (Manhattan) was an \$8.8 million project that updated the entire property, including new basketball and handball courts, play area and spray shower, and a new public restroom building. The reconstruction included sustainable features such as robust plantings and shade trees, irrigation and drainage improvements, recycled content materials, and a water-conserving spray shower. The added accessible site paths, play features, and a secluded area for quiet play provide opportunities for children of all ages and abilities to enjoy the playground. Accessibility is a key component of an equitable park system, and ensuring that New Yorkers of all ages and abilities can access and enjoy Parks amenities remains a top priority in all capital projects.

In addition, NYC Parks continues to promote long-term equitable park development and sustainable service improvement through the Community Parks Initiative (CPI), the City's equity-informed program that reconstructs historically underserved neighborhood parks, prioritized through a data-driven approach. NYC Parks has transformed 65 CPI sites since the launch of the program in Calendar 2014. In January 2024, NYC Parks announced that 20 additional parks, across all five boroughs, will receive transformative investment through CPI, totaling over \$100 million.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Capital projects completed	121	143	121	144	142	130	130	Up	*
★ Capital projects completed on time or early (%)	78%	85%	80%	88%	85%	80%	80%	Neutral	Up
Capital projects completed within budget (%)	92%	93%	86%	90%	93%	85%	85%	Neutral	Up
Eligible capital projects including accessibility improvements (%)	NA	NA	NA	100%	100%	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 3b

Ensure an adequate supply of parkland to meet future needs

The percentage of New Yorkers living within walking distance of a park remained at 83.9 percent. The Department of Education, the School Construction Authority and NYC Parks are working together on a strategy to open more Schoolyard to Playground sites. NYC Parks is also working on an acquisition approach to target underutilized properties in areas currently underserved by open space. NYC Parks remains committed to the City’s goal of 85 percent of New Yorkers living within walking distance of a park by 2030.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ ● New Yorkers living within walking distance of a park (%)	81.7%	81.7%	83.6%	83.9%	83.9%	⬆	⬆	Neutral	Up
★ Critical Indicator	● Equity Indicator	“NA” Not Available		⬆⬆ Directional Target	* None				

Goal 3c

Care for natural areas within parks, including forests, wetlands, and grasslands.

Based on available resources, the Agency’s Natural Resource Group (NRG) cared for 767.8 acres of natural areas in Fiscal 2024 by removing problem species, installing deer fence to protect vulnerable new plantings and rare plants, removing debris, seeding, planting, and other activities that improve the quality and function of the City’s natural areas. NRG staff and volunteers work year-round to protect and conserve the over 12,000 acres of forests, wetlands, and grasslands across the City. Notable successes include mulching over 1,000 newly planted trees in Kissena Park (Queens) with the help of 300 volunteers, and a targeted removal of an aggressive species called “mile-a-minute” that was overtaking newly planted trees in Willowbrook Park (Staten Island).

In addition to trees, NRG planted 51,718 native shrubs and herbaceous plants in Fiscal 2024. Shrubs and herbaceous plants build structural diversity in a natural area and provide habitat and food for birds and other wildlife. Notable projects this fiscal year include the planting of 8,000 herbaceous plants at the mouth of Alley Creek in Alley Pond Park (Queens) to restore an eroded salt marsh, and 550 shrubs in Van Cortlandt Park (Bronx) to shore up a long-term restoration site near a State-regulated freshwater wetland.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Acres of natural areas cared for	NA	NA	NA	1,224.4	767.8	*	*	NA	Up
Number of native plants (non-trees) planted in natural areas	NA	NA	NA	57,173	51,718	*	*	NA	Up
★ Critical Indicator	● Equity Indicator	“NA” Not Available		⬆⬆ Directional Target	* None				

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.

Total recreation center memberships and attendance are up for Fiscal 2024. In Fiscal 2024 memberships increased 21 percent, to 141,486 memberships compared to 117,116 for Fiscal 2023. Memberships increased in all age categories. Attendance is up to 1,870,379 from 1,647,046, a 14 percent increase. During this time, several recreation centers were closed for capital renovation which contributed to the numbers remaining below COVID-19 pandemic levels.

Attendance at non-recreation center programs increased 16 percent in Fiscal 2024, with 602,003 attendees compared to 518,150 in Fiscal 2023. Attendance for Kids in Motion and Summer Sports Experience programming at playgrounds, which engages children in active, outdoor play, is on the rise after the COVID-19 pandemic. Attendance was also high for Family Fun Day events; these are events where Council Members from various districts partner with NYC Parks’ Recreation teams to present a fun day filled with family-friendly activities in different New York City parks and playgrounds. Weather-related cancellations were a factor in the decrease in Mobile Unit programming as these events take place outdoors. Attendance at structured adult fitness programming increased significantly in Fiscal 2024 but is still far below pre-pandemic levels because there have been fewer volunteers than before to lead classes, but the program is continually conducting outreach to grow volunteer capacity.

Outdoor pool attendance for Olympic and Intermediate pools increased by 13 percent, from 864,216 in Fiscal 2023 to 974,931 in Fiscal 2024. Several factors are responsible for the increase in overall outdoor pool usership, including weather, lifeguard staffing, and the reopening of one of the City's largest pool facilities, Astoria Pool, which contributed to a 163 percent increase in pool usership in Queens alone. Additionally, NYC Parks served 24,424 patrons during extended pool hours due to heat waves. Recruitment for lifeguards continued to be a challenge in Fiscal 2024, reflecting the national trend. Through focused outreach efforts and expanding opportunities to qualify for the Lifeguard Training Program, NYC Parks recruited 270 new first-year lifeguards, a 45 percent increase from the 2023 pool season. Even with this challenge, all of NYC Parks' operational pools and beaches were opened on-time and for the duration of the season for the enjoyment of New Yorkers, albeit with capacity restrictions at most facilities.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Total recreation center memberships	142,915	142,915	100,385	117,116	141,486	⬆	⬆	Neutral	Up
– Seniors	20,218	20,218	NA	16,199	17,468	*	*	NA	Up
– Adults	NA	41,099	NA	24,315	25,859	*	*	NA	Up
– Young adults (subset of adult membership)	NA	14,662	NA	24,598	34,791	*	*	NA	Up
– Youth and children	NA	81,598	NA	52,004	63,368	*	*	NA	Up
★ Total recreation center attendance	1,947,377	4,227	776,001	1,647,046	1,870,379	⬆	⬆	Up	Up
– Seniors	502,543	NA	NA	409,349	475,810	*	*	NA	Up
– Adults	NA	NA	NA	480,592	574,936	*	*	NA	Up
– Young adults (subset of adult attendance)	NA	NA	NA	199,405	232,290	*	*	NA	Up
– Youth and children	NA	NA	NA	353,867	398,811	*	*	NA	Up
– Visitors	225,160	NA	NA	203,833	188,532	*	*	NA	Up
★ Attendance at outdoor Olympic and intermediate pools (pool season)	204,899	892,306	986,448	864,216	974,931	*	*	Up	*
Attendance at historic house museums	510,492	486,836	540,287	714,326	661,763	*	*	Up	Up
Attendance at skating rinks	481,433	308,044	500,675	481,345	537,341	*	*	Up	Up
Total attendance at non-recreation center programs	695,594	118,350	385,140	518,150	602,003	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆⬆ Directional Target * None									

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

Volunteer turnout increased to 39,186 volunteers in Fiscal 2024 compared to 38,109 volunteers in Fiscal 2023, a three percent increase. Partnerships for Parks volunteers accounted for most of this number. The nonprofit volunteer team saw an increase in demand for volunteer projects and changed their seasonal staffing structure to be able to provide more targeted support for projects and for the Junior Litter League. The corporate volunteer team also saw an increase in the demand for volunteer projects. They were able to work with more corporate partners by increasing the number of "Team Up Day" projects they host, which are prescheduled days on the calendar that multiple smaller corporate volunteer groups can join on the same day. The Agency's Let's Green NYC initiative also contributed to an increased number of volunteers for Partnerships for Parks projects in Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Community partner groups engaged by Partnerships for Parks	589	506	485	568	471	*	*	Down	Up
Volunteer turnout	28,194	19,093	32,413	38,109	39,186	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆⬆ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Cases commenced against the City in state and federal court	261	259	334	293	234	*	*	Neutral	*
Payout (\$000)	\$25,424	\$18,775	\$28,549	\$24,640	\$54,305	*	*	Up	Down
Workplace injuries reported	444	436	494	457	655	*	*	Up	Down
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
E-mails routed and responded to in 14 days (%)	68%	68%	73%	76%	79%	60%	60%	Up	Up
Letters routed and responded to in 14 days (%)	83%	81%	83%	85%	86%	60%	60%	Neutral	Up
Completed customer requests for interpretation	263	216	283	290	544	*	*	Up	*
CORE facility rating	98	100	100	97	99	85	85	Neutral	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
★ Total public service requests received — Forestry	85,699	141,772	91,785	92,225	110,413	*	*	Neutral	*
– Downed Trees, downed limbs, and hanging limbs	23,578	69,654	23,337	19,428	28,110	*	*	Down	*
Damaged Tree — Branch or Limb Has Fallen Down — % of SRs Meeting Time to First Action (8 days)	94%	78%	77%	73%	81%	95%	95%	Down	*
Percent meeting time to first action — Dead Tree — Dead/Dying Tree (30 days for trees planted within a 2 year period, 7 days for all other trees)	52%	53%	66%	67%	72%	90%	90%	Up	*
Percent meeting time to first action — New Tree Request — For One Address (180 days)	100%	84%	55%	85%	79%	90%	90%	Down	*
Percent meeting time to first action — Overgrown Tree/Branches — Hitting Building (30 days)	74%	84%	78%	52%	73%	95%	95%	Down	*
Percent meeting time to first action — Root/Sewer/Sidewalk Condition — Trees and Sidewalks Program (30 days)	36%	21%	14%	13%	30%	85%	85%	Down	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$567.2	\$526.6	\$588.2	\$614.3	\$640.5	\$618.3	\$618.0	Up
Revenues (\$000,000)	\$61.8	\$23.4	\$55.7	\$69.7	\$69.8	\$68.9	\$67.3	Up
Personnel (Total FT and FTE)	6,936	6,026	7,198	6,785	6,802	7,967	7,275	Neutral
Full-time equivalent (FTE) personnel	2,700	2,021	3,448	2,386	2,526	3,457	2,825	Neutral
- Parks Opportunity Program (POP) participants ⁴	1,420	779	819	1,084	895	1,314	1,012	Down
Overtime paid (\$000,000)	\$24.3	\$24.8	\$29.9	\$30.3	\$17.2	\$15.7	\$13.5	Down
Capital commitments (\$000,000)	\$332.9	\$483.5	\$538.4	\$553.8	\$575.6	\$619.8	\$724.2	Up

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller’s Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the “Indicator Definitions” at [nyc.gov/mmr](https://www.nyc.gov/mmr) for details. ²Authorized Budget Level ³Expenditures include all funds ⁴The Parks Opportunity Program participants, reflected as full-time equivalents, are a subtotal of the Department’s total Personnel count reported above. “NA” - Not Available *None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$472.4	\$471.7	
001 - Executive Management and Administrative Services	\$9.2	\$10.6	All
002 - Maintenance and Operations	\$379.5	\$373.3	1a, 1b, 2a, 2b, 2c, 3a, 4a, 4b
003 - Design and Engineering	\$51.0	\$52.9	2c, 3a, 3b
004 - Recreation Services	\$32.7	\$34.9	4a, 4b
Other Than Personal Services - Total	\$141.9	\$168.7	
006 - Maintenance and Operations	\$110.4	\$136.8	1a, 1b, 2a, 2b, 2c, 3a, 4a, 4b
007 - Executive Management and Administrative Services	\$27.3	\$26.6	All
009 - Recreation Services	\$2.1	\$2.3	4a, 4b
010 - Design and Engineering	\$2.1	\$3.0	2c, 3a, 3b
Agency Total	\$614.3	\$640.5	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ²City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Fiscal 2024 target for 'Capital projects completed' was established as 130 in the Fiscal 2023 Mayor's Management Report. This figure was erroneously omitted from the Fiscal 2024 Preliminary Mayor's Management Report.
- Previously published Fiscal 2023 data for 'New Yorkers living within walking distance of a park (%)' was adjusted from 84.6 percent to 83.9 percent. There was an error in the Fiscal 2023 analysis, there has been no decrease in open-space access.
- Previously published Fiscal 2023 data for 'Attendance at outdoor Olympic and intermediate pools (pool season)' was adjusted from 864,390 to 864,216 after data review.

ADDITIONAL RESOURCES

For additional information go to:

- New York City Parks Inspection Program Results:
<http://www.nycgovparks.org/park-features/parks-inspection-program>
- Volunteer opportunities in New York City Parks:
www.nyc.gov/parks/volunteer
- Vital Parks Explorer:
<https://www.nycgovparks.org/about/vital-parks/explorer>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

For more information on the agency, please visit: www.nycgovparks.org.

