

DEPARTMENT OF PARKS & RECREATION

Iris Rodriguez-Rosa, 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 the City'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 historically under-resourced communities. Interconnection among 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 initial 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 under-served areas. Informed by data and spatial analysis, NYC Parks is advancing a host of strategic initiatives through the plan, including supporting local stewardship through the Let's Green NYC initiative, making a \$1 billion investment in aging pools and constructing new ones, adding 46 new public restrooms and reconstructing 40 existing ones through Better Bathrooms, and expanding parkland in neighborhoods where it is limited. The Vital Parks for All 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 a neighborhood has to more than 21 critical park amenities and services. The Vital Parks Explorer also empowers New Yorkers to identify the gaps in the citywide park network and work within their communities and with the City to address these gaps.

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. NYC Parks also continues to build an equitable internal culture. Since launching in summer 2022, NYC Parks' Diversity Equity Inclusion and Belonging (DEIB) Office has established its presence across the Agency by organizing informative panels, workshops, and restorative circles, and by creating of a DEI Council to integrate key principles into every aspect 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 2025

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 2025, overall condition and cleanliness ratings met targets, but each declined by two percentage points to 87 percent and 92 percent, respectively from Fiscal 2024. The percent of public restrooms in service declined by two percentage points to 94 percent in Fiscal 2025, one percentage point below target. The drop in these ratings was largely due to the loss of “second shift” staff through City budget reductions at 100 heavily used locations during last year’s peak summer season. The second shift deploys dedicated cleaning staff to these locations during peak use evening hours and weekends. With the reestablishment of the second shift for Fiscal 2026, NYC Parks expects to see these ratings rebound. Recreation center cleanliness ratings remained steady at 100 percent, and overall condition ratings for recreation centers improved nine percentage points to 89 percent, both indicators exceeding target. Continuing improvements to the management of emergency equipment contributed to the increase in overall condition.

The percent of monuments receiving annual maintenance in Fiscal 2025 decreased to 70 percent from 75 percent in Fiscal 2024. This decrease is in part due to focused staff attention on in-depth restoration at many notable sites, including the Soldiers and Sailors Memorial Arch at Grand Army Plaza, and a project to restore and correct 200-year-old fallen headstones at Gravesend Cemetery, both located in Brooklyn. Additionally, many monuments are currently at sites undergoing capital projects, rendering them inaccessible for maintenance.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Parks rated acceptable for overall condition (%)	86%	86%	87%	89%	87%	85%	85%	Neutral	Up
– Overall condition of small parks and playgrounds (%)	86%	86%	87%	90%	87%	*	*	Neutral	Up
– Overall condition of large parks (%)	81%	80%	84%	86%	85%	*	*	Neutral	Up
– Overall condition of greenstreets (%)	94%	93%	91%	90%	90%	*	*	Neutral	Up
★ Parks rated acceptable for cleanliness (%)	91%	92%	93%	94%	92%	90%	90%	Neutral	Up
– Cleanliness of small parks and playgrounds (%)	90%	93%	93%	94%	92%	*	*	Neutral	Up
– Cleanliness of large parks (%)	87%	88%	89%	92%	90%	*	*	Neutral	Up
– Cleanliness of greenstreets (%)	97%	98%	98%	99%	98%	*	*	Neutral	Up
★ Play equipment rated acceptable (%)	96%	96%	96%	96%	96%	95%	95%	Neutral	Up
★ Safety surfaces rated acceptable (%)	95%	93%	94%	94%	94%	95%	95%	Neutral	Up
★ Public restrooms in service (in season only) (%)	91%	96%	94%	96%	94%	95%	95%	Neutral	Up
★ Spray showers in service (in season only) (%)	98%	98%	98%	95%	94%	95%	95%	Neutral	Up
★ Drinking fountains in service (in season only) (%)	95%	95%	96%	94%	97%	95%	95%	Neutral	Up
★ Recreation centers rated acceptable for cleanliness (%)	NA	100%	100%	100%	100%	95%	95%	NA	Up
★ Recreation centers rated acceptable for overall condition (%)	NA	87%	79%	80%	89%	85%	85%	NA	Up
Monuments receiving annual maintenance (%)	74%	81%	79%	75%	70%	*	*	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 its parks. NYC Parks is committed to assisting NYPD in this effort to provide a positive and safe experience for all park visitors. Reported crimes against persons in Fiscal 2025 decreased 10 percent to 606 compared to 673 in Fiscal 2024, and crimes against property decreased 15 percent to 467 in Fiscal 2025 compared to 551 in Fiscal 2024.

NYC Parks Enforcement Patrol (PEP) issued 18,589 summonses in Fiscal 2025, a decrease from 22,933 in Fiscal 2024. Parking violations account for most summonses issued by PEP, with more parking violations issued last fiscal year. Fewer PEP officers citywide caused a decrease in summonses issued.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Major felonies reported on NYC Parks properties — Crimes against persons	461	626	601	673	606	↓	↓	Up	Down
★ – Crimes against property	273	525	588	551	467	↓	↓	Up	Down
Summonses issued	20,917	24,511	24,461	22,933	18,589	*	*	Down	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	91.7%	90.8%	90.4%	89.9%	86.1%	*	*	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 64,673 streets trees were pruned through the block pruning program in Fiscal 2025, the most since Fiscal 2019, and a 19 percent increase from last fiscal year. NYC Parks achieved 99 percent of the 65,000 annual target compared to the 89 percent in Fiscal 2024. The number of tree inspections rose to 150,743 established for this goal, a six percent increase compared to 142,656. This indicator includes inspections performed both by in-house inspectors, who respond to urgent safety concerns from the public, and consultants who write work orders for block pruning and other maintenance contracts. Although a total of 10,352 trees were removed in Fiscal 2025, an eight percent increase compared to Fiscal 2024, New York City did not experience any major storms in Fiscal 2025, which can be a principal driver of tree removal needs.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Street trees pruned — Block program	18,900	43,463	46,097	54,448	64,673	65,000	65,000	Up	Up
– Annual pruning goal completed (%)	NA	67%	71%	84%	99%	*	*	NA	Up
– Street trees pruned as a percent of pruning eligible trees	3%	8%	8%	10%	12%	*	*	Up	Up
Trees removed	11,818	11,686	9,955	9,548	10,352	*	*	Down	*
Tree inspections	87,725	184,449	80,187	142,656	150,743	*	*	Up	*
★ Critical Indicator 🌳 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 2b Resolve high-priority tree work promptly.

In Fiscal 2025, 96 percent of immediate priority and 99 percent of high priority tree work was resolved on time. This represents a modest decrease for immediate priority work, and no change for high priority work compared to Fiscal 2024. Tree risk prioritization involves assessing the potential risk of a tree or branch falling and hitting a target. Immediate priority work must be addressed within a week and high priority work within 28 days.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Immediate priority tree work resolved within 7 days (%)	92%	99%	98%	97%	96%	*	*	Neutral	*
★ High-priority tree work resolved within 28 days (%)	95%	97%	98%	99%	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 34,667 trees were planted in Fiscal 2025 by NYC Parks, permitted entities, and agency partners, an 18 percent decrease compared to Fiscal 2024. NYC Parks’ tree planting program accounts for most trees planted along City streets and in landscaped parks. This overall decline is attributable to tree planting in natural areas, which decreased by 47 percent compared to last fiscal year. NYC Parks planted fewer trees in natural areas in Fiscal 2025 due to a reduction in resources. Trees planted in landscaped areas of parks increased over 24 percent in Fiscal 2025 compared to Fiscal 2024. This fiscal year, 17,767 trees were planted along City streets, a 10 percent increase from Fiscal 2024. This includes over 1,000 street trees planted in Queens by the Agency’s pilot in-house tree planting program, which launched in Fiscal 2024 as part of a strategy to make tree planting more efficient and cost effective.

In Fiscal 2025, NYC Parks launched the Neighborhood Tree Planting Program, a more equitable and efficient approach to street tree planting. New street trees will be planted on a cyclical basis—prioritizing the most heat-vulnerable neighborhoods first. NYC Parks no longer take requests for new street trees; alternatively, each neighborhood will be inspected and planted sequentially. NYC Parks’ Neighborhood Tree Planting program aims to plant the entire City on a nine-year cycle. The number of trees planted by NYC Parks in Heat Vulnerability Index (HVI) 4 and 5 neighborhoods, the two highest levels of heat-related harm, was 8,856, the most in any year since the Cool Neighborhoods initiative began in Fiscal 2018. Cool Neighborhoods is a City strategy to fight extreme heat by expanding green spaces and tree canopy, adding reflective “cool roofs,” and using lighter street materials to reduce the urban heat island effect and help New Yorkers adapt to rising temperatures.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Trees planted	22,144	32,468	31,088	42,028	34,667	↑	↑	Up	Up
– Trees planted along City streets	9,305	14,842	14,834	16,129	17,767	*	*	Up	Up
– Trees planted on landscaped areas of parks	2,339	3,096	3,760	4,534	5,628	*	*	Up	Up
– Trees planted in natural areas of parks	10,500	14,530	12,494	21,365	11,272	*	*	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 2025, NYC Parks completed 128 capital projects, exceeding the target of 125, with 82 percent of project construction completed on time or early and 92 percent completed within budget, also surpassing targets. Two completed projects include the Strong Street Playground in the Bronx and the Cooper Park public restroom building reconstruction in Brooklyn. The \$3.04 million project to reconstruct the Strong Street Playground in the Bronx was completed in May 2025. It ultimately transformed the playground, providing all-new play equipment and spray showers, along with new fencing and sidewalks, benches, tables, and plantings. The project also preserved the park’s mature shade trees, and the play area was redesigned to create an inviting and accessible play experience for all children and quiet areas for people of all ages to spend time together. Sustainability was a major goal of the project. The project increased permeability with the addition of new planted areas, pitched paved areas towards the plantings wherever possible, and planted new trees as an investment in the parks’ future tree canopy. Additionally, the project installed low-flow spray features controlled by push-button activators on timers and benches with recycled plastic lumber slats.

Accessibility continues to be a top priority in all capital projects, ensuring that New Yorkers of all abilities can access and enjoy park amenities, and in Fiscal 2025 100 percent of eligible projects included accessibility upgrades. In September 2024, the Agency completed the \$1.6 million reconstruction of the public restroom building at Cooper Park. The existing public restroom was reconstructed for American with Disabilities Act (ADA) compliance, facilitating access for all park visitors. The project also upgraded the building’s mechanical, electrical, plumbing systems, and interior finishes to meet current park standards. The building exterior received new openings for windows, door replacements, masonry cleaning, repointing, and architectural roof coatings, and the project also constructed a concrete apron around the public restroom to address existing drainage issues.

Dongan Playground (Staten Island), a \$3.6 million project, renovated the entire playground with improvements including creating passive social seating areas, new synthetic turf play area, updated play equipment, and new swings. The site was re-graded to mitigate moderate storm events, which required dividing the age two-five-year play and age five-12-year play areas by an elevated platform. As a result, this provided an opportunity to create a more accessible play experience for children of all abilities to enjoy their playground experience side by side. It created a raised vantage point that connects to the age five-12-year play equipment and deck platform. The two-five-year play area focuses on sensory play and provides opportunities for children of all ages and abilities to enjoy the playground.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Capital projects completed	143	121	144	142	128	125	120	Neutral	*
★ Capital projects completed on time or early (%)	85%	80%	88%	85%	82%	80%	80%	Neutral	Up
Capital projects completed within budget (%)	93%	86%	90%	93%	92%	85%	85%	Neutral	Up
Eligible capital projects including accessibility improvements (%)	NA	NA	100%	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 increased to 84.2 percent in Fiscal 2025 compared to 83.9 percent in Fiscal 2024. This increase is due to the opening of 12 new Department of Education (DOE) schoolyards and playgrounds—opening public schoolyards for community use during non-school hours—and two publicly accessible New York City Housing Authority (NYCHA) playgrounds in the first half of Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ ● New Yorkers living within walking distance of a park (%)	81.7%	83.6%	83.9%	83.9%	84.2%	⬆️	⬆️	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.

The Agency’s Natural Resources Group (NRG) and volunteers work year-round to protect and conserve the over 12,000 acres of forests, wetlands, and grasslands across the City. This team cared for a total of 569 acres in Fiscal 2025, a 26 percent decrease compared to Fiscal 2024. With limited resources reducing capacity to care for natural areas, NRG staff prioritized the care and maintenance of previously restored areas, including large associated efforts in Pelham Bay Park in the Bronx and Kissena Park in Queens.

In addition to trees, NRG planted 37,341 native shrubs and herbaceous plants in Fiscal 2025, a decrease of 28 percent compared to Fiscal 2024. Shrubs and herbaceous plants build structural diversity in a natural area and provide habitat and food for birds and other wildlife. NYC Parks planted fewer shrubs and herbs in Fiscal 2025 due to a reduction in resources. Notable projects completed during Fiscal 2025 include the planting of 20,000 beachgrass stalks to stabilize dunes at the Coney Island Creek and the completion of a salt marsh restoration project at Four Sparrow Marsh, both located in Brooklyn.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Acres of natural areas cared for	NA	NA	1,224.4	767.8	569.0	*	*	NA	Up
Number of native plants (non-trees) planted in natural areas	NA	NA	57,173	51,718	37,341	*	*	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 increased in Fiscal 2025. Memberships increased by 10 percent to 156,078 memberships, as compared to 141,486 in Fiscal 2024, surpassing the membership levels prior to the COVID-19 pandemic. Memberships increased in most age categories, particularly for young adults. Recreation center memberships are free of charge for individuals ages 24 and under, allowing children and young adults to engage in safe recreation, fitness, and community activities without the burden of membership fees. Attendance also increased 10 percent in Fiscal 2025, surpassing two million attendees for the first time since before pandemic related recreation center closures in Fiscal 2020.

Outdoor pool attendance for Olympic and Intermediate pools increased by three percent, from 974,931 in Fiscal 2024 to over one million in Fiscal 2025. In summer 2025, NYC Parks celebrated the opening of the Gottesman Pool at the Davis Center, the City's newest outdoor pool, located in the Harlem end of Central Park. NYC Parks certified a total of 1,082 beach and pool lifeguards this summer, a 16 percent increase over summer 2024. Through focused outreach efforts and further expanding opportunities to qualify for and participate in the Lifeguard Training Program, NYC Parks recruited 333 new first-year lifeguards, a 23 percent increase from the summer 2024 pool and beach season. In summer 2025, NYC Parks was pleased to expand Learn to Swim programming and bring back Adult Lap Swim at select pools. Learn to Swim expanded from six to 10 pools, furthering our commitment to increase access to free classes that help New Yorkers develop critical water safety skills. Senior Splash continued at one pool per borough, with an increase in class frequency at four of the five pools where NYC Parks offered the program.

Attendance at historic house museums increased 20 percent, from 667,929 in Fiscal 2024 to 798,546 in Fiscal 2025. Attendance at non-recreation center programs decreased from 602,003 in Fiscal 2024 to 466,320 in Fiscal 2025, driven in large part to a 30 percent decrease in youth program attendees. Much of the youth programming takes place outside, and inclement weather forced the cancellation of many events. Adult program attendance, such as for Shape Up NYC—NYC Park's fitness program that offers free group fitness classes, increased in Fiscal 2025. The Agency focused efforts on recruiting volunteers to lead free Shape Up NYC fitness classes, thus expanding engagement and attendance citywide.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Total recreation center memberships	142,915	100,385	117,116	141,486	156,078	↑	↑	Up	Up
– Seniors	20,218	NA	16,199	17,468	18,146	*	*	NA	Up
– Adults	41,099	NA	24,315	25,859	25,159	*	*	NA	Up
– Young adults (subset of adult membership)	14,662	NA	24,598	34,791	43,576	*	*	NA	Up
– Youth and children	81,598	NA	52,004	63,368	69,197	*	*	NA	Up
★ Total recreation center attendance	4,227	776,001	1,647,046	1,870,379	2,057,794	↑	↑	Up	Up
– Seniors	NA	NA	409,349	475,810	499,423	*	*	NA	Up
– Adults	NA	NA	480,592	574,936	597,771	*	*	NA	Up
– Young adults (subset of adult attendance)	NA	NA	199,405	232,290	250,646	*	*	NA	Up
– Youth and children	NA	NA	353,867	398,811	407,932	*	*	NA	Up
– Visitors	NA	NA	203,833	188,532	302,022	*	*	NA	Up
★ Attendance at outdoor Olympic and intermediate pools (pool season)	892,306	986,448	864,216	974,931	1,008,021	*	*	Neutral	*
Attendance at historic house museums	486,836	540,287	714,326	667,929	798,546	*	*	Up	Up
Attendance at skating rinks	308,044	500,675	481,345	537,341	537,895	*	*	Up	Up
Total attendance at non-recreation center programs	118,350	385,140	518,150	602,003	466,320	*	*	Up	Up
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 4b

Increase volunteer activity at City programs and events.

Volunteer turnout decreased to 38,845 in Fiscal 2025 from 39,186 in Fiscal 2024. Despite this overall decrease, volunteer turnout rose for both Partnership for Parks and for Recreation volunteer-led classes as a result of increased programming.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Community partner groups engaged by Partnerships for Parks	506	485	568	499	513	*	*	Neutral	Up
Volunteer turnout	19,093	32,413	38,109	39,186	38,845	*	*	Up	Up
★ Critical Indicator Equity Indicator "NA" Not Available Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Cases commenced against the City in state and federal court	259	334	293	234	340	*	*	Neutral	*
Payout (\$000)	\$18,775	\$28,549	\$24,640	\$57,031	\$34,885	*	*	Up	Down
Workplace injuries reported	436	494	457	680	711	*	*	Up	Down
★ Critical Indicator Equity Indicator "NA" Not Available Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Customer Experience									
E-mails responded to within 14 days (%)	68%	73%	76%	79%	86%	60%	60%	Up	Up
Letters responded to within 14 days (%)	81%	83%	85%	86%	90%	60%	60%	Up	Up
Completed requests for interpretation	216	283	290	544	637	*	*	Up	*
CORE facility rating	100	100	97	99	97	85	85	Neutral	Up
★ Critical Indicator Equity Indicator "NA" Not Available Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
★ Total public service requests received — Forestry	141,772	91,785	92,225	110,413	86,146	*	*	Down	*
– Downed Trees, downed limbs, and hanging limbs	69,654	23,337	19,428	28,110	23,477	*	*	Down	*
Damaged Tree — Branch or Limb Has Fallen Down — % of SRs									
Meeting Time to First Action (8 days)	78%	77%	73%	81%	83%	95%	95%	Neutral	*
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)	53%	66%	67%	72%	75%	90%	90%	Up	*
Percent meeting time to first action — New Tree Request — For One Address (180 days)	84%	55%	85%	79%	NA	90%	90%	NA	*
Percent meeting time to first action — Overgrown Tree/Branches — Hitting Building (30 days)	84%	78%	52%	73%	28%	95%	95%	Down	*
Percent meeting time to first action — Root/Sewer/Sidewalk Condition —- Trees and Sidewalks Program (30 days)	21%	14%	13%	30%	12%	85%	85%	Neutral	*
★ Critical Indicator Equity Indicator "NA" Not Available Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) ³	\$526.6	\$588.2	\$614.3	\$639.0	\$661.0	\$647.7	\$687.6	Up
Revenues (\$000,000)	\$23.4	\$55.7	\$69.7	\$69.8	\$79.2	\$67.1	\$67.3	Up
Personnel (Total FT and FTE)	6,026	7,198	6,785	6,802	6,868	7,764	7,981	Neutral
Full-time equivalent (FTE) personnel	2,021	3,448	2,386	2,526	2,297	2,809	2,947	Neutral
- Parks Opportunity Program (POP) participants ⁴	779	819	1,084	895	1,013	1,127	1,157	Up
Overtime paid (\$000,000)	\$24.8	\$29.9	\$30.3	\$27.8	\$14.8	\$14.5	\$14.6	Down
Capital commitments (\$000,000)	\$483.5	\$538.4	\$553.8	\$622.2	\$631.7	\$778.8	\$1,381.6	Up
¹ Actual 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 for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None ⁴ The Parks Opportunity Program participants, reflected as full-time equivalents, are a subtotal of the Department's total Personnel count reported above.								

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 FY24 ¹ (\$000,000)	Modified Budget FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$496.1	\$505.1	
001 - Executive Management and Administrative Services	\$10.3	\$10.7	All
002 - Maintenance and Operations	\$398.0	\$407.8	1a, 1b, 2a, 2b, 2c, 3a, 4a, 4b
003 - Design and Engineering	\$53.1	\$53.9	2c, 3a, 3b
004 - Recreation Services	\$34.8	\$32.7	4a, 4b
Other Than Personal Services - Total	\$142.9	\$155.9	
006 - Maintenance and Operations	\$114.0	\$119.5	1a, 1b, 2a, 2b, 2c, 3a, 4a, 4b
007 - Executive Management and Administrative Services	\$25.1	\$30.6	All
009 - Recreation Services	\$1.8	\$2.5	4a, 4b
010 - Design and Engineering	\$2.0	\$3.2	2c, 3a, 3b
Agency Total	\$639.0	\$661.0	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- During the first eleven months of Fiscal 2025, Susan M. Donoghue served as Commissioner; Iris Rodriguez-Rosa was appointed Commissioner on June 1, 2025.
- The Fiscal 2025 target for 'Capital projects completed' is 125. This figure was erroneously omitted from the Fiscal 2025 Preliminary Mayor's Management Report.
- The Fiscal 2026 target for 'Capital projects completed' was revised from 125 to 120.
- Previously published Fiscal 2024 figure for 'Community partner groups engaged by Partnerships for Parks' was corrected from 471 to 499 after review of the data.
- The indicator 'New Tree Request—For One Address—% of SRs Meeting Time to First Action (180 days)' in Agency Customer Service is NA as the Agency no longer accepts service requests to plant new street trees upon the launch of the Neighborhood Tree Planting Program.

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:
<https://www.nycgovparks.org/opportunities/volunteer/groups>
- Vital Parks Explorer:
www.nyc.gov/parks/explorer
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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