

DEPARTMENT OF PARKS & RECREATION

Indicator name:	Citywide acceptability rating for the overall condition of small parks and playgrounds, large parks & greenstreets (%)
Description:	The percent of park sites that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (street triangles and medians landscaped with horticultural installations).
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the overall condition of small parks and playgrounds, large parks & greenstreets (%)
Description:	The percent of park sites that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (street triangles and medians landscaped with horticultural installations).
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the overall condition of small parks and playgrounds (%)
Description:	The percent of small parks (six acres or less) and playgrounds that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the overall condition of large parks (%)
Description:	The percent of large parks (more than six acres) that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the overall condition of greenstreets (%)
Description:	The percent of greenstreets (street triangles and medians landscaped with horticultural installations) that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the cleanliness of small parks and playgrounds, large parks & greenstreets (%)
Description:	The percent of park sites with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (street triangles and medians landscaped with horticultural installations).
Source:	Operations & Management Planning Division

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Indicator name:	Citywide acceptability rating for the cleanliness of small parks and playgrounds (%)
Description:	The percent of small parks (six acres or less) and playgrounds with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the cleanliness of large parks (%)
Description:	The percent of large parks (more than six acres) with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the cleanliness of greenstreets (%)
Description:	The percent of greenstreets (street triangles and medians landscaped with horticultural installations) with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source:	Operations & Management Planning Division
Indicator name:	Acceptable by feature small parks, large parks & greenstreets (%)—Play equipment
Description:	The percent of play equipment in all parks, playgrounds and greenstreets rated acceptable based on the Parks Inspection Program's standards. Play equipment includes, but is not limited to, slides and jungle gyms, handball court walls, and chess and checkers tables.
Source:	Operations & Management Planning Division
Indicator name:	Acceptable by feature small parks, large parks & greenstreets (%)—Safety surface
Description:	The percent of safety surfaces (impact-absorbing material placed on the ground) in all parks, playgrounds and greenstreets rated acceptable based on the Parks Inspection Program's standards. This includes safety matting under playground equipment and wood chipping under adult exercise equipment.
Source:	Operations & Management Planning Division
Indicator name:	Public restrooms in service (in season only) (%)
Description:	From April 1st to October 31st, the percent of public restrooms that are open and in service at the time of park inspections.
Source:	Operations & Management Planning Division
Indicator name:	Spray showers in service (in season only) (%)
Description:	From Memorial Day to Labor Day, the percent of spray showers operating at the time of inspection. Spray showers are required to be on when the temperature exceeds 80 degrees and children are present.
Source:	Operations & Management Planning Division
Indicator name:	Drinking fountains in service (in season only) (%)
Description:	From Memorial Day to Columbus Day, the percent of drinking fountains operating at the time of inspection.
Source:	Operations & Management Planning Division

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Indicator name:	Recreation centers rated acceptable for cleanliness (%)
Description:	The percent of recreation centers that pass an inspection based on acceptability ratings for litter, graffiti, dirt and the availability of restroom amenities/supplies. A recreation center will receive a rating of unacceptable for cleanliness if, based on the inspection program's criteria, two features are unacceptable or if there is any hazard that poses a serious health/safety risk. Recreation centers included in this rating are facilities requiring membership that are owned and operated by Parks. Every recreation center will be inspected at least twice a year.
Source:	Operations & Management Planning Division
Indicator name:	Recreation centers rated acceptable for overall condition (%)
Description:	The percent of recreation centers that pass an inspection based on acceptability ratings for twelve features in three categories—safety, cleanliness and structural. A recreation center's overall condition will receive a rating of unacceptable if, based on the inspection program's criteria, safety is found to be unacceptable, both the cleanliness and structural categories are rated unacceptable, or if any one condition is judged a serious health/safety hazard. Recreation centers included in this rating are facilities requiring membership that are owned and operated by Parks. Every recreation center will be inspected at least twice a year.
Source:	Operations & Management Planning Division
Indicator name:	Monuments receiving annual maintenance (%)
Description:	The percent of Park's monuments and public art in the City's collection that receive maintenance on a yearly basis.
Source:	Art and Antiquities
Indicator name:	Major felonies reported on NYC Parks properties—Crimes against persons
Description:	The total number of major felony crimes reported within seven categories as these correspond to New York State Penal Law. Crimes against persons include murder and non-negligent manslaughter, rape, robbery, and felonious assault. Data are provided on a quarterly basis by NYPD, and includes parks, playgrounds, pools and recreation centers. Note: Data reported in the Preliminary Mayor's Management Report are for the quarter ending in September.
Source:	NYPD
Indicator name:	Major felonies reported on NYC Parks properties—Crimes against property
Description:	The total number of major felony crimes reported within seven categories as these correspond to New York State Penal Law. Crimes against property include burglary, grand larceny and grand larceny auto. Data are provided on a quarterly basis by NYPD and includes parks, playgrounds, pools and recreation centers. Note: Data reported in the Preliminary Mayor's Management Report are for the quarter ending in September.
Source:	NYPD
Indicator name:	Summons issued (PEP) (Grand Total)
Description:	The number of summonses issued during the reporting period for parking and health code violations including summonses returnable to the Parking Violations Bureau, the Environmental Control Board, Criminal Court, and Traffic Court.
Source:	Urban Park Service/Parks Enforcement Patrol
Indicator name:	Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description:	For all violations returnable to OATH, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following a hearing as a percent of all violations resolved
Source:	Environmental Control Board

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Indicator name:	Street trees pruned—Block program
Description:	The number of street trees pruned in the block program during the reporting period. Through the block program DPR prunes City street trees on an established cycle to ensure tree health and to minimize safety hazards, such as low-hanging limbs over sidewalks and trees blocking traffic signs. Note: Due to changes in funding, the established pruning cycle can be subject to change.
Source:	Forestry Division
Indicator name:	Annual pruning goal completed (%)
Description:	The percent of the funding-based annual pruning goal that was completed during the reporting period.
Source:	Forestry Division
Indicator name:	Street trees pruned as a percent of pruning eligible trees
Description:	The number of pruning eligible street trees (trees 5 inches and larger in diameter) that were pruned using block pruning contracts divided by the total number of pruning eligible trees as determined by the most recent street tree census.
Source:	Forestry Division
Indicator name:	Total trees removed (street and parks)
Description:	The total number of street and park trees removed annually, including downed trees.
Source:	Forestry Division
Indicator name:	Tree inspections
Description:	The number of tree inspections performed on street and non-forest park trees. Includes all inspections that yield any risk priority category. Prior to Fiscal 2019 this indicator included inspections by DPR staff only.
Source:	Forestry Division
Indicator name:	Immediate priority tree work resolved within 7 days (%)
Description:	The percentage of immediate priority work orders completed in a seven day period following a field inspection. Immediate priority is the most urgent priority category. These work orders meet the following risk criteria: the likelihood of tree failure over a period of seven days is imminent, the chance of impacting a target is high and the consequences if failure and impact occur are severe.
Source:	Forestry Division
Indicator name:	High-priority tree work resolved within 28 days (%)
Description:	The percentage of high-priority work orders completed within a 28 day period following a field inspection. High-priority is the second highest priority category after immediate priority. These work orders meet the following risk criteria: the likelihood of tree failure over the period of one year is probable, the chance of impacting a target is medium and the consequences if failure and impact occur are significant.
Source:	Forestry Division
Indicator name:	Trees planted
Description:	The total number of street and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source:	Forestry Division

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Indicator name:	Trees planted along City streets
Description:	The total number of street trees and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source:	Forestry Division
Indicator name:	Trees planted on landscaped areas of parks
Description:	The total number of street trees and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source:	Forestry Division
Indicator name:	Trees planted in natural areas of parks
Description:	The total number of street trees and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source:	Forestry Division
Indicator name:	Capital projects completed
Description:	The number of capital construction projects completed by DPR's Capital Projects Division during the reporting period. Construction projects include all individual site projects or any individual sites within a multi-site project contract that are greater than \$400,000.
Source:	Capital Division
Indicator name:	Capital projects completed on time or early (%)
Description:	The percent of capital construction projects completed on time or early, exclusive of programmatic scope changes. Projects completed before the scheduled completion date are considered early; those completed more than 30 days after the scheduled completion date are considered late. All others are considered on time.
Source:	Capital Division
Indicator name:	Capital projects completed within budget (%)
Description:	The percent of capital construction projects completed during the reporting period that remained within budget, exclusive of programmatic scope changes.
Source:	Capital Division
Indicator name:	Eligible capital projects including accessibility improvements (%)
Description:	Percent of completed eligible capital projects that included accessibility improvements. Projects that construct or reconstruct a property that is open to the public and facilitates pedestrian mobility are eligible. This includes facilities such as parks and playgrounds, public restrooms and recreation centers, and also includes features such as pavements, pathways, and benches.
Source:	Capital Division
Indicator name:	New Yorkers living within walking distance of a park (%)
Description:	The percent of people living within a quarter mile of a small, publicly accessible park or a half of a mile of a larger park.
Source:	OneNYC

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Indicator name:	Acres of natural areas cared for
Description:	Non-overlapping acreage of management activities occurring in NYC Parks' natural areas, including invasive species removal, debris removal, clean-up, trail improvement, and native species planting.
Source:	Environment & Planning Division
Indicator name:	Number of native plants (non-trees) planted in natural areas
Description:	Quantity of shrubs and herbaceous plants (grasses and wildflowers) planted in habitat restoration activities across NYC Parks' natural areas.
Source:	Environment & Planning Division
Indicator name:	Recreation center memberships—Total
Description:	The total number of active memberships as of the end of the reporting period. This includes all senior, adult, youth and young adult, persons with disabilities, and veteran memberships.
Source:	Public Programs
Indicator name:	Recreation center memberships—Seniors
Description:	The total number of active senior (ages 62 and up) memberships as of the end of the reporting month.
Source:	Public Programs
Indicator name:	Recreation center memberships—Adults
Description:	The total number of active adult (ages 18 through 61) memberships as of the end of the reporting month. This includes all full-year adult memberships and all 6-month adult memberships.
Source:	Public Programs
Indicator name:	Recreation center memberships—Young adults (subset of adult membership)
Description:	The total recreation center membership for members between the ages of 18 and 24.
Source:	Public Programs
Indicator name:	Recreation center memberships—Youth and children
Description:	The total number of active child and youth (under age 18) memberships as of the end of the reporting month.
Source:	Public Programs
Indicator name:	Recreation center attendance—Total
Description:	The total recreation center attendance for seniors, adults, youths and children, and visitors.
Source:	Public Programs
Indicator name:	Recreation center attendance—Seniors
Description:	The total recreation center attendance for seniors (ages 62 and up).
Source:	Public Programs
Indicator name:	Recreation center attendance—Adults
Description:	The total recreation center attendance for adults (ages 18 through 61).
Source:	Public Programs
Indicator name:	Recreation center attendance—Young adults (subset of adult attendance)
Description:	The total recreation center attendance for members between the ages of 18 and 24.
Source:	Public Programs
Indicator name:	Recreation center attendance—Youth and children
Description:	The total recreation center attendance for youth and children (under age 18).
Source:	Public Programs

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Indicator name:	Recreation center attendance—Visitors
Description:	The total recreation center attendance for visitors.
Source:	Public Programs
Indicator name:	Attendance at outdoor Olympic and intermediate pools (pool season)
Description:	The number of people in attendance at DPR's outdoor Olympic and intermediate swimming pools during the summer season, which generally runs from late June, the end of the school year, through Labor Day. Data reported in fiscal year (FY) is for period which begins in June of that FY and runs through September of the following FY. For example, data reported for Fiscal 2022 covers the relevant period of June 2022 through September 2022.
Source:	Office of First Deputy Commissioner
Indicator name:	Attendance at historic house museums
Description:	The number of people who visited DPR's historic house museums throughout the reporting period.
Source:	Historic House Trust
Indicator name:	Attendance at skating rinks
Description:	The number of people in attendance at DPR skating rinks, not including off-season programming, during the reporting period.
Source:	Revenue Division
Indicator name:	Attendance at non-recreation center programs—Total
Description:	Total attendance at structured youth, adult fitness and Urban Park Ranger programming, as well as attendance at nature centers. Youth programming includes the number of attendees at mobile units, including movie vans, and Kids in Motion (KIM) programming. Adult fitness reports the number of attendees at Shape up classes not held in recreation centers. Urban Park Ranger programming includes the number of attendees at the Natural Classroom/Custom Adventures, Explorers/Weekend Adventures, Alley Pond Park adventure course and nature centers.
Source:	Public Programs Division
Indicator name:	Community partner groups engaged by Partnerships for Parks
Description:	The number of groups or organizations supporting DPR and green spaces that have actively engaged with Partnerships for Parks (PfP) resources. Engagements can include hosting an It's My Park project, utilizing any of PfP's resources (grants and training programs which include public workshops, community visioning, coaching, etc.), and/or receiving support from PfP's field staff.
Source:	Partnerships for Parks
Indicator name:	Volunteer turnout
Description:	The number of volunteer attendees at DPR administered programs and events. The following programs/events are captured in this number: It's My Park projects, planting and tree care events, natural area care projects and trainings, and the number of classes taught by volunteer Shape Up instructors.
Source:	Partnerships for Parks, MillionTreesNYC, Natural Resources Group and Recreation Division
Indicator name:	Cases commenced against the City in State and federal court—Parks & Recreation
Description:	The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

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Indicator name:	Payout (\$000)—Parks & Recreation
Description:	The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict. Initial full-fiscal year values for the Mayor's Management Report are sourced from the Law Department, and corrected full-fiscal values are sourced from OMB and printed in the following PMMR. PMMR values (four-month values) come from the Law Department.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)—preliminary data. OMB—final data.
Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	Benefits Division
Indicator name:	E-mails responded to within 14 days (%)
Description:	Of the e-mails that were routed, the percentage answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Office of the Commissioner
Indicator name:	Letters responded to within 14 days (%)
Description:	Of the letters that were routed, the percentage answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Office of the Commissioner
Indicator name:	Completed requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	Community Outreach
Indicator name:	CORE facility rating
Description:	CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations—SCOUT

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Indicator name:	Public service requests received—Total (Forestry)
Description:	The total number of public service requests received from 311 and the Department's internet request form for forestry work during the reporting period. Examples include requests for the removal of dead trees, hanging limbs or tree stumps, and tree emergencies.
Source:	Forestry Division
Indicator name:	Downed trees, downed limbs, and hanging limbs
Description:	Service requests received from 311 and the Department's internet request form for downed trees, downed limbs, and hanging limbs. This indicator has been historically used as a proxy to document severe weather activity.
Source:	Forestry Division
Indicator name:	Damaged Tree—Branch or Limb Has Fallen Down—% of SRs Meeting Time to First Action (8 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting
Indicator name:	Dead Tree—Dead/Dying Tree—% of SRs Meeting Time to First Action (30 days for trees planted within a 2 year period, 7 days for all other trees)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting
Indicator name:	Overgrown Tree/Branches—Hitting Building—% of SRs Meeting Time to First Action (30 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting
Indicator name:	Root/Sewer/Sidewalk Condition—Trees and Sidewalks Program—% of SRs Meeting Time to First Action (30 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting

