Indicator name: Parks rated acceptable for overall condition (%)
Description: The percent of park sites that pass an inspection based on 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's criteria, 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 a site's being rated unacceptable 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: – Overall condition of small parks and playgrounds (%)
Description: The percent of small parks (less than six acres) and playgrounds that pass an inspection based on 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's criteria, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable.
Source: Operations & Management Planning Division.

Indicator name: – Overall condition of large parks (%)
Description: The percent of large parks (more than six acres) that pass an inspection based on 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's criteria, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable.
Source: Operations & Management Planning Division.

Indicator name: – Overall condition of greenstreets (%)
Description: The percent of greenstreets that pass an inspection based on 16 individual features, as applicable. If three or more features are rated unacceptable based on the Parks Inspection Program's criteria, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable.
Source: Operations & Management Planning Division.

Indicator name: Parks rated "acceptable" for cleanliness (%)
Description: Cleanliness is a subset of overall condition. The percent of park sites with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious. 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: – Cleanliness of small parks and playgrounds (%)
Description: Cleanliness is a subset of overall condition. The percent of small parks (six acres or less) and playgrounds with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season.
Source: Operations & Management Planning Division.

Indicator name: – Cleanliness of large parks (%)
Description: Cleanliness is a subset of overall condition. The percent of large parks (more than six acres) with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season.
Source: Operations & Management Planning Division.

Indicator name: – Cleanliness of greenstreets (%)
Description: Cleanliness is a subset of overall condition. The percent of greenstreets with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season.
Source: Operations & Management Planning Division.

Indicator name: Play equipment rated acceptable (%)
Description: The percent of play equipment in all parks, playgrounds and greenstreets that passes an inspection during the reporting period. This includes slides and jungle gyms, handball court walls, and chess and checkers tables.
Source: Operations & Management Planning Division.

Indicator name: Safety surfaces rated acceptable (%)
Description: The percent of safety surfaces (impact-absorbing material placed on the ground) in all parks that pass an inspection during the reporting period. This includes safety matting under playground equipment and wood chipping under adult exercise equipment.
Source: Operations & Management Planning Division.

Indicator name: Parks rated acceptable for (by listed feature) (%)
– Litter
– Glass
– Graffiti
– Weeds
– Ice
– Lawns
– Athletic fields
– Trees
– Trails
– Horticultural areas
– Water bodies
– Benches
– Fences
– Paved surfaces
– Sidewalks
Description: The percent of parks with acceptable ratings for each of the above 15 features.
Source: Operations & Management Planning Division.

Indicator name: Comfort stations in service (in season only) (%)
Description: From April 1st to October 31st, the percent of comfort stations 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 park inspections. 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 park inspections.
Source: Operations & Management Planning Division.

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 Parks' monuments and public art in the City's collection that receive maintenance on a yearly basis.
Source: Art and Antiquities.

Indicator name: Major felonies in 30 largest parks (excludes Central Park)
– Crimes against persons
– Crimes against property
Description: For 30 of the City's largest parks (six of the largest parks, based on acreage, in each of the five boroughs), the total number of major felony crimes within seven categories, corresponding to New York State Penal Law: murder and non-negligent manslaughter, rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto. Data for these indicators are provided on a quarterly basis by NYPD; consequently, data reported in the Preliminary Mayor's Management Report is based on September year-to-date. (Note: Data excludes Central Park, which has its own precinct.)
Source: New York City Police Department.

Indicator name: Summonses issued
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: Parks Enforcement Patrol.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation without a hearing and paid the penalty, if applicable, or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

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: – Trees pruned as a percent of pruning eligible trees
Description: The number of pruning eligible street trees (trees 5 inches and larger in diameter) in need of pruning that were pruned using block pruning contracts divided by the total number of pruning eligible trees (490,417) as determined by the 2005-2006 street tree census.
Source: Forestry Division.

Indicator name: Trees removed
Description: The total number of street and park trees removed by Forestry Operations due to death, disease, permits and storms, includes trees removed in response to service requests (emergency and non-emergency) and in-house requests.
Source: Forestry Division.

Indicator name: – Street trees removed (in response to service request)
Description: The number of dead street trees removed by Forestry Operations in response to a service request.
Source: Forestry Division.

Indicator name: – Removed within 30 days of service request (%)
Description: The percent of street trees removed within 30 days of a public service request.
Source: Forestry Division.

Indicator name: Total public service requests received – 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: – Tree emergencies
Description: The number of storm and other emergency service requests received from 311 and the Department's internet request form during the reporting period.
Source: Forestry Division.

Indicator name: Average time to close – Tree emergency service requests (days)
– Down trees
– Hanging tree limbs
– Down tree limbs
Description: The overall average number of calendar days to close a service request for the following emergency tree conditions – down trees, hanging tree limbs, down tree limbs. A service request is closed when the work is completed or, when upon inspection, the reported condition was not found; did not require action; or was not within the Department's jurisdiction (includes referrals to other City agencies).
Source: Forestry Division.

Indicator name: MillionTreesNYC
– Trees planted – Parks
Description: The total number of trees planted by Parks, or on land that is under Parks' jurisdiction, as part of PlaNYC's MillionTreesNYC initiative. The initiative is a 10-year public-private program launched in Fiscal 2008. Note: The spring planting season generally runs from late February/mid-March through June and the fall planting season from mid-October to December/January.
Source: MillionTreesNYC.

Indicator name: MillionTreesNYC
– Trees planted – Other
Description: The total number of trees planted as part of PlaNYC's MillionTreesNYC initiative that are planted on land that is not under the jurisdiction of the Department of Parks and Recreation. This includes trees planted by other City agencies, State and federal agencies, as well as by private entities. The initiative is a 10-year public-private program launched in Fiscal 2008. Note: The spring planting season generally runs from late February/mid-March through June and the fall planting season from mid-October to December/January.
Source: MillionTreesNYC.

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 Projects 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 dates 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 Projects 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 Projects Division.

Indicator name: Greenways added (lane miles)
Description: The number of lane miles of greenways (nonmotorized, open space that links parks and communities around the City) completed during the reporting period.
Source: Planning Division.

Indicator name: Greenstreets
Description: The total number of greenstreets as of the end of the reporting period. Greenstreets is a citywide program to convert paved, vacant traffic islands and medians into green spaces filled with shade trees, flowering trees, shrubs and ground cover.
Source: Forestry Division.

Indicator name: New Yorkers living within walking distance of a park
Description: The percent of people living within a quarter of a mile of a small, publicly accessible park or a half of a mile of a larger park.
Source: OneNYC.

Indicator name: Total recreation center memberships
– Seniors
– Adults
– Young adults
– Youth and children
Description: The total number of active memberships as of the end of the reporting month and the number for each reporting category. This includes all full year senior, adult, child and youth memberships and all 6-month adult memberships. In July 2013 the Department began to offer reduced rate memberships to young adults between the ages of 18-24. These memberships are a subset of the total adult membership category.
Source: Operations & Management Planning Division.

Indicator name: Total recreation center attendance
– Seniors
– Adults
– Young adults
– Youth and children
– Visitors
Description: The total recreation center attendance during the reporting period and the attendance for each reporting category.
Source: Operations & Management Planning Division.

Indicator name: Attendance at outdoor Olympic and intermediate pools (calendar year)
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 2010 covers the relevant period of June 2010 through September 2010.
Source: Office of the 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 skating rinks, not including off-season programming, as reported by individual concessionaires.
Source: Revenue Division.

Indicator name: Total attendance at non-recreation center programs
Description: Total attendance at structured youth, adult fitness and Urban Park Ranger programming, as well as attendance at nature centers.
Source: Public Programs Division.

Indicator name: Attendance at non-recreation center programs
– Youth programming
Description: The number of attendees at mobile units, including movie vans, and Kids in Motion (KIM) programming.
Source: Public Programs Division.

Indicator name: Attendance at non-recreation center programs
– Adult fitness programming
Description: The number of attendees at Shape up and WalkNYC classes not held in recreation centers.
Source: Public Programs Division.

Indicator name: Attendance at non-recreation center programs
– Urban Park Ranger programming
Description: The number of attendees at the following programs/facilities: The Natural Classroom/Custom Adventures, Explorers/Weekend Adventures, Alley Pond Park adventure course and nature centers.
Source: Public Programs Division.

Indicator name: Parks with an affiliated volunteer group (%)
Description: The percent of parks that are affiliated with a volunteer group working with Partnerships for Parks.
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: corporate clean ups and It's My Park Day, MillionTreesNYC planting and tree care events, Natural Area Volunteer 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
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 Law Manager system.

Indicator name: Payout ($000)
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.
Source: Law Department Law Manager system.

Indicator name: Collisions involving City vehicles
Description: The number of State reports, MV-104s, filed. These reports are required whenever a collision occurs that involves death, personal injury or property damage.
Source: Citywide Services.

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: Emails sent to the agency (through NYC.gov or a publicized agency email address) that were routed
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov) that were routed to the appropriate office for response.
Source: Office of the Commissioner.

Indicator name: Emails routed and responded to in 14 days (%)
Description: Of the emails that were routed, the percentage that were 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 sent to agency that were routed
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner that were routed to the appropriate office for response.
Source: Office of the Commissioner.

Indicator name: Letters routed and responded to in 14 days (%)
Description: Of the letters that were routed, the percentage that were 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 customer 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 customer experience rating (0-100)
Description: An average score based on the rating of 24 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. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT

Indicator name: Agency customers surveyed for overall customer satisfaction (calendar year)
Description: The Department of Parks and Recreation conducts in-person surveys of park visitors throughout the City. Each calendar year, surveys are generally conducted from April to November in 45 parks – 5 parks in Staten Island and 10 in each of the other four boroughs. Both small and large parks are included in the survey sample but premier parks such as Central Park and Prospect Park are excluded. Respondents, or customers, are park users who agree to fill out the survey independently when approached by survey-takers. Data reported in the fiscal year (FY) is for the calendar year which ends in December of the FY period. For example, data reported for FY 2012 covers the relevant period of January through December 2011.
Source: Community Outreach.

Indicator name: Respondents who rated parks acceptable for overall condition (%) (calendar year)
Description: The Department of Parks and Recreation conducts in-person surveys of park visitors throughout the City. Each calendar year, surveys are conducted from April to November in 45 parks – 5 parks in Staten Island and 10 in each of the other four boroughs. Both small and large parks are included in the survey sample but premier parks such as Central Park and Prospect Park are excluded. The purpose of the survey is to track and measure customer ratings of parks. Respondents are park users who agree to fill out the survey independently when approached by survey-takers. The number of respondents who rated the overall condition of a park as acceptable is a percent of the number that responded to the survey question. Data reported in the fiscal year (FY) is for the calendar year which ends in December of the FY period. For example, data reported for FY 2012 covers the relevant period of January through December 2011.
Source: Community Outreach.

Indicator name: 311 Service Requests (for specific topic)
Description: The number of service requests received through the 311 Customer Service Center and other 311channels for the specific condition/complaint type.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Indicator name:	Percent meeting time to first action - (Response to 311 Service Requests)
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.