

Performance Oversight Questions
Department of Parks and Recreation

ORGANIZATION AND OPERATIONS

1. Please provide a complete, up-to-date **organizational chart** for the agency and each division within the agency. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

The Office of the Director provides vision and guidance to senior managers to achieve the agency's mission and goals. In addition to the agency's major divisions, this office directly oversees constituent services, permits and registration operations, communications management, intergovernmental affairs and critical response.

The Office of the Chief of Staff is responsible for planning, tracking, analyzing and reporting on the performance of the agency in relation to the agency's performance plan. Additionally, the office is responsible for all communications, both internal and external, including press inquiries and releases. Legislative affairs, constituent services and permit operations also are managed through this office.

The Operations Division ensures that facilities, resources and equipment are functioning in support of recreation programs and activities. The division manages the final resolution of maintenance issues, budgetary priorities, capital projects, fleet management, and information technology. The operations group oversees internal systems, risk management, contracts and procurement. The Park Policy and Programs area is responsible for policy development to guide park planning and activities. They are also responsible for park management, park programming and community garden planning.

The Community Services and Programs Division plans, organizes and ensures the quality of all programs and activities offered at DPR. DPR provides a wide range of recreational programs and activities to individuals and groups of all ages throughout the District of Columbia, including aquatics, athletics, fitness, urban camps, therapeutic recreation, environmental education, and food and nutrition programs. The Program Division promotes participation by assessing and meeting the needs of its customers in each neighborhood or ward.

The Community Recreation Division oversees recreation staff responsible for implementing structured programs and providing excellent customer service. The division is also responsible for recruiting constituents and other visitors to the District to ensure maximum utilization of programs and services.

The Partnerships and Development Division is responsible for bolstering DPR's financial and service resources through solicitation and management of programmatic partnerships, grants, sponsorships, donations, and volunteers. The division aims to decrease reliance on the District's general fund by establishing innovative public and private opportunities for assistance and service by individuals and organizations.

The Human Capital Management Division recruits, develops and retains the agency's workforce and seasonal staff by capitalizing on the DPR brand, sustaining a culture of constant learning and development, and prioritizing employee satisfaction. The division ensures that each employee has clear expectations regarding roles and responsibilities within the agency and has an individual performance plan. This Division supports managers in evaluating employee performance while supporting staff in the resolution of employee concerns and conflicts.

Please see Attachment 1.

- Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.

Please see Attachment 2.

- Has the agency made any organizational changes in the last year? If so, please explain.

In the past year, DPR made the organizational decision to include the Parks Policy & Programs team under the Operations Division. Much of the work of the new division aligned with the Operations Division's efforts on the agency Master Plan, urban agriculture, and planning and design of new park spaces. The Parks Policy & Programs team is working closely with Park Partners and Environmental teams to coordinate. DPR will continue to evaluate how to best support this new team and ensure its success.

2. Please list each **new program** implemented by the agency during FY 2013. For each initiative please provide:
 - A description of the initiative.
 - The funding required to implement the initiative.
 - Any documented results of the initiative.

DPR is working to compiling this information. We will be able to share this information at the hearing.

3. Please provide a complete, up-to-date **position listing** for your agency, which includes the following information for each position:
 - Title of position.
 - Name of employee or statement that the position is vacant, unfunded, or proposed.
 - Date employee began in position.
 - Salary and fringe benefits, including the specific grade, series, and step of position.
 - Job status (continuing/term/temporary/contract).

Please list this information by program and activity

Please see Attachment 2

4. Does the agency conduct annual **performance evaluations** of all of its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

DPR conducts annual performance evaluations in compliance with Chapter 14 of the District Personnel Manual. The employee's manager creates the evaluation document and conducts the performance discussion. DPR plans to continue enhancing our internal process by providing additional training related to performance management and add an employee coaching process. Coaching sessions and a midyear review will be required for each employee to provide more timely and continuous feedback. Managers are responsible for monitoring and coaching employees to meet their individual job requirements.

5. Please list all **employees detailed** to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

There are no employee's detailed to or from the Agency.

6. Please provide the Committee with:
 - A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at agency expense.

Please see Attachment 3.

- A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.

Please see Attachment 4.

- A list of employee bonuses or special award pay granted in FY 2013 and FY 2014, to date.

There have been no employee bonuses and/or special award pay granted.

- A list of travel expenses, arranged by employee.

Please see Attachment 5.

- A list of the total overtime and worker's compensation payments paid in FY 2013 and FY 2014, to date.

In FY 2013, DPR spent a total of \$283,048 in overtime and a total of \$239,910.84 in Worker's Compensation payments. In FY 2014 to date, DPR spent a total of \$90,673 in overtime and a total of \$141,501.33 in Worker's Compensation payments.

7. Please identify all **electronic databases** maintained by your agency, including the following:

DPR uses the following electronic databases within the Agency:

Administrative Services Applications Program (ASAP)

Quickbase

- DPR Service Request Center
- DPR Permits
- DPR Facility Inventory

- A detailed description of the information tracked within each system.

DPR utilizes the ASAP program for the following functions:

- Customer Enrollment
- Program Attendance
- Class/Program Fees Paid
- Facility Reservations
- Point of Service Sales for Fitness Center and Aquatic Passes
- Permit Payments

DPR utilizes the Quickbase for a few functions, including DPR's Service Request Center and for DPR Permit Requests.

DPR's Service Request center is an internal ticketing system to track internal request for

communication services requests, support services requests, refund requests, facility requests, information technology requests, and transportation requests. It utilizes the following forms for staff to make requests:

Communications:

- OneForm - Request creation and printing of new materials.
- OnePrint - Request printing or reproduction of existing materials.
- OneMonth - Submit event information about DPR events.
- Capital Project Event - Submit event information about Capital Project events.

Facilities: Request site work and maintenance such as landscaping, trash pickup, heating & cooling, custodial services, and other maintenance.

Finance: Request a refund on a transaction made in ASAP.

Information Technology:

- Computer Issue - Report a problem with a computer or other hardware device.
- Telecommunication Issue - Report a problem with a phone, mobile device or internet outage.
- ASAP Issue - Request a password reset or request help with a problem you are having in the ASAP registration system.
- Website Update - Request a change to the DPR website.
- IT Equipment Rental - Check out laptops, projectors, and other IT equipment for a special event.

Risk Management:

- Incident Report - File an incident report that occurred on DPR property or involved DPR staff and/or equipment.
- Site Access - Request a security code for a DPR facility. (*Not used for requesting keys*)

Agency Approvals: For MOU's, agreements, or other documents requiring the signature of the agency director.

Warehouse: Request services from the DPR Warehouse such as property disposal, furniture & equipment move/repair, and supplies.

Transportation & Stage Craft:

- Stage Craft - Request use of show mobiles, tables & chairs, and other

event related equipment.

- Transportation - Request to transport a group to and from an event.
- Vehicle Request - Request a vehicle (without driver) for a special event or project.

DPR Volunteer, Summer Hire, and Contracting Tracking

The DPR Volunteer, Summer Hire, and Contractor Tracking application is used to track the number and status of volunteer, summer hire, and contractor applicants.

- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.

DPR has been using ASAP for three and half years. ASAP was acquired in Fiscal Year 2011. The Department of Parks and Recreation is in the process of re-competing the contract for providing similar online registration services. The current software is hosted and maintained by the vendor, so there are no maintenance obligations for the District with respect to this system.

DPR Service Request Center has been in use for one and a half years and went live October 2012.

DPR Permits application has been in use for two years.

DPR Facilities Inventory application has been in use for just over a year.

DPR Volunteer, Summer Hire and Contractor Tracking application has been in use for 2 years.

- Whether the public can be granted access to all or part of each system.

The public is granted access to part of ASAP via the DPR website (dpr.dc.gov). Customer access includes the ability to perform the following actions:

- Create an Account
- Add Customers to Account
- Class/Program Registration
- Make Payments
- View Invoice Details
- View Enrollment History
- View Active Enrollments
- Customer Residency and Personal Profile Information

The public is not granted access to the DPR Service Request Center. This is an internally used system to track services needed by the staff and the efficiency of internal services.

The public is granted access to part of the Permits application via the DPR website (dpr.dc.gov). Customers are limited to completing an application for a permit.

The public is not granted access to the DPR Facility Inventory. This is an internally used system.

The public is granted access to part of the DPR Volunteer, Summer Hire, and Contractor application via the DPR website (dpr.dc.gov). Customers are limited to completing an application for potential employment as a volunteer, summer employee, or contractor.

8. What has the agency done in the past year to make the activities of the agency more **transparent** to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

DPR ensures that the general public is aware of new openings as we work hard to diversify our staff. Job postings have been posted on various job boards, social media outlets as well as the DCHR website. This approach will allow us to source and recruit the best talent to merge with our current talented staff.

For each major capital project, DPR works with DGS to hold community meetings and seek feedback and input on the planning and execution of projects. For example, a playground renovation project typically holds three community meetings during the design process. DPR also puts documents on its website from meetings and design presentations. In 2013, we also started doing online surveys of conceptual designs to seek additional feedback. Community feedback is critical in shaping projects.

The Office of Permits advertised and convened three city wide stakeholder meetings to receive input from the public regarding the Agency's input on revising the permit regulations, convened and participated in a permit task force, and provided methods for residents to share comments by survey. Additionally, in partnership with Councilmember Cheh's Office, DPR has been holding regular stakeholder meetings to discuss gather input on improving the permit process.

9. How does the Agency solicit **feedback** from customers? Please describe.

The nature of DPR's work touches the residents of the District of Columbia from many

touch points. Feedback from residents is crucial as we work diligently to offer the best programs and services to our citizens. As such, DPR solicits feedback from our constituents from various avenues. This includes:

- o Grade.DC.GOV
- o PAAS evaluations where programs are observed and participant focus groups are conducted
- o Customer Service Surveys (posted at every site, program and events)
- o Ask the Director / Ask DPR via our website
- o Social media (such as Facebook and Twitter)
- o Community meetings
- o Community engagement at all our sites

- What is the nature of comments received? Please describe.

Comments vary depending on what is important to a constituent. DPR accepts all comments and feedback and works attentively to address any concerns or issues that are important to constituents. These concerns and issues range from customer service, program delivery and quality, to site openings and closings.

To date, DPR has an approximate 90% customer service rating.

- How has the agency changed its practices as a result of such feedback?

Customer feedback consistently informs the service delivery process to ensure DPR provides high quality, beneficial programs, activities, and events. As feedback is varied and multifaceted, the response may be immediate or take investigation. It is the interest of DPR to serve the needs of the community, and remediate concerns. Our response can associate with capital and/or programmatic planning. Feedback also ensures our staff is providing the best customer service and performing at high standards.

10. How was the agency tried to reduce agency **energy use** in FY 2013?

DPR continues to work extensively with DGS to increase the efficiency of the Parks and Recreation portfolio through more efficient design of new facilities and operation of existing facilities. As part of the aggressive energy-savings initiative launched in July 2013, the DGS Sustainability and Energy Team set an ambitious goal of 20 percent energy savings in 20 months, translating into a potential savings of \$5 million annually. DPR's portfolio of buildings has been included in this effort. A key component in the bold initiative is BuildSmartDC website, which DGS provides transparent, detailed, timely and actionable energy information collected through tens of thousands of data

points – more than 35,000 per building of most all DPR buildings with available smart metering. With the help of DGS, DPR is working to leverage that energy data in a transformative way to drive energy savings.

As an example of this collaborative program, several DPR locations began energy saving design/installation retrofits in FY13 include the following:

Deanwood Recreation Center; 1350 49th Street, N.E.

SCOPE: Retro-commissioning of Building Automation System to improve on and off scheduling building systems in alignment with occupancy use patterns.

Takoma Aquatic Center; 300 Van Buren Street, N.W.

SCOPE: An envelope based roof replacement over the indoor heated pool to reduce infiltration and heat loss in the building contributing to substantial wasted energy in HVAC operations. STATUS: Ongoing in FY14

Turkey Thicket Recreation Center; 1100 Michigan Avenue, N.E.

SCOPE: Installation of systems controls to increase efficiency of HVAC and a lighting retrofit. Both of which, will assist cost savings and improved operations.

STATUS: Ongoing in FY14

Ft. Davis Recreation Center; 1400 41st Street, N.E.

SCOPE: Installation of Window Energy Film to reduce solar heat gain and solar heat buildup inside recreation center.

STATUS: Completed June 13, 2013

11. Please complete the following chart about the residency of **new hires**:

Number of Employees Hired in FY 2013 and FY 2014, to date:

Position Type	Total Number	Number who are DC Residents
Continuing	19	14
Term	7	4
Temporary	571	436
Contract	0	0

BUDGET AND FINANCE

12. Please provide a chart showing your agency’s **approved budget and actual spending**, by division, for FY 2013 and FY 2014, to date. In addition, please describe any variance

between fiscal year appropriations and actual expenditures.

Please see Attachment 6 & Attachment 7.

13. Please list any **reprogrammings**, in, out, or within, related to FY 2013 or FY 2014 funds. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

Please see Attachment 8.

14. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2013 or FY 2014, to date.

Please see Attachment 9.

15. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2013 or FY 2014, to date. For each account, please list the following:

- A. The revenue source name and code.

Enterprise Fund - 0602

- B. The source of funding.

Funding for DPR's Enterprise Fund come from fees collected from permits, camps, personal enrichment courses, special events, aquatics, recreation sports, therapeutic services, senior programs and cooperative play.

- C. A description of the program that generates the funds.

Please see Attachment 10.

- D. The amount of funds generated by each source or program in FY 2013 and FY 2014, to date.

Please see Attachment 11.

- E. Expenditures of funds, including the purpose of each expenditure, for FY 2013 and FY 2014, to date.

Please see Attachment 12.

16. Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:

- A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes).
- The amount of capital funds available for each project.
- A status report on each project, including a timeframe for completion.
- Planned remaining spending on the project.

Please see Attachment 13.

17. Please provide a complete accounting of all **federal grants** received for FY 2013 and FY 2014, to date.

DPR has no federal grants to report in FY 2013 nor to date in FY 2014.

18. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2013 and FY 2014, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party.
- The nature of the contract, including the end product or service.
- The dollar amount of the contract, including budgeted amount and actually spent.
- The term of the contract.
- Whether the contract was competitively bid or not.
- The name of the agency's contract monitor and the results of any monitoring activity.
- Funding source.

Please see Attachment 14.

19. Please provide the details of any **surplus** in the agency's budget for FY 2013, including:

- Total amount of the surplus.

The total FY 2013 local surplus was \$913,219 and the total FY 2013 Enterprise Fund surplus was \$196,547.

- All projects and/or initiatives that contributed to the surplus.

The local surplus was due to vacancy savings in multiple DPR Activities.

LAWS, AUDITS, AND STUDIES

19. Please identify any **legislative requirements** that the agency lacks sufficient resources to properly implement.

The Agency has not identified such a need at this time.

21. Please identify any statutory or regulatory **impediments** to your agency's operations.

The Agency has not identified any impediments at this time.

22. Please list all **regulations** for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

Title 19, of Chapter 7 of the District of Columbia Municipal Regulations:

19-700 OPERATION OF RECREATION UNITS (1970)

19-701 REPORTING ACCIDENTS (1970)

19-702 SMOKING, DRINKING, AND GAMBLING (1970)

19-703 RESPONSIBILITY FOR GOVERNMENT PROPERTY (1970)

19-704 REPORTING LOSSES, DAMAGE, HAZARDS (1970)

19-705 [RESERVED]

19-706 RECREATION TRUST FUND (1970)

19-707 REVOLVING FUND, REIMBURSEMENTS, AND AUTHORIZATION (1970)

19-708 [RESERVED]

19-709 [RESERVED]

19-710 SCHOOL FACILITIES UNDER AGREEMENT WITH THE BOARD OF EDUCATION (1970)

19-711 USE OF SCHOOL FACILITIES: CUSTODIAL SERVICES (1970)

19-712 USE OF SCHOOL FACILITIES: COMMERCIAL ACTIVITIES (1970)

- 19-713 USE OF SCHOOL FACILITIES: OTHER LIMITATIONS (1970)
- 19-714 REIMBURSEMENT FOR HEAT, LIGHT, AND JANITORIAL SUPPLIES (1970)
- 19-715 DEPARTMENT OF RECREATION BUILDINGS AND GROUNDS (1970)
- 19-716 ESTABLISHMENT OF FEES (2003)
- 19-717 PRECEDENCE FOR USE OF RECREATION PROPERTIES (2010)
- 19-718 RESPONSIBILITY FOR REPAIRS TO PROPERTIES (1970)
- 19-719 ESTABLISHMENT OF USER FEES FOR THE SOUTHEAST TENNIS AND LEARNING CENTER AND OTHER SIMILAR TENNIS FACILITIES (2002)
- 19-720 SPONSORSHIP OF PROGRAMS AND ACTIVITIES (1970)
- 19-721 SPONSORED ACTIVITIES: FINANCIAL PROCEDURES (1970)
- 19-722 SPONSORED ACTIVITIES: ASSISTANCE AVAILABLE (1970)
- 19-723 [RESERVED]
- 19-724 [RESERVED]
- 19-725 PERMITS FOR RECREATION FACILITIES (1970)
- 19-726 PERMITS FOR PICNIC GROVES AND ATHLETIC ACTIVITIES (1970)
- 19-727 FREE MEETINGS FOR P.T.A., CIVIC, AND CITIZEN GROUPS (1970)
- 19-728 RESPONSIBILITY FOR USE OF FACILITIES AND EQUIPMENT (1970)
- 19-729 USE FOR FUND RAISING BY COMMUNITY PROHIBITED (2010)
- 19-730 STATEMENT OF PURPOSE (2007)
- 19-731 DOG PARKS: GENERAL PROVISIONS (2007)
- 19-732 DOG PARKS: APPLICATION PROCESS (2007)
- 19-733 DOG PARKS: SITE GUIDELINES AND SPECIFICATIONS (2007)
- 19-734 DOG PARKS: COMPLAINTS AND ENFORCEMENT (2007)
- 19-735 DOG PARKS: OPERATING RULES (2007)
- 19-799 DEFINITIONS (2007)

23. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2013 that significantly affect agency operations.

There were no federal legislation or regulations in FY13 that impacted the Agency.

24. Please provide a list of all **MOUs** in place during FY 2013.

Please see Attachment 15.

25. Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2013. Please state the status and purpose of each study.

In late 2013, the Aquatic Safety Research Group providing drowning and general safety suggestions issued an outline of suggestions to DPR for its aquatic facilities. The results are currently being reviewed by DPR.

Additionally, DPR is working with the Office of Planning on its Master Plan, PLAY DC. The agency is developing a long-term plan for program, parks, and facilities. See question 35 for a status update.

26. Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2013 or FY 2014, to date.

In late 2013, the Office of the DC Auditor convened an audit on nonresident use of DPR facilities. It found low impact on DC residents as a result of nonresident use of DPR facilities. Page 6 of the report provides these details. Investigations into employee personnel matters are confidential.

27. Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

Pursuant to the Audit named above in question 26, a report recommends that DPR establish a system to verify residency on online applications to further strengthen our understanding of who is using our facilities. Please see page 9 of the report for additional information. They also recommend we review adult team rosters for residency to

establish proper fees for adult teams (residents v nonresidents). In summary, they found one error: "Human error in data input [regarding payment and permit applications]" but found our overall permit process was "reasonable". Please see page 5 and page 12 of the report for some additional information.

PROGRAM-SPECIFIC QUESTIONS

I. Personnel

28. How does DPR recruit qualified individuals for open positions?

DPR is committed to hiring and retaining the best talent possible. As a CAPRA accredited Parks and Recreation system, the Agency is raising its level of thinking and awareness around hiring new employees and retain current talented workforce. To reach this level of success, DPR is developing a strong Strategic Workforce Plan that will ensure DPR has suitable access to talent to ensure future Agency success. Access to talent includes considering all potential resources (current staff, future employees, contracting out, partnerships, changing business activities to modify the types of talent required, etc.). The cycle of workforce planning includes talent assessment, evaluating staffing resource requests, analyzing resource utilization, forecasting capacity, managing and identifying the human resources to fill capacity, and then restarting the cycle. Each session will help participants analyze links between corporate and strategic objectives and that associated workforce implications are demonstrated. The Strategic Workforce Plan will take into account the projected loss of knowledge through employee exits and the projected knowledge requirements for sustaining and progressing the Agency. Knowledge requirements may include technology, new skills, new roles, and documentation of key workforce intelligence or new business demands.

DPR is committed to diversifying its staff to be consistent with the changing demographics represented in the workforce. DPR will immediately be employing the following to address a diverse platform:

- Working with the DC Office of Latino Affairs (OLA), Office of Asian & Pacific Islander (OAPI) and Office of African Affairs (OAA) in hiring planning sessions and hiring fairs and requesting the distribution of position listings amongst their networks
- Networking with multicultural community based organizations (develop mailing list & forward job listings)
- Place advertisements (Press Releases, PSA's) in ethnic media outlets.

DPR will be aggressive in our approach to sourcing, recruiting, staffing, onboarding and retaining a superior workforce that will carry our agency to the next level.

29. When transferring employees from one facility to another, on what does the agency base this decision?

The decision to reassign staff is based on site operations or programmatic need. To maintain safety standards, staff will temporarily be reassigned to ensure proper supervision is available at a site and to accommodate programming needs of the community.

30. How does DPR ensure newly hired employees have the qualifications and skills required for their position?

Along with education, training and experience, ranking factors are used to determine whether an applicant is qualified. These consist of questions that are specific to the position.

The criteria used for hiring recreation staff is based on the Qualification Standards for each specific position. Education and experience are used in the rating process of applicants as follows.

Education - Undergraduate and Graduate: Major study in general recreation or on the appropriate fields such as outdoor recreation, recreation and parks leadership; wild land recreation management; natural resources recreation; youth recreation; public, urban, or community recreation; special populations recreation (e.g., senior citizens, institutional, etc.) or physical education.

Experience – General experience - Experience that provided a knowledge of the goals, principles, methods and techniques of recreation, and an understanding of the interests of individuals or groups.

Specialized experience – Experience that demonstrated the ability to apply the principles of one or more specialty areas of recreation. Examples are: planning, organizing, coordinating, supervising, or evaluating community, industrial, outdoor, institutional or other recreational programs.

31. How does DPR handle employee allegations of sexual harassment in the workforce? What efforts has DPR made to eliminate sexual harassment?

DPR takes each allegation of sexual harassment very serious. Any report of sexual

harassment is investigated thoroughly. Senior management reviews all findings and depending on the results of the allegation a referral to other partner agencies and/or appropriate authorities is required. As an agency, DPR works to ensure each employee understands the components of sexual harassment as well as the detriment that can be caused by improper actions amongst staff and/or patrons. Training for sexual harassment is required for staff every fiscal year of employment.

Please see Attachment 16.

32. When a patron of a DPR facility complains of the service received from a DPR employee, how is that complaint resolved? Does DPR reach out to the complaining patron and notify him or her of its resolution? How many such complaints has DPR received in FY 2013 and FY 2014 to date?

If there is a complaint, employees must respond promptly and courteously to customers. In some instances, an explanation is needed and employees should be courteous in their interaction.

The appropriate staff member or supervisor should acknowledge all concerns, complaints and correspondence either verbally or in writing within 24 hours or the next business day. Longer written responses are made no more than five working days after receipt of the grievance. Complaints are passed to the site manager, area manager, and the Chief of the Community Recreation Division to address. At that point, the concern will be investigated until a resolution is determined. Upon a resolution, DPR will notify the customer, unless the complaint is a personnel matter. It is DPR policy that personnel matters are not discussed with customers. However, we ensure customers that proper procedures are taken to address their concerns.

If the customer wishes to raise the complaint further, they are always welcomed to speak to an upper manager.

Currently, DPR receives questions, comments, and complaints from several different touch points. This includes, emails, Ask the Director, social media, phone calls, and Grade DC. They can be asked to any of DPR's 400+ staff members, 311, or other various constituent services offices within the government. It is DPR's policy to address and resolve constituent concerns as soon as possible. We have started to gather the compliments and concerns presented by District residents. To date, DPR has 90% customer service satisfaction ranking.

33. What efforts has DPR made to improve customer service at all facilities?

DPR has created a customer service manual that provides the Agency's customer service standards and procedures. All staff have recently been given an updated version. All new hires (whether seasonal or permanent) are provided a copy when starting at the Agency.

In addition, staff is provided customer service trainings on an annual basis. In FY 2013, DPR provided training twice, through it's Agency's PDA and at DPR's all staff conference. DPR is developing ongoing training opportunities to ensure staff improves their customer service skills and understand the importance of customer feedback. Additionally, customer service survey results will be made available to staff to see how customers are rating their customer service.

34. How does DPR inform constituents when a facility closes unexpectedly or does not open on time? What is DPR's contingency plan for when a DPR employee is not available to open a facility on time?

It is standard procedure for staff to call or email the Ward Office or Program Office upon their arrival to the site, as well as sign-in. If a site is at risk of not being open on time by the opening manager, they are required to communicate with their manager informing them of their lateness. Upon receiving notice of a possible late opening, the manager will make every effort to temporarily assign additional staff to that site to ensure it opens on time. If the effort is unsuccessful, the manager will be asked to open the site.

When issues arise that will delay opening or close an aquatic or recreation center, it is the responsibility of the site manager to notify aquatics management for pools; and area manager and Chief of Community Recreation for recreation centers, who will contact Chief of Business Operations to notify the Department of General Services (if it is an operational issue), Director, Chief of Staff, DPR's constituent services and communication divisions via email. DPR's Communication team will use a combination of communications vehicles to keep the public informed, including on-site signage, social media, media interviews, the website, and more. DPR aims to ensure all customers feel safe at the District's parks and recreation facilities. All incidents will be reported to the public in as timely a manner as possible, once the facts are obtained. This policy is to ensure that no misinformation or alleged information is communicated to the public.

DPR will never jeopardize the safety of its customers or staff and will not open a site without the proper ratio of staff present. If there is a threat to the public at any facility, it will be closed.

II. Facilities and Permitting

35. What is the status of DPR's Master Facility Plan? Please provide a timeline for completion of the plan.

The DPR Master Plan – Play DC – is currently completing the vision stage and moving into the implementation stage. After extensive work with the community, our Advisory Committee, and review by the Mayor, we're completing a Vision for the parks and recreation system, which will be published this spring. The Master Plan report, to include implementation plan, will be published this summer.

36. Please provide a list of the outstanding maintenance requests for all DPR facilities. In DPR's experience, how long does it typically take for DGS to respond to a maintenance request?

DGS has provides the following response times for DPR maintenance requests:

- Life safety/emergency issues are addressed within 24 hours. or less.
- Routine Maintenance repairs completed within 2 weeks to 30 days (depending upon supplies needed and available, labor, or contractor involvement)
- Cosmetic issues are prioritized based on need
- Deferred Maintenance Projects are addressed on a case by case basis depending upon proposed construction/modernization schedules.

Please see Attachment 17.

37. What progress has been made in creating a new permitting fee schedule? How has the agency addressed complaints that the permitting system is difficult to navigate for residents? How has the agency addressed complaints that non-residents are not charged a higher rate for use of District recreational facilities?

Pursuant to D.C. Code Section 10-307, the Agency has prepared draft regulations creating a new permitting fee schedule. To prepare these regulations, the Agency reviewed other jurisdictions, convened stakeholder meetings, and considered its needs. The regulations are being reviewed by EOM before their submission to OPLA.

DPR is currently working on the new rules and regulations for the updating of the fee schedule. DPR held three community meetings in November and December and have continued to accept comments from customers as we work on the regulations. We are working hard to incorporate these comments and consider them when formulating the regulations.

Our online application is a continuous working document. As customers make suggestions that improve the process, we are more than happy to incorporate suggestions.

All our current fees have non-resident fees that we charge to customers.

38. What efforts has DPR made to improve inter-agency coordination with DGS regarding maintenance, DOH regarding health and nutrition, and OSSE regarding early childhood? What programs, if any, does DPR currently coordinate with DOH and OSSE?

DPR partnered with DOH through a grant application to the National Recreation and Park Association (NRPA) for a Park Prescriptions program. DPR was awarded the grant, and worked through DOH to provide the funds to a local partner, Unity HealthCare. Through the efforts of Dr. Robert Zarr, known nationally for his Park RX work, the grant was successful in expanding the Park RX program to approximately 400 youth that are patients at Unity's Upper Cardozo Health Center in Columbia Heights. These youth were provided with "prescriptions" for outdoor activity that included park pages, which are print-outs of maps and descriptions of activities that they can participate in at over 350 parks (DC and NPS) within the District.

DPR is in daily contact on various projects the two Agencies collaborate on. DGS recently launched SmartDGS, which is the Agency's new system for reporting maintenance concerns in any facility. DGS has begun trainings for DPR staff on how to interact with this system. Additionally, DPR works closely with DGS on many modernization projects for facilities and new playgrounds through our PlayDC Initiative.

DPR continues to be an integral partner with OSSE on the city's free summer meals program. Last summer, DPR sponsored 212 sites and served a total 895,142 meals. This program is number one in the country for feeding children and youth from free and reduced meal households.

39. How does DPR work with the National Park Service to coordinate the use and management of fields and parkland citywide?

NPS, DPR, and the Office of Planning are currently collaborating around Franklin Park in downtown. The agencies are working together to plan a new and vibrant park to meet the needs of District residents and visitors. All are actively engaged in conversations about how to activate Franklin Park with possible innovative partnerships.

Most recently, NPS has been involved in DPR's Master Plan by actively participating in the Advisory Council and offer their feedback on a regular basis.

Additionally, DPR currently permits out certain fields for NPS. This includes the

following:

Field	DPR Permit Time
West Potomac Fields 1-12	March – August
Wallenbrug Field	March – August
Carter Barron	DPR permits all year-round, follow DPR grass field policy
Kenilworth Parkside	DPR permits all year-round, follow DPR grass field policy
Volleyball Courts	May – October

III. Health and Environment

40. In what ways can DPR facilities help provide outlets for physical activity to community-based childcare centers? How can DPR work with OSSE to make its facilities available for community-based childcare centers?

Many childcare centers and charter schools use DPR facilities for activities year round. Most often, playgrounds, courts, and gymnasiums are used for recreation activities. The groups are asked to apply for a permit so we can coordinate multiple requests for the same amenities to eliminate overcrowding.

41. How does DPR promote nutrition education at DPR facilities? Please provide a copy of the nutrition information that DPR was required to provide to facility managers on June 1, 2013, pursuant to Section 3b(c)(3) of the Recreation Act of 1994.

Section 3b(c)(2) of the 1994 Act became effective on April 23, 2013. However, pursuant to DC Official Code 10-307, (b)(2) the authority granted [in this section] “...shall not be exercised until the rules have been adopted” and no food is currently being offered or sold by DPR. Notwithstanding, DPR works with OSSE to implement a nutritious food program by providing space and staff supports to help distribute meals. OSSE licenses and monitors the providers to ensure nutritional requirements and other requirements are met.

42. Has DPR fully implemented the nutrition standards for food and beverages sold or provided at DPR facilities as established by Section 3b of the Recreation Act of 1994?

Please refer to question 41.

43. Is DPR recycling at all of its facilities? In the FY 2014 budget, the Committee provided \$201,000 for the purchase of recycling containers at 71 DPR facilities. Have these containers been purchased and installed? Is DGS regularly collecting recyclables from all DPR facilities?

Yes. There are currently 73 sites DPR facilities receiving recycling hauling collections at an estimated cost of \$51,403. DGS is the process of rolling out new color-coded waste stations, similar to those now being integrated throughout the property portfolio as part of standard design specification guidelines. These new waste sorting stations provide visual cues to help educate users on what's recyclable, compostable, and what should be landfill. Total estimated indoor waste station costs are \$130,000. This includes the cost of twenty-five large capacity collection bins for public event recycling. First order of bins is scheduled to arrive for placement in March 2014.

Additionally, DGS, in partnership with the DPR Office of Nutrition Services, will pilot organics waste collections from all DPR 47 feeding centers in 2014. Trained summer workers will help educate and monitor collection bins to reduce contamination, targeting both breakfast and lunch program meals. Calculations based on historical data indicated that sixty-percent of all feeding sites are expected to issue over 100 meals per day. This translates to approximately 6,145 meals per day, or 245,800 meals for the entire 8-week program, which could potentially add 3.9 tons of waste per day, or about 160 tons for the duration of the program. By segregating food waste, DPR efforts will help reduce odors, reduce reports of pest activity, and make valuable organics materials available for compost. Hauling cost is estimated at \$25,278. This will be the first attempt to better quantify waste management costs impact on operations. Other miscellaneous operational costs (i.e. recycling/compost/landfill) include an additional \$18,588.64 to cover the cost of plastic and compostable liners. The remaining balance will be used to secure additional outdoor DuMOR bins for public space recycling, similar to the bins already in use in PLAYDC parks/playgrounds.