



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Parks and Recreation



February 7, 2017

The Honorable Mary Cheh
Chairperson, Committee on Transportation and the Environment
Council of the District of Columbia
1350 Pennsylvania Ave., N.W., Suite 108
Washington, D.C. 20004

Dear Councilmember Cheh:

Thank you for your email dated January 24, 2017 containing DPR's Performance Oversight Pre-Hearing Questions. I appreciate the opportunity to gather the requested information and provide a response in advance of the hearing.

Should you have any questions please feel free to contact me, or Michael Beckham, Policy Analyst, at michael.beckham@dc.gov or (202) 391-9188.

Sincerely,

Keith A. Anderson
Director, DPR

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Performance Oversight Questions
Department of Parks and Recreation

A. 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.**

Please see attachment for the answer to Question 1.

The Office of the Chief of Staff is responsible for: data analytics; performance management; human resources; policy; and legislative affairs. The Chief of Staff is also responsible for the day-to-day operations of each Division.

The Administrative Services Division is responsible for: capital planning and design; contracting and procurement; information technology; nutrition services; partnerships and development; risk management; and support services.

The Recreation Services Division is responsible for: aquatics; community recreation; parks; sports health and fitness; and community programs (including but not limited to early-middle childhood and seasonal camps; senior programming; teens; therapeutic recreation, and program registration).

The Community Engagement Division is responsible for: communications; customer service; permits; and the Roving Leaders program.

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

Please see attachments for the answer to Question 3a-e.

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

DPR streamlined the reporting structure to include three (3) divisions (Recreation Services, Community Engagement, and Administrative Services). In addition to recruiting the Deputy Director of Recreation Services (a new position), the agency is in the process of recruiting several new management positions to improve efficiency and accountability. Specifically, the new management positions under recruitment in FY17 include:

- Parks and Environmental Conservation Manager - to directly manage DPR parks and environmental programming.
- Regional Manager - to directly manage the site managers for recreation

- centers. Two regional managers are currently under recruitment.
- Site Manager - to directly manage two (2) to four (4) recreation centers, to improve accountability and reduce spans of control.
- Aquatics Site Manager - to directly manage DPR aquatics facilities.
- Park Ranger Manager - to directly manage the park ranger program.
- Community Programs Manager - to directly manage the development, implementation, and quality assurance of agency programs.

2. **Please list each new program implemented by the agency during FY 2016. For each initiative please provide:**
- a. A description of the initiative.**
 - b. The funding required to implement the initiative.**
 - c. Any documented results of the initiative.**

In FY16, DPR implemented a number of new Community Recreation Programs, including:

The Greenhouse Cooperative

- a) DPR built and is currently renovating four (4) greenhouses across the District to be managed as greenhouse cooperatives. In exchange for growing space, non-profits, schools, and volunteers will donate seedlings and provide free public programming.
- b) DPR is leveraging the use of grant funding to renovate the greenhouses. DPR currently has \$250,000 in grant funding to support this initiative. There are no operating costs because the greenhouses will be operated and managed by members of the cooperative, and their volunteers.
- c) In 2016, DPR partnered with five (5) non-profits at the Theodore Hagens Greenhouse in Ward 5. The non-profits provided free garden programming and donated seedlings to both DPR youth and low income programs.

Urban Beekeeping

- a) In 2016, DPR launched a Beekeeping program. In an effort to support urban beekeeping and to increase pollination in the District, DC residents can apply to keep their personally-owned honeybee hive on one of seven (7) DPR designated beehive locations. In order to ensure proper and safe maintenance of the bees, all beekeepers must follow DOEE's new regulations and all participants must take a pre-approved 12 hour beekeeping course.
- b) There are no operating costs. DPR is partnering with the volunteer nonprofit DC Beekeeper Alliance to help manage the program.
- c) There are currently 13 beehives actively managed by the public as part of the new Urban Beekeeping program.

Funky Fitness First Fridays

- a) In 2016, DPR started offering a free monthly event on the first Friday of each month to showcase fitness opportunities and promote a healthy lifestyle. Activities have included zumba, bootcamp, spinning, aqua fitness, dancing, and healthy food.
- b) The total program cost was \$43,975.
- c) The program served more than 450 participants, and counting.

DPR Triangle Park Series

- a) In 2016, DPR piloted a variety of pop-up activities in parks across the District. The events were designed to activate small parks, improve equity, highlight new programs, and support small businesses and entrepreneurs from across all eight (8) wards.
- b) The total program cost was \$12,500.
- c) The program served more than 200 participants.

DCPS Lifeguard Training Academy (pilot)

- a) In 2016, DPR piloted a new Lifeguard Training Academy at select DCPS high schools. The program recruited high school students to complete a comprehensive training course, with an objective to assist students to take and pass a lifeguard training certification course.
- b) The program was provided using existing staff and resources, so there were no additional costs to the District.
- c) Approximately 60 students completed the program. Due to the timing of the course completion, DPR was successful in hiring approximately 40% of the program participants for the 2016 summer season.

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

Please see attachment for the answer to Question 3a-e.

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, completes, and discusses the evaluation tool with the employee. DPR provides training related to performance management including an employee-coaching component. Managers are responsible for monitoring and coaching employees throughout the year 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.**

	Name	Reason	Date of Detail	Projected Return
1	Angela Tucker	Detailed from DPR to DCHR to assist with the implementation of shared services.	January 8, 2017	April 8, 2017
2	Jimmy Ieng	Detailed to DPR from OCTO to assist with IT planning and coordination.	December 5, 2016	March 5, 2017

In addition, DPR was detailed two (2) employees for light-duty assignments through the District's Return To Work program. The employees served as customer service representatives and were on detail from: April 18, 2016 through August 22, 2016; and November 7, 2016 through February 2, 2017, respectively.

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

Please see attachment for answer to Question 6a.

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

Please see attachment for answer to Question 6b.

- c. **A list of employee bonuses or special award pay granted in FY 2016 and FY 2017, to date.**

Please see attachment for answer to Question 6c.

- d. **A list of travel expenses, arranged by employee.**

Please see attachment for answer to Question 6d.

- e. A list of the total overtime and worker’s compensation payments paid in FY 2016 and FY 2017, to date.**

Please see attachment(s) for answer to Question 6e.

- 7. Please identify all electronic databases maintained by your agency, including the following:**
 - a. A detailed description of the information tracked within each system.**
 - b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.**
 - c. Whether the public can be granted access to all or part of each system.**

Please see attachment for answer to Question 7a-c.

- 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.**

In the past year, DPR has sought to be more transparent with the public through several key initiatives such as: increasing the participation rate of the text-message alert system (Nixel); implementing strategic marketing campaigns; attending community meetings; and facilitating community town halls.

Increasing Participation Rate of Text-Message Alerts (Nixel)

DPR uses Nixel to send text-message and email alerts to subscribers. The system is used to proactively announce facilities closures, program registration deadlines, and other important information. Between the end of January 2016 and the end of January 2017 DPR’s Nixel subscribers increased by 35%. Please See: Table 1, below:

Table 1:

Year	Total Nixel Subscribers	Emails	Mobile
End of January 2016	1,963	1,249	714
End of January 2017	2,642	1,653	989
Percent Change	+ 35%	+ 32%	+39%

Strategic Marketing

DPR is closely monitoring program registration data and using strategic marketing campaigns to increase enrollment for select programs and/or locations. DPR is also being more creative in the marketing of its programs. For example, DPR knew that

the announcement about a new STEM camp in partnership with the Washington Nationals baseball team would result in significant interest from the community. DPR's communications team used social media to "tease" the announcement. When the camp was formally announced, the agency's tweet received more than 28,100 impressions, and the camp was fully enrolled within one (1) hour.

Community Meetings

In FY16, DPR attended more than 70 community meetings to share and discuss various topics with the public. Meeting topics included but were not limited to: capital projects; community programs and activities; and special events.

Town Halls

In FY16, DPR held ten (10) Town Halls across the District to solicit feedback from the community regarding DPR programs and activities. The town halls provided the public with an opportunity to provide feedback on existing programs, and to express interest in new programs and activities.

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

DPR obtains customer feedback in a variety of ways, for example: community meetings; town hall forums; social media (twitter, Facebook, etc.); email; phone calls; in-person interactions at DPR facilities; customer service surveys; and program surveys.

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

DPR receives a wide variety of customer feedback. For example, DPR received a 93% satisfaction rating through customer service surveys. The agency also learned that the majority of customers learn about DPR programs by way of the agency website (46% of respondents). Specific comments are generally related to: maintenance requests; trash pick-up requests; questions about facility hours of operation; and general feedback about DPR programs.

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

The comments received from customers are shared with DPR managers in order to address any issues or concerns that might affect a guest's experience at a specific location or program. Positive feedback is also shared so that staff can be recognized for their performance. Finally, the feedback is also used to improve marketing and outreach, depending on the preferred method of communication by each demographic.

10. How was the agency tried to reduce agency energy use in FY 2016?

DPR continues to make significant progress in reducing the agency's total energy use and overall carbon footprint by:

- Installing new LED lights in recreation centers across the District;
- Installing solar panels on several recreation centers, such as the SE Tennis and

- Learning Center, Trinidad Recreation Center and Hillcrest Community Center;
- Constructing and renovating DPR facilities to a minimum standard of LEED Silver;
- Installing solar-powered benches with cell-phone charging stations and free Wi-Fi;
- Designing the first net-zero recreation center;
- Installing new Green Infrastructure, such as new stormwater management improvements at the Takoma Park and Amidon Park;
- Installing more trees in partnership with Casey Trees and other District partners;
- Constructing electric car charging stations at the Kenilworth Recreation Center;
- Adding high-efficiency glazing to the windows at the Ridge Road Recreation Center to help keep the building cool in hot weather;
- Installing new bike racks at facilities throughout the District, and working with Capital Bikeshare to add amenities to the Marvin Gaye Recreation Center and Edgewood Recreation Center;
- Designing and installing an urban farm on the roof of the Edgewood Recreation Center;
- Installing energy-efficient mechanical systems;
- Planting native landscaping, which require less water and energy dependence;
- Installing motion sensors to DPR's new splash pads so that they are only activated when actually in use;
- Installing geothermal wells on the Turkey Thicket athletic field, heating and cooling the water used by the adjacent Brookland Middle School; and
- Using recycled materials whenever possible on new construction projects.

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

Number of Employees Hired in FY 2016 and FY 2017, to date

<i>Position Type</i>	<i>Total Number (52)</i>	<i>Number who are District Residents</i>
Continuing	13	9
Term	35	31
Temporary	4	3
Contract	0	0

12. Please provide the agency's FY 2016 Performance Accountability Report.

Please see attachment for the answer to Question 12.

B. BUDGET AND FINANCE

13. Please provide a chart showing your agency's approved budget and actual spending, by division, for FY 2016 and FY 2017, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

Please see attachment for the answer to Question 13.

14. **Please list any reprogrammings, in, out, or within, related to FY 2016 or FY 2017 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 attachments for the answer to Question 14.

15. **Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY 2016 or FY 2017, to date.**

Please see attachments for the answer to Question 15.

16. **Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY 2016 or FY 2017, to date. For each account, please list the following:**
- a. **The revenue source name and code.**
 - b. **The source of funding.**
 - c. **A description of the program that generates the funds.**
 - d. **The amount of funds generated by each source or program in FY 2016 and FY 2017, to date.**
 - e. **Expenditures of funds, including the purpose of each expenditure, for FY 2016 and FY 2017, to date.**

Please see attachment for the answer to Question 16a - d, and attachment for the answer to Question 16e.

17. **Please provide a list of all projects for which your agency currently has capital funds available. Please include the following:**
- a. **A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes).**
 - b. **The amount of capital funds available for each project.**
 - c. **A status report on each project, including a timeframe for completion.**
 - d. **Planned remaining spending on the project.**

Please see attachment(s) for the answer to Question 17a, c, and d; and for Question 17b.

18. **Please provide a complete accounting of all federal grants received for FY 2016 and FY 2017, to date.**

In FY16, DPR received \$217,536 in federal grant funding from the National Park Service's Land and Water Conservation Fund for upgrades to the Walter Pierce

playground in Ward 1.

19. Please list each contract, procurement, lease, and grant (“contract”) awarded, entered into, extended and option years exercised, by your agency during FY 2016 and FY 2017, to date. For each contract, please provide the following information, where applicable:
- a. The name of the contracting party.
 - b. The nature of the contract, including the end product or service.
 - c. The dollar amount of the contract, including budgeted amount and actually spent.
 - d. The term of the contract.
 - e. Whether the contract was competitively bid or not.
 - f. The name of the agency’s contract monitor and the results of any monitoring activity.
 - g. Funding source.

Please see attachment for the answer to Question 19a - g.

20. Please provide the details of any surplus in the agency’s budget for FY 2016, including:
- a. Total amount of the surplus.
 - b. All projects and/or initiatives that contributed to the surplus.

Please see attachment for the answer to Question 20.

C. LAWS, AUDITS, AND STUDIES

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

None.

22. Please identify any statutory or regulatory impediments to your agency’s operations.

None.

23. 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.

Subject Heading	Chapter	Revision Date
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Recreation Centers Use	19 DCMR 700-715	1999, 2001
Permits	19 DCMR 716-25	2016
Equipment and Dog Parks	9 DCMR 726-735	2007

24. **Please explain the impact on your agency of any federal legislation or regulations adopted during FY 2016 that significantly affect agency operations.**

None.

25. **Please provide a list of all MOUs in place during FY 2016.**

Please refer to the answer to Question 15.

26. **Please provide a list of all studies, research papers, and analyses (“studies”) the agency requested, prepared, or contracted for during FY 2016. Please state the status and purpose of each study.**

In partnership with the Protective Services Division (PSD) of the Department of General Services (DGS), DPR completed lighting and security surveys of select DPR recreation centers to assess the current lighting and security infrastructure, and to identify recommendations for improvements.

27. **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 2016 or FY 2017, to date.**

DC Auditor Pool Maintenance Report, dated February 3, 2016. This report states that there were inadequate checks and balances in place to ensure that pool maintenance work was being done by DGS contractors. Furthermore, the report states that work done by DPR staff and DGS contractors was duplicative and could be corrected resulting in cost savings.

28. **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. If the recommendation has not been implemented, please explain why.**

According to the *DC Auditor Pool Maintenance Report*, dated February 3, 2016, the Department of General Services (DGS) is the lead agency to implement the recommendations.

D. PROGRAM-SPECIFIC QUESTIONS

I. Personnel and Customer Service

- 29. When a patron of a DPR facility complains of the service received from a DPR employee, what is DPR's procedure for tracking the complaint and its resolution? Please provide the number of such complaints DPR received in FY 2016 and FY 2017, to date, organized by subject matter, Please also provide the number of the complaints that have been resolved.**

DPR tracks customer complaints through Intranet Quorum. We receive the correspondence from the customer in Intranet Quorum and send the customer complaint to the appropriate DPR employee. We provide staff with 48 hours to provide response. The final step is to close the correspondence.

Please see attachment for additional information to answer Question 29.

- 30. What efforts in FY 2016 and FY 2017, to date, has DPR made to improve customer service at all facilities?**

First, DPR converted the 38 Customer Service Representatives from temporary employees to full-time DPR employees. In addition, DPR created a Customer Service Handbook for all DPR employees. DPR consulted with sister agencies, such as the Department of Human Resources (DCHR) to incorporate best practices from around the District government. DPR is now in the process of distributing the handbook to DPR employees and providing associated training.

- a. In DPR's responses to the Committee's FY 2015 Performance Oversight Questions, DPR stated that its new training framework would be implemented by FY 2017—has this occurred?**

Yes. Please see the response to question 30, above.

- 31. What further progress has DPR made in reclassifying FTEs to correct its Schedule A position listings? Last year, DPR stated that it had made significant progress, but there was more work to be done. Has DPR completed this process? What insights has this process given DPR into its staffing levels, especially staffing at facilities?**

Yes, DPR completed the exercise of cleaning-up the agency's Schedule A. The agency's record keeping contained errors in multiple categories, such as: reporting structures; union compensation codes; and funding sources. Compounding this challenge, the Schedule A did not match the agency's approved budget.

The table below summarizes the deficiencies and the number of corrections that we made to each record type / category.

	Record Type / Category	# Corrections
1	“Reports To” - mapping staff to correct manager	291
2	“FTE Distribution” – accurately reporting part-time versus full-time status	100
3	“Funding Source” – mapping staff to correct budget codes	47
4	“Deactivation” – deleting positions that no longer exist	15
5	“Pay Scale” – accurately compensating staff on union vs. non-union pay scales	10
6	“Job Titles” – correcting job titles based on actual work performed	5
	TOTAL	468

DPR is now in the process of analyzing the findings to ensure appropriate staffing levels at facilities.

32. Does DPR conduct residency verification in permitted activities and programs? If so, what does this process look like?

Both the permit application and program registration form ask the question whether an applicant/ registrant is a DC resident, and for the person’s home address. Pursuant to DPR’s new permit regulations, if an applicant is a league, club, organization, or other group, it must demonstrate (via rosters) that the applicant is a District resident or incorporated in the District and that at least seventy-five percent (75%) of the participants are District residents to be considered a resident.

33. The DC Auditor’s Status Report on Implementation of District of Columbia Auditor Recommendations from January 2016 notes that DPR is in the process of implementing a 2013 recommendation that DPR establish a system to review and verify adult team rosters submitted for athletic fields and establish fees based on composition of teams where applicable. Please update the Committee on DPR’s progress implementing this new system.

Beginning in the fall of 2016, DPR requires all permitted groups using athletic fields to submit rosters (youth and adult) for their leagues/teams. New regulations passed passively approved by the Council in June, 2017 require that if 75%, or more, of a league/team's roster consists of District residents, that league/team qualifies for the DC residents permit rate. If the 75% minimum is not met, permits for out of District groups are 1.5 times the DC rate.

II. Facilities

- 34. In FY 2016 and FY 2017 to date, how many times have DPR facilities, including swimming pools, opened late or closed? Please break down by facility and provide the length of each delay and why it occurred.**

Please see attachment(s) for answer to Question 34.

- a. Has DPR negotiated a new collective bargaining agreement to help improve the number of delayed openings and closures, as recommended by the Committee in the FY 2017 Budget Report?**

The Office of Labor Relations and Collective Bargaining (OLRCB) is leading negotiations for a new collective bargaining agreement. At this time, a new agreement has not been finalized.

- 35. What is DPR's contingency plan for when a DPR employee is not available to open a facility on time? What actions does DPR take to minimize the frequency of delayed openings? Please provide the number of delayed openings in FY 2015 and FY 2016, broken down by the reason for the delay—inclement weather, staff call-out, etc.**

When there are late openings within the Community Recreation Division, the plan is to alert the Area Manager upon discovery and when available, detail another staffer to the site. If that option fails, the Area Manager or Division Chief will open the site.

When there are late openings within the Aquatics Division, the plan is for the site lead to call a Central Staffing Office which, in turn, works to reroute staff appropriately and sends out a notification to the public via the Nixle system.

These measures help DPR minimize the frequency of delayed openings and ensure the public is notified as soon as a disruption is identified. Additionally, please refer to the attachment(s) for the answer to Question 34.

36. What progress did DPR make in FY 2016 in implementing the Master Facility Plan?

The Master Facility Plan is still used by DPR as a framework to assist in capital planning and design. After reviewing the plan in 2016, the Administration determined that the data used to support the plan was outdated and required updating. In addition, it was determined that the plan should be aligned with the pending updates to the city's Comprehensive Plan. DPR is now in the process of coordinating with the Office of Planning on the revisions to the Comprehensive Plan, and hiring a dedicated Planner to prepare the necessary updates to DPR's Master Facility Plan.

37. Please provide a list of the outstanding maintenance requests for all DPR facilities. Please describe the procedure by which DPR follows up on maintenance requests to ensure repairs are made by DGS in a timely manner.

Please see attachment(s) for Question 37. Please note, the attachment contains FY17 information. DPR will provide the FY16 information as soon as it is made available by the Department of General Services.

38. In DPR's FY 2015 Pre-Hearing Responses, DPR stated that it expected all signage at its facilities to be updated/standardized by the summer of 2016. Has this occurred? How has the signage been improved to give notice of DPR policies regarding admittance and appropriate behavior?

In the summer of 2016, DPR prominently posted signage in all of its facilities regarding DPR's code of conduct.

III. Policies and Programming

39. Has DPR adopted a code of conduct for DPR facilities and a procedure for barring a person from a DPR facility?

DPR has adopted a code of conduct for DPR facilities. The procedure for barring a patron is completed on a case-by-case basis.

a. How many notices of barring were issued in FY 2016 and FY 2017, to date? For each notice issued, please provide the location, length of the barring, and the reason for its issuance.

DPR issued five (5) barring notices in FY 2016 and FY 2017, to date. The details for each barring notice is provided in the chart below.

	Location	Duration	Reason
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1	Kennedy Recreation Center	1 year	Fighting with Staff
2	Fort Stevens Recreation Center	90 Days	Harassment
3	Sherwood Recreation Center	1 year, or until charges dismissed	Unlawful Entry
4	Sherwood Recreation Center	1 year, or until charges dismissed	Unlawful Entry
5	Deanwood Recreation Center	1 year	Use of Field without Permit & Fighting

40. Please provide a list of DPR programming and attendance in FY 2016 broken down by ward, facility, gender, and age group.

Please see attachment for Question 40.

- a. If DPR is unable to provide gender and age group data, please describe any progress DPR has made in developing data collection tools to track the gender and age group of attendees at DPR programs.**

DPR's current program management system, as well as the new system, records the gender and age of program participants.

- b. What progress has DPR made in developing 2-year site plans for each facility based on feedback from the community?**

At the end of FY 2016, DPR held 10 town halls to solicit community feedback for recreation center programming. DPR is reviewing the feedback from the town halls, gathering historical program data and additional customer feedback to develop 2-year site plans. In the interim, DPR is using the initial findings to identify programmatic gaps where the District can engage potential programmatic partners. DPR is also in the process of hiring new site managers and a Community Program Manager, who will help to advise and finalize the site plans based on this data and their specialized expertise.

- c. Please provide data on program registration by gender for the previous 3 fiscal years and a list of any gender-specific programs.**

Please see attachment for answer to Question 40.

- d. In DPR's FY 2015 Pre-Hearing Responses, DPR stated that there is**

historically larger numbers of females registering for programs than males. Has DPR made any effort to attract more males to register for programming?

DPR has looked at several ways to expand the number of males who are registering for programming. Our Teens division has begun the process of facilitating “Teen Town Halls” in which we are soliciting the input of teens and young adults throughout the city for more attractive programmatic ideas. DPR is also looking at new ways to engage communities throughout the city with their respective recreation and aquatic centers. With that in mind, this spring DPR will be expanding its social media footprint to better reach these demographics.

e. What steps has DPR taken to improve program offerings for youths aged 13-21 in FY 2016, as recommended by the Committee’s FY 2016 Budget Report?

DPR’s Teens Division has begun conducting several focus group sessions as a way to solicit feedback from teenagers and young adults throughout the city. DPR has learned from these focus groups what programming is desired, as well as the best way to engage with youth and attract them to DPR. For example, DPR has learned that more out-of-town field trips are wanted, in addition to other non-traditional activities like horseback riding and zip lining. As a result, this past summer, DPR worked to incorporate these elements into our programs. Youth went zip lining, bowling, go karting, horseback riding, and went on an intergenerational field trip.

Beginning later this spring, DPR will start to hold “Teen Sports Nights”. These events will be used as a vehicle to solicit more input from youth. As opposed to a traditional meeting to learn what programs and services youth desire, these events will include eight (8) sessions of interactive games and activities. One of the sessions will focus on what programs and services youth desire, while the other sessions will be used to attract youth to gather their valuable input.

41. In FY 2016 and FY 2017, to date, 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?

DGS Coordination - Facility Maintenance

To improve inter-agency coordination between DPR and DGS, both agencies have assigned dedicated staff to track, monitor, complete, and follow through on DPR maintenance requests. Furthermore, prior to the start of the summer season (DPR’s busiest season of the year), DGS performs a thorough inspection of DPR facilities and closes as many work orders as possible, before the start of seasonal camps. Please also see: Attachment for Question 37.

DOH Coordination - Health and Nutrition

Under OSSE’s direction, DOH performs health inspections of DPR facilities to ensure

compliance with federal and local laws and regulations pertaining to the summer meals program. DPR works closely with DOH on the Mayor's FitDC initiative, which includes both fitness and nutritional programming and special events.

OSSE Coordination - Early Childhood

OSSE provides general guidance and advice to DPR regarding the operation of early childhood programs. OSSE provides best practice advice and guidance for the successful operation of program offerings.

DOH and OSSE Coordination - Programs

DPR works closely with DOH on the Mayor's FitDC initiative, which includes both fitness and nutritional programming and special events. OSSE provides general guidance and advice to DPR regarding the operation of early childhood programs. OSSE provides best practice advice and guidance for the successful operation of program offerings. In addition, DPR coordinates with OSSE for operation of the District's Free Summer Meals program.

42. **When DPR operates a colocation site with DCPS, how does it work with the community to ensure both the school's needs and the community's needs are being met?**

DPR managers and site staff at co-located sites attend community meetings to interact with and receive feedback from the community regarding recreation programming. Staff members at co-located sites will also work closely with school officials to ensure both the school's needs and the community's needs are being met.

- a. **Has DPR received any complaints from DCPS or the community about colocation sites in FY 2016 or FY 2017, to date? If so, please describe the nature of the complaints received.**

Typically, community concerns fall under the general category of scheduling gymnasiums for community use, especially when after-school sports are in session. To help address this concern, DPR works closely with DCPS to provide the community with a calendar, so that the public is aware of the gymnasium's availability.

43. **What steps did DPR take in FY 2016 to improve the transparency of its permitting application procedures and decisions? Specifically, what progress has DPR made on the design and implementation of its online database that allows applicants to view site availability in "real time"?**

For the first time, DPR published a spreadsheet in the fall of 2016 with a comprehensive list of DPR field permit applicants. The spreadsheet allowed

applicants to see a schedule of availability prior to submitting their application(s). With the launch of DPR's new Recreation Management System later this year, the public will be able to view in real-time the availability of DPR's amenities, including: fields, courts, gymnasiums, and multipurpose rooms.

44. How does DPR respond during a snow emergency? How does DPR make the decision about what facilities will be open as warming shelters?

DPR is a support agency to the Department of Human Services (DHS) and the Homeland Security Emergency Management Agency (HSEMA) during a snow emergency. When requested, DPR activates specific recreation centers as warming centers. Each site is identified in the *2016 HSEMA Cold Emergency Plan Standard Operating Procedures*. The Plan also outlines the procedures for activating a cold emergency. DPR facilities are selected based on a number of factors, such as: location; size; amenities; and other similar criteria. When called-upon, DPR will also provide transportation services to support snow emergencies.

Please see attachment to Question 44.

45. Has DPR introduced new programming to promote father-child bonding, as the Committee recommended in its FY 2017 Budget Report?

DPR has several programs and activities that promote father-child bonding, including but not limited to father/ daughter dances and parent/ child learn-to-swim classes.

IV. Health and Environment

46. How has DPR worked with DGS to ensure that drinking water fountains at DPR facilities do not contain an elevated level of lead over the Mayor's standard for DCPS and DPR facilities of 1 part per billion?

In September, 2016 the Department of General Services (DGS) tested and installed filters on all water fountains at DPR recreation centers. The results of all water tests were posted on DGS' website after review and approval by DPR management. DGS will continue annual testing, filter replacement, and publishing the results. Please see: <https://dgs.dc.gov/page/water-sampling-results-dc-parks-recreation-facilities>.

47. How is DPR promoting and growing the community gardens program? How many new community gardens did DPR open in FY 2016?

In FY 2016, DPR brought online two (2) new community gardens and revived an additional three (3) community gardens, bringing the total inventory to 34 community gardens and 5 partner urban farms. Additionally, DPR hosted 122 community garden

classes across the city serving around 2,200 participants.

DPR is continually looking for opportunities to expand the community gardens programs by identifying suitable locations. In FY 2017, DPR is looking to build a 1-2 acre urban farm in Ward 7 with the support of partners, grant funding, and residents.

DPR is proud of the fact that the Trust for Public Land (TPL) named the District as the nation's leader for the number of community gardens per capita in 2015.

48. The DPR website states that there is a long waitlist for the urban beekeeping program. Has DPR considered expanding this program? What are the current limitations?

DPR has considered expanding its Urban Beekeeping Program, and is working to identify suitable locations for new hive placements. Limitations on the program include (i) the availability of suitable space on DPR property for hive placement; and (ii) the availability volunteer time to work with program participants on hive management.

49. Describe the development of the Community Compost Cooperative Network. How does DPR coordinate with DPW around composting programming in DC?

The DPR Community Compost Cooperative Network uses new critter-proof and smell-proof compost bins to allow trained community members to compost food scraps with garden waste from DPR and partner DPR gardens. To join, each member must take an hour training course and help process compost for one (1) hour each month. Each cooperative can handle roughly 100 active composters or about one (1) ton of material a month. DPR currently has 50 compost cooperative sites with a capacity of 5,000 people actively composting approximately 50 tons of material a month with no operating costs and no carbon footprint. Currently, there are about 1,000 people composting in this self-sustaining network.

In order to ensure quality control and self-sustainability of each compost system, DPR created a volunteer cooperative governance structure operated by the Community Compost Cooperative. Each cooperative has at least 1-3 compost managers and can handle up to 100 members.

One of the main needs of urban composting is having enough carbon material (wood chips, shredded paper, leaves, etc.) to mix with food scraps to create compost. DPR is currently organizing a carbon network to capture some of the carbon material that is

leaving the District and may otherwise end up in a landfill.

The Department of Public Works (DPW) also manages a free compost collection service, which complements DPR's decentralized compost model.

50. **How many meals did DPR serve in FY 2016 as part of the Summer Food Service Program? How does that compare with the number of meals served in FY 2015 and FY 2014? How many sites did DPR sponsor as part of the program? How did DPR promote the program in FY 2016?**

Please see below for a breakdown of the number of meals served at DPR facilities between 2014 and 2016:

Fiscal Year	# of Meals	# of Sites
2016	583,261	192
2015	716,422	194
2014	813,609	213

- a. **DPR's explanation for decreasing participation in the Summer Food Service Program has been the same for the last two fiscal years. Please explain efforts DPR is taking to ensure that more children that would benefit from a summer meal are receiving it.**

DPR continues its efforts to serve as the District's "open arms" sponsor to all government, public, and private organizations that wish to participate as a feeding site in the Free Summer Meals Program. DPR requires that every site participating under its sponsorship act under the category of an "open" site, meaning any youth who walks into a summer meals location during meal service and desires a meal is provided with a meal. In 2016, 100% of the applications that were submitted to DPR to serve as feeding sites were approved.

While the number of sites remained steady in 2016, summer program enrollment numbers, particularly at 149 unaffiliated DPR feeding sites continued to decline. Additionally, the duration of summer programming at unaffiliated sites decreased, shortening the amount of days each sites served meals. Other factors that may have affected enrollment include other sub-sponsors expanding their program offerings, and thus, their meal participation numbers. For example, DCPS continues to host multiple organizations at their school facilities during the summer months. Public schools and charter schools also continue to expand their summer school programming. Finally, several long-standing and larger DPR sponsored locations branched off in FY 2016, either to start their own program or to participate under

another sub-sponsor's partnership. Examples include: YMCA Capital View; George Ferris Jr. Clubhouse; and Douglas Memorial Church.

In FY 2016, DPR continued its work under the leadership of OSSE to execute an at-large marketing campaign for the Free Summer Meals Program for the entire District. The campaign featured newspaper, radio, and print advertising, as well as a grassroots promotion component. The campaign focused heavily on urban radio stations, with ads featured on highly popular WHUR and Radio One. National, regional and local newspaper syndicates such as The Washington Post, El Tiempo, and Capital Community newspapers were also included in the campaign. Additionally, the campaign featured Metro Bus advertisements. DPR, with the help of DC Hunger Solutions and the Food Research Action Center (FRAC), produces flyers, banners, and electronic marketing to target potential participants. An exterior banner was posted at each feeding site for easy recognition by vehicles and pedestrians. The program was also advertised on DPR, OSSE, and DC Hunger Solutions websites. In partnership with FRAC and DC Hunger Solutions, efforts begin as early as program's end to recruit and retain current participating sites. Letters of Intent, site surveys, and direct contacts via emails, phone, and personal visits are made to existing and potential feeding sites as soon as early November of the preceding year.

