## PARK MAINTENANCE STANDARDS

## ANNUAL REPORT FISCAL YEAR 2013-14



Golden Gate Park Section 3 Arboretum

## CSA Project Team

Natasha Mihal, Project Manager Claire Phillips, Performance Analyst Peg Stevenson, Director CSA City Performance Staff


October 16, 2014

CONTROLLER'S OFFICE<br>CITY SERVICES AUDITOR

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.

The audits unit conducts financial audits, attestation engagements, and performance audits. Financial audits address the financial integrity of both city departments and contractors and provide reasonable assurance about whether financial statements are presented fairly in all material aspects in conformity with generally accepted accounting principles. Attestation engagements examine, review, or perform procedures on a broad range of subjects such as internal controls; compliance with requirements of specified laws, regulations, rules, contracts, or grants; and the reliability of performance measures. Performance audits focus primarily on assessment of city services and processes, providing recommendations to improve department operations.

We conduct our audits in accordance with the Government Auditing Standards published by the U.S. Government Accountability Office (GAO). These standards require:

- Independence of audit staff and the audit organization.
- Objectivity of the auditors performing the work.
- Competent staff, including continuing professional education.
- Quality control procedures to provide reasonable assurance of compliance with the auditing standards.

The City Services Auditor (CSA) Charter Amendment requires that CSA work with the Recreation and Parks Department (Rec Park) to establish objective standards for park maintenance, and that CSA issue an annual report on performance under the standards. This report provides the results of fiscal year (FY) 2013-14 evaluations of all open City parks.

## EXECUTIVE SUMMARY

This report contains a summary and analysis of park evaluations performed between July 1, 2013 and June 30, 2014 and recommendations for improving the park evaluation and maintenance program. Additionally, this report provides milestones and information about the new, revised park evaluation standards that are being implemented for the FY 2014-15 fiscal year.

## HIGHLIGHTS

After three years of score increases, the citywide average for park scores decreased from 91.1 percent to 90.7 percent since last year. This decrease is the first since FY 2010-11 when scores decreased by one percent. In general, a score above 85 percent
 indicates that a park is well maintained and that its features are in good condition.

## RESULTS

- Most parks ( 82 percent) continue to score above 85 percent. Additionally, of the 159 parks that had scores for both FY13 and FY14, more than half ( 76 parks or 47 percent) saw increases in score.
- The gap in scores between highest and lowest scoring supervisorial districts increased from a 5.8 percent to 9.5 percent spread.
- Five of 11 districts saw increases in scores ranging from .7 to 4 percent, while six districts saw decreases in scores ranging from .7 to 3.8 percent. On average, district scores dropped by 0.4 percent.
- Citywide, open space and parking lot features significantly improved since last year. Most features continued to score consistently well, with few feature scores decreasing by significant amounts.


## RECOMMENDATIONS

The report includes four recommendations for the Recreation and Parks Department (Rec Park) to improve the park maintenance standards program and park maintenance generally by incorporating evaluation data into its operational planning.

Specifically, Rec Park should:

1. Continuously assess Rec Park's use of park evaluation data to improve park maintenance activities and develop new reports based on the implementation of the new standards.
2. Use evaluation data to strategically plan for improvement to consistently low-performing parks, Park Services Areas, or certain facilities or features. Consider data to identify maintenance tactics that have consistently led to improved park scores and apply those approaches to struggling parks.
3. Provide quarterly outreach to staff in the form of trainings, newsletters, brown bag sessions, or other means to provide current information, refresh staff understanding of the evaluation guidelines, ask questions, and provide feedback about the park evaluation program.
4. Continue to dedicate resources to update the map and features list for each evaluated site.

## INTRODUCTION

## PARK EVALUATIONS THEN AND NOW

In November 2003, San Francisco voters passed Proposition C establishing the City Services Auditor (CSA) in the Controller's Office. City Charter Appendix F, Section 102 mandates that CSA work with the Recreation and Parks Department (Rec Park) on the following:

- Develop measurable, objective standards for park maintenance
- Issue an annual report evaluating performance to those standards, with geographic detail
- Establish regular maintenance schedules for parks and make them available to the public
- Publish compliance reports regularly showing the extent to which Rec Park has met its published schedules

Beginning in April 2004, CSA and Rec Park have worked together to design and implement Proposition C's requirement for standards, evaluations, schedules, and reporting.

Since the park evaluation program began, approximately $\$ 455$ million has been expended in over 100 parks from general obligation bond programs approved by the voters in 2000, 2008 and 2012. Bond funds have been used to replace or upgrade playgrounds and to improve restrooms, playing fields, sports courts, accessibility, and many other park facilities and features. While many factors affect the day-to-day cleanliness of parks and drive evaluation scores, it is the City's expectation that bond investments will improve park structural conditions and that the component of park scores related to those conditions will also improve over time.

This ninth annual report on the condition of the City's parks provides results from evaluations in fiscal year (FY) 2013-14. This report discusses Rec Park's efforts to use the standards and results to inform operational decisions, and includes recommendations to improve the City's performance in these areas.

While the last ten years have provided a lot of improvements to parks and strengthened the evaluation process itself, fiscal year 2014-15 is a transition period for park evaluations, as the City is implementing new, revised standards to improve data collection and more accurately report current park maintenance levels. The new standards were implemented in July 2014 and will be used for next year's annual report. The new standards implementation was a joint effort with Rec Park and the Controller's Office. Staff worked closely to finalize the new standards, redesign the evaluation forms, and apply appropriate weighting and scoring metrics to park scores. Rec Park anticipates changes in FY 2014-15 scores as a result of the new rigorous standards and weighting methodology.

## METHODOLOGY AND DATA COLLECTION

Park scores to date have been based on performance standards set for the 14 categories of park features (lawns, trees, athletic fields, courts, children's play areas, and benches, tables and grills etc.) listed in the Exhibit 1 table on the next page. Generally, a score above 85 percent indicates that a park is well maintained and that its features are in good condition.

The San Francisco Park Maintenance Standards Manual, created in FY 2004-05, defines the performance standard for park features and is used to evaluate conditions in parks in all 11 supervisorial districts. See Exhibit 1 for more detail.

The park scores in this report represent a combination of Rec Park and CSA evaluation efforts. Each park is evaluated once a year by CSA and up to four times per year by Rec Park staff. A park's yearly final score is the average of all available Rec Park and CSA evaluation scores. See Appendix A for more detail. This year's results are based on 966 evaluations of 164 parks.

Exhibit 1: Park Maintenance Standards

| Park feature |  | Elements examined under each park feature |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | 1. Lawns | $\square$ | Cleanliness <br> Color <br> Density and spots <br> Drainage/ flooded area | $\square$ $\square$ $\square$ | Edged <br> Height/mowed <br> Holes |
|  | 2. Ornamental Gardens, Shrubs, and Ground Covers | $\square$ | Cleanliness Plant health | $\begin{aligned} & \square \\ & \square \end{aligned}$ | Pruned Weediness |
|  | 3. Trees | $\begin{aligned} & \square \\ & \square \end{aligned}$ | Limbs <br> Plant health | $\square$ | Vines |
|  | 4. Hardscapes and Trails | $\begin{aligned} & \square \\ & \square \\ & \square \end{aligned}$ | Cleanliness <br> Drainage/flooded area Graffiti | $\begin{aligned} & \square \\ & \square \end{aligned}$ | Surface quality Weediness |
|  | 5. Open Space | $\square$ | Cleanliness |  |  |
|  | 6. Turf Athletic Fields (E.g., ball fields, soccer pitches) | $\square$ $\square$ $\square$ $\square$ | Cleanliness <br> Color <br> Drainage/flooded area Fencing | $\begin{aligned} & \square \\ & \square \\ & \square \\ & \square \end{aligned}$ | Functionality of structures Graffiti Height/ mowed Holes |
|  | 7. Outdoor Athletic Courts <br> (E.g., tennis and basketball courts) | $\begin{aligned} & \square \\ & \square \\ & \square \\ & \square \end{aligned}$ | Cleanliness <br> Drainage/ flooded area <br> Fencing <br> Functionality of structures | $\begin{aligned} & \square \\ & \square \\ & \square \end{aligned}$ | Graffiti <br> Painting/striping <br> Surface quality |
|  | 8. Children's Play Areas | $\square$ $\square$ $\square$ $\square$ | Cleanliness <br> Fencing <br> Functionality of equipment Graffiti | $\begin{aligned} & \square \\ & \square \\ & \square \\ & \square \\ & \hline \end{aligned}$ | Integrity of equipment <br> Painting <br> Signage <br> Surface quality |
|  | 9. Dog Play Areas | $\square$ $\square$ $\square$ $\square$ | Bag dispenser Cleanliness Drainage/ flooded area Height/ mowed | $\square$ $\square$ $\square$ | Signage Surface quality Waste Receptacles |
|  | 10. Restrooms | $\square$ | Cleanliness <br> Graffiti <br> Functionality of structures <br> Lighting <br> Odor |  | Painting <br> Signage <br> Supply inventory <br> Waste receptacles |
|  | 11. Parking Lots and Roads | $\begin{aligned} & \square \\ & \square \\ & \square \\ & \square \end{aligned}$ | ADA parking spaces <br> Cleanliness <br> Curbs <br> Drainage/ flooded areas | $\square$ $\square$ $\square$ $\square$ | Graffiti <br> Painting/ striping <br> Signage <br> Surface quality |
|  | 12. Waste and Recycling Receptacles | $\begin{aligned} & \square \\ & \square \end{aligned}$ | Cleanliness of receptacles Fullness | $\square$ $\square$ | Painting <br> Structural integrity and functionality |
|  | 13. Benches, Tables, and Grills | $\begin{aligned} & \square \\ & \square \\ & \square \\ & \square \end{aligned}$ | Cleanliness <br> Graffiti <br> Painting | $\square$ | Structural integrity and functionality |
|  | 14. Amenities \& Structures | $\square$ $\square$ $\square$ $\square$ | Exterior of buildings <br> Drinking fountains <br> Fencing <br> Gates / locks | $\square$ $\square$ $\square$ | Retaining walls <br> Signage <br> Stairways |

## PARK EVALUATION RESULTS

## CITYWIDE RESULTS

The citywide average park score for FY 2013-14 decreased from last year by 0.4 percentage points to 90.7 percent. The last several years saw increases in scores; though, the last decrease in score was FY 2010-11 when the citywide average decreased by one percent. In addition to the citywide average decreasing in FY14, the lowest district score decreased by 3.3 percent from last year to 85.1 percent. In contrast, the highest district score increased by .43 percent.

Exhibit 2: Citywide Averages and District Results


Cltywide Average
HIghest Scoring District
Lowest Scoring District
Quarterly scores vary within fiscal years for a variety of reasons, likely including the extent of park use or dryness of the season. Quarter one (July through September) generally sees greater park use than Quarter two (October through December). Consistent with greater park use in the summer months, scores tend to be lower in Q1 than in Q2, as seen in most years below. Similar to prior years, FY 2013-14 average quarterly scores saw a decrease in Q3 scores.

Exhibit 3: Citywide Results by Quarter by Fiscal Year


## DISTRICT SCORES

Supervisorial district averages rose in five districts in FY 2013-14, with six of the 11 districts receiving lower scores than last year. The difference in average score between the highest and lowest rated districts increased 9.5 percentage points separated the highest and lowest compared to 5.8 percentage points last year. Since the inception of the park evaluation program, highest scoring district scores trended upward. Lowest scoring districts tend to fluctuate both up and down. This year's lowest scoring district decreased in score from 88.3 percent last year to 85.1 percent this year.

Exhibit 4: District Park Scores

| District | FY 2005-06 | FY 2012-13 | FY 2013-14 | Change from <br> FY 13 to FY 14 | Change From <br> FY 06 to FY 14 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $88.2 \%$ | $88.7 \%$ | $92.7 \%$ | $4.0 \%$ | $4.5 \%$ |
| 2 | $87.3 \%$ | $93.9 \%$ | $94.6 \%$ | $0.7 \%$ | $7.3 \%$ |
| 3 | $89.0 \%$ | $93.4 \%$ | $91.3 \%$ | $-2.1 \%$ | $2.3 \%$ |
| 4 | $77.5 \%$ | $89.2 \%$ | $87.4 \%$ | $-1.7 \%$ | $10.0 \%$ |
| 5 | $77.2 \%$ | $90.6 \%$ | $91.6 \%$ | $1.0 \%$ | $14.5 \%$ |
| 6 | $84.0 \%$ | $90.9 \%$ | $92.1 \%$ | $1.2 \%$ | $8.2 \%$ |
| 7 | $83.4 \%$ | $90.5 \%$ | $93.0 \%$ | $2.5 \%$ | $9.6 \%$ |
| 8 | $81.7 \%$ | $92.0 \%$ | $90.1 \%$ | $-1.9 \%$ | $8.4 \%$ |
| 9 | $84.3 \%$ | $94.1 \%$ | $93.5 \%$ | $-0.7 \%$ | $9.1 \%$ |
| 10 | $78.9 \%$ | $88.3 \%$ | $87.4 \%$ | $-1.0 \%$ | $8.5 \%$ |
| 11 | $75.6 \%$ | $88.9 \%$ | $85.1 \%$ | $-3.8 \%$ | $9.5 \%$ |
| Citywide | $\mathbf{8 2 . 8 \%}$ | $\mathbf{9 1 . 2 \%}$ | $\mathbf{9 0 . 7 \%}$ | $\mathbf{- 0 . 4 \%}$ | $\mathbf{8 . 0 \%}$ |
| Average |  |  |  |  |  |

District 2 had the highest score at 94.6 percent, while Districts 7 and 9 had the second and third highest scores (93.5 percent and 93 percent respectively). Both District 7 (up 2.5 percentage points) and District 1 (up 4 percentage points) had significantly improved scores from last year. District 1 had the greatest increase in score from last year.

The southeastern section of the City Districts 10 and 11 - have historically been the lowest scoring part of the City. While this trend continues, it should be noted that District 10 and 11 saw scores decrease by 1 and 3.8 percentage points, as opposed to FY 2012-13 where they saw increases of 1.2 and 3.2 percentage points, respectively.

Exhibit 5: Park Score Average by District


## DISTRICT SCORES CONTINUED

Districts have improved an average of 8 percentage points since the program began in FY 2005-06. Districts 2 and 3 typically score above the citywide average, whereas Districts 10 and 11 usually score below. Part of the reason for the consistently high and low scoring districts is that there are specific parks that tend to be high or low scorers. For example, the three parks with the greatest decrease in score from last year to this year include District 10's Visitacion Valley Playground (-19 percent), and District 11's Chester/Palmetto Mini Park (-13.9 percent) and Head/Brotherhood Mini Park (-13.3 percent). However, only one park, Visitacion Valley Playground, is in the overall lowest three scoring parks with a combined score of 68.1 percent. The highest overall combined park score this year was Maritime Plaza in District 3, with a score of 100 percent.

## DISTRIBUTION OF SCORES

In FY 2013-14, 96 percent of parks scored above 80 percent. Parks scoring above 90 percent decreased from 105 ( 65 percent) in FY 13 to 100 in FY 14 ( 61 percent of parks). Parks scoring between 80 percent and 90 percent increased in FY 14 to account for about 35 percent of parks compared to only being 30 percent of parks in FY 13. However, there were more parks scoring in the higher part of this range ( 87 to 89 percent) in FY 14 than in FY 13.

Exhibit 6: Distribution of Park Scores Citywide; parks scoring above 90 percent decreased by five parks.


Of the 159 parks that had scores for both FY 2012-13 and FY 2013-14, 76 parks, or 47 percent, saw increases in score. Of the 159 parks, 85 or 53 percent saw a decrease in score. Only 7 parks ( 4 percent) had scores lower than 80 percent, which is the same number as FY 2012-13, but far less than in FY 2005-06, the first year of the evaluation program where 54 parks or 32 percent scored below 80 percent.

Although the number of parks scoring below 80 percent has held constant at 7 parks for the past 4 years, which parks account for the lowest scores has changed from year to year. For example, only two parks scored below 80 percent both in FY 2012-13 and FY 2013-14; Park Presidio ( 62.9 percent and 69.5 percent) and Gilman Playground ( 77.7 percent and 78.1 percent).

## HIGHEST AND LOWEST SCORING PARKS

Highest and lowest scoring parks are distributed throughout the City. However, District 1, 3, and 9 have more highest scoring parks, while districts 4,10 , and 11 have more on the lowest scoring park list. Most parks on the highest scoring list have been consistent high scorers, while a variety of parks have appeared on the lowest scoring list over the years. The map in Exhibit 7 below shows the ten highest and lowest scoring parks.

Exhibit 7: Highest and Lowest Scoring Parks Map


Exhibit 8: Top Ten Highest Scoring Parks

| Rank | Park Name | PSA | District | FY 14 | FY 13 | FY 12 | FY 11 | FY 10 | FY 09 | FY 08 | FY 07 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Maritime Plaza | 1 | 3 | 100.0\% | 98.7\% | 97.3\% | 99.0\% | 96.7\% | 99.5\% | 96.3\% | 93.9\% |
| 2 | Fulton Playground | 1 | 1 | 99.8\% | 95.1\% | 77.4\% | 94.9\% | 85.0\% | 89.9\% | 90.2\% | 89.0\% |
| 3 | Alice Marble Tennis Courts | 1 | 2 | 99.7\% | 99.0\% | 98.6\% | 98.7\% | 98.1\% | 98.2\% | 78.5\% | 99.1\% |
| 4 | Richmond Recreation Center | 1 | 1 | 99.4\% | 97.9\% | 96.0\% | 96.1\% | 96.4\% | 98.1\% | 98.2\% | 94.7\% |
| 5 | Hyde/Vallejo Mini Park | 1 | 3 | 99.3\% | 96.1\% | 94.9\% | 88.8\% | 97.4\% | 97.5\% | 96.8\% | 85.2\% |
| 6 | Betty Ann Ong Chinese Recreation Center | 1 | 3 | 99.1\% | 97.7\% |  |  | 86.9\% | 81.2\% | 89.4\% | 85.6\% |
| 7 | Cayuga Playground | 3 | 11 | 98.5\% |  |  | 87.2\% | 87.7\% | 80.7\% | 86.8\% | 85.7\% |
| 8 | Page/Laguna Mini Park | 2 | 5 | 98.4\% | 98.0\% | 94.2\% | 94.0\% | 91.3\% | 90.8\% | 93.7\% | 68.1\% |
| 9 | 24th/York Mini Park | 6 | 9 | 98.2\% | 98.8\% | 97.6\% | 96.6\% | 98.8\% | 95.2\% | 94.8\% | 96.3\% |
| 10 | Prentiss Mini Park | 6 | 9 | 98.2\% | 94.7\% | 92.0\% | 95.6\% | 95.0\% | 91.7\% | 91.0\% | 81.8\% |

Exhibit 9: Top Ten Lowest Scoring Parks

| Rank | Park Name | PSA | District | FY 14 | FY 13 | FY 12 | FY 11 | FY 10 | FY 09 | FY 08 | FY 07 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Visitacion Valley Playground | 3 | 10 | 68.1\% | 87.1\% | 82.2\% | 87.4\% | 87.3\% | 90.8\% | 91.1\% | 86.9\% |
| 2 | Park Presidio Blvd | 1 | 1 | 69.6\% | 62.9\% | 58.3\% | 78.1\% | 87.2\% | 78.3\% | 72.6\% | 68.1\% |
| 3 | Lessing/Sears Mini Park | 3 | 11 | 75.9\% | 87.6\% | 85.4\% | 86.6\% | 82.3\% | 83.7\% | 74.6\% | 82.4\% |
| 4 | Pine Lake Park | 4 | 4 | 76.0\% | 83.7\% | 80.1\% | 88.6\% | 89.4\% | 84.7\% | 88.0\% | 69.9\% |
| 5 | Chester/ Palmetto | 4 | 11 | 77.1\% | 91.0\% | 86.0\% |  |  |  |  |  |
| 6 | Gilman Playground | 3 | 10 | 78.1\% | 77.7\% | 87.6\% | 79.3\% | 82.6\% | 83.1\% | 76.2\% | 84.4\% |
| 7 | Portsmouth Square | 1 | 3 | 78.5\% | 85.2\% | 88.5\% | 90.6\% | 92.0\% | 85.3\% | 85.4\% | 77.8\% |
| 8 | Lower Great Highway | 4 | 4 | 81.3\% | 77.9\% | 78.3\% | 86.7\% | 77.9\% | 85.0\% | 82.2\% | 86.7\% |
| 9 | Bay View Playground | 3 | 10 | 81.7\% | 87.2\% | 85.3\% | 84.3\% | 83.8\% | 74.1\% | 64.4\% | 83.7\% |
| 10 | States Street Playground | 5 | 8 | 81.7\% | 79.4\% | 85.3\% | 88.7\% | 84.6\% | 91.3\% | 91.1\% | 93.0\% |

## PARKS WITH THE GREATEST IMPROVEMENTS FROM LAST YEAR

The three parks with the greatest improvements from FY 2012-13 to FY 2013-14 include Cabrillo Playground, Dupont Courts, and Golden Gate/Steiner Mini Park. Cabrillo Playground received capital improvements, funded by the 2008 parks bond, to the playground and clubhouse, which was completed and reopened in August 2013.

|  | PSA | District | FY <br> $\mathbf{2 0 1 3 - 1 4}$ | FY <br> 2012-13 | Change from <br> FY 2012-13 to <br> FY 2013-14 |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Park Name | 1 | 1 | $97.4 \%$ | $84.2 \%$ | $\mathbf{1 3 . 3 \%}$ |
| Cabrillo Playground | 1 | 1 | $92.2 \%$ | $79.4 \%$ | $\mathbf{1 2 . 9 \%}$ |
| Dupont Courts | 1 |  |  |  |  |
| Golden Gate/Steiner <br> Mini Park | 2 | 5 | $95.5 \%$ | $83.3 \%$ | $\mathbf{1 2 . 1 \%}$ |
| Lake Merced Park | 4 | 7 | $85.8 \%$ | $76.6 \%$ | $\mathbf{9 . 3 \%}$ |
| Park Presidio Blvd | 1 | 1 | $69.6 \%$ | $62.9 \%$ | $\mathbf{6 . 6 \%}$ |

The Dupont Courts are in the midst of restroom renovations and court resurfacing. Restrooms and courts were closed periodically throughout the year. Restrooms were not scored for two evaluations last year, which may have impacted scores by not receiving a score, while prior to the closing they may have been scored low due to needed repairs.

## PARKS WITH THE GREATEST DECREASE IN SCORES FROM LAST YEAR

The greatest decrease in park score from last year to this year was Visitacion Valley Playground. Last year, Visitacion Valley Playground scored 87.1 percent, which decreased this year by 19 percent to 68.1 percent. Quarter 3 scores of 53 and 61 percent contributed to this park's decrease. The other quarters' scores were between 72 and 82 percent. Chester/Palmetto also saw a significant decrease in a Quarter 3 score which decreased the overall score of 91 percent last year to 77.1 percent this year, a 13.9 percent drop. However, the Chester/Palmetto scores in later quarters were in the parks typical 75-85 percent range. This indicates that the 54 percent score in Quarter 3 may be an outlier. However, each of the parks listed below encountered similar issues that drove their scores down. Litter, weeding, and long grass that needs mowing were among the main concerns

|  |  |  | FY <br> Park Name | FY <br> 2012-13 | Change from <br> FY 2012-13 to <br> FY 2013-14 |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Visitacion Valley Playground | 3 | 10 | $68.1 \%$ | $87.1 \%$ | $\mathbf{- 1 9 . 0 \%}$ |
| Chester/ Palmetto | 4 | 11 | $77.1 \%$ | $91.0 \%$ | $\mathbf{- 1 3 . 9 \%}$ |
| Head/Brotherhood Mini Park | 4 | 11 | $82.0 \%$ | $95.3 \%$ | $\mathbf{- 1 3 . 3} \%$ |
| Lessing/Sears Mini Park | 3 | 11 | $75.9 \%$ | $87.6 \%$ | $\mathbf{- 1 1 . 6 \%}$ |
| Saturn Street Steps | 5 | 8 | $84.2 \%$ | $95.7 \%$ | $\mathbf{- 1 1 . 5 \%}$ |

for each of these parks, as noted on the evaluation forms last year. Four of these sites are classified as mini parks, where litter and weeding issues can have a significant affect on scores.

## HIGH PARK SCORES AND SIGNIFICANT CAPITAL IMPROVEMENTS

Fulton Playground (99.8 percent) ranked second highest in FY 2013-14. This was in large part due to a capital improvement project that completed in October 2012, creating a new playground, resurfacing the basketball and tennis courts, and upgrading the park's clubhouse. Additionally, Cayuga Playground ( 98.5 percent) had a complete renovation, which opened in August 2013 and boasted a new 2,500-square-foot clubhouse, an upgraded children's play area and refurbished basketball and tennis courts.

24th/York Street Mini Park (98.2 percent) received capital improvements for a $\$ 1$ million renovation that completed in 2006; this park has consistently scored above 94 percent since FY 2006-07.


## FEATURES RESULTS

Half of all features scored above 90 percent ( 7 scored above 90 and 7 scored below). Open Space was the lowest scoring feature, but increased significantly ( 5.5 percent) compared to last year. Parking lots and Roads also increased significantly this year from 83.8 percent to 89 percent. As of July 1, 2014, as part of the implementation of the new standards, changes were made to Feature categories; next year's report will reflect those changes. See page 13 for more information about the new FY 15 park maintenance standards.
Exhibit 10: Park Feature Scores

|  | Feature | FY 2013-14 | FY 2012-13 | Change from FY 2012-13 | Change from FY 2005-06 | FY 2005-06 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 1. Lawns | 88.4\% | 88.5\% | -0.1\% | 11.1\% | 77.3\% |
|  | 2. Ornamental Gardens, Shrubs \& Ground Covers | 89.4\% | 89.5\% | -0.1\% | 15.4\% | 74.0\% |
|  | 3. Trees | 91.2\% | 90.9\% | 0.3\% | 2.7\% | 88.5\% |
|  | 4. Hardscapes \& Trails | 87.3\% | 87.4\% | -0.1\% | 6.9\% | 80.4\% |
|  | 5. Open Space | 77.3\% | 71.8\% | 5.5\% | -3.8\% | 81.1\% |
|  | 6. Turf Athletic Fields | 90.1\% | 91.6\% | -1.5\% | 10.9\% | 79.2\% |
|  | 7. Outdoor Athletic Courts | 91.1\% | 91.1\% | 0.0\% | 4.4\% | 86.7\% |
|  | 8. Children's Play Areas | 89.5\% | 90.4\% | -0.9\% | 6.1\% | 83.4\% |
|  | 9. Dog Play Areas | 85.7\% | 85.8\% | -0.1\% | 6.7\% | 79.0\% |
|  | 10. Restrooms | 93.9\% | 93.5\% | 0.4\% | 11.5\% | 82.4\% |
|  | 11. Parking Lots \& Roads | 89.0\% | 83.8\% | 5.2\% | 8.1\% | 80.9\% |
|  | 12. Waste \& Recycling Receptacles | 95.0\% | 94.8\% | 0.2\% | 4.5\% | 90.5\% |
|  | 13. Benches, Tables \& Grills | 91.4\% | 90.9\% | 0.5\% | 7.8\% | 83.6\% |
|  | 14. Amenities \& Structures | 90.6\% | 89.5\% | 1.1\% | 7.6\% | 83.0\% |

Maintenance of most park features requires collaboration by multiple Rec Park divisions, such as Golf \& Turf and Structural Maintenance or distinct Park Services Area (PSA) staff, such as gardeners or custodians. Some features are rated on multiple elements, such as Children's Play Areas and Outdoor Athletic Courts, which are rated on eight elements each. Some features, additionally, receive multiple scores for a single feature because multiple instances of the feature exist at a site (e.g., multiple restrooms, athletic courts, children's play areas, etc.) Open Space is only rated on a single element, cleanliness, and only rated once at any park -- both factors which may lead to higher variability in Open Space scores compared to other features. With the exception of Open Space, all features have improved since the inception of evaluations and all features average above 85 percent.

## CLEANLINESS RESULTS

Cleanliness is rated in every feature except Trees. Generally, cleanliness standards are met when only small amounts of litter or debris are found in a given area. For example, the lawn standard regarding cleanliness states that in a neighborhood or regional park, no more than five pieces of litter or debris, lightly scattered, should be visible in a $100^{\prime}$ by $100^{\prime}$ area or along a $200^{\prime}$ line. Cleanliness scores have remained relatively consistent; however, this year District 3 decreased by 9.8 percent, District 4 decreased by 7.1 percent, and District 10 decreased by 5.2 percent. The citywide average decreased ( 2.3 percent) from 90.1 percent in FY 2012-13 to 87.8 percent in FY 2013-14.


Litter, Golden Gate Park, Section 5, Metson Lake

Exhibit 11: FY 14 and FY 13 Cleanliness Scores by District


Exhibit 12: Restroom Cleanliness Score by District


District 9 has the overall highest score for cleanliness.

Four districts scored at or above 90 percent in cleanliness, compared to five districts in FY 2012-13. Although the average cleanliness score decreased this year (2.3 percent), some individual districts did see increases. District 5 and 6 saw improvements with 1.9 and 3.2 percent increases, respectively.

Restroom scores remained relatively consistent from last year with the average being around 91.5 percent. Some individual districts did change, such as District 3, which increased the most from 82.9 percent to 90.3 percent. District 9 decreased the most from 94.3 to 90.2 percent.

## REC AND PARK DEPARTMENT OPERATIONS

At the time of the implementation of the Park Standards Program in 2004, the Neighborhood Services section of Rec Park's Operations Division managed the City's parks, recreation centers, and natural areas. The City's parks were divided into nine geographical Neighborhood Service Areas (now called Park Service Areas (PSAs)), one of which was comprised of Golden Gate Park and the Lower Great Highway.

In August 2010, Rec Park revised its Operations Division by separating recreation and park responsibilities. For more information on the reorganization, see Appendix D. This is the fourth annual report that looks at park scores under this new organizational structure.


Exhibit 14: PSA 1 and 2 scores increase; all others decrease, most notably in Golden Gate Park.

| PSA | District | FY 2013-14 | Change <br> from FY <br> $\mathbf{2 0 1 2 - 1 3}$ | Number <br> of parks <br> higher than <br> $\mathbf{8 0 \%}$ | Number <br> of parks <br> lower than <br> $\mathbf{8 0 \%}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1}$ | $\mathbf{1 , 2 , 3}$ | $92.9 \%$ | $0.5 \%$ | 41 | 2 |
| $\mathbf{2}$ | $3,5,6,10$ | $91.6 \%$ | $0.9 \%$ | 32 | 0 |
| $\mathbf{3}$ | $9,10,11$ | $86.0 \%$ | $-0.7 \%$ | 20 | 3 |
| $\mathbf{4}$ | $4,7,11$ | $88.7 \%$ | $-1.2 \%$ | 20 | 2 |
| $\mathbf{5}$ | $7,8,11$ | $90.5 \%$ | $-2.2 \%$ | 21 | 0 |
| $\mathbf{6}$ | $6,8,9,10$ | $92.9 \%$ | $-0.9 \%$ | 21 | 0 |
| $\mathbf{G G P}$ | Golden Gate <br> Park | $85.6 \%$ | $-4.7 \%$ | 2 | 0 |

Golden Gate Park has the lowest average score this year, perhaps due to the FY 14 effort to subdivide the park into smaller evaluation segments which allow evaluators to more effectively visit and review all park areas. PSA 3 had the lowest score in FY 2012-13 and the second lowest score this year, although this year's score is lower that last year.

Exhibit 15: PSA Scores by Evaluation Year

| PSA | FY 14 | FY 13 | FY 12 | FY 11 | FY 10 | FY 09 | FY 08 | FY 07 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $92.9 \%$ | $92.3 \%$ | $91.7 \%$ | $94.2 \%$ | $92.6 \%$ | $88.1 \%$ | $89.1 \%$ | $88.5 \%$ |
| 2 | $91.6 \%$ | $90.7 \%$ | $90.6 \%$ | $90.7 \%$ | $88.1 \%$ | $86.2 \%$ | $83.6 \%$ | $80.5 \%$ |
| 3 | $86.0 \%$ | $86.7 \%$ | $86.9 \%$ | $83.8 \%$ | $84.0 \%$ | $82.2 \%$ | $82.7 \%$ | $78.7 \%$ |
| 4 | $88.7 \%$ | $89.9 \%$ | $87.6 \%$ | $91.7 \%$ | $88.4 \%$ | $86.1 \%$ | $82.5 \%$ | $79.3 \%$ |
| 5 | $90.5 \%$ | $92.7 \%$ | $91.8 \%$ | $92.0 \%$ | $92.6 \%$ | $85.6 \%$ | $79.0 \%$ | $78.9 \%$ |
| 6 | $92.9 \%$ | $93.8 \%$ | $90.5 \%$ | $90.9 \%$ | $92.0 \%$ | $91.1 \%$ | $86.9 \%$ | $85.7 \%$ |
| GGP | $85.6 \%$ | $90.2 \%$ | $84.2 \%$ | $83.0 \%$ | $87.8 \%$ | $83.2 \%$ | $84.2 \%$ | $82.1 \%$ |

How does Rec Park use park scores?
Rec Park began tracking how staff use park scores and comments to adjust maintenance efforts.
Using evaluations as a maintenance tool has increased in the past year: Evaluation results trigger action plans that address each finding.

[^0]
## FY 15 PARK EVALUATION STANDARDS REVISION

Prior to Proposition C, Rec Park did not have published maintenance schedules or performance standards. Beginning in January 2004, CSA collaborated with Rec Park executive management, assistant superintendents, and park supervisors to draft cleaning and maintenance standards. CSA staff researched best practices and benchmarks by reviewing park maintenance standards from several jurisdictions.

After broad consultation with stakeholders (see Appendix A), the San Francisco Park Standards Evaluation Form was released in May 2005. The standards covered 14 broad features ranging from lawns to restrooms and tested specific elements such as cleanliness, plant health, and playground conditions.

In November 2011, CSA recommended in the fiscal year 2011 Park Standards Annual Report that Rec Park should revise or clarify the standards and methodology, and train evaluators to improve the consistency of Rec Park and CSA evaluations. Further, CSA noted that Rec Park should review recent park evaluations, including examination of comments from evaluators, and highlight discrepancies in the interpretation of the evaluation standards. It was identified that there can be a significant range in the amount of time different staff members take to conduct evaluations of similarly sized parks, and there were outlier evaluation scores. Finally, the park features in the park database and on park maps were identified as outdated, making it difficult to complete evaluations.


In August 2012, Rec Park and CSA began regular meetings to discuss potential revisions to the standards. Issues and proposed changes were identified and documented by November 2012. A Park Evaluation Standards Revision Steering Committee was formed to brainstorm methods to revise the standards, research industry best practices, and review and approve proposed changes to the evaluation standards. New drafts of the evaluation forms were created, reviewed, tested and revised between January 2013 and May 2014. The final standards were implemented beginning July 1, 2014.

## MAJOR MILESTONES

- March 2012 Park Evaluation Standards Revision Steering Committee is formed.
- March 2014 Park Evaluation Standards Revision tested by CSA and Rec Park executive staff.
- May 2014 final draft Park Evaluation Standards Revision tested by Rec Park staff.
- June 26, 2014 first staff training on the new standards.
- July 1, 2014 CSA and Rec Park staff began using new standards for Quarter 1 park evaluations.


## RECOMMENDATIONS

Below are CSA's recommendations to Rec Park on how to improve the park maintenance standards program and park evaluation scores. Some are similar to past recommendations, and Rec Park is already working to implement others.

1. Recommendation: Continuously assess Rec Park's use of park evaluation data to improve park maintenance activities and develop new reports based on the implementation of the new standards.

Rec Park and CSA staff evaluate almost every park each quarter, providing substantial data on park conditions. Rec Park reports the results quarterly internally and externally, and has implemented new practices to communicate and use evaluation results to direct maintenance activities. These new internal reports have improved the degree of transparency of park scores throughout the year. Rec Park should continue to find ways to share this data so that it informs operational decisions. Rec Park should also make an effort to evaluate the relationship between any changes in park scores and the communication of these reports and accompanying recommendations to park managers. Rec Park should consider tracking the relationship between changes in parks scores and capital improvements/renovations, as well as departmental policy changes resulting from the communication of evaluation results.
2. Recommendation: Use evaluation data to strategically plan for improvement to consistently low-performing parks, Park Services Areas, or certain facilities or features. Rec Park should also consider data that shows the greatest changes in park scores to identify approaches that worked successfully.

Rec Park should continue to review park scores quarterly and adjust its strategic plan for improving lowperforming parks. Rec Park currently compiles quarterly reports for internal evaluation purposes. These reports are reviewed at Executive Staff and Parks \& Open Spaces manager meetings with the aim of reallocating custodian, gardener, and Structural Maintenance resources to low-scoring parks. Additionally, Rec Park should use the greatest changes in park score data to identify strategies that were successful and those less successful to appropriately track and understand what efforts should be considered to improve park maintenance standards.

Rec Park should more closely track specific quarterly recommendations that come out of the park evaluation result reports as well as any necessary action items that follow those recommendations.
3. Recommendation: Rec and Park should provide quarterly outreach to staff in the form of trainings, newsletters, brown bag sessions, or other means to provide current information, refresh staff understanding of the evaluation guidelines, ask questions, and provide feedback about the park evaluation program.

Park evaluation results will be stronger if evaluators have the same understanding of what is evaluated and how to appropriately apply the standards. Quarterly training opportunities for both existing and new staff will provide an opportunity for questions, concerns, and the dissemination of information. This is especially important throughout FY 2014-15 because staff are learning how to apply the new standards and will likely encounter questions as more evaluations are performed throughout the year.
4. Recommendation: Rec Park should continue their effort and dedicate resources to update the map and features list for each evaluated park.

Rec Park staff provide a park map and list of features in each park packet for the evaluators to understand where they should evaluate and what features are located at each park. This information is out of date on many evaluation forms and should be updated to reflect current conditions. We understand that Rec Park began undertaking this effort in 2013 and has remapped some recently renovated properties. We recommend that Rec Park continue to prioritize this effort by ensuring necessary resources are dedicated to this process, as it benefits the evaluators and the public. An updated map and features list would make the evaluation packets more accurate and give evaluators better information to precisely evaluate the criteria that is required.

# Appendix A: Detailed Methodology 

## Program History

## Standards Development

Prior to Proposition C, Rec Park did not have published maintenance schedules or performance standards. Beginning in January 2004, CSA collaborated with Rec Park executive management, assistant superintendents, and park supervisors to draft cleaning and maintenance standards. CSA staff researched best practices and benchmarks by reviewing park maintenance standards from several jurisdictions.

CSA consulted broadly with stakeholders while drafting the standards, including the Park, Recreation and Open Space Advisory Committee (PROSAC) and the Neighborhood Parks Council. Several public outreach meetings were held with the Board of Supervisor's City Services Committee, the Recreation and Park Commission, and PROSAC during the public comment period when the general public was invited to review the draft standards manual and to submit written comments.

## Implementation

The San Francisco Park Standards Manual and Evaluation Form was released in May 2005. The standards cover 14 broad features ranging from lawns to restrooms and test 76 specific elements such as cleanliness, plant health, and playground conditions. Rec Park originally rated all parks twice per year, but started to rate all parks once per quarter in October 2007 while CSA evaluates all parks once per year. All supervisory and management staff at Rec Park and all staff at CSA City Performance perform evaluations.

Each park has a different set of features to be evaluated. Each feature is evaluated as to the condition of various "elements." Each element is rated "yes" or "no," based on whether or not conditions meet the element's performance standard. For example, an evaluator rates the "height/mowed" element of the Lawns feature by answering "yes" or "no" as to whether all of a park's lawns meet the standard of being mowed and kept at a uniform height of less than ankle height.

All elements rated during a park evaluation contribute equally to the park's overall score. The score is simply determined by the number of "yes" answers divided by the total number of "yes" and "no" answers.

## Park Standards

The San Francisco Park Maintenance Standards manual and evaluation form can be found on the Rec Park website: http://sfrecpark.org/about/park-maintenance-standard/park-maintenance-schedule-posting-system/ schedule-compliance-checking/

As each park is differently configured and boasts a different set of facilities, a different set of features is to be evaluated at each site. Some parks may have many features while others may only have a few. The number of features does not depend on the size of the park, only on what is in the park. A large park may not have many features like athletic courts or playgrounds; a small park could be filled with many of these features. As the number of evaluated features increases, a park score generally becomes more stable. Deficiencies found at a park that has very few features may have a significant impact on bringing down the site's score.

Each feature has a number of elements that are to be rated, from only one element for open space - cleanliness - to 11 elements for the amenities and structures feature. Elements range from issues regarding cleanliness to appearance and health of lawns, plants, and trees to structural integrity of park structures. Each element is rated "yes" or "no", based on whether or not the site meets the required level of maintenance set as the threshold for passing that element's standard. For example, the "height/ mowed" element in the Lawns feature defines a passing score as lawns mowed and kept at a uniform height of less than ankle height.

## Scores

All elements rated during a park evaluation contribute equally to the park's overall score. The score is simply determined by the number of "yes" answers divided by the total number of "yes" and "no" answers.

The scores in this report represent a combination of Rec Park and CSA evaluation scores. A park's final score is the average of the Rec Park and CSA scores, weighting each evaluation score equally.

## Score Weighting

Beginning in FY 2012-13, Rec Park and the Controller's Office jointly agreed that each evaluation score for a park should be weighted equally, regardless of which department performed the evaluation. Using the same data as above, the example below illustrates how this change in methodology affects the overall park score.

| Dept. | Q1 | Q2 | Q3 | Q4 | Avg. |
| :--- | :--- | :--- | :--- | :--- | :---: |
| Rec Park | $78 \%$ | $82 \%$ | $83 \%$ | $86 \%$ | - |
| CSA | $73 \%$ |  |  | - |  |
| Park Score |  |  |  | $80.4 \%$ |  |

To see park scores for all prior years, by park, see Appendix B, and to see all current year park evaluation scores by district and park, see Appendix C.

|  |  | Current |  | Previous |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Park Name | District | $\begin{gathered} \text { FY } \\ 2013-14 \end{gathered}$ | Change from FY 2012-13 | $\begin{gathered} \text { FY } \\ 2012-13 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2011-12 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2010-11 \end{gathered}$ | $\begin{array}{c\|} \hline F Y \\ 2009-10 \end{array}$ | $\begin{gathered} \text { FY } \\ 2008-09 \end{gathered}$ | $\begin{gathered} F Y \\ 2007-08 \end{gathered}$ | $\begin{gathered} F Y \\ 2006-07 \end{gathered}$ | $\begin{gathered} F Y \\ 2005-06 \end{gathered}$ |
| 10th Ave/Clement Mini Park | 1 | 90.9\% | -2.3\% | 93.2\% | 94.0\% | 93.6\% | 96.9\% | 97.1\% | 0.0\% | 47.1\% | 77.2\% |
| 24th/York Mini Park | 9 | 98.2\% | -0.6\% | 98.8\% | 97.6\% | 96.6\% | 98.8\% | 95.2\% | 94.8\% | 96.3\% | 85.3\% |
| Adam Rogers Park | 10 | 83.3\% | 1.9\% | 81.4\% | 86.7\% | 81.1\% | 77.9\% | 73.0\% | 72.4\% | 76.9\% | 68.7\% |
| Alamo Square | 5 | 86.5\% | 5.8\% | 80.7\% | 94.6\% | 89.1\% | 92.4\% | 92.5\% | 64.9\% | 85.9\% | 88.5\% |
| Alice Chalmers Playground | 11 | 81.9\% | 3.2\% | 78.7\% | 88.6\% | 86.8\% | 91.8\% | 91.2\% | 95.4\% | 88.6\% | 92.6\% |
| Alice Marble Tennis Courts | 2 | 99.7\% | 0.7\% | 99.0\% | 98.6\% | 98.7\% | 98.1\% | 98.2\% | 78.5\% | 99.1\% | 99.2\% |
| Alioto Mini Park | 9 | 92.6\% | 1.1\% | 91.5\% | 89.9\% | 88.6\% | 88.9\% | 92.5\% | 96.7\% | 91.2\% | 95.0\% |
| Allyne Park | 2 | 88.0\% | -7.1\% | 95.1\% | 94.7\% | 91.8\% | 97.9\% | 91.7\% | 86.7\% | 85.8\% | 89.3\% |
| Alta Plaza | 2 | 91.7\% | 1.6\% | 90.0\% | 91.6\% | 92.2\% | 97.1\% | 90.1\% | 73.6\% | 86.6\% | 92.0\% |
| Angelo J. Rossi Playground | 1 | 93.9\% | 5.2\% | 88.7\% | 90.4\% | 97.0\% | 94.2\% | 91.1\% | 89.6\% | 93.8\% | 88.0\% |
| Aptos Playground | 7 | 94.7\% | 4.0\% | 90.7\% | 93.1\% | 91.3\% | 90.7\% | 91.7\% | 93.2\% | 97.1\% | 0.0\% |
| Argonne Playground | 1 | 94.1\% | 0.8\% | 93.3\% | 95.4\% | 92.6\% | 93.3\% | 91.6\% | 88.6\% | 0.0\% | 84.5\% |
| Balboa Park | 7 | 93.0\% | -3.0\% | 96.0\% | 89.3\% | 89.4\% | 95.2\% | 87.1\% | 85.0\% | 82.7\% | 78.6\% |
| Bay View Playground | 10 | 81.7\% | -5.5\% | 87.2\% | 85.3\% | 84.3\% | 83.8\% | 74.1\% | 64.4\% | 83.7\% | 76.0\% |
| Beideman/O'Farrell Mini Park | 5 | 93.0\% | 0.4\% | 92.6\% | 98.9\% | 95.3\% | 80.3\% | 78.7\% | 75.3\% | 91.8\% | 77.7\% |
| Bernal Heights Recreation Center | 9 | 95.1\% | 2.1\% | 93.0\% | 95.5\% | 88.2\% | 93.8\% | 93.5\% | 72.1\% | 79.6\% | 85.4\% |
| Betty Ann Ong Chinese Recreation Center | 3 | 99.1\% | 1.3\% | 97.8\% |  |  | 97.1\% | 86.3\% | 88.5\% | 86.6\% | 78.0\% |
| Broadway Tunnel West Mini <br> Park | 3 | 93.8\% | 4.2\% | 89.5\% | 92.6\% | 75.2\% | 97.1\% | 86.3\% | 88.5\% | 86.6\% | 92.1\% |
| Brooks Park | 11 | 85.5\% | 3.0\% | 82.5\% | 0.0\% | 93.3\% | 96.4\% | 86.0\% | 81.5\% | 89.3\% | 68.3\% |
| Buchanan Street Mall | 5 | 84.4\% | -6.4\% | 90.8\% | 88.5\% | 80.1\% | 85.0\% | 79.3\% | 78.5\% | 70.9\% | 71.3\% |
| Buena Vista Park | 8 | 90.5\% | -1.5\% | 92.0\% | 87.2\% | 84.4\% | 95.7\% | 81.2\% | 85.9\% | 87.9\% | 78.9\% |
| Bush/Broderick Mini Park | 5 | 86.9\% | 2.7\% | 84.2\% | 91.2\% | 95.5\% | 95.5\% | 90.6\% | 92.8\% | 87.3\% | 63.6\% |
| Cabrillo Playground | 1 | 97.4\% | 97.4\% | 0.0\% | 88.0\% | 85.7\% | 86.3\% | 83.0\% | 82.4\% | 72.7\% | 92.1\% |
| Carl Larsen Park | 4 | 81.9\% | 81.9\% | 0.0\% | 0.0\% | 87.2\% | 87.7\% | 80.7\% | 86.8\% | 85.7\% | 57.9\% |
| Cayuga Playground | 11 | 98.5\% | 3.9\% | 94.6\% | 91.5\% | 87.1\% | 85.0\% | 80.2\% | 68.1\% | 61.6\% | 78.7\% |
| Cayuga/Lamartine Mini Park | 11 | 85.2\% | -5.8\% | 91.0\% | 86.0\% | 0.0\% | 0.0\% | 0.0\% | 0.0\% | 0.0\% | 54.6\% |
| Chester/Palmetto Mini Park | 11 | 77.1\% | -20.7\% | 97.8\% | 0.0\% | 0.0\% | 86.9\% | 81.2\% | 89.4\% | 85.6\% | 0.0\% |
| Coleridge Mini Park | 9 | 95.3\% | -4.7\% | 100.0\% | 91.7\% | 91.3\% | 91.7\% | 97.1\% | 91.1\% | 84.5\% | 87.3\% |
| Collis P. Huntington Park | 3 | 92.5\% | -2.2\% | 94.8\% | 91.0\% | 91.3\% | 96.2\% | 97.1\% | 99.5\% | 95.7\% | 82.7\% |
| Corona Heights | 8 | 87.1\% | -1.6\% | 88.7\% | 85.2\% | 84.9\% | 84.3\% | 80.7\% | 92.2\% | 87.8\% | 95.5\% |
| Coso/Precita Mini Park | 9 | 96.3\% | -1.1\% | 97.3\% | 90.0\% | 93.0\% | 94.1\% | 95.7\% | 84.9\% | 96.7\% | 85.5\% |
| Cottage Row Mini Park | 5 | 91.7\% | -0.9\% | 92.7\% | 96.0\% | 92.7\% | 93.2\% | 94.1\% | 90.4\% | 89.9\% | 82.8\% |
| Cow Hollow Playground | 2 | 96.9\% | -0.8\% | 97.7\% | 95.4\% | 93.1\% | 97.6\% | 97.1\% | 85.3\% | 99.4\% | 79.6\% |
| Crocker Amazon Playground | 11 | 86.1\% | 0.2\% | 85.9\% | 88.3\% | 82.9\% | 87.8\% | 75.5\% | 78.5\% | 75.7\% | 91.8\% |
| Douglass Playground | 8 | 90.4\% | 5.9\% | 84.5\% | 94.6\% | 91.9\% | 92.0\% | 89.5\% | 82.3\% | 75.1\% | 84.7\% |
| Duboce Park | 8 | 92.9\% | -1.2\% | 94.1\% | 97.5\% | 94.5\% | 92.9\% | 92.9\% | 94.1\% | 84.4\% | 72.9\% |


| Park Name | District | $\begin{gathered} \text { FY } \\ 2013-14 \end{gathered}$ | Change from FY 2012-13 | $\begin{gathered} \text { FY } \\ 2012-13 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2011-12 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2010-11 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2009-10 \end{gathered}$ | $\begin{gathered} F Y \\ 2008-09 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2007-08 \end{gathered}$ | $\begin{gathered} F Y \\ 2006-07 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2005-06 \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Dupont Courts | 1 | 92.2\% | 12.9\% | 79.4\% | 83.1\% | 93.5\% | 94.4\% | 85.0\% | 81.9\% | 89.3\% | 93.8\% |
| Esprit Park | 10 | 96.3\% | 5.3\% | 91.1\% | 88.3\% | 92.7\% | 94.8\% | 92.5\% | 88.3\% | 87.9\% | 85.3\% |
| Eureka Valley Recreation Center | 8 | 95.4\% | -2.2\% | 97.6\% | 97.0\% | 93.8\% | 98.8\% | 94.0\% | 94.7\% | 82.9\% | 87.5\% |
| Excelsior Playground | 11 | 85.5\% | 0.7\% | 84.8\% | 89.1\% | 77.3\% | 84.5\% | 89.4\% | 93.6\% | 91.0\% | 92.4\% |
| Father Alfred E. Boeddeker Park | 6 | 0.0\% | -89.8\% | 89.8\% | 85.9\% | 82.9\% | 88.8\% | 91.8\% | 89.6\% | 85.0\% | 92.0\% |
| Fay Park | 3 | 97.2\% | -0.5\% | 97.7\% | 100.0\% | 99.6\% | 100.0\% | 97.7\% | 99.4\% | 93.9\% | 78.1\% |
| Fillmore/Turk Mini Park | 5 | 93.2\% | 4.9\% | 88.3\% | 84.3\% | 87.8\% | 89.5\% | 91.6\% | 84.0\% | 85.1\% | 100.0\% |
| Franklin Square | 6 | 86.0\% | -2.6\% | 88.6\% | 88.5\% | 86.4\% | 85.1\% | 86.6\% | 74.5\% | 72.1\% | 72.1\% |
| Fulton Playground | 1 | 99.8\% | 4.6\% | 95.1\% | 77.4\% | 94.9\% | 85.4\% | 89.9\% | 90.2\% | 89.2\% | 57.5\% |
| Garfield Square | 9 | 94.8\% | 0.3\% | 94.5\% | 83.3\% | 87.8\% | 88.3\% | 88.3\% | 94.8\% | 86.1\% | 95.4\% |
| Eugene Friend Recreation Center | 6 | 94.9\% | 3.4\% | 91.5\% | 89.3\% | 94.6\% | 89.2\% | 91.7\% | 90.4\% | 89.9\% | 72.7\% |
| George Christopher Playground | 8 | 96.0\% | 1.7\% | 94.4\% | 95.2\% | 93.1\% | 96.5\% | 95.7\% | 91.8\% | 76.5\% | 84.8\% |
| Gilman Playground | 10 | 78.1\% | 0.4\% | 77.7\% | 87.6\% | 79.3\% | 82.6\% | 83.1\% | 76.2\% | 84.4\% | 84.9\% |
| Glen Park | 8 | 90.4\% | -0.6\% | 91.0\% | 90.8\% | 88.4\% | 86.5\% | 90.5\% | 92.5\% | 89.3\% | 79.7\% |
| Golden Gate Heights Park | 7 | 93.1\% | 5.5\% | 87.6\% | 87.3\% | 85.8\% | 87.3\% | 91.7\% | 87.7\% | 83.5\% | 90.8\% |
| Golden Gate Park | 1 | 89.8\% | -0.4\% | 90.2\% | 90.1\% | 88.7\% | 88.1\% | 90.7\% | 84.1\% | 81.8\% | 86.1\% |
| Golden Gate/Steiner Mini Park | 5 | 95.5\% | 12.1\% | 83.3\% | 89.2\% | 88.9\% | 91.0\% | 88.7\% | 86.9\% | 82.9\% | 82.1\% |
| Grattan Playground | 5 | 93.7\% | 1.5\% | 92.2\% | 90.3\% | 85.5\% | 83.5\% | 91.9\% | 87.7\% | 82.0\% | 76.9\% |
| Hamilton Recreation Center | 5 | 93.9\% | 0.4\% | 93.5\% | 96.2\% | 97.9\% | 93.5\% | 0.0\% | 74.6\% | 67.5\% | 67.7\% |
| Hayes Valley Playground | 5 | 96.5\% | 1.4\% | 95.2\% | 94.4\% | 0.0\% | 94.5\% | 83.2\% | 92.5\% | 88.8\% | 59.2\% |
| Head/Brotherhood Mini Park | 11 | 82.0\% | -13.3\% | 95.3\% | 82.1\% | 76.0\% | 82.5\% | 72.7\% | 75.8\% | 63.5\% | 85.3\% |
| Helen Wills Playground | 3 | 96.4\% | 3.0\% | 93.4\% | 94.8\% | 97.7\% | 99.4\% | 96.7\% | 97.9\% | 97.1\% | 85.4\% |
| Herz Playground | 10 | 86.9\% | 1.1\% | 85.8\% | 84.8\% | 81.7\% | 76.9\% | 82.4\% | 82.2\% | 90.5\% | 95.6\% |
| Hilltop Park | 10 | 82.1\% | -7.4\% | 89.4\% | 86.2\% | 81.3\% | 64.4\% | 67.6\% | 85.4\% | 71.4\% | 0.0\% |
| Holly Park | 9 | 92.3\% | -3.6\% | 95.9\% | 96.1\% | 96.5\% | 93.4\% | 93.7\% | 91.3\% | 81.0\% | 57.7\% |
| Hyde/Vallejo Mini Park | 3 | 99.3\% | 3.2\% | 96.1\% | 94.9\% | 88.8\% | 97.4\% | 97.5\% | 96.8\% | 85.2\% | 82.5\% |
| Ina Coolbrith Mini Park | 3 | 83.8\% | -1.8\% | 85.7\% | 88.8\% | 89.2\% | 94.4\% | 91.0\% | 79.7\% | 93.6\% | 85.4\% |
| India Basin Shoreline Park | 10 | 90.1\% | -3.1\% | 93.2\% | 88.3\% | 91.4\% | 88.7\% | 81.8\% | 86.4\% | 84.3\% | 82.0\% |
| J. P. Murphy Playground | 7 | 96.0\% | -1.6\% | 97.6\% | 94.8\% | 96.3\% | 98.5\% | 97.9\% | 0.0\% | 97.2\% | 82.6\% |
| Jackson Playground | 10 | 92.1\% | -1.3\% | 93.3\% | 88.3\% | 88.3\% | 96.2\% | 89.5\% | 91.8\% | 84.4\% | 98.6\% |
| James Rolph Jr. Playground | 9 | 88.7\% | -1.5\% | 90.2\% | 86.7\% | 89.0\% | 90.5\% | 94.3\% | 0.0\% | 70.1\% | 88.2\% |
| Japantown Peace Plaza | 5 | 91.1\% | -4.8\% | 96.0\% | 95.5\% | 90.9\% | 93.6\% | 94.5\% | 92.2\% | 83.7\% | 80.9\% |
| Jefferson Square | 6 | 88.4\% | 2.5\% | 85.9\% | 90.6\% | 82.8\% | 89.7\% | 83.5\% | 76.0\% | 79.2\% | 85.5\% |
| Joe Dimaggio Playground | 3 | 93.3\% | -0.6\% | 93.8\% | 94.0\% | 96.6\% | 91.5\% | 97.2\% | 93.5\% | 95.1\% | 81.4\% |
| John McLaren Park | 10 | 88.5\% | -0.3\% | 88.8\% | 79.0\% | 85.4\% | 76.7\% | 77.3\% | 70.9\% | 86.7\% | 93.3\% |
| Joost/Baden Mini Park | 8 | 94.2\% | -3.3\% | 97.5\% | 96.0\% | 95.2\% | 97.3\% | 93.8\% | 78.7\% | 68.7\% | 79.5\% |
| Jose Coronado Playground | 9 | 88.8\% | 5.6\% | 83.3\% | 82.6\% | 95.9\% | 90.8\% | 87.1\% | 91.5\% | 80.6\% | 83.8\% |


| Park Name | District | $\begin{gathered} \text { FY } \\ 2013-14 \\ \hline \end{gathered}$ | Change from FY 2012-13 | $\begin{gathered} \text { FY } \\ 2012-13 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2011-12 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2010-11 \\ \hline \end{gathered}$ | $\begin{gathered} F Y \\ 2009-10 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2008-09 \\ \hline \end{gathered}$ | $\begin{gathered} F Y \\ 2007-08 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2006-07 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2005-06 \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Joseph Conrad Mini Park | 3 | 83.2\% | -9.9\% | 93.1\% | 93.1\% | 93.8\% | 96.7\% | 96.2\% | 90.0\% | 91.7\% | 71.9\% |
| Joseph L. Alioto Performing Arts Piazza | 3 | 87.3\% | -4.3\% | 91.6\% | 92.5\% | 88.2\% | 93.8\% | 91.8\% | 93.4\% | 98.4\% | 91.8\% |
| Joseph Lee Recreation Center | 10 | 91.3\% | 0.8\% | 90.4\% | 92.7\% | 98.0\% | 97.1\% | 98.0\% | 94.2\% | 0.0\% | 84.8\% |
| Julius Kahn Playground | 2 | 94.9\% | 3.0\% | 91.9\% | 94.2\% | 94.8\% | 98.0\% | 95.3\% | 90.1\% | 88.2\% | 50.1\% |
| Junipero Serra Playground | 7 | 95.8\% | 5.9\% | 89.9\% | 94.6\% | 91.0\% | 94.6\% | 96.9\% | 0.0\% | 97.5\% | 93.8\% |
| Juri Commons | 9 | 85.2\% | -6.4\% | 91.6\% | 92.0\% | 91.2\% | 87.3\% | 96.9\% | 91.3\% | 94.7\% | 93.6\% |
| Justin Herman/Embarcadero Plaza | 3 | 88.0\% | -4.9\% | 92.9\% | 92.5\% | 96.4\% | 91.2\% | 88.7\% | 88.6\% | 94.5\% | 84.1\% |
| Kelloch Velasco Mini Park | 10 | 88.3\% | -2.9\% | 91.2\% | 93.1\% | 95.2\% | 86.8\% | 97.7\% | 76.6\% | 67.0\% | 86.4\% |
| Kid Power Park | 6 | 97.2\% | -1.9\% | 99.1\% | 96.0\% | 97.4\% | 94.6\% | 91.2\% | 92.5\% | 95.4\% | 83.9\% |
| Koshland Park | 5 | 93.6\% | 3.3\% | 90.3\% | 92.0\% | 92.7\% | 85.4\% | 87.7\% | 96.5\% | 84.1\% | 99.3\% |
| Lafayette Park | 2 | 97.4\% | 97.4\% | 0.0\% | 91.1\% | 83.9\% | 93.9\% | 91.5\% | 83.4\% | 86.0\% | 87.8\% |
| Lake Merced Park | 7 | 85.8\% | 9.3\% | 76.6\% | 74.9\% | 84.6\% | 88.9\% | 75.5\% | 81.6\% | 87.8\% | 73.8\% |
| Laurel Hill Playground | 2 | 95.3\% | 3.5\% | 91.8\% | 92.5\% | 87.2\% | 96.4\% | 97.2\% | 87.5\% | 88.4\% | 82.7\% |
| Lessing/Sears Mini Park | 11 | 75.9\% | -11.6\% | 87.6\% | 85.4\% | 86.6\% | 82.3\% | 83.7\% | 74.6\% | 82.4\% | 92.8\% |
| Lincoln Park | 1 | 94.6\% | 1.2\% | 93.4\% | 91.4\% | 90.1\% | 89.9\% | 88.9\% | 79.4\% | 81.3\% | 69.2\% |
| Little Hollywood Park | 10 | 84.4\% | -0.2\% | 84.6\% | 82.5\% | 90.9\% | 74.9\% | 82.2\% | 77.1\% | 75.7\% | 77.4\% |
| Louis Sutter Playground | 10 | 89.7\% | -0.4\% | 90.1\% | 86.9\% | 90.5\% | 87.9\% | 79.4\% | 83.6\% | 90.9\% | 93.3\% |
| Lower Great Highway | 4 | 81.3\% | 3.4\% | 77.9\% | 78.3\% | 86.7\% | 77.9\% | 85.0\% | 82.2\% | 86.7\% | 0.0\% |
| Margaret S. Hayward Playground | 6 | 89.1\% | 1.5\% | 87.6\% | 91.8\% | 93.8\% | 86.9\% | 95.5\% | 88.0\% | 81.6\% | 0.0\% |
| Maritime Plaza | 3 | 100.0\% | 1.3\% | 98.7\% | 97.3\% | 99.0\% | 96.7\% | 99.5\% | 96.3\% | 93.9\% | 82.8\% |
| McCoppin Square | 4 | 91.4\% | -2.3\% | 93.7\% | 85.7\% | 91.2\% | 93.3\% | 88.5\% | 85.5\% | 81.7\% | 0.0\% |
| McKinley Square | 10 | 89.9\% | 4.2\% | 85.7\% | 88.9\% | 87.4\% | 93.4\% | 72.0\% | 88.3\% | 70.6\% | 79.3\% |
| Merced Heights Playground | 11 | 88.9\% | -2.2\% | 91.1\% | 81.5\% | 85.6\% | 88.6\% | 89.3\% | 87.6\% | 80.8\% | 76.7\% |
| Michelangelo Playground | 3 | 92.3\% | -3.3\% | 95.6\% | 90.1\% | 91.4\% | 95.1\% | 95.8\% | 91.2\% | 94.0\% | 69.3\% |
| Midtown Terrace Playground | 7 | 96.0\% | -0.4\% | 96.4\% | 95.2\% | 99.2\% | 100.0\% | 97.2\% | 97.8\% | 92.2\% | 97.0\% |
| Minnie \& Lovie Ward Recreation Center | 11 | 85.7\% | 1.0\% | 84.7\% | 83.3\% | 81.0\% | 91.8\% | 82.8\% | 0.0\% | 59.4\% | 95.1\% |
| Miraloma Playground | 7 | 96.5\% | -1.3\% | 97.7\% | 95.3\% | 96.0\% | 94.0\% | 92.9\% | 0.0\% | 89.0\% | 45.4\% |
| Mission Dolores Park | 8 | 82.9\% | -3.3\% | 86.2\% | 76.8\% | 85.9\% | 74.8\% | 75.4\% | 90.0\% | 84.6\% | 77.9\% |
| Mission Playground | 8 | 97.0\% | -1.5\% | 98.5\% | 0.0\% | 88.6\% | 84.5\% | 91.2\% | 94.4\% | 94.2\% | 86.9\% |
| Mission Recreation Center | 9 | 91.9\% | -4.6\% | 96.5\% | 92.7\% | 94.2\% | 98.0\% | 96.3\% | 94.2\% | 93.1\% | 80.0\% |
| Moscone Recreation Center | 2 | 93.6\% | 0.0\% | 93.6\% | 94.7\% | 95.3\% | 94.7\% | 95.2\% | 0.0\% | 93.8\% | 91.1\% |
| Mountain Lake Park | 2 | 94.2\% | 2.7\% | 91.5\% | 91.3\% | 88.7\% | 85.7\% | 94.9\% | 83.6\% | 87.1\% | 87.4\% |
| Mt. Olympus | 8 | 83.1\% | -7.6\% | 90.7\% | 87.8\% | 84.0\% | 86.6\% | 77.6\% | 74.3\% | 71.0\% | 84.0\% |
| Mullen/Peralta Mini Park | 9 | 96.5\% | 4.5\% | 92.0\% | 92.3\% | 91.2\% | 92.8\% | 98.5\% | 89.9\% | 100.0\% | 88.3\% |


| Park Name | District | $\begin{gathered} \text { FY } \\ 2013-14 \\ \hline \end{gathered}$ | Change from FY 2012-13 | $\begin{gathered} \text { FY } \\ 2012-13 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2011-12 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2010-11 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2009-10 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2008-09 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2007-08 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2006-07 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2005-06 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Muriel Leff Mini Park | 1 | 94.3\% | 6.5\% | 87.9\% | 86.8\% | 91.5\% | 94.6\% | 91.5\% | 75.3\% | 91.8\% | 100.0\% |
| Noe Valley Courts | 8 | 88.4\% | -2.2\% | 90.6\% | 87.2\% | 91.3\% | 90.8\% | 84.7\% | 91.5\% | 81.2\% | 94.9\% |
| Page/Laguna Mini Park | 5 | 98.4\% | 0.4\% | 98.0\% | 94.2\% | 94.0\% | 91.3\% | 90.8\% | 93.7\% | 68.1\% | 85.3\% |
| Palace Of Fine Arts | 2 | 89.8\% | -2.7\% | 92.5\% | 96.5\% | 94.5\% | 96.9\% | 87.7\% | 87.4\% | 91.0\% | 79.6\% |
| Palega Recreation Center | 9 | 92.5\% | 92.5\% | 0.0\% | 81.8\% | 86.7\% | 88.8\% | 86.4\% | 85.0\% | 77.2\% | 81.2\% |
| Palou/Phelps Park | 10 | 86.3\% | 4.1\% | 82.2\% | 83.4\% | 82.1\% | 78.8\% | 82.6\% | 77.1\% | 86.6\% | 75.5\% |
| Park Presidio Boulevard | 1 | 69.6\% | 6.6\% | 62.9\% | 58.3\% | 78.1\% | 87.2\% | 78.3\% | 72.6\% | 68.1\% | 87.0\% |
| Parkside Square | 4 | 90.9\% | 3.5\% | 87.4\% | 90.3\% | 94.4\% | 93.5\% | 91.6\% | 91.4\% | 80.4\% | 0.0\% |
| Parque Ninos Unidos | 9 | 90.7\% | -3.0\% | 93.6\% | 89.7\% | 94.7\% | 95.3\% | 97.0\% | 95.4\% | 94.0\% | 69.3\% |
| Patricia's Green in Hayes Valley | 5 | 86.7\% | -11.0\% | 97.7\% | 90.2\% | 96.5\% | 94.9\% | 90.1\% | 95.0\% | 89.0\% | 89.5\% |
| Peixotto Playground | 8 | 90.6\% | -0.7\% | 91.3\% | 96.6\% | 91.9\% | 90.3\% | 83.7\% | 86.8\% | 90.3\% | 96.3\% |
| Pine Lake Park | 4 | 76.0\% | -7.7\% | 83.7\% | 80.1\% | 88.6\% | 89.4\% | 84.7\% | 88.0\% | 69.9\% | 87.2\% |
| Portsmouth Square | 3 | 78.5\% | -6.7\% | 85.2\% | 88.5\% | 90.6\% | 92.0\% | 85.3\% | 85.4\% | 77.8\% | 69.7\% |
| Potrero Del Sol Park | 10 | 84.3\% | -1.2\% | 85.5\% | 82.3\% | 76.7\% | 81.4\% | 86.2\% | 0.0\% | 65.4\% | 80.6\% |
| Potrero Hill Recreation Center | 10 | 95.0\% | -0.2\% | 95.1\% | 91.9\% | 75.8\% | 86.4\% | 83.5\% | 88.8\% | 77.2\% | 80.6\% |
| Precita Park | 9 | 95.0\% | -1.2\% | 96.2\% | 91.9\% | 87.8\% | 93.9\% | 91.0\% | 85.9\% | 82.7\% | 82.2\% |
| Prentiss Mini Park | 9 | 98.2\% | 3.5\% | 94.7\% | 92.0\% | 95.6\% | 95.0\% | 91.7\% | 91.0\% | 81.8\% | 87.4\% |
| Presidio Heights Playground | 2 | 95.9\% | 0.4\% | 95.6\% | 97.6\% | 95.2\% | 94.1\% | 94.8\% | 91.0\% | 93.1\% | 79.3\% |
| Randolph/Bright Mini Park | 11 | 89.1\% | -5.6\% | 94.7\% | 74.2\% | 75.8\% | 86.8\% | 90.8\% | 77.0\% | 69.7\% | 90.7\% |
| Raymond Kimbell Playground | 5 | 88.9\% | 3.8\% | 85.1\% | 89.4\% | 92.0\% | 82.3\% | 73.4\% | 70.8\% | 73.4\% | 67.5\% |
| Richmond Playground | 1 | 94.2\% | -0.6\% | 94.8\% | 93.8\% | 95.9\% | 96.9\% | 98.3\% | 94.7\% | 86.7\% | 66.5\% |
| Richmond Recreation Center | 1 | 99.4\% | 1.5\% | 97.9\% | 96.0\% | 96.1\% | 96.4\% | 98.1\% | 98.2\% | 94.7\% | 87.7\% |
| Rochambeau Playground | 1 | 94.8\% | 2.6\% | 92.2\% | 89.5\% | 94.3\% | 91.2\% | 94.4\% | 91.9\% | 88.1\% | 99.4\% |
| Rolph Nicol Playground | 7 | 86.9\% | -1.2\% | 88.1\% | 91.9\% | 90.7\% | 87.2\% | 85.3\% | 75.4\% | 84.9\% | 94.8\% |
| Roosevelt/Henry Steps | 8 | 90.0\% | 0.2\% | 89.9\% | 88.6\% | 82.5\% | 85.7\% | 93.8\% | 85.0\% | 83.3\% | 74.9\% |
| Saturn Street Steps | 8 | 84.2\% | -11.5\% | 95.7\% | 87.8\% | 78.0\% | 94.7\% | 75.8\% | 87.1\% | 59.8\% | 0.0\% |
| Selby/Palou Mini Park | 10 | 90.5\% | 2.8\% | 87.7\% | 85.5\% | 86.3\% | 84.5\% | 84.8\% | 71.5\% | 83.3\% | 67.6\% |
| Seward Mini Park | 8 | 85.7\% | -9.1\% | 94.8\% | 88.6\% | 87.7\% | 94.7\% | 83.3\% | 82.1\% | 78.3\% | 68.9\% |
| Sgt. John Macaulay Park | 6 | 92.7\% | 3.1\% | 89.6\% | 87.4\% | 89.3\% | 90.7\% | 74.4\% | 76.5\% | 78.2\% | 69.5\% |
| Sigmund Stern Recreation <br> Grove | 4 | 89.2\% | 3.0\% | 86.2\% | 92.0\% | 86.3\% | 92.7\% | 91.9\% | 84.2\% | 84.8\% | 81.0\% |
| Silver Terrace Playground | 10 | 85.4\% | -5.6\% | 91.0\% | 89.3\% | 87.2\% | 87.6\% | 86.1\% | 89.2\% | 86.9\% | 87.7\% |
| South Park | 6 | 87.8\% | 6.0\% | 81.8\% | 87.2\% | 93.2\% | 93.7\% | 93.5\% | 81.4\% | 79.4\% | 71.9\% |
| South Sunset Playground | 4 | 93.0\% | -0.7\% | 93.7\% | 85.5\% | 92.4\% | 91.7\% | 92.7\% | 83.6\% | 82.6\% | 90.1\% |
| St. Mary's Recreation Center | 9 | 96.7\% | -0.1\% | 96.7\% | 93.2\% | 95.5\% | 88.6\% | 85.6\% | 95.8\% | 89.4\% | 84.4\% |
| St. Mary's Square | 3 | 91.0\% | 2.8\% | 88.2\% | 92.7\% | 92.7\% | 93.8\% | 88.6\% | 88.2\% | 81.1\% | 87.5\% |


| Park Name | District | $\begin{gathered} F Y \\ 2013-14 \end{gathered}$ | Change from FY 2012-13 | $\begin{gathered} \text { FY } \\ 2012-13 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2011-12 \end{gathered}$ | $\begin{gathered} F Y \\ 2010-11 \end{gathered}$ | $\begin{gathered} F Y \\ 2009-10 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2008-09 \end{gathered}$ | $\begin{gathered} F Y \\ 2007-08 \end{gathered}$ | $\begin{gathered} F Y \\ 2006-07 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2005-06 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| States Street Playground | 8 | 81.7\% | 2.3\% | 79.4\% | 85.3\% | 88.7\% | 84.6\% | 91.3\% | 91.1\% | 93.0\% | 93.9\% |
| Sue Bierman Park | 3 | 88.2\% | -9.6\% | 97.9\% | 89.6\% | 0.0\% | 92.8\% | 93.9\% | 70.5\% | 92.4\% | 78.3\% |
| Sunnyside Conservatory | 8 | 97.6\% | -1.8\% | 99.4\% | 99.0\% | 100.0\% | 100.0\% | 75.6\% | 80.5\% | 69.6\% | 89.5\% |
| Sunnyside Playground | 7 | 96.9\% | 0.3\% | 96.5\% | 97.0\% | 96.9\% | 98.6\% | 95.5\% | 97.5\% | 75.7\% | 61.0\% |
| Sunset Playground | 4 | 95.4\% | -3.8\% | 99.2\% | 0.0\% | 92.9\% | 96.1\% | 92.4\% | 93.3\% | 84.8\% | 76.0\% |
| Telegraph Hill/Pioneer Park | 3 | 92.9\% | -4.3\% | 97.2\% | 95.6\% | 95.1\% | 99.3\% | 95.8\% | 94.1\% | 94.7\% | 85.9\% |
| Tenderloin Children's Recreation Center | 6 | 95.9\% | -0.9\% | 96.9\% | 92.7\% | 97.1\% | 94.0\% | 95.4\% | 87.5\% | 95.0\% | 79.5\% |
| Turk/Hyde Mini Park | 6 | 92.2\% | -1.6\% | 93.8\% | 83.3\% | 87.9\% | 85.4\% | 93.1\% | 92.2\% | 86.7\% | 95.8\% |
| Union Square | 3 | 94.6\% | 1.9\% | 92.7\% | 94.6\% | 96.0\% | 96.8\% | 99.0\% | 95.7\% | 100.0\% | 88.7\% |
| Upper Noe Recreation Center | 8 | 91.7\% | -5.1\% | 96.8\% | 93.2\% | 95.1\% | 96.4\% | 97.0\% | 0.0\% | 0.0\% | 97.4\% |
| Utah/18th Street Mini Park | 10 | 93.5\% | -3.9\% | 97.4\% | 85.4\% | 80.5\% | 95.6\% | 79.8\% | 92.5\% | 76.1\% | 73.5\% |
| Victoria Manalo Draves Park | 6 | 96.9\% | 1.5\% | 95.4\% | 96.8\% | 95.5\% | 87.2\% | 93.4\% | 96.6\% | 95.4\% | 81.2\% |
| Visitacion Valley Greenway | 10 | 91.3\% | 0.4\% | 90.9\% | 94.1\% | 93.1\% | 94.9\% | 94.6\% | 87.3\% | 87.7\% | 0.0\% |
| Visitacion Valley Playground | 10 | 68.1\% | -19.0\% | 87.1\% | 82.2\% | 87.4\% | 87.3\% | 90.8\% | 91.1\% | 86.9\% | 95.8\% |
| Walter Haas Playground | 8 | 91.7\% | 3.1\% | 88.7\% | 92.8\% | 94.5\% | 94.6\% | 92.6\% | 86.9\% | 92.6\% | 92.9\% |
| Washington Square | 3 | 89.9\% | -0.6\% | 90.5\% | 92.2\% | 92.0\% | 95.1\% | 89.1\% | 92.8\% | 89.8\% | 91.0\% |
| Washington/Hyde Mini Park | 3 | 93.5\% | -4.5\% | 98.0\% | 93.8\% | 90.5\% | 96.2\% | 94.6\% | 89.1\% | 98.9\% | 82.6\% |
| West Portal Playground | 7 | 88.4\% | 1.5\% | 86.9\% | 87.5\% | 85.0\% | 91.9\% | 86.1\% | 90.4\% | 87.2\% | 94.2\% |
| West Sunset Playground | 4 | 87.9\% | -3.8\% | 91.7\% | 98.1\% | 0.0\% | 93.0\% | 89.6\% | 90.3\% | 81.6\% | 85.8\% |
| Willie Woo Woo Wong Playground | 3 | 92.0\% | 3.5\% | 88.5\% | 86.1\% | 89.7\% | 92.2\% | 92.1\% | 89.3\% | 94.6\% | 85.6\% |
| Woh Hei Yuen Park | 3 | 88.6\% | -3.1\% | 91.6\% | 94.5\% | 98.2\% | 98.6\% | 92.7\% | 93.9\% | 94.0\% | 86.7\% |
| Yacht Harbor \& Marina Green | 2 | 97.3\% | 3.6\% | 93.7\% | 91.1\% | 92.6\% | 92.3\% | 82.1\% | 84.6\% | 88.7\% | 87.1\% |
| Youngblood Coleman Playground | 10 | 90.6\% | 5.4\% | 85.3\% | 90.9\% | 84.0\% | 73.5\% | 89.6\% | 90.9\% | 76.6\% | 71.6\% |

## Appendix C: Park Results by Supervisorial Distict

| Parks | Dept | $\begin{gathered} \hline \text { Q1 } \\ \text { July-Spt } \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ \text { Oct-Dec } \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ \text { Jan-Mar } \end{gathered}$ | $\begin{gathered} \hline \text { Q4 } \\ \text { Apr-Jun } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2013-14 } \\ \text { Score } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2012-13 } \\ \text { Score } \\ \hline \end{gathered}$ | Change from FY 2012-13 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| District 1 |  |  |  |  |  |  |  |  |
| 10th Avenue/Clement Mini Park | CON |  |  | 74.3\% |  | 90.9\% | 93.2\% | -2.3\% |
|  | REC | 100.0\% | 97.1\% | 91.4\% | 91.4\% |  |  |  |
| Angelo J. Rossi Playground | CON |  |  |  | 91.2\% | 93.9\% | 88.7\% | 5.2\% |
|  | REC | 99.2\% | 90.6\% | 98.0\% | 90.5\% |  |  |  |
| Argonne Playground | CON |  |  | 91.5\% |  | 94.1\% | 93.3\% | 0.8\% |
|  | REC | 95.1\% | 91.4\% | 97.5\% | 95.0\% |  |  |  |
| Cabrillo Playground | CON |  |  | 95.9\% |  | 97.4\% | 84.2\% | 13.3\% |
|  | REC | 97.7\% | 98.9\% | 100.0\% | 94.7\% |  |  |  |
| Dupont Courts | CON |  |  | 95.0\% |  | 92.2\% | 79.4\% | 12.9\% |
|  | REC | 91.5\% | 89.1\% | 94.0\% | 91.5\% |  |  |  |
| Fulton Playground | CON |  |  | 100.0\% |  | 99.8\% | 95.1\% | 4.6\% |
|  | REC | 100.0\% | 100.0\% | 98.8\% | 100.0\% |  |  |  |
| Golden Gate Park | CON | 88.6\% | 89.2\% | 92.6\% | 82.8\% | 89.8\% | 90.2\% | -0.4\% |
|  | REC | 92.0\% | 91.5\% | 91.4\% | 90.3\% |  |  |  |
| Lincoln Park | CON | 93.1\% |  |  |  | 94.6\% | 93.4\% | 1.2\% |
|  | REC | 100.0\% | 83.5\% | 100.0\% | 96.6\% |  |  |  |
| Muriel Leff Mini Park | CON |  |  |  | 88.9\% | 94.3\% | 87.9\% | 6.5\% |
|  | REC | 90.0\% | 92.9\% | 100.0\% | 100.0\% |  |  |  |
| Park Presidio Boulevard | CON | 72.2\% |  |  |  | 69.6\% | 62.9\% | 6.6\% |
|  | REC | 83.3\% | 88.9\% | 31.3\% | 72.2\% |  |  |  |
| Richmond Playground | CON |  | 90.1\% |  |  | 94.2\% | 94.8\% | -0.6\% |
|  | REC | 98.8\% | 98.9\% | 92.3\% | 91.0\% |  |  |  |
| Richmond Recreation Center | CON |  | 100.0\% |  |  | 99.4\% | 97.9\% | 1.5\% |
|  | REC | 100.0\% | 100.0\% | 100.0\% | 97.0\% |  |  |  |
| Rochambeau Playground | CON |  | 95.2\% |  |  | 94.8\% | 92.2\% | 2.6\% |
|  | REC |  | 95.5\% | 96.4\% | 92.1\% |  |  |  |
| District 2 |  |  |  |  |  |  |  |  |
| Alice Marble Tennis Courts | CON |  |  |  | 100.0\% | 99.7\% | 99.0\% | 0.7\% |
|  | REC | 100.0\% | 100.0\% | 100.0\% | 98.5\% |  |  |  |
| Allyne Park | CON |  |  | 78.8\% |  | 88.0\% | 95.1\% | -7.1\% |
|  | REC | 97.0\% | 96.0\% | 83.3\% | 84.8\% |  |  |  |
| Alta Plaza | CON |  | 88.7\% |  |  | 91.7\% | 90.0\% | 1.6\% |
|  | REC | 96.7\% | 94.8\% | 79.1\% | 99.0\% |  |  |  |
| Cow Hollow Playground | CON |  | 92.5\% |  |  | 96.9\% | 97.7\% | -0.8\% |
|  | REC | 100.0\% | 100.0\% | 96.2\% | 95.8\% |  |  |  |
| Julius Kahn Playground | CON |  |  |  | 93.9\% | 94.9\% | 91.9\% | 3.0\% |
|  | REC | 98.4\% | 96.0\% | 88.9\% | 97.4\% |  |  |  |
| Lafayette Park | CON |  |  | 96.1\% |  | 97.4\% | 0.0\% | 97.4\% |
|  | REC | 100.0\% | 100.0\% | 95.7\% | 95.5\% |  |  |  |
| Laurel Hill Playground | CON |  |  |  | 83.6\% | 95.3\% | 91.8\% | 3.5\% |
|  | REC | 100.0\% | 98.6\% | 95.7\% | 98.6\% |  |  |  |
| Moscone Recreation Center | CON |  |  | 99.4\% |  | 93.6\% | 93.6\% | 0.0\% |
|  | REC | 96.7\% | 0.0\% | 85.7\% | 92.6\% |  |  |  |
| Mountain Lake Park | CON | 95.0\% |  |  |  | 94.2\% | 91.5\% | 2.7\% |
|  | REC | 100.0\% | 85.2\% | 97.2\% | 93.6\% |  |  |  |
| Palace Of Fine Arts | CON |  |  | 93.8\% |  | 89.8\% | 92.5\% | -2.7\% |
|  | REC | 94.2\% | 74.5\% | 100.0\% | 86.3\% |  |  |  |
| Presidio Heights Playground | CON |  |  |  | 94.0\% | 95.9\% | 95.6\% | 0.4\% |
|  | REC | 100.0\% | 95.5\% | 97.1\% | 93.0\% |  |  |  |
| Yacht Harbor \& Marina Green | CON |  |  | 94.7\% |  | 97.3\% | 93.7\% | 0.0\% |
|  | REC | 98.9\% | 100.0\% | 92.9\% | 100.0\% |  |  |  |
| District 3 |  |  |  |  |  |  |  |  |
| Broadway Tunnel West Mini Park | CON | 94.6\% |  |  |  | 93.8\% | 97.8\% | -4.0\% |
|  | REC | 96.7\% | 85.9\% | 100.0\% | 91.7\% |  |  |  |
| Betty Ann Ong Chinese Recreation Center | CON | 100.0\% |  |  |  | 99.1\% | 97.8\% | 1.3\% |
|  | REC | 99.1\% | 100.0\% | 96.3\% | 100.0\% |  |  |  |
| Collis P. Huntington Park | CON |  |  |  | 91.3\% | 92.5\% | 94.8\% | -2.2\% |
|  | REC | 95.7\% | 93.5\% | 97.8\% | 84.4\% |  |  |  |



| Parks | Dept | $\begin{gathered} \hline \text { Q1 } \\ \text { July-Spt } \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ \text { Oct-Dec } \end{gathered}$ | $\begin{gathered} \hline \text { Q3 } \\ \text { Jan-Mar } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { Q4 } \\ \text { Apr-Jun } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2013-14 } \\ \text { Score } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2012-13 } \\ \text { Score } \\ \hline \end{gathered}$ | Change from FY 2012-13 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Beideman/O'Farrell Mini Park | CON | 0.0\% | 0.0\% | 88.9\% |  | 93.0\% | 92.6\% | 0.4\% |
|  | REC | 100.0\% | 84.0\% | 96.0\% | 96.0\% |  |  |  |
| Buchanan Street Mall | CON |  |  |  | 78.0\% | 84.4\% | 81.1\% | 3.3\% |
|  | REC | 73.8\% | 82.1\% | 96.6\% | 91.5\% |  |  |  |
| Bush/Broderick Mini Park | CON |  |  |  | 89.3\% | 86.9\% | 92.0\% | -5.1\% |
|  | REC | 78.6\% | 100.0\% | 100.0\% | 66.7\% |  |  |  |
| Cottage Row Mini Park | CON |  |  |  | 90.9\% | 91.7\% | 92.7\% | -0.9\% |
|  | REC | 90.0\% | 93.5\% | 92.9\% | 91.4\% |  |  |  |
| Fillmore/Turk Mini Park | CON |  |  |  | 96.7\% | 93.2\% | 88.3\% | 4.9\% |
|  | REC | 0.0\% | 92.9\% | 86.7\% | 96.7\% |  |  |  |
| Golden Gate/Steiner Mini Park | CON |  |  |  | 94.7\% | 95.5\% | 83.3\% | 12.1\% |
|  | REC | 94.4\% | 100.0\% | 100.0\% | 88.2\% |  |  |  |
| Grattan Playground | CON | 89.6\% |  |  |  | 93.7\% | 92.2\% | 1.5\% |
|  | REC | 89.7\% | 98.8\% | 92.0\% | 98.5\% |  |  |  |
| Hamilton Recreation Center | CON |  |  | 91.2\% |  | 93.9\% | 93.5\% | 0.4\% |
|  | REC | 97.3\% | 93.0\% | 92.1\% | 95.6\% |  |  |  |
| Hayes Valley Playground | CON | 93.7\% |  |  |  | 96.5\% | 95.2\% | 1.4\% |
|  | REC | 96.6\% | 97.0\% | 98.5\% | 97.0\% |  |  |  |
| Japantown Peace Plaza | CON |  |  |  | 82.8\% | 91.1\% | 96.0\% | -4.8\% |
|  | REC | 100.0\% | 96.7\% | 86.7\% | 89.7\% |  |  |  |
| Koshland Park | CON | 90.0\% |  |  |  | 93.6\% | 90.3\% | 3.3\% |
|  | REC | 95.7\% | 100.0\% | 88.0\% | 94.1\% |  |  |  |
| Page/Laguna Mini Park | CON | 100.0\% |  |  |  | 98.4\% | 98.0\% | 0.4\% |
|  | REC |  | 100.0\% | 93.5\% | 100.0\% |  |  |  |
| Patricia's Green in Hayes Valley | CON | 88.4\% |  |  |  | 86.7\% | 97.7\% | -11.0\% |
|  | REC | 95.2\% | 97.7\% | 77.3\% | 75.0\% |  |  |  |
| Raymond Kimbell Playground | CON |  |  | 81.8\% |  | 88.9\% | 85.1\% | 3.8\% |
|  | REC | 93.6\% | 83.6\% | 85.5\% | 100.0\% |  |  |  |
| District 6 |  |  |  |  |  |  |  |  |
| Father Alfred E. Boeddeker Park | CON | Closed |  |  |  | 0.0\% | 89.8\% | -89.8\% |
|  | REC |  |  |  |  |  |  |  |
| Franklin Square | CON |  |  | 75.0\% |  | 86.0\% | 88.6\% | -2.6\% |
|  | REC | 82.5\% | 96.6\% | 98.3\% | 77.8\% |  |  |  |
| Eugene Friend Recreation Center | CON |  |  |  | 89.6\% | 94.9\% | 91.5\% | 3.4\% |
|  | REC | 95.7\% | 90.3\% | 98.9\% | 100.0\% |  |  |  |
| Jefferson Square | CON |  |  | 83.7\% | 0.0\% | 88.4\% | 85.9\% | 2.5\% |
|  | REC | 90.5\% | 89.7\% | 83.3\% | 94.9\% |  |  |  |
| Kid Power Park | CON | 93.3\% |  |  |  | 97.2\% | 99.1\% | -1.9\% |
|  | REC | 0.0\% | 97.8\% | 97.8\% | 100.0\% |  |  |  |
| Margaret S. Hayward Playground | CON |  | 84.0\% |  |  | 89.1\% | 87.6\% | 1.5\% |
|  | REC | 94.1\% | 85.9\% | 91.1\% | 90.4\% |  |  |  |
| Sgt. John Macaulay Park | CON |  |  | 85.2\% |  | 92.7\% | 89.6\% | 3.1\% |
|  | REC | 89.3\% | 96.3\% | 96.4\% | 96.3\% |  |  |  |
| South Park | CON |  |  |  | 75.0\% | 87.8\% | 81.8\% | 6.0\% |
|  | REC | 95.9\% | 91.7\% | 93.5\% | 83.0\% |  |  |  |
| Tenderloin Children's Recreation Center | CON |  |  |  | 93.1\% | 95.9\% | 96.9\% | -0.9\% |
|  | REC | 94.8\% | 98.3\% | 98.3\% | 95.2\% |  |  |  |
| Turk/Hyde Mini Park | CON |  |  | 92.3\% |  | 92.2\% | 93.8\% | -1.6\% |
|  | REC | 84.0\% | 96.3\% | 100.0\% | 88.5\% |  |  |  |
| Victoria Manalo Draves Park | CON | 96.2\% |  |  |  | 96.9\% | 95.4\% | 1.5\% |
|  | REC | 97.5\% | 100.0\% | 94.3\% | 96.4\% |  |  |  |
| District 7 |  |  |  |  |  |  |  |  |
| Aptos Playground | CON |  | 91.9\% |  |  | 94.7\% | 90.7\% | 4.0\% |
|  | REC | 86.4\% | 97.6\% | 97.7\% | 100.0\% |  |  |  |
| Balboa Park | CON |  |  |  | 87.6\% | 93.0\% | 96.0\% | -3.0\% |
|  | REC | 89.7\% | 96.4\% |  | 98.3\% |  |  |  |
| Golden Gate Heights Park | CON |  | 96.5\% |  |  | 93.1\% | 87.6\% | 5.5\% |
|  | REC |  | 94.6\% | 89.8\% | 91.5\% |  |  |  |
| J. P. Murphy Playground | CON |  |  | 88.0\% |  | 96.0\% | 97.6\% | -1.6\% |
|  | REC | 97.3\% | 98.0\% | 97.0\% | 100.0\% |  |  |  |


| Parks | Dept | $\begin{gathered} \text { Q1 } \\ \text { July-Spt } \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ \text { Oct-Dec } \end{gathered}$ | $\begin{gathered} \hline \text { Q3 } \\ \text { Jan-Mar } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { Q4 } \\ \text { Apr-Jun } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2013-14 } \\ \text { Score } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2012-13 } \\ \text { Score } \\ \hline \end{gathered}$ | Change from FY 2012-13 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Junipero Serra Playground | CON |  | 93.3\% |  |  | 95.8\% | 89.9\% | 5.9\% |
|  | REC | 100.0\% | 100.0\% | 89.0\% | 96.6\% |  |  |  |
| Lake Merced Park | CON | 0.0\% | 71.9\% |  |  | 85.8\% | 76.6\% | 9.3\% |
|  | REC | 84.6\% | 90.2\% | 90.3\% | 92.2\% |  |  |  |
| Midtown Terrace Playground | CON |  |  | 89.9\% |  | 96.0\% | 96.4\% | -0.4\% |
|  | REC | 94.9\% | 97.7\% | 97.4\% | 100.0\% |  |  |  |
| Miraloma Playground | CON |  | 97.9\% |  |  | 96.5\% | 97.7\% | -1.3\% |
|  | REC | 96.7\% | 100.0\% | 89.9\% | 97.8\% |  |  |  |
| Rolph Nicol Playground | CON |  | 85.7\% |  |  | 86.9\% | 88.1\% | -1.2\% |
|  | REC | 100.0\% | 97.6\% | 95.1\% | 56.1\% |  |  |  |
| Sunnyside Playground | CON |  | 97.7\% |  |  | 96.9\% | 96.5\% | 0.3\% |
|  | REC | 95.3\% | 100.0\% | 96.4\% | 95.1\% |  |  |  |
| West Portal Playground | CON |  | 79.8\% |  |  | 88.4\% | 86.9\% | 1.5\% |
|  | REC | 88.2\% | 93.9\% | 82.7\% | 97.6\% |  |  |  |
| District 8 |  |  |  |  |  |  |  |  |
| Buena Vista Park | CON |  |  |  | 82.0\% | 90.5\% | 90.8\% | -0.3\% |
|  | REC | 97.2\% | 95.1\% | 85.9\% | 92.5\% |  |  |  |
| Corona Heights | CON |  |  | 75.4\% |  | 87.1\% | 88.7\% | -1.6\% |
|  | REC | 84.7\% | 91.1\% | 90.0\% | 94.1\% |  |  |  |
| Douglass Playground | CON | 97.4\% |  |  |  | 90.4\% | 84.5\% | 5.9\% |
|  | REC |  |  | 90.7\% | 83.2\% |  |  |  |
| Duboce Park | CON |  | 87.9\% |  |  | 92.9\% | 94.1\% | -1.2\% |
|  | REC | 94.2\% | 100.0\% | 91.9\% | 90.7\% |  |  |  |
| Eureka Valley Recreation Center | CON | 91.7\% |  |  |  | 95.4\% | 97.6\% | -2.2\% |
|  | REC | 98.8\% | 92.6\% | 97.6\% | 96.3\% |  |  |  |
| George Christopher Playground | CON | 98.6\% |  |  |  | 96.0\% | 94.4\% | 1.7\% |
|  | REC | 97.3\% | 98.9\% | 90.2\% | 95.1\% |  |  |  |
| Glen Park | CON |  |  |  | 86.7\% | 90.4\% | 91.0\% | -0.6\% |
|  | REC | 85.5\% | 94.0\% | 100.0\% | 85.7\% |  |  |  |
| Joost/Baden Mini Park | CON |  | 96.0\% |  |  | 94.2\% | 97.5\% | -3.3\% |
|  | REC | 91.7\% | 95.8\% | 100.0\% | 87.5\% |  |  |  |
| Mission Dolores Park | CON | 85.0\% |  |  |  | 82.9\% | 86.2\% | -3.3\% |
|  | REC | 76.8\% | 75.5\% | 77.2\% | 100.0\% |  |  |  |
| Mission Playground | CON | 94.5\% |  |  |  | 97.0\% | 98.5\% | -1.5\% |
|  | REC | 95.2\% | 100.0\% | 97.6\% | 97.6\% |  |  |  |
| Mt. Olympus | CON | 84.2\% |  |  |  | 83.1\% | 90.7\% | -7.6\% |
|  | REC | 63.2\% | 94.4\% | 84.2\% | 89.5\% |  |  |  |
| Noe Valley Courts | CON |  | 89.2\% |  |  | 88.4\% | 90.6\% | -2.2\% |
|  | REC | 92.8\% | 79.7\% | 94.0\% | 86.5\% |  |  |  |
| Peixotto Playground | CON |  |  |  | 81.4\% | 90.6\% | 91.3\% | -0.7\% |
|  | REC | 93.8\% | 96.8\% | 91.3\% | 89.9\% |  |  |  |
| Roosevelt/Henry Steps | CON |  |  |  | 85.0\% | 90.0\% | 89.9\% | 0.2\% |
|  | REC | 95.2\% | 95.0\% | 90.0\% | 85.0\% |  |  |  |
| Saturn Street Steps | CON |  |  |  | 75.0\% | 84.2\% | 95.7\% | -11.5\% |
|  | REC | 91.7\% | 87.5\% | 87.5\% | 79.2\% |  |  |  |
| Seward Mini Park | CON |  |  |  | 86.8\% | 85.7\% | 94.8\% | -9.1\% |
|  | REC | 73.7\% | 100.0\% | 97.2\% | 70.6\% |  |  |  |
| States Street Playground | CON |  |  | 76.7\% |  | 81.7\% | 79.4\% | 2.3\% |
|  | REC | 82.1\% | 79.2\% | 80.8\% | 89.8\% |  |  |  |
| Sunnyside Conservatory | CON |  | 97.1\% |  |  | 97.6\% | 99.4\% | -1.8\% |
|  | REC | 100.0\% | 97.1\% | 97.0\% | 97.1\% |  |  |  |
| Upper Noe Recreation Center | CON |  |  | 84.4\% |  | 91.7\% | 96.8\% | -5.1\% |
|  | REC | 93.4\% | 90.0\% | 97.6\% | 93.0\% |  |  |  |
| Walter Haas Playground | CON |  |  |  | 85.7\% | 91.7\% | 88.7\% | 3.1\% |
|  | REC | 98.2\% | 100.0\% | 98.1\% | 76.7\% |  |  |  |
| District 9 |  |  |  |  |  |  |  |  |
| 24th Street/York Mini Park | CON |  |  |  | 94.1\% | 98.2\% | 98.8\% | -0.6\% |
|  | REC | 97.0\% | 100.0\% | 100.0\% | 100.0\% |  |  |  |
| Alioto Mini Park | CON | 88.6\% |  |  |  | 92.6\% | 91.5\% | 1.1\% |
|  | REC | 95.9\% | 96.0\% | 96.0\% | 86.3\% |  |  |  |
| Bernal Heights Recreation Center | CON |  |  | 89.5\% |  | 95.1\% | 93.0\% | 2.1\% |
|  | REC | 100.0\% | 93.2\% | 97.2\% | 95.8\% |  |  |  |


| Parks | Dept | $\begin{gathered} \hline \text { Q1 } \\ \text { July-Spt } \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ \text { Oct-Dec } \end{gathered}$ | $\begin{gathered} \hline \text { Q3 } \\ \text { Jan-Mar } \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q4 } \\ \text { Apr-Jun } \end{gathered}$ | $\begin{gathered} \hline \text { FY 2013-14 } \\ \text { Score } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2012-13 } \\ \text { Score } \\ \hline \end{gathered}$ | Change from FY 2012-13 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Coleridge Mini Park | CON |  |  | 91.7\% |  | 95.3\% | 100.0\% | -4.7\% |
|  | REC | 96.7\% | 96.9\% | 100.0\% | 91.4\% |  |  |  |
| Coso/Precita Mini Park | CON |  |  | 87.5\% |  | 96.3\% | 97.3\% | -1.1\% |
|  | REC | 93.8\% | 100.0\% | 100.0\% | 100.0\% |  |  |  |
| Garfield Square | CON |  |  | 88.1\% |  | 94.8\% | 94.5\% | 0.3\% |
|  | REC | 87.7\% | 98.4\% | 100.0\% | 100.0\% |  |  |  |
| Holly Park | CON |  |  | 86.0\% |  | 92.3\% | 95.9\% | -3.6\% |
|  | REC | 98.0\% | 96.0\% | 91.0\% | 90.6\% |  |  |  |
| James Rolph Jr. Playground | CON |  |  |  | 86.1\% | 88.7\% | 90.2\% | -1.5\% |
|  | REC | 98.1\% | 95.3\% | 90.3\% | 73.6\% |  |  |  |
| Jose Coronado Playground | CON | 86.3\% |  |  |  | 88.8\% | 83.3\% | 5.6\% |
|  | REC | 83.6\% | 85.2\% | 89.1\% | 100.0\% |  |  |  |
| Juri Commons | CON |  |  | 62.8\% |  | 85.2\% | 91.6\% | -6.4\% |
|  | REC | 95.3\% | 93.0\% | 88.4\% | 86.4\% |  |  |  |
| Mission Recreation Center | CON |  |  |  | 87.8\% | 91.9\% | 96.5\% | -4.6\% |
|  | REC | 94.4\% | 100.0\% | 95.4\% | 81.8\% |  |  |  |
| Mullen/Peralta Mini Park | CON |  |  | 93.8\% |  | 96.5\% | 92.0\% | 4.5\% |
|  | REC | 100.0\% | 100.0\% | 100.0\% | 88.9\% |  |  |  |
| Palega Recreation Center | CON |  | 83.7\% |  |  | 92.5\% | 0.0\% | 92.5\% |
|  | REC |  |  | 99.1\% | 94.8\% |  |  |  |
| Parque Ninos Unidos | CON |  |  |  | 77.0\% | 90.7\% | 93.6\% | -3.0\% |
|  | REC | 95.9\% |  | 97.3\% | 92.4\% |  |  |  |
| Precita Park | CON |  |  | 92.0\% |  | 95.0\% | 96.2\% | -1.2\% |
|  | REC | 96.0\% |  | 95.9\% | 96.0\% |  |  |  |
| Prentiss Mini Park | CON |  |  | 97.1\% |  | 98.2\% | 94.7\% | 3.5\% |
|  | REC | 100.0\% | 100.0\% | 100.0\% | 93.8\% |  |  |  |
| St. Mary's Recreation Center | CON |  |  | 95.2\% |  | 96.7\% | 96.7\% | -0.1\% |
|  | REC | 99.1\% | 97.7\% | 91.3\% | 100.0\% |  |  |  |
| District 10 |  |  |  |  |  |  |  |  |
| Adam Rogers Park | CON |  |  |  | 73.4\% | 83.3\% | 81.4\% | 1.9\% |
|  | REC | 85.0\% | 87.0\% | 94.8\% | 76.2\% |  |  |  |
| Bay View Playground | CON |  | 73.8\% |  |  | 81.7\% | 87.2\% | -5.5\% |
|  | REC | 65.7\% | 94.0\% | 82.1\% | 92.9\% |  |  |  |
| Esprit Park | CON |  |  |  | 85.2\% | 96.3\% | 91.1\% | 5.3\% |
|  | REC | 96.4\% | 100.0\% | 100.0\% | 100.0\% |  |  |  |
| Gilman Playground | CON |  | 71.9\% |  |  | 78.1\% | 77.7\% | 0.4\% |
|  | REC | 57.8\% | 92.2\% | 73.3\% | 95.3\% |  |  |  |
| Herz Playground | CON | 75.0\% |  |  |  | 86.9\% | 85.8\% | 1.1\% |
|  | REC |  | 75.4\% | 97.4\% | 100.0\% |  |  |  |
| Hilltop Park | CON |  |  |  | 79.6\% | 82.1\% | 89.4\% | -7.4\% |
|  | REC | 51.0\% | 87.5\% | 100.0\% | 92.2\% |  |  |  |
| India Basin Shoreline Park | CON |  | 84.6\% |  |  | 90.1\% | 93.2\% | -3.1\% |
|  | REC | 95.4\% | 90.5\% | 96.8\% | 83.1\% |  |  |  |
| Jackson Playground | CON |  |  | 83.2\% |  | 92.1\% | 93.3\% | -1.3\% |
|  | REC | 91.3\% | 90.7\% | 95.1\% | 100.0\% |  |  |  |
| John McLaren Park | CON | 81.9\% |  |  |  | 88.5\% | 88.8\% | -0.3\% |
|  | REC | 90.7\% | 95.0\% | 89.8\% | 85.3\% |  |  |  |
| Joseph Lee Recreation Center | CON |  |  |  | 79.7\% | 91.3\% | 90.4\% | 0.8\% |
|  | REC | 100.0\% | 96.6\% | 93.3\% | 86.7\% |  |  |  |
| Kelloch Velasco Mini Park | CON |  |  | 76.2\% |  | 88.3\% | 91.2\% | -2.9\% |
|  | REC | 94.4\% | 92.2\% | 92.6\% | 86.0\% |  |  |  |
| Little Hollywood Park | CON |  | 86.5\% |  |  | 84.4\% | 84.6\% | -0.2\% |
|  | REC |  |  | 94.1\% | 72.5\% |  |  |  |
| Louis Sutter Playground | CON | 85.9\% |  |  |  | 89.7\% | 90.1\% | -0.4\% |
|  | REC | 79.3\% | 99.2\% | 83.9\% | 100.0\% |  |  |  |
| McKinley Square | CON |  |  | 82.1\% |  | 89.9\% | 85.7\% | 4.2\% |
|  | REC |  | 90.9\% | 92.9\% | 93.8\% |  |  |  |
| Palou/Phelps Park | CON |  |  |  | 76.9\% | 86.3\% | 82.2\% | 4.1\% |
|  | REC | 82.2\% | 96.0\% | 100.0\% | 76.5\% |  |  |  |
| Potrero Del Sol Park | CON |  |  |  | 76.5\% | 84.3\% | 85.5\% | -1.2\% |
|  | REC | 88.6\% | 98.6\% | 88.4\% | 69.4\% |  |  |  |


| Parks | Dept | $\begin{gathered} \hline \text { Q1 } \\ \text { July-Spt } \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ \text { Oct-Dec } \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ \text { Jan-Mar } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { Q4 } \\ \text { Apr-Jun } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2013-14 } \\ \text { Score } \\ \hline \end{gathered}$ | $\begin{gathered} \hline \text { FY 2012-13 } \\ \text { Score } \\ \hline \end{gathered}$ | Change from FY 2012-13 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Potrero Hill Recreation Center | CON |  |  |  | 91.9\% | 95.0\% | 95.1\% | -0.2\% |
|  | REC |  | 94.9\% | 93.8\% | 99.3\% |  |  |  |
| Selby/Palou Mini Park | CON |  | 93.2\% |  |  | 90.5\% | 87.7\% | 2.8\% |
|  | REC | 92.3\% | 88.1\% | 97.6\% | 81.1\% |  |  |  |
| Silver Terrace Playground | CON |  | 76.0\% |  |  | 85.4\% | 91.0\% | -5.6\% |
|  | REC | 91.1\% | 88.3\% | 100.0\% | 71.6\% |  |  |  |
| Utah/18th Street Mini Park | CON |  |  | 85.7\% |  | 93.5\% | 97.4\% | -3.9\% |
|  | REC | 95.5\% | 95.5\% | 100.0\% | 90.9\% |  |  |  |
| Visitacion Valley Greenway | CON |  |  | 88.6\% |  | 91.3\% | 90.9\% | 0.4\% |
|  | REC | 90.9\% | 90.9\% | 95.5\% | 90.7\% |  |  |  |
| Visitacion Valley Playground | CON |  |  | 53.5\% |  | 68.1\% | 87.1\% | -19.0\% |
|  | REC | 72.0\% | 79.6\% | 60.9\% | 74.5\% |  |  |  |
| Youngblood Coleman Playground | CON |  | 92.7\% |  |  | 90.6\% | 85.3\% | 5.4\% |
|  | REC | 95.3\% | 80.0\% | 88.8\% | 96.3\% |  |  |  |
| District 11 |  |  |  |  |  |  |  |  |
| Alice Chalmers Playground | CON |  |  | 83.6\% |  | 81.9\% | 78.7\% | 3.2\% |
|  | REC | 80.5\% | 78.8\% | 89.7\% | 77.1\% |  |  |  |
| Brooks Park | CON | 60.0\% |  |  |  | 85.5\% | 89.5\% | -4.0\% |
|  | REC | 72.5\% | 100.0\% | 95.0\% | 100.0\% |  |  |  |
| Cayuga/Lamartine Mini Park | CON |  | 87.1\% |  |  | 85.2\% | 94.6\% | -9.4\% |
|  | REC | 96.8\% | 100.0\% | 71.0\% | 71.0\% |  |  |  |
| Chester/Palmetto Mini Park | CON | 84.6\% |  |  |  | 77.1\% | 91.0\% | -13.9\% |
|  | REC | 85.2\% | 76.9\% | 54.2\% | 84.6\% |  |  |  |
| Crocker Amazon Playground | CON | 87.3\% |  |  |  | 86.1\% | 85.9\% | 0.2\% |
|  | REC | 95.7\% | 69.0\% | 83.0\% | 95.5\% |  |  |  |
| Excelsior Playground | CON |  | 79.6\% |  |  | 85.5\% | 84.8\% | 0.7\% |
|  | REC | 91.3\% | 79.6\% | 82.9\% | 94.1\% |  |  |  |
| Head/Brotherhood Mini Park | CON | 80.6\% |  |  |  | 82.0\% | 95.3\% | -13.3\% |
|  | REC | 77.4\% |  | 70.0\% | 100.0\% |  |  |  |
| Lessing/Sears Mini Park | CON |  |  | 65.9\% |  | 75.9\% | 87.6\% | -11.6\% |
|  | REC | 95.7\% | 68.9\% | 76.7\% | 72.5\% |  |  |  |
| Merced Heights Playground | CON |  |  |  | 75.6\% | 88.9\% | 91.1\% | -2.2\% |
|  | REC | 90.0\% | 89.5\% | 95.7\% | 93.8\% |  |  |  |
| Minnie \& Lovie Ward Recreation Center | CON |  |  |  | 78.0\% | 85.7\% | 84.7\% | 1.0\% |
|  | REC | 82.2\% | 94.5\% | 85.2\% | 88.5\% |  |  |  |
| Randolph/Bright Mini Park | CON | 87.8\% |  |  |  | 89.1\% | 94.7\% | -5.6\% |
|  | REC | 85.7\% | 92.9\% | 87.5\% | 91.7\% |  |  |  |

## Appendix D: Park Service Areas

The following table provides information about Rec Park's PSAs and includes applicable districts, neighborhoods, manager names, number of parks (including total acreage), and FTEs. Please note that this information includes parks that are not rated under the standards such as community gardens, natural areas, and libraries.

In August 2010, Rec Park revised its Operations Division by separating recreation and park responsibilities. A Recreation and Community Services division, comprised of four competencies (Cultural Arts, Community Services, Leisure Services, and Sports and Athletics), now manages all recreation responsibilities. Golden Gate Park is now the purview of the Golden Gate Park Director. All other parks are now organized into six geographical Park Service Areas (PSAs). The PSAs fall under the management of a Parks and Open Spaces division, which also manages Natural Areas, Golf and Turf, the Marina Small Craft and Yacht Harbor, Camp Mather, and Candlestick Park. Several of the Golf and Turf subsections (Agronomy of Stadiums, Citywide Turf Renovation, the Citywide Mowing Crew and the Mobile Landscaping Group) manage turf areas that are reviewed using the Park Maintenance Standards. The Urban Forestry division also manages tree issues that are reviewed using the Park Maintenance Standards.

| PSA | Districts | Neighborhoods | Manager | Number of Parks (acreage) | Number of FTEs ${ }^{1}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1,2,3 | Richmond, Presidio Heights, Marina, Cow Hollow, Pacific Heights, Chinatown, North Beach, Nob Hill, Russian Hill | Zachary Taylor (acting) | $\begin{aligned} & 49 \\ & (313 \text { acres) } \end{aligned}$ | 42 |
| 2 | 3,5,6,10 | Western Addition, Tenderloin, South of Market, Potrero Hill, South Park | Steve Cismowski | $\begin{aligned} & 35 \\ & (83 \text { acres }) \end{aligned}$ | 30.5 |
| 3 | 9,10,11 | Crocker Amazon, Excelsior, Portola, Visitacion Valley, Bayview, Hunter's Point | Robert Watkins | $\begin{aligned} & 25 \\ & (436 \text { acres) } \end{aligned}$ | 32.5 |
| 4 | 4,7,11 | Sunset, Parkside, West Portal, Merced Heights, Oceanview, Ingleside | Marianne Bertuccelli | $\begin{aligned} & 26 \\ & (1010 \text { acres) } \end{aligned}$ | 30 |
| 5 | 7,8,11 | Cole Valley, Castro, Twin Peaks, Noe Valley, Diamond Heights, Glen Park, Sunnyside | Steve Cismowski (acting) | $\begin{aligned} & 33 \\ & (269 \text { acres }) \end{aligned}$ | 25 |
| 6 | 6,8,9,10 | Mission, Bernal Heights | Adrian Field (acting) | $\begin{aligned} & 30 \\ & (89 \text { acres }) \end{aligned}$ | 25 |
| 7 | Golden Gate Park | Golden Gate Park | Eric Anderson | n/a <br> (1017 acres) | 76 |

More information including a map with all parks can be found on Rec Park's website: http://sfrecpark.org/wp-content/uploads/City-Wide-Map-with-Park-Sevice-Area-Info-and-Supervisors-Districts-Lines.pdf
${ }^{1}$ FTEs are PSA custodians and gardeners and associated supervisors

## Appendix E: Status of FY 2012-13 Recommendations

1. Recommendation: Continuously assess Rec Park's use of park evaluation data to improve park maintenance activities.

In FY 2013-14, Rec Park continued to report quarterly evaluation results internally and externally, and implement practices to communicate and use evaluation results to direct maintenance activities. Staff were directed to consistently prepare remedial action plans for deficiencies noted in park evaluations. Rec Park reports will review this action planning process in upcoming quarters.
2. Recommendation: Rec Park should make a plan for training staff on the new standards that will be Park Maintenance Standards Annual Report FY 2013-14 implemented in FY 2014-15. The training should strive for a clear understanding of the standards, consistency in use of the standards, and appropriate investment of time performing evaluations.

Between June 26, 2014 and September 5, 2014, all park evaluators were required to attend a mandatory training led by Rec Park staff to discuss the new standards, discuss the changes, provide feedback, and ask questions to clarify staff understanding and ensure that evaluators have the same understanding of the new standards.
3. Recommendation: Monitor the implementation of the revised maintenance standards and require greater consistency and quality of the publicly posted maintenance schedules.

Rec Park posts maintenance schedules for all parks on their public website and updates the information quarterly. The data is easily downloadable into many formats. Having now compiled a year's worth of data, Rec Park plans to review the results and efficacy of the revised system for checking maintenance schedules in FY 2014-15. Review of the revised maintenance standards will occur at the end of that fiscal year.
4. Recommendation: Use evaluation data to strategically plan for improvement to low-performing parks, Park Services Areas, or certain facilities or features.

Rec Park reviewed the quarterly reports at Executive Staff and Parks \& Open Spaces manager meetings with the aim of reallocating custodian, gardener, and Structural Maintenance resources to low-scoring parks.

# Appendix F: Department Response 



Edwin M. Lee, Mayor Philip A. Ginsburg, General Manager

October 10, 2014
Ben Rosenfield, Controller
City Hall, 1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102
Dear Mr. Rosenfield:

The Recreation and Parks Department (RPD) has carefully reviewed the Park Maintenance Standards Annual Report prepared by the City Services Auditor (CSA) for FY 2013-14. Like past reports, this report is an invaluable aid to park maintenance. RPD concurs with its findings.

We are proud to have nearly matched last year's highest-ever citywide score (coming in just 0.4\% beneath it, at $90.7 \%$ ). Once again, all districts and park service areas scored above the $85 \%$ threshold indicating good park maintenance, corroborating RPD's efforts to sustain maintenance at high levels, even as we face acute drought and persistent, significant shortages in gardening and custodial staff.

A near decade of San Francisco Park Evaluation Program (SFPEP) evaluations has documented steady improvement in citywide scores and noteworthy progress on all Feature maintenance except Open Space. SFPEP has demonstrated the correlation between increased custodial staffing and positive score results. But, as noted in past years, such across the board improvement may be difficult to sustain. Since attempts to address maintenance needs within resource limitations and with balanced delivery across the city may result in negligible fluctuations in score at particular parks, we continue to seek CSA's guidance as to the amounts of score change which represent statistically significant improvement or worsening of park conditions.

To ensure the continued value of SFPEP to park maintenance efforts and provide enhanced outcomes for park users, RPD and CSA have spent two years updating the program's standards, as this report notes. The standards have been broadened in scope so that they cover a wider array of park amenities, including park sidewalks and road edges. Enhanced detail will make possible more focused targeting of department resources and training. The revisions will dramatically improve the consistent measurement of deficiencies, rating objectivity, and the accuracy of results.

I thank CSA for their continuing partnership and their commitment to the improvement of SFPEP. We look forward to launching the new standards and a second decade of park maintenance improvement.
 General Manager


[^0]:    Scores in black represent PSA scores under 85 percent.

