File No. 130100 Committee Item No. 1
Board Item No. _____

COMMITTEE/BOARD OF SUPERVISORS

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Committee: Government Audit and Oversight **Date** February 28, 2013

Board of Supervisors Meeting **Date** _____

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☐	☐	**Resolution**
☐	☐	**Ordinance**
☐	☐	**Legislative Digest**
☐	☐	**Budget and Legislative Analyst Report**
☐	☐	**Legislative Analyst Report**
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Completed by: Rana Calonsag **Date** February 21, 2013
Completed by: _____ **Date** _____

An asterisked item represents the cover sheet to a document that exceeds 25 pages.
The complete document can be found in the file.

City and County of San Francisco

Office of the Controller – City Services Auditor

PARK MAINTENANCE STANDARDS

ANNUAL REPORT FY 2011-12

Scores remain consistent with a slight improvement over last year

January 24, 2013

File #130100

CONTROLLER'S OFFICE
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.

Project Team: Peg Stevenson, Director
Natasha Mihal, Project Manager
Sarah Swanbeck, Performance Analyst
Chava Kronenberg, Performance Analyst
CSA City Performance and Audits Staff

City and County of San Francisco

Office of the Controller - City Services Auditor

Park Maintenance Standards Annual Report FY 2011-12 **November 2012**

Scores remain constant, with a slight increase in overall scores relative to last year

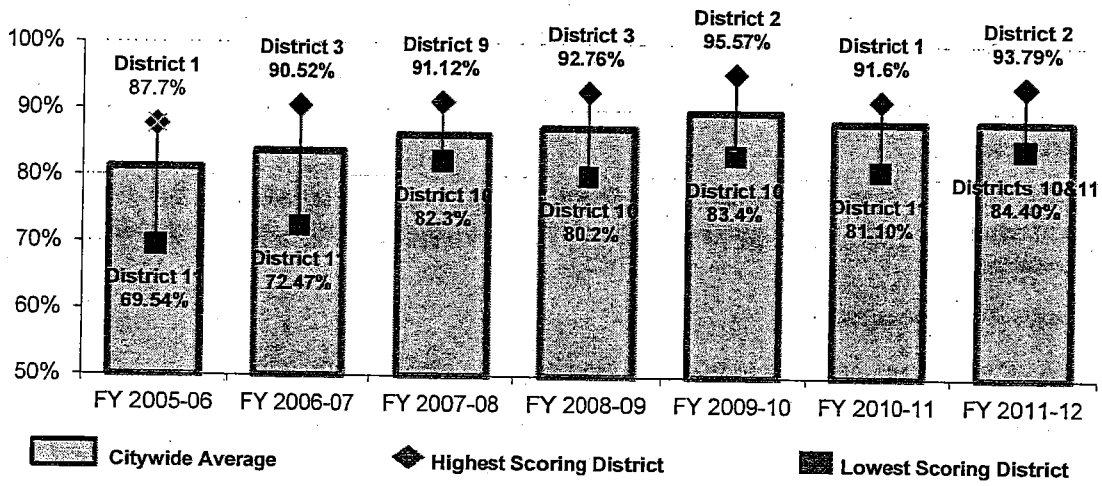
Purpose of the Report

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) 2011-12 evaluations of all open City parks.

Highlights

The citywide average for park scores increased from 88.3 percent to 88.4 percent since last year. This increase is not considered significant. A score above 85 percent generally indicates that a park is well maintained and that its features are in good condition.

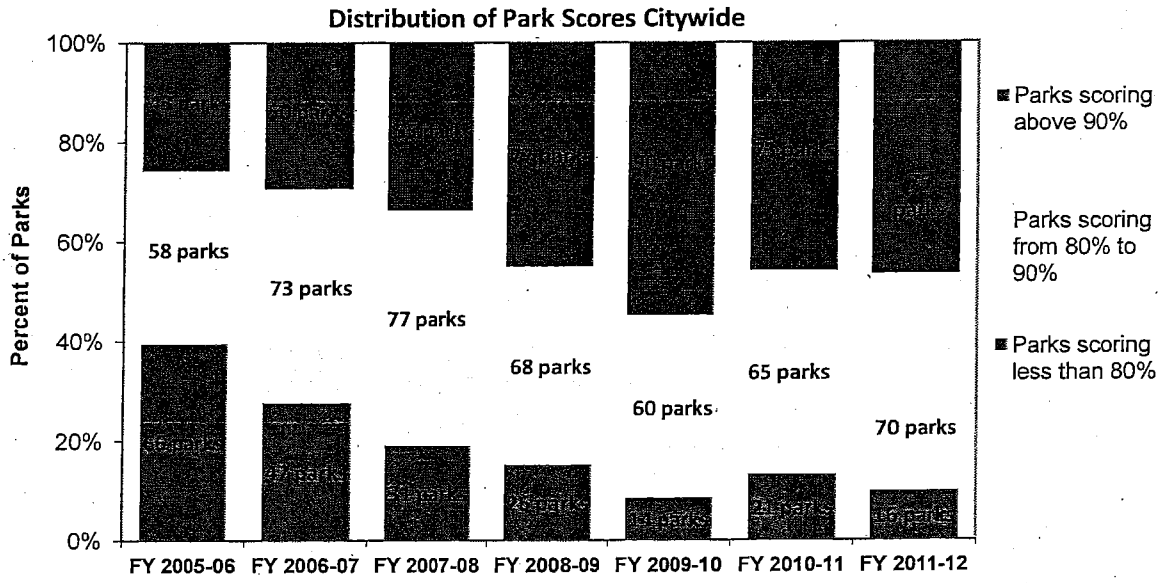
Citywide Average and District Highs and Lows



Results

- Overall, scores are largely unchanged from last year. The number of parks scoring below 80 percent decreased to 16 parks.
- While the majority of parks (90 percent) continue to score above 80 percent, more than half (80 parks) had lower scores in FY 2011-12 than in FY 2010-11
- Parks in the southeastern neighborhoods of the City continue to score lower than the average, though their overall scores improved this year. Overall, disparities between districts are at the lowest level since the program began.
- Fay Park, Sunnyside Conservatory, and Beidman/O'Farrell Mini Park remain among the highest scoring parks in the City, while Park Presidio Boulevard, Pine Lake Park, and Randolph/Bright Mini Park are among the lowest.

- Citywide scores for park features were consistent within three percentage points from last fiscal year, though the majority of features fell slightly. Trees, Ornamental Gardens, and Turf Athletic Fields were the three features that increased moderately.
- Restroom scores continue to improve citywide.



Recommendations

The report includes five 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:

- Assess RPD use of park evaluation data to improve park maintenance activities.
- Continue to evaluate the consistency of park scores for the larger parks and determine whether these parks should be subdivided for the purposes of more accurate evaluations.
- Implement a training for the new standards planned for implementation in FY 2013-2014. Use the retraining on the new standards as an opportunity to clarify existing misperceptions about the standards.
- Adjust the baseline of schedule compliance standards in order to account for excused absences from work (for example, sick leave).
- Use evaluation data to strategically plan for improvement to low-performing parks, Park Services Areas, or certain facilities or features.

Copies of the full report may be obtained at:
Controller's Office • City Hall, Room 316 • 1 Dr. Carlton B. Goodlett Place • San Francisco, CA 94102 • 415.554.7500
or on the Internet at http://www.sfgov.org/controller

Table of Contents

Chapter 1 – Introduction

Background

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

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

This seventh annual report on the condition of the City's parks provides results from evaluations in fiscal year (FY) 2010-11, 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.

Methodology

Park scores are based on performance standards that cover 14 park features such as lawns, trees, athletic fields, courts, children's play areas, and benches and tables. 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 scores. Each park is evaluated once a year by CSA and up to four times per year by Rec Park staff. Once each department's yearly average score is determined, a park's yearly final score is the average of the Rec Park and CSA departmental scores. See Appendix A for more detail.

Exhibit 1 Park Maintenance Standards

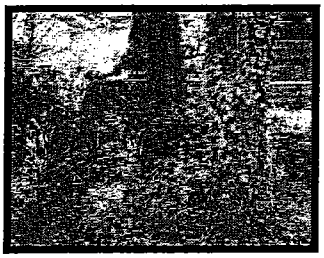
	Park feature	Elements examined under each park feature	
Landscaped and Hardscaped Areas	**1. Lawns**	• Cleanliness • Color • Density and spots • Drainage/ flooded area	• Edged • Height/mowed • Holes
	2. Ornamental Gardens, Shrubs, and Ground Covers	• Cleanliness • Plant health	• Pruned • Weediness
	3.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

Source: San Francisco Park Standards Manual and Evaluation Form

Pass: *Clean bathroom at Bernal Heights Recreation Center*

Fail: *Litter on the lawn at Adam Rogers Park*

Pass: *Well kept children's play area at Kelloch Velasco Mini Park*



Fail: *Vines growing on the trees at Mt. Olympus*

Parks are evaluated five times a year – four times by Rec Park staff, once by CSA staff

In the program's seventh year, trained Rec Park and CSA staff performed 788 park evaluations from July 1, 2011 to June 30, 2012. Rec Park evaluated all parks each quarter while CSA evaluated all parks once during the year. All supervisory and management staff at Rec Park and staff at CSA performed 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.

Rec Park made a concerted effort in FY 2011-12 to provide broader and deeper analysis of park feature and element scores. As a result, in future years CSA will rely on Rec Park's internal quarterly reports for mid-year trend information and will not be producing its own six-month report.

Scores

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. For more detail, see Appendix A.

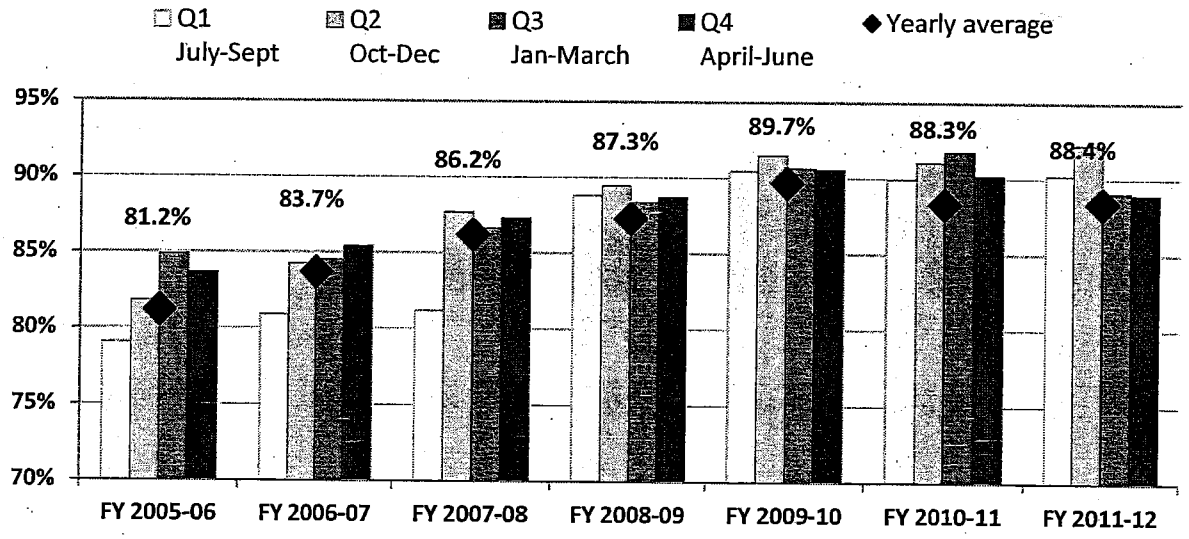
Chapter 2 – Park Evaluation Results

Citywide Results

Results remain constant, with a small increase this year.

The citywide average park score went up slightly this year by.1 points, from 88.3 percent in FY 2010-11 to 88.4 percent. FY 2011-12 results are based on 788 evaluations of 161 parks.

Exhibit 2 **Citywide parks scores remain constant, with a small increase this fiscal year**



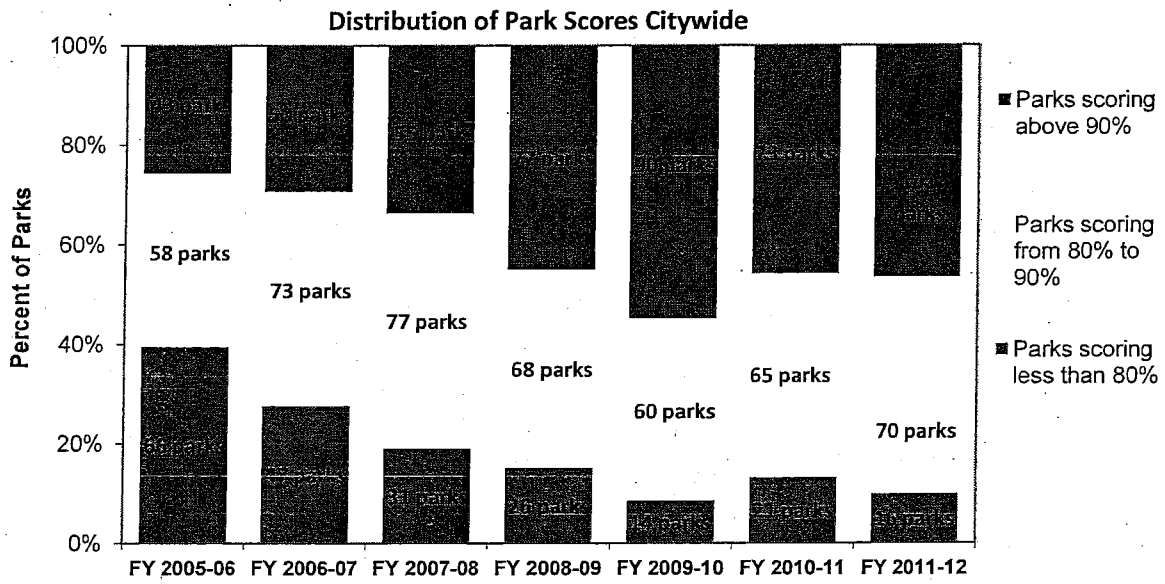
Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12

Quarterly scores vary within fiscal years for a variety of reasons, likely including extent of park use or dryness of the season. Quarter one (July through September) sees greater park use than Quarter two (October through December). Scores were again moderately lower in Quarter one than in Quarter two.

Distribution of Scores

Most parks (90 percent) continue to score above 80 percent. However, more than half (80 parks or 51%) saw drops in score, while 77 (49%) had scores that either increased or remained the same. Forty-four parks (30 percent) had lower scores than in FY 2005-06, the first year of the evaluation program. All score percentiles improved compared to FY 2010-11: more parks scored over 90%, more parks scored over 80%, and fewer parks scored below 80%.

Exhibit 3 **More high scoring parks in FY 2011-12**



Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12

District Results

Differences in district averages consistent with scores from prior years

Supervisorial district averages rose in FY 2011-12, with only four of the 11 districts receiving lower averages than last year. The difference in average score between the highest and lowest rated districts decreased — 9.4 percentage points separated the highest and lowest compared to 10.5 points last year. This narrowing indicates more consistent and evenly distributed scores and maintenance outcomes across the city.

The Southeast portion of the City continues to have the lowest scoring parks

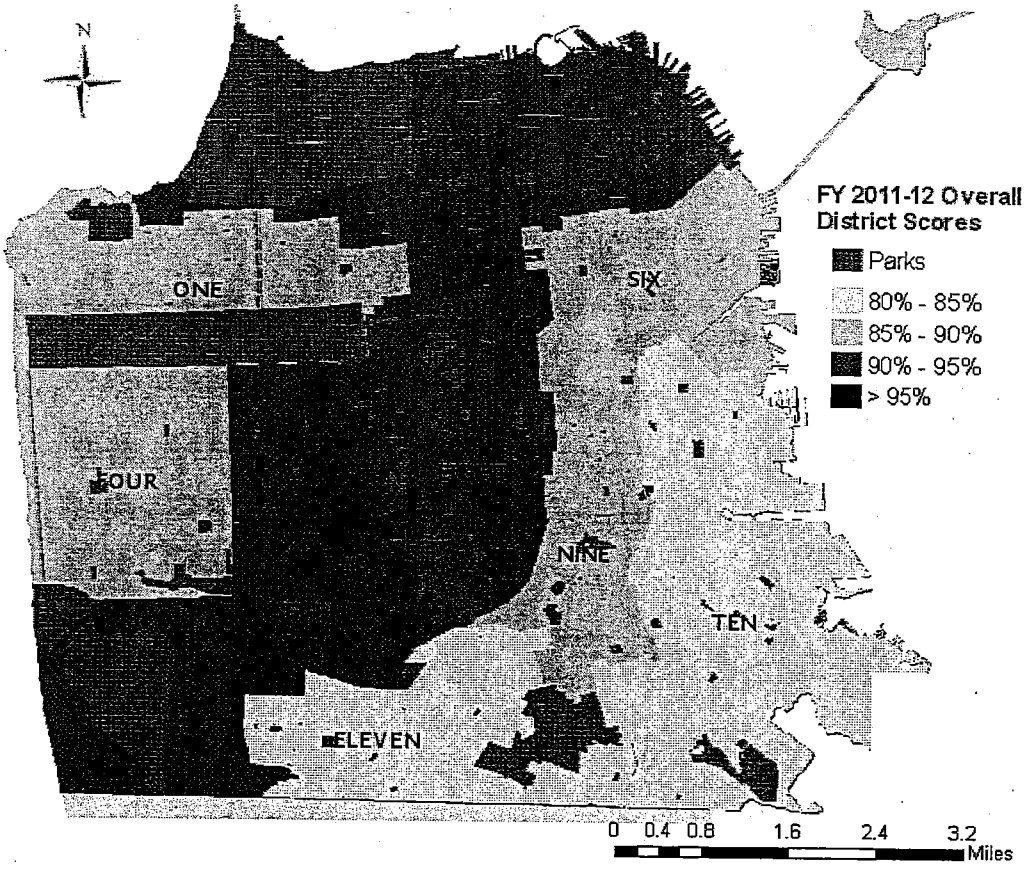
District 2 had the highest score at 93.8 percent, while Districts 3, 8, 7 and 5 had the second highest scores (90.9, 90.8, 90.6, and 90.2 respectively). Both District 11 (up 3.3 points) and District 8 (up 2.5 points) had significantly improved scores from last year. District 1 fell 6.1 points, moving from one of the top two scoring districts in the City to one of the bottom three. This change however, was primarily driven by a single park score and may not be representative of the district as a whole. (See Park Presidio Boulevard discussion on page 15.)

For the fifth year in a row, the two lowest scoring districts, falling below 85 percent, are in the southeast section of the City – Districts 10 and 11. Notably, however, District 11 saw the largest overall increase in scores of any district, up 3.3 points. In Districts 10 and 11, 20 of the 34 parks received higher scores than the previous year.

Exhibit 4 District scores increase minimally across the City

District	FY 2005-06	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12	Change FY 2010-11
1	87.69%	83.22%	86.64%	89.45%	92.4%	91.6%	85.5%	*-6.1%*
2	86.08%	90.08%	86.79%	90.74%	95.6%	91.6%	93.8%	*2.2%*
3	85.10%	90.52%	89.20%	92.76%	93.8%	90.7%	90.9%	*0.2%*
4	75.54%	78.99%	87.20%	88.06%	88.9%	87.3%	85.8%	*-1.5%*
5	77.56%	82.47%	86.89%	85.36%	89.0%	88.2%	90.2%	*1.9%*
6	83.34%	84.95%	84.46%	89.15%	86.3%	89.0%	88.5%	*-0.5%*
7	81.61%	88.45%	88.60%	90.97%	93.6%	90.5%	90.6%	*0.0%*
8	80.41%	79.56%	83.53%	84.55%	89.4%	88.3%	90.8%	*2.5%*
9	83.85%	86.40%	91.12%	91.18%	91.0%	90.3%	88.1%	*-2.2%*
10	79.13%	81.81%	82.29%	80.18%	83.4%	83.6%	84.4%	*0.8%*
11	69.54%	72.47%	82.92%	82.38%	84.7%	81.1%	84.4%	*3.3%*
Citywide Average	**81.17%**	**83.72%**	**86.15%**	**87.33%**	**89.7%**	**88.3%**	**88.4%**	*0.1%*

Exhibit 5 Overall District Scores



Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12

Districts have improved an average of 3.2 points since FY 2005-06. Districts 2, 3, 7, and 9 have consistently scored above the citywide average, whereas Districts 10 and 11 have consistently scored below. Districts that had made modest improvements since the beginning of the evaluation program, such as Districts 1 and 9, saw drops in scores in FY 2011-12. At the same time, District 11 which has traditionally been one of the lower scoring districts, saw a significant increase of 3.3 points up to 84.4 percent.

Highest and Lowest Scoring Parks

Low scoring parks are more evenly distributed through the City than in years past.

Fay Park scored 100 percent, maintaining excellent scores from the last several years. This top score is perhaps to be expected since the park is open for only a very limited number of hours each week. The remaining "top ten" parks each scored above 97 percent, consistent with last year's top ten park scores. A total of 75 parks (49.7% of all parks) scored over 90 percent.

Last year, three of the ten lowest scoring parks were in District 10. This year, Districts 1, 10 and 11 each have two of the lowest scoring parks. Park Presidio Boulevard, the year's lowest scoring park at 41.3 percent, scored much lower than in prior years (see next paragraph). A total of 16 parks scored below 80 percent.

Exhibit 6 **Highest and Lowest Rated Parks in FY 2011-12**

10 Highest Rated parks in FY 2011-12

Rank	Park Name	District	PSA	FY 2011-12	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07
1	Fay Park	3	1	100.0%	99.7%	100.0%	98.6%	98.6%	94.7%
2	Sunnyside Conservatory	8	5	99.4%	100.0%	100.0%	75.6%	80.8%	71.2%
3	Beideman/O'Farrell Mini Park	5	2	98.9%	95.3%	81.2%	74.2%	91.7%	90.8%
4	Presidio Heights Playground	2	1	98.5%	94.9%	95.6%	95.5%	89.9%	93.8%
5	Alice Marble Tennis Courts*	2	1	98.2%	98.6%	98.8%	96.2%	97.8%	99.3%
6	Duboce Park*	8	6	98.0%	92.4%	91.1%	91.0%	91.1%	82.1%
7	Victoria Manalo Draves Park	6	2	97.5%	96.0%	84.4%	88.4%	95.9%	90.8%
8	West Sunset Playground*	4	4	97.5%	-	94.9%	86.1%	90.3%	78.3%
9	Maritime Plaza	3	1	97.2%	99.3%	98.0%	99.7%	97.5%	93.9%
10	Eureka Valley Recreation Center	8	5	97.2%	92.6%	98.6%	91.5%	95.4%	81.9%

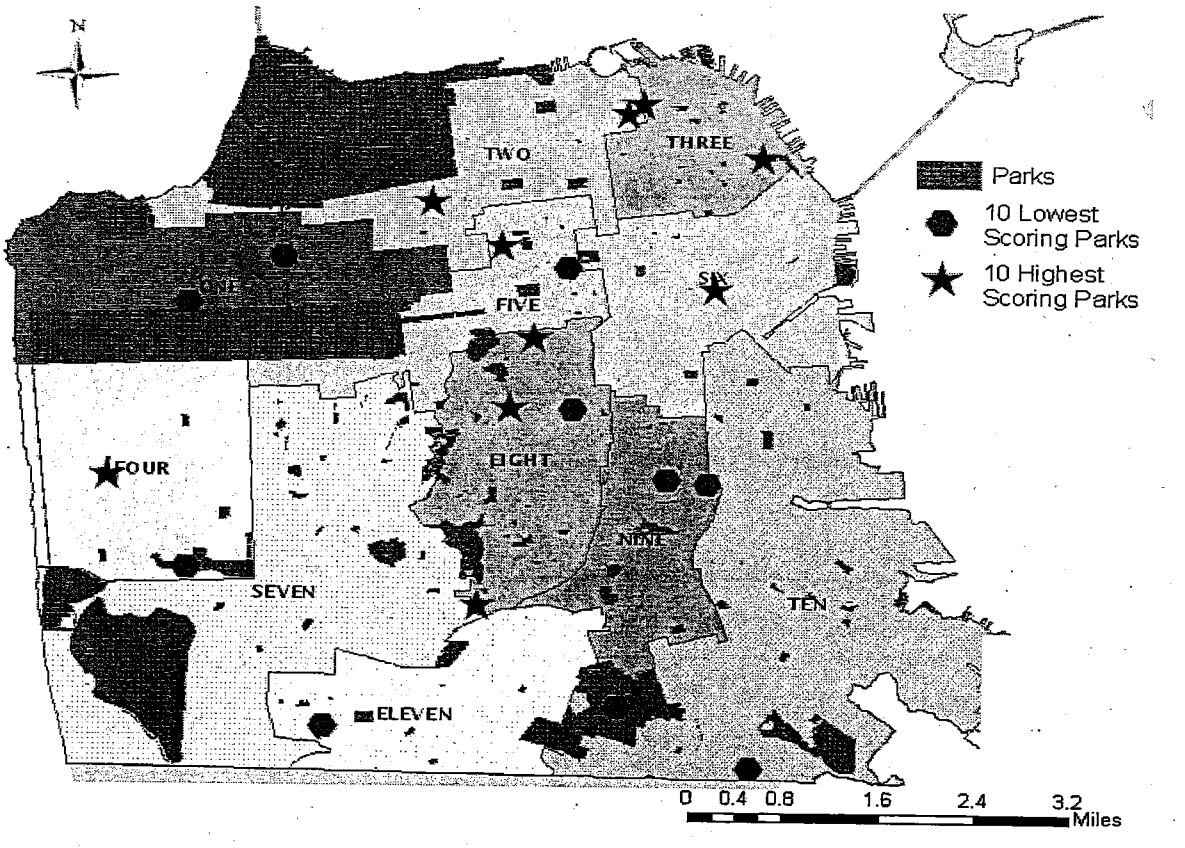
*Represents a park which completed capital improvements in FY11-12

10 Lowest Rated parks in FY 2011-12

Rank	Park Name	District	PSA	FY 2011-12	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07
1	Park Presidio Boulevard	1	1	41.3%	75.1%	92.0%	81.1%	70.4%	67.4%
2	Pine Lake Park	4	4	72.4%	87.3%	86.2%	80.2%	88.2%	69.9%
3	Randolph/Bright Mini Park	11	4	72.5%	75.8%	80.9%	85.2%	75.8%	72.1%
4	Mission Dolores Park	8	6	73.9%	81.8%	71.8%	74.6%	86.4%	79.7%
5	James Rolph Jr. Playground	9	6	76.2%	84.8%	89.0%	90.4%	Closed	70.1%
6	Little Hollywood Park	10	3	76.5%	88.1%	73.3%	80.2%	77.1%	75.7%
7	Buchanan Street Mall	5	2	76.7%	67.5%	91.3%	85.2%	82.8%	67.0%
8	Fulton Playground	1	1	77.4%	94.1%	87.2%	83.8%	91.7%	89.7%
9	Garfield Square	9	6	77.5%	84.7%	85.6%	86.9%	95.0%	83.7%
10	John McLaren Park	10	3	77.7%	83.8%	76.5%	79.6%	70.2%	85.0%

Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12

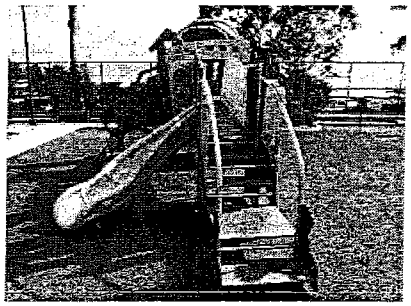
Exhibit 7 **Top and Bottom Scoring Parks**



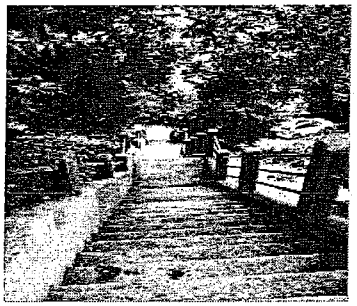
Source: CSA and Rec Park evaluation results FY 2011-12

Parks with the Greatest Changes from Last Year

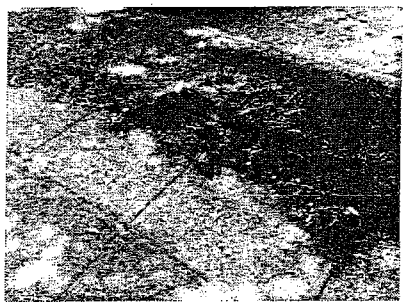
Almost exactly half of the parks - 77 of 157 - scored lower than last year. Park Presidio Boulevard was the lowest scoring park, with 41.3 percent, though this property was the only park to score below 70 percent. (For comparison, in FY 2005-06, 22 parks scored below 70 percent, and in FY 2011-12, only one park scored below 70 percent.) Seven parks had greater than 10 point increases in score, while seven parks decreased greater than 10 points.



High-scoring Potrero Hill Recreation Center, District 10



High-scoring Roosevelt/Henry Steps, District 8



Low-scoring Park Presidio Boulevard, District 1

Exhibit 8 **Five parks with greatest changes compared to last year**

Top five greatest changes (higher) FY 2011-12

Park Name	District	PSA	FY 2008-09	FY 2009-10	FY 2010-11	*Change from FY 10-11 to FY 11-12*	FY 2011-12
Brooks Park	11	4	83.68%	96.47%	72.8%	*22.6%*	95.4%
Broadway Tunnel West Mini Park	3	1	87.58%	79.37%	73.3%	*17.2%*	90.5%
Potrero Hill Recreation Center	10	2	85.18%	88.17%	73.7%	*15.2%*	88.9%
Roosevelt/Henry Steps	8	5	90.78%	89.62%	74.9%	*14.4%*	89.3%
Father Alfred E. Boeddeker Park	6	2	94.20%	85.50%	74.9%	*12.1%*	87.0%

Top five greatest changes (lower) FY 2011-12

Park Name	District	PSA	FY 2008-09	FY 2009-10	FY 2010-11	*Change from FY 10-11 to FY 11-12*	FY 2011-12
Park Presidio Boulevard	1	1	81.05%	91.99%	75.1%	*-33.7%*	41.3%
Fulton Playground	1	1	83.77%	87.19%	94.1%	*-16.7%*	77.4%
Pine Lake Park	4	4	80.22%	86.18%	87.3%	*-14.9%*	72.4%
Jose Coronado Playground	9	6	80.64%	89.20%	93.9%	*-13.1%*	80.8%
South Park	6	2	88.13%	89.84%	94.0%	*-12.0%*	82.0%

Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12
*PSA is Park Services Areas, explained in Chapter 2

Opportunity to improve consistency with which standards are applied by evaluators

Every park is evaluated by both CSA and Rec Park staff, with over 100 evaluators participating annually. Though the park maintenance standards are intended to be understood and applied equally by all evaluators, evaluation scores may vary by evaluator. As seen in Exhibit 8, Park Presidio Boulevard had the greatest drop in score from last year and was ranked as the lowest scoring park. There was more than a 80 point differential between the five evaluations of the park in FY 2011-12 (for more information, see Appendix C). The continued discrepancies in park scoring for this park and others, indicates a need for further clarity and training on evaluation methodology. In the last fiscal year, Rec Park took steps to improve the conformity of park scores across Rec Park and CSA. In order to improve the consistency of evaluations Rec Park piloted dual park evaluations in the final quarter of FY11-12.

Features Results

Citywide scores for different park features were consistent within three percentage points from last fiscal year, though the majority of features fell slightly. In total, 11 features saw a small decrease in points, with the exception of the Open Spaces feature which decreased 5.8 percentage points. Only three features – Ornamental Gardens, Trees, and Turf Athletic Fields – saw an increase over last year.

Exhibit 9 Of the 14 features, 13 continued to score above 85 percent in FY 2011-12

	Feature	FY 2011-12	FY 2010-11	Change from FY 2010-11	Change from FY 2005-06
Landscaped and Hardscaped Areas	1. Lawns	86.9%	89.8%	-2.9%	9.6%
	2. Ornamental Gardens, Shrubs & Ground Covers	88.3%	87.8%	0.5%	14.3%
	3. Trees	94.1%	93.1%	1.0%	5.6%
	4. Hardscapes & Trails	87.9%	89.3%	-1.4%	7.5%
	5. Open Space	79.7%	85.5%	-5.8%	-1.4%
Recreational Areas	6. Turf Athletic Fields	89.8%	89.0%	0.8%	10.6%
	7. Outdoor Athletic Courts	90.4%	91.5%	-1.1%	3.7%
	8. Children's Play Areas	88.9%	89.9%	-1.0%	5.5%
	9. Dog Play Areas	85.1%	86.6%	-1.5%	6.1%
Amenities and Structures	10. Restrooms	93.2%	93.4%	-0.2%	10.8%
	11. Parking Lots & Roads	85.2%	86.6%	-1.4%	4.3%
	12. Waste & Recycling Receptacles	93.6%	94.5%	-0.9%	3.1%
	13. Benches, Tables & Grills	90.2%	91.0%	-0.8%	6.6%
	14. Amenities & Structures	90.2%	90.6%	-0.4%	7.2%

Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12

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

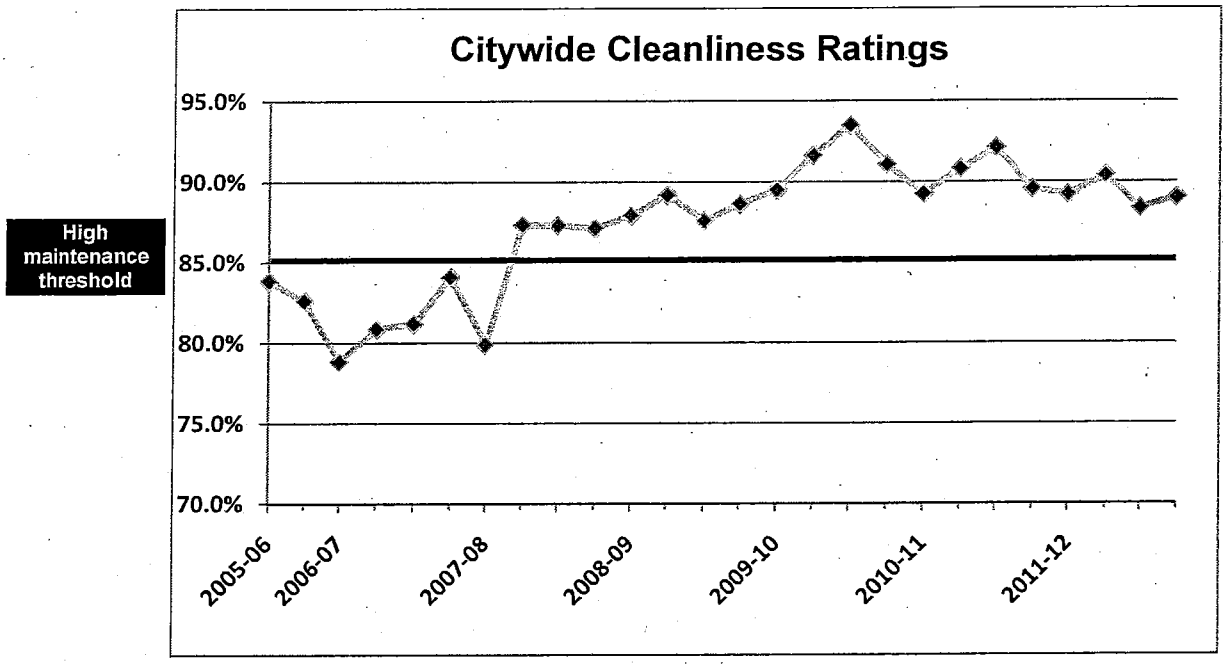
custodians. Some features are rated on multiple elements, such as Children's Play Areas and Outdoor Athletic Courts, which are rated on eight elements each. Some features, additionally, receive multiple scores for a single feature because multiple instances of the feature exist at a site (e.g., multiple 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.

Despite most features decreasing in score this year, almost all features have improved since the inception of evaluations. With the exception of the Open Space feature, all features continue to average above 85 percent.

Cleanliness Results

Cleanliness is rated in relation to 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' by 100' area or along a 200' line. Cleanliness ratings show an oscillating up and down trend since FY 2009-10, with peaks in Quarter 3 of FY 2009-10 and Quarter 3 of FY 2010-11.

Exhibit 10 Quarterly cleanliness ratings

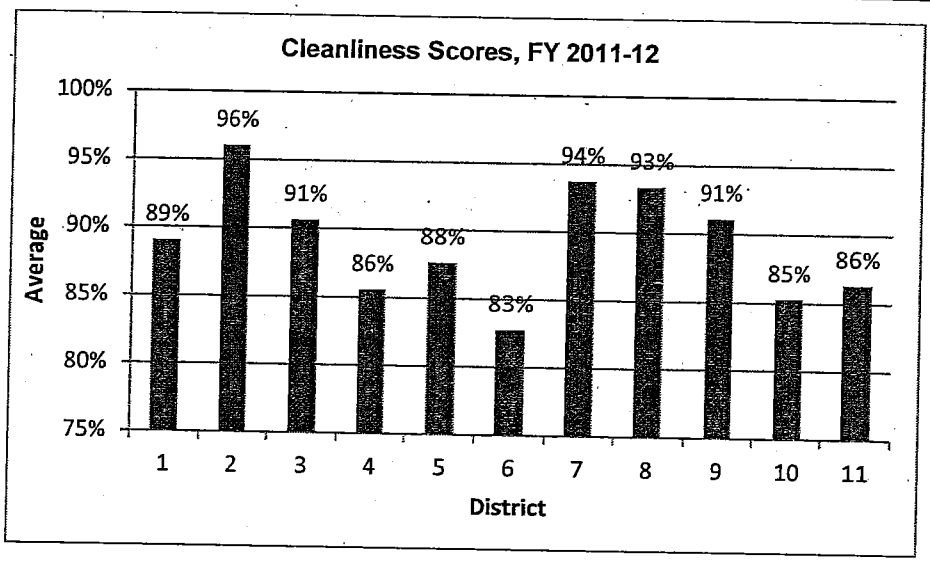


Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12

District 2 continues to have the highest score for cleanliness

Five districts scored above 90 percent on park cleanliness. Consistent with last year, District 2 continues to have the highest cleanliness scores at 96 percent. At 83 percent, District 6 has the lowest score, though not significantly lower than several other districts, including District 4, District 10, and District 11.

Exhibit 11 **Five of the 11 districts score above 90 percent in FY 2011-12 for park cleanliness**



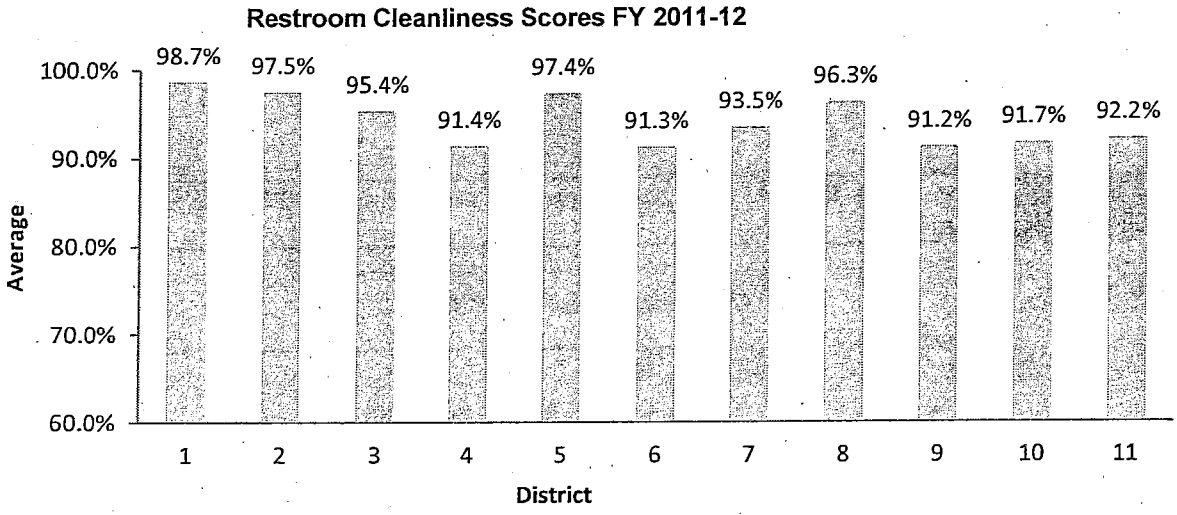
Source: CSA and Rec Park evaluation results FY 2011-12

Feature Spotlight: Restrooms

SOMA Rec Center Restroom

Keeping restrooms clean, functional and open according to schedule has been a high Rec Park priority for the last few years. The department hired more custodial staff in 2006-07 to help keep restrooms open, clean and stocked. The Structural Maintenance Division is charged with addressing all functionality and vandalism issues. Challenges to keeping restrooms functioning include high usage, older infrastructure that breaks frequently, and abuse through intentional breaking of plumbing, illegal activity, or graffiti inside the buildings. Across all districts, the restroom cleanliness score was above 90 percent in FY 2011-12, and scores continue to rise for the feature, this year to 95 percent.

Exhibit 12 **Restroom cleanliness scores are above 90 percent in all districts**



Source: CSA and Rec Park evaluation results FY 2011-12

Chapter 3 – Recreation and Parks Department Operations

Park Management Structure

Rec Park can continue to use park evaluation results to inform operational decision-making in order to improve park conditions, especially in underperforming divisions.

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 (NSAs), 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. 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, with the adjoining Lower Great Highway parkway, is now the purview of the GGP 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. This is the second annual report that looks at park scores under this new organizational structure.

Exhibit 13 Four PSAs experience lower scores, clear improvement in PSA 5

PSA	*Districts*	FY 2011-12	FY 2010-11	Change from FY 2010-11	Number of parks higher than 80%	Number of parks lower than 80%
1	1, 2, 3	90.3%	91.5%	-1.23%	39	2
2	3, 5, 6, 10	88.5%	87.1%	1.35%	32	1
3	9, 10, 11	84.3%	84.6%	-0.31%	18	4
4	4, 7, 11	86.6%	86.1%	0.30%	16	5
5	7, 8, 11	91.8%	89.1%	2.67%	21	0
6	6, 8, 9, 10	88.3%	89.6%	-1.36%	17	3
GGP	*Golden Gate Park*	84.5%	84.8%	-0.28%	1	1

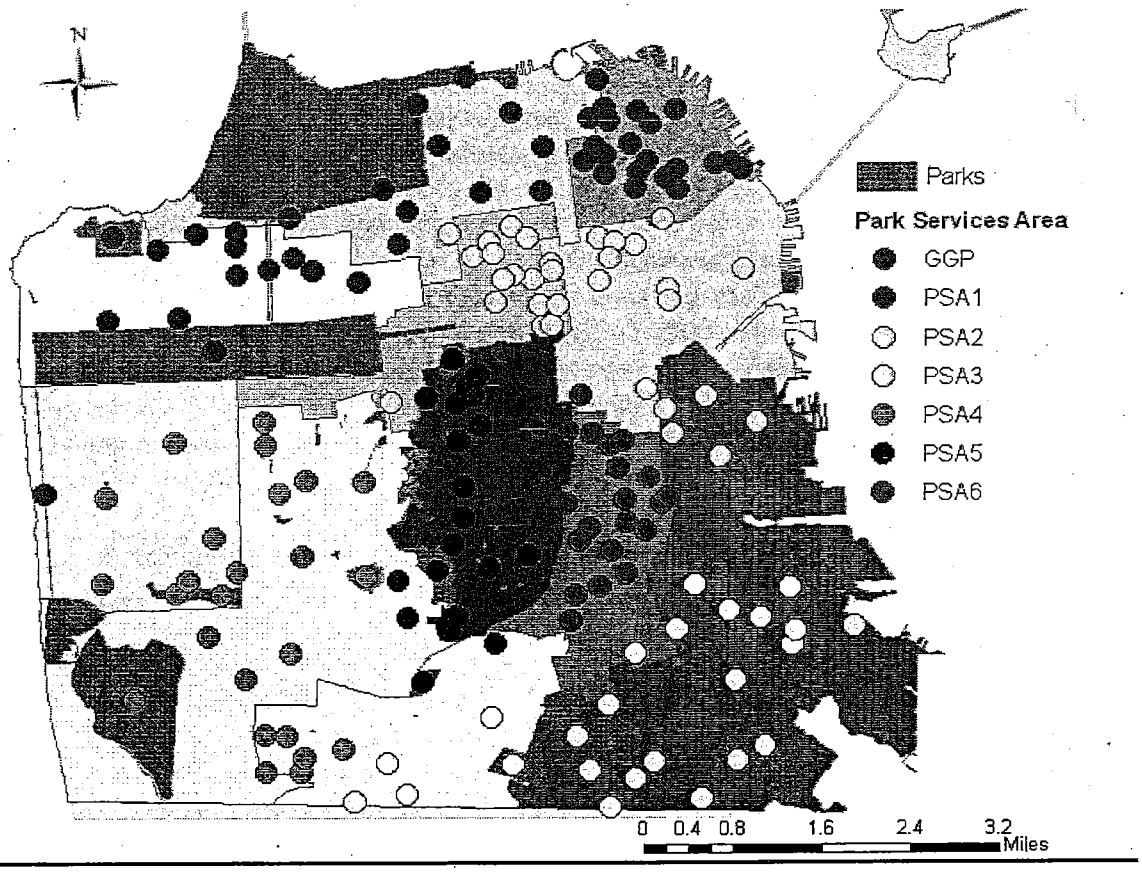
Source: CSA and Rec Park evaluation results FY FY 2010-11, FY 2011-12

Each PSA has a manager that directs horticultural and custodial activities for the PSA. Each Park Services Manager is the liaison for his or her parks to all other Rec Park divisions, to other City agencies and to the public. PSAs are defined geographically, but do not correspond to supervisorial districts, as shown in Exhibits 13 and 14.

The GGP Director is the liaison for Golden Gate Park and Lower Great Highway (together called "GGP" herein), and directly manages horticultural and custodial activities in GGP Section 3 (the Arboretum). The Landscape Manager for Golden Gate Park manages day to day horticultural and custodial activities in Lower Great Highway and the other five GGP sections.

For further overview information on GGP and the PSAs, see Appendix D.

Exhibit 14 **Park Service Areas overlap supervisorial districts**



Source: Rec Park GIS 2012

All PSAs score above 80% in 2011-12.

The average park scores for four of the seven geographical areas declined in FY 2011-12 from last fiscal year, with PSA 6 declining the most, by 1.4 points, for a score of 88.3 percent. Fifteen percent of its 20 parks scored below 80 percent.

Lowest scoring and highest scoring PSAs continue trends from years past

GGP scores include the scores for both Golden Gate Park and Lower Great Highway, an adjacent parkway. While Golden Gate Park sections saw slight increases in scores, Lower Great Highway had a moderate decrease in score, resulting in an overall consistent score for GGP relative to last year.

Exhibit 18 shows PSA trends over the past six years of data collection, with clear trends of high scoring parks in PSA 1. PSA 3 continues to have the lowest scores Citywide, though its scores improved significantly this year when general trends are downward. PSA 5 continues to make consistent improvements and was the highest overall PSA this year.

Exhibit 15 **Low scoring PSAs in southeast section of the City**

PSA	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
1	87.7%	88.8%	88.4%	91.4%	94.0%	90.3%
2	80.1%	84.1%	85.9%	86.5%	89.3%	88.5%
3	78.9%	82.3%	82.1%	81.4%	81.3%	84.3%
4	77.6%	82.4%	86.5%	87.8%	90.7%	86.6%
5	77.8%	79.5%	85.1%	91.4%	90.8%	91.8%
6	84.8%	86.3%	91.3%	90.3%	89.3%	88.3%
GGP	80.5%	84.4%	83.9%	86.2%	84.0%	84.5%

Lowest

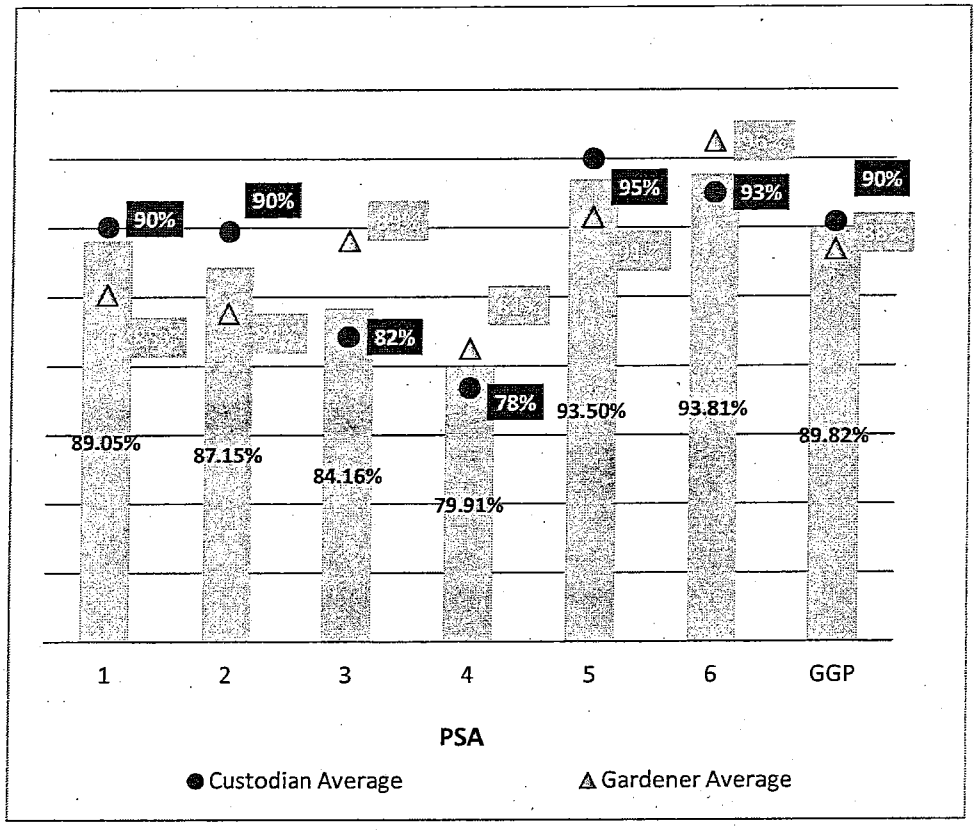
Source: CSA and Rec Park evaluation results FY 2005-06, FY 2006-07, FY 2007-08, FY 2008-09, FY 2009-10, FY 2010-11, FY 2011-12

Cleanliness by PSA

Cleanliness responsibilities are shared among Rec Park custodians and gardeners

Custodians and gardeners share responsibility for park cleanliness. According to the Custodial Services Plan, implemented in July 2011, custodian-maintained features include Amenities & Structures, Benches, Tables & Grills, Children's Play Areas, Hardscapes & Trails, Outdoor Athletic Courts, Parking Lots & Roads and Waste & Recycling Receptacles. Gardeners have primary responsibility for Dog Play Areas, Lawns, Open Space, Ornamental Gardens, Shrubs & Ground Covers, Trees, and Turf Athletic Fields. Across PSA's, gardener-maintained features and custodian maintained features do not consistently score higher than average, indicating that there may be differences in management practices across PSA's.

Exhibit 16 Gardener and Custodian Cleanliness scores differ by PSA.



Source: CSA and Rec Park evaluation results FY 2011-12

Maintenance Schedule Compliance

As noted, the Charter amendment that created the Park Maintenance Standards Program requires Rec Park to establish and post maintenance schedules. CSA has worked with Rec Park to develop and monitor the accuracy of its maintenance schedules for gardeners and custodians.

Maintenance schedules can be found posted on the Rec Park website at the following address:
http://mission.sfgov.org/RPDPropC/ParkSched.aspx

Park Services Managers typically check maintenance schedule compliance at 25 percent of the parks in their PSA each quarter, by checking if gardeners and custodians are present as scheduled. During FY 2011-12 significant software bugs prevented proper entry of schedule information. Until these errors were corrected at the end of Quarter 3, schedule compliance could not be checked. Compliance data, representing how often staff was observed in a park, is thus only available for the final quarter of the fiscal year.

PSA managers visit the selected parks unannounced to observe staff as compared to the publicly posted schedules. If staff is not present, the Park Services Managers are responsible for following up to find out why staff is not on-site when scheduled. Rec Park performed these checks with the following compliance rate, which represent how often staff was observed in a park at the scheduled time:

- Quarter 4 (April – June 2012): 73 percent

CSA evaluators checked compliance of staff schedules during park evaluations by visiting parks at times that custodians and gardeners were scheduled to be on site. CSA performed these checks with the following compliance rates, which show how often staff was observed in a park at the scheduled time:

- Quarter 4 (April – June 2012): 62 percent

Neither CSA nor Rec Park compliance methodologies account for approved employee leave. Consistent with the experience of other city agencies, approved leave accounts for 18-20 percent of Rec Park employees' time. This non-productive time can include vacation, legal holidays, furloughs, floating holidays, jury duty, sick leave, and other reasons (see recommendation 4 in the next chapter).

The Prop C Charter mandate requires Rec Park to post accurate park maintenance schedules. Current posted schedules are built on an assumption that gardeners and custodians follow a set timetable to perform their maintenance duties. As noted in prior reports, the online schedule is not flexible enough to indicate where gardeners and custodians have been temporarily redeployed for dealing with infrastructure emergencies, litter or dumping issues, management requests, or special events. Schedules also fail to account for travel time, training, as-needed assignments, breaks, meetings and approved time off from work including sick leave, vacation, furloughs and floating holidays.

CSA is currently working with Rec Park to revise the current maintenance scheduling compliance evaluation methodology to better comply with the Prop C Charter mandate.

Chapter 4 – Recommendations

CSA and Rec Park meet quarterly to discuss program implementation, areas of program improvement, and opportunities to incorporate results into maintenance operations. Below find 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 some.

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

   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. To determine the effectiveness of these protocols and practices, Rec Park should:

   - Map and evaluate Rec Park protocols to ensure that park evaluation data is available for, and incorporated into, all relevant management decisions.

   - Evaluate the relationship between changes in park scores and communication protocols.

2. *Recommendation*: Continue to evaluate the consistency of park scores for the larger parks and determine whether these parks should be subdivided for the purposes of more accurate evaluations.

   In this past fiscal year, Rec Park worked with CSA staff to identify which parks may require some subdivision in order to more accurately evaluate and score the various park features. With the aim of making park evaluations more accurate, Rec Park should continue to asses which parks should be subdivided.

3. *Recommendation*: As Rec Park develops new standards during the next fiscal year, it should plan to retrain evaluators on the new standards. Retraining staff on the new standards would also be an opportune time to clarify existing misperceptions about the standards.

   This fiscal year, as part of its evaluation of the historically lowest scoring parks, Rec Park launched a pilot program using a new dual evaluation process. The dual evaluations of these parks involved individual but simultaneous evaluations of the park by a member of the Rec Park staff and a member of CSA staff followed by a 30

minute discussion of how those evaluations differed.

In addition to providing some consistency in the scoring of these parks, the dual evaluations were also a good way to retrain Rec Park staff and CSA staff. The dual evaluations provided an opportunity for staff to discuss any inconsistencies found between the two department's evaluations and an opportunity to assess whether the difference was simply observational, or whether the difference was due to differences in interpretation of the standards.

Rec Park should consider the value of these dual evaluations as a training mechanism and should consider how to incorporate this process into its overall training plan. As part of maximizing the value of these dual evaluations, Rec Park should also consider how best to disseminate these results.

4. *Recommendation:* Adjust the baseline of schedule compliance standards in order to account for excused absences from work (for example, sick leave).

   Because the online schedule is not flexible enough to indicate when the schedules of gardeners and custodians deviate from the posted schedule due to training, breaks, meetings and approved time off from work (including sick, vacation, and floating holidays), the scoring of schedule compliance may not accurately reflect when staff should be present in the parks.

   Rec Park should work with the Controller's Office to set a standard baseline adjustment that reflects typical overhead experience.

5. *Recommendation:* Use evaluation data to strategically plan for improvement to low-performing parks, Park Services Areas, or certain facilities or features.

   Rec Park should continue to review park scores quarterly and adjust its strategic plan for improving low-performing parks accordingly. 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.

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 superintendants, 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. Rec Park and CSA staff also check compliance against publicly posted staff schedules.

Park Standards

The San Francisco Park Maintenance Standards manual and evaluation form can be found on the Rec Park website:

http://www.parks.sfgov.org/wcm_recpark/Mowing_Schedule/SFParkMSManual.pdf

Each park has a different set of features to be evaluated, and each element of every feature is rated "yes" or "no," based on whether or not the element meets the requirement to pass the 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.

To understand why parks score as they do, looking at the features that were rated can help explain why some parks do better while others do worse. Parks are rated on 14 features, from lawns to playgrounds. Each park has its own set of features to be rated, so 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, but a small park could be filled with many of these features.

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.

Scores

The park scores in this report represent a combination of Rec Park and CSA evaluation scores. Each park will receive a Rec Park and CSA yearly departmental score that is the average of all the evaluations that department performed in FY 2009-10. This method weighs Rec Park and CSA scores equally. For example, Rec Park may evaluate a park four times, so the Rec Park average score is taken from all four evaluation scores.

Once each department's yearly average score is determined, a park's yearly final score is the average of the Rec Park and CSA departmental scores. In the example below, a park received four scores from Rec Park, averaging 80.5 percent for the year. CSA evaluated the park twice, giving it an 82 percent average score. Therefore, the park's yearly final score for FY 2011-12 is 81.3 percent – the average of each of the department's average score.

FY 2011-12 park score example calculation

Dept.	Q1	Q2	Q3	Q4	Avg.
Rec Park	78%	82%	83%	86%	***82.3%***
CSA	73%				***73%***
2011-12 Park Score					**77.6%**

This same formula has been applied to results from previous years so that comparison among all the data is consistent.

Quarterly Citywide averages are calculated by weighting all available scoring data equally. As CSA performs evaluations for each park once a year and Rec Park performs evaluations on all parks quarterly, there may only be a single score per quarter per park rather than an average of two scores from each department.

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.

Appendix B: Individual Park Results

		Current				Previous			
Park Name	District	FY 2011-12	Change from FY 2010-11	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
10th Avenue/Clement Mini Park	1	92.3%	0.8%	91.5%	94.4%	97.1%	#DIV/0!	47.1%	77.7%
24th/York Mini Park	9	96.1%	1.7%	94.5%	98.3%	92.2%	93.6%	96.3%	82.9%
Adam Rogers Park	10	84.0%	4.7%	79.3%	75.3%	68.0%	70.8%	78.0%	68.3%
Alamo Square	5	89.9%	3.4%	86.5%	90.8%	87.5%	81.8%	85.8%	88.5%
Alice Chalmers Playground	11	86.2%	1.5%	84.6%	93.0%	88.7%	94.4%	87.1%	91.3%
Alice Marble Tennis Courts	2	98.2%	-0.4%	98.6%	98.8%	96.2%	97.8%	99.3%	99.4%
Alioto Mini Park	9	90.7%	4.1%	86.5%	84.2%	90.2%	97.1%	89.2%	95.0%
Allyne Park	2	96.7%	9.0%	87.7%	98.7%	86.0%	82.9%	80.3%	86.8%
Alta Plaza	2	88.7%	-1.3%	90.0%	95.1%	85.0%	92.4%	84.5%	92.0%
Angelo J. Rossi Playground	1	89.9%	-7.0%	96.9%	94.4%	90.3%	89.4%	93.8%	87.1%
Aptos Playground	7	89.3%	-0.4%	89.7%	91.6%	91.4%	95.8%	98.1%	Closed
Argonne Playground	1	94.3%	1.8%	92.5%	91.7%	86.0%	86.9%	Closed	84.5%
Balboa Park	7	87.5%	-2.7%	90.3%	93.8%	88.4%	85.3%	80.0%	75.5%
Bay View Playground	10	81.0%	1.5%	79.5%	84.8%	69.2%	77.9%	82.7%	75.2%
Beideman/O'Farrell Mini Park	5	98.9%	3.5%	95.3%	81.2%	74.2%	91.7%	90.8%	74.6%
Bernal Heights Recreation Center	9	94.0%	9.3%	84.8%	94.4%	91.1%	95.9%	74.5%	86.2%
Broadway Tunnel West Mini Park	3	90.5%	17.2%	73.3%	79.4%	87.6%	86.4%	84.9%	74.3%
Brooks Park	11	95.4%	22.6%	72.8%	96.5%	83.7%	91.3%	89.4%	90.7%
Brotherhood/Chester Mini Park	7	Closed	n/a	91.7%	97.7%	91.2%	88.4%	89.4%	65.0%
Buchanan Street Mall	5	76.7%	9.3%	67.5%	91.3%	85.2%	82.8%	67.0%	73.0%
Buena Vista Park	8	87.9%	7.8%	80.0%	82.9%	81.0%	78.5%	62.8%	78.9%
Bush/Broderick Mini Park	5	88.7%	9.9%	78.8%	92.5%	78.6%	84.9%	87.3%	70.5%
Cabrillo Playground	1	89.8%	-6.1%	95.9%	93.3%	87.9%	90.7%	86.6%	90.9%
Carl Larsen Park	4	87.9%	4.2%	83.8%	84.2%	84.5%	82.4%	72.6%	58.6%
Cayuga Playground	11	Closed	n/a	86.5%	84.5%	81.3%	92.3%	80.3%	75.1%
Cayuga/Lamartine Mini Park	11	94.7%	9.3%	85.3%	78.1%	81.2%	64.2%	65.5%	54.6%
Chester/ Palmetto	11	84.5%	n/a	Closed	Closed	Closed	Closed	Closed	Closed
Chinese Recreation Center	3	Closed	n/a	Closed	86.4%	78.8%	82.7%	85.6%	87.3%
Coleridge Mini Park	9	88.6%	-2.2%	90.7%	94.8%	94.0%	88.8%	81.9%	79.5%
Collis P. Huntington Park	3	86.7%	-3.9%	90.6%	96.7%	96.6%	98.9%	96.2%	95.9%
Corona Heights	8	85.7%	0.2%	85.4%	80.7%	81.6%	89.0%	89.0%	81.0%
Coso/Precita Mini Park	9	89.1%	-2.3%	91.4%	85.3%	97.3%	85.8%	96.7%	80.8%
Cottage Row Mini Park	5	93.2%	1.8%	91.4%	93.5%	92.3%	92.8%	92.4%	80.9%
Cow Hollow Playground	2	94.9%	3.4%	91.5%	97.3%	93.9%	85.7%	99.6%	91.8%
Crocker Amazon Playground	11	81.1%	-1.2%	82.3%	84.8%	75.2%	77.0%	75.3%	81.7%
Douglass Playground	8	94.6%	4.1%	90.5%	89.6%	87.4%	82.7%	77.2%	67.9%
Duboce Park	8	98.0%	5.6%	92.4%	91.1%	91.0%	91.1%	82.1%	92.7%
Dupont Courts	1	83.2%	-10.4%	93.6%	92.8%	87.8%	83.6%	87.4%	84.5%
Esprit Park	10	81.1%	-8.3%	89.4%	96.8%	88.6%	87.7%	91.3%	87.5%
Eureka Valley Recreation Center	8	97.2%	4.6%	92.6%	98.6%	91.5%	95.4%	81.9%	92.4%
Excelsior Playground	11	86.7%	7.9%	78.8%	81.8%	86.6%	91.6%	88.3%	90.7%
Father Alfred E. Boeddeker Park	6	87.0%	12.1%	74.9%	85.5%	94.2%	89.9%	85.3%	76.7%
Fay Park	3	100.0%	0.3%	99.7%	100.0%	98.6%	98.6%	94.7%	100.0%
Fillmore/Turk Mini Park	5	88.0%	-1.3%	89.3%	87.0%	89.8%	89.3%	85.4%	66.4%
Franklin Square	6	92.2%	10.2%	81.9%	81.5%	87.6%	75.2%	71.9%	59.6%

		Current				Previous			
Park Name	District	FY 2011-12	Change from FY 2010-11	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
Fulton Playground	1	77.4%	-16.7%	94.1%	87.2%	83.8%	91.7%	89.7%	95.3%
Garfield Square	9	77.5%	-7.2%	84.7%	85.6%	86.9%	95.0%	83.7%	69.8%
Eugene Friend Recreation Center	6	87.5%	-8.7%	96.2%	87.0%	89.6%	88.5%	87.2%	83.7%
George Christopher Playground	8	96.1%	3.0%	93.1%	96.2%	92.9%	91.7%	79.7%	85.1%
Gilman Playground	10	80.4%	6.1%	74.3%	81.4%	77.6%	78.2%	79.8%	79.9%
Glen Park	8	93.4%	8.4%	85.0%	86.9%	92.2%	88.7%	89.3%	87.4%
Golden Gate Heights Park	7	87.2%	4.5%	82.7%	89.7%	90.1%	89.1%	82.1%	86.3%
Golden Gate Park	1	90.1%	1.4%	88.7%	88.1%	89.8%	83.4%	83.2%	80.5%
Golden Gate/Steiner Mini Park	5	86.2%	4.0%	82.2%	91.2%	81.2%	89.8%	82.8%	78.7%
Grattan Playground	5	87.9%	4.0%	83.9%	83.3%	91.6%	87.8%	82.7%	65.4%
Hamilton Playground	5	91.1%	-7.4%	98.5%	93.5%	Closed	74.6%	66.7%	64.1%
Hayes Valley Playground	5	91.5%	n/a	Closed	94.5%	80.0%	87.6%	90.6%	85.8%
Head/Brotherhood Mini Park	11	79.7%	2.9%	76.8%	76.6%	70.4%	75.0%	65.9%	84.0%
Helen Wills Playground	3	94.2%	-2.0%	96.2%	99.6%	92.5%	97.2%	97.0%	96.7%
Herz Playground	10	84.8%	3.4%	81.4%	75.6%	72.7%	81.7%	90.5%	NR
Hilltop Park	10	80.5%	3.8%	76.7%	61.9%	58.7%	85.2%	72.3%	62.8%
Holly Park	9	92.7%	-3.3%	96.0%	92.6%	90.7%	89.5%	78.8%	83.5%
Hyde/Vallejo Mini Park	3	92.0%	4.0%	88.0%	95.8%	98.4%	98.0%	88.0%	80.0%
Ina Coolbrith Mini Park	3	81.9%	-5.4%	87.3%	95.2%	90.1%	72.0%	95.2%	82.1%
India Basin Shoreline Park	10	86.7%	-2.8%	89.5%	81.3%	77.6%	86.4%	83.8%	82.2%
J. P. Murphy Playground	7	95.6%	-1.5%	97.1%	98.7%	98.3%	Closed	96.9%	97.9%
Jackson Playground	10	83.0%	0.5%	82.5%	95.9%	85.1%	89.3%	87.1%	88.4%
James Rolph Jr. Playground	9	76.2%	-8.6%	84.8%	89.0%	90.4%	Closed	70.1%	79.9%
Japantown Peace Plaza	5	93.4%	3.8%	89.6%	89.8%	95.4%	85.4%	87.8%	82.4%
Jefferson Square	6	90.5%	7.8%	82.7%	89.6%	81.3%	76.8%	81.5%	78.3%
Joe Dimaggio Playground	3	94.5%	-1.5%	96.0%	93.2%	96.3%	89.1%	96.1%	91.7%
John McLaren Park	10	77.7%	-6.1%	83.8%	76.5%	79.6%	70.2%	85.0%	78.5%
Joost/Baden Mini Park	8	96.0%	-0.7%	96.6%	98.3%	92.1%	79.7%	72.5%	85.9%
Jose Coronado Playground	9	80.8%	-13.1%	93.9%	89.2%	80.6%	91.2%	80.6%	73.9%
Joseph Conrad Mini Park	3	86.9%	-7.2%	94.1%	93.9%	95.5%	84.7%	88.9%	90.8%
Joseph L. Alioto Performing Arts Piazza	3	90.5%	9.7%	80.8%	91.3%	91.8%	89.6%	98.9%	81.1%
Joseph Lee Recreation Center	10	92.3%	-6.3%	98.6%	96.4%	97.7%	93.1%	Closed	50.1%
Julius Kahn Playground	2	94.8%	0.3%	94.5%	98.4%	94.4%	91.5%	88.2%	94.6%
Junipero Serra Playground	7	95.3%	5.6%	89.7%	95.8%	96.7%	Closed	97.5%	93.6%
Juri Commons	9	88.7%	-3.0%	91.7%	90.4%	95.6%	90.4%	95.4%	81.9%
Justin Herman/Embarcadero Plaza	3	91.9%	-4.4%	96.3%	94.5%	81.5%	88.7%	94.0%	83.0%
Kelloch Velasco Mini Park	10	91.5%	-3.4%	94.9%	87.9%	98.2%	73.7%	67.1%	83.3%
Kid Power Park	6	92.5%	-2.9%	95.5%	89.8%	90.3%	88.0%	96.0%	98.9%
Koshland Park	5	92.7%	1.5%	91.2%	81.5%	88.0%	96.3%	83.2%	87.7%
Lafayette Park	2	91.2%	8.7%	82.5%	95.5%	87.2%	78.2%	86.8%	73.8%
Lake Merced Park	7	78.6%	-2.3%	81.0%	83.4%	77.0%	76.5%	87.8%	83.3%
Laurel Hill Playground	2	90.9%	4.1%	86.7%	95.9%	94.9%	87.4%	88.4%	92.4%
Lessing/Sears Mini Park	11	85.1%	-1.2%	86.4%	73.9%	82.1%	79.3%	83.6%	72.1%
Lincoln Park	1	90.8%	2.1%	88.7%	92.0%	88.4%	74.6%	77.4%	77.3%
Little Hollywood Park	10	76.5%	-11.5%	88.1%	73.3%	80.2%	77.1%	75.7%	93.5%
Louis Sutter Playground	10	86.9%	-2.2%	89.0%	85.2%	71.9%	78.9%	90.9%	NR
Lower Great Highway	4	78.9%	-1.9%	80.8%	79.9%	82.5%	84.3%	85.7%	NR
Margaret S. Hayward Playground	6	87.0%	-4.4%	91.4%	84.0%	95.8%	88.0%	83.4%	79.2%

		Current				Previous			
Park Name	District	FY 2011-12	Change from FY 2010-11	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
Maritime Plaza	3	97.2%	-2.0%	99.3%	98.0%	99.7%	97.5%	93.9%	NR
McCoppin Square	4	84.6%	-6.6%	91.2%	93.7%	89.1%	85.5%	82.9%	79.0%
McKinley Square	10	86.0%	2.8%	83.2%	93.2%	67.5%	82.0%	75.8%	70.7%
Merced Heights Playground	11	79.2%	-6.2%	85.4%	89.1%	89.3%	88.3%	83.5%	68.8%
Michelangelo Playground	3	91.2%	3.3%	87.8%	94.3%	95.2%	90.7%	92.8%	96.5%
Midtown Terrace Playground	7	93.5%	-5.9%	99.4%	100.0%	97.6%	98.1%	91.5%	94.0%
Minnie & Lovie Ward Recreation Center	11	83.3%	5.9%	77.4%	92.2%	82.4%	Closed	53.7%	45.4%
Miraloma Playground	7	95.1%	0.0%	95.1%	90.8%	93.9%	Closed	90.4%	75.6%
Mission Dolores Park	8	73.9%	-7.9%	81.8%	71.8%	74.6%	86.4%	79.7%	84.7%
Mission Playground	8	Closed	n/a	88.6%	80.5%	90.3%	92.4%	94.3%	79.4%
Mission Recreation Center	9	91.3%	-2.3%	93.6%	98.2%	91.8%	93.0%	92.8%	91.7%
Moscone Recreation Center	2	95.1%	-0.9%	96.0%	93.8%	95.5%	Closed	92.6%	87.8%
Mountain Lake Park	2	88.1%	-0.9%	89.1%	86.3%	92.7%	83.4%	86.9%	81.1%
Mt. Olympus	8	84.5%	-0.6%	85.0%	82.6%	78.1%	74.3%	71.3%	91.2%
Mullen/Peralta Mini Park	9	90.9%	0.5%	90.4%	88.9%	99.0%	89.9%	100.0%	100.0%
Muriel Leff Mini Park	1	87.5%	-1.2%	88.6%	94.4%	86.7%	83.5%	90.6%	93.7%
Noe Valley Courts	8	89.0%	-3.9%	92.8%	88.9%	81.3%	91.1%	83.0%	85.5%
Page/Laguna Mini Park	5	94.9%	1.1%	93.9%	87.9%	90.0%	93.2%	71.1%	79.7%
Palace of Fine Arts	2	95.6%	0.8%	94.9%	97.4%	85.5%	84.4%	91.0%	81.2%
Palega Recreation Center	9	79.1%	-5.2%	84.3%	88.0%	86.0%	80.7%	76.9%	77.6%
Palou/Phelps Park	10	82.5%	4.2%	78.4%	72.1%	82.9%	70.5%	87.4%	89.4%
Park Presidio Boulevard	1	41.3%	-33.7%	75.1%	92.0%	81.1%	70.4%	67.4%	NR
Parkside Square	4	90.5%	-2.6%	93.1%	87.9%	89.7%	90.7%	80.9%	68.9%
Parque Ninos Unidos	9	90.5%	-2.7%	93.2%	93.1%	96.2%	94.4%	94.2%	87.5%
Patricia's Green in Hayes Valley	5	92.2%	-2.6%	94.8%	93.2%	84.2%	94.4%	89.7%	96.3%
Peixotto Playground	8	95.7%	4.6%	91.1%	91.5%	86.3%	86.8%	89.9%	90.0%
Pine Lake Park	4	72.4%	-14.9%	87.3%	86.2%	80.2%	88.2%	69.9%	64.5%
Portsmouth Square	3	87.7%	-1.8%	89.5%	88.3%	83.8%	86.3%	74.1%	78.0%
Potrero del Sol Park	10	82.6%	9.6%	73.0%	82.7%	86.8%	NR	68.0%	77.3%
Potrero Hill Recreation Center	10	88.9%	15.2%	73.7%	88.2%	85.2%	89.0%	77.9%	82.2%
Precita Park	9	90.7%	6.9%	83.8%	91.0%	91.2%	83.0%	82.3%	87.5%
Prentiss Mini Park	9	88.6%	-6.6%	95.2%	95.4%	91.2%	94.0%	85.2%	79.7%
Presidio Heights Playground	2	98.5%	3.6%	94.9%	95.6%	95.5%	89.9%	93.8%	91.4%
Randolph/Bright Mini Park	11	72.5%	-3.2%	75.8%	80.9%	85.2%	75.8%	72.1%	66.3%
Raymond Kimbell Playground	5	87.0%	-5.6%	92.5%	84.3%	77.2%	70.8%	73.8%	69.4%
Richmond Playground	1	91.7%	-4.8%	96.4%	97.2%	98.0%	96.2%	86.5%	88.6%
Richmond Recreation Center	1	96.9%	0.7%	96.2%	96.1%	97.0%	98.8%	96.1%	99.2%
Rochambeau Playground	1	87.1%	-5.7%	92.8%	87.4%	95.6%	92.8%	90.2%	93.2%
Rolph Nicol Playground	7	91.0%	0.5%	90.5%	90.0%	87.5%	80.2%	84.8%	69.2%
Roosevelt/Henry Steps	8	89.3%	14.4%	74.9%	89.6%	90.8%	87.0%	83.3%	NR
Saturn Street Steps	8	85.8%	10.8%	75.0%	93.7%	79.5%	84.9%	59.8%	70.3%
Selby/Palou Mini Park	10	84.3%	-0.1%	84.4%	82.1%	85.3%	72.8%	84.0%	70.9%
Seward Mini Park	8	88.2%	2.5%	85.7%	93.9%	78.4%	82.8%	81.0%	62.6%
Sgt. John Macaulay Park	6	83.8%	-3.1%	86.9%	88.2%	79.2%	66.5%	76.8%	80.5%
Sigmund Stern Recreation Grove	4	92.0%	6.7%	85.3%	90.1%	89.4%	83.9%	83.5%	85.8%
Silver Terrace Playground	10	87.7%	0.1%	87.7%	82.1%	82.3%	89.6%	88.0%	76.3%
South Park	6	82.0%	-12.0%	94.0%	89.8%	88.1%	81.4%	76.4%	87.6%
South Sunset Playground	4	82.5%	-8.4%	90.8%	89.0%	93.6%	83.7%	82.0%	80.9%

		Current				Previous			
Park Name	District	FY 2011-12	Change from FY 2010-11	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
St Mary's Recreation Center	9	92.0%	-3.7%	95.7%	88.2%	85.6%	95.8%	90.1%	87.9%
St Mary's Square	3	94.7%	6.0%	88.7%	92.4%	90.7%	85.5%	82.0%	91.6%
States Street Playground	8	84.3%	-3.1%	87.3%	85.6%	87.8%	90.6%	92.8%	73.9%
Sue Bierman Park	3	89.2%	-2.0%	91.2%	91.2%	93.0%	70.7%	94.3%	90.1%
Sunnyside Conservatory	8	99.4%	-0.6%	100.0%	100.0%	75.6%	80.8%	71.2%	54.9%
Sunnyside Playground	7	96.4%	-1.5%	97.8%	98.7%	94.0%	97.5%	75.7%	75.6%
Sunset Playground	4	Closed	n/a	90.1%	94.4%	91.9%	92.8%	81.9%	83.5%
Telegraph Hill/Pioneer Park	3	89.6%	-5.5%	95.1%	99.5%	97.3%	93.5%	93.3%	80.2%
Tenderloin Children's Recreation Center	6	92.2%	-3.8%	96.1%	90.4%	94.8%	85.9%	94.5%	95.4%
Turk/Hyde Mini Park	6	81.5%	-1.9%	83.5%	79.6%	91.2%	92.9%	86.7%	86.0%
Union Square	3	90.8%	-2.6%	93.4%	95.5%	99.4%	93.9%	100.0%	96.1%
Upper Noe Recreation Center	8	95.1%	0.8%	94.3%	95.8%	96.2%	Closed	Closed	76.4%
Utah/18th Mini Park	10	83.0%	5.4%	77.6%	97.2%	74.9%	88.1%	79.0%	85.9%
Victoria Manalo Draves Park	6	97.5%	1.5%	96.0%	84.4%	88.4%	95.9%	90.8%	Closed
Visitacion Valley Greenway	10	92.0%	1.5%	90.5%	93.2%	93.8%	86.5%	87.9%	97.7%
Visitacion Valley Playground	10	79.1%	-7.2%	86.3%	86.7%	87.6%	89.8%	86.9%	91.2%
Walter Haas Playground	8	91.5%	-1.6%	93.1%	90.7%	88.2%	86.6%	93.6%	90.8%
Washington Square	3	87.2%	-1.4%	88.6%	94.6%	90.4%	92.2%	88.1%	83.1%
Washington/Hyde Mini Park	3	91.4%	7.1%	84.3%	93.9%	95.7%	88.7%	98.9%	93.8%
West Portal Playground	7	86.9%	5.3%	81.6%	92.8%	85.6%	86.5%	87.3%	81.7%
West Sunset Playground	4	97.5%	2.6%	94.9%	94.9%	86.1%	90.3%	78.3%	83.1%
Willie Woo Woo Wong Playground	3	87.8%	1.2%	86.6%	92.4%	93.9%	85.6%	95.7%	84.4%
Woh Hei Yuen Park	3	92.8%	-4.7%	97.5%	97.7%	93.9%	92.0%	95.5%	84.1%
Yacht Harbor and Marina Green	2	92.7%	-0.3%	93.0%	94.0%	82.2%	84.0%	89.5%	71.6%
Youngblood Coleman Playground	10	89.4%	7.7%	81.7%	68.0%	88.1%	90.2%	79.1%	69.9%

Appendix C: District Results

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
DISTRICT 1								
10th Ave/Clement Mini Park	CON	89.5%				92.3%	91.5%	0.8%
	RPD	92.9%	93.0%	94.4%	100.0%			
Angelo J. Rossi Playground	CON		89.0%			89.9%	96.9%	-7.0%
	RPD	91.9%	84.3%	98.3%	88.4%			
Argonne Playground	CON	92.4%				94.3%	92.5%	1.8%
	RPD	100.0%	95.3%	94.6%	94.9%			
Cabrillo Playground	CON			87.5%		89.8%	95.9%	-6.1%
	RPD	86.8%	100.0%	90.1%	91.5%			
Dupont Courts	CON				83.3%	83.2%	93.6%	-10.4%
	RPD	77.6%		88.1%	83.3%			
Fulton Playground	CON					77.4%	94.1%	-16.7%
	RPD	77.4%						
Golden Gate Park	CON	94.5%	76.7%	89.0%	87.3%	90.1%	88.7%	1.4%
	RPD	93.0%	96.1%	89.1%	95.0%			
Lincoln Park	CON			89.8%		90.8%	88.7%	2.1%
	RPD	92.9%	97.4%	94.9%	82.0%			
Muriel Leff Mini Park	CON	92.9%	85.7%			87.5%	88.6%	-1.2%
	RPD	94.4%	82.4%	80.0%	85.7%			
Park Presidio Blvd	CON	13.0%				41.3%	75.1%	-33.7%
	RPD	78.6%	95.5%	64.3%	40.0%			
Richmond Playground	CON			88.1%		91.7%	96.4%	-4.8%
	RPD	86.4%	97.3%	100.0%	97.3%			
Richmond Recreation Center	CON			98.3%		96.9%	96.2%	0.7%
	RPD	92.7%	98.0%	100.0%	91.2%			
Rochambeau Playground	CON			83.2%		87.1%	92.8%	-5.7%
	RPD	90.2%	98.9%	85.2%	90.0%			
DISTRICT 2								
Alice Marble Tennis Courts	CON		97.6%			98.2%	98.6%	-0.4%
	RPD	100.0%	98.7%	98.5%	98.5%			
Allyne Park	CON			100.0%		96.7%	87.7%	9.0%
	RPD	100.0%	96.9%	93.9%	82.9%			
Alta Plaza	CON				83.8%	88.7%	90.0%	-1.3%
	RPD	92.5%	100.0%	97.9%	83.8%			
Cow Hollow Playground	CON				93.9%	94.9%	91.5%	3.4%
	RPD	95.8%	97.6%	96.1%	93.9%			
Julius Kahn Playground	CON			95.9%		94.8%	94.5%	0.3%
	RPD	99.1%	100.0%	90.4%	85.4%			
Lafayette Park	CON			91.4%		91.2%	82.5%	8.7%
	RPD	87.6%	97.8%	87.5%				
Laurel Hill Playground	CON	88.1%				90.9%	86.7%	4.1%
	RPD	90.5%	100.0%	86.8%	97.3%			
Moscone Recreation Center	CON			95.8%		95.1%	96.0%	-0.9%
	RPD	98.1%	99.2%	93.4%	86.9%			
Mountain Lake Park	CON			82.9%		88.1%	89.1%	-0.9%
	RPD	99.0%	97.3%	95.1%	82.0%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
Palace Of Fine Arts	CON		94.2%			95.6%	94.9%	0.8%
	RPD	98.1%	95.8%	95.8%	98.5%			
Presidio Heights Playground	CON	100.0%				98.5%	94.9%	3.6%
	RPD	100.0%	100.0%	95.5%	92.5%			
Yacht Harbor and Marina Green	CON	95.5%				88.4%	88.3%	0.1%
	RPD	94.7%	88.6%	94.7%	81.8%			
DISTRICT 3								
Broadway Tunnel West Mini Park	CON	87.5%				90.5%	73.3%	17.2%
	RPD	85.3%	97.2%	94.4%	97.2%			
Chinese Recreation Center	CON					0.0%	0.0%	0.0%
	RPD							
Collis P. Huntington Park	CON		79.5%			86.7%	90.6%	-3.9%
	RPD	93.8%	95.9%	88.0%	97.8%			
Fay Park	CON				100.0%	100.0%	99.7%	0.3%
	RPD	100.0%	100.0%	100.0%	100.0%			
Helen Wills Playground	CON	92.6%	92.2%			94.2%	96.2%	-2.0%
	RPD	93.8%	95.3%	94.8%	100.0%			
Hyde/Vallejo Mini Park	CON		87.1%			92.0%	88.0%	4.0%
	RPD	97.2%	96.7%	93.6%	100.0%			
Ina Coolbrith Mini Park	CON	70.4%				81.9%	87.3%	-5.4%
	RPD	96.2%	85.7%	95.8%	95.8%			
Joe Dimaggio Playground	CON		95.3%			94.5%	96.0%	-1.5%
	RPD	90.0%	100.0%	91.1%	93.5%			
Joseph Conrad Mini Park	CON		76.7%			86.9%	94.1%	-7.2%
	RPD	97.5%	94.4%	100.0%	96.8%			
Joseph L. Alioto Performing Arts Piazza	CON		87.2%			90.5%	80.8%	9.7%
	RPD	92.9%	92.7%	96.6%	93.1%			
Justin Herman/Embarcadero Plaza	CON			90.9%		91.9%	96.3%	-4.4%
	RPD	95.2%	84.6%	91.7%	100.0%			
Maritime Plaza	CON				97.1%	97.2%	99.3%	-2.0%
	RPD	97.2%	95.0%	100.0%	97.1%			
Michelangelo Playground	CON		93.0%			91.2%	87.8%	3.3%
	RPD	96.4%	86.0%	82.4%	92.9%			
Portsmouth Square	CON				86.4%	87.7%	89.5%	-1.8%
	RPD	93.2%	88.9%	87.5%	86.4%			
St Mary's Square	CON		98.0%			94.7%	88.7%	6.0%
	RPD	98.3%	81.1%	96.1%	90.2%			
Sue Bierman Park	CON			88.6%		89.2%	0.0%	89.2%
	RPD		82.9%	92.1%	94.7%			
Telegraph Hill/Pioneer Park	CON			79.6%		89.6%	95.1%	-5.5%
	RPD	98.2%	100.0%	100.0%	100.0%			
Union Square	CON		84.6%			90.8%	93.4%	-2.6%
	RPD	95.9%	95.2%	97.1%	100.0%			
Washington Square	CON	78.8%				87.2%	88.6%	-1.4%
	RPD	95.1%	100.0%	91.9%	95.2%			
Washington/Hyde Mini Park	CON	85.7%		82.5%		88.4%	88.3%	0.1%
	RPD	100.0%	97.4%	100.0%	97.3%			
Willie Woo Woo Wong Playground	CON				90.6%	88.4%	88.3%	0.1%
	RPD	86.7%	83.3%	79.4%	90.6%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
Woh Hei Yuen Park	CON	90.0%				88.4%	88.3%	0.1%
	RPD	96.6%	96.1%	95.7%	94.1%			
DISTRICT 4								
Carl Larsen Park	CON	87.3%	88.2%			87.9%	83.8%	4.2%
	RPD	89.7%	95.2%	97.8%	69.7%			
Lower Great Highway	CON			79.8%		78.9%	80.8%	-1.9%
	RPD	66.7%	70.4%	79.0%	95.9%			
McCoppin Square	CON				81.3%	84.6%	91.2%	-6.6%
	RPD			94.6%	81.3%			
Parkside Square	CON	91.7%	91.6%			90.5%	93.1%	-2.6%
	RPD	93.8%	85.1%	89.4%				
Pine Lake Park	CON	59.6%				72.4%	87.3%	-14.9%
	RPD	89.1%	92.5%	73.3%	86.0%			
Sigmund Stern Recreation Grove	CON					92.0%	85.3%	6.7%
	RPD	97.5%	82.1%	100.0%	88.2%			
South Sunset Playground	CON				77.4%	82.5%	90.8%	-8.4%
	RPD	90.7%	97.8%	84.2%	77.4%			
Sunset Playground	CON					0.0%	90.1%	-90.1%
	RPD							
West Sunset Playground	CON				96.2%	88.4%	88.3%	0.1%
	RPD		100.0%	100.0%	96.2%			
DISTRICT 5								
Alamo Square	CON	82.1%				89.9%	86.5%	3.4%
	RPD	98.7%	100.0%	96.6%	95.4%			
Beideman/O'Farrell Mini Park	CON					98.9%	95.3%	3.5%
	RPD	95.5%	100.0%	100.0%	100.0%			
Buchanan Street Mall	CON		63.3%			76.7%	67.5%	9.3%
	RPD	93.2%	100.0%	77.4%	90.0%			
Bush/Broderick Mini Park	CON				91.2%	88.7%	78.8%	9.9%
	RPD	62.1%	100.0%	91.4%	91.2%			
Cottage Row Mini Park	CON		88.6%			93.2%	91.4%	1.8%
	RPD	100.0%	100.0%	97.0%	94.3%			
Fillmore/Turk Mini Park	CON	94.1%				88.0%	89.3%	-1.3%
	RPD	83.9%	80.0%	80.0%	83.3%			
Golden Gate/Steiner Mini Park	CON				81.3%	86.2%	82.2%	4.0%
	RPD	100.0%	100.0%	83.3%	81.3%			
Grattan Playground	CON			83.1%		87.9%	83.9%	4.0%
	RPD	89.9%	93.9%		94.5%			
Hamilton Playground	CON		82.6%			91.1%	98.5%	-7.4%
	RPD	100.0%	100.0%	100.0%	98.2%			
Hayes Valley Playground	CON				86.8%	91.5%	0.0%	91.5%
	RPD	100.0%	100.0%	98.5%	86.8%			
Japantown Peace Plaza	CON		90.0%			93.4%	89.6%	3.8%
	RPD	93.9%	93.3%	100.0%	100.0%			
Koshland Park	CON	93.9%				92.7%	91.2%	1.5%
	RPD	83.3%	96.1%	89.1%	97.8%			
Page/Laguna Mini Park	CON	96.2%				94.9%	93.9%	1.1%
	RPD	85.2%	100.0%	100.0%	89.7%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
Patricia's Green in Hayes Valley	CON	95.7%				92.2%	94.8%	-2.6%
	RPD	75.6%	93.2%	90.9%	95.5%			
Raymond Kimbell Playground	CON		82.2%			87.0%	92.5%	-5.6%
	RPD		93.1%	94.3%	87.9%			
DISTRICT 6								
Father Alfred E. Boeddeker Park	CON				89.1%	87.0%	74.9%	12.1%
	RPD	97.0%		68.7%	89.1%			
Franklin Square	CON		98.2%			92.2%	81.9%	10.2%
	RPD	100.0%	93.0%	67.2%	84.2%			
Gene Friend Rec Center	CON			84.5%		87.5%	96.2%	-8.7%
	RPD	79.4%	97.4%	96.0%	89.1%			
Jefferson Square	CON			90.5%		90.5%	82.7%	7.8%
	RPD	88.6%	88.2%	97.5%	88.1%			
Kid Power Park	CON		86.7%			92.5%	95.5%	-2.9%
	RPD	100.0%	100.0%	97.8%	95.7%			
Margaret S. Hayward Playground	CON	79.0%				87.0%	91.4%	-4.4%
	RPD	87.8%	100.0%	97.1%	94.9%			
Sgt. John Macaulay Park	CON				77.8%	83.8%	86.9%	-3.1%
	RPD	100.0%	93.5%	88.0%	77.8%			
South Park	CON			73.3%		82.0%	94.0%	-12.0%
	RPD	90.2%	94.2%	88.6%	89.8%			
Tenderloin Children's Rec Center	CON				91.5%	92.2%	96.1%	-3.8%
	RPD	98.5%	81.8%	100.0%	91.5%			
Turk/Hyde Mini Park	CON				78.6%	81.5%	83.5%	-1.9%
	RPD	100.0%	70.0%	89.5%	78.6%			
Victoria Manalo Draves Park	CON				98.7%	97.5%	96.0%	1.5%
	RPD	100.0%	91.1%	95.4%	98.7%			
DISTRICT 7								
Aptos Playground	CON	82.9%				89.3%	89.7%	-0.4%
	RPD	97.9%	100.0%	93.6%	91.2%			
Balboa Park	CON		84.0%			87.5%	90.3%	-2.7%
	RPD	82.3%	92.9%	98.0%				
Brotherhood/Chester Mini Park	CON					0.0%	91.7%	-91.7%
	RPD							
Golden Gate Heights Park	CON		87.0%			87.2%	82.7%	4.5%
	RPD	90.9%	87.5%	94.6%	76.3%			
J. P. Murphy Playground	CON		97.0%			95.6%	97.1%	-1.5%
	RPD	98.8%	96.0%	100.0%	82.0%			
Junipero Serra Playground	CON	96.6%				95.3%	89.7%	5.6%
	RPD	93.8%	93.5%	94.3%	94.6%			
Lake Merced Park	CON			84.8%		78.6%	81.0%	-2.3%
	RPD	67.5%	70.4%	80.6%	71.4%			
Midtown Terrace Playground	CON				90.7%	93.5%	99.4%	-5.9%
	RPD	100.0%	97.2%	97.4%	90.7%			
Miraloma Playground	CON			94.7%		95.1%	95.1%	0.0%
	RPD	97.1%	92.4%	94.3%	97.8%			
Rolph Nicol Playground	CON	89.5%				91.0%	90.5%	0.5%
	RPD	96.9%	87.9%	90.0%	95.1%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
Sunnyside Playground	CON		95.3%			96.4%	97.8%	-1.5%
	RPD	97.7%	95.3%	100.0%	96.5%			
West Portal Playground	CON			85.9%		88.4%	88.3%	0.1%
	RPD	94.5%	87.5%	80.0%	89.7%			
DISTRICT 8								
Buena Vista Park	CON			86.8%		87.9%	80.0%	7.8%
	RPD	95.3%	100.0%	79.7%	80.6%			
Corona Heights	CON				86.4%	85.7%	85.4%	0.2%
	RPD	89.2%	90.8%	73.3%	86.4%			
Douglass Playground	CON					94.6%	90.5%	4.1%
	RPD	91.5%	97.3%	94.4%	95.1%			
Duboce Park	CON	98.7%				98.0%	92.4%	5.6%
	RPD	97.4%	95.2%	98.7%	97.6%			
Eureka Valley Rec Center	CON	97.6%				97.2%	92.6%	4.6%
	RPD	97.6%	97.7%	94.8%	97.3%			
George Christopher Playground	CON		97.7%			96.1%	93.1%	3.0%
	RPD	89.3%	100.0%	92.6%	96.5%			
Glen Park	CON			97.7%		93.4%	85.0%	8.4%
	RPD	100.0%	86.6%	83.8%	86.0%			
Joost/Baden Mini Park	CON		95.8%			96.0%	96.6%	-0.7%
	RPD	93.1%	95.8%	95.5%	100.0%			
Mission Dolores Park	CON		67.9%			73.9%	81.8%	-7.9%
	RPD	76.3%		75.9%	87.3%			
Mission Playground	CON					0.0%	88.6%	-88.6%
	RPD							
Mt. Olympus	CON			79.0%		84.5%	85.0%	-0.6%
	RPD	91.6%	100.0%	94.7%	73.7%			
Noe Valley Courts	CON			91.9%		89.0%	92.8%	-3.9%
	RPD	91.6%	92.9%	91.5%	68.2%			
Peixotto Playground	CON				94.0%	95.7%	91.1%	4.6%
	RPD	96.2%	100.0%	98.9%	94.0%			
Roosevelt/Henry Steps	CON	90.5%				89.3%	74.9%	14.4%
	RPD	100.0%	94.7%	57.9%	100.0%			
Saturn Street Steps	CON	82.6%				85.8%	75.0%	10.8%
	RPD	93.8%	100.0%	91.7%	70.8%			
Seward Mini Park	CON	87.5%				88.2%	85.7%	2.5%
	RPD	92.3%	81.5%	92.3%	89.5%			
States Street Playground	CON				82.5%	84.3%	87.3%	-3.1%
	RPD	85.9%	88.2%	87.6%	82.5%			
Sunnyside Conservatory	CON		100.0%			99.4%	100.0%	-0.6%
	RPD	97.8%	100.0%	97.1%	100.0%			
Upper Noe Recreation Center	CON			98.8%		95.1%	94.3%	0.8%
	RPD		87.0%	100.0%	87.0%			
Walter Haas Playground	CON				89.5%	91.5%	93.1%	-1.6%
	RPD	98.0%	98.4%	88.5%	89.5%			
DISTRICT 9								
24th/York Mini Park	CON	93.8%				96.1%	94.5%	1.7%
	RPD	100.0%	100.0%	94.1%	100.0%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
Alioto Mini Park	CON				92.0%	90.7%	86.5%	4.1%
	RPD	86.0%	93.9%	85.4%	92.0%			
Bernal Heights Recreation Center	CON				91.5%	94.0%	84.8%	9.3%
	RPD	100.0%	98.3%	96.0%	91.5%			
Coleridge Mini Park	CON			83.3%		88.6%	90.7%	-2.2%
	RPD	80.8%	97.3%	100.0%	97.2%			
Coso/Precita Mini Park	CON		87.5%			89.1%	91.4%	-2.3%
	RPD	100.0%	100.0%	62.5%	100.0%			
Garfield Square	CON	67.9%				77.5%	84.7%	-7.2%
	RPD	81.0%	98.4%	77.4%	91.7%			
Holly Park	CON			87.1%		92.7%	96.0%	-3.3%
	RPD	100.0%	98.1%	95.1%	100.0%			
James Rolph Jr Playground	CON	58.7%				76.2%	84.8%	-8.6%
	RPD	98.9%	100.0%	92.1%	83.8%			
Jose Coronado Playground	CON				77.8%	80.8%	93.9%	-13.1%
	RPD	77.2%	90.2%	90.2%	77.8%			
Juri Commons	CON				83.3%	88.7%	91.7%	-3.0%
	RPD	100.0%	100.0%	93.3%	83.3%			
Mission Rec Center	CON				88.8%	91.3%	93.6%	-2.3%
	RPD	92.0%	100.0%	94.2%	88.8%			
Mullen/Peralta Mini Park	CON		88.2%			90.9%	90.4%	0.5%
	RPD	100.0%		86.7%	94.1%			
Palega Recreation Center	CON		73.6%			79.1%	84.3%	-5.2%
	RPD	80.3%	90.3%	83.2%				
Parque Ninos Unidos	CON				91.9%	90.5%	93.2%	-2.7%
	RPD	94.4%	98.9%	71.6%	91.9%			
Precita Park	CON		88.6%			90.7%	83.8%	6.9%
	RPD	100.0%	81.6%	89.4%	100.0%			
Prentiss Mini Park	CON			82.8%		88.6%	95.2%	-6.6%
	RPD	93.2%	97.2%	90.0%	97.1%			
St Mary's Rec Center	CON	89.6%				92.0%	95.7%	-3.7%
	RPD	97.3%		95.0%	91.0%			
DISTRICT 10								
Adam Rogers Park	CON			79.4%		84.0%	79.3%	4.7%
	RPD	94.4%	100.0%	89.3%	70.5%			
Bay View Playground	CON		73.7%			81.0%	79.5%	1.5%
	RPD	92.1%	94.4%	74.3%	92.1%			
Esprit Park	CON			69.0%		81.1%	89.4%	-8.3%
	RPD	90.9%	100.0%	97.0%	84.8%			
Gilman Playground	CON		68.4%			80.4%	74.3%	6.1%
	RPD	89.4%	100.0%	97.6%	82.6%			
Herz Playground	CON					84.8%	81.4%	3.4%
	RPD	93.3%	84.3%	81.6%	80.0%			
Hilltop Park	CON			71.1%		80.5%	76.7%	3.8%
	RPD	74.3%	100.0%	97.6%	88.0%			
India Basin Shoreline Park	CON	83.9%				86.7%	89.5%	-2.8%
	RPD	93.0%	92.8%	92.4%	79.7%			
Jackson Playground	CON	74.3%				83.0%	82.5%	0.5%
	RPD	90.0%	91.1%	86.1%	100.0%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
John McLaren Park	CON		71.2%	75.8%		77.7%	83.8%	-6.1%
	RPD	57.7%	95.1%	87.0%	87.5%			
Joseph Lee Recreation Center	CON				91.7%	92.3%	98.6%	-6.3%
	RPD	97.7%	87.3%	95.2%	91.7%			
Kelloch Velasco Mini Park	CON				88.9%	91.5%	94.9%	-3.4%
	RPD	93.1%	100.0%	94.7%	88.9%			
Little Hollywood Park	CON			66.7%		76.5%	88.1%	-11.5%
	RPD	90.6%	91.1%	77.4%	86.5%			
Louis Sutter Playground	CON					86.9%	89.0%	-2.2%
	RPD	93.5%	87.4%	79.7%				
McKinley Square	CON	81.1%				86.0%	83.2%	2.8%
	RPD	96.6%	94.7%	87.9%	84.2%			
Palou/Phelps Park	CON	75.6%			84.1%	82.5%	78.4%	4.2%
	RPD	94.6%	100.0%	62.3%	84.1%			
Potrero Del Sol Park	CON	83.1%				82.6%	73.0%	9.6%
	RPD	90.8%	91.2%	74.6%	71.7%			
Potrero Hill Recreation Center	CON			82.9%		88.9%	73.7%	15.2%
	RPD		94.4%	98.1%	92.3%			
Selby/Palou Mini Park	CON	82.2%				84.3%	84.4%	-0.1%
	RPD	100.0%	83.7%	78.3%	83.3%			
Silver Terrace Playground	CON	85.0%		81.1%		87.7%	87.7%	0.1%
	RPD	97.1%	97.0%	86.8%	88.8%			
Utah/18th Mini Park	CON	78.9%				83.0%	77.6%	5.4%
	RPD	100.0%	73.9%	78.3%	95.7%			
Visitacion Valley Greenway	CON				88.6%	92.0%	90.5%	1.5%
	RPD	100.0%	93.2%	100.0%	88.6%			
Visitacion Valley Playground	CON				74.0%	79.1%	86.3%	-7.2%
	RPD	67.3%	98.5%	97.0%	74.0%			
Youngblood Coleman Playground	CON	86.8%				88.4%	88.3%	0.1%
	RPD	87.1%	98.0%	87.4%	95.3%			
DISTRICT 11								
Alice Chalmers Playground	CON	82.1%				86.2%	84.6%	1.5%
	RPD	92.9%	94.7%	78.6%	95.1%			
Brooks Park	CON		100.0%			95.4%	72.8%	22.6%
	RPD	92.0%	79.1%	94.6%	97.6%			
Cayuga/Lamartine Mini Park	CON			100.0%		94.7%	85.3%	9.3%
	RPD	100.0%	100.0%	66.7%	90.6%			
Chester/ Palmetto	CON				82.1%	84.5%	0.0%	84.5%
	RPD	88.9%	80.8%	92.3%	85.7%			
Crocker Amazon Playground	CON	69.0%				81.1%	82.3%	-1.2%
	RPD	90.9%	95.3%	87.8%	98.5%			
Excelsior Playground	CON	72.0%		87.2%		86.7%	78.8%	7.9%
	RPD	93.6%	89.2%	94.7%	97.9%			
Head/Brotherhood Mini Park	CON				75.9%	79.7%	76.8%	2.9%
	RPD	83.0%	86.5%	89.2%	75.9%			
Lessing/Sears Mini Park	CON		84.8%			85.1%	86.4%	-1.2%
	RPD	89.8%	95.5%	61.2%	95.6%			
Merced Heights Playground	CON				75.3%	79.2%	85.4%	-6.2%

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2011-12 Score	FY 2010-11 Score	Change from FY 2010-11
	RPD	88.0%	83.3%	85.7%	75.3%			
Minnie & Lovie Ward Rec Center	CON					83.3%	77.4%	5.9%
	RPD	84.4%	91.1%	75.3%	82.2%			
Randolph/Bright Mini Park	CON				69.0%	72.5%	75.8%	-3.2%
	RPD	78.4%		80.5%	69.0%			

Appendix D: Park Services 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.

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	Marianne Bertuccelli	49 (313 acres)	42
2	*3,5,6,10*	Western Addition, Tenderloin, South of Market, Potrero Hill, South Park	Steve Cismowski	35 (83 acres)	30
3	*9,10,11*	Crocker Amazon, Excelsior, Portola, Visitacion Valley, Bayview, Hunter's Point	Robert Watkins	25 (436 acres)	32
4	*4,7,11*	Sunset, Parkside, West Portal, Merced Heights, Oceanview, Ingleside	Ronnie Scott	26 (989 acres)	30
5	*7,8,11*	Cole Valley, Castro, Twin Peaks, Noe Valley, Diamond Heights, Glen Park, Sunnyside	Kristin Bowman	33 (269 acres)	23
6	*6,8,9,10*	Mission, Bernal Heights	Eric Andersen	30 (89 acres)	25
	Golden Gate Park	Golden Gate Park, Great Highway	Gloria Koch-Gonzalez[2]	n/a (1053 acres)	51

More information including a map with all parks can be found on Rec Park's website: http://www.sfgov.org/site/recpark_index.asp?id=1507

[1] FTEs are PSA custodians and gardeners and associated supervisors

[2] Ms. Koch-Gonzalez was Landscape Manager for Golden Gate Park. Brent Dennis was GGP Director during the period.

Appendix E: Status of FY 2010-11 Recommendations

Status of Previous Recommendations

1. *Recommendation:* Assess RPD use of park evaluation data to determine effectiveness in improving scores and park maintenance activities.

   Rec Park significantly increased its park evaluation analysis by way of hiring an additional staff person with primary responsibility for managing and directing the Prop C Park Maintenance Standards program. The department has continued to report the results quarterly internally and externally, and in the past fiscal year has implemented new practices to communicate and use evaluation results to direct maintenance activities.

2. *Recommendation:* Determine the key drivers of evaluation scores, including resources, maintenance practices, and park use, to more effectively manage park maintenance.

   Rec Park has continued to evaluate drivers such as maintenance staffing levels, structural maintenance resources, condition of infrastructure, maintenance practices, and park usage levels. Rec Park could work for greater accountability of evaluation scores within Rec Park by continuing to demonstrate links between specific maintenance practices and evaluation scores.

3. *Recommendation:* Revise or clarify the standards and methodology and train evaluators to improve the consistency of Rec Park and CSA evaluations.

   To fulfill this recommendation, Rec Park continues to conduct annual trainings jointly with CSA for both veteran and new evaluators. As part of the park evaluation assignments, Rec Park includes periodic memorandums to evaluators to remind them of evaluation procedures, as well as the tools available to them in order to improve the quality and consistency of the evaluations. As part of the quarterly internal report process, Rec Park analyzes variations in park standards results to determine if they are due to differences in evaluation practices. Starting in FY 2011-12, Rec Park began one-on-one field training of evaluators whose previous quarter scores greatly diverge from same-quarter CSA evaluations of the same property.

   In FY 2011-12, Rec Park updated the form used for park evaluations, clarifying its format and language in order to make it easier to use with greater consistency. For the first time, evaluation forms were customized to individual properties in order to conform ratings to the assortment of features existing at each site. To improve the consistency of evaluations, a target time for evaluating each park was established and park Features Lists were augmented to guide evaluators as to the location and nature of features at each site. New emphasis was placed on requiring

that each existing park element receive a rating and a new protocol established whereby an evaluator was sent back out to the field to rate elements which were inadvertently missed during his or her initial evaluation.

In conjunction with CSA, Rec Park also drew up a plan for revising existing park maintenance standards based on cumulated experience since the inception of the program. The revision process commenced at the start of FY 2012-13.

4. *Recommendation:* Adopt a new model for measuring staff schedule compliance.

   Rec Park began working with CSA and other key stakeholders to revise the schedule compliance portion of the park evaluation program. Rec Park and CSA staff, keeping in mind the requirements of Prop C, are revising how online schedules are posted in order to more accurately reflect current Rec Park scheduling practices. In addition, staff for both departments are reevaluating how schedule compliance checks are conducted in order to ensure that the evaluation of schedule compliance is fair and accurate.

5. *Recommendation:* Develop improved methods for data collection, storage, and reporting to manage the growing volume of evaluation data.

   Not yet implemented.

6. *Recommendation:* Use evaluation data to strategically plan for improvement to low-performing parks, Park Services Areas, or certain facilities or features.

   After the release of quarterly evaluation data, low performing parks 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. Rec Park applied greater scrutiny to its analysis of low scores, analyzing how individual element ratings for these parks changed from one quarter to another. The eighteen parks which in FY 2011-12 had average park scores below the 85% good maintenance threshold have been slated by Rec Park for dual evaluation and special analysis in the coming fiscal year.

   Starting in FY 2011-12 Quarter 4, consistently low scoring parks were jointly evaluated by CSA staff and GGP/PSA managers in order to better understand the circumstances at these sites. These managers regularly review all quarterly park scores, enter work orders to remedy identified structural issues, and prioritize those work orders that pertain to low-scoring properties. Every two weeks, the top three "most needed" work orders for each PSA are identified for Structural Maintenance prioritization, again with

emphasis on addressing the needs of low scoring parks. Deficiencies noted in park evaluations are reviewed with front-line staff and responsive action plans developed. Rec Park plans to track these plans to see how they correlate to future park scores.

Appendix F: Department Response

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

January 15, 2013

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 FY 2011-12 Park Standards Annual Report prepared by the City Services Auditor (CSA). This year again, the Department generally concurs with the report findings. We continue to consider this report an invaluable aid in support of park maintenance.

The Department notes the slight increase in this year's park scores and remains proud of our efforts to bring quality park experiences to the citizens of San Francisco. As indicated in the report, RPD brought greater analytical force to bear on evaluation results and used evaluation scores systematically to help guide the front-line work of the department. Parks in all sectors of the city continue to rate above the 85% good-maintenance threshold. Steady improvement in restroom cleanliness continues and ratings in historically lowest scoring areas are up.

As noted in our responses to the annual reports of the past two years, the Department's strong performance may be difficult to sustain given continued staffing constraints. Hence, we urge enhanced and sustainable funding strategies for parks. In light of the significant shortage of gardening and custodial staff, small fluctuations in park scores may be attributable to attempts by RPD to balance maintenance needs across the city. We want to work with the Controller's Office in determining the amount of change in scores that is statistically significant and would correspond to clear improvement or deterioration of park maintenance.

As the report notes, the current scoring method gives 50% weight to Controller scores and 50% weight to RPD scores despite the fact that the Controller's Office evaluates all parks once a year and the Department evaluates all parks quarterly. In the Department's view, this unnecessarily skews the actual scoring, particularly in light of the fact that RPD/CSA dual evaluations have so far failed to indicate any inherent or substantial bias in RPD evaluations. As noted on page 15 of the report and in Appendix C on page 32, a single unusually low score given to Park Presidio Boulevard by the Controller, and thus given 50% weight, adversely affected not only that park's score but the score for all of District 1. The Department is of the view that this scoring methodology can be improved. By lessening the impact of abnormal park conditions and outlier assessments, better balance can be achieved.

McLaren Lodge in Golden Gate Park | 501 Stanyan Street | San Francisco, CA 94117 | PHONE: (415) 831-2700 | WEB: sfrecpark.org

As part of our continued commitment to improving and evolving park maintenance, a number of substantial operational changes occurred during FY 2011-12 and early in FY 2012-13. Changes made in alignment with previous park evaluation recommendations include:

- *The processing of completed evaluations is now achieved in a much shorter timeframe so that results are more quickly transmitted to the field. Feedback mechanisms were and are being developed to track how park scores and evaluator comments are being used by park staff to adjust their maintenance efforts to bring resources to bear on evaluation-noted deficiencies.*
- *Park operations are provided with more detailed analysis of park evaluation results.*
- *RPD continues its commitment to improving park conditions in Districts 10 and 11. Staff changes made early in FY 2012-13 should result in improved scores in Districts 1 and 6.*
- *RPD committees began to review and update maintenance schedule tracking and the park evaluation process. This work is now well underway and several means for improving our implementation of Prop C 2003 mandates and increasing the value of evaluation results for park maintenance have been identified.*

RPD made strides this past year in understanding how to improve both our park maintenance activities and our evaluation process to achieve more even-handed results. We agree with this report's recommendations that the models, standards and methodologies for park evaluation need to be honed further and we will work aggressively to improve our action planning – using park scores to achieve further improved park maintenance.

As always, RPD appreciates and acknowledges the benefits gained from our collaboration with CSA on this program. We look forward to continuing this effort.

Thank you.

Respectfully submitted,

Philip A. Ginsburg
General Manager

BOARD of SUPERVISORS

City Hall
Dr. Carlton B. Goodlett Place, Room 244
San Francisco 94102-4689
Tel. No. 554-5184
Fax No. 554-5163
TDD/TTY No. 554-5227

MEMORANDUM

TO: Ben Rosenfield, Controller, Office of the Controller
Phil Ginsberg, General Manager, Recreation & Park Department

FROM: Rana Calonsag, Clerk, Government Audit and Oversight Committee
Board of Supervisors

DATE: February 4, 2013

SUBJECT: LEGISLATION INTRODUCED

The Board of Supervisors' Government Audit and Oversight Committee has received the following proposed legislation, introduced by Supervisor Chu on January 29, 2013, which is being forwarded to your department for informational purposes.

File No. 130100

Hearing to review the Controller's Office Park Maintenance Report for FY2011-2012 and status of parks throughout the City.

If you have any additional reports or comments to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

Moyer, Robert

From: Caldeira, Rick [rick.caldeira@sfgov.org]
Sent: Tuesday, February 05, 2013 3:48 PM
To: BOS-Committee Clerks
Cc: Chung Hagen, Sheila
Subject: FW: Campos Co-Sponsorships

Committee Clerks:

Please see below and add accordingly to your respective Committee items. Be sure to include a copy in the file.

From: Chung Hagen, Sheila
Sent: Tuesday, February 05, 2013 2:52 PM
To: Caldeira, Rick
Cc: Allbee, Nate; Ashley, Stephany; Campos, David
Subject: Campos Co-Sponsorships

Hi Rick:

Supervisor Campos would like to be added as a co-sponsor of the following legislation:

130094 - Agreement - Supplemental Law Enforcement Services to Housing Authority - FY2011-2012 - $1,000,000
130095 - Agreement - Supplemental Law Enforcement Services to Housing Authority - FYs 2012-2013 and 2013-2014 - $1,115,000 and $1,300,000
130109 - Supporting Constitutional Amendment to Limit Campaign Spending and End Artificial Corporate Rights in Response to the Passage of Measure G in November 2012
130099 - Hearing - Illegal Manipulation of the London Inter-Bank Offered Rate on San Francisco's Finances
130100 - Hearing - Controller's Office Park Maintenance Report - FY2011-2012
130105 - Hearing - City's Policy of Comparable Worth and Historic Efforts to Eliminate Pay Inequities
130106 - Hearing - Bike Thefts

Thank you.

Sheila

.....
Sheila Chung Hagen
Legislative Aide
Office of Supervisor David Campos
415-554-5144

Print Form

Introduction Form

By a Member of the Board of Supervisors or the Mayor

Time stamp
or meeting date

I hereby submit the following item for introduction (select only one):

☐ 1. For reference to Committee: _____

An ordinance, resolution, motion, or charter amendment.

☐ 2. Request for next printed agenda without reference to Committee.

☒ 3. Request for hearing on a subject matter at Committee: Government Audit & Oversight

☐ 4. Request for letter beginning "Supervisor _____ inquires"

☐ 5. City Attorney request.

☐ 6. Call File No. _____ from Committee.

☐ 7. Budget Analyst request (attach written motion).

☐ 8. Substitute Legislation File No. _____

☐ 9. Request for Closed Session (attach written motion).

☐ 10. Board to Sit as A Committee of the Whole.

☐ 11. Question(s) submitted for Mayoral Appearance before the BOS on _____

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

☐ Small Business Commission ☐ Youth Commission ☐ Ethics Commission

☐ Planning Commission ☐ Building Inspection Commission

Note: For the Imperative Agenda (a resolution not on the printed agenda), use a different form.

Sponsor(s):

Carmen Chu

Subject:

Controller's Office Park Maintenance Report FY11/12

The text is listed below or attached:

Hearing to review the Controller's Office Park Maintenance Report and status of parks throughout the City.

Signature of Sponsoring Supervisor: _____

For Clerk's Use Only:

130100