DEPARTMENT OF PARKS AND RECREATION
FY 2023 PERFORMANCE ACCOUNTABILITY REPORT
JANUARY 16, 2024
## CONTENTS

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1 DEPARTMENT OF PARKS AND RECREATION

Mission: The mission of the Department of Parks and Recreation (DPR) is to provide equitable access to Gold Standard recreational programs, services, and facilities - across all 8 Wards

Services: DPR provides a wide range of recreational activities to individuals and groups of all ages throughout the District of Columbia, including aquatics, athletics, fitness, urban camps, therapeutic recreation, environmental education and food and nutrition programs. To offer such diversified activities and services, DPR promotes recreation and leisure at over 851 acres of parkland, 80 recreation and community centers, 35 aquatic facilities, and several additional recreational facilities including playgrounds, athletic fields and play courts.
## 2023 Accomplishments

<table>
<thead>
<tr>
<th>Accomplishment</th>
<th>Impact on Agency</th>
<th>Impact on Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPR successfully implemented a summer camp lottery system.</td>
<td>The agency obtained valuable information and feedback on the most desirable camps. Additionally, DPR now feels more confident in applying this tool in other high demand program areas.</td>
<td>Any resident that applied was able to receive a summer camp placement. The process made camp selection more equitable and accessible. This year over 10,000 camp slots were made available to the public, and more residents took advantage of reduced rate waivers.</td>
</tr>
</tbody>
</table>
## 2023 Objectives

### Strategic Objective

<table>
<thead>
<tr>
<th>Effectively manage parks and facilities by constantly focusing on elevating operations in every area of the agency.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that all Residents of the District of Columbia have equal access to high quality, outcomes-based programs, facilities, and services.</td>
</tr>
<tr>
<td>Provide high quality customer care through community engagement and transparent informational resources and staff.</td>
</tr>
<tr>
<td>Create and maintain a highly efficient, transparent, and responsive District government.</td>
</tr>
<tr>
<td>Operation Title</td>
</tr>
<tr>
<td>---------------------------------------</td>
</tr>
<tr>
<td>Effectively manage parks and facilities by constantly focusing on elevating operations in every area of the agency.</td>
</tr>
<tr>
<td>Planning and Design: Daily Service</td>
</tr>
<tr>
<td>Human Resources: Daily Service</td>
</tr>
<tr>
<td>Support Services: Daily Service</td>
</tr>
<tr>
<td>Office of the Director: Daily Service</td>
</tr>
<tr>
<td>Information Technology: Daily Service</td>
</tr>
<tr>
<td>Volunteers: Daily Service</td>
</tr>
<tr>
<td>Special Events: Daily Service</td>
</tr>
<tr>
<td>Community Recreation: Daily Service</td>
</tr>
<tr>
<td>Partnerships and Grants: Daily Service</td>
</tr>
<tr>
<td>Parks Policy and Programs: Daily Service</td>
</tr>
<tr>
<td>Aquatic Facilities and Programs: Daily Service</td>
</tr>
<tr>
<td>Permits: Daily Service</td>
</tr>
<tr>
<td>Community Programs: Daily Service</td>
</tr>
<tr>
<td>Food and Nutrition Services: Daily Service</td>
</tr>
<tr>
<td>Customer Service: Daily Service</td>
</tr>
<tr>
<td>Communications: Daily Service</td>
</tr>
<tr>
<td>External Affairs: Daily Service</td>
</tr>
<tr>
<td>Operation Title</td>
</tr>
<tr>
<td>---------------------------------</td>
</tr>
<tr>
<td>Roving Leaders: Daily Service</td>
</tr>
</tbody>
</table>
# 2023 Strategic Initiatives

In FY 2023, Department of Parks and Recreation had 3 Strategic Initiatives and completed 100%.

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Update</th>
</tr>
</thead>
</table>
| **Gun Violence Prevention** | The Department of Parks and Recreation will continue the monthly delivery of its expanded services project through FitDC3, Mobile Rec Centers and Late-Night Operating Hours during FY-2023. The agency will report on the programmatic planning, and metrics associated with the activations and participation rates on a quarterly basis. | Completed to date: Complete
FitDC3 concluded its summer programming with activations all over the city. Late-Night Hype executed its busy summer schedule with 11 Friday night events with between 300-800 attendees per event. It was reported that during the various activations the immediate communities saw no or low violent crime, which may be attributed to the Late Night-Hype deterring youth from undesirable behaviors. Mobile Recreation continued with its signature Roving Leaders Day and other activations engaging over 8500 residents. |
| **Summer Plus**            | The Department of Parks and Recreation will plan, develop, and execute specialized summer learning camps (e.g. STEAM focused) during 2023. The goals of the camps will be to provide a robust recreational and learning support model for students experiencing learning loss as a result of the pandemic. The agency will also produce a program evaluation report measuring goal achievement in the program by participants. | Completed to date: Complete
Summer Plus concluded with over 900 participants across 9 specialty camps, learn to swim sessions, and multiple programs for teens and tweens. Such camps included rocket, aeronautics, journalism, challenge, and Dream teams. This is the last year for Summer Plus via federal funding, the agency is absorbing this program through a new inclusive summer plus. |
| **Recreation for A.L.L.**   | The Department of Parks and Recreation will develop and expand its programmatic offerings to include a new women’s sports sub-division, e-gaming, golf, routine camp riverview activations, 7 day-pool service, under the banner of Recreation for A.L.L. The agency will execute multiple programs, clinics, and activations throughout the year culminating in a year-end report and presentation on the success of the program. | Completed to date: Complete
DPR completed their summer program operations with the first Rec4ALL Summer in the books. The agency had a 25% increase in camps offered and 388 Camp Riverview participants across its 5 one-week overnight sessions. There were record numbers of visits to our pools, with a 13% increase for outdoor and 34% for indoor. Rec4ALL supported the senior games, and other senior programming during Q4. DPR is continuing Rec4ALL in FY-24 with expansion of its women’s sports, golf, tiny tots sports programs. |
### Key Performance Indicators

#### 2023 Key Performance Indicators and Workload Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Directionality</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
<th>FY 2023 Target</th>
<th>Was 2023 KPI Met?</th>
<th>Explanation of Unmet KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effectively manage parks and facilities by constantly focusing on elevating operations in every area of the agency.</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Up is Better</td>
<td>Met</td>
<td>Effectively manage parks and facilities by constantly focusing on elevating operations in every area of the agency.</td>
</tr>
<tr>
<td>Percent increase of agency generated revenue</td>
<td>Up is Better</td>
<td>206.2%</td>
<td>139.7%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>138.0%</td>
<td>3%</td>
<td>Met</td>
</tr>
<tr>
<td>Percent of functioning equipment in fitness centers, tech lounges, computer labs, pools, and other amenities.</td>
<td>Up is Better</td>
<td>97.5%</td>
<td>98.8%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>98.1%</td>
<td>85%</td>
<td>Met</td>
</tr>
<tr>
<td>Percent of staff with professional certifications</td>
<td>Up is Better</td>
<td>27.3%</td>
<td>28.9%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>55.4%</td>
<td>25%</td>
<td>Met</td>
</tr>
<tr>
<td>Ensure that all Residents of the District of Columbia have equal access to high quality, outcomes-based programs, facilities, and services.</td>
<td>Up is Better</td>
<td>81.7%</td>
<td>78%</td>
<td>50%</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>50%</td>
<td>83%</td>
<td>Unmet</td>
</tr>
<tr>
<td>Percent of participants who report meeting program goals</td>
<td>Up is Better</td>
<td>81.7%</td>
<td>78%</td>
<td>50%</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>50%</td>
<td>83%</td>
<td>Unmet</td>
</tr>
<tr>
<td>Percent of evaluated programs meeting minimum quality standards</td>
<td>Up is Better</td>
<td>92.3%</td>
<td>91.5%</td>
<td>92.1%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>93.5%</td>
<td>93.8%</td>
<td>94.5%</td>
</tr>
<tr>
<td>Percent of agency’s budget supplemented by outside resources</td>
<td>Up is Better</td>
<td>5.6%</td>
<td>5.9%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>6.9%</td>
<td>5%</td>
<td>Met</td>
</tr>
<tr>
<td>Net Promoter Score</td>
<td>Up is Better</td>
<td>63.1</td>
<td>224.5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50</td>
<td>Unmet</td>
</tr>
<tr>
<td>Percent of youth from low-moderate income neighborhoods</td>
<td>Up is Better</td>
<td>New in 2022</td>
<td>100%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>100%</td>
<td>80%</td>
<td>Met</td>
</tr>
<tr>
<td>Percent of youth completing at least one summer plus camp session</td>
<td>Up is Better</td>
<td>New in 2022</td>
<td>100%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>100%</td>
<td>80%</td>
<td>Met</td>
</tr>
</tbody>
</table>
### Key Performance Indicators (continued)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Directionality</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
<th>FY 2023 Target</th>
<th>Was 2023 KPI Met?</th>
<th>Explanation of Unmet KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of students participating in evidence-based tutoring programs</td>
<td>Up is Better</td>
<td>1,256</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>530</td>
<td>530</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>No applicable incidents</td>
<td>The agency focused on critical divisions when receiving formal customer service training. All employees receive updates and information necessary to provide high quality customer service.</td>
</tr>
<tr>
<td>Number of students participating in evidence-based tutoring programs</td>
<td>Up is Better</td>
<td>392</td>
<td>No applicable incidents</td>
<td>No applicable incidents</td>
<td>530</td>
<td>530</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>No applicable incidents</td>
<td>The agency unveiled a new and shorter feedback form to gather more responses from customers. We want to drive additional responses to get an accurate representation of our customer base and experience.</td>
</tr>
<tr>
<td>Provide high quality customer care through community engagement and transparent informational resources and staff.</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of staff receiving customer service training annually</td>
<td>Up is Better</td>
<td>90%</td>
<td>73.6%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>54.2%</td>
<td>85%</td>
<td>Unmet</td>
<td>The agency focused on critical divisions when receiving formal customer service training. All employees receive updates and information necessary to provide high quality customer service.</td>
</tr>
<tr>
<td>Percent of customers rating their experience at DPR as positive</td>
<td>Up is Better</td>
<td>84.2%</td>
<td>74.2%</td>
<td>85.3%</td>
<td>85.3%</td>
<td>82.4%</td>
<td>72.4%</td>
<td>78%</td>
<td>85%</td>
<td>Nearly Met</td>
<td>The agency unveiled a new and shorter feedback form to gather more responses from customers. We want to drive additional responses to get an accurate representation of our customer base and experience.</td>
</tr>
</tbody>
</table>
## Workload Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning and Design</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of capital projects completed</td>
<td>32</td>
<td>13</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>9</td>
</tr>
<tr>
<td><strong>Support Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of internal transportation trips executed</td>
<td>780</td>
<td>167</td>
<td>216</td>
<td>76</td>
<td>104</td>
<td>152</td>
<td>548</td>
</tr>
<tr>
<td>Number of external transportation trips executed</td>
<td>38</td>
<td>64</td>
<td>94</td>
<td>28</td>
<td>76</td>
<td>77</td>
<td>77</td>
</tr>
<tr>
<td>Number of Level 1 Maintenance Requests Completed</td>
<td>Not Available</td>
<td>375</td>
<td>107</td>
<td>86</td>
<td>100</td>
<td>86</td>
<td>379</td>
</tr>
<tr>
<td>Number of inter-district/government events supported</td>
<td>283</td>
<td>82</td>
<td>51</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Aquatic Facilities and Programs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of visitors at aquatic facilities</td>
<td>141,553</td>
<td>264,108</td>
<td>76,753</td>
<td>85,500</td>
<td>139,759</td>
<td>263,399</td>
<td>565,411</td>
</tr>
<tr>
<td>Number of programs provided</td>
<td>152</td>
<td>564</td>
<td>125</td>
<td>249</td>
<td>201</td>
<td>273</td>
<td>848</td>
</tr>
<tr>
<td>Program enrollment rate</td>
<td>88.8%</td>
<td>81.2%</td>
<td>96%</td>
<td>96%</td>
<td>77%</td>
<td>77%</td>
<td>86.5%</td>
</tr>
<tr>
<td>Number of youth learning to swim</td>
<td>86</td>
<td>1,786</td>
<td>522</td>
<td>1,238</td>
<td>597</td>
<td>819</td>
<td>3176</td>
</tr>
<tr>
<td>Number of lifeguards trained</td>
<td>179</td>
<td>406</td>
<td>Semi-Annual Measure</td>
<td>49</td>
<td>Semi-Annual Measure</td>
<td>50</td>
<td>99</td>
</tr>
<tr>
<td><strong>Community Programs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of nights with late night operating hours</td>
<td>Not Available</td>
<td>38</td>
<td>5</td>
<td>2</td>
<td>6</td>
<td>7</td>
<td>20</td>
</tr>
<tr>
<td>Number of FitDC3 programs delivered</td>
<td>Not Available</td>
<td>30</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>36</td>
</tr>
<tr>
<td><strong>Community Recreation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of programs provided</td>
<td>806</td>
<td>1,166</td>
<td>451</td>
<td>543</td>
<td>408</td>
<td>1,005</td>
<td>2407</td>
</tr>
<tr>
<td>Number of Hours of Community Engagements</td>
<td>3,562</td>
<td>10,232</td>
<td>1,328</td>
<td>2,743</td>
<td>2,313</td>
<td>3,546</td>
<td>9930</td>
</tr>
<tr>
<td>Program enrollment rate</td>
<td>67.1%</td>
<td>81.6%</td>
<td>65.8%</td>
<td>77%</td>
<td>74%</td>
<td>89%</td>
<td>66.2%</td>
</tr>
<tr>
<td>Number of camps delivered during the summer plus camps</td>
<td>Not Available</td>
<td>14</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>37</td>
</tr>
<tr>
<td>Number of students participating in the summer plus camps</td>
<td>687</td>
<td>1,648</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>1222</td>
</tr>
<tr>
<td>Number of visitors at recreation centers</td>
<td>67,076</td>
<td>758,979</td>
<td>198,731</td>
<td>229,351</td>
<td>278,099</td>
<td>419,302</td>
<td>1,125,483</td>
</tr>
<tr>
<td><strong>Food and Nutrition Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Number of meals served through nutrition programs</td>
<td>309,677</td>
<td>243,783</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>253,028</td>
</tr>
<tr>
<td><strong>Parks Policy and Programs</strong></td>
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</tbody>
</table>
Workload Measures (continued)

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Community Gardening Classes</td>
<td>34</td>
<td>46</td>
<td>11</td>
<td>2</td>
<td>Waiting on Data</td>
<td>Waiting on Data</td>
<td>38</td>
</tr>
<tr>
<td>Program enrollment rate</td>
<td>80.9%</td>
<td>86.8%</td>
<td>67.8%</td>
<td>99.5%</td>
<td>72%</td>
<td>55.6%</td>
<td>71.7%</td>
</tr>
<tr>
<td>Number of residents participating in classes</td>
<td>812</td>
<td>1,953</td>
<td>678</td>
<td>501</td>
<td>Waiting on Data</td>
<td>Waiting on Data</td>
<td>1179</td>
</tr>
</tbody>
</table>

**Partnerships and Grants**

<table>
<thead>
<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of park partners</td>
<td>33</td>
<td>34</td>
<td>Annual Measure</td>
<td>38</td>
<td>32</td>
<td>Annual Measure</td>
<td>42</td>
<td>42</td>
<td>Annual Measure</td>
<td>28</td>
<td>28</td>
<td>Annual Measure</td>
<td>12</td>
<td>12</td>
<td>Annual Measure</td>
</tr>
<tr>
<td>Number of programmatic partners</td>
<td>$3,525,323.91</td>
<td>$4,257,513.10</td>
<td>$661,947.22</td>
<td>$1,101,273.47</td>
<td>$1,118,778.03</td>
<td>$1,118,778.03</td>
<td>$2,992,672.77</td>
<td>$5,874,671.5</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Dollar amount from external resources issued</td>
<td>New in 2023</td>
<td>New in 2023</td>
<td>Semi-Annual Measure</td>
<td>0</td>
<td>0</td>
<td>Semi-Annual Measure</td>
<td>133</td>
<td>133</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

**Permits**

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of permit applications received</td>
<td>77,728</td>
<td>46,297</td>
<td>11,559</td>
<td>9,085</td>
<td>16,216</td>
<td>11,342</td>
<td>48,202</td>
</tr>
<tr>
<td>Number of permits issued</td>
<td>74,200</td>
<td>38,537</td>
<td>9,587</td>
<td>7,875</td>
<td>13,526</td>
<td>9,339</td>
<td>40,327</td>
</tr>
</tbody>
</table>

**Special Events**

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of special events</td>
<td>289</td>
<td>594</td>
<td>146</td>
<td>107</td>
<td>192</td>
<td>170</td>
<td>615</td>
</tr>
<tr>
<td>Number of participants at special events</td>
<td>21,957</td>
<td>66,004</td>
<td>20,921</td>
<td>17,921</td>
<td>28,520</td>
<td>33,385</td>
<td>100,747</td>
</tr>
<tr>
<td>Number of special event surveys collected</td>
<td>20</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of external special events served</td>
<td>283</td>
<td>391</td>
<td>51</td>
<td>43</td>
<td>72</td>
<td>79</td>
<td>245</td>
</tr>
<tr>
<td>Number of events hosted at eastern market metro park</td>
<td>Not Available</td>
<td>27</td>
<td>3</td>
<td>6</td>
<td>1</td>
<td>16</td>
<td>26</td>
</tr>
<tr>
<td>Number of spaces activated in ward 1</td>
<td>Not Available</td>
<td>122</td>
<td>36</td>
<td>13</td>
<td>29</td>
<td>47</td>
<td>125</td>
</tr>
<tr>
<td>(Columbia heights Plaza, 14th and Girard Park and Unity Plaza)</td>
<td>Not Available</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Volunteers**

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of volunteers</td>
<td>347</td>
<td>1,919</td>
<td>566</td>
<td>411</td>
<td>690</td>
<td>950</td>
<td>2617</td>
</tr>
<tr>
<td>Number of volunteer hours</td>
<td>4,919</td>
<td>17,045</td>
<td>5,598</td>
<td>5,435.8</td>
<td>7,168</td>
<td>36,714</td>
<td>54,375.8</td>
</tr>
</tbody>
</table>

**Communications**

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of followers</td>
<td>472,280</td>
<td>478,041</td>
<td>Annual Measure</td>
<td>298</td>
<td>543</td>
<td>542</td>
<td>549</td>
<td>455</td>
<td>566</td>
<td>304,201</td>
<td>566</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of posts on social media</td>
<td>298</td>
<td>543</td>
<td>542</td>
<td>549</td>
<td>455</td>
<td>566</td>
<td>304,201</td>
<td>566</td>
<td></td>
<td></td>
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</table>

**Customer Service**

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023 Q1</th>
<th>FY 2023 Q2</th>
<th>FY 2023 Q3</th>
<th>FY 2023 Q4</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of program surveys collected</td>
<td>922</td>
<td>326</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Number of customer service surveys collected</td>
<td>1,903</td>
<td>442</td>
<td>200</td>
<td>1,016</td>
<td>295</td>
<td>1,099</td>
<td>2610</td>
</tr>
<tr>
<td>Measure</td>
<td>FY 2021</td>
<td>FY 2022</td>
<td>FY 2023 Q1</td>
<td>FY 2023 Q2</td>
<td>FY 2023 Q3</td>
<td>FY 2023 Q4</td>
<td>FY 2023</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>---------</td>
</tr>
<tr>
<td>Number of staff trained in customer care standards</td>
<td>0</td>
<td>7</td>
<td>4</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Number of Customer Care Calls Received</td>
<td>New in 2023</td>
<td>New in 2023</td>
<td>13,753</td>
<td>8,625</td>
<td>16,176</td>
<td>11,517</td>
<td>50,071</td>
</tr>
<tr>
<td><strong>Roving Leaders</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of at-risk youth connected through the Roving Leaders services</td>
<td>4,699</td>
<td>101,629</td>
<td>31,505</td>
<td>23,253</td>
<td>33,768</td>
<td>43,544</td>
<td>132,070</td>
</tr>
<tr>
<td>Number of School Visits by Roving Leaders</td>
<td>622</td>
<td>4,866</td>
<td>1,097</td>
<td>1,376</td>
<td>1,027</td>
<td>329</td>
<td>3829</td>
</tr>
<tr>
<td>Number of Mobile Recreation Activations</td>
<td>414</td>
<td>349</td>
<td>30</td>
<td>31</td>
<td>61</td>
<td>174</td>
<td>296</td>
</tr>
<tr>
<td>Number of Playground Visits</td>
<td>275</td>
<td>2,080</td>
<td>713</td>
<td>1,587</td>
<td>902</td>
<td>723</td>
<td>3925</td>
</tr>
<tr>
<td>Number of Mobile Rec. Center deployments conducted</td>
<td>Not Available</td>
<td>75</td>
<td>7</td>
<td>6</td>
<td>8</td>
<td>17</td>
<td>38</td>
</tr>
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