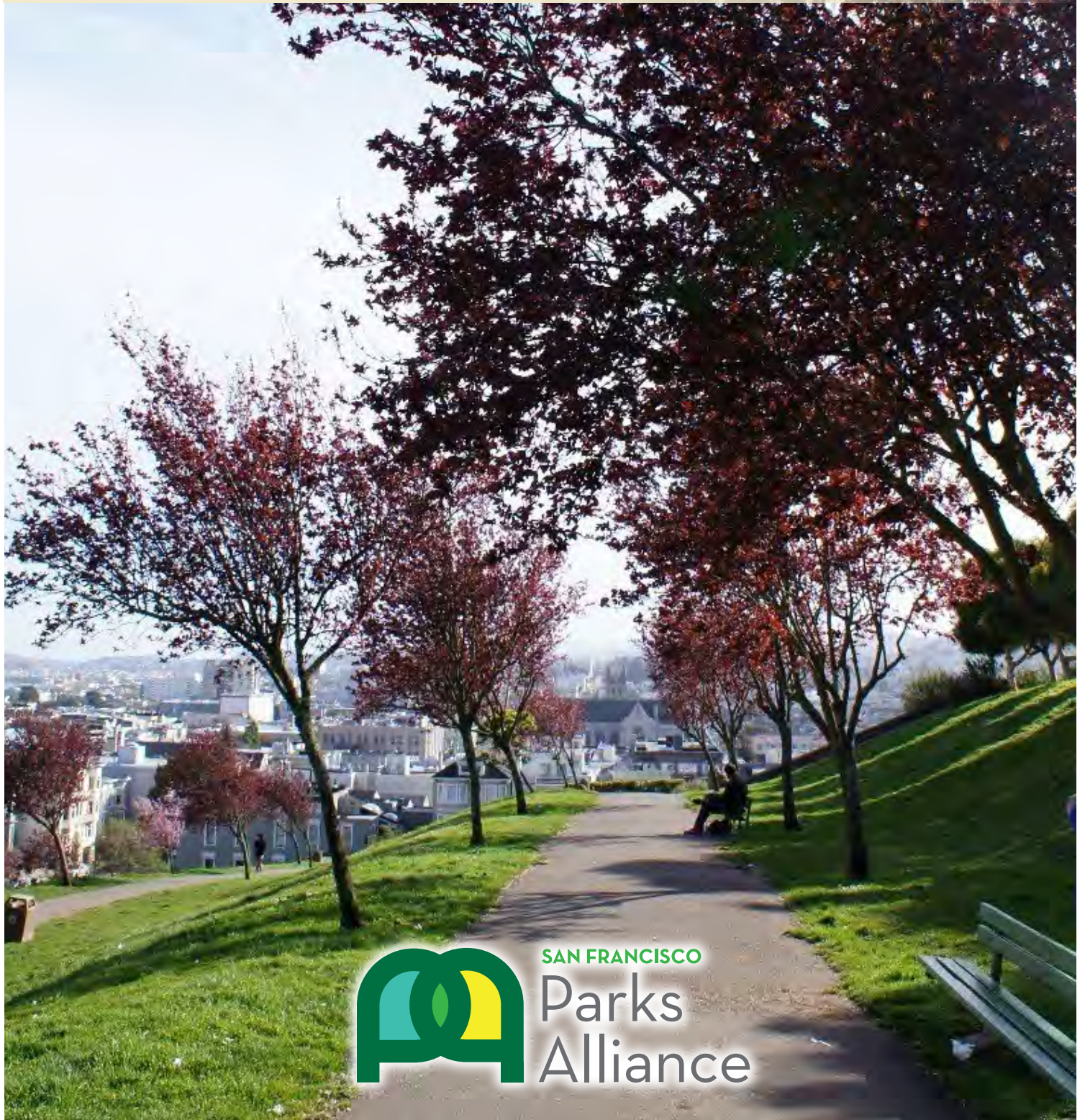


ParkScan 2011

Annual Report



SAN FRANCISCO
Parks
Alliance



Golden Gate Park

Since the 2010 ParkScan report was published, the **Neighborhood Parks Council** (NPC) and the **San Francisco Parks Trust** (SFPT) merged to form the **San Francisco Parks Alliance (SFPA)**. SFPA has established itself as San Francisco's premier park **advocacy** and **philanthropic** authority, representing more than 120 park groups, over 50 strategic partner organizations and 4,000+ park volunteers.

SFPA's mission is to inspire and promote civic engagement and philanthropy to protect, sustain, and enrich San Francisco **parks and green open spaces**.

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Authored by Weiser Manzano

Photos by Steven Bowles, Anita Chordia and Chris Finch

Alta Plaza (Cover)

About ParkScan

What is ParkScan?

ParkScan is a website (parksfan.org) that enables San Francisco residents to easily report maintenance issues and improvements they observe in parks, trails and playgrounds to the appropriate City agencies that manage these spaces.

The program is managed by the San Francisco Parks Alliance in partnership with the San Francisco Recreation and Park Department (RPD) and San Francisco's 311 customer service center. ParkScan was launched through the generous support of the Alfred P. Sloan Foundation, the E & W Haas Foundation, and RPD.



Mountain Lake Park

Benefits of ParkScan

Mapping Capabilities and Photo Attachments

ParkScan users can easily pinpoint the exact location of an issue on aerial maps as well as submit digital photos that clearly show the extent of a problem. Both features help City staff respond to observations more quickly and efficiently, saving valuable time and resources.

Total Transparency

ParkScan observations are available to the public online 24/7. Moreover, all viewers can see every observation, not just their own.

Ability to Search and Download Data

ParkScan's advanced search function allows users to locate the exact data they are interested in. This data can be used as an advocacy tool, attracting additional resources and attention to neighborhood parks.

Advocacy

SFPA monitors all observations and City responses and acts to help residents and City staff resolve some of the more complicated or sensitive issues reported. We also frequently bring particular problems to the attention of District Supervisors in order to reinforce the importance of parks to their constituents. Finally, we present ParkScan data to the Mayor and provide an analysis of annual ParkScan data to the media.



Mountain Lake Park

Benefits of the ParkScan & 311 Partnership

The City and County of San Francisco established 311 in early 2007 to provide an easy-to-remember telephone number that connects residents and visitors to customer service representatives ready to help with general governmental information and services. Since early 2009, residents can call 311 or visit ParkScan.org to report any non-emergency, park-related concern. San Franciscans are always reminded to call 911 in case of an emergency.

Streamlined Communication System to City Staff

Since combining forces with 311, ParkScan observations are now automatically entered into the City's work order system along with 311 cases. This means that City agencies who manage public parks and open spaces receive public requests and comments from a single source, allowing for more timely and efficient responses.

Availability of 311 for Time-Sensitive Issues

311 is a great tool for reporting time-sensitive issues such as noise complaints, lock-outs, and safety concerns as 311 operators can communicate this type of issue to Park Patrol and police officers in a timely manner.

Who Responds to ParkScans

RPD staff are responsible for responding to ParkScan observations that can be addressed by RPD. Some reported park problems fall outside of RPD's jurisdiction, such as utility lines associated with park lighting. Under such circumstances, RPD or 311 will forward the observation to the responsible entity.

Closing comments submitted by RPD staff will automatically be displayed on ParkScan.org. This allows ParkScan users to fully understand the progress of their request.

Compliments to City Staff

ParkScan and 311 are wonderful tools to send compliments to staff who work in parks and playgrounds citywide. In 2011, many observations submitted were positive comments for park staff.

Argonne Playground: *"I just want to say how thankful we are to have such a nice park in our neighborhood. Thank you!"*

Koret Playground: *"Just wanted to say that the children's playground is awesome. It's always clean and well-kept. My 19-month old child has a great time there. Thanks!"*

Buchanan Street Mall: *"Great job on painting the playground at Turk St.! So happy that RPD could do that."*

Grattan Playground: *"Thanks for putting new chain-links on the fence at the north side of the basketball court. This will be much safer than the broken and rusted section that was there before! Much appreciated."*

Moscone Center: *"Thanks so much for your quick response to my two observations posted 10 days ago... I saw the bouncer was placed on the metal coil and the broken see-saw was taken away and brought back fixed a couple of days later... I am very amazed with the efficiency of the program most of all, very pleased to know that I was heard..."*

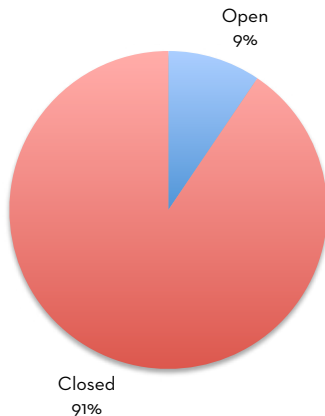


Buchanan Street Mall

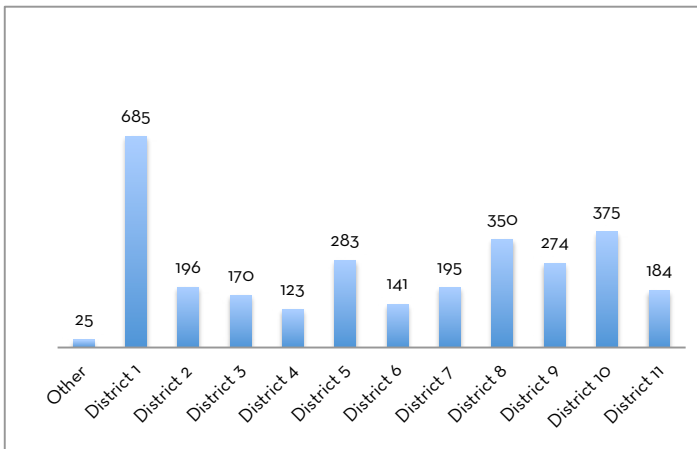
Citywide Park Data

There were a total of 3,001 park observations submitted to ParkScan and 311 in 2011 that were related to RPD managed property or recreation programming. Of the 3,001 ParkScans/311 reports, 91% were closed and 9% were still open at the start of 2012.

Observations are closed when the issue reported has been resolved. Thanks to the hard work of park staff, the percentage of closed observations increased 6% from 2010 to 2011 (all pie chart percentages in this report are rounded to the nearest whole number).



The bar graph below shows the number of observations made in each political district in 2011. Districts 1 and 10 had the highest number of observations (Note: Data analyzed in this report is based on District boundaries before redistricting was finalized on 04.18.12.)



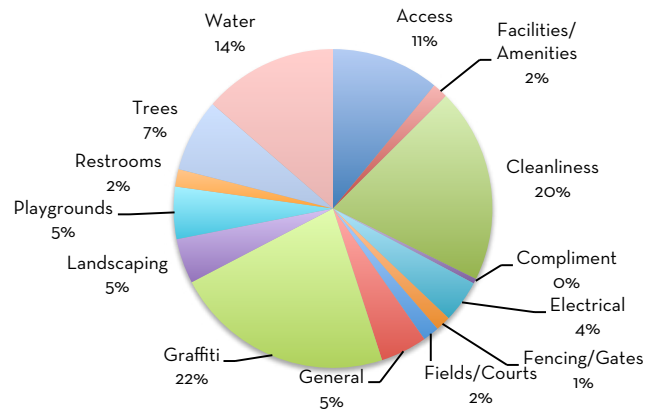
(“Other” pertains to areas outside of San Francisco and unspecified ParkScans)

It is important to note that a greater or lesser number of observations does not necessarily indicate greater or lesser number of district park issues; it may merely express the degree to which areas residents are actively involved with using ParkScan/311 or using their parks.

ParkScan Categories

Data used in this report has been sorted into the following issue categories. Examples of the type of observation that would be classified in a particular category are also listed below:

- Access:** Lockouts, potholes, ADA noncompliance, encampments
- Facilities/Amenities:** Picnic areas, water fountains, benches, recreation centers and pools
- Cleanliness:** Litter and debris
- Compliments:** Positive comments for staff
- Electrical:** Park lights and wiring
- Fencing/Gates:** Damaged, not functioning
- Fields/Courts:** Damaged and missing nets
- General:** Info requests and general comments
- Graffiti:** Illegal tagging and posting of stickers and flyers
- Landscaping:** Plantings, weeding, trimming
- Playgrounds:** Equipment, painting needed
- Restrooms:** Maintenance complaints and requests
- Trees:** Pruning requests, broken limbs
- Water:** Drainage, leaking, erosion, irrigation



Graffiti reports made up the largest percentage (22%) of observations in 2011. The second largest category was Cleanliness (20%) which includes littering, illegal dumping, dangerous debris, etc. Following Cleanliness is the Water (14%) category that includes water waste, irrigation systems, plumbing problems, erosions and leaks.

District 1

Supervisor	Eric Mar
Parks	14
Playgrounds	15
Park Acres	1179.39
ParkScan/311 Reports	685

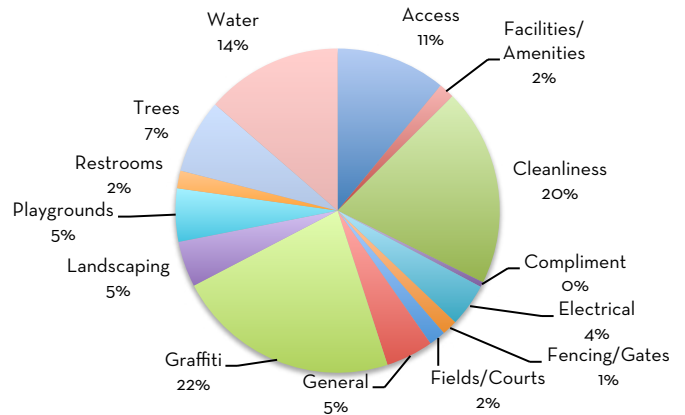


Observation #867597

Golden Gate Park, 4/22/2011, Graffiti

“The face of the stop sign at the bottom of the road from Stow Lake at MLK Drive is tagged with graffiti stickers. In addition, more stickers of the same type are on parking signs along MLK Drive heading east, on Middle Drive East and along JFK Drive.”

Status: Closed



District 2

Supervisor	Mark Farrell
Parks	13
Playgrounds	8
Park Acres	246.78
ParkScan/311 Reports	196

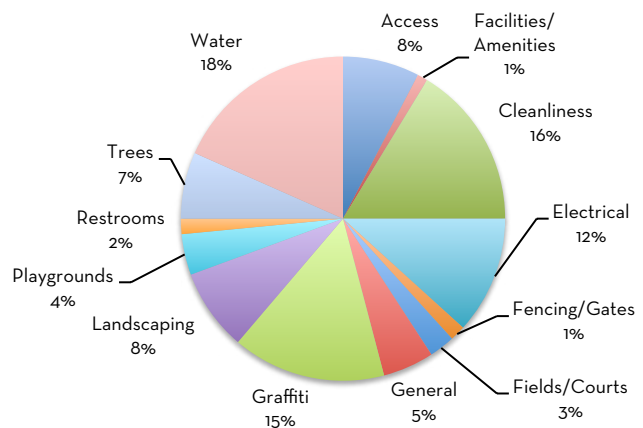


Observation #914742

Mountain Lake Park, 7/6/2011, Cleanliness

“All of the garbage cans ore overflowing especially with all of the 4th of July festivities. The cans usually get emptied on Tuesdays but no one came by to empty them.”

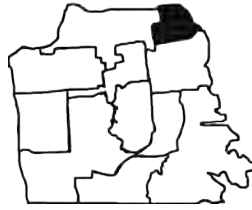
Status: Closed



District Data

District 3

Supervisor	David Chiu
Parks	25
Playgrounds	12
Park Acres	32.14
ParkScan/311 Reports	170

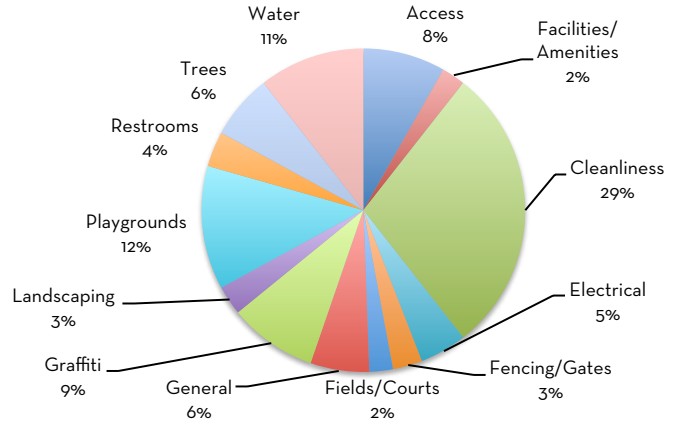


Observation #823655

Collins P. Huntington Park, 2/10/2011, Playgrounds

“The large rectangular metal cover that seals the drainage basin in the sandbox has become exposed because so much sand from the sandbox has been lost over recent months ... Children routinely remove the now exposed metal cover and one will certainly fall in there if this problem is not fixed very soon...”

Status: Closed



District 4

Supervisor	Carmen Chu
Parks	9
Playgrounds	7
Park Acres	131.47
ParkScan/311 Reports	123

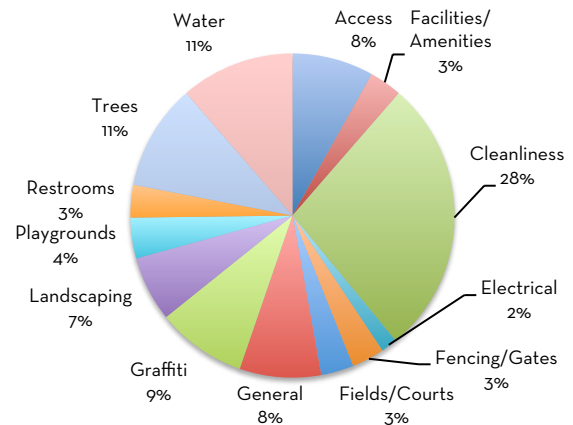


Observation #827688

West Sunset Playground, 2/17/2011, Access

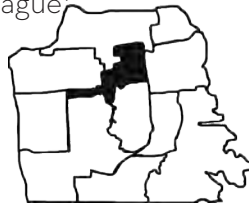
“Why [was there] no light last night in West Sunset basketball court? ...There was no rain and the court was dry... Can you let your colleagues in West Sunset Playground office ... control the switch of the court lights...?”

Status: Closed



District 5

Supervisor Christina Olague*
 Parks 17
 Playgrounds 9
 Park Acres 31.05
 ParkScan/311 Reports 283

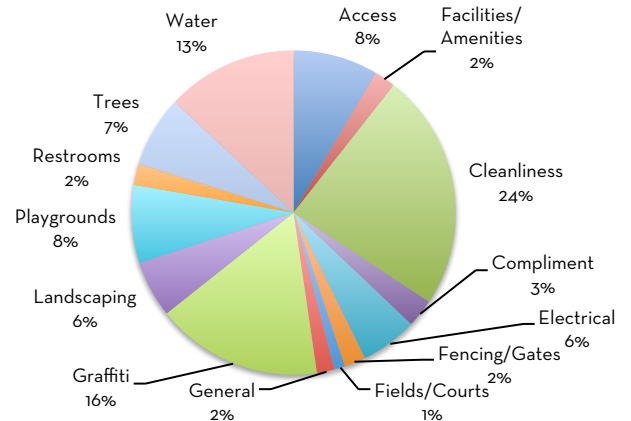


Observation #938504

Grattan Playground, 8/10/2011, Restrooms

“There is a water leak coming from the supply pipe for the sit-down toilet in the Men’s restroom. Water pools up on the back of the toilet and then drips down to the floor. The floor is often very wet because of this leak.”

Status: Closed



District 6

Supervisor Jane Kim
 Parks 14
 Playgrounds 11
 Park Acres 28.25
 ParkScan/311 Reports 141

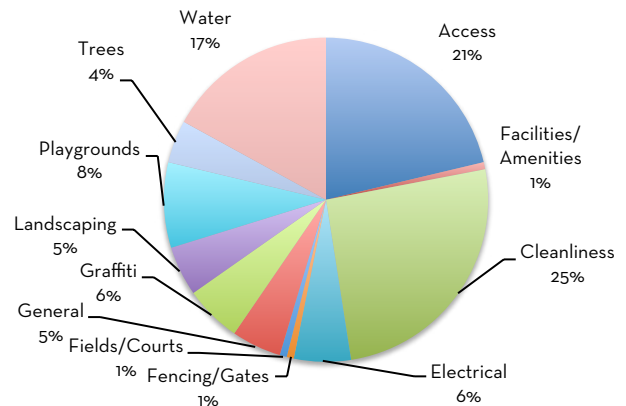


Observation #966824

South Park, 9/21/11, Cleanliness

“There is an empty shopping cart on the platform, wedged in between the monkey bars and slide, preventing children from using this equipment...”

Status: Closed



*Previously Ross Mirkarimi

District Data

District 7

Supervisor	Sean Elsbernd
Parks	24
Playgrounds	9
Park Acres	903.27
ParkScan/311 Reports	195

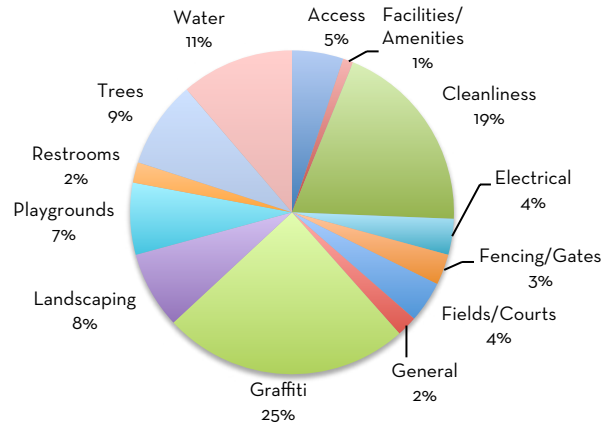


Observation #987595

West Portal Playground, 10/20/2011, Playgrounds

“There is major rusting on the top bar and hinges of the swings. One of the infant swings has a chain link that’s coming undone (near the top bar), which I can imagine can become unhooked under certain conditions.”

Status: Closed



District 8

Supervisor	Scott Wiener
Parks	37
Playgrounds	14
Park Acres	193.8
ParkScan/311 Reports	350

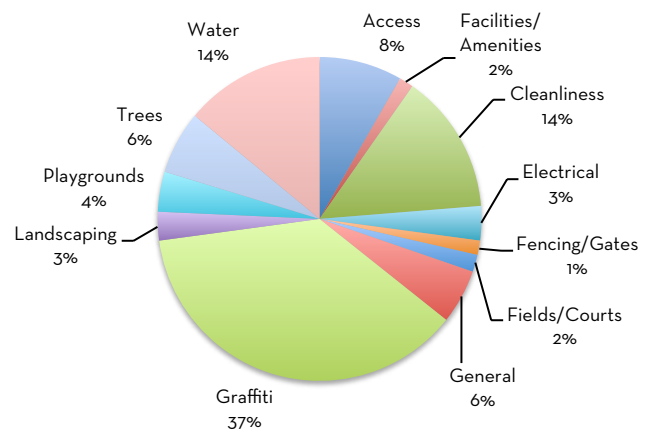


Observation #837950

Mission Playground, 3/6/2011, Water

“The water fountain has been broken for at least two months. A very small amount of water dribbles out but there is not enough water pressure to drink ... This is the only water fountain which is used by everyone at the basketball court, tennis courts, soccer pitch, and children’s playground...”

Status: Closed



District 9

Supervisor	David Campos
Parks	23
Playgrounds	15
Park Acres	65.9
ParkScan/311 Reports	274

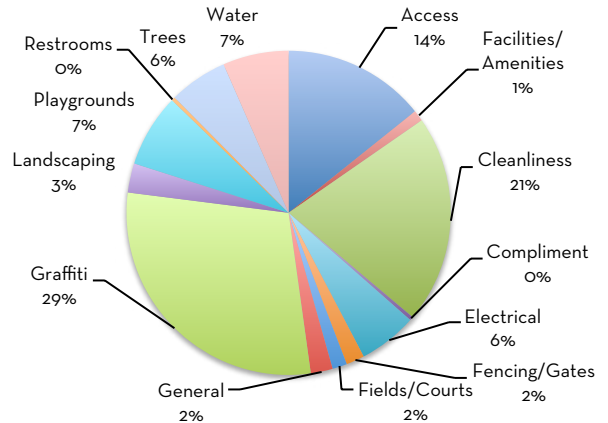


Observation #937847

Parque Ninos Unidos, 8/9/2011, Playgrounds

“There is a tire that is embedded into the ground that helps absorb the seesaw from hitting too hard on the ground. The tire is degenerated and the wires are sticking out. The wires are sharp and are causing scratches...”

Status: Closed



District 10

Supervisor	Malia Cohen
Parks	30
Playgrounds	24
Park Acres	538.52
ParkScan/311 Reports	375

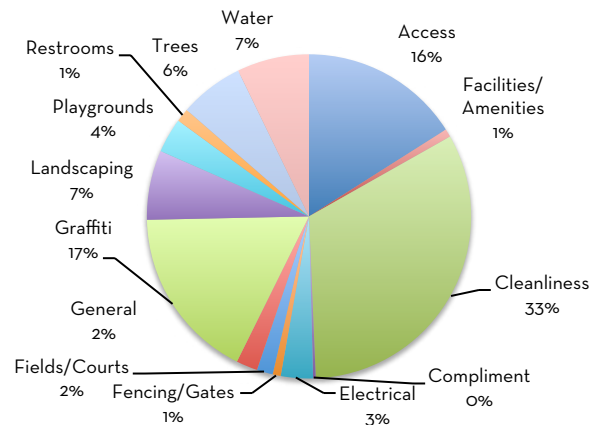


Observation #945138

John McLaren Park, 8/21/2011, Trees

“... a large tree has fallen from its roots right across an unpaved walking trail above the amphitheater (this is the dirt trail that leads from the amphitheater parking lot up to the dog run) -- it ... blocks the path making people and dogs either going up into the brush to go around it or climb over the tree ... This trail is heavily used every day by people who walk their dogs and a person doesn't know that it's blocked until he/she directly comes upon it.”

Status: Closed



District 11

Supervisor John Avalos
 Parks 14
 Playgrounds 12
 Park Acres 103.21
 ParkScan/311 Reports 184

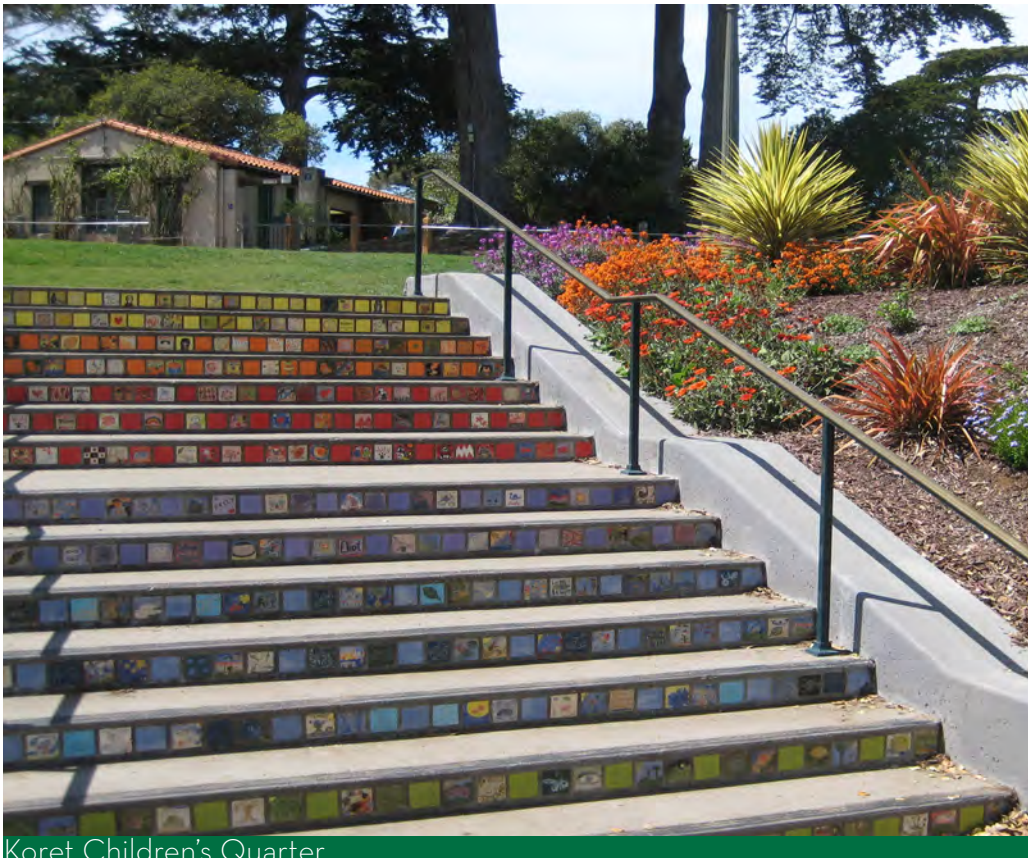
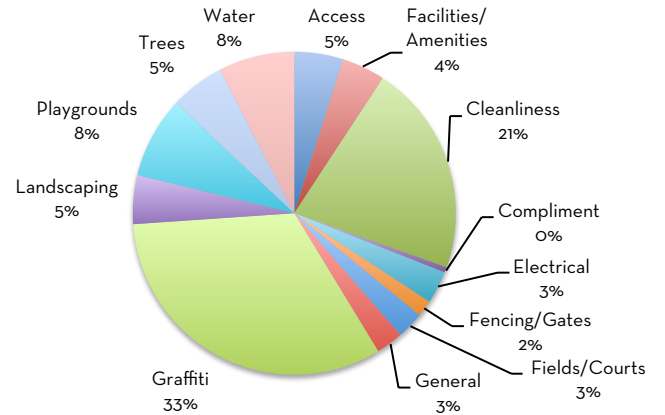


Observation #975189

Excelsior Playground, 10/3/2011, Facilities/Amenities

“Aside from being damaged/broken, the Kiosk board lacks any information. How are community members and park users supposed to stay informed without a consistent flow of updates and information regarding the park?”

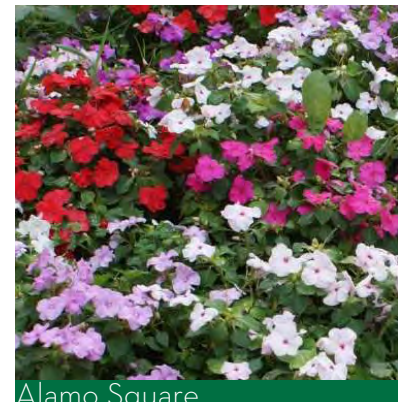
Status: Closed



Koret Children's Quarter

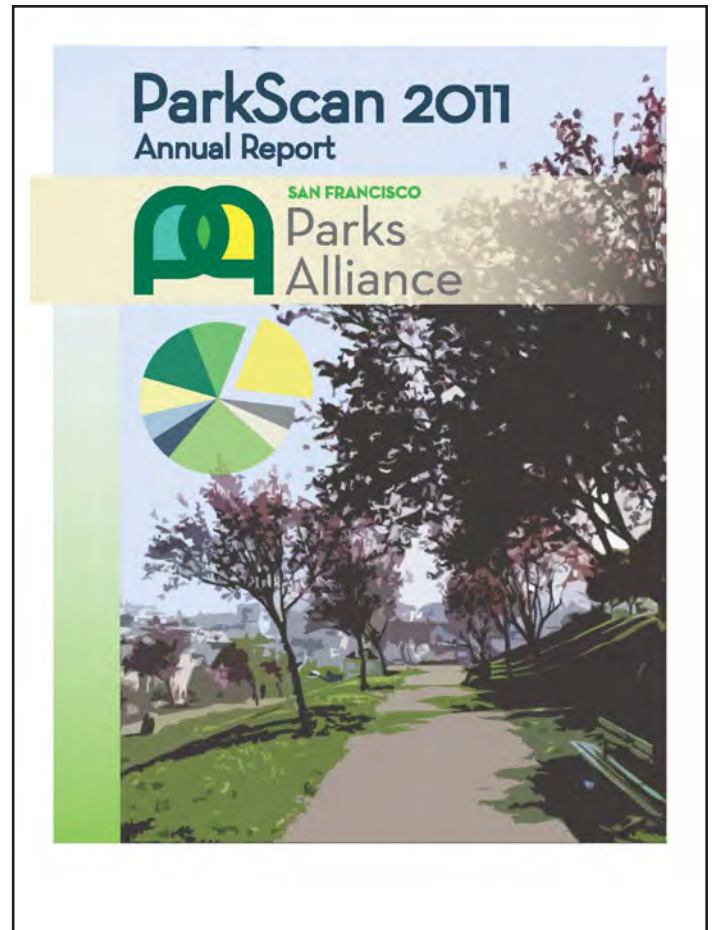


Koret Children's Quarter



Alamo Square

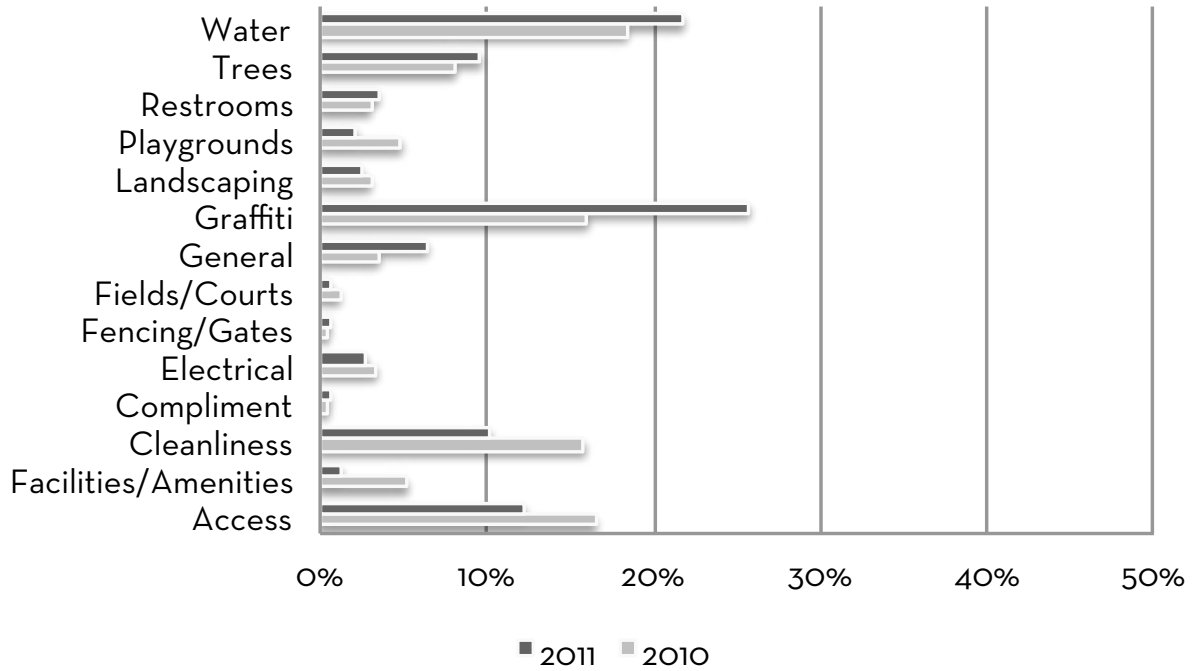
2010-2011 Comparisons



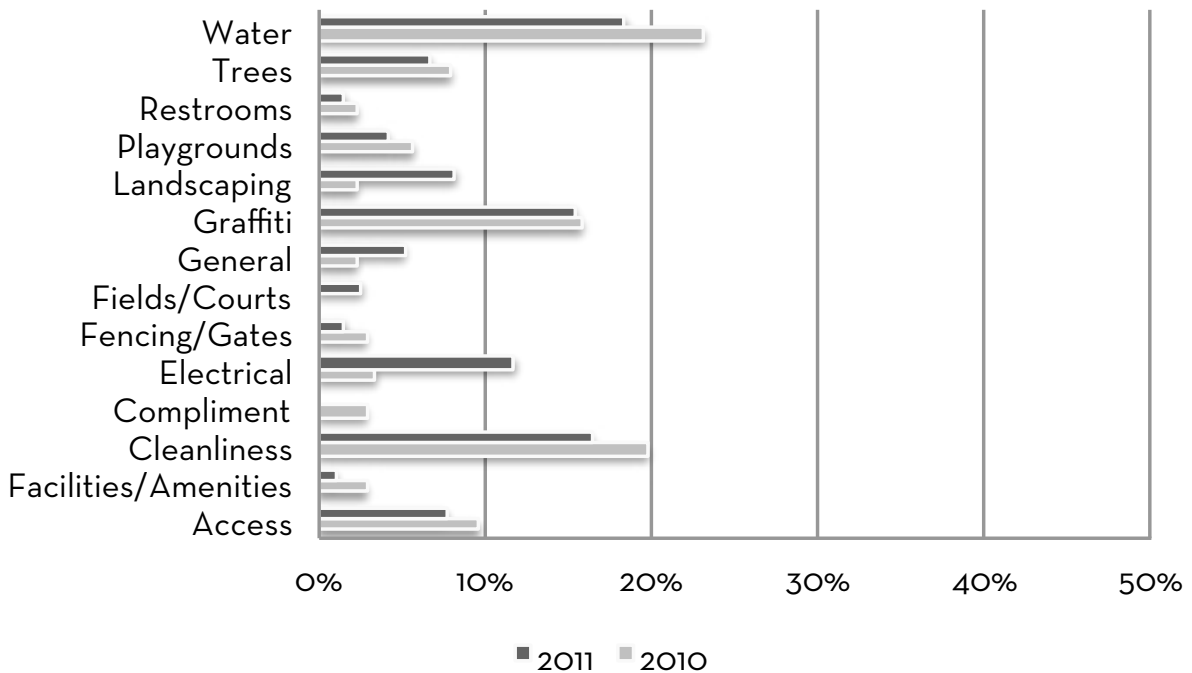
It is important to note that, while reading this section, the compared percentages are based on a different number of total observations. 2010 yielded 3,335 ParkScans while 2011 yielded 3,001.

2010-2011 Comparison

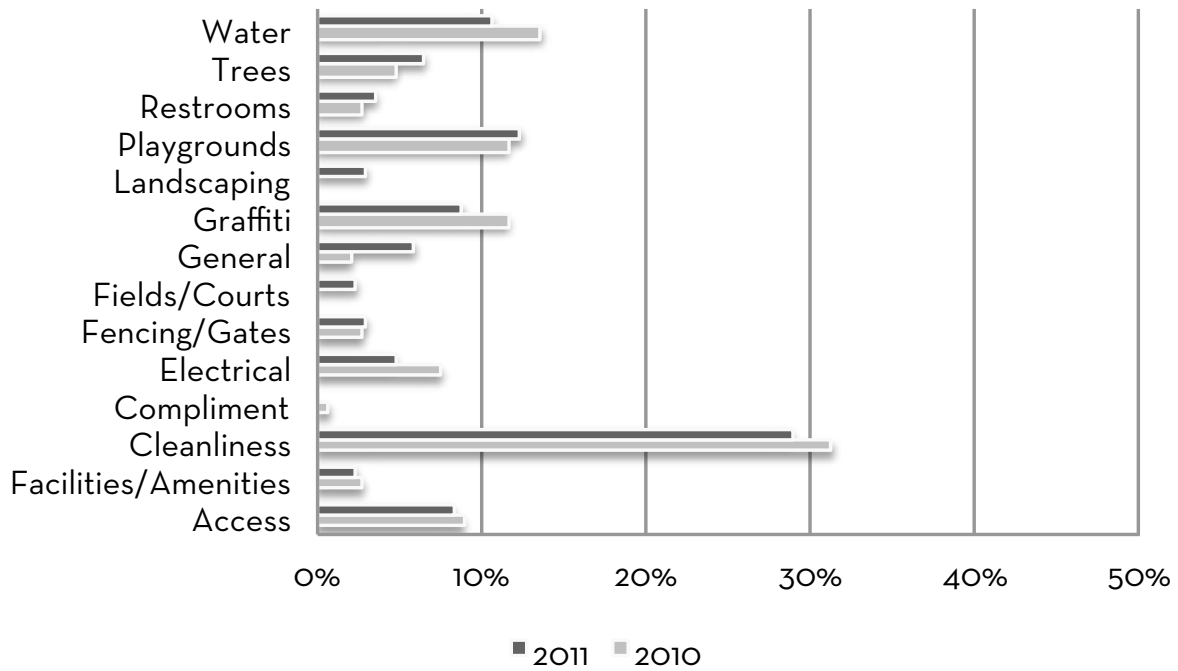
District 1



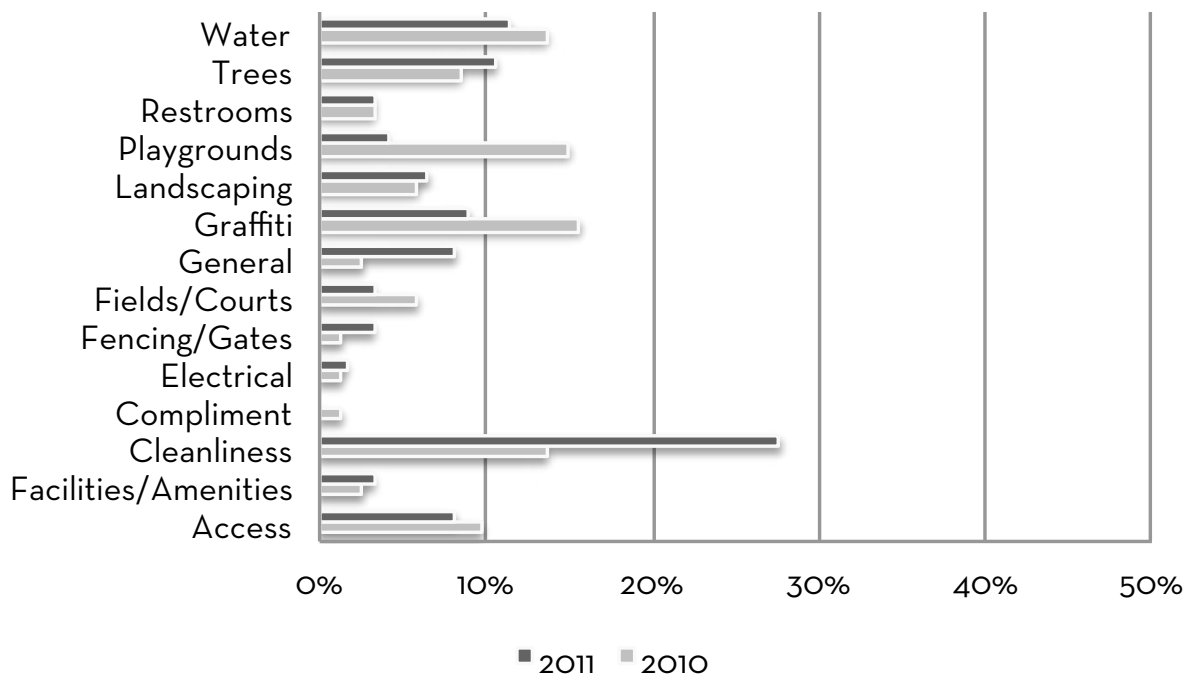
District 2



District 3

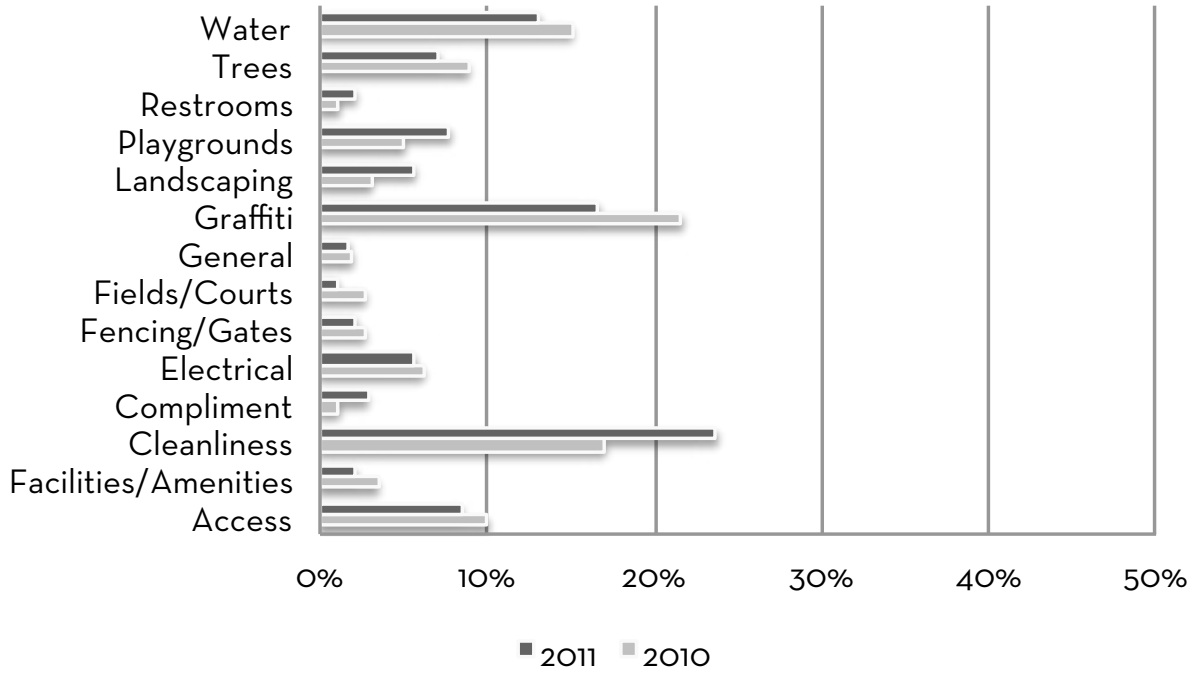


District 4

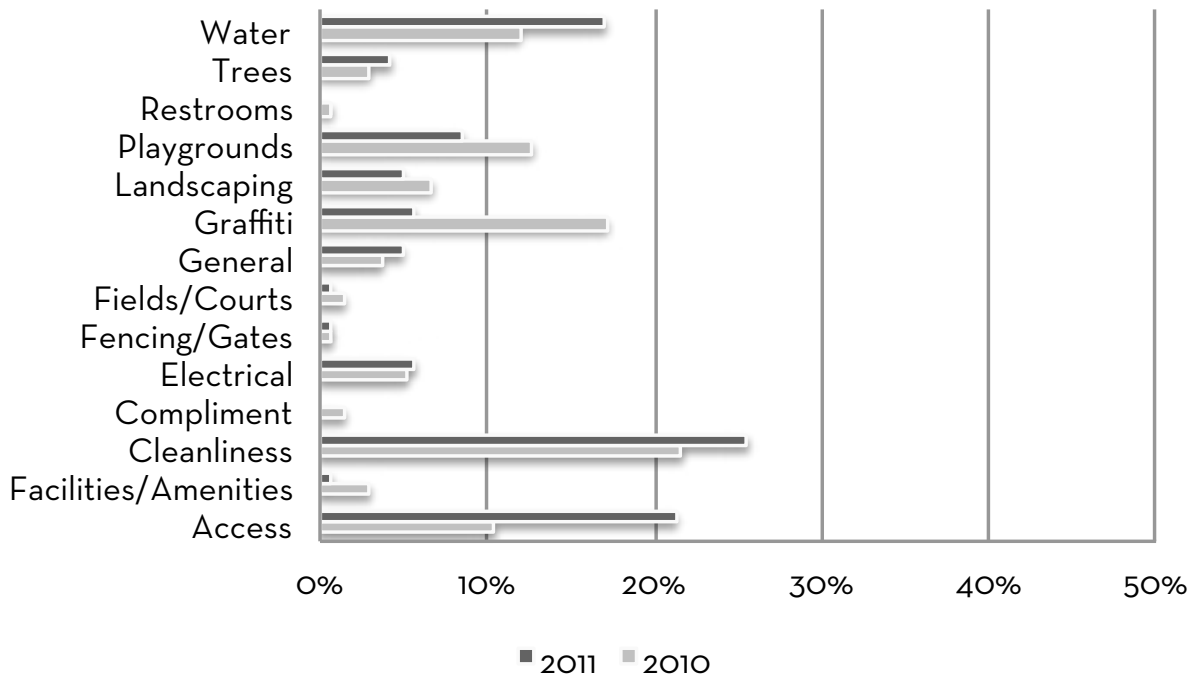


2010-2011 Comparison

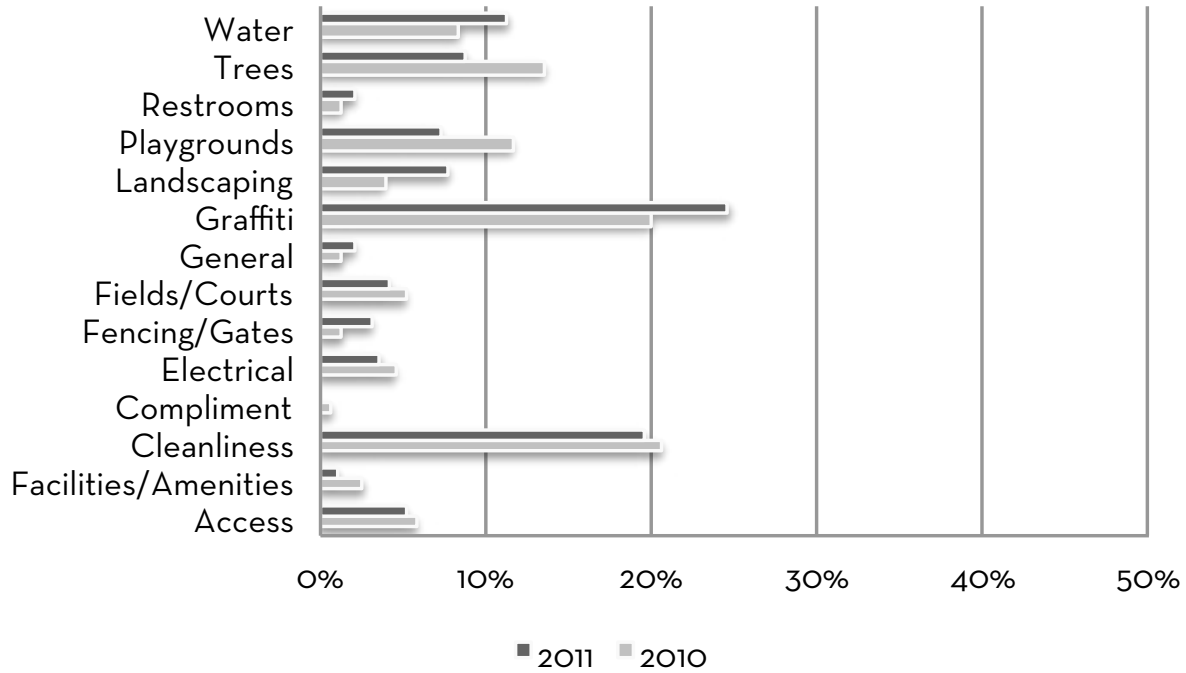
District 5



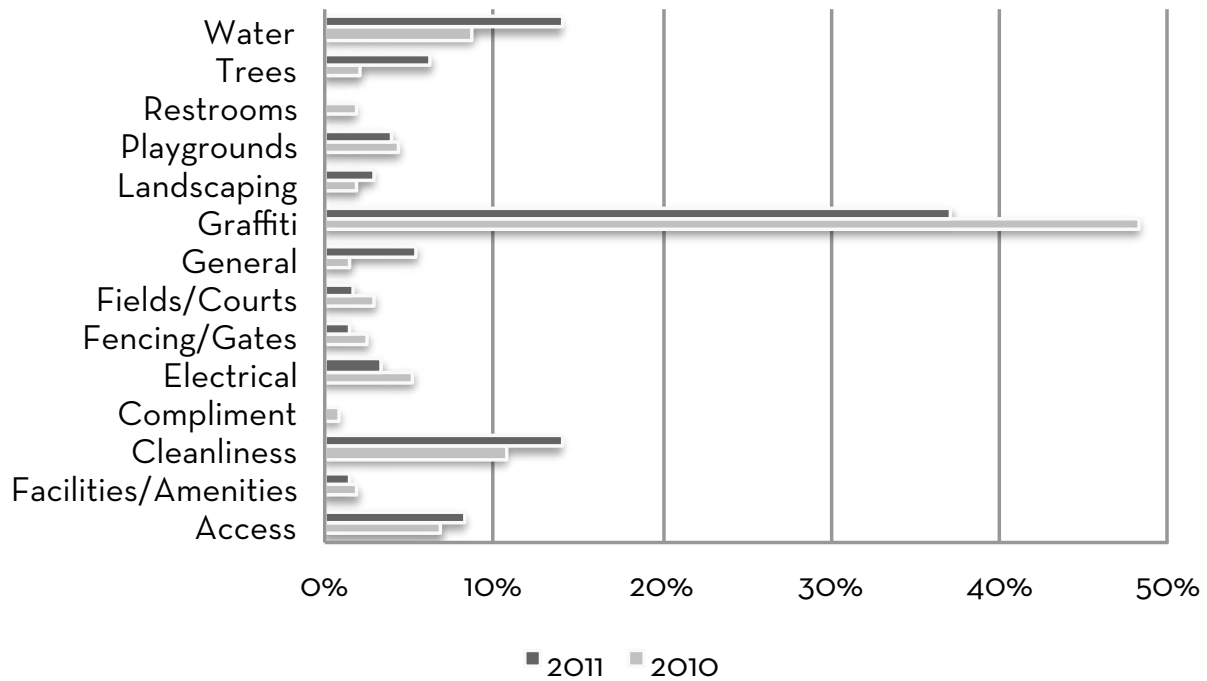
District 6



District 7

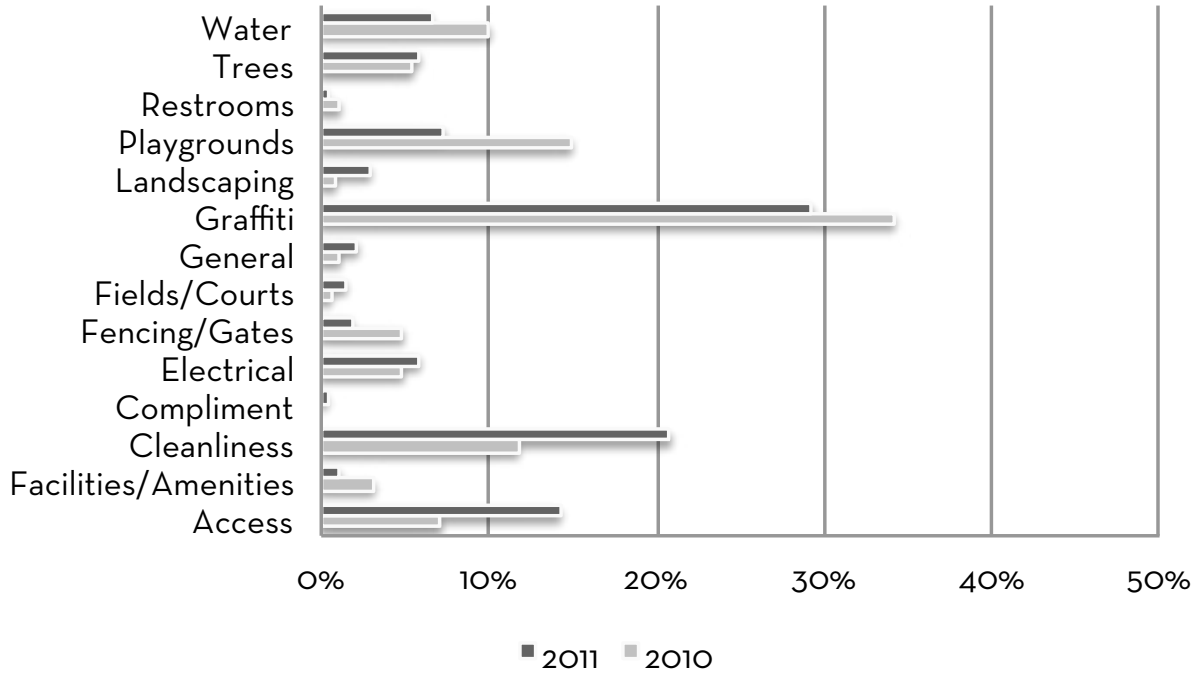


District 8

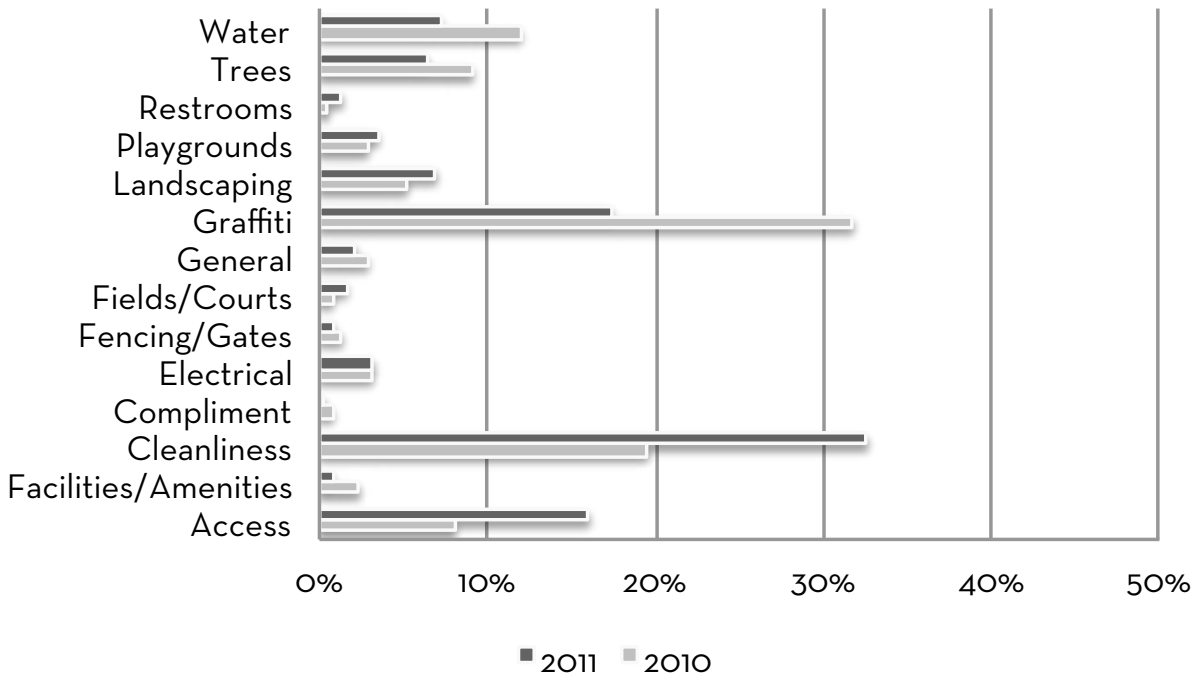


2010-2011 Comparison

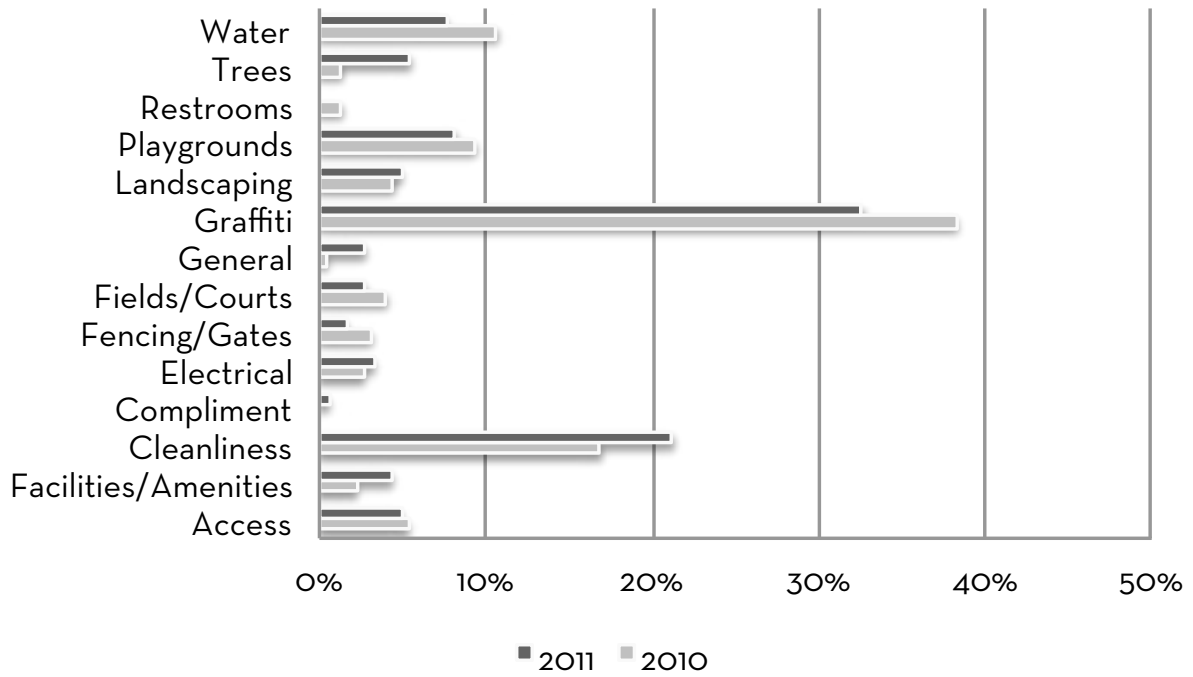
District 9



District 10



District 11



Conclusion

What the Data Tells Us

Since 2008, ParkScans involving graffiti have outnumbered all others. In 2011, it continued to dominate the charts at 22% of all ParkScan reports. On the brighter side, the **Grffiti ParkScans have decreased by 6%** since 2010, an improvement that should not go unnoticed. Following the Graffiti category, the most numerous ParkScan reports are for Cleanliness (20%) and Water (14%).

In addition to the improvement seen in fewer Graffiti reports, the following categories also saw a reduction in ParkScans since 2010:

Facilities/Amenities (3.06% to 1.57%)

Fencing/Gates (2.13% to 1.53%)

Fields/Courts (2.13% to 1.67%)

Playgrounds (7.29% to 5.30%)

Although some categories saw smaller improvements over others, it's important to remember that, with a tight budget for our parks, a little help can go a long way. To help make these improvements more significant, local park groups and park neighbors have been partnering up with RPD to organize volunteer clean-ups. To learn more about how to arrange a **volunteer workday/clean-up**, contact the **RPD Volunteer Program** at (415) 831-6330. SFPA would like to thank all of our **park volunteers** for their time and dedication.

Park Policy Council

In addition to getting involved by organizing volunteer cleanups, SFPA has developed the **Park Policy Council** (PPC), an approximately 26-member advisory group that is composed of park volunteers representing every District in the City. This council will play a vital role in helping SFPA make informed policy decisions around our parks and open spaces. To be considered for the PPC and for more details, send an email to policy@sfparksalliance.org.

Compliments

To show Park Maintenance Staff that we appreciate all of their hard work, let's all remember to acknowledge

them by sending them compliments for their ongoing work in our parks. Examples of what kind of compliments to send are on page 2 of this report.

ParkScan and 311 Users

During tough budget times, it is especially important to prevent expensive, large-scale maintenance projects whenever possible by quickly addressing smaller issues that have the potential to escalate. For example, graffiti, if painted over quickly, is a relatively simple fix and discourages continued vandalism. In comparison, graffiti left unattended for long periods of time encourages further damage. ParkScan and 311 provide San Francisco's the tools to report these issues as soon as they are observed.

Park Maintenance Staff Increased Close-Out Rates in 2011

Our 2010 report concluded that the close-out rates for park observations, the rate which reported issues were resolved or fixed, increased by 3% since 2009. The pattern continued in 2011 by **increasing the close-out rate by an additional 6%**. SFPA would like to acknowledge the hard work of the **City's Park Maintenance staff** as well as the hundreds of local **ParkScan users** for being stewards in their communities. Because of our active users, City Staff are able to quickly address maintenance issues in our beloved parks and open spaces, so they remain safe, clean, and fun for all.



SFPA Staff & Board

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