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**ParkScan.org and 311 Users Help Parks Department Improve  
Responsiveness to Maintenance Issues in 2009**

**February 4, 2010, San Francisco:** According to the newly released *2009 ParkScan Annual Report*, published by the citywide nonprofit, Neighborhood Parks Council (NPC), 82% of park-related requests sent to the Recreation and Park Department via ParkScan or 311 in 2009 have been closed by park staff. Even with increased budget constraints and limited staffing, the Department improved their close-out rate by 14% from 2008 to 2009. This good news follows the release of a Controller's Report showing that park evaluation ratings reached an unprecedented 90% last year. Despite facing many challenges, park stakeholders have been able to improve park conditions.

"The Department is tasked with managing hundreds of acres of public open space, but operates with an increasingly diminished budget. ParkScan and 311 help the City tap into the community's volunteer manpower to improve park maintenance. ParkScan and 311 users notify park staff of issues as they occur, allowing staff to address the problems quickly and efficiently. These community tools also help keep small issues from escalating, saving staff time and valuable resources," said Meredith Thomas, NPC Executive Director.

NPC and RPD established ParkScan.org in 2003, with the goal of allowing park users to take an active role in improving parks by reporting what they observe directly to the Department. In early 2009, ParkScan and 311 joined forces in order to make the reporting system more efficient. "Keeping our parks well-maintained is of the utmost importance to us," said Rec and Park General Manager Phil Ginsburg. "My staff have been working to surpass park maintenance standards by increasing responsiveness to maintenance issues. I'm overjoyed to see that ParkScan/311 close-out rates improved in 2009."

For the first time in the nearly 5 year existence of the Park Maintenance Standards Program, San Francisco's parks have reached an overall rating of 91%. Each quarter, RPD and Controller's Office staff conduct park evaluations, rating items such as turf conditions, cleanliness of bathrooms and grounds, functionality of play equipment, condition of plants and trees, and so on. Having set the target of 90% at the inception of the program, RPD is pleased to have achieved its goal during this past quarter and looks forward to maintaining this level going forward. The rating reflects the dedicated work of Recreation and Park Department staff in serving San Francisco residents and visitors.

The *2009 ParkScan Annual Report* can be downloaded at [ParkScan.org/Reports](http://ParkScan.org/Reports).