



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Parks and Recreation



Office of the Director

April 8, 2016

The Honorable Mary Cheh
Chairperson, Committee on Transportation and the Environment
Council of the District of Columbia
1350 Pennsylvania Ave., N.W., Suite 108
Washington, D.C. 20004

Dear Councilmember Cheh:

Thank you for your letter dated March 28, 2016 containing DPR's Performance Oversight Hearing Follow-up Questions. I appreciate the opportunity to gather the requested information and provide a response.

Should you have any questions please feel free to contact me, or Michael Beckham, Policy Analyst, at michael.beckham@dc.gov or (202) 391-9188.

Sincerely,

Keith A. Anderson
Director, DPR

Move • Grow • Be Green *with* DPR

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March 28, 2016

Keith Anderson, Director
Department of Parks and Recreation
1250 U Street, NW
Washington, DC 20009

Dear Director Anderson,

Thank you for participating in the Performance Oversight Hearing for the Department of Parks and Recreation. I am encouraged by the improvements I have seen at the agency during your tenure, and I look forward to seeing this upward trajectory continue. Of course, the testimony of several witnesses highlighted areas where room for improvement remains. I am sure we can work together to continue strengthening DPR and improving the services it offers to District residents.

I have a few follow-up questions from the hearing:

1. What, if any, are DPR's plans for offering programming at Randall Community Center and better integrating it into DPR's system?
2. As Southwest Library is renovated, what are the plans for modernizing and incorporating the playground?
3. At present, what are the plans to offer sufficient recreation space in Ivy City?
4. What is the status of your work with the Office of Labor Relations and Collective Bargaining to revise the collective bargaining agreement with employees? How will any changes allow DPR to better respond when employees call out sick?
5. Please provide a list of all recreation and community center days and hours of operations.
6. What resources would be required to open recreation centers before 9a.m. on weekdays? What resources would be required to open recreation centers on Sundays?
7. What is the status of any conversations with the Department of Public Works to improve parking enforcement at Guy Mason Recreation Center? Will DPR receive new signage from the District Department of Transportation?
8. On which DPR sites have you conducted security assessments? What are the results of those assessments? Are all DPR security cameras operational?

9. When will DPR complete the development of its two-year site plans for facilities? Please make those plans available to the Committee?
10. Has DPR had an opportunity to work with the Office on Aging on its virtual senior center study? What is the status of that survey?
11. When will DPR host a "Teen Summit" to solicit ideas for improving programming and services for teens and young adults? Will DPR invite teen and young adult representatives from each Ward?
12. What resources would be required to have more late night young-adult-focused hours (e.g., late night basketball) at various recreation centers?
13. Which DPR facilities finished their modernizations in FY 2015?
14. When DPR manages a co-location site with DCPS, how does it work with DGS to make sure the facility is clean when the DPR operating hours end? Does DGS ever send its cleaning crews before the operating hours end?
15. According to the prehearing response to Question 11, DPR hired 39 new continuing employees in FY 2015 and FY 2016 to date, but only 14 of those are District residents. Why did DPR make so many non-resident hires?
16. When will DPR finalize its new training framework for employees?
17. When will DPR finalize the new Play DC Master Plan?
18. When will the final rulemaking for the fee-based use permits regulations be issued?

Please provide your responses by the close of business on April 6, 2016. Thanks.

Regards,



Mary M. Cheh

Post-Performance Oversight Questions
Department of Parks and Recreation

- 1. What, if any, are DPR's plans for offering programming at Randall Community Center and better integrating it into DPR's system?**

The Randall Recreation Center is currently operated by a Programmatic Partner. Although DPR supports the model of entering into agreements with Programmatic Partners to supplement existing resources and programs, the agency is closely examining the current partnership agreement at the Randall Recreation Center (and other partnership agreements) to evaluate the effectiveness of the partnership and any potential enhancements or improvements for future agreements. For example, the agency is critically analyzing the model of exclusive site control and what requirements, standards, and oversight should be required in the future. DPR believes that the Programmatic Partnership model is successful, but there is also room for improvement.

- 2. As Southwest Library is renovated, what are the plans for modernizing and incorporating the playground?**

At this this time, DPR does not have funding allocated for modernizing the playground adjacent to the Southwest Library. However, the needed improvements (additional wall seats, sidewalk/ plaza resurfacing; erosion control) could be incorporated into the new Southwest Library design as these areas are within the limits of disturbance for the new library work. DPR would be excited to collaboratively work with DCPL on these plans, and we believe this area can serve as a great courtyard for library patrons.

- 3. At present, what are the plans to offer sufficient recreation space in Ivy City?**

DPR currently does not have any plans to offer recreation space in Ivy City; however, the agency has meet with a local community group to discuss their needs. DPR is in the preliminary stages of considering proposals and will continue dialogue with residents.

- 4. What is the status of your work with the Office of Labor Relations and Collective Bargaining to revise the collective bargaining agreement with employees?**

The District government just recently received a response from the American Federation of Government Employees (AFGE) Union regarding negotiating a successor AFGE Master Agreement. The Parties have agreed to aim to start bargaining in June 2016. This gives the District government agencies an opportunity to review and finalize our proposals. The agency is looking forward to having an opportunity to potentially eliminate or revise provisions that impair the agency's ability to effectively and efficiently perform its mission and we are working with our agency partners to identify areas not currently addressed in the contract, which may enhance service delivery. It should be noted that the negotiation process can take

several months and involves multiple agencies. DPR will keep the Committee apprised of the Administration's progress.

(b). How will any changes allow DPR to better respond when employees call out sick?

Please see the response to the previous question.

5. Please provide a list of all recreation and community center days and hours of operations.

Please see the attachment to question 5.

6. What resources would be required to open recreation centers before 9a.m. on weekdays?

DPR requires additional time to complete a thorough analysis to determine what resources will be required to open the recreation centers before 9am on weekdays. There are a number of considerations that require careful review and analysis, such as:

- **Staffing** – DPR employees are union and have a regularly scheduled tour of duty. If staff are required to open recreation centers earlier in the day, this will require either a change to their current tour of duty or Overtime. However, the agency cannot guarantee that staff will want to take advantage of the Overtime, so additional staff may be a requirement. Further, a change to their tour of duty may require the centers to close earlier at night, or the onboarding of additional staff to cover a new shift structure.
- **Programs** – DPR would have to determine what amenities should be made available to the public at that time. If the intent is to provide access to fitness centers only, the potential impact and cost analysis is significantly different than trying to open all of the facilities before 9am. In addition, DPR currently does not offer any programs before 9am, so there would not be planned programs or activities being offered at this time.
- **Other Resources** – in addition to staffing, additional resources may be required for program plans, supplies, and equipment depending on which centers are opened, and for what purpose.

It would be helpful if the Committee could clarify for DPR whether or not the intent is to open all of the facilities, or only select locations that have specific amenities. This will aid DPR in completing our analysis in a more timely fashion.

(b). What resources would be required to open recreation centers on Sundays?

Please see the response to Question 6(a) above. DPR currently does not offer any programming on Sundays, so it would be helpful if the Committee could clarify the request to specifically state locations desired to be open on Sundays, and for what purpose. This will aid DPR in completing our analysis in a more timely fashion.

7. What is the status of any conversations with the Department of Public Works to improve parking enforcement at Guy Mason Recreation Center?

DPR is committed to working with DPW to notify parking enforcement when special events and high volumes of guests at Guy Mason Recreation Center are expected. The agency is in ongoing communication with DPW to provide them notice in order to help improve parking enforcement.

(b). Will DPR receive new signage from the District Department of Transportation?

DPR provides its own signage for DPR property; DDOT provides signage for surrounding public streets.

8. On which DPR sites have you conducted security assessments?

DPR has conducted security assessments at the following locations:

1. Congress Heights Rec
2. King Greenleaf
3. Rosedale
4. Barry Farm
5. Emery Rec
6. Brentwood
7. Bald Eagle
8. Columbia Heights

(b). What are the results of those assessments?

The security assessments identified a number of opportunities for DPR to enhance security at various locations, including the placement of lighting and security cameras. DPR would be happy to provide the committee with a detailed briefing, upon request.

(c). Are all DPR security cameras operational?

Please refer to the previous response.

9. When will DPR complete the development of its two-year site plans for facilities?

DPR anticipates completing the development of most two-year site plans by the end of the calendar year. Currently, DPR is in the process of finalizing the community engagement strategy. A more detailed timeline will be provided at the conclusion of the community engagement process.

(b). Please make those plans available to the Committee?

DPR is happy to share these plans as soon as they are complete.

10. Has DPR had an opportunity to work with the Office on Aging on its virtual senior center study?

DPR has had continued dialogue with the Office on Aging and plans to partner with them on this project moving forward.

(b). What is the status of that survey?

Instead of a survey, DCOA informs DPR they plan to host focus groups to gain community input for the virtual senior wellness program. DPR will partner with DCOA to hold these focus group meetings.

11. When will DPR host a “Teen Summit” to solicit ideas for improving programming and services for teens and young adults?

DPR plans to host a “Teen Summit” before the end of Spring to solicit ideas for improving programming and services for teens and young adults.

(b). Will DPR invite teen and young adult representatives from each Ward?

Yes, DPR will engage teens and young adults from each Ward to ensure everyone has a voice.

12. What resources would be required to have more late night young-adult-focused hours (e.g., late night basketball) at various recreation centers?

Please see attachment for question 12.

13. Which DPR facilities finished their modernizations in FY 2015?

The following facility modernizations were completed in FY 2015:

- Barry Farms Recreation Center
- Southeast Learning & Tennis Center
- Mitchell Field House
- Oxon Run Pool House
- Parkview Field House

14. When DPR manages a co-location site with DCPS, how does it work with DGS to make sure the facility is clean when the DPR operating hours end? Does DGS ever send its cleaning crews before the operating hours end?

On a daily basis, DGS provides cleaning staff to clean the entire facility during its operating hours to ensure it is clean and ready to receive staff, students, and the public the next day.

Deep cleanings, when they occur, are scheduled to begin on the weekend (Saturday at 4pm and Sunday all day) so that there is no disruption to programming. DGS coordinates with the school representative (Principal/ Designee) and the DPR Site manager to provide notice. A DGS Supervisor/ Manager will then inspect the work to ensure that it meets DGS standards.

When DGS is made aware of special events a day in advance, then DGS's 9PM – 6AM shift will provide cleaning service the night before reopening. When not notified in advance, DGS makes every effort to mobilize to ensure the task is complete.

15. According to the prehearing response to Question 11, DPR hired 39 new continuing employees in FY 2015 and FY 2016 to date, but only 14 of those are District residents. Why did DPR make so many non-resident hires?

The 39 new hires were actually long-standing seasonal workers who were converted to a permanent status. Although they were not all District residents, these employees demonstrated an exceptional commitment to the agency, often at a lower salary and without fringe benefits. DPR was therefore pleased to hire these employees as permanent staff to provide equal opportunity, growth, and stability for all.

16. When will DPR finalize its new training framework for employees?

DPR has made several advancements in the past few months to roll out a new training framework for DPR employees.

- **Aquatics** – DPR's Aquatics division has enhanced training opportunities for staff; including:
 - Sending six (6) personnel to the International Aquatic Safety School;
 - Certifying over 30 personnel as Aquatic Facility Operators which is a mastery-level certification in water chemistry and filtration;
 - Offering Water Safety Instructor courses to staff so the agency has more individuals to teach swimming lessons;
 - Offering a new VanGuard Aquatic Leadership Training for all front line supervisors.
- **Community Recreation** – DPR's Community Recreation division has designed a series of trainings and workshops for staff, including on:
 - Communications
 - Leadership development
 - Program design and delivery
 - Building relationships with families and communities
 - Conflict resolution management
 - Creative thinking
 - Sports skills training
 - Teen programming and design
 - Creative arts and media
 - Social play and programming

In addition, the Community Recreation Division has developed training sessions and mentorship for staff seeking their Certified Parks and Recreation Professional (CPRP) credential.

- **Agency-wide**, DPR has implemented staff trainings, including:
 - Equal Employment Opportunity training for staff;
 - Equal Employment Opportunity training for managers;
 - Ethics training; and
 - Incident reporting training.

17. When will DPR finalize the new Play DC Master Plan?

DPR is working with the Office of Planning to update the data of the PlayDC Master plan to reflect current infrastructure and trends, and to ensure that the Plan aligns with the District's efforts to update the Comprehensive Plan, per the request of the Administration. DPR will inform the committee as soon as an estimated date of completion is determined.

18. When will the final rulemaking for the fee-based use permits regulations be issued?

Upon Council review, DPR anticipates issuing its final rulemaking for the fee-based use permits regulations in June.