



The Parks Department's Oversight of Indoor Recreation Centers

What questions did the audit look at?

- ▶ Did the New York City Department of Parks and Recreation (DPR) properly maintain its indoor recreation centers?
- ▶ Are rec centers equitably distributed throughout the City?

Why does it matter for New Yorkers?

As part of its effort to provide New Yorkers within the New York City park system, DPR maintains a network of indoor recreation centers. These rec centers offer a broad range of programs and activities, and house indoor pools, weight rooms, basketball courts, dance studios, and other facilities.


The audit found that DPR rec centers are generally well maintained, and most members surveyed expressed satisfaction with the centers. However, the audit found deficiencies at several centers, including damaged flooring, damaged/missing floor tiles, and peeling paint. The audit also found that rec center staff did not consistently conduct or record the results of their daily inspections, and the DPR website did not contain accurate information about program offerings. Rec centers generally comply with Americans with Disabilities Act (ADA) requirements, with some exceptions; two multi-level centers did not provide accessibility to other floors, and two centers with indoor pools did not have working chair lifts.


Finally, the audit found that rec centers are not equitably distributed across the five boroughs. Both Manhattan and Staten Island are overserved relative to population, while Brooklyn and Queens are underserved. Only the Bronx is fairly served. Although DPR has stated that it plans to open five new rec centers in Brooklyn, Queens, the Bronx, and Staten Island, geographic inequities would still exist.

What changes did the agency commit to make following the audit?


- ▶ DPR agreed to address accessibility issues at several rec centers.
- ▶ DPR agreed to consider population distribution when planning new facilities and conduct a trend analysis to determine which programs are in high demand.
- ▶ DPR agreed to improve its inspection practices and update its website to ensure that program offerings are accurate.

AUDIT FINDINGS


 DPR's recreation centers are generally well maintained.

 DPR's recreation centers generally comply with ADA requirements, with some exceptions.

 Most survey respondents expressed satisfaction with DPR offerings.

 Two recreation centers and two indoor pools do not provide adequate accessibility to people with limited mobility.

 Daily inspections were conducted and recorded inconsistently by rec center staff.

 Rec centers are not equitably distributed throughout the five boroughs.

 DPR's website listing rec center amenities is not accurate or up to date.



Audit Recommendations		Agency Response
1	Relocate programs (or provide comparable ones) to an accessible floor at multi-level centers that are inaccessible to people with limited mobility.	AGREED
2	Ensure that center staff conduct periodic checks of pool chair lifts to ensure they are operable; ensure that batteries are charged; provide and document regular training for staff on how to operate them and ensure adequate coverage by knowledgeable staff.	AGREED
3	Consider population distribution when planning and siting new facilities to ensure equitable access to services throughout the five boroughs.	AGREED
4	Consider conducting a trend analysis to determine which programs are in high demand at their respective centers and determine whether it is feasible to adjust the times of day high-demand programs are offered to suit members and/or offering such program(s) multiple times a day.	AGREED
5	Improve its efforts to ensure that equipment needing repairs is identified and addressed in a timely manner and that periodic checks are done to track the progression of those requests in AMPS.	AGREED
6	Improve its monitoring of the daily maintenance checklists to ensure that center staff are completing and submitting them as required.	AGREED
7	Periodically confirm with recreation centers that amenities are accurately recorded and establish written procedures outlining the protocols for updating of DPR's website.	AGREED



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