

PARKS, RECREATION AND NEIGHBORHOOD SERVICES

The mission of Parks, Recreation and Neighborhood Services is connecting people through parks, recreation and neighborhood services for an active San José.

PARKS, RECREATION AND NEIGHBORHOOD SERVICES

The Parks, Recreation and Neighborhood Services Department (PRNS) operates the City’s regional and neighborhood parks, as well as facilities such as Happy Hollow Park & Zoo. PRNS also operates community and recreation centers and provides various recreation, community service, and other programs for the City’s residents. PRNS offers programs and services for children, youth, teens, adults, seniors, and people with disabilities.

In 2020-21, PRNS operating expenditures totaled \$86 million. This included personal and non-personal/equipment expenditures. PRNS was also responsible for additional costs, including \$28 million in Citywide expenses and \$1.2 million in debt service expenses. Staffing totaled 742 authorized positions, 27 fewer positions than 2019-20. Staffing reductions occurred across many program areas.

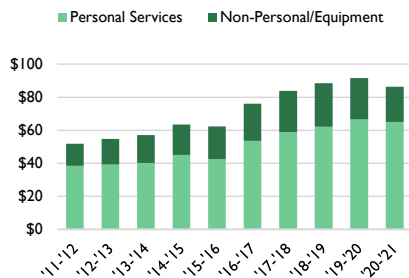
COVID-19 shelter in place restrictions and the temporary closure of many facilities and programs has impacted PRNS revenues. For 2020-21, PRNS reported its direct program cost recovery rate was 20 percent. Program fees, which accounted for 12 percent of collected revenues, were down from \$14 million last year to \$2 million. [Happy Hollow Park & Zoo](#) was open 130 days and served 75,000 visitors and generated \$926,000 million in revenues in 2020-21, down significantly from the previous year's revenues of \$4.9 million. COVID restrictions have significantly impacted zoo operations. In 2018-19, prior to the restrictions, there were 488,000 visitors and the zoo remained open over 300 days. In 2019-20, the zoo remained open for over 200 days and welcomed 307,000 visitors. Happy Hollow Park & Zoo remains closed Sunday-Wednesdays due to significant staffing shortages.

Redeployment of Staff and Activities As A Result of the COVID-19 Pandemic

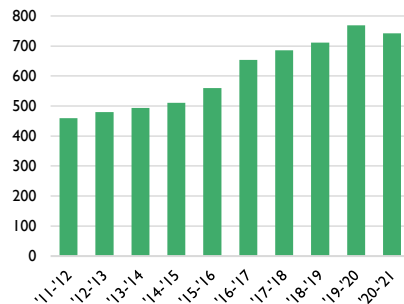
In 2020-21, many PRNS facilities and activities continued to be impacted by the COVID-19 closures. In addition to PRNS staff continuing to perform essential functions such as park rangers, zookeepers, and park maintenance, many PRNS staff were activated to the Emergency Operations Center and participated in the following:

- Established R.O.C.K. 'n' Learn childcare learning pods at 21 R.O.C.K. 'n' Learn locations, 8 preschool locations and 22 Camp locations to support distance learning of school-aged youth.
- Oversaw meal distribution by 30 contracted non-profit agencies in Santa Clara County. This included over 600,000 Senior Nutrition Program meals distributed by PRNS staff at various locations in the city including 14 City Community Centers.
- Worked with BeautifySJ to establish a trash pick-up program at homeless encampments, to address illegal dumping.
- Created a Multi-Disciplinary Team to address abatement of homeless encampments in prioritized areas, such as near schools.
- In August 2020, PRNS operated Overnight Warming Locations at the Bascom and Roosevelt Community Centers. These are now overseen by the Housing Department.

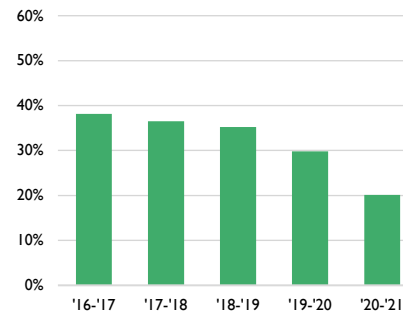
PRNS Operating Expenditures (millions)



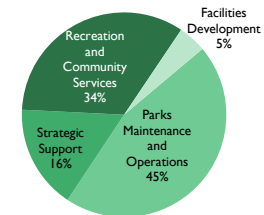
PRNS Authorized Positions



5-Year Program Cost Recovery



PRNS Operating Budget Breakdown



PARKS, RECREATION AND NEIGHBORHOOD SERVICES

PARKS

The City has 199 neighborhood and 10 regional parks, as well as other facilities, such as community gardens, trails, swimming pools, and skate parks. Excluding golf courses, the developed portion of these facilities covered 1,794 acres. There were an additional 1,422 acres of open space and undeveloped land. For more information on City Parks see our 2020 audit, [Park Maintenance: Improved Data Collection and Analysis Would Enhance Park Maintenance Operations](#).

The City's General Fund cost to maintain developed parkland was \$14,527 per acre. (See the CSA dashboard chapter for additional information on park condition.)

In 2020-21, the PRNS five-year Capital Improvement Program (CIP) allocated \$315 million to parks for 2020-21 to 2025. PRNS estimates it has a deferred maintenance and unfunded infrastructure backlog totaling approximately \$424 million for regional park facilities, community buildings, regional facilities, trails, and park restrooms.

The [City Trail Network](#) is composed of 40 unique trail systems that will be interconnected as further development occurs. The 2020-21 network includes 61.67 miles of trails that are open to the public (about 85 percent paved). An additional 83.86 miles have been identified or are being studied for further development, or are in the planning or construction phases of development.

KEY FACTS (2020-21)

Neighborhood Parks (199 parks)	1,232 acres
Regional Parks (10 parks)	562 acres
Golf Courses (3 courses)	321 acres*
Open space and undeveloped land	<u>1,422 acres</u>
Total	3,536 acres**

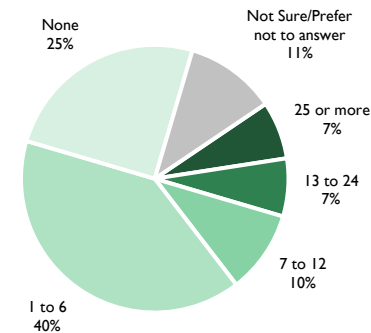
For list of City parks see: [City Parks](#)

*Does not include 50 acres open space.

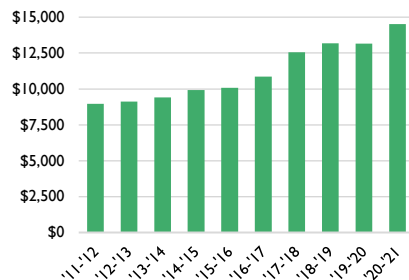
**State, county, or other public lands within San José's boundaries are not included in the above figures. Total does not add due to rounding.

Community Survey 2021

"Visited a large regional park in San José (not including local neighborhood parks)"

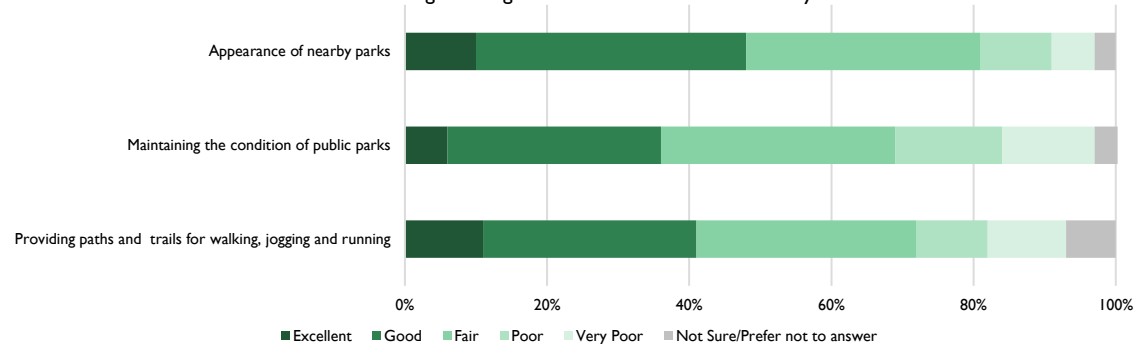


Cost per Acre to Maintain Parks and Other Facilities



Community Survey 2021

Ratings of Neighborhood Characteristics and City Services



PARKS, RECREATION AND NEIGHBORHOOD SERVICES

RECREATION PROGRAMS AND COMMUNITY CENTERS

PRNS program offerings include, but are not limited to, after-school programs, camps, aquatic programs, arts and crafts, dance, early childhood education, health and fitness programs, sports, therapeutic classes designed for persons with disabilities, and programs for seniors. For a list of all programs and classes, see [Community Center Brochures](#). Participation in City-run programs was significantly reduced from previous years due to the COVID-19 emergency. All 47 community centers were closed to the general public due to those restrictions and were utilized for the operation of essential services such as learning pods, Overnight Warming Locations, or Senior Nutrition Program meal distribution.

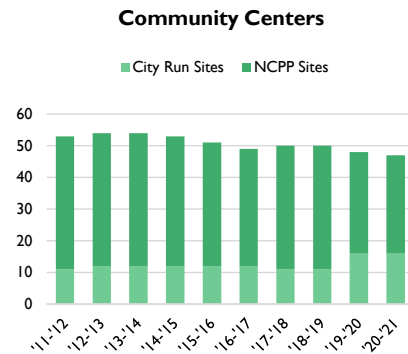
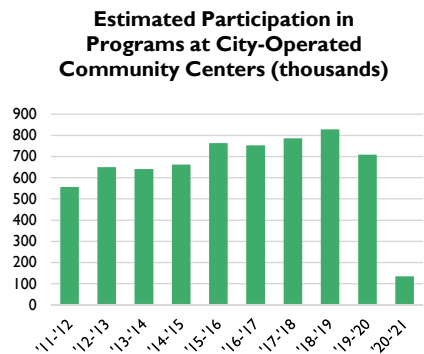
In 2020-21, the City operated 16 community centers throughout the City. Three of those centers are combination community centers and libraries. In 2020-21, PRNS also managed 31 additional Neighborhood Center Partner Program sites which were operated by community partners in the role of lead operator or service provider. These sites, formerly known as reuse sites, are generally operated by nonprofits, neighborhood associations, school districts, or other government agencies or community service providers.

(See the CSA Dashboard chapter for results of recreation program participant surveys.)

KEY FACTS (2020-21)

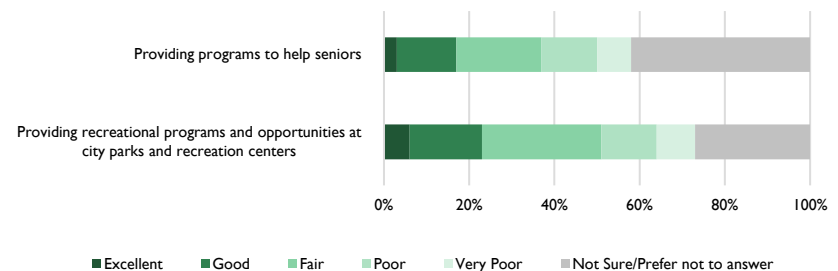
Community centers (including Neighborhood Center Partner Program sites)	47
Community center square footage	547,704 sq. ft.
Average weekly hours open (hub community centers)	0
Estimated participation at City run programs*	135,203

**This is a duplicated count (i.e. individuals are counted for each program attended). We should note that all community centers were closed to the public beginning March 17, 2020 due to the COVID-19 shelter in place orders.*



In 2019, PRNS rebranded the "Reuse Program" to the "Neighborhood Center Partner Program".

Community Survey 2021 Ratings of Services



PARKS, RECREATION AND NEIGHBORHOOD SERVICES

RECREATION PROGRAMS AND COMMUNITY CENTERS (continued)



Food Distribution at the Evergreen Islamic Center



Learning pod at Seven Trees Community Center

Source: Auditor generated based on Public Works and PRNS data

In 2019, PRNS rebranded the "Reuse Program" to the "Neighborhood Center Partner Program". Currently there are 31 sites in the Neighborhood Center Partner Program with an additional 16 sites that are City-operated. For more information see our 2018 audit [Community Center Reuse: Efficient Monitoring and Better Data Can Help Determine the Next Phase of Reuse.](#)

PARKS, RECREATION AND NEIGHBORHOOD SERVICES

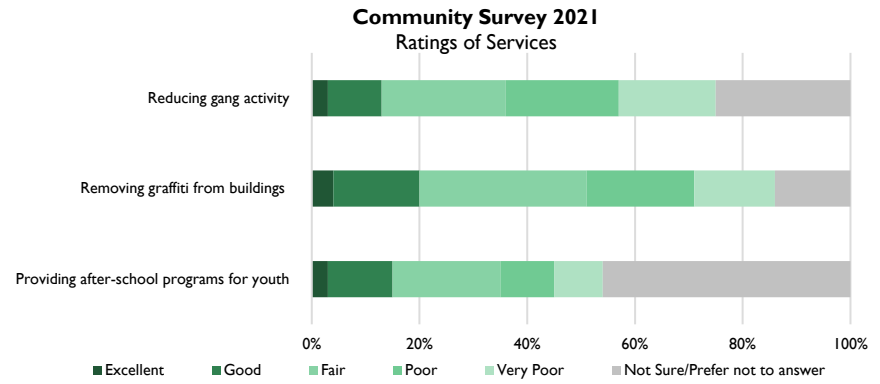
COMMUNITY SERVICES

PRNS also provides a number of community services including anti-graffiti and anti-litter programs, gang prevention and intervention programs, and others.

The Mayor’s Gang Prevention Task Force (MGPTF) has service components such as the Bringing Everyone’s Strengths Together (B.E.S.T.) program, Youth Intervention Services, the Safe Schools Campus Initiative (SSCI), and the Safe Summer Initiative (SSI) providing services to at-risk youth and their families.* In 2020-21, the SSCI team did not respond to any incidents because of school closures due to COVID-19. According to PRNS, SSCI staff did street outreach to youth and community members in gang hot spot areas. There were an estimated 2,400 participants in programs offered by community based organizations that received B.E.S.T. grants. We should note that the total includes about 600 adult family member participants and recipients of Personal Protective Equipment (PPE). The 2020-21 expenditures for the B.E.S.T. program were \$5.9 million of which \$3.2 million were B.E.S.T and SSI grants.

In 2020-21, the City’s contractor completed 20,352 graffiti removal workorders. The resident survey reports that 20 percent of residents viewed graffiti removal services as good or excellent.

* SSCI is a partnership between school districts and the City to address violence-related issues in schools. For more information on Mayor’s Gang Prevention Task Force programs see our audit of [The Mayor’s Gang Prevention Task Force: Better Coordination and Use of Data Can Further The Task Force’s Strategic Goals](#)

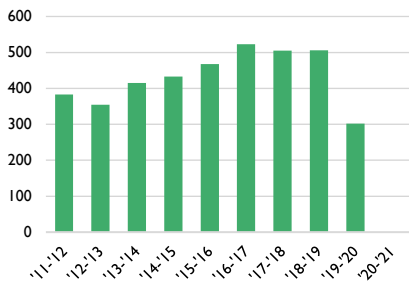


Beautify San José

Beginning in 2021-22, the City consolidated the Beautify San José (BeautifySJ) program within PRNS. The program is intended to provide dedicated and enhanced focus on blight reduction and beautification and includes several legacy programs such as Anti-Graffiti, Anti-Litter, and Illegal Dumping and new programs such as the Encampment Trash and the Cash for Trash programs.

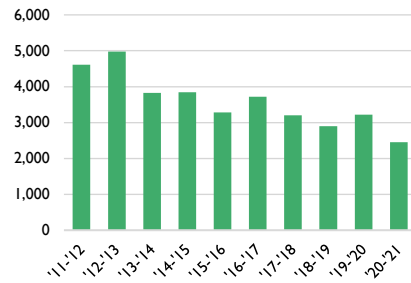
The consolidated management strategy resulted in the establishment of a new Community Services Division consisting of a total of 102 positions, of which 52 positions are for BeautifySJ (26 new positions, the existing 17 positions for Anti-Litter and Anti-Graffiti program and 9 positions shifted from other departments), and the remaining positions for Youth Gang Prevention and Intervention programs.

Incidents Responses on Safe School Campuses

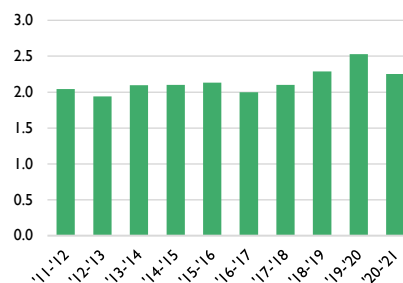


*In FY 2020-21 there were no Safe School Campus responses because schools remained closed as a result of the COVID-19 emergency.

Participants in Grant-Funded B.E.S.T. Youth Service Program



Estimated Square Feet of Graffiti Eradicated (millions)



Graffiti Workorders Completed

