

Parks

November 17, 2010

Michael Bloomberg, Mayor  
City of New York  
City Hall  
New York, New York 10007

Dear Mayor Bloomberg:

I have written to the Department of Parks and Recreation Commissioner Mr. Adrian Benepe expressing my concern that the admission fees to the Central Park Zoo are too high and not affordable to a large number of marginal and low income families in this city. While education is of major importance to your administration the fact is that the zoo experience, a major education component is being denied to thousands of children.

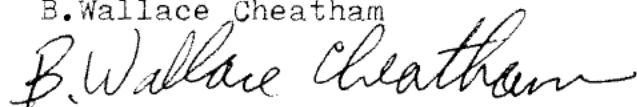
If a direct reduction in the admission price is not possible I have suggested that the central park zoo adopt the policy of the Wild Life Conservation Society which allows visitors free admission to the Bronx Zoo one day a week and at the New York Aquarium there is no charge every friday after 3 P.M. These innovative admission policies should be implemented at the central park zoo. It would make the facility more inclusive for disadvantaged families who otherwise are discouraged from utilizing this very worthwhile educational attraction.

My letters to Commissioner Benepe have never been responded to since I wrote to him several weeks ago.

I appreciate your attention herein and early response.

Sincerely,

B. Wallace Cheatham



B. Wallace Cheatham  
[REDACTED]  
[REDACTED]

Dear B. Wallace Cheatham:

We appreciate your interest in the Central Park Zoo and your inquiry about how we can secure access to this world-class facility to the children of New York City.

I want to ensure you that we work very closely with the Wildlife Conservation Society, which manages the zoo for the City. While the City sets the pricing at all of the City zoos - Central Park Zoo, Prospect Park Zoo and Queens Zoo - we work with WCS to price these facilities at a level that will support their operations and allow easy access for our city's families and children. Further, the city supports WCS's tradition to allow free access to the Bronx Zoo every Wednesday and to the New York Aquarium every Friday after 3pm.

In addition to pricing at affordable levels, WCS and the City provide an enormous amount of education possibilities for children in all five boroughs at all the city zoos. The zoos strive to provide a safe place that connects children to science and nature. Last year, nearly 25,000 students from pre-kindergarten through high school participated in the Central Park, Queens, and Prospect Park Zoos' Science Jump-Start program. Teachers also use these facilities on a regular basis to enhance their class plans.

Again, thank you for your interest, and please know, that we will always work to guarantee that Central Park Zoo can be an important part of every child's life in New York City.

Sincerely,  
Adrian Benepe

[REDACTED]  
July 7, 2014

Mitchell J. Silver Commissioner  
Department of Parks and Recreation  
830 Fifth Avenue  
New York, N.Y. 10065

Dear Commissioner Silver:

I am submitting for your review my proposal that the new york central park zoo set aside one day a week in which no admission or only half price admission is charged. Presently the adult admission fee is \$16.00 and \$13.00 for children (3 to 12). For a family of four, two children and two adults the admission would cost \$58.00 dollars. While this may not be a problem for a middle class family, such an amount I believe discourages marginal and lower income families from taking advantage of this major educational and entertainment attraction. As you may be aware the Bronx Zoo has a suggested donation policy once a week and the new york aquarium one afternoon a week charges no admission. Why cant the central park zoo adopt one of these practices? I submitted 2this proposal to the previous parks commissioner Mr. Benepe on several occasions but never received a response from his office. I thank you for your consideration of this proposal and an early response.

Sincerely,

*B. Wallace Cheatham*  
B. Wallace Cheatham

[REDACTED]

NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet

Originated: 7/7/2014



**Writer:** Mr. B. Wallace Cheatham\*  
**Number:** 877670  
**Subject:** CHEATHAM - CENTRAL PARK ZOO HALF  
PRICE OR REDUCED ADMISSION FEES REQUEST

**Source:** USMail  
**SR#:**  
**Due Date:** 7/21/2014  
**Topic:** POLICY

**CUSTOMER INFORMATION:**

**Address:**

Mr. B. Wallace Cheatham\*

[REDACTED]  
[REDACTED]  
[REDACTED]

**Date of Letter:**

07/07/2014

**Phone(s) and Email:**

[REDACTED]

**Commissioner Comments:**

**Date Reviewed:**

**Additional Comments:**

[REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
[REDACTED]	[REDACTED]	[REDACTED]	
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:**

**From:** [Anwar Sairah](#)  
**To:** [MTCSCIQDPR](#)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00149119)  
**Date:** Friday, November 05, 2010 12:40:28 PM

**From:** NYC Department of Parks and Recreation (imailagent) [mailto:MTCSCIQDPR@bb.nyc.gov]  
**Sent:** Tuesday, October 26, 2010 3:29 PM  
**To:** Raskin, Julie  
**Subject:** Responding to your message (Intranet Quorum IMA00149119)

**NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet**  
*Originated 10/26/2010*

*Please follow the route codes below and reply to this email address, if necessary, with the response or a draft of a response for the agency head's signature. Do not change the subject line of this email. If you need to reroute the email to another division, or include any notes, please put REROUTE in the body of your email, as well as the division to where the letter should be sent.*

**Writer:** Wallace Cheatham  
**Number:** 816340  
**Subject:** CENTRAL PARK ZOO COST

**Source:** 311  
**SR#:**  
**Due Date:** 11/09/2010

**CUSTOMER INFORMATION:**

**Address:**  
Wallace Cheatham

**Date of Letter:**  
10/20/2010

**Phone(s):** [REDACTED]  
**Email:** [REDACTED]

**Commissioner Comments:**      **Date Reviewed:**

**Additional Comments:** [REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12- Take appropriate action

**Customer Comments:** CALLER STATES THE CENTRAL PARK ZOO'S ADMISSION IS TOO MUCH. CALLER STATES IT EXCLUDES LOW INCOME FAMILIES.

**From:** [Raskin, Julie](#)  
**To:** [MTCSCIQDPR](#)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00149147)  
**Date:** Tuesday, November 16, 2010 10:44:27 AM  
**Attachments:** [REDACTED]

---

Thanks,

Julie



**Julie Raskin**  
Management and Budget  
NYC Parks & Recreation  
212.360.1341

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**From:** NYC Department of Parks and Recreation (imailagent) [mailto:MTCSCIQDPR@bb.nyc.gov]  
**Sent:** Tuesday, October 26, 2010 3:23 PM  
**To:** Raskin, Julie  
**Subject:** Responding to your message (Intranet Quorum IMA00149147)

**NYC Department of Parks & Recreation**  
**Internal Correspondence Tracking Sheet**  
*Originated 10/26/2010*

*Please follow the route codes below and reply to this email address, if necessary, with the response or a draft of a response for the agency head's signature. Do not change the subject line of this email. If you need to reroute the email to another division, or include any notes, please put REROUTE in the body of your email, as well as the division to where the letter should be sent.*

**Writer:** B. Wallace Cheatham  
**Number:** 816360  
**Subject:** HIGH FEE FOR CENTRAL PARK ZOO

**Source:** USMail  
**SR#:**  
**Due Date:** 11/09/2010

**CUSTOMER INFORMATION:**

**Address:**  
B. Wallace Cheatham  
[REDACTED]

**Date of Letter:**  
10/23/2010

**Phone(s):** [REDACTED]  
**Email:** [REDACTED]

**Commissioner Comments:**      **Date Reviewed:**

**Additional Comments:** [REDACTED]

**ROUTE:**


Division	Response	FYI	See/Phone Comm.

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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

### Customer Comments:

B. Wallace Cheatham



Dear B. Wallace Cheatham:

We appreciate your interest in the Central Park Zoo and your inquiry about how we can secure access to this world-class facility to the children of New York City.

I want to ensure you that we work very closely with the Wildlife Conservation Society, which manages the zoo for the City. While the City sets the pricing at all of the City zoos - Central Park Zoo, Prospect Park Zoo and Queens Zoo - we work with WCS to price these facilities at a level that will support their operations and allow easy access for our city's families and children. Further, the city supports WCS's tradition to allow free access to the Bronx Zoo every Wednesday and to the New York Aquarium every Friday after 3pm.

In addition to pricing at affordable levels, WCS and the City provide an enormous amount of education possibilities for children in all five boroughs at all the city zoos. The zoos strive to provide a safe place that connects children to science and nature. Last year, nearly 25,000 students from pre-kindergarten through high school participated in the Central Park, Queens, and Prospect Park Zoos' Science Jump-Start program. Teachers also use these facilities on a regular basis to enhance their class plans.

Again, thank you for your interest, and please know, that we will always work to guarantee that Central Park Zoo can be an important part of every child's life in New York City.

Sincerely,  
Adrian Benepe

NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet

Originated: 7/5/2010



**Writer:** Mrs. Allyson R. Friedman\*  
**Number:** 810087  
**Subject:** ZOO ADMISSION FEE WAIVER INQUIRY

**Source:** Webform  
**SR#:**  
**Due Date:** 7/19/2010  
**Topic:**

**CUSTOMER INFORMATION:**

**Address:**

Mrs. Allyson R. Friedman\*

[REDACTED]  
[REDACTED]  
[REDACTED]

**Date of Letter:**

7/5/2010

**Phone(s) and Email:**

[REDACTED]  
[REDACTED]

**Commissioner Comments:**

**Date Reviewed:**

**Additional Comments:**

[REDACTED]  
[REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 - Take appropriate action

**Customer Comments:** I am a teacher with the NYC Department of Education. I am working with 8 young autistic children this summer at P177Q. Last summer, I had written a letter requesting free admission for my class to the Queens Zoo. I think I sent this letter to someone in the Parks Department, but I do not remember who it was that I contacted. If you have any information about this, it would be much appreciated.

Number: 810087

Writer: Mrs. Allyson R. Friedman\*

**From:** [Raskin, Julie](#)  
**To:** [MTCSCIQDPR](#)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00161931)  
**Date:** Monday, April 18, 2011 3:33:15 PM  
**Attachments:** [Regarding Your Email to NYC Parks-- Zoo Passes \(161 KB\).msg](#)

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**Julie Raskin**  
Management and Budget  
NYC Parks & Recreation  
212.360.1341

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**From:** NYC Department of Parks and Recreation (imailagent) [mailto:MTCSCIQDPR@bb.nyc.gov]  
**Sent:** Thursday, April 14, 2011 5:27 PM  
**To:** Raskin, Julie  
**Subject:** Responding to your message (Intranet Quorum IMA00161931)

**NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet**

*Originated 04/14/2011*

*Please follow the route codes below and reply to this email address, if necessary, with the response or a draft of a response for the agency head's signature. Do not change the subject line of this email. If you need to reroute the email to another division, or include any notes, please put REROUTE in the body of your email, as well as the division to where the letter should be sent.*

**Writer:** Ms. Carol Elkin  
**Number:** 821398  
**Subject:** SPECIAL EDUCATION STUDENTS TO  
PROSPECT PARK ZOO

**Source:** Webform  
**SR#:**  
**Due Date:** 05/05/2011

**CUSTOMER INFORMATION:**

**Address:**  
Ms. Carol Elkin  
Special Education Teacher  
NYC Depart of Education P396K  
110 Chester St  
Brooklyn, NY 11212

**Date of Letter:**  
4/14/2011

**Phone(s):** [REDACTED]  
**Email:** celkin@schools.nyc.gov

**Commissioner Comments:**      **Date Reviewed:**

**Additional Comments:** [REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** I would like to take my special education students to Prospect Park Zoo without entrance fees for staff and students.

**From:** [Raskin, Julie](#)  
**To:** [celkin@schools.nyc.gov](mailto:celkin@schools.nyc.gov)  
**Subject:** Regarding Your Email to NYC Parks-- Zoo Passes  
**Date:** Monday, April 18, 2011 3:32:57 PM  
**Attachments:** [Zoo Fee Waiver Letter.pdf](#)

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Dear. Ms. Elkin:

Thank you for your email to the New York City Department of Parks and Recreation regarding entry to the Prospect Park Zoo for your special education students. We are always happy to hear that students in New York City are taking advantage of our great zoos in all five boroughs. Please see the attached letter from our Deputy Commissioner regarding the current policy for fee waivers. If you have any questions, you may contact Dorothy De Lauro at 212-360-1305.

Thank you again for contacting NYC Parks.

Sincerely,

Julie Raskin



**Julie Raskin**

Management and Budget  
NYC Parks & Recreation  
212.360.1341



City of New York  
Parks & Recreation

The Arsenal  
Central Park  
New York, New York 10021

Robert L. Garafola  
Deputy Commissioner  
Management and Budget

(212) 360-1302  
robert.garafola@parks.nyc.gov

Dear Faculty:

We would like to thank you for your participation in the Fee Waiver Program. Over the past few years, the NYC Department of Parks & Recreation was allowed to waive the admission fee as a courtesy for staff members accompanying students with disabilities on trips to the Prospect Park Zoo and the Queens Zoo. We plan to continue to offer this program but have reevaluated the criteria. The following criteria must be met to be eligible for the fee waiver program:

- All New York City Public School Paraprofessionals serving children with disabilities will be eligible.
- All New York City Non-Profit Organizations serving children with disabilities will be eligible.
- Each student with a disability that is required by his or her school to have a Paraprofessional will have the fee waived for the accompanying Paraprofessional.
- All teachers will be required to pay the general admission fee.
- All students will continue to pay the general admission fee as required in the past.

These changes will take effect January 1, 2011.

We apologize for any inconvenience and hope that you will continue to take your students to the zoo for the educational experience.

If you have any questions or concerns, please contact Commissioner Benepe's Assistant, Dorothy De Lauro at (212) 360-1305.

Thank you for your cooperation.

Sincerely,

Robert L. Garafola

**From:** [outgoingagency@customerservice.nyc.gov](mailto:outgoingagency@customerservice.nyc.gov)  
**To:** [mtcsciqdpr@bb.nyc.gov](mailto:mtcsciqdpr@bb.nyc.gov)  
**Subject:** City of New York - Correspondence #1-1-666042094 Message to Agency Head, DPR - Other  
**Date:** Friday, July 08, 2011 1:53:45 PM

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Your City of New York - CRM Correspondence Number is 1-1-666042094

DATE RECEIVED: 07/08/2011 13:52:30

DATE DUE: 07/22/2011 13:53:40

SOURCE: eSRM

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

\*\*\*\*\*

If this message is to a Commissioner / Agency Head and needs to be re-routed to another agency or cc to another agency, forward the email to [outgoingagency@customerservice.nyc.gov](mailto:outgoingagency@customerservice.nyc.gov). Do not make any changes to the subject line. Include any comments and it will be processed by the 311 Customer Service Center.

All other web forms are to be handled by the receiving agency.

\*\*\*\*\*

-----Original Message-----

From: PortalAdmin@doitt.nyc.gov  
Sent: 07/08/2011 13:51:54  
To: sbladmp@customerservice.nyc.gov  
Subject: <No Subject>

From: dlojkovic@schools.nyc.gov (David Lojkovic)  
Subject: Message to Commissioner, DPR

Below is the result of your feedback form. It was submitted by  
David Lojkovic (dlojkovic@schools.nyc.gov) on Friday, July 8, 2011 at 13:51:54

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This form resides at  
<http://www.nyc.gov/html/mail/html/maildpr.html>

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<APP>WORKFLOW  
<TEMPLATEID>348</TEMPLATEID>  
<WFUD\_CustContactDt>7/8/2011</WFUD\_CustContactDt>  
<WFUD\_IncomingMethod>Webform</WFUD\_IncomingMethod>  
<WFUD\_CustComments>Mr Benepe:

I shall be taking a class of severely disabled students (P721Q) to the Queens Zoo on the 20th of July. Almost all of our students receive free lunch, and are unable to pay the admission fee. I am requesting a waiver for my students for this trip. There shall be 12 students and 5 staff members.

My students and I shall greatly appreciate your attention to this matter.

Thank you!

-David Lojkovic</WFUD\_CustComments>  
<PREFIX>Mr.</PREFIX>  
<FIRST>David</FIRST>  
<MIDDLE>A</MIDDLE>  
<LAST>Lojkovic</LAST>  
<TITLE>D.75 Special Ed. Teacher</TITLE>  
<ORGANIZATION>P721Q</ORGANIZATION>  
<ADDR1>57-12 94th Street</ADDR1>  
<CITY>Elmhurst</CITY>  
<STATE>NY</STATE>  
<ZIP>11373</ZIP>  
<COUNTRY>United States</COUNTRY>  
<PHONE\_H>[REDACTED]</PHONE\_H>  
<PHONE\_B>7187601083</PHONE\_B>  
<EMAIL>dlojkovic@schools.nyc.gov</EMAIL>  
</APP>

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REMOTE\_HOST: 165.155.208.70  
HTTP\_ADDR: 165.155.208.70  
HTTP\_USER\_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322; InfoPath.1; .NET CLR 2.0.50727)  
REMOTE\_USER: null

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**From:** [Raskin, Julie](#)  
**To:** [MTCSCIQDPR](#); [Dookwah, Christina](#)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00151486)  
**Date:** Monday, November 29, 2010 5:15:19 PM

---

Thanks,

Julie



**Julie Raskin**  
Management and Budget  
NYC Parks & Recreation  
212.360.1341

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**From:** NYC Department of Parks and Recreation (imailagent) [mailto:MTCSCIQDPR@bb.nyc.gov]  
**Sent:** Friday, November 19, 2010 5:18 PM  
**To:** Raskin, Julie  
**Subject:** Responding to your message (Intranet Quorum IMA00151486)

**NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet**

*Originated 11/15/2010*

*Please follow the route codes below and reply to this email address, if necessary, with the response or a draft of a response for the agency head's signature. Do not change the subject line of this email. If you need to reroute the email to another division, or include any notes, please put REROUTE in the body of your email, as well as the division to where the letter should be sent.*

**Writer:** Mrs. Jennifer Monaghan  
**Number:** 817066  
**Subject:** ZOO WAIVERS

**Source:** Webform  
**SR#:**  
**Due Date:** 11/29/2010

**CUSTOMER INFORMATION:**

**Address:**  
Mrs. Jennifer Monaghan  
NYC Special education teacher  
NYCDOE District 75  
160-B28th street  
Far Qockaway Queens, NY 11691

**Date of Letter:**  
11/15/2010

**Phone(s):** [REDACTED]  
**Email:** jmonaghan@schools.nyc.gov

**Commissioner Comments:**      **Date Reviewed:**

**Additional Comments:** [REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** My students are special education students classified by an IEP as Autistic or Emotionally disturbed and we visit the Prospect Park zoo often. In the past we were issued a waiver since we must bring in so many 1:1 paraprofessional staff it becomes impossible 2 pay for all our needed staff. I was told during a phone last friday that no waivers will be issued anymore. Why?? We cannot attend anymore zoo trips now. can you assist me? Thank YOu JMonaghan

NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet

Originated: 5/3/2011



**Writer:** Arlene Aronowsky\*  
**Number:** 822187  
**Subject:** ZOO DISCOUNT

**Source:** Webform  
**SR#:**  
**Due Date:** 5/23/2011  
**Topic:**

**CUSTOMER INFORMATION:**

**Address:**

Arlene Aronowsky\*  
Teacher  
Nassau Boces  
2351 jerusalem ave  
north bellmore, NY 11710

**Date of Letter:**

5/3/2011

**Phone(s) and Email:**

(B) 516 695 7235  
[REDACTED]  
[REDACTED]

**Commissioner Comments:**

**Date Reviewed:**

**Additional Comments:** [REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** good afternoon....I am a special education teacher with Nassau Boces. We are a self contained special education school. We are planning a trip to the Queens Zoo . Most of our children are well below the poverty level. This trip was costly. We also have many aides accompanying us due to their abilities. If you can , we were hoping you may be able to send us some sort of financial waiver so we may go on this educational trip. Thank you in advance for your cooperation and understanding.

arlene aronowsky

Number: 822187

Writer: Arlene Aronowsky\*

## NYC Department of Parks & Recreation Internal Correspondence Tracking Sheet

Originated 5/27/2014

*Please follow the route codes below and reply to this email address if necessary with the response or a draft of a response for the agency head's signature. If you need to reroute the email to another division or include any notes please put REROUTE in the body of your email as well as the division to where the letter should be sent*

**Do not change the subject line of this email**

**Writer:** Mrs Inna Zelenberg

**Number:** 874928

**Subject:** PROSPECT PARK ZOO MENTAL  
HEALTHCARE STAFF FEE WAIVING INQUIRY

**Source:** Webform

**SR#:**

**Due Date:** 6/27/2014

**Topic:** PARK-LEVEL-ISSUE

### CUSTOMER INFORMATION:

**Address:**

Mrs Inna Zelenberg  
Community Skills Coordinator  
Cns  
415 Bleecker Street  
Brooklyn, NY 11237

**Date of Letter:**

5/27/2014

**Phone(s):** [REDACTED]

**Email:** izelenberg@ccbq.org

**Commissioner Comments:**      **Date Reviewed:**

**Additional Comments:** [REDACTED]

### ROUTE:

Division	Response	FYI	See/Phone Comm.
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** I work with group of mentally retarded seniors. They want to visit Prospect Park ZOO in summer. The cost is 6.00 for seniors and 8.00 for staff. We cant afford to pay, especially for staff. Staff is helping seniors, a lot of places in NYC letting staff to go without charge. Can we get any discount for our special needs group and for staff? We have 10 seniors and 3 staff. Thank you.

## NYC Department of Parks & Recreation Internal Correspondence Tracking Sheet

Originated 7/8/2014

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**Do not change the subject line of this email**

**Writer:** Ms Melanie Neary  
**Number:** 877757  
**Subject:** P721Q SCHOOL QUEENS ZOO VOUCHERS  
 INQUIRY

**Source:** Webform  
**SR#:**  
**Due Date:** 7/23/2014  
**Topic:** OTHER

### CUSTOMER INFORMATION:

**Address:**  
 Ms Melanie Neary  
 Teacher  
 P721Q JFK Jr School Maspeth  
 54-40 74th Street  
 Elmhurst, NY 11373

**Date of Letter:**  
 7/8/2014

**Phone(s):** (B) 718-803-7140 [REDACTED]  
**Email:** mneary@schools.nyc.gov

**Commissioner Comments:**      **Date Reviewed:**

**Additional Comments:** [REDACTED]

### ROUTE:

Division	Response	FYI	See/Phone Comm.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** Hello, I am a teacher in one of the district 75 schools and I am looking to take my students to the Queens Zoo this Thursday and I already put down the deposit. However, it was mentioned today that the paraprofessionals that accompany my students would be able to get in for free admission. I was wondering how I could go about doing this. Thank you in advance for your help.

**From:** [Winter, Randi](#)  
**To:** [Conforti, Joe \(Parks\)](#)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00413358)  
**Date:** Tuesday, August 18, 2015 5:49:53 PM

---

Just got off the phone with Marie Niarhos - - another lovely older woman that was genuinely appreciative of the call and information.

She told me that since her email to the Mayor's office, her and her husband had visited the Bronx Zoo and she does now have her WCS IDNYC Membership.

She was glad to hear we have so many enrollments from different boroughs (I let her know that we do monthly zipcode reports and have seen a nice distribution of registrants from Queens and Brooklyn).

While she did not ask for anything, I went ahead and let her know I'd be mailing her some tickets to BZ so she could bring her grandchildren.

Thanks for giving me the chance to address this directly.  
-Randi

---

**From:** Conforti, Joe (Parks) [<mailto:Joe.Conforti@parks.nyc.gov>]  
**Sent:** Tuesday, August 18, 2015 12:57 PM  
**To:** Winter, Randi <[rwinter@wcs.org](mailto:rwinter@wcs.org)>  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00413358)

Thank you for the update, Randi. If you do not hear from her by the end of the day, I will respond to the correspondence system by detailing your attempts to reach her and further confirm that you will continue to try to reach her to resolve the issue.

---

**From:** Winter, Randi [<mailto:rwinter@wcs.org>]  
**Sent:** Tuesday, August 18, 2015 12:54 PM  
**To:** Conforti, Joe (Parks)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00413358)

Unfortunately, I still have not heard back from Ms Niarhos.  
I sent her a second email this morning.

---

**From:** Conforti, Joe (Parks) [<mailto:Joe.Conforti@parks.nyc.gov>]  
**Sent:** Monday, August 17, 2015 3:46 PM  
**To:** Winter, Randi <[rwinter@wcs.org](mailto:rwinter@wcs.org)>  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00413358)

Thanks again for the follow-up, Randi. Any word from Ms. Niarhos? Since the inquiry originated from the Mayor's Office, we have to respond by tomorrow but it is understandable that you are awaiting the call back.

Thanks!  
Joe

---

**From:** Winter, Randi [<mailto:rwinter@wcs.org>]  
**Sent:** Friday, August 14, 2015 3:01 PM

**To:** Conforti, Joe (Parks)

**Subject:** RE: Responding to your message (Intranet Quorum IMA00413358)

Hi Joe –

I've resolved the earlier complaint and cc'd you on the email to Bob. (just for fun....see attached.... the sweet email I received back from Ms Krasne!)

I've sent an email to Marie Niarhos today (she did not provide a phone number with her complaint, and I always prefer to talk to people instead of a long written explanation). Hopefully, she will let me know a number to call her at next week.

I will get back to you as soon as I communicate with her.

Thanks for keeping up with these!

-Randi

Randi Winter

Director, Admissions & Guest Relations

Wildlife Conservation Society

[rwinter@wcs.org](mailto:rwinter@wcs.org)

718-220-6822

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**From:** Conforti, Joe (Parks) [<mailto:Joe.Conforti@parks.nyc.gov>]

**Sent:** Wednesday, August 12, 2015 3:19 PM

**To:** Winter, Randi <[rwinter@wcs.org](mailto:rwinter@wcs.org)>

**Subject:** FW: Responding to your message (Intranet Quorum IMA00413358)

Hi Randi,

Excuse me for a second email while you're out of office but we received a second piece of correspondence about the same issue as the first that you'll be responding to. Are you able to follow up with Ms. Niarhos as well as Ms. Krasne on Friday?

Best,

Joe

---

**From:** NYC Department of Parks and Recreation (imailagent) [<mailto:MTCSQDPR@bb.nyc.gov>]

**Sent:** Wednesday, August 12, 2015 3:12 PM

**To:** Conforti, Joe (Parks)

**Subject:** Responding to your message (Intranet Quorum IMA00413358)

**NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet**

*Originated 8/12/2015*

*Please follow the route codes below and reply to this email address, if necessary, with the response or a draft of a response for the agency head's signature. Do not change the subject line of this email. If you need to reroute the email to another division, or include any notes, please put REROUTE in the body of your email, as well as the division to where the letter should be sent.*

**Writer:** Ms. Marie Niarhos

**Number:** 898151

**Subject:** UNHAPPY ABOUT IDNYC REGISTRATION  
PROCEDURE FOR OBTAINING WCS MEMBERSHIP

**Source:** Mayoral Correspondence

**SR#:**

**Due Date:** 8/18/2015

**Topic:** POLICY

**CUSTOMER INFORMATION:**

**Address:**  
Ms. Marie Niarhos

**Date of Letter:**  
07/17/2015

**Phone(s):** (B) (H)  
**Email:**

**Commissioner Comments:**

**Date Reviewed:**

**Additional Comments:**

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** Regarding the zoo membership offered with the NYC ID:  
Visited Prospect Park Zoo today with my grandchild. I was not able to get a zoo membership and had to pay the daily admission. I was told that I needed to visit the Bronx Zoo in order to get a membership offered thru NYC ID. I was very disappointed. Also I am concerned about my fellow Brooklynites who will also be very disappointed that it is necessary to travel to the Bronx for the membership. It does seem quite difficult. When a family comes to the Prospect Park Zoo for a visit, if they do not have the ability to pay, the children will not gain admittance to the zoo. This beurocracy is unnecessary.

Click [here](#) to report this email as spam.

**From:** [Grace McCreight](#)  
**To:** [NYC Department of Parks and Recreation \(imailagent\)](#)  
**Cc:** [Stuart Anderson](#)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00473374)  
**Date:** Monday, August 01, 2016 2:06:43 PM

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REROUTE – These waiver requests are handled by in the Arsenal. According to the Prospect Park Zoo, this request should go through Dorothy De Lauro.

Best,

--

Grace McCreight  
External Affairs Assistant  
Government & Community Relations

**Prospect Park Alliance**

95 Prospect Park West  
Brooklyn, NY 11215  
T 718.965.8954  
[gmcCreight@prospectpark.org](mailto:gmcCreight@prospectpark.org)  
[Website](#) | [Twitter](#) | [Facebook](#)

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**From:** NYC Department of Parks and Recreation (imailagent) [<mailto:MTCSQIDPR@bb.nyc.gov>]  
**Sent:** Friday, July 29, 2016 12:18 PM  
**To:** Grace McCreight  
**Subject:** Responding to your message (Intranet Quorum IMA00473374)

**NYC Department of Parks & Recreation  
Internal Correspondence Tracking Sheet**

*Originated 7/29/2016*

*Please follow the route codes below and reply to this email address, if necessary, with the response or a draft of a response for the agency head's signature. Do not change the subject line of this email. If you need to reroute the email to another division, or include any notes, please put REROUTE in the body of your email, as well as the division to where the letter should be sent.*

**Writer:** Mrs. Lisa Hillord  
**Number:** 913987  
**Subject:** Waiver request for school visit (Prospect Park Zoo)

**Source:** Webform  
**SR#:**  
**Due Date:** 8/12/2016  
**Topic:** PERMITS

**CUSTOMER INFORMATION:**

**Address:**  
Mrs. Lisa Hillord  
Administrative Assistant  
P811K The Connie Lekas School  
2525 Haring Street  
Brooklyn, NY 11229

**Date of Letter:**  
7/29/2016

**Phone(s):** [REDACTED]  
**Email:** [lhillord@schools.nyc.gov](mailto:lhillord@schools.nyc.gov)

**Commissioner Comments:**

**Date Reviewed:**

**Additional Comments:** [REDACTED]  
[REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
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	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** Hello Commissioner Silver, I am writing to request a fee waiver for the students of P811K a NYCDOE school for students with severe mental and physical handicaps to the Prospect Park Zoo. Due to the nature of their limitations there is a great number of staff needed. The date of the trip is August 8, 2016 We would need a fee waiver for 60 students with 20 staff members accompanying them.

Thank you in advance for your consideration.

Lisa Hillord on behalf of Principal Antoinette Rose

**From:** [Pierre\\_Ricardo \(Parks\)](#)  
**To:** [MTCSCIQDPR](#)  
**Cc:** [Long\\_Adena \(Parks\)](#); [Chase\\_Emily \(Parks\)](#); [Perone\\_Patricia \(Parks\)](#); [Mangroo\\_Stacey \(Parks\)](#); [Sullivan\\_Brian \(Parks\)](#); [Jones\\_Stephanie \(Parks\)](#)  
**Subject:** RE: Responding to your message (Intranet Quorum IMA00507003)  
**Date:** Wednesday, May 10, 2017 3:47:42 PM

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Craig Piper, WCS Director of City Zoos reached out the teacher directly and extended the additional waivers.

Please close out.

Ricardo Pierre-louis  
Project Development Coordinator, Public Programs

T 212.360.1382  
F 212.360.8268  
E [Ricardo.Pierre-Louis@parks.nyc.gov](mailto:Ricardo.Pierre-Louis@parks.nyc.gov)

**NYC Parks**  
The Arsenal, Central Park  
830 Fifth Avenue, Room 310  
New York, NY 10065  
[nyc.gov/parks](http://nyc.gov/parks)

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**From:** NYC Department of Parks and Recreation (imailagent) [mailto:MTCSCIQDPR@bb.nyc.gov]  
**Sent:** Tuesday, May 02, 2017 4:06 PM  
**To:** Pierre, Ricardo (Parks)  
**Subject:** Responding to your message (Intranet Quorum IMA00507003)

**NYC Department of Parks & Recreation**  
**Internal Correspondence Tracking Sheet**  
*Originated 5/2/2017*

*Please follow the route codes below and reply to this email address, if necessary, with the response or a draft of a response for the agency head's signature. Do not change the subject line of this email. If you need to reroute the email to another division, or include any notes, please put REROUTE in the body of your email, as well as the division to where the letter should be sent.*

**Writer:** Mrs. April Wescott  
**Number:** 923356  
**Subject:** COMPLAINT REGARDING COST FOR  
CHILDREN WITH SPECIAL NEEDS TO ATTEND  
QUEENS ZOO

**Source:** Webform  
**SR#:**  
**Due Date:** 5/16/2017  
**Topic:** OTHER

**CUSTOMER INFORMATION:**

**Address:**  
Mrs. April Wescott  
Speech Pathologist NYC Schools  
74-20 Commonwealth Blvd  
Bellerose, NY 11426

**Date of Letter:**  
5/2/2017

**Phone(s):** [REDACTED]  
**Email:** [awescott@schools.nyc.gov](mailto:awescott@schools.nyc.gov)

**Commissioner Comments:**

**Date Reviewed:**

**Additional Comments:** [REDACTED]

**ROUTE:**

Division	Response	FYI	See/Phone Comm.
	-	-	-
	-	-	-
	-	-	-

Key: 2- Prepare reply for Commissioner to sign; 3- Reply substantively by phone; 4- Reply directly; 5- See Commissioner on this;  
6- Phone Commissioner on this; 10- Keep this copy for your information; 12 – Take appropriate action

**Customer Comments:** We are bringing our district 75 special education students to the Queens Zoo. We require a large number of staff to care for the students disabilities, and maintain their safety. The students are paying 4 dollars to enter the zoo. The zoo wants to charge each staff member 7.50, ( or we have to produce a waiver). This procedure and cost makes it a difficult and unaffordable trip. We feel the students who require staff in order to enjoy the zoo should be exempt from this fee, in order to allow our students an opportunity to enjoy the zoo.