

## The Department of Environmental Protection Citywide Accountability Program Indicators

Fiscal Year 2001	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	FISCAL YTD
<b>Catch Basins Serviced: Average response time to clean clogged catch basin.</b>	6.8	7.0	11.3	14.0	12.8	21.2	10.6	7.0	4.6	6.5	5.8	6.3	8.7
<b>Sewer Backups: Percent of Sewer backup complaints resolved within 24 hours.</b>	99.89%	100.00%	99.95%	100.00%	99.95%	99.90%	100.00%	99.78%	99.96%	99.94%	100.00%	99.95%	99.94%
<b>Sewer Backup Response Time</b>	4.3	3.7	4.6	3.7	4.3	4.6	4.6	4.4	4.4	3.5	3.5	4.1	4.2
<b>Hydrant Repairs: Backlog percentage of hydrants broken and inoperative (should be less than 1%)</b>	0.32%	0.19%	0.35%	0.52%	0.50%	0.43%	0.41%	0.44%	0.30%	0.49%	0.56%	0.37%	0.41%
<b>Water Leaks: Percentage of leak complaints requiring excavation resolved within 30 days.</b>	96.4%	92.7%	90.5%	93.0%	90.3%	91.3%	88.3%	86.5%	90.1%	90.6%	87.2%	85.9%	90.0%
<b>Leak Response Time</b>	8.4	10.6	13.9	12.6	14.6	12.5	13.2	15.6	13.2	12.3	15.9	14.1	13.1
<b>Sewer Repairs: Average repair backlog.</b>	1630	1528	1388	1366	1403	1382	1449	1584	1500	1436	1423	1442	1461