

## The Department of Environmental Protection Citywide Accountability Program Indicators

Fiscal Year 2002	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>	8.2	5.8	6.6	5.7	4.1	5.0	4.8	5.0	3.6	3.5	4.5	3.9	5.2
<b>Sewer Backups: Percent of Sewer backup complaints resolved within 24 hours.</b>	99.70%	99.53%	99.42%	99.77%	99.40%	99.60%	99.55%	99.72%	99.47%	99.48%	99.30%	99.42%	99.53%
<b>Sewer Backup Response Time</b>	3.6	4.3	4.1	3.1	3.3	3.8	4.2	3.7	3.4	3.8	3.4	3.9	3.3
<b>Hydrant Repairs: Backlog percentage of hydrants broken and inoperative (should be less than 1%)</b>	0.42%	0.37%	0.23%	0.34%	0.35%	0.35%	0.26%	0.23%	0.34%	0.56%	0.54%	0.46%	0.37%
<b>Water Leaks: Percentage of leak complaints requiring excavation resolved within 30 days.</b>	81.7%	88.3%	94.0%	91.4%	87.2%	84.8%	85.3%	83.2%	92.0%	97.4%	93.9%	97.4%	90.0%
<b>Leak Response Time</b>	19.4	17.8	11.1	12.1	15.0	16.8	15.9	17.3	11.4	8.9	9.5	9.1	13.4
<b>Sewer Repairs: Average repair backlog.</b>	1436	1379	1319	1220	1209	1231	1232	1313	1368	1463	1517	1582	1356