

The Department of Environmental Protection Citywide Accountability Program Indicators

Fiscal Year 2005	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FISCAL YTD
Catch Basins Serviced: Average resolution time to clean clogged catch basin. - Days	5.2	6.0	6.7	9.8	6.6	5.6	5.7	6.4	4.7	6.7	6.9	7.2	6.4
Sewer Backups: Percent of Sewer backup complaints resolved within 24 hours.	99.10%	95.30%	99.10%	99.40%	99.20%	99.60%	99.40%	99.60%	99.70%	99.60%	98.90%	99.70%	99.00%
Sewer Backup Resolution Time - Hours	6.0	7.8	6.3	4.6	5.7	5.4	5.7	5.8	5.4	5.1	4.7	5.4	5.8
Hydrant Repairs: Backlog percentage of hydrants broken and inoperative (should be less than 1%)	0.36%	0.25%	0.30%	0.48%	0.57%	0.43%	0.50%	0.37%	0.29%	0.57%	0.77%	0.60%	0.46%
Water Leaks: Percentage of leak complaints requiring excavation resolved within 30 days.	89.1%	91.6%	87.5%	89.5%	85.7%	95.4%	95.7%	90.8%	87.8%	90.6%	89.1%	95.2%	90.6%
Leak Resolution Time - Days	13.8	11.4	15.1	13.3	17.3	8.5	9.0	10.3	13.9	13.2	14.2	11.5	12.7
Sewer Repairs: Average repair backlog.	2923	2997	3080	3062	2646	2523	2581	3333	4024	4055	4105	4270	3300