

The Department of Environmental Protection Citywide Accountability Program Indicators

Fiscal Year 2006	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	6.4	7.7	8.4	4.2	7.8	5.8	7.0	6.3	5.7	5.8	5.0	6.0	6.2
Sewer Backups: Percent of Sewer backup complaints resolved within 24 hours.	99.70%	99.50%	99.50%	98.20%	99.50%	99.20%	99.60%	99.20%	99.50%	99.60%	99.20%	97.20%	99.00%
Sewer Backup Resolution Time - Hours	4.9	5.3	4.3	7.0	6.2	6.1	5.7	5.9	5.4	5.1	5.0	7.2	5.9
Hydrant Repairs: Backlog percentage of hydrants broken and inoperative (should be less than 1%)	0.49%	0.42%	0.34%	0.53%	0.78%	0.81%	0.65%	0.48%	0.41%	0.59%	0.68%	0.58%	0.56%
Water Leaks: Percentage of leak complaints requiring excavation resolved within 30 days.	89.3%	91.7%	94.7%	88.9%	93.0%	95.0%	85.7%	92.9%	92.1%	91.8%	91.1%	89.6%	91.4%
Leak Resolution Time - Days	13.7	12.1	10.7	12.1	12.3	9.4	15.8	11.8	10.4	11.3	12.1	14.5	12.2
Sewer Repairs: Average repair backlog.	4427	4484	4650	4597	4519	4487	4504	4499	4426	4385	4428	4510	4493