

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: In-City samples meeting water quality standards for coliform (%)
Description: The percent of time the City drinking water meets the State quality standard for coliform bacteria. This is a standard measure of microbiological purity for drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Percent of samples testing positive for coliform bacteria
Description: The percent of samples of City drinking water testing positive for coliform bacteria during the period. This is a standard evaluation of the microbiological purity of drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Number of drinking water analyses above maximum contaminant level
Description: The number of City drinking water analyses above the maximum contaminant level based on results of water samples from monitoring sites that are part of the Department's compliance and operational sampling protocol.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Completed applications for work to comply with Watershed Rules and Regulations
Description: The number of applications received for approval under the City's Watershed Rules and Regulations that could be reviewed for compliance. Some applications received by DEP are missing information; these applications are returned.
Source: Bureau of Water Supply, Division of Operations and Engineering.
- Indicator name: Notices of Violation and Notices of Warning issued in the watershed
Description: Violations and warnings issued in the watershed by the DEP Environmental Police force and watershed protection staff. These can cite violations of the Watershed Rules and Regulations, criminal statutes, Environmental Conservation Law, etc.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Patrol hours for Environmental Police and watershed protection staff (000)
Description: Number of hours spent patrolling the watershed.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Percent of reservoir capacity filled (end of month)
Description: The percent of the City's drinking water reservoir system filled at the end of the reporting period.
Source: Bureau of Water Supply.
- Indicator name: Average daily in-City water consumption (millions of gallons)
Description: The mean number of gallons delivered each day for in-City consumption.
Source: Bureau of Water Supply, Division of Water System Planning.

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Indicator name:	Sewer backup complaints received
Description:	The total number of sewer backup complaints received during the reporting period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Sewer backup resolution time (hours)
Description:	The average amount of time that DEP takes to clear a sewer backup from the time the complaint is received.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Percent of sewer backups recurring locally within 2 years
Description:	The percent of cleared sewer backups within the same block segment that recur within 2 years of resolution.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Leak complaints received
Description:	The total number of leak complaints received during the reporting period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Leak resolution time (days)
Description:	The average number of days that it takes DEP to fix a leak in any part of the water distribution system, from the time a complaint is received.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Water main surveyed for leak detection (% linear feet)
Description:	The percent of all water mains in the City surveyed for leaks.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Water main breaks
Description:	The number of water main breaks responded to by DEP.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average time to restore water to customers after confirming breaks (hours)
Description:	The average number of hours that it takes DEP to restore water service to affected customers, from the time the responsible water main break is confirmed.
Source:	Bureau of Water and Sewer Operations
Indicator name:	Repairs to distribution system
Description:	The total number of repairs made by DEP to the water distribution system; these repairs include those made to water mains, hydrants and all other system components.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Catch basin complaints received
Description:	The total number of clogged catch basin complaints received during the reporting period.
Source:	Bureau of Water and Sewer Operations.

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Indicator name:	Catch basin backup resolution time (days)
Description:	The average number of days between receipt and resolution for complaints of clogged catch basins. One complaint can involve multiple catch basins.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Percent of catch basin backups recurring locally within 2 years
Description:	The percent of cleared catch basin backups that recur within 2 years of resolution.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Catch basins surveyed/inspected (%)
Description:	The percent of the total catch basins inspected by DEP to identify those in need of cleaning, hooding and/or repair.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Street cave-in complaints received
Description:	The total number of complaints received by the Department concerning street cave-ins or street depressions during the reporting period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Street cave-in complaints resolved
Description:	The total number of street cave-in/depression complaints closed during the reporting period. The number may include complaints that were received in a prior reporting period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average time to respond to street cave-in complaints and make safe (days)
Description:	The average number of days it took DEP to respond to street cave-ins/depression complaints and resolve related danger during the period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Broken and inoperative hydrants (%)
Description:	The percent of all hydrants in the City which are broken and inoperative.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average time to repair or replace high-priority broken or inoperative hydrants (days)
Description:	The average number of days it takes DEP to fix a high-priority broken or inoperative hydrant. High-priority repairs and replacements are designated by the NYC Fire Department.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average backlog of broken and inoperative hydrants
Description:	On average, the total number of broken or inoperative hydrant repair work orders awaiting completion.
Source:	Bureau of Water and Sewer Operations.

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Indicator name: Wastewater treatment plant (WWTP) effluent meeting federal standards (%)
Description: The percent of treated wastewater leaving in-City treatment plants that meets federal standards for suspended solids and biochemical oxygen demand.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

Indicator name: WWTPs - Critical equipment days below minimum
Description: There are certain types of equipment at wastewater treatment plants, such as main sewage pumps, that are critical to the treatment of sewage. For each of these equipment types, each plant establishes the minimum number that must be in service in order to treat the industry standard of two times dry weather flow. This indicator reports the number of days that plants had less than this minimum amount of equipment in service.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

Indicator name: Percent of out-of-service critical equipment that is attributable to planned work
Description: Critical equipment removed from service for at least 24 hours in order to facilitate construction, modify the equipment or perform preventive maintenance tasks as a percentage of all critical equipment removed from service during an average month. Planned work is construction-related work, modifications and preventive maintenance. Unplanned work is corrective maintenance or maintenance for breakdowns.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

Indicator name: Percent of harbor survey stations meeting the swimmable standard of 5mg/L for dissolved oxygen
Description: The City collects and tests water samples from 35 harbor survey stations in the water bodies surrounding New York City. This indicator represents the percent of these stations that were in compliance with the 5mg/L swimmable standard for the amount of dissolved oxygen. The New York State Department of Environmental Conservation classifies water bodies and establishes water quality standards depending on the classification of the water body. The 5mg/L for dissolved oxygen threshold is the State's "swimmable" standard for dissolved oxygen. DEP applies this standard to all of its NYC harbor water sampling stations even though the State standard varies by water body and is, in fact, lower for some.
Source: Bureau of Wastewater Treatment, Marine Sciences Section.

Indicator name: Estimated bills (%)
Description: The proportion of water and sewer bills mailed that are not based on actual meter readings.
Source: Bureau of Customer Service.

Indicator name: Total revenue collected (\$ millions)
Description: Total amount of money collected by DEP for water and sewer charges.
Source: New York City Water Board.

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Indicator name:	Total revenue as percent of plan
Description:	Total monies actually collected by DEP for water and sewer charges as a percentage of planned collections for the period.
Source:	Bureau of Customer Services.
Indicator name:	Percent of billed amount collected in 30 days
Description:	The percent of billed amount that is collected by DEP with 30 days of distribution.
Source:	Bureau of Customer Services.
Indicator name:	Accounts receivable
	– Total balance (\$ millions)
	– Delinquent for more than 180 days (\$ millions)
	– Delinquent for more than one year (\$ millions)
Description:	The net value, in millions of dollars, of all charges due for water and sewer use, and the amount delinquent for more than 180 days and for more than one year. For a small percentage of customers who are billed on an annual basis, versus quarterly, bills are issued near the end of the fiscal year, resulting in a temporary spike in the accounts receivable. Most of these customers pay their annual bills during the first quarter of the new fiscal year, bringing the accounts receivable balance back down by the end of the July to October reporting period (Preliminary Mayor's Management Report).
Source:	Bureau of Customer Service.
Indicator name:	Air complaints received
Description:	The total number of air complaints received during the reporting period.
Source:	Bureau of Environmental Compliance.
Indicator name:	Air complaints responded to within seven days (%)
Description:	The percent of complaints concerning air quality responded to within seven days of receipt.
Source:	Bureau of Environmental Compliance.
Indicator name:	Average days to close air quality complaints
Description:	The average number of days between receipt of an air quality complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when no further action will be taken on it by DEP. This includes instances where, upon investigation, no infractions of applicable rules/regulations were found, or infractions were present and a Notice of Violation was issued.
Source:	Bureau of Environmental Compliance.
Indicator name:	Noise complaints received
Description:	The total number of noise complaints received during the reporting period.
Source:	Bureau of Environmental Compliance.

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Indicator name: Noise complaints not requiring access to premises responded to within seven days (%)

Description: Percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within seven days.

Source: Bureau of Environmental Compliance.

Indicator name: Average days to close noise complaints

Description: The average number of days between receipt of a noise complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when no further action will be taken on it by DEP. This includes instances where, upon investigation, no infractions of applicable rules/regulations were found, or infractions were present and a Notice of Violation was issued.

Source: Bureau of Environmental Compliance.

Indicator name: Asbestos complaints received

Description: The total number of asbestos complaints received during the reporting period.

Source: Bureau of Environmental Compliance.

Indicator name: Asbestos complaints responded to within three hours (%)

Description: The percent of complaints concerning asbestos responded to within three hours of receipt.

Source: Bureau of Environmental Compliance.

Indicator name: Average days to close asbestos complaints

Description: The average number of days between receipt of an asbestos complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when the asbestos issue described in the complaint has either been resolved or determined to be unfounded based on the Department's inspection; when the complaint location is an abandoned building and access is not possible; or when more information is required and contact information for the complainant is not available. If the Department issues a Notice of Violation for infractions of applicable rules/regulations and corrective action is required, then a follow-up inspection is done to ensure compliance.

Source: Bureau of Environmental Compliance.

Indicator name: Emergencies responded to within one hour (%)

Description: The percent of emergencies involving hazardous materials responded to within one hour of notification.

Source: Bureau of Environmental Compliance.

Indicator name: DEP-issued violations

- Air violations
- Noise violations
- Asbestos violations

Description: The total number of Notices of Violations issued by the Department for infractions of the Health and Administrative Code as this relates to

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Source: regulations governing air, noise and asbestos.
Environmental Control Board.

Indicator name: Notices of Violation (all categories) upheld at the Environmental Control Board (%)

Description: The number of violations where the respondent admitted to the violation or where the violation was upheld at an ECB hearing, as a percent of all cases adjudicated during the reporting period.

Source: Environmental Control Board.

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