



DEPARTMENT OF ENVIRONMENTAL PROTECTION

Carter H. Strickland, Jr., Commissioner

What We Do

The Department of Environmental Protection (DEP) protects the public health and the environment of the City, its residents and visitors. The Department manages the City's water supply, which provides more than one billion gallons of high quality drinking water daily to more than half the population of New York State; builds and maintains the City's water distribution network, fire hydrants, storm and sanitary sewage collection systems and Bluebelt and green infrastructure systems; and manages 14 in-City wastewater treatment plants as well as seven treatment plants in the upstate watershed. DEP also implements federal Clean Water Act rules and regulations, handles hazardous materials emergencies and toxic site remediation, oversees asbestos monitoring and removal, enforces the City's air and noise codes, bills and collects on approximately 836,000 water and sewer accounts, and manages citywide water conservation programs.

Our Services and Goals

Service 1: Ensure the sufficiency, quality, and security of the City's drinking water supply.

Goal 1a: Comply with all federal and State drinking water quality standards.

Goal 1b: Assure the integrity of the drinking water supply and distribution systems.

Service 2: Maintain the City's water delivery and sewer collection systems.

Goal 2a: Resolve water and wastewater system emergencies in a timely manner.

Goal 2b: Perform preventive maintenance and required repairs to the water distribution and wastewater collection systems in a timely manner.

Service 3: Treat wastewater and sewage to protect water quality in the receiving waters surrounding the City.

Goal 3a: Maintain high levels of compliance with federal and State treatment standards for wastewater and sewage entering receiving waters.

Service 4: Bill and collect revenue for water and sewer usage.

Goal 4a: Ensure that customer billing is accurate, transparent and fair.

Goal 4b: Meet revenue targets established by the NYC Water Board.

Service 5: Enforce City laws relating to air pollution, noise pollution, and hazardous materials.

Goal 5a: Investigate complaints in a timely manner.

How We Performed in Fiscal 2013

Service 1: Ensure the sufficiency, quality, and security of the City's drinking water supply.

Goal 1a: Comply with all federal and State drinking water quality standards.

By regularly collecting water samples at nearly 1,000 water quality sampling stations throughout the City and conducting analyses for a broad spectrum of microbiological, chemical, and physical measures of quality, the Department ensures that all federal and State standards for drinking water are consistently met. In Calendar 2012 DEP collected more than 30,200 samples from the in-City distribution system and performed close to 355,700 analyses, meeting all State and federal monitoring requirements. An additional 223,813 analyses on 19,929 samples from the upstate reservoir watershed were also performed.

The Department's Catskill/Delaware Ultraviolet (UV) Disinfection Facility began treating water in the fall of 2012. The facility, the largest of its kind in the world, consists of fifty-six 40-million-gallons-per-day UV disinfection units and is designed to disinfect a maximum of 2.4 billion gallons of water per day. Due to New York City's \$1.5 billion investment in watershed protection programs, including land solicitation, and operation of the UV disinfection facility, the federal government allows the City to continue receiving unfiltered drinking water from the Catskill/Delaware watershed.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Samples testing positive for coliform bacteria (%)	0.2%	0.3%	0.4%	0.4%	0.3%	*	*	Down	Up
★ In-City samples meeting water quality standards for coliform bacteria (%)	100%	100%	100%	100%	100%	*	100%	Up	Neutral
Acres of land solicited in watershed area	151,010	91,676	77,524	69,789	65,806	*	*	Neutral	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1b: Assure the integrity of the drinking water supply and distribution systems.

The Department's environmental police and watershed protection staff help protect the water supply and enforce environmental laws. In Fiscal 2013 facility security checks by the police increased by 4.4 percent to over 275,000, with less than half of a percent of these inspections resulting in a deficiency report. At the same time, enforcement activity (issuance of violations, summonses, etc.) decreased by almost 45 percent. The percent of critical equipment out of service in the City's watershed remained low at 1.2 percent.

To help ensure the continued reliability of the City's drinking water supply system, the Department broke ground for the three-mile bypass tunnel around a portion of the Delaware Aqueduct during the reporting period. When completed in 2022, this tunnel will ensure the Department's continued ability to deliver high quality drinking water to the City while repairs are made to the existing tunnel.

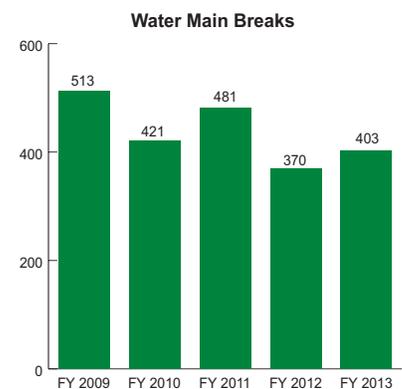
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Water supply - Critical equipment out of service (%)	NA	NA	2.0%	1.5%	1.2%	*	*	Down	NA
★ Facility security checks	NA	NA	225,180	263,436	275,098	*	263,000	Up	NA
Overall enforcement activity	NA	NA	936	1,777	983	*	*	Neutral	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Service 2: Maintain the City's water delivery and sewer collection systems.

Goal 2a: Resolve water and wastewater system emergencies in a timely manner.

Resolution of water and wastewater system emergencies remained strong with key indicators showing positive performance trends. The percent of street segments in the City experiencing a sewer backup in the last 12 months continued to decline as did the percent of street segments that experienced more than one backup during that time. In addition, the time to resolve sewer backups related to City infrastructure improved by more than one hour to 4.4 hours, a five-year low. The Department has also continued to expand proactive maintenance programs that have led to enhanced system performance including programmatic degreasing, which allocates resources where they are most needed, and a pilot program to remotely monitor flows inside the sewer system so that potential backups can be addressed before they result in actual backups. The Department has reorganized and shifted resources to enhance its repair schedule for the water delivery system. This shift in resources has been directly responsible for the faster repair times of high priority broken and inoperative hydrants, which improved by 1.7 days to 2.7 days, compared to a Fiscal 2009 average of 15.2 days.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Sewer backup complaints received	16,977	14,883	14,460	13,933	14,911	*	*	Neutral	Down
Sewer backup complaints resolved - Confirmed	NA	NA	5,337	4,567	4,221	*	*	Down	NA
- Unconfirmed	NA	NA	9,086	8,982	10,685	*	*	Neutral	NA
★ Sewer backup resolution time (hours)	5.6	5.8	5.5	5.6	4.4	7.0	7.0	Down	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	NA	NA	2.2%	2.0%	1.7%	*	*	Down	NA
★ Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	NA	NA	0.8%	0.7%	0.5%	*	1.0%	Down	NA
Street cave-in complaints received	9,545	6,302	4,656	3,467	2,926	*	*	Down	Down
Average time to respond to street cave-in complaints and make safe (days)	10.4	8.3	2.4	3.2	2.5	*	*	Down	Down
Water main breaks	513	421	481	370	403	*	*	Down	Down
Water main breaks per 100 miles of main in the last 12 months	NA	NA	6.9	5.3	5.8	*	*	Down	NA
★ Average time to restore water to customers after confirming breaks (hours)	9.1	5.5	5.4	4.8	4.4	*	6.0	Down	Down
★ Broken and inoperative hydrants (%)	0.45%	0.52%	0.55%	0.36%	0.31%	1.00%	1.00%	Down	Down
★ Average time to repair or replace high-priority broken or inoperative hydrants (days)	15.2	7.5	5.9	4.4	2.7	*	7.0	Down	Down

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Goal 2b: Perform preventive maintenance and required repairs to the water distribution and wastewater collection systems in a timely manner.

Through its H₂OStat program, launched in 2011, the Department has increased its focus on operational efficiencies and accountability, leading to improved maintenance of the water distribution and wastewater collection systems. This program holds line managers and supervisors accountable for meeting established targets through quarterly reviews of performance statistics led by senior staff. Resolution times to catch basin backup complaints continued to trend down, improving by two days from a year ago to 3.1 days, and the backlog of catch basin repairs was cut to 0.5 percent of the system. While the overall number of leak complaints received increased over the prior period, the number of complaints related to City infrastructure declined and the average time required to resolve related leaks continued to improve, averaging 10 days in Fiscal 2013 compared to 15.5 days in Fiscal 2011.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Catch basin complaints received	12,943	11,330	10,539	12,357	10,548	*	*	Down	Down
★ Catch basin backup resolution time (days)	7.0	8.4	5.1	5.1	3.1	9.0	9.0	Down	Down
Catch basins surveyed/inspected (%)	40.5%	35.1%	29.3%	33.1%	30.0%	33.3%	33.3%	Neutral	Down
Catch basins cleaned - Total	47,098	27,296	20,417	24,224	31,097	*	*	Neutral	Down
★ Backlog of catch basin repairs (% of system)	NA	NA	NA	1.1%	0.5%	*	1.0%	Down	NA
Leak complaints received	4,583	3,908	4,198	3,751	4,077	*	*	Neutral	Down
★ Leak resolution time (days) (City infrastructure only)	NA	NA	15.5	10.7	10.0	*	12.0	Down	NA

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Service 3: Treat wastewater and sewage to protect water quality in the receiving waters surrounding the City.
Goal 3a: Maintain high levels of compliance with federal and State treatment standards for wastewater and sewage entering receiving waters.

The Department continued to maintain compliance with federal and State standards for wastewater despite the difficulties that arose during and after Hurricane Sandy, which affected many of the City's wastewater treatment plants and pumping stations. The percent of critical equipment out of service below minimum remained well below the target.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Wastewater treatment plant (WWTP) effluent meeting federal standards (%)	99.9%	100.0%	100.0%	99.9%	99.5%	100.0%	100.0%	Up	Neutral
Harbor survey stations meeting the swimmable standard of 5mg/L for dissolved oxygen (%)	89%	88%	87%	87%	85%	89%	89%	Up	Neutral
★ WWTPs - Critical equipment out-of-service (% below minimum)	NA	NA	4.2%	3.0%	3.1%	*	5.0%	Down	NA

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Service 4: Bill and collect revenue for water and sewer usage.
Goal 4a: Ensure that customer billing is accurate, transparent and fair.

The roll-out of automated meter reading throughout the City has driven down the percent of bills issued based upon estimated reads to an historic low of 4.9 percent.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Estimated bills (%)	16.8%	17.0%	12.2%	6.8%	4.9%	6.0%	6.0%	Down	Down

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Goal 4b: Meet revenue targets established by the NYC Water Board.

The use of automated meter readers, accelerated replacement of meters, annual lien sale of delinquent accounts and other collection efforts have helped the Department to exceed revenue targets established by the Water Board for the third straight year. These successful collection efforts help the Water Board minimize future rate increases.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Total revenue collected (\$000,000)	\$2,333.9	\$2,552.4	\$2,918.8	\$3,139.8	\$3,374.6	\$3,232.6	\$3,447.0	Up	Up
★ Total revenue as percent of target (%)	95.0%	95.2%	102.9%	101.1%	104.4%	*	100.0%	Up	Up
Accounts receivable - Total balance (\$000,000)	\$1,131	\$1,242	\$1,385	\$1,487	\$1,561	*	*	Down	Up
Billed amount collected in 30 days (%)	56.8%	56.4%	53.8%	54.6%	55.4%	*	*	Up	Neutral

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Service 5: Enforce City laws relating to air pollution, noise pollution, and hazardous materials.
Goal 5a: Investigate complaints in a timely manner.

The expansion of the H₂OStat program to the bureau that enforces compliance with laws related to air and noise pollution and hazardous materials has led to dramatic improvements in response times to related complaints. The average time to close air and noise complaints improved by 36 and 22 percent, respectively, when compared to the prior reporting period, and the 5 year trend for both performance metrics is down. The proportion of complaints responded to within target increased by 11 points for air and three points for noise, significantly outperforming the targets for these responses. The Department continued to respond to all asbestos complaints within three hours.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Air complaints received	11,692	9,699	8,623	7,931	7,628	*	*	Neutral	Down
★ Average days to close air quality complaints	13.1	10.8	7.7	7.0	4.5	*	10.0	Down	Down
Air complaints responded to within seven days (%)	79%	76%	73%	82%	93%	85%	85%	Up	Up
Noise complaints received	39,371	31,778	31,400	35,363	36,130	*	*	Neutral	Neutral
★ Average days to close noise complaints	17.7	15.3	9.9	9.1	7.1	*	10.0	Down	Down
Noise complaints not requiring access to premises responded to within seven days (%)	85%	86%	89%	88%	91%	85%	85%	Up	Neutral
Asbestos complaints received	1,391	1,180	1,320	1,461	1,486	*	*	Neutral	Up
★ Average days to close asbestos complaints	0.23	0.27	0.24	0.20	0.29	*	1.00	Down	Neutral
Asbestos complaints responded to within three hours (%)	99%	100%	100%	100%	100%	90%	90%	Up	Neutral

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Agency-wide Management

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Total violations issued	NA	NA	NA	13,332	13,262	*	*	Neutral	NA
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	87.8%	88.2%	*	*	Up	NA
Accidents involving City vehicles	NA	NA	NA	NA	350	*	*	Down	NA
Workplace injuries reported	NA	NA	NA	NA	515	*	*	Down	NA

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Agency Customer Service

DEP surpassed its 95 percent target for responding to letters within 14 days and, at 94 percent, just missed the target for e-mails. As a result of longer than anticipated lead times to redeploy and hire staff lost through attrition, the percent of calls answered within 30 seconds declined to 69 percent from 76 percent in the prior year. The Department saw a marked improvement in this indicator starting in April 2013.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	NA	NA	93	91	94	95	95	NA
Letters responded to in 14 days (%)	NA	NA	95	96	97	95	95	NA
Calls answered in 30 seconds (%)	NA	64	65	76	69	76	76	NA
Average customer in-person wait time (minutes)	NA	9	4	5	7	5	5	NA
Visitors rating customer service at borough centers as good or better (%)	NA	NA	NA	88.8	90.8	NA	90	NA
Completed customer requests for interpretation	NA	7,585	8,008	7,497	11,023	NA	NA	NA
CORE customer experience rating (0-100)	NA	88	89	90	91	90	90	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to (first) action – Sewer Maintenance - Catch Basin Clogged/Flooding (6 days)	NA	NA	87	81	91	85	85	NA
Percent meeting time to (first) action – Sewer Maintenance - Sewer Backup (0.3 days)	NA	NA	73	78	84	85	85	NA
Percent meeting time to (first) action – Water Maintenance - Hydrant Running (2 days)	NA	NA	86	91	86	85	85	NA
Percent meeting time to (first) action – Water Maintenance - Hydrant Running Full (1 days)	NA	NA	82	89	85	85	85	NA
Percent meeting time to (first) action – Water Maintenance - Leak (0.7 days)	NA	NA	84	83	82	85	85	NA

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$1,034.1	\$1,470.9	\$1,021.6	\$1,059.0	\$1,784.7 ³	\$1,694.3	\$1,119.9	Up
Revenues (\$000,000) ⁴	\$59.8	\$24.0	\$24.6	\$22.8	\$26.8	\$23.4	\$24.3	Down
Personnel	6,054	5,963	5,802	5,740	5,727	6,107	6,051	Neutral
Overtime paid (\$000,000)	\$36.4	\$32.0	\$32.2	\$36.3	\$24.7	\$24.7	\$21.6	Down
Capital commitments (\$000,000)	\$2,174.8	\$2,649.9	\$1,252.4	\$1,685.5	\$1,446.6	\$2,268.7	\$2,276.8	Down

¹Authorized Budget Level

²Expenditures include all funds.

"NA" - Not Available in this report

³The Department was the conduit for the monies the City used for the Hurricane Sandy-related Rapid Repair program. \$641 million of the Department's Fiscal 2013 expenditures were for this program.

⁴DEP revenues shown here do not include any of the approximately \$1.5 billion the City receives annually for the NYC Water Board in reimbursement for operations & maintenance and in rent.

Noteworthy Changes, Additions or Deletions

- The Department added the following indicators: 'Total violations issued,' 'Violations admitted to or upheld at the Environmental Control Board (%)', 'Accidents involving City vehicles' and 'Workplace injuries reported,' and set a more ambitious Fiscal 2014 target for 'Average time to repair or replace high-priority broken or inoperative hydrants (days).'
- The Department revised previously reported data for 'Water main breaks per 100 miles of main in the last 12 months' to reflect a change in the calculation methodology.

For additional agency performance statistics, please visit:

- Annual strategic plan progress reports:
http://www.nyc.gov/html/dep/html/about_dep/dep_strategic_plan.shtml

For more information on the agency, please visit: www.nyc.gov/dep.

