Indicator name: 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: 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: Acres of land solicited in watershed area
Description: The number of acres of land solicited for purchase in fee or for the purchase of a conservation easement in the City's water supply watershed.
Source: Bureau of Water Supply.

Indicator name: Acres of land acquired in watershed area
Description: The number of acres of land purchased in fee or conservation easement in the City's water supply watershed. Land acquisition allows the City to protect watershed property from development and pollution.
Source: Bureau of Water Supply.

Indicator name: Cost per watershed acre acquired ($)
Description: The cost per acre of land purchased in fee or conservation easement in the City's water supply watershed.
Source: Bureau of Water Supply.

Indicator name: Water supply – Critical equipment out of service (%)
Description: The number of pieces of equipment throughout the City's watershed areas and other upstate conveyance structures that have been identified as critical to the operation and that are out of service as a percent of the overall number of pieces of equipment that have been identified as critical.
Source: Bureau of Water Supply.

Indicator name: Facility security checks
Description: The number of security checks conducted at DEP facilities by the DEP Police.
Source: Bureau of Police and Security.

Indicator name: Deficiency reports as percent of security checks (%)
Description: The number of security checks that resulted in the issuance of a deficiency report. These reports include such things as the issuance of work orders to repair fences or keep gates locked.
Source: Bureau of Police and Security.

Indicator name: Overall enforcement activity
Description: The number of summonses, arrests, Notices of Violation and Notices of Warning issued by the DEP Police in the areas containing the City's watershed and water conveyance infrastructure. This includes both penal law and Environmental Conservation Law citations.
Source: Bureau of Police and Security.

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 complaints resolved – Confirmed
Description: A sewer backup complaint is considered confirmed when, upon field investigation, it is determined to be associated with a part of DEP's sewer system. Indications of such failure include surcharging, temporary overtaxing, blockages, and collapses.
Source: Bureau of Water and Sewer Operations.

Indicator name: Sewer backup complaints resolved – Unconfirmed
Description: A sewer backup complaint is considered unconfirmed when, upon field investigation, it exhibits none of the factors that would indicate that there is or was a problem with a part of DEP's sewer system. In such situations, the condition can be associated with an internal condition, a problem with the private sewer connection, or may be otherwise unfounded.
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: Street segments with confirmed sewer backup in the last 12 months (% of total segments)
Description: The number of street segments in the City that had at least one sewer backup complaint during the last 12 months as a percent of the overall number of street segments in the City. A segment measures the distance from one intersecting street to the next.
Source: Bureau of Water and Sewer Operations.

Indicator name: Street segments with recurring confirmed sewer backup in the last 12 months (% of total segments)
Description: The number of street segments in the City that had more than one sewer backup complaint during the last 12 months as a percent of the overall number of street segments in the City. A segment measures the distance from one intersecting street to the next.
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 calendar days it took DEP to respond to street cave-in/depression complaints and resolve related danger during the period.
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: Water main breaks per 100 miles of main in the last 12 months
Description: The number of water main breaks per 100 miles of main during the last 12 months.
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 water to the main with the break is shut off until it is restored.
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. There are approximately 110,180 fire hydrants in the City.
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 calendar 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: 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.

Indicator name: Catch basin backup resolution time (days)
Description: The average number of calendar 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: 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: Catch basins cleaned – Total
Description: The total number of catch basins cleaned; includes both programmed and complaint cleaning.
Source: Bureau of Water and Sewer Operations.

Indicator name: – Programmed cleaning
Description: The total number of catch basins cleaned as part of the Department's regularly scheduled cleaning and maintenance program. Programmatic cleaning, if needed, is performed within 30-60 days of survey/inspection, depending upon the size of the Community Board.
Source: Bureau of Water and Sewer Operations.

Indicator name: – Complaint cleaning
Description: The total number of catch basins cleaned as a result of complaints from the public.
Source: Bureau of Water and Sewer Operations.

Indicator name: Backlog of catch basin repairs (% of system)
Description: The number of catch basins with open repair work orders as a percent of the overall number of catch basins citywide.
Source: Bureau of Water and Sewer Operations.

Indicator name: Leak complaints received
– City infrastructure
– Private infrastructure
Description: The total number of leak complaints received during the reporting period and the number received for each reporting category.
Source: Bureau of Water and Sewer Operations.

Indicator name: Leak resolution time (days) (City infrastructure only)
Description: The average time in calendar days it took for City infrastructure related complaints to be resolved.
Source: Bureau of Water and Sewer Operations.

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: Harbor survey stations meeting the fishable 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 fishable 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 "fishable" 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: WWTPs – Critical equipment out-of-service (% 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 of the City's 14 wastewater treatment plants establishes the minimum number which must be in service in order to treat the industry standard of two times dry weather flow. This indicator reports the total number of unit types that were below the required number at any time during the month as a percent of total critical equipment units (the aggregate of number and type).
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

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 Services.

Indicator name: Total revenue collected ($000,000)
Description: Total amount of money collected by DEP for water and sewer charges.
Source: New York City Water Board.

Indicator name: Total revenue as percent of target (%)
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: Accounts receivable – Total balance ($000,000)
– Delinquent for more than 180 days ($000,000)
– Delinquent for more than one year ($000,000)
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 Services.

Indicator name: 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: Air complaints received
Description: The total number of air complaints received during the reporting period.
Source: Bureau of Environmental Compliance.

Indicator name: Air inspections conducted
Description: The total number of air inspections conducted in response to complaints.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close air quality complaints
Description: The average number of calendar 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: Air complaints responded to within seven days (%)
Description: The percent of complaints concerning air quality responded to within seven calendar days of receipt.
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.

Indicator name: Noise inspections conducted
Description: The number of noise inspections completed in response to complaints.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close noise complaints
Description: The average number of calendar 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: 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 calendar days.
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 inspections conducted
Description: The number of asbestos inspections conducted in response to complaints as well as inspections of permitted jobs to monitor compliance with asbestos abatement rules and regulations.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close asbestos complaints
Description: The average number of calendar 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: 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: Total violations issued
Description: The total number of violations issued for all DEP service areas.
Source: Environmental Control Board.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation without a hearing and paid the penalty, if applicable, or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Collisions involving City vehicles
Description: The number of State reports, MV-104s, filed. These reports are required whenever a collision occurs that involves death, personal injury or property damage.
Source: Office of Environmental Health and Safety.

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Office of Environmental Health and Safety.

Indicator name: Emails sent to agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: Bureau of Customer Services.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Bureau of Customer Services.

Indicator name: Letters sent to agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: Bureau of Customer Services and Commissioner's Office.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Bureau of Customer Services and Commissioner's Office.

Indicator name: Calls made to agency call center
Description: The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source: Bureau of Customer Services.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Bureau of Customer Services.

Indicator name: Visits made to agency walk-in facility
Description: The number of visits made to the Department's five borough offices.
Source: Bureau of Customer Services.

Indicator name: Average customer in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: Bureau of Customer Services.

Indicator name: Agency customers surveyed for overall customer satisfaction
Description: The number of visitors to DEP's five borough offices who completed the survey used by DEP to assess customer satisfaction.
Source: Bureau of Customer Services.

Indicator name: Visitors rating customer service at borough centers as good or better (%)
Description: The number of customers surveyed at DEP's five borough offices who rated their overall customer service experience as good or excellent as a percent of all customers who completed surveys.
Source: Bureau of Customer Services.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Bureau of Customer Services.

Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations - SCOUT