



DEPARTMENT OF ENVIRONMENTAL PROTECTION

Carter H. Strickland, Jr., Commissioner

What We Do

The Department of Environmental Protection (DEP) protects the environmental health, welfare, and natural resources 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; maintains the City's water distribution network, fire hydrants, and storm and sanitary sewage collection systems; and manages 14 in-City wastewater treatment plants as well as seven treatment plants upstate. 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: July–October

- The Department reduced the number of water main breaks by over 26 percent to 65, the lowest number of breaks in any comparable four-month period in at least ten years. The decrease is due, in large part, to an enhanced preventive maintenance program for water main valves and regulators that is designed to minimize the potential for water main breaks and establishes proper water pressure zones. Other improvements include an expanded network of remote water pressure sensors at key locations, allowing engineers to identify problems and make repairs proactively.
- On average, DEP resolved sewer backup complaints in 4.6 hours, 30 percent faster than during the same period last year. Factors contributing to the faster turnaround time include: the reorganization of overnight operations, which created more locations throughout the City with a 24/7 response capability, and new proactive maintenance programs, which have helped to reduce the number of complaints. Compared to the July to October 2011 four-month period, DEP received almost 19 percent fewer complaints – 4,944 compared to 6,066. For similar reasons, resolution times for catch basin complaints also improved, decreasing by more than half, from seven days to four days.

- On average, DEP repaired/replaced high priority broken hydrants in 2.4 days compared to 6.6 days a year ago. The faster resolution time is mainly the result of program improvements implemented jointly with the Fire Department (FDNY). In addition to inspecting hydrants, which FDNY already did on behalf of DEP, the FDNY is entering work orders directly into DEP's system and doing more routine maintenance tasks, freeing DEP resources to address high priority complicated work. Repair times have been gradually decreasing over the last few years as these changes were phased in throughout the City; other procedural improvements have also contributed to the positive trend.

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Samples testing positive for coliform bacteria (%)	0.3%	0.4%	0.4%	*	*	1.1%	0.6%
★ In-City samples meeting water quality standards for coliform bacteria (%)	100%	100%	100%	*	100%	100%	100%
Acres of land solicited in watershed area	91,676	77,524	69,789	*	*	35,073	36,981

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Water supply - Critical equipment out of service (%)	NA	2.0%	1.5%	*	*	1.5%	1.3%
★ Facility security checks	NA	225,180	263,436	*	263,000	83,641	92,963
Overall enforcement activity	NA	936	1,777	*	*	557	470

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

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Sewer backup complaints received	14,883	14,460	13,933	*	*	6,066	4,944
Sewer backup complaints resolved - Confirmed	NA	5,337	4,567	*	*	1,710	1,412
- Unconfirmed	NA	9,086	8,982	*	*	3,978	3,487
★ Sewer backup resolution time (hours)	5.8	5.5	5.6	7.0	7.0	6.6	4.6
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	NA	2.2%	2.0%	*	*	2.1%	1.7%
★ Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	NA	0.8%	0.7%	*	1.0%	0.7%	0.6%
Street cave-in complaints received	6,302	4,656	3,467	*	*	1,870	1,393
Average time to respond to street cave-in complaints and make safe (days)	8.3	2.4	3.2	*	*	3.8	2.7
Water main breaks	421	481	370	*	*	88	65
Water main breaks per 100 miles of main in the last 12 months	NA	6.5	6.2	*	*	6.9	5.1
★ Average time to restore water to customers after confirming breaks (hours)	5.5	5.4	4.8	*	6.0	6.0	4.5
★ Broken and inoperative hydrants (%)	0.52%	0.55%	0.36%	1.00%	1.00%	0.42%	0.26%
★ Average time to repair or replace high-priority broken or inoperative hydrants (days)	7.5	5.9	4.4	*	8.0	6.6	2.4

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

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Catch basin complaints received	11,330	10,539	12,357	*	*	6,675	4,568
★ Catch basin backup resolution time (days)	8.4	5.1	5.1	9.0	9.0	7.0	3.0
Catch basins surveyed/inspected (%)	35.1%	29.3%	33.1%	33.3%	33.3%	8.1%	7.3%
Catch basins cleaned - Total	27,296	20,417	24,224	*	*	6,732	9,348
★ Backlog of catch basin repairs (% of system)	NA	NA	1.1%	*	1.0%	1.4%	0.6%
Leak complaints received	3,908	4,198	3,751	*	*	1,138	975
★ Leak resolution time (days) (City infrastructure only)	NA	15.5	10.7	*	12.0	12.6	7.8

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Wastewater treatment plant (WWTP) effluent meeting federal standards (%)	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%
Harbor survey stations meeting the swimmable standard of 5mg/L for dissolved oxygen (%)	88%	87%	87%	89%	89%	64%	56%
★ WWTPs - Critical equipment out-of-service (% below minimum)	NA	4.2%	3.0%	*	5.0%	3.6%	3.7%

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

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Estimated bills (%)	17.0%	12.2%	6.8%	6.0%	6.0%	7.7%	4.5%

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Total revenue collected (\$000,000)	\$2,552.4	\$2,918.8	\$3,139.8	\$3,232.6	\$3,447.0	\$1,426.8	\$1,486.0
★ Total revenue as percent of target (%)	95.2%	102.9%	101.1%	*	100.0%	99.3%	100.7%
Accounts receivable - Total balance (\$000,000)	\$1,242	\$1,385	\$1,487	*	*	\$737	\$839
Billed amount collected in 30 days (%)	56.4%	53.8%	54.6%	*	*	56.7%	57.3%

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

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

Goal 5a: Investigate complaints in a timely manner.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Air complaints received	9,699	8,623	7,931	*	*	2,977	2,782
★ Average days to close air quality complaints	10.8	7.7	7.0	*	10.0	7.0	5.3
Air complaints responded to within seven days (%)	76%	73%	82%	85%	85%	79%	89%
Noise complaints received	31,778	31,400	35,363	*	*	11,229	11,634
★ Average days to close noise complaints	15.3	9.9	9.1	*	10.0	9.5	8.5
Noise complaints not requiring access to premises responded to within seven days (%)	86%	89%	88%	85%	85%	87%	86%
Asbestos complaints received	1,180	1,320	1,461	*	*	498	548
★ Average days to close asbestos complaints	0.27	0.24	0.20	*	1.00	0.21	0.20
Asbestos complaints responded to within three hours (%)	100%	100%	100%	90%	90%	100%	100%
DEP - issued violations	9,466	12,171	10,629	*	*	3,679	3,249
Notices of Violation (all categories) upheld at the Environmental Control Board (%)	77.1%	75.5%	72.9%	*	*	74.4%	73.1%

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

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	NA	93%	91%	95%	*	76%	96%
Letters responded to in 14 days (%)	NA	95%	96%	95%	*	96%	98%
Calls answered in 30 seconds (%)	64%	65%	76%	76%	*	80%	59%
Response to 311 Service Requests (SRs)							
Percent meeting time to (first) action – Sewer Maintenance - Catch Basin Clogged/Flooding (6 days)	NA	87	81	85	*	73	92
Percent meeting time to (first) action – Sewer Maintenance - Sewer Backup (0.3 days)	NA	73	78	85	*	73	84
Percent meeting time to (first) action – Water Maintenance - Hydrant Running (2 days)	NA	86	91	85	*	89	83
Percent meeting time to (first) action – Water Maintenance - Hydrant Running Full (1 days)	NA	82	89	85	*	88	82
Percent meeting time to (first) action – Water Maintenance - Leak (0.7 days)	NA	84	83	85	*	81	83

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated	4-Month Actual		
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$1,470.9	\$1,021.6	\$1,059.0	\$1,134.6	\$1,694.3	\$1,108.0	\$423.7	\$431.2
Revenues (\$000,000) ³	\$24.0	\$24.6	\$22.8	\$23.2	\$23.4	\$24.3	\$8.6	\$9.0
Personnel	5,963	5,802	5,740	6,120	6,107	6,080	5,772	5,655
Overtime paid (\$000,000)	\$32.0	\$32.2	\$36.3	\$21.7	\$24.7	\$21.6	\$12.1	\$9.5
Capital commitments (\$000,000)	\$2,649.9	\$1,252.4	\$1,685.5	\$2,512.0	\$2,268.7	\$2,028.8	\$428.9	\$275.7

¹January 2013 Financial Plan *NA* - Not Available in this report

²Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

³DEP revenues shown here do not include any of the approximately \$1.5 billion the City receives annually from the NYC Water Board in reimbursement for operations & maintenance and in rent.

Noteworthy Changes, Additions or Deletions

- The Department added the following indicators: 'Acres of land solicited in watershed area,' 'Water supply critical equipment out of service (%)', 'Facility security checks,' 'Overall enforcement activity,' 'Sewer backup complaints resolved – Confirmed,' 'Sewer backup complaints resolved – Unconfirmed,' 'Street segments with confirmed sewer backup in the last 12 months (% of total),' 'Street segments with recurring confirmed sewer backups in the last 12 months (% of total),' 'Water main breaks per 100 miles of main in the last 12 months,' 'Catch basins cleaned – Total,' 'Backlog of catch basin repairs (% of system),' and 'Leak resolution time (days) (City infrastructure only).'
- Additionally, the Department removed the following indicators: 'Number of drinking water analyses above maximum contaminant level,' 'Completed applications for work to comply with Watershed Rules and Regulations,' 'Notices of Violation and Notices of Warning issued in the watershed,' 'Patrol hours for Environmental Police and watershed protection staff (000),' 'Percent of reservoir capacity filled (end of month),' 'Average daily in-City water consumption,' 'Repairs to distribution system,' 'Percent of sewer backups recurring locally within 2 years,' 'Leak resolution time (days),' 'Water main surveyed for leak detection (% linear feet),' 'Average backlog of broken and inoperative hydrants,' 'Emergencies responded to within one hour (%)', and 'Percent of catch basin backups recurring locally within 2 years.'

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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

