

# DEPARTMENT OF ENVIRONMENTAL PROTECTION

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| 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: | Water supply – Critical equipment out of service (%)  |
| Description:    | The number of pieces of equipment that have been identified as critical to the operation 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 DEP facilities at which DEP Police conducted a security inspection.   |
| Source:         | Bureau of Water Supply, Police Division and Division of Operations and Engineering.   |
| Indicator name: | Overall enforcement activity  |
| Description:    | The number of summonses, arrests, Notices of Violation and Notices of Warning issued by the DEP Police. This includes both penal law and Environmental Conservation Law citations.                                |
| Source:         | Bureau of Water Supply, Police Division and Division of Operations and Engineering.   |
| 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:    | The number of City infrastructure related sewer backup complaints that were resolved.   |
| Source:         | Bureau of Water and Sewer Operations.   |
| Indicator name: | Sewer backup complaints resolved - Unconfirmed  |
| Description:    | The number of private infrastructure related sewer backup complaints that were resolved.  |
| 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.                               |
| Source:         | Bureau of Water and Sewer Operations.   |

# DEPARTMENT OF ENVIRONMENTAL PROTECTION

|                 |  |
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| 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. |
| 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: | 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: | 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 responsible water main break is confirmed.                           |
| 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: | 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 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.  |
| Source:         | Bureau of Water and Sewer Operations.  |

# DEPARTMENT OF ENVIRONMENTAL PROTECTION

|                 |   |
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| 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  |
| 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) (City infrastructure only)  |
| Description:    | The average time in 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 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: | 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 Service.   |
| 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 Service.   |

# DEPARTMENT OF ENVIRONMENTAL PROTECTION

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| Indicator name: | Accounts receivable - Total balance (\$000,000)   |
| Description:    | The net value, in millions of dollars, of all charges due for water and sewer use. 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: | 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 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: | 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: | 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: | Noise complaints received   |
| Description:    | The total number of noise complaints received during the reporting period.  |
| 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: | 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: | Asbestos complaints received  |
| Description:    | The total number of asbestos complaints received during the reporting period.   |
| Source:         | Bureau of Environmental Compliance.   |

## DEPARTMENT OF ENVIRONMENTAL PROTECTION

- 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:** 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:** DEP-issued 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 regulations governing air, noise and asbestos.  
**Source:** 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.

