



What We Do

The Department of Environmental Protection (DEP) protects public health and the environment by supplying clean drinking water, collecting and treating wastewater, and reducing air, noise, and hazardous materials pollution. 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

- The Department has continued to focus its analytical and maintenance resources on identifying and targeting areas in the City's sewer system that would most benefit from proactive interventions such as increased cleaning and degreasing. This has resulted in a significant reduction in sewer backup complaints related to City-owned infrastructure. This decrease, in conjunction with the Department's focus on performance monitoring through its H₂OStat program, has resulted in a 30 percent improvement in the time to resolve sewer backups on City infrastructure, from 4.6 hours to 3.2 hours.
- DEP remains on track to meet the land solicitation goals established in the Filtration Avoidance Determination covering the period from 2012 through 2017. However, at 10,168, the Department solicited fewer acres during the first four months of Fiscal 2014 than during the same period last year.
- The number of water main breaks increased to 96 in the first four months of Fiscal 2014 from last year's record low of 64 but was in line with levels seen during prior four-month periods. The overall trend for water main breaks continues to improve due, in part, to the implementation of proactive maintenance of water main valves and regulators. However, fluctuation in this

indicator due to weather and other factors is to be expected from year to year. On average, DEP restored water to customers in 4.3 hours, slightly faster than a year ago.

- The Department received 45 percent fewer complaints of clogged catch basins and, on average, resolved these complaints in 4.7 days. While longer than last year’s average of three days, resolution time remained better than the target.
- The Department continued to improve its performance in responding to and closing complaints related to violations of the air and noise pollution codes largely due to operational efficiencies resulting from last year’s implementation of the H₂OStat program. The Department responded to 99 percent of these complaints within the seven-day target, a 10 and 13 percentage point improvement, respectively, over last year despite increases in both complaint categories. In addition, the average time to close air complaints decreased by 28 percent, from 5.3 to 3.8 days, and by 38 percent for noise complaints, from 8.5 to 5.3 days.
- To address peaks in call volume, the Department initiated a virtual call center. Staff has been identified in borough offices and other non-call center units to support the call center during peak periods. This, along with the hiring of staff to address attrition in the prior period, led to a 25 percentage point increase in calls answered within 30 seconds. In addition, the average call wait time dropped by over 68 percent to 22.8 seconds.

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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Samples testing positive for coliform bacteria (%)	0.4%	0.4%	0.3%	*	*	0.6%	0.4%
★ In-City samples meeting water quality standards for coliform bacteria (%)	100%	100%	100%	100%	100%	100%	100%
Acres of land solicited in watershed area	77,524	69,789	63,910	*	*	36,981	10,168

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Water supply - Critical equipment out of service (%)	2.0%	1.5%	1.2%	*	*	1.3%	1.6%
★ Facility security checks	225,180	263,436	275,098	263,000	263,000	92,963	95,211
Overall enforcement activity	936	1,777	983	*	*	470	495

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Sewer backup complaints received	14,460	13,933	14,911	*	*	4,943	2,757
Sewer backup complaints resolved - Confirmed	5,337	4,567	4,221	*	*	1,400	718
- Unconfirmed	9,086	8,982	10,685	*	*	3,499	2,041
★ Sewer backup resolution time (hours)	5.5	5.6	4.4	7.0	7.0	4.6	3.2
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	2.2%	2.0%	1.7%	*	*	1.7%	1.6%
★ Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	0.8%	0.7%	0.5%	1.0%	1.0%	0.6%	0.5%
Street cave-in complaints received	4,656	3,467	2,926	*	*	1,391	1,366
Average time to respond to street cave-in complaints and make safe (days)	2.4	3.2	2.5	*	*	2.7	2.8
Water main breaks	481	370	406	*	*	64	96
Water main breaks per 100 miles of main in the last 12 months	6.9	5.3	5.8	*	*	4.9	6.2
★ Average time to restore water to customers after confirming breaks (hours)	5.4	4.8	4.4	6.0	6.0	4.5	4.3
★ Broken and inoperative hydrants (%)	0.55%	0.36%	0.31%	1.00%	1.00%	0.26%	0.42%
★ Average time to repair or replace high-priority broken or inoperative hydrants (days)	5.9	4.4	2.7	7.0	7.0	2.4	3.0

★ 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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Catch basin complaints received	10,539	12,357	10,548	*	*	4,568	2,508
★ Catch basin backup resolution time (days)	5.1	5.1	3.1	9.0	9.0	3.0	4.7
Catch basins surveyed/inspected (%)	29.3%	33.1%	30.0%	33.3%	33.3%	7.4%	10.0%
Catch basins cleaned - Total	20,417	24,224	31,097	*	*	9,477	10,540
★ Backlog of catch basin repairs (% of system)	NA	1.1%	0.5%	1.0%	1.0%	0.6%	0.3%
Leak complaints received	4,198	3,751	4,077	*	*	974	1,050
★ Leak resolution time (days) (City infrastructure only)	15.5	10.7	10.0	12.0	12.0	7.8	8.9

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

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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Wastewater treatment plant (WWTP) effluent meeting federal standards (%)	100.0%	99.9%	99.5%	100.0%	100.0%	99.9%	99.9%
Harbor survey stations meeting the fishable standard of 5mg/L for dissolved oxygen (%)	87%	87%	85%	89%	89%	56%	75%
★ WWTPs - Critical equipment out-of-service (% below minimum)	4.2%	3.0%	3.1%	5.0%	5.0%	3.7%	1.8%

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

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Estimated bills (%)	12.2%	6.8%	4.9%	6.0%	6.0%	4.5%	3.9%

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Total revenue collected (\$000,000)	\$2,918.8	\$3,139.8	\$3,374.6	\$3,432.7	\$3,657.2	\$1,486.0	\$1,603.8
★ Total revenue as percent of target (%)	102.9%	101.1%	104.4%	100.0%	100.0%	100.7%	105.1%
Accounts receivable - Total balance (\$000,000)	\$1,385	\$1,487	\$1,561	*	*	\$839	\$877
Billed amount collected in 30 days (%)	53.8%	54.6%	55.4%	*	*	57.3%	60.4%

★ 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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Air complaints received	8,623	7,931	7,628	*	*	2,782	2,945
★ Average days to close air quality complaints	7.7	7.0	4.5	10.0	10.0	5.3	3.8
Air complaints responded to within seven days (%)	73%	82%	93%	85%	85%	89%	99%
Noise complaints received	31,400	35,363	36,130	*	*	11,634	14,209
★ Average days to close noise complaints	9.9	9.1	7.1	10.0	10.0	8.5	5.3
Noise complaints not requiring access to premises responded to within seven days (%)	89%	88%	91%	85%	85%	86%	99%
Asbestos complaints received	1,320	1,461	1,486	*	*	549	494
★ Average days to close asbestos complaints	0.24	0.20	0.29	1.00	1.00	0.20	0.21
Asbestos complaints responded to within three hours (%)	100%	100%	100%	90%	90%	100%	100%

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

Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Total violations issued	NA	13,332	13,262	*	*	4,452	5,387
Violations admitted to or upheld at the Environmental Control Board (%)	NA	87.8%	88.2%	*	*	89.5%	91.0%
Accidents involving City vehicles	NA	NA	350	*	*	132	124
Workplace injuries reported	NA	NA	515	*	*	163	150

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Emails responded to in 14 days (%)	93%	91%	94%	95%	*	96%	100%
Letters responded to in 14 days (%)	95%	96%	97%	95%	*	98%	97%
Calls answered in 30 seconds (%)	65%	76%	69%	76%	*	59%	84%

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/Flooding (6 days)	87	81	91	85	*	92	86
Percent meeting time to first action - Sewer Maintenance - Sewer Backup (0.25 days)	73	78	84	85	*	84	91
Percent meeting time to first action - Water Maintenance - Hydrant Running (2 days)	86	91	86	85	*	83	84
Percent meeting time to first action - Water Maintenance - Hydrant Running Full (1 day)	82	89	85	85	*	82	84
Percent meeting time to first action - Water Maintenance - Leak (0.7 days)	84	83	82	85	*	83	79

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$1,021.6	\$1,059.0	\$1,727.3 ³	\$1,119.9	\$1,534.7	\$1,105.5	\$431.2	\$613.7 ³
Revenues (\$000,000) ⁴	\$24.6	\$22.8	\$26.8	\$24.3	\$23.2	\$24.3	\$9.0	\$7.1
Personnel	5,802	5,740	5,727	6,051	6,168	6,062	5,655	5,677
Overtime paid (\$000,000)	\$32.2	\$36.3	\$37.2	\$21.6	\$22.8	\$22.8	\$9.5	\$9.5
Capital commitments (\$000,000)	\$1,252.4	\$1,685.5	\$1,521.0	\$2,276.8	\$2,321.6	\$2,698.2	\$275.7	\$117.1

¹February 2014 Financial Plan

²Expenditures include all funds.

³"NA" - Not Available in this report

³The Department has been the conduit for the monies the City uses for the Sandy-related Rapid Repair program. \$641 million of DEP's FY 2013 annual expenditures were for this program; \$29.5 million of DEP's expenditures in the first four months of FY 2014 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 corrected Fiscal 2013 data for 'Acres of land solicited in watershed area' from 65,806 to 63,910. It also revised four-month Fiscal 2013 data for several indicators to reflect minor updates to data.
- The Department corrected the name of the indicator previously known as 'Harbor survey stations meeting the swimmable standard of 5mg/L for dissolved oxygen (%)' to 'Harbor survey stations meeting the fishable standard of 5mg/L for dissolved oxygen (%)' to accurately describe the type of activity the standard allows.
- The NYC Water Board revised the Fiscal 2014 revenue target from \$3,447 billion to \$3,432.7 billion.

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.

