

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Emily Lloyd, Commissioner



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.

FOCUS ON EQUITY

DEP is focused on protecting public health and the environment in an equitable manner by supplying clean drinking water, collecting and treating wastewater, and reducing air, noise and hazardous materials pollution for all New Yorkers. In July 2014 DEP announced a series of programs to provide assistance to the most vulnerable customers. DEP froze the minimum charge, preventing any increase in water and sewer charges for 25 percent of single-family homeowners. DEP also expanded its leak forgiveness program to forgive the portion of water and sewer charges attributable to maintainable fixtures for homeowners who make prompt repairs. In addition, in October 2014 DEP launched the Home Water Assistance Program, which provides an annual bill credit to low-income homeowners across the five boroughs.

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 emergencies and 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

- DEP received 24.7 percent more sewer backup complaints during the reporting period largely due to a significant increase in rainfall – 21.6 inches, up from 12.7 inches during the July to October 2013 period. DEP continues to strategically focus preventive maintenance efforts to target areas that would best benefit from proactive activities. Despite the rise in overall complaint volume, sewer back up resolution time remained essentially unchanged at 3.5 hours compared to 3.2 hours a year ago.
- The number of water main breaks decreased to 76 in the first four months of Fiscal 2015 from last year's 96, a decrease of 20.8 percent. Fluctuations in this indicator due to weather and other factors are expected from year to year. On average, DEP restored water to customers in 5.4 hours, slightly more than one hour longer than last year but faster than the annual target of 6.0 hours.
- The substantial completion of the citywide automated meter reading program and implementation of the large meter replacement program continue to drive down the percent of bills issued with estimated reads. As of October 2014, only 3.3 percent of the more than 1.1 million bills issued were based on estimates.
- The Department received 31 percent more noise complaints, an increase of nearly 4,500, with the number of complaints regarding construction being performed before or after normal hours accounting for most of the jump. The timing of the increase reflects a rise in construction activity citywide. In response, DEP conducted over 31 percent more noise inspections, for a total of 10,290, and, on average, closed noise complaints in 5.9 days compared to 5.3 days during the same period last year.

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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Samples testing positive for coliform bacteria (%)	0.4%	0.3%	0.3%	*	*	0.4%	0.5%
★ In-City samples meeting water quality standards for coliform bacteria (%)	100%	100%	100%	100%	100%	100%	100%
Acres of land solicited in watershed area	69,789	62,481	44,316	*	*	9,422	6,872

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Water supply - Critical equipment out of service (%)	1.5%	1.2%	1.4%	*	*	1.6%	1.3%
★ Facility security checks	263,436	275,098	289,759	263,000	263,000	95,211	94,079
Overall enforcement activity	1,777	983	1,207	*	*	495	696

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

Goal 2a

Resolve emergencies and 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Sewer backup complaints received	13,933	14,911	11,637	*	*	2,757	3,438
Sewer backup complaints resolved - Confirmed	4,567	4,221	3,224	*	*	718	717
- Unconfirmed	8,982	10,685	8,417	*	*	2,041	2,719
★Sewer backup resolution time (hours)	5.6	4.4	3.9	7.0	7.0	3.2	3.5
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	2.0%	1.7%	1.4%	*	*	1.6%	1.4%
★Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	0.7%	0.5%	0.4%	1.0%	1.0%	0.5%	0.4%
Street cave-in complaints received	3,467	2,926	3,737	*	*	1,366	1,756
Average time to respond to street cave-in complaints and make safe (days)	3.2	2.5	2.5	*	*	2.8	2.9
Water main breaks	370	406	513	*	*	96	76
Water main breaks per 100 miles of main in the last 12 months	5.3	5.8	7.3	*	*	6.3	7.0
★Average time to restore water to customers after confirming breaks (hours)	4.8	4.4	4.4	6.0	6.0	4.3	5.4
★Broken and inoperative hydrants (%)	0.36%	0.31%	0.44%	1.00%	1.00%	0.42%	0.47%
★Average time to repair or replace high-priority broken or inoperative hydrants (days)	4.4	2.7	3.1	7.0	7.0	3.0	2.4
Catch basin complaints received	12,357	10,548	8,576	*	*	2,508	2,988
★Catch basin backup resolution time (days)	5.1	3.1	3.9	9.0	9.0	4.7	4.6
Catch basins surveyed/inspected (%) (cumulative)	33.1%	30.0%	31.0%	33.3%	33.3%	10.9%	10.5%
Catch basins cleaned	24,224	31,097	29,730	*	*	10,731	12,244
★Backlog of catch basin repairs (% of system)	1.1%	0.5%	0.3%	1.0%	1.0%	0.3%	0.4%
Leak complaints received	3,751	4,077	3,718	*	*	1,050	734
★Leak resolution time (days) (City infrastructure only)	10.7	10.0	9.8	12.0	12.0	8.9	8.8

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Wastewater treatment plant (WWTP) effluent meeting federal standards (%)	99.9%	99.5%	99.6%	100.0%	100.0%	99.9%	99.7%
Harbor survey stations meeting the fishable standard of 5mg/L for dissolved oxygen (%)	87%	85%	91%	89%	89%	75%	84%
★WWTPs - Critical equipment out-of-service (% below minimum)	3.0%	3.1%	1.9%	5.0%	5.0%	1.8%	1.2%

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Estimated bills (%)	6.8%	4.9%	3.7%	6.0%	5.0%	3.9%	3.3%

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Goal 4b

Meet revenue targets established by the NYC Water Board.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Total revenue collected (\$000,000)	\$3,139.8	\$3,374.6	\$3,612.3	\$3,618.5	\$3,742.2	\$1,603.8	\$1,682.7
★ Total revenue as percent of target (%)	101.1%	104.4%	105.2%	100.0%	100.0%	105.1%	102.8%
Accounts receivable - Total balance (\$000,000)	\$1,487	\$1,561	\$1,750	*	*	\$877	\$912
Billed amount collected in 30 days (%)	54.6%	55.4%	56.7%	*	*	58.6%	61.7%

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Air complaints received	7,931	7,628	7,896	*	*	2,965	3,048
★ Average days to close air quality complaints	7.0	4.5	3.8	10.0	10.0	3.8	4.4
Air complaints responded to within seven days (%)	82%	93%	98%	85%	85%	99%	96%
Noise complaints received	35,363	36,130	45,584	*	*	14,209	18,658
★ Average days to close noise complaints	9.1	7.1	5.2	10.0	10.0	5.3	5.9
Noise complaints not requiring access to premises responded to within seven days (%)	88%	91%	99%	85%	85%	99%	98%
Asbestos complaints received	1,461	1,486	1,414	*	*	494	654
★ Average days to close asbestos complaints	0.20	0.29	0.26	1.00	1.00	0.21	0.28
Asbestos complaints responded to within three hours (%)	100%	100%	100%	90%	90%	100%	100%

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Total violations issued	13,332	13,262	14,077	*	*	5,387	5,519
Violations admitted to or upheld at the Environmental Control Board (%)	87.8%	88.2%	89.7%	*	*	91.0%	91.0%
Collisions involving City vehicles	NA	350	370	*	*	124	123
Workplace injuries reported	NA	515	493	*	*	153	150

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Emails responded to in 14 days (%)	91%	94%	88%	95%	95%	100%	86%
Letters responded to in 14 days (%)	96%	97%	97%	95%	95%	97%	98%
Calls answered in 30 seconds (%)	76%	69%	79%	76%	76%	84%	83%
Average customer in-person wait time (minutes)	5	7	7	5	5	NA	NA
Completed customer requests for interpretation	7,497	11,023	13,638	*	*	NA	NA
Visitors rating customer service at borough centers as good or better (%)	88.8%	90.8%	93.0%	90.0%	90.0%	NA	NA
CORE customer experience rating (0-100)	90	91	95	90	90	NA	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/Flooding (6 days)	81%	91%	90%	85%	85%	86%	88%
Percent meeting time to first action - Sewer Maintenance - Sewer Backup (0.25 days)	78%	84%	86%	85%	85%	91%	91%
Percent meeting time to first action - Water Maintenance - Hydrant Running (2 days)	91%	86%	86%	85%	85%	84%	88%
Percent meeting time to first action - Water Maintenance - Hydrant Running Full (1 day)	89%	85%	87%	85%	85%	84%	88%
Percent meeting time to first action - Water Maintenance - Leak (0.7 days)	83%	82%	80%	85%	85%	79%	81%

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$1,059.0	\$1,727.3	\$1,192.6	\$1,167.4	\$1,712.8	\$1,233.1	\$613.7	\$538.2
Revenues (\$000,000) ³	\$22.8	\$26.8	\$29.7	\$23.8	\$23.9	\$24.0	\$7.1	\$8.1
Personnel	5,740	5,727	5,708	6,062	6,249	6,293	5,677	5,692
Overtime paid (\$000,000)	\$36.3	\$37.2	\$37.2	\$22.8	\$23.0	\$22.6	\$9.5	\$10.4
Capital commitments (\$000,000)	\$1,685.5	\$1,521.0	\$1,160.0	\$3,014.5	\$2,690.8	\$2,183.0	\$117.1	\$112.1

¹February 2015 Financial Plan

²Expenditures include all funds.

"NA" - Not Available in this report

³DEP 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 2014 data for 'Acres of land solicited in watershed area' from 46,266 to 44,316, and four-month data from 10,168 to 9,422. It also revised four-month Fiscal 2014 data for several other indicators to reflect minor updates to data.

ADDITIONAL RESOURCES

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