

STRATEGIC PLANNING AND PERFORMANCE

Strategy	Progress to Date	Status
<p>1 Launch H₂OStat to ensure the efficient and cost-effective operation of the water system and the entire agency.</p>	<p>In January 2011, DEP launched the first phase of H₂OStat, an agency-wide effort to assess real-time performance and to use those metrics to improve operational efficiency and address additional challenges.</p>	<p>Achieved and Ongoing </p>
<p>2 Innovate and implement best practices through active engagement with our partner water utilities and stakeholder organizations around the country and the world.</p>	<p>In November 2011, DEP announced <i>Operational Excellence</i>, or <i>OpX</i>. This program is intended to help DEP find ways to enhance productivity in order to become the best water utility in the nation, while continuing to serve the nine million New Yorkers who rely on us every day. To realize this effort, we hired Veolia Water North America (Veolia), a firm with international experience identifying opportunities for efficiency gains, streamlining workflows, and reducing expenses at water and wastewater utilities. Veolia will work with our staff in this effort, leveraging skills and institutional knowledge to develop and implement recommendations that improve operations and build performance management systems—all in an effort to keep future water rate increases as low as possible.</p>	<p>Initiated </p>