



DEPARTMENT OF ENVIRONMENTAL PROTECTION

Carter H. Strickland, Jr., Commissioner

Key Public Service Areas

- ✓ Ensure the sufficiency, quality, and security of the City's water supply.
- ✓ Repair and maintain in-City water delivery and sewer collection systems.
- ✓ Treat wastewater and sewage to maintain and enhance water quality in the receiving waters surrounding the City.
- ✓ Bill and collect revenue for water and sewer usage.
- ✓ Improve public safety and quality of life through enforcement of City laws and rules in the areas of air pollution, asbestos, noise pollution, and hazardous materials.

Scope of Agency Operations

The Department of Environmental Protection (DEP) protects the environmental health, welfare, and natural resources of the City and its residents. The Department manages the City's water supply, which provides more than one billion gallons of high quality drinking water daily and serves more than half the population of New York State, 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.

Critical Objectives

- Protect and secure the watershed area.
- Monitor drinking water sources to protect public health, including compliance with federal and State water quality standards.
- Maintain the integrity of the water supply and distribution systems.
- Maintain the integrity of the storm water and wastewater sewer collection system.
- Respond to water and wastewater system emergencies and perform repairs in a timely manner.
- Maintain and enhance water quality in New York harbor, including compliance with federal and State standards for the treatment of wastewater.
- Ensure that customer billing is accurate and transparent.
- Respond to complaints in a timely manner.
- Enforce the administrative code provisions that regulate asbestos, air, noise, and hazardous materials.
- Respond to asbestos and hazardous materials emergencies in a timely manner.

Preliminary Performance Highlights

- Environmental Police Officers issued more than twice as many violations and warnings in the City's watershed. The increase is associated with the opening of over 25,000 additional acres to the public during the last two years.
- DEP received 42 percent more complaints about backed-up sewers and clogged catch basins largely due to significantly heavier rainfall and other severe weather events during the four-month period ending October 2011. During this period, the City experienced the heaviest record rainfall in a single day – 7.8 inches – in addition to a hurricane and tropical storm. Sewer backup complaints rose to 6,066 and were resolved in 6.6 days, while catch basin complaints increased to 6,675 and were resolved in 7 days. Although resolution times were longer than a year ago, they remained lower than the respective performance targets.
- As a result of better tracking and prioritization of older complaints, DEP reduced the average time to resolve leak complaints by 3.5 days to 13.6 days.
- Although a considerably smaller percentage of water main was surveyed for leaks, 8.5 percent compared to 19.3 percent as of last October, DEP fully expects to meet its annual goal of 56 percent.
- On average, DEP repaired high priority broken and inoperative hydrants in 6.6 days, and successfully reduced the backlog of broken and inoperative hydrants to a low of 459 from 600 at the end of Fiscal 2011.
- The number of days that the 14 in-City wastewater treatment plants operated with less than the minimum amount of critical equipment grew by nearly one-third to 786 days. A significant part of the increase is associated with planned work.



- Estimated bills issued by the Department for water and sewer use dropped by more than five percentage points to 7.7 percent. The decrease is associated with the Department's progress in completing the Automated Meter Reading project.
- DEP issued over 28 percent fewer asbestos violations. The decrease is likely due to applicants' growing familiarity with the Fiscal 2010 rule changes governing asbestos removal and asbestos-related work, which has resulted in improved compliance.

Performance Report

✓ Ensure the sufficiency, quality, and security of the City's water supply.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated FY12	FY13		
<i>In-City samples meeting water quality standards for coliform (%)</i>	100%	100%	100%	*	*	100%	100%
★ <i>Percent of samples testing positive for coliform bacteria</i>	0.2%	0.3%	0.4%	*	*	0.9%	1.1%
★ <i>Number of drinking water analyses above maximum contaminant level</i>	130	15	9	*	*	3	6
<i>Completed applications for work to comply with Watershed Rules and Regulations</i>	678	646	627	*	*	290	226
<i>Notices of Violation and Notices of Warning issued in the watershed</i>	205	275	396	*	*	152	328
<i>Patrol hours for Environmental Police and watershed protection staff (000)</i>	286.0	304.2	308.6	*	*	108.3	103.6
★ <i>Percent of reservoir capacity filled (end of month)</i>	99.1%	91.0%	98.4%	*	*	79.8%	95.4%
<i>Average daily in-City water consumption (millions of gallons)</i>	1,039	1,017	1,035	*	*	1,108	1,068

★ Critical Indicator "NA" - means Not Available in this report

✓ Repair and maintain in-City water delivery and sewer collection systems.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated FY12	FY13		
★ <i>Sewer backup complaints received</i>	16,977	14,883	14,460	*	*	4,714	6,066
★ <i>Sewer backup resolution time (hours)</i>	5.6	5.8	5.5	7.0	7.0	5.3	6.6
★ <i>Percent of sewer backups recurring locally within 2 years</i>	48.8%	47.2%	47.9%	*	*	46.9%	41.0%
★ <i>Leak complaints received</i>	4,583	3,908	4,198	*	*	1,228	1,138
★ <i>Leak resolution time (days)</i>	13.8	15.1	14.1	17.0	17.0	17.1	13.6
<i>Water main surveyed for leak detection (% linear feet)</i>	59.7%	59.2%	55.0%	56.0%	56.0%	19.3%	8.5%
★ <i>Water main breaks</i>	513	421	481	*	*	97	88
★ <i>Average time to restore water to customers after confirming breaks (hours)</i>	9.1	5.5	5.4	*	*	6.7	6.0
<i>Repairs to distribution system</i>	18,765	17,777	17,067	*	*	5,074	5,661
★ <i>Catch basin complaints received</i>	12,943	11,330	10,539	*	*	4,246	6,675
★ <i>Catch basin backup resolution time (days)</i>	7.0	8.4	5.1	9.0	9.0	5.0	7.0
★ <i>Percent of catch basin backups recurring locally within 2 years</i>	29.6%	27.9%	25.6%	*	*	25.4%	23.5%
<i>Catch basins surveyed/inspected (%)</i>	40.5%	35.1%	29.3%	33.3%	33.3%	9.6%	8.1%
★ <i>Street cave-in complaints received</i>	9,545	6,302	4,656	*	*	2,207	1,870
<i>Street cave-in complaints resolved</i>	8,780	4,435	3,314	*	*	1,399	1,423
★ <i>Average time to respond to street cave-in complaints and make safe (days)</i>	10.4	8.3	2.4	*	*	3.3	3.8
<i>Broken and inoperative hydrants (%)</i>	0.45%	0.52%	0.55%	1.00%	1.00%	0.63%	0.42%
★ <i>Average time to repair or replace high-priority broken or inoperative hydrants (days)</i>	15.2	7.5	5.9	*	*	7.3	6.6
★ <i>Average backlog of broken and inoperative hydrants</i>	492	572	600	*	*	601	459

★ Critical Indicator "NA" - means Not Available in this report



✓ **Treat wastewater and sewage to maintain and enhance water quality in the receiving waters surrounding the City.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
Wastewater treatment plant (WWTP) effluent meeting federal standards (%)	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
★ WWTPs - Critical equipment days below minimum	1,158	1,941	2,296	*	*	594	786
Percent of out-of-service critical equipment that is attributable to planned work	NA	NA	43%	*	*	44%	35%
Percent of harbor survey stations meeting the swimmable standard of 5mg/L for dissolved oxygen	89%	88%	87%	89%	89%	68%	64%

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✓ **Bill and collect revenue for water and sewer usage.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
Estimated bills (%)	16.8%	17.0%	12.2%	8.0%	6.0%	12.9%	7.7%
Total revenue collected (\$ millions)	\$2,333.9	\$2,552.4	\$2,918.8	\$3,104.6	\$3,330.8	\$1,314.3	\$1,426.8
★ Total revenue as percent of plan	95.0%	95.2%	102.9%	*	*	102.2%	99.3%
★ Percent of billed amount collected in 30 days	56.8%	56.4%	53.8%	*	*	55.7%	56.7%
Accounts receivable - Total balance (\$ millions)	\$1,131	\$1,242	\$1,385	*	*	\$662	\$737
- Delinquent for more than 180 days (\$ millions)	\$287	\$313	\$398	*	*	\$333	\$377
- Delinquent for more than 1 year (\$ millions)	\$204	\$220	\$279	*	*	\$227	\$261

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✓ **Improve public safety and quality of life through enforcement of City laws and rules in the areas of air pollution, asbestos, noise pollution, and hazardous materials.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Air complaints received	11,692	9,699	8,623	*	*	3,439	2,977
Air complaints responded to within seven days (%)	79%	76%	73%	85%	85%	69%	79%
★ Average days to close air quality complaints	13.1	10.8	7.7	*	*	8.7	7.0
★ Noise complaints received	39,371	31,778	31,400	*	*	10,644	11,229
Noise complaints not requiring access to premises responded to within seven days (%)	85%	86%	89%	85%	85%	85%	87%
★ Average days to close noise complaints	17.7	15.3	9.9	*	*	11.5	9.5
★ Asbestos complaints received	1,391	1,180	1,320	*	*	457	498
Asbestos complaints responded to within three hours (%)	99%	100%	100%	90%	90%	100%	100%
★ Average days to close asbestos complaints	0.23	0.27	0.24	*	*	0.19	0.21
Emergencies responded to within one hour (%)	100%	100%	100%	100%	100%	100%	100%
DEP - issued violations	7,412	9,466	12,171	*	*	4,233	3,679
- Air violations	4,346	4,983	5,855	*	*	2,013	1,919
- Noise violations	2,559	2,446	2,582	*	*	987	875
- Asbestos violations	507	2,037	3,734	*	*	1,233	885
Notices of Violation (all categories) upheld at the Environmental Control Board (%)	77.6%	77.1%	75.5%	*	*	78.8%	74.4%

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Agency Customer Service

The Department of Environmental Protection provides service to its customers through its call centers, walk-in facilities, website and correspondence.

Indicator	DEP Jul-Oct FY11	Citywide Jul-Oct FY11	DEP Jul-Oct FY12	Citywide Jul-Oct FY12	DEP Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
Average call wait time (min:sec)	0:49	1:38	0:30	1:47	-39%	10%
Average response time for email correspondence (days)	3	5	8	8	167%	60%
Average response time for letters/mail correspondence (days)	14	11	5	9	-64%	-18%
Service requests meeting expected time of action (%)	80.1%	82.2%	79.0%	89.7%	-1%	9%
Number of 311 inquiries (to MMR agencies)	149,726	2,467,532	132,685	2,245,344	-11%	-9%

311 Customer Service Center Requests for Service

Top Service Requests	Total Jul-Oct FY11	Target - FY11 Days to Action	Actual - Jul-Oct FY11 Days to Action	% Meeting FY11 Target	Total Jul-Oct FY12	Target - FY12 Days to Action	Actual - Jul-Oct FY12 Days to Action	% Meeting FY12 Target
Sewer Maintenance - Catch Basin Clogged	3,756	6.0	2.2	88%	6,525	6.0	4.2	72%
Sewer Maintenance - Sewer Backup	4,873	0.3	0.2	72%	6,936	0.3	0.3	72%
Water Maintenance - Hydrant Running	4,093	2.0	1.9	81%	3,749	2.0	1.1	89%
Water Maintenance - Hydrant Running Full	6,315	1.0	1.6	78%	5,472	1.0	0.6	88%
Water Maintenance - Leak	3,786	0.7	0.7	85%	3,315	0.7	0.5	81%

311 Customer Service Center Inquiries

Top DEP-related Inquiries	Total Jul-Oct FY11	% of DEP Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of DEP Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
Fire Hydrant - Running Full	23,966	16%	1	17,735	13%	1
Noise from Construction	11,756	8%	3	12,777	10%	2
Sewer Backup Complaint - During Business Hours and Saturdays	10,780	7%	4	10,858	8%	3
Fire Hydrant - Running or Leaking	12,180	8%	2	10,135	8%	4
Catch Basin Complaint	6,183	4%	5	7,457	6%	5



Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12 ¹	FY13 ¹	Actual FY11	Actual FY12
<i>Expenditures (\$ millions)²</i>	\$1,034.1	\$1,470.9	\$1,021.6	\$1,042.1	\$1,064.8	\$1,019.6	\$408.5	\$423.7
<i>Revenues (\$ millions)</i>	\$59.8	\$24.0	\$24.6	\$23.0	\$23.1	\$23.2	\$9.1	\$8.6
<i>Personnel</i>	6,054	5,963	5,802	6,050	6,091	5,951	5,844	5,772
<i>Overtime paid (\$000)</i>	\$36,417	\$31,985	\$32,206	*	*	*	\$8,497	\$12,064
<i>Capital commitments (\$ millions)</i>	\$2,174.8	\$2,649.9	\$1,252.4	\$2,144.0	\$2,771.7	\$1,981.9	\$362.7	\$428.9

¹ January 2012 Financial Plan "NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

- The Department has discontinued the metric 'Water meters repaired/replaced.' The indicator reported on the maintenance of older meters and is no longer relevant as the vast majority have been replaced with automated meters.

For more information please visit the website at: www.nyc.gov/dep

