

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Vincent Sapienza, 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

The Department of Environmental Protection has the critical mission to enrich the environment and protect public health for all New Yorkers by providing high quality drinking water, managing wastewater and stormwater, and reducing air, noise, and hazardous materials pollution. In July 2015 DEP announced a new series of programs to provide additional assistance to its most vulnerable customers. The City froze the minimum charge, preventing any increase in water and sewer charges for 25 percent of single-family homeowners and, through the [Home Water Assistance Program](#) (HWAP), provided the first annual credit to low-income homeowners who qualify for the federal Home Energy Assistance Program. In 2016 the Department expanded HWAP to include low-income senior and disabled homeowners who receive a New York City Department of Finance property tax exemption. In Fiscal 2018 DEP implemented the Multifamily Water Assistance Program (MWAP), which provides a credit to eligible multifamily buildings that conserve water and enter into an agreement to keep rents affordable. In Fiscal 2019, DEP has continued both the freeze of the minimum charge and other affordability bill credits, including a credit benefiting senior homeowners and MWAP.

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

- During the first four months of Fiscal 2019, the Department performed over 10 percent more security checks, compared to the same period in the prior year. The graduation of a new class of officers on June 29, 2018 increased the number of officers on patrol to perform these checks.
- Complaints concerning sewer backups as well as those for clogged catch basins both increased compared to the prior reporting period due to near record rainfall. Rainfall during July and August was 16.04 inches at Central Park, the highest level since 1972. The resolution time for sewer backup complaints, while increasing by approximately 48 minutes on average, remained below the annual target. The increase in street cave-in complaints can also be attributed to the heavy rainfall in July and August which contributes to the deterioration of street cave-ins.
- The number of complaints received about clogged catch basins increased by 48 percent during the reporting period due to increased rainfall. At the same time, the Department was able to resolve those complaints over 12 percent faster. Many of the complaints received during heavy rainfalls are able to be resolved through inspection as the rain subsides which has the result of reducing the average time to resolve these complaints.
- The Department cleaned over 5,200 more catch basins during the reporting period due to greater efficiency in operations, including adding an additional location for unloading the collected catch basin debris.
- The number of water main breaks per 100 miles in the last twelve months increased due to a 43 percent increase in the number of freeze/thaw cycles this past winter. During the reporting period, the average time to restore water to customers was reduced by 17 percent compared to the same period last year.
- A number of factors led to the almost 20 percent improvement in the time that it took the department to close noise complaints. The department has instituted procedural changes that have inspectors starting their shift in the field at their first assigned stop. This change was enabled through the use of handheld tablet computers that allow the department to send and receive information to/from field staff. Since the Fiscal 2017 PMMR period the department moved from introducing staff to the tablets to full implementation. In addition, the department has been using a “heat map” to show complaint location as complaints are made allowing inspectors to be routed to these locations within hours.

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	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Samples testing positive for coliform bacteria (%)	0.5%	0.3%	0.4%	*	*	0.6%	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	45,569	34,475	20,613	*	*	7,819	8,261
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target		* None			

Goal 1b Assure the integrity of the drinking water supply and distribution systems.

Performance Indicators	Actual			Target		4-Month Actual	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Water supply - Critical equipment out of service (%)	1.0%	0.9%	0.7%	*	*	0.7%	0.4%
★ Facility security checks	293,199	286,589	270,831	275,000	275,000	89,606	98,921
Overall enforcement activity	1,658	1,893	1,377	*	*	818	638
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target		* None			

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	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Sewer backup complaints received	10,469	12,133	11,303	*	*	3,381	4,529
Sewer backup complaints resolved - Confirmed (on City infrastructure)	2,503	2,649	2,389	*	*	549	720
– Unconfirmed (not on City infrastructure or unfounded)	7,960	9,489	8,904	*	*	2,831	3,819
★ Sewer backup resolution time (hours)	3.7	3.8	3.7	7.0	7.0	3.3	4.1
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	1.1%	1.2%	1.0%	*	*	1.1%	1.1%
★ Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	0.3%	0.3%	0.3%	0.6%	0.6%	0.3%	0.3%
Street cave-in complaints received	4,174	3,847	3,769	*	*	1,440	1,712
Average time to respond to street cave-in complaints and make safe (days)	4.6	1.9	1.9	*	*	1.9	2.1
Water main breaks	397	428	521	*	*	94	102
Water main breaks per 100 miles of main in the last 12 months	5.7	6.1	7.4	*	*	6.1	7.6
★ Average time to restore water to customers after confirming breaks (hours)	4.2	4.4	4.5	6.0	6.0	6.2	5.1
★ Broken and inoperative hydrants (%)	0.52%	0.54%	0.40%	1.00%	1.00%	0.36%	0.46%
★ Average time to repair or replace high-priority broken or inoperative hydrants (days)	2.9	2.5	2.9	7.0	7.0	2.9	2.5
Catch basin complaints received	8,020	8,942	7,673	*	*	2,685	3,968
★ Catch basin backup resolution time (days)	4.0	5.0	6.9	9.0	9.0	8.4	7.4
Catch basins surveyed/inspected (%)	31.7%	98.3%	99.3%	100.0%	100.0%	25.1%	26.4%
Catch basins cleaned	30,778	52,057	39,098	*	*	13,841	19,085
★ Backlog of catch basin repairs (% of system)	0.7%	1.8%	3.8%	1.0%	1.0%	3.1%	4.8%
Leak complaints received	3,642	3,673	4,367	*	*	1,104	1,127
★ Leak resolution time (days) (City infrastructure only)	10.2	10.0	10.2	12.0	12.0	10.3	11.1
★ Critical Indicator	"NA" Not Available	↕↔ Directional Target	* None				

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	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
★ Wastewater treatment plant (WWTP) effluent meeting federal standards (%)	99.5%	99.8%	99.7%	100.0%	100.0%	99.9%	99.7%
Harbor survey stations meeting applicable waterbody standards for dissolved oxygen (%)	90%	91%	92%	89%	89%	80%	72%
★ WWTPs - Critical equipment out-of-service (% below minimum)	2.1%	1.8%	1.5%	5.0%	5.0%	1.4%	1.1%
★ Critical Indicator	"NA" Not Available	↕↔ Directional Target	* None				

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	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
★ Estimated bills (%)	3.0%	2.8%	3.0%	4.0%	4.0%	3.0%	3.2%
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Total revenue collected (\$000,000)	\$3,852.6	\$3,852.0	\$3,602.3	\$3,773.8	\$3,837.7	\$1,677.0	\$1,823.1
★ Total revenue as percent of target (%)	104.5%	104.3%	99.8%	100.0%	100.0%	101.3%	100.4%
Accounts receivable - Total balance (\$000,000)	\$1,666	\$1,633	\$1,709	*	*	\$930	\$882
Billed amount collected in 30 days (%)	63.1%	60.8%	60.5%	*	*	64.1%	59.8%
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None			

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	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Air complaints received	9,858	8,807	8,276	*	*	2,958	2,751
★ Average days to close air quality complaints	4.0	2.5	4.2	9.0	9.0	4.0	4.5
Air complaints responded to within seven days (%)	95%	96%	97%	85%	85%	98%	98%
Noise complaints received	61,784	58,892	61,342	*	*	20,592	19,594
★ Average days to close noise complaints	5.6	4.3	4.8	9.0	9.0	5.2	4.1
Noise complaints not requiring access to premises responded to within seven days (%)	97%	98%	99%	85%	85%	98%	99%
Asbestos complaints received	1,855	1,425	1,338	*	*	489	727
★ Average days to close asbestos complaints	0.34	0.34	0.74	1.00	1.00	0.78	1.01
Asbestos complaints responded to within three hours (%)	100%	100%	100%	100%	100%	100%	100%
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None			

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Total violations issued	14,753	16,149	12,851	*	*	5,046	6,866
Violations admitted to or upheld at the Environmental Control Board (%)	93.8%	92.8%	91.5%	*	*	91.0%	90.4%
Collisions involving City vehicles	380	413	398	*	*	131	143
Workplace injuries reported	352	359	238	*	*	101	61
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None			

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Customer Experience							
E-mails responded to in 14 days (%)	93%	100%	100%	95%	95%	100%	100%
Letters responded to in 14 days (%)	99%	99%	99%	95%	95%	99%	99%
Calls answered in 30 seconds (%)	73%	79%	72%	76%	76%	78%	78%
Average customer in-person wait time (minutes)	5	4	4	5	5	NA	NA
Completed customer requests for interpretation	13,685	13,783	13,848	*	*	NA	NA
Visitors rating customer service at borough centers as good or better (%)	95.0%	93.0%	95.0%	90.0%	90.0%	NA	NA
CORE customer experience rating (0-100)	100	97	95	90	90	NA	NA
★ Critical Indicator	"NA" Not Available	↕ Directional Target		* None			

Performance Indicators	Actual			Target		4-Month Actual	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/ Flooding (6 days)	91%	89%	86%	85%	85%	82%	81%
Percent meeting time to first action - Sewer Maintenance - Sewer Backup (0.25 days)	90%	88%	89%	85%	85%	93%	89%
Percent meeting time to first action - Water Maintenance - Hydrant Running (2 days)	85%	86%	82%	85%	85%	84%	69%
Percent meeting time to first action - Water Maintenance - Hydrant Running Full (1 day)	88%	89%	86%	85%	85%	84%	73%
Percent meeting time to first action - Water Maintenance - Leak (0.7 days)	79%	81%	77%	85%	85%	80%	81%
★ Critical Indicator	"NA" Not Available	↕ Directional Target		* None			

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2018 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY16	FY17	FY18	FY19	FY19 ¹	FY20 ¹	FY18	FY19
Expenditures (\$000,000) ²	\$1,267.2	\$1,435.9	\$1,432.1	\$1,387.9	\$1,459.3	\$1,316.7	\$696.2	\$706.6
Revenues (\$000,000) ³	\$27.3	\$26.3	\$29.3	\$24.7	\$25.5	\$25.5	\$8.4	\$7.5
Personnel	5,946	6,011	6,099	6,505	6,530	6,378	5,903	6,034
Overtime paid (\$000,000)	\$40.6	\$49.9	\$44.5	\$21.4	\$22.7	\$22.5	\$13.4	\$14.7
Capital commitments (\$000,000)	\$1,590.1	\$2,490.6	\$1,925.2	\$2,845.4	\$2,395.4	\$2,925.7	\$221.2	\$385.0
¹ February 2019 Financial Plan ² Expenditures include all funds "NA" - Not Available								
³ DEP revenues shown here do not include any of the approximately \$1.5 billion the City receives annually from the NYC Water Board in reimbursement for operations & maintenance and in rent.								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY18 ¹ (\$000,000)	February 2019 Financial Plan FY19 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$551.2	\$565.8	
001 - Executive and Support	\$38.8	\$38.0	All
002 - Environmental Management	\$30.0	\$31.4	5a
003 - Water Supply and Wastewater Collection	\$211.2	\$211.6	1a, 1b, 2a, 3a, 5a
007 - Central Utility	\$76.8	\$83.1	1a, 4a, 4b
008 - Wastewater Treatment	\$194.5	\$201.8	2a, 3a
Other Than Personal Services - Total	\$880.9	\$893.5	
004 - Utility	\$617.3	\$674.4	1a, 1b, 2a, 3a, 5a
005 - Environmental Management	\$202.3	\$152.5	1a, 1b, 2a, 3a, 5a
006 - Executive and Support	\$61.2	\$66.6	All
Agency Total	\$1,432.1	\$1,459.3	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2018. Includes all funds.

²Includes all funds.

³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicator "Percent of harbor survey stations meeting the fishable standard of 5mg/L for dissolved oxygen" has been changed to "Percent of harbor survey stations meeting applicable waterbody standards for dissolved oxygen" to reflect varied State requirements for different waterbody types.

ADDITIONAL RESOURCES

- Home Water Assistance Program:
http://www.nyc.gov/html/dep/html/customer_assistance/home_water_assistance_program.shtml

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