



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. It 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 water resource recovery facilities as well as seven water resource recovery facilities 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 many single-family homeowners and undertook a major expansion of the Home Water Assistance Program (HWAP), a billing program that provides a credit to low income homeowners who qualify for the federal Home Energy Assistance Program. In 2016, the Department undertook a further expansion of the HWAP credit to include additional low-income senior and disabled homeowners who receive a New York City Department of Finance property tax exemption. Then, in Fiscal 2018, DEP implemented the Multifamily Water Assistance Program (MWAP), which provides a bill credit to multifamily buildings that conserve water and enter into an agreement to keep rents affordable. In Fiscal Year 2021, DEP continues both the freeze of the minimum charge and the income-tested HWAP credit. In addition, the system has for many years offered a bill amnesty program, in which high water charges that are attributable to leaks that are fixed receive a partial reduction in charges. The Department's two major bill credit programs together provide assistance to almost 90,000 households each year, covering approximately 237,000 New Yorkers, including both renters and owner-occupants.

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

- The Department responded to street cave-in complaints and made the condition safe in half the time as compared to the same period last year. The improvement from 1.6 to 0.8 days is attributable to the decrease in vehicles on the road which allowed crews to get to locations faster. Also, the number of street cave-in complaints have decreased by 29 percent as a result of the Department’s continued coordination with the NYC Department of Transportation’s recently expanded team that proactively investigates and discovers infrastructure defects earlier.
- The number of water main breaks handled by the Department has remained at the same historically low level as during the same period last year. Most water main breaks occur during the winter months, after the period covered by this report, when freeze/thaw cycles drive the number of breaks and variability from year to year is more apparent.
- The time it took the Department to restore water to customers after a water main break increased due to the high proportion of breaks with complex conditions that took over 6 hours to address. These conditions include utility interference which sometimes require coordination with other agencies and entities.
- The Department has needed to clean fewer catch basins during the reporting period because fewer of the catch basins surveyed/inspected are in need of programmatic cleaning. After increasing the inspection cycle and increasing the cleaning for fiscal years 2017, 2018 and 2019, the basins inspected the last cycle Fiscal 2020 and this current cycle Fiscal 2021 are triggering programmatic cleaning at a lower rate.
- The Department performed 12.3 percent fewer surveys/inspections of catch basins during this reporting period due to the change in inspection schedule. Beginning in Fiscal 2020 the Department has instituted a two-year inspection cycle. During the 16-month time period since the current inspection cycle began in July of Fiscal 2020, 65 percent of the system has been surveyed. This is on target with the 67 percent of time that has elapsed.
- The Department’s accounts receivable balance for water and sewer charges increased by 16.1 percent over the same time last year. The increase spans all property tax classes. The Department believes the increase in delinquencies is mainly due to the economic stress created by the COVID-19 pandemic, which has reduced personal and business incomes, as well as reduced overall economic activity, globally.
- The changes implemented and described in last year’s PMMR have proved to be effective in continuing the decline in the number of days to close complaints. The asbestos control program (ACP) continues to prioritize complaints received and ensure our timely response over regularly scheduled inspections. Supervisors and inspectors have been made aware that the complaints must be their primary focus and ensure a speedy resolution. There has also been a small decline in the number of complaints received during the COVID-19 period.
- The Department was able to respond to and close air quality and noise complaints 25.6 and 9.2 percent faster than during the same period last year in part due to having overnight and weekend shifts which provide almost 24/7 coverage. The almost 26 percent decrease in air complaints and 9 percent decrease in noise complaints also contributed to the improvement. The decrease in complaint volume and the prioritization of complaint inspections over scheduled inspections also led to the decrease of 22.1 percent in the time it took the Department to respond to and close asbestos complaints.

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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Samples testing positive for coliform bacteria (%)	0.36%	0.25%	0.14%	*	*	0.21%	0.69%
★ In-City samples meeting water quality standards for coliform bacteria (%)	100%	100%	100%	100%	100%	100%	100%
Acres of land solicited in watershed area	20,613	44,236	8,587	*	*	4,837	1,697
★ 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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Water supply - Critical equipment out of service (%)	0.7%	0.4%	0.4%	*	*	0.6%	0.4%
★ Facility security checks	270,831	312,500	308,235	275,000	275,000	96,158	107,695
Overall enforcement activity	1,377	1,328	1,159	*	*	597	784
★ 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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Sewer backup complaints received	11,303	11,965	10,767	*	*	4,199	4,825
Sewer backup complaints resolved - Confirmed (on City infrastructure)	2,389	2,177	2,051	*	*	663	670
– Unconfirmed (not on City infrastructure or unfounded)	8,904	9,796	8,705	*	*	3,537	4,168
★ Sewer backup resolution time (hours)	3.7	3.6	3.1	7.0	7.0	3.5	2.9
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	1.0%	0.9%	0.9%	*	*	0.9%	0.9%
★ Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	0.3%	0.3%	0.2%	0.6%	0.6%	0.2%	0.2%
Street cave-in complaints received	3,769	3,769	3,098	*	*	1,770	1,259
Average time to respond to street cave-in complaints and make safe (days)	1.9	1.9	1.2	*	*	1.6	0.8
Water main breaks	521	459	370	*	*	81	81
Water main breaks per 100 miles of main in the last 12 months	7.4	6.6	5.3	*	*	6.3	5.3
★ Average time to restore water to customers after confirming breaks (hours)	4.5	4.7	4.9	6.0	6.0	5.4	6.3
★ Broken and inoperative hydrants (%)	0.40%	0.46%	0.38%	1.00%	1.00%	0.39%	0.28%
★ Average time to repair or replace high-priority broken or inoperative hydrants (days)	2.9	2.5	2.3	5.0	5.0	2.3	2.2
Catch basin complaints received	7,673	10,662	6,613	*	*	3,217	3,250
★ Catch basin backup resolution time (days)	6.9	7.8	7.8	9.0	9.0	6.2	3.8
Catch basins surveyed/inspected (%)	99.3%	103.4%	51.7%	50.0%	50.0%	26.1%	13.8%
Catch basins cleaned	39,098	49,005	40,640	*	*	15,468	10,649
★ Backlog of catch basin repairs (% of system)	3.8%	4.4%	2.8%	1.0%	1.0%	3.3%	2.4%
Leak complaints received	4,367	3,791	3,194	*	*	971	969
★ Leak resolution time (days) (City infrastructure only)	10.2	8.4	9.1	12.0	12.0	6.8	6.1
★ 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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
★ Water resource recovery facility (WRRF) effluent meeting State Pollutant Discharge Elimination Standards (%)	99.7%	99.6%	99.9%	100.0%	100.0%	99.9%	99.8%
Harbor survey stations meeting applicable waterbody standards for dissolved oxygen (%)	92%	90%	89%	89%	89%	75%	73%
WRRFs - Critical equipment out-of-service (% below minimum)	1.5%	1.0%	1.6%	5.0%	5.0%	2.1%	1.4%
★ 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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
★ Estimated bills (%)	3.0%	2.8%	2.4%	4.0%	4.0%	2.6%	2.7%
★ 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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Total revenue collected (\$000,000)	\$3,602.3	\$3,824.8	\$3,800.0	\$3,901.9	\$3,901.9	\$1,822.6	\$1,710.0
★ Total revenue as percent of target (%)	99.8%	101.4%	99.6%	100.0%	100.0%	105.5%	109.3%
Accounts receivable - Total balance (\$000,000)	\$1,709	\$1,741	\$1,810	*	*	\$914	\$1,061
Billed amount collected in 30 days (%)	60.5%	62.0%	61.1%	*	*	61.9%	54.4%
★ 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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Air complaints received	8,276	8,295	7,789	*	*	3,048	2,267
★ Average days to close air quality complaints	4.2	3.9	2.9	7.0	7.0	3.6	2.6
Air complaints responded to within seven days (%)	97%	99%	100%	88%	88%	100%	100%
Noise complaints received	61,342	61,967	46,956	*	*	17,258	15,663
★ Average days to close noise complaints	4.8	4.1	3.2	7.0	7.0	3.4	2.8
Noise complaints not requiring access to premises responded to within seven days (%)	99%	99%	100%	88%	88%	100%	100%
Asbestos complaints received	1,338	1,902	1,019	*	*	444	346
★ Average days to close asbestos complaints	0.74	0.91	0.65	1.00	1.00	0.99	0.54
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	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Total violations issued	12,851	21,394	19,839	*	*	7,870	5,531
Violations admitted to or upheld at the Environmental Control Board (%)	91.5%	90.0%	89.0%	*	*	88.6%	87.4%
Collisions involving City vehicles	398	427	241	*	*	241	73
Workplace injuries reported	238	158	40	*	*	16	14
★ Critical Indicator	"NA" Not Available	⇅ Directional Target	* None				

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Customer Experience							
E-mails responded to in 14 days (%)	100%	100%	100%	95%	95%	100%	99%
Letters responded to in 14 days (%)	99%	99%	99%	95%	95%	99%	100%
Calls answered in 30 seconds (%)	72%	68%	84%	76%	76%	88%	92%
Average customer in-person wait time (minutes)	4	4	3	5	5	NA	NA
Completed customer requests for interpretation	13,848	14,548	12,067	*	*	NA	NA
Visitors rating customer service at borough centers as good or better (%)	95.0%	96.0%	97.0%	90.0%	90.0%	NA	NA
CORE customer experience rating (0-100)	95	NA	99	90	90	NA	NA
★ Critical Indicator	"NA" Not Available	↑↓ Directional Target	* None				

Performance Indicators	Actual			Target		4-Month Actual	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/ Flooding (6 days)	86%	84%	90%	85%	85%	88%	97%
Percent meeting time to first action - Sewer Maintenance - Sewer Backup (0.25 days)	89%	91%	92%	85%	85%	89%	94%
Percent meeting time to first action - Water Maintenance - Hydrant Running (2 days)	82%	76%	89%	85%	85%	86%	94%
Percent meeting time to first action - Water Maintenance - Hydrant Running Full (1 day)	86%	77%	90%	85%	85%	88%	92%
Percent meeting time to first action - Water Maintenance - Leak (0.7 days)	77%	82%	87%	85%	85%	84%	88%
★ Critical Indicator	"NA" Not Available	↑↓ Directional Target	* None				

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2020 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY18	FY19	FY20	FY21	FY21 ¹	FY22 ¹	FY20	FY21
Expenditures (\$000,000) ²	\$1,432.1	\$1,433.0	\$1,382.8	\$1,438.8	\$1,498.8	\$1,384.7	\$629.5	\$579.0
Revenues (\$000,000) ³	\$29.3	\$27.0	\$19.9	\$19.2	\$19.2	\$18.9	\$6.4	\$5.4
Personnel	6,099	6,195	6,105	6,426	6,452	6,401	6,080	5,990
Overtime paid (\$000,000)	\$44.5	\$48.8	\$50.5	\$45.8	\$48.0	\$44.5	\$15.9	\$12.3
Capital commitments (\$000,000)	\$1,925.2	\$2,031.5	\$1,029.4	\$2,727.6	\$2,688.4	\$2,391.0	\$250.4	\$182.1
¹ January 2021 Financial Plan. ² Expenditures include all funds 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. "NA" - Not Available								

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 FY20 ¹ (\$000,000)	January 2021 Financial Plan FY21 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$608.7	\$615.8	
001 - Executive and Support	\$44.2	\$40.9	All
002 - Environmental Management	\$29.1	\$26.9	5a
003 - Water Supply and Wastewater Collection	\$229.3	\$226.4	1a, 1b, 2a, 3a, 5a
007 - Central Utility	\$84.9	\$90.5	1a, 4a, 4b
008 - Wastewater Treatment	\$221.2	\$231.1	2a, 3a
Other Than Personal Services - Total	\$774.1	\$883.0	
004 - Utility	\$646.8	\$723.2	1a, 1b, 2a, 3a, 5a
005 - Environmental Management	\$67.4	\$93.5	1a, 1b, 2a, 3a, 5a
006 - Executive and Support	\$59.9	\$66.3	All
Agency Total	\$1,382.8	\$1,498.8	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2020. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

- Home Water Assistance Program:
<https://www1.nyc.gov/site/dep/pay-my-bills/home-water-assistance-program.page>

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