

## The Department of Environmental Protection Citywide Accountability Program Indicators

Fiscal Year 2007	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FISCAL YTD
<b>Catch Basins Serviced: Average resolution time to clean clogged catch basin. - Days</b>	7.2	8.2	7.5	8.0	4.6	7.1	5.7	5.5	4.1	3.8	8.6		6.5
<b>Sewer Backups: Percent of Sewer backup complaints resolved within 24 hours.</b>	98.9%	99.0%	99.4%	99.3%	99.5%	99.5%	98.9%	99.1%	98.9%	96.0%	99.23%		98.7%
<b>Sewer Backup Resolution Time - Hours</b>	6.5	5.6	5.0	5.3	5.0	5.1	6.9	6.6	7.7	8.4	7.2		6.4
<b>Hydrant Repairs: Backlog percentage of hydrants broken and inoperative (should be less than 1%)</b>	0.52%	0.33%	0.31%	0.51%	0.60%	0.58%	0.46%	0.57%	0.33%	0.37%	0.5%		0.46%
<b>Water Leaks: Percentage of leak complaints requiring excavation resolved within 30 days.</b>	94.6%	93.5%	92.2%	91.1%	90.6%	93.4%	89.5%	93.9%	82.4%	89.9%	90.7%		90.7%
<b>Leak Resolution Time - Days</b>	10.4	10.2	12.6	9.6	11.2	10.2	12.3	10.4	16.7	13.8	14.0		12.2
<b>Sewer Repairs: Average repair backlog.</b>	4437	4366	4354	4360	4299	4273	4688	4801	4766	4728	4899		4543