

## The Department of Environmental Protection Citywide Accountability Program Indicators

Fiscal Year 2003	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.</b>	5.0	3.9	4.1	3.7	3.7	4.4	4.2	2.7	3.8	3.6	3.2	3.9	3.9
<b>Sewer Backups: Percent of Sewer backup complaints resolved within 24 hours.</b>	99.68%	99.70%	99.50%	99.90%	99.94%	99.68%	99.79%	99.40%	99.50%	99.90%	99.90%	99.30%	99.70%
<b>Sewer Backup Resolution Time</b>	3.4	3.8	3.7	3.6	4.3	4.5	4.7	5.3	4.7	3.8	3.7	4.9	4.2
<b>Hydrant Repairs: Backlog percentage of hydrants broken and inoperative (should be less than 1%)</b>	0.41%	0.31%	0.35%	0.25%	0.30%	0.26%	0.36%	0.50%	0.46%	0.50%	0.59%	0.38%	0.39%
<b>Water Leaks: Percentage of leak complaints requiring excavation resolved within 30 days.</b>	91.3%	93.3%	94.6%	93.1%	96.7%	94.2%	92.9%	96.0%	86.5%	95.3%	94.3%	95.1%	93.8%
<b>Leak Resolution Time</b>	12.3	9.3	8.5	9.8	8.8	8.9	9.0	10.1	13.1	9.7	10.7	11.0	10.1
<b>Sewer Repairs: Average repair backlog.</b>	1525	1498	1453	1425	1404	1386	1380	1391	1413	1437	1468	1496	1496