

## The Department of Environmental Protection Citywide Accountability Program Indicators

Fiscal Year 2004	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>	4.8	4.8	5.3	3.9	3.1	5.5	6.3	3.7	3.8	3.2	4.5	4.7	4.4
<b>Sewer Backups: Percent of Sewer backup complaints resolved within 24 hours.</b>	99.60%	99.70%	99.90%	99.90%	99.80%	99.80%	99.70%	99.90%	99.90%	99.50%	99.50%	99.20%	99.70%
<b>Sewer Backup Resolution Time - Hours</b>	4.0	5.3	3.9	3.5	4.3	5.0	4.8	5.1	5.0	5.5	4.7	5.5	4.8
<b>Hydrant Repairs: Backlog percentage of hydrants broken and inoperative (should be less than 1%)</b>	0.35%	0.37%	0.42%	0.58%	0.50%	0.28%	0.41%	0.44%	0.37%	0.50%	0.61%	0.59%	0.45%
<b>Water Leaks: Percentage of leak complaints requiring excavation resolved within 30 days.</b>	96.5%	92.1%	95.6%	93.1%	94.2%	90.6%	96.0%	93.2%	90.1%	93.3%	89.0%	86.5%	92.5%
<b>Leak Resolution Time - Days</b>	9.1	9.4	10.5	14.5	10.8	12.0	8.1	11.3	13.5	10.9	14.4	14.7	11.5
<b>Sewer Repairs: Average repair backlog.</b>	1794	1846	1899	1971	2026	1961	2135	2277	2418	2491	2623	2705	2179