



Fiscal 2009 Executive Budget Hearings

❖ **Committee on Finance jointly with the
Committee on Environmental Protection**

May 2008

Scheduled To Testify:

- *Department of Environmental Protection*

*Hon. Christine C. Quinn
Speaker of the Council*

*Hon. David I. Weprin, Chair
Committee on Finance*

*Hon. James F. Gennaro, Chair
Committee on Environmental Protection*

*Preston Niblack, Director
Finance Division*

New York City Council Finance Division

Preston Niblack
Director

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Analyst

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DEPARTMENT OF ENVIRONMENTAL PROTECTION (826)**Agency Operations**

The Department of Environmental Protection (DEP or Department) protects the environmental health, welfare and natural resources of the City and its residents. The Department manages the City's water supply, which provides over one billion gallons of quality drinking water daily, serving over half the population of New York State, and manages 14 in-City wastewater treatment plants, as well as nine treatment plants upstate. DEP also carries out 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 almost one million water and sewer accounts and manages citywide water conservation programs.

AGENCY FUNDING OVERVIEW

Agency Funding Sources	Fiscal 2008 Adopted Budget	Fiscal 2008 Current Mod. as of 4/25/2008	Fiscal 2009 Preliminary Budget	Fiscal 2009 Executive Budget
City	\$911,725,033	\$911,725,033	\$897,799,286	\$952,459,213
Other Categorical	\$0	\$0	\$0	\$0
Capital IFA	\$53,953,098	\$53,953,098	\$54,160,966	\$54,219,661
State	\$0	\$365,733	\$0	\$0
Community Development	\$0	\$0	\$0	\$0
Federal-Other	\$0	\$10,041,241	\$0	\$0
Intra-City	\$1,166,652	\$1,181,089	\$1,166,652	\$1,178,177
Total	\$966,844,783	\$977,266,194	\$953,126,904	\$1,007,857,051

HEADCOUNT OVERVIEW

Headcount	Fiscal 2008 Adopted Budget	Fiscal 2008 Forecast for 6/30/2008	Fiscal 2009 Preliminary Budget	Fiscal 2009 Executive Budget
City	345	332	332	332
Non-City	5,955	5,974	5,893	5,913
Total	6,300	6,306	6,225	6,245

AGENCY HIGHLIGHTS

The Fiscal 2009 Executive Budget proposes \$1 billion in City-tax levy funding for the Department of Environmental Protection, a \$41 million increase when compared to the Fiscal 2008 Adopted Budget. There are a total of \$25 million in new needs and \$30 million in other adjustments in the Fiscal 2009 Executive Budget.

Of the \$25 million in new needs in the Fiscal 2009 Executive Budget, there is an increase of approximately \$16 million for operations and maintenance costs. Additionally, there is a \$1 million increase and 20 additional positions within the Bureau of Wastewater Treatment to address health and safety concerns through compliance and quality control reporting, and there is

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a \$500,000 increase and five additional positions within the Office of Environmental Health and Safety Central to support these efforts as well.

In addition to examining the Agency's operations by funding source, this document will also provide an analysis by program area. The table below highlights the key program areas in this agency and the amount of funding allocated to those programs. The changes in the following program areas are attributable to collective bargaining increases, additional staffing, increased new needs, and budget adjustments for cost-saving programs or pricing increases/decreases. More details regarding these budgetary actions are in the Executive Budget Action section of this document.

PROGRAM FUNDING OVERVIEW (\$000s)

Program	2006 Actual Spending	2007 Actual Spending	2008 Adopted Budget	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Agency Administration & Support	\$66,811	\$68,198	\$83,479	\$84,691	\$76,505	\$80,266
Customer Services & Water Board Support	\$39,126	\$40,767	\$50,666	\$48,076	\$49,860	\$54,133
Engineering Design and Construction	\$25,507	\$26,418	\$29,491	\$28,451	\$28,611	\$28,571
Environmental Control Board	\$14,962	\$16,547	\$17,826	\$18,006	\$18,045	\$18,721
Environmental Management	\$13,002	\$12,992	\$13,360	\$13,032	\$13,214	\$13,466
Miscellaneous	\$162	\$3,234	\$1,775	\$10,865	\$1,765	\$1,458
Upstate Water Supply	\$219,168	\$229,142	\$262,651	\$263,281	\$260,079	\$262,930
Wastewater Treatment Operations	\$310,810	\$340,298	\$363,553	\$347,688	\$356,941	\$378,789
Water & Sewer Maintenance & Operations	\$114,845	\$131,228	\$144,044	\$137,589	\$148,108	\$169,523
Total	\$804,393	\$868,825	\$966,845	\$951,677	\$953,127	\$1,007,857

PROGRAM HEADCOUNT OVERVIEW

Program	2006 Actual Headcount	2007 Actual Headcount	2008 Adopted Budget	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Agency Administration & Support	474	486	538	539	531	495
Customer Services & Water Board Support	502	521	548	546	546	546
Engineering Design and Construction	352	369	417	416	417	416
Environmental Control Board	115	120	135	135	135	135
Environmental Management	191	195	207	209	207	209
Miscellaneous	0	16	25	31	12	10
Upstate Water Supply	981	962	1,098	1,098	1,098	1,098
Wastewater Treatment Operations	1,802	1,902	2,011	2,011	1,958	2,015
Water & Sewer Maintenance & Operations	1,258	1,273	1,321	1,321	1,321	1,321
Total	5,675	5,844	6,300	6,306	6,225	6,245

PROGRAM ANALYSIS

Customer Services and Water Board Support

In Fiscal 2007-2008, the Department made numerous improvements to its Bureau of Customer Service (BCS), which falls under the Customer Services and Water Board Support program. For example, the Customer Call Center further reduced the average customer wait time to 15 seconds on high-volume days and 9 seconds on low-volume days. The number of estimated bills decreased from 19.2 percent to 16.5 percent. BCS developed a customer-friendly dispute form and streamlined the dispute resolution process. Customers now receive spike billing notices and may ask for leak kits. Finally, BCS provides new payment options including a feeless online service available via its website.

Additionally, these improvements were critical to the success of the Department's request for the authority to do stand-alone water lien sales. The Department has collected \$2.2 billion in revenues for water and sewer usage in the current fiscal year; however, BCS projected a loss of \$590 million in revenue due to a history of billing inaccuracies and poor collection methods. In December 2007, the Council passed legislation that authorized the Department to do stand-alone water and sewer lien sales for properties that have acquired water and sewer debt of \$1,000 or more for one year or longer. The legislation exempts single-family homeowners and two- and three-family homeowners receiving senior citizen homeowners' exemption, disabled homeowners' exemption, or the personal income tax circuit breaker tax credit.

Through the passing of this legislation, the Department projected approximately \$133 million in total from stand-alone water and sewer lien sales, and within that, additional revenue of \$35 million in Fiscal 2009. However, the Memorandum of Understanding that the Department agreed to at the time the legislation was passed allows delinquent customers to enter the Department's payment incentive program prior to a lien sale, which deflates the anticipated revenue generated from the lien sale. Also, the Department is incurring increased capital program and operations and maintenance costs, which has cut into the Department's revenue stream. Therefore, the Department anticipates a revenue shortfall of four percent for Fiscal 2008 and subsequently a shortfall for Fiscal 2009. The Water Board looks to cover this revenue shortfall in Fiscal 2009 by increasing the water rate by 14.5 percent, which is a three percent increase over its projected increase of 11.5 percent.

Upstate Water Supply

The Bureau of Water Supply falls under the Upstate Water Supply program, which ensures the delivery of a sufficient quantity of high quality drinking water from the upstate water supply system, the management and implementation of the provisions of the City's \$1.5 billion Watershed Protection Program, and ensures the City's compliance with the provisions of the Filtration Avoidance Determination. The Department has increased the number of patrol hours of the upstate watershed by 6.5 percent, or 308,000 hours, to ensure the protection of the watershed. This increase is due to the Department adding two new classes of environmental police officers to patrol duty. From these increases, the numbers of violations and warning notices have dropped incrementally from 279 in Fiscal 2003 to 137 in Fiscal 2007.

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Miscellaneous

The Miscellaneous program includes homeland security grants, brownfield initiatives, and other miscellaneous items. The funding for this program is projected to decrease by \$9 million in Fiscal 2009 because of the loss of homeland security grants.

UNITS OF APPROPRIATION

The operating budget of an agency is structured into several levels, each of which provides varying levels of detail on an agency's spending plans. The City Charter requires that U/As represent the amount appropriated for personal services (i.e. salaries) or Other Than Personal Services (i.e. supplies) for a particular program, purpose, activity or institution.

The changes in the following U/As are attributable to collective bargaining increases, additional staffing, and budget adjustments for cost-saving programs or pricing increases/decreases. More details regarding these budgetary actions are in the Preliminary Budget Action section of this document.

U/A#	U/A Name	Fiscal 2008 Adopted Budget	Fiscal 2008 Current Mod. as of 4/25/2008	Fiscal 2009 Preliminary Budget	Fiscal 2009 Executive Budget
001	Executive & Support	\$31,820,992	\$31,787,505	\$31,463,765	\$32,248,864
002	Environmental Management	\$24,454,306	\$26,288,162	\$24,577,480	\$24,652,420
003	Water Supply/Wastewater Collection	\$151,985,832	\$151,432,226	\$152,751,074	\$152,965,799
007	Central Utility	\$64,602,368	\$64,410,162	\$64,773,053	\$65,247,668
008	Wastewater Treatment	\$130,806,578	\$131,537,877	\$128,081,466	\$131,949,793
	Total PS	\$403,670,076	\$405,455,932	\$401,646,838	\$407,064,544
004	Utility-OTPS	\$505,406,562	\$509,016,872	\$501,372,393	\$545,997,409
005	Environmental Management-OTPS	\$8,930,718	\$12,753,393	\$7,949,777	\$8,990,890
006	Executive & Support-OTPS	\$48,837,427	\$50,039,997	\$42,157,896	\$45,804,208
	Total OTPS	\$563,174,707	\$571,810,262	\$551,480,066	\$600,792,507
	Total Agency	\$966,844,783	\$977,266,194	\$953,126,904	\$1,007,857,051

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EXECUTIVE BUDGET ACTIONS (\$000)

Description	Fiscal 2008			Fiscal 2009		
	City	Non-City	Total	City	Non-City	Total
Agency Budget as per the Preliminary Plan	\$909,174	\$64,744	\$973,918	\$897,799	\$55,328	\$953,127
New Needs						
BCIA-Fire Hydrant Abuse Campaign	\$0	\$0	\$0	\$100	\$0	\$100
BCS-IBM Consultants	\$0	\$0	\$0	\$1,000	\$0	\$1,000
BWS-Flouride	\$0	\$0	\$0	\$1,073	\$0	\$1,073
BWS-Upstate Taxes	\$0	\$0	\$0	\$1,900	\$0	\$1,900
BWS-Sludge Removal	\$0	\$0	\$0	\$150	\$0	\$150
BWS-Security Equipment	\$0	\$0	\$0	\$825	\$0	\$825
BWSO-Sewer Cleaning	\$0	\$0	\$0	\$800	\$0	\$800
BWSO-Orthophosphate	\$0	\$0	\$0	\$7,000	\$0	\$7,000
BWSO-Dam Inspection	\$0	\$0	\$0	\$250	\$0	\$250
BWT-Biosolids/Sludge Removal	\$0	\$0	\$0	\$6,142	\$0	\$6,142
BWT-Environmental Health & Safety	\$0	\$0	\$0	\$960	\$0	\$960
BWT-Generator Rentals-Red Hook WPCP	\$0	\$0	\$0	\$525	\$0	\$525
BWT-Tug Services	\$0	\$0	\$0	\$300	\$0	\$300
OEHSC-Support BWT EH&S Program	\$0	\$0	\$0	\$462	\$0	\$462
Construction Contract - MOU w/DOI	\$0	\$0	\$0	\$660	\$0	\$660
Agencywide Personal Services Shortfall	\$0	\$0	\$0	\$2,801	\$0	\$2,801
Total New Needs	\$0	\$0	\$0	\$24,948	\$0	\$24,948
Program to Eliminate the Gap (PEGs)						
Re-estimate of Brownfields OTPS Budget	\$0	\$0	\$0	(\$49)	\$0	(\$49)
Total PEGs	\$0	\$0	\$0	(\$49)	\$0	(\$49)
Other Adjustments						
Collective Bargaining	\$844	\$0	\$844	\$844	\$0	\$844
Fuel	\$574	\$0	\$574	\$512	\$0	\$512
Gasoline	\$494	\$0	\$494	\$290	\$0	\$290
Heat, Light, and Power	(\$264)	\$0	(\$264)	\$2,491	\$0	\$2,491
Lease Adjustment	\$0	\$0	\$0	\$676	\$0	\$676
Utility Rollovers	-\$24,948	\$0	(\$24,948)	\$24,948	\$0	\$24,948
Miscellaneous	\$0	\$65,803	\$65,803	\$0	\$55,398	\$55,398
Total Other Adjustments	(\$23,300)	\$65,803	\$42,503	\$29,761	\$55,398	\$85,159
Total Executive Plan Budget Changes	(\$23,300)	\$65,803	\$42,503	\$54,660	\$55,398	\$110,058
Agency Budget as per the Executive Plan	\$885,874	\$65,803	\$951,677	\$952,459	\$55,398	\$1,007,857

EXECUTIVE BUDGET ACTION ANALYSIS

New Needs

- **Bureau of Communications & Intergovernmental Affairs – Fire Hydrant Abuse Campaign.** The Department needs \$100,000 in Fiscal 2009 only for an educational campaign to the public on how using fire hydrants for recreational purposes are dangerous.
- **Bureau of Customer Service – IBM Consultants.** The Department needs \$1 million in Fiscal 2009 only for consultants to work on the customer service system and assist in maintaining the lien sale and payment incentive program database.
- **Bureau of Water Supply - Fluoride.** The Department needs a total of \$1.1 million in Fiscal 2009 and \$250,000 in the outyears for the cost of fluoride, which is placed in the City's water system.
- **Bureau of Water Supply – Upstate Taxes.** The Department needs a total of \$1.9 million in Fiscal 2009 and in the outyears to pay for the property taxes on the land surrounding the watershed.
- **Bureau of Water Supply – Sludge Removal.** The Department needs a total of \$150,000 in Fiscal 2009 and in the outyears to handle sludge removal around the watershed.
- **Bureau of Water Supply – Security Equipment.** The Department needs a total of \$850,000 in Fiscal 2009 and in the outyears to maintain the security equipment purchased for the watershed.
- **Bureau of Water and & Sewer Operations – Sewer Cleaning.** The Department needs a total of \$800,000 in Fiscal 2009, \$2 million in Fiscal 2010, \$500,000 in Fiscal 2011, and \$200,000 in Fiscal 2012 to drag and clean sewer systems throughout the city.
- **Bureau of Water and & Sewer Operations – Orthophosphate.** The Department needs \$7 million in Fiscal 2009 only for the cost of orthophosphate, which is placed in the City's water system to prevent lead from the pipes leaking into the water system.
- **Bureau of Water and & Sewer Operations – Dam Inspection.** The Department needs \$250,000 in Fiscal 2009 only for contractual services to inspect dams at the Hillview Reservoir, the Jerome Park Reservoir, the Silver Lake Reservoir, and the Ridgewood Reservoir.
- **Bureau of Wastewater Treatment-Biosolids/Sludge Removal.** The Department needs \$6 million in Fiscal 2009 only in order to continue the removal of biosolids from the DEP's waste treatment plants to the landfills throughout the city.

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- **Bureau of Wastewater Treatment – Environmental Health & Safety Program.** The Department needs \$960,000 in Fiscal 2009 only in this area to continue health and safety programs established in Fiscal 2008 that ensures the safety of the Department's employees.
- **Bureau of Wastewater Treatment – Generator Rentals for Red Hook WPCP.** The Department needs \$525,000 in Fiscal 2009 and in Fiscal 2010 only to rent generators for back-up purposes while two wastewater treatment plants are under construction.
- **Bureau of Wastewater Treatment – Tug Services.** DEP needs \$300,000 in Fiscal 2009 only for tug boat contracts, which assist the sludge removal barges.
- **Office of Environmental Health & Safety Central - Support BWT EH&S Program.** DEP needs \$462,000 in Fiscal 2009 only in this area to support the health and safety programs established in Fiscal 2008 that ensures the safety of the Department's employees.
- **Construction Contract - MOU w/DOI.** The Department needs \$660,000 in Fiscal 2009 only as part of a Memorandum of Understanding with the Department of Investigation that provides oversight from over the Croton Filtration Plant construction contracts.
- **Agencywide Personal Services Shortfall.** The Department needs \$2.8 million in Fiscal 2009 only to cover the agency's full headcount costs.

Program to Eliminate the Gap (PEGs)

- **Re-estimate of Brownfields OTPS Budget.** The Fiscal 2009 Executive Budget decreases the Department's budget by \$49,000 in Fiscal 2009 and in the outyears for the Brownsfield program due to underutilization.

Other Adjustments

- **Collective Bargaining.** There is an adjustment of \$844,000 in Fiscal 2008 and in the outyears for increased collective bargaining costs.
- **Utility Rollovers.** A total of \$24.9 million in utility costs will be rolled from Fiscal 2008 to Fiscal 2009.
- **Fuel.** Based on re-estimates, the Department anticipates an increase in fuel costs by \$574,000 in Fiscal 2008, and \$512,000 in Fiscal 2009, and in the outyears.
- **Gasoline.** Based on re-estimates, the Department anticipates an increase for gasoline costs by \$494,000 in Fiscal 2008, and \$290,000 in Fiscal 2009, and in the outyears.
- **Heat, Light, and Power.** Based on re-estimates, the Department anticipates a decrease of \$264,000 in Fiscal 2008 and an increase of \$2.5 million in Fiscal 2009 and in the outyears for heat, light, and power costs.

- **Lease Adjustment.** The Department anticipates an increase in lease costs of \$676,000 in Fiscal 2009 and the outyears.

Department of Environmental Protection

2009 Executive Budget

The Department of Environmental Protection (DEP) protects the environmental health, welfare and natural resources of the City and its residents. The Department manages the City's water supply, which provides over one billion gallons of quality drinking water daily, serving over half the population of New York State, and manages 14 in-City wastewater treatment plants, as well as nine treatment plants upstate. DEP also carries out 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 almost one million water and sewer accounts and manages citywide water conservation programs.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending by Program					
Agency Administration & Support	\$66,810,925	\$68,198,002	\$84,691,395	\$76,505,134	\$80,266,395
Customer Services & Water Board Support	\$39,125,582	\$40,767,158	\$48,075,511	\$49,859,794	\$54,132,558
Engineering Design and Construction	\$25,507,143	\$26,418,331	\$28,450,574	\$28,611,187	\$28,570,605
Environmental Control Board	\$14,962,163	\$16,546,735	\$18,005,516	\$18,044,672	\$18,721,383
Environmental Management	\$13,002,244	\$12,992,217	\$13,031,705	\$13,214,349	\$13,465,583
Miscellaneous	\$161,908	\$3,233,692	\$10,865,002	\$1,764,573	\$1,458,197
Upstate Water Supply	\$219,167,919	\$229,142,242	\$263,280,788	\$260,078,837	\$262,930,308
Wastewater Treatment Operations	\$310,809,675	\$340,298,110	\$347,687,682	\$356,940,686	\$378,788,745
Water & Sewer Maintenance & Operations	\$114,845,258	\$131,228,409	\$137,588,960	\$148,107,672	\$169,523,277
Total	\$804,392,816	\$868,824,897	\$951,677,133	\$953,126,904	\$1,007,857,051
Funding					
Capital- IFA	NA	NA	\$54,215,079	\$54,160,966	\$54,219,661
City Funds	NA	NA	\$885,873,991	\$897,799,286	\$952,459,213
Federal - Other	NA	NA	\$10,041,241	\$0	\$0
Intra City	NA	NA	\$1,181,089	\$1,166,652	\$1,178,177
State	NA	NA	\$365,733	\$0	\$0
Total	NA	NA	\$951,677,133	\$953,126,904	\$1,007,857,051
Full-Time Positions	5,675	5,844	6,306	6,225	6,245
Contracts	NA	NA	382	400	400

Note: "NA" means that data is not available

Agency Administration & Support

Funding in this program area supports administrative staff that manages and directs the Department, sets policies, creates agency strategic planning, provides support services for personnel, budget implementation, and does payroll, purchasing, auditing, building and vehicle maintenance, computer services, and community and intergovernmental relations.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$29,643,762	\$33,034,532	\$35,286,324	\$34,347,238	\$34,462,187
Other Than Personal Services	\$37,167,162	\$35,163,470	\$49,405,071	\$42,157,896	\$45,804,208
Total	\$66,810,925	\$68,198,002	\$84,691,395	\$76,505,134	\$80,266,395
Funding					
Capital- IFA	NA	NA	\$6,471,431	\$6,034,062	\$6,472,513
City Funds	NA	NA	\$77,489,164	\$69,740,272	\$73,051,557
Intra City	NA	NA	\$730,800	\$730,800	\$742,325
Total	NA	NA	\$84,691,395	\$76,505,134	\$80,266,395
Full-Time Positions	474	486	539	531	495
Contracts	NA	NA	108	121	121
Cleaning Services	NA	NA	3	3	3
Community Consultants	NA	NA	0	1	1
Contractual Services - General	NA	NA	7	7	7
Data Processing Equipment Maintenance	NA	NA	5	6	6
Economic Development	NA	NA	1	1	1
Maintenance and Operation of Infrastructure	NA	NA	2	2	2
Maintenance and Repairs - General	NA	NA	18	19	19
Maintenance and Repairs - Motor Vehicle Equipment	NA	NA	20	20	20
Office Equipment Maintenance	NA	NA	6	6	6
Printing Services	NA	NA	7	7	7
Professional Services - Computer Services	NA	NA	7	7	7
Professional Services - Engineering and Architectural Services	NA	NA	1	1	1
Professional Services - Other	NA	NA	5	7	7
Security Services	NA	NA	1	1	1
Telecommunications Maintenance	NA	NA	4	6	6
Temporary Services	NA	NA	6	10	10
Training Program for City Employees	NA	NA	15	17	17

Note: "NA" means that data is not available

Customer Services & Water Board Support

The Bureau of Customer Services is responsible for all functions related to water and sewer billing for residents of New York City and certain upstate communities. In addition, the Bureau is responsible for water meter contracts and to test and validate the accuracy of water meters installed by private plumbers prior to installation. The Water Board is a public benefit corporation created by the New York State Legislature to primarily fix, revise, charge, collect, and enforce water and sewer rates and other charges for New York City.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$26,691,590	\$28,994,340	\$32,147,362	\$31,973,927	\$32,214,800
Other Than Personal Services	\$12,433,992	\$11,772,818	\$15,928,149	\$17,885,867	\$21,917,758
Total	\$39,125,582	\$40,767,158	\$48,075,511	\$49,859,794	\$54,132,558
Funding					
Capital- IFA	NA	NA	\$119,642	\$119,642	\$119,642
City Funds	NA	NA	\$47,941,432	\$49,740,152	\$54,012,916
Intra City	NA	NA	\$14,437	\$0	\$0
Total	NA	NA	\$48,075,511	\$49,859,794	\$54,132,558
Full-Time Positions	502	521	546	546	546
Contracts	NA	NA	23	23	23
Cleaning Services	NA	NA	2	2	2
Contractual Services - General	NA	NA	3	3	3
Data Processing Equipment Maintenance	NA	NA	2	2	2
Maintenance and Repairs - General	NA	NA	4	4	4
Office Equipment Maintenance	NA	NA	2	2	2
Professional Services - Computer Services	NA	NA	1	1	1
Professional Services - Other	NA	NA	1	1	1
Telecommunications Maintenance	NA	NA	1	1	1
Training Program for City Employees	NA	NA	7	7	7

Performance Measures

	Type of Measure	2005 Annual Target	2005 Annual Actual	2006 Annual Target	2006 Annual Actual	2007 Annual Target	2007 Annual Actual	2008 Annual Target	2008 4-Month Actual
Accounts receivable- delinquent for more than 1 year (\$ millions)	Outcome	NA	NA	NA	\$319	NA	\$304	NA	\$308
Accounts receivable- delinquent for more than 180 days (\$ millions)	Outcome	NA	NA	NA	\$412	NA	\$401	NA	\$412
Accounts receivable- total balance (\$ millions)	Outcome	NA	\$1,088	NA	\$1,027	NA	\$1,107	NA	\$636
Total revenue collected (\$ millions)	Output	\$1,744	\$1,776	\$1,915	\$1,875	\$2,000	\$1,926	\$2,225	\$957
Estimated bills (%)	Service Quality	15.0%	18.9%	15.0%	19.0%	15.0%	17.6%	15.0%	16.5%

Note: "NA" means that data is not available

Engineering Design and Construction

The Bureau of Environmental Design and Construction handles the planning, design, and construction of major water quality related capital projects. Funding in this program area supports the creation of projects that focus on the continued delivery of high quality drinking water to the City and the continued improvement of water quality within the New York Harbor and estuaries.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$25,107,795	\$26,007,838	\$28,113,118	\$28,155,983	\$28,115,401
Other Than Personal Services	\$399,348	\$410,493	\$337,456	\$455,204	\$455,204
Total	\$25,507,143	\$26,418,331	\$28,450,574	\$28,611,187	\$28,570,605
Funding					
Capital- IFA	NA	NA	\$27,894,481	\$27,988,643	\$27,896,764
City Funds	NA	NA	\$556,093	\$622,544	\$673,841
Total	NA	NA	\$28,450,574	\$28,611,187	\$28,570,605
Full-Time Positions	352	369	416	417	416
Contracts	NA	NA	6	7	7
Cleaning Services	NA	NA	0	1	1
Maintenance and Repairs - General	NA	NA	4	4	4
Training Program for City Employees	NA	NA	2	2	2

Note: "NA" means that data is not available

Environmental Control Board

The Environmental Control Board (ECB) is an administrative tribunal that provides hearings on notices of violations issued by other City agencies for various “quality of life” infractions of the City’s laws and rules.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$11,615,803	\$12,423,475	\$13,756,218	\$13,713,440	\$14,319,417
Other Than Personal Services	\$3,346,359	\$4,123,260	\$4,249,298	\$4,331,232	\$4,401,966
Total	\$14,962,163	\$16,546,735	\$18,005,516	\$18,044,672	\$18,721,383
Funding					
City Funds	NA	NA	\$18,005,516	\$18,044,672	\$18,721,383
Total	NA	NA	\$18,005,516	\$18,044,672	\$18,721,383
Full-Time Positions	115	120	135	135	135
Contracts	NA	NA	14	14	14
Cleaning Services	NA	NA	1	1	1
Contractual Services - General	NA	NA	5	5	5
Data Processing Equipment Maintenance	NA	NA	1	1	1
Maintenance and Repairs - General	NA	NA	1	1	1
Office Equipment Maintenance	NA	NA	1	1	1
Printing Services	NA	NA	1	1	1
Professional Services - Computer Services	NA	NA	1	1	1
Professional Services - Other	NA	NA	2	2	2
Temporary Services	NA	NA	1	1	1

Performance Measures

	Type of Measure	2005 Annual Target	2005 Annual Actual	2006 Annual Target	2006 Annual Actual	2007 Annual Target	2007 Annual Actual	2008 Annual Target	2008 4-Month Actual
Air Complaints Received	Demand	NA	13,600	NA	15,094	NA	14,138	NA	5,398
Asbestos complaints received	Demand	NA	1,437	NA	1,836	NA	2,182	NA	1,022
Noise Complaints Received	Demand	NA	38,293	NA	41,944	NA	42,000	NA	19,998
DEP-issued violations - Case resolution rate at the Environmental Control Board (%)	Service Quality	NA	65.5%	NA	75.5%	NA	63.4%	NA	66.2%

Note: "NA" means that data is not available

Environmental Management

The Bureau of Environmental Compliance regulates air, noise, and hazardous materials, performs inspections, issues licenses and permits, and reviews technical plans related to asbestos control, air quality, and noise abatement laws. Funding in this program area supports the self-regulation of DEP's employees for testing, keeping up with federal regulations, and disposal of materials as well as the overall outside regulation and control of these areas.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$11,684,486	\$11,717,957	\$11,689,665	\$11,571,806	\$11,823,040
Other Than Personal Services	\$1,317,757	\$1,274,260	\$1,342,040	\$1,642,543	\$1,642,543
Total	\$13,002,244	\$12,992,217	\$13,031,705	\$13,214,349	\$13,465,583
Funding					
Capital- IFA	NA	NA	\$63,531	\$351,408	\$63,531
City Funds	NA	NA	\$12,532,322	\$12,427,089	\$12,966,200
Intra City	NA	NA	\$435,852	\$435,852	\$435,852
Total	NA	NA	\$13,031,705	\$13,214,349	\$13,465,583
Full-Time Positions	191	195	209	207	209
Contracts	NA	NA	22	22	22
Cleaning Services	NA	NA	0	1	1
Contractual Services - General	NA	NA	3	3	3
Data Processing Equipment Maintenance	NA	NA	1	1	1
Maintenance and Repairs - General	NA	NA	8	8	8
Office Equipment Maintenance	NA	NA	1	1	1
Telecommunications Maintenance	NA	NA	1	0	0
Training Program for City Employees	NA	NA	8	8	8

Performance Measures

	Type of Measure	2005 Annual Target	2005 Annual Actual	2006 Annual Target	2006 Annual Actual	2007 Annual Target	2007 Annual Actual	2008 Annual Target	2008 4-Month Actual
Air Complaints Received	Demand	NA	13,600	NA	15,094	NA	14,138	NA	5,398
Asbestos complaints received	Demand	NA	1,437	NA	1,836	NA	2,182	NA	1,022
Noise Complaints Received	Demand	NA	38,293	NA	41,944	NA	42,000	NA	19,998
DEP-issued air violations	Output	NA	1,766	NA	2,952	NA	3,769	NA	1,630
DEP-issued asbestos violations	Output	NA	1,037	NA	988	NA	816	NA	211
DEP-issued noise violations	Output	NA	1,566	NA	2,003	NA	2,237	NA	944
Air complaints responded to within seven days (%)	Service Quality	85%	74%	85%	78%	85%	86%	85%	80%
Asbestos complaints responded to within three hours (%)	Service Quality	90%	98%	90%	97%	90%	95%	90%	96%
Noise complaints not requiring access to premises responded to within seven days (%)	Service Quality	85%	74%	85%	78%	85%	86%	85%	80%

Note: "NA" means that data is not available

Miscellaneous

Funding in this program area provides for any personal or other than personal services expenses that receive one-time funding.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$0	\$1,331,111	\$2,532,615	\$1,614,571	\$1,357,195
Other Than Personal Services	\$161,908	\$1,902,581	\$8,332,387	\$150,002	\$101,002
Total	\$161,908	\$3,233,692	\$10,865,002	\$1,764,573	\$1,458,197
Funding					
Capital- IFA	NA	NA	\$183,632	\$183,632	\$183,632
City Funds	NA	NA	\$640,129	\$1,580,941	\$1,274,565
Federal - Other	NA	NA	\$10,041,241	\$0	\$0
Total	NA	NA	\$10,865,002	\$1,764,573	\$1,458,197
Full-Time Positions	0	16	31	12	10

Note: "NA" means that data is not available

Upstate Water Supply

The Bureau of Water Supply manages, operates, and protects the City's upstate water supply system to ensure the delivery of a sufficient quantity of high quality drinking water. Additionally, it is responsible for the overall management and implementation of the provisions of the City's \$1.5 billion Watershed Protection Program. In addition, the Bureau maintains, operates, and protects the upstate water supply system including the monitoring of the provisions of the Filtration Avoidance Determination and any other federal requirements or agreements.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$56,705,374	\$58,079,707	\$61,615,268	\$61,053,583	\$61,524,632
Other Than Personal Services	\$162,462,545	\$171,062,535	\$201,665,520	\$199,025,254	\$201,405,676
Total	\$219,167,919	\$229,142,242	\$263,280,788	\$260,078,837	\$262,930,308
Funding					
Capital- IFA	NA	NA	\$5,955,126	\$5,956,343	\$5,956,343
City Funds	NA	NA	\$256,959,929	\$254,122,494	\$256,973,965
State	NA	NA	\$365,733	\$0	\$0
Total	NA	NA	\$263,280,788	\$260,078,837	\$262,930,308
Full-Time Positions	981	962	1,098	1,098	1,098
Contracts	NA	NA	95	95	95
Cleaning Services	NA	NA	6	6	6
Community Consultants	NA	NA	1	1	1
Contractual Services - General	NA	NA	14	14	14
Data Processing Equipment Maintenance	NA	NA	3	3	3
Maintenance and Operation of Infrastructure	NA	NA	20	20	20
Maintenance and Repairs - General	NA	NA	38	38	38
Maintenance and Repairs - Motor Vehicle Equipment	NA	NA	3	3	3
Office Equipment Maintenance	NA	NA	2	2	2
Printing Services	NA	NA	1	1	1
Professional Services - Other	NA	NA	4	4	4
Telecommunications Maintenance	NA	NA	1	1	1
Training Program for City Employees	NA	NA	2	2	2

Performance Measures

	Type of Measure	2005 Annual Target	2005 Annual Actual	2006 Annual Target	2006 Annual Actual	2007 Annual Target	2007 Annual Actual	2008 Annual Target	2008 4-Month Actual
Average daily in-City water consumption (millions of gallons)	Demand	NA	1,093	NA	1,086	NA	1,097	NA	1,171
Patrol hours from Environmental Police and watershed protection staff (000)	Input	NA	333.6	NA	288.9	NA	307.8	NA	98.9
Notices of Violation and Notices of Warning issued in the watershed	Output	NA	191	NA	146	NA	137	NA	77

Note: "NA" means that data is not available

Wastewater Treatment Operations

The Bureau of Wastewater Treatment maintains the chemical and physical integrity of the New York Harbor and other local water bodies. It sustains the continued use and viability of the New York environment through the removal of organic and toxic pollutants from the City's wastewater; control of discharges from Combined Sewer Overflows and dry weather bypassing; optimum operation of treatment plant collections system; integration of watershed management concepts into facilities' planning and design; and enforcement of a city-wide industrial pre-treatment and pollution prevention program. Also, the Bureau operates the 14 water pollution control plants, 89 wastewater pump stations, eight dewatering facilities, 490 sewer regulators, and 6,000 miles of intercepting sewers as well as the management and testing of the local waterways.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$126,591,062	\$136,323,391	\$132,391,361	\$128,081,466	\$131,949,793
Other Than Personal Services	\$184,218,613	\$203,974,719	\$215,296,321	\$228,859,220	\$246,838,952
Total	\$310,809,675	\$340,298,110	\$347,687,682	\$356,940,686	\$378,788,745
Funding					
Capital- IFA	NA	NA	\$5,448,335	\$5,448,335	\$5,448,335
City Funds	NA	NA	\$342,239,347	\$351,492,351	\$373,340,410
Total	NA	NA	\$347,687,682	\$356,940,686	\$378,788,745
Full-Time Positions	1,802	1,902	2,011	1,958	2,015
Contracts	NA	NA	85	86	86
Cleaning Services	NA	NA	1	1	1
Contractual Services - General	NA	NA	5	5	5
Data Processing Equipment Maintenance	NA	NA	2	2	2
Maintenance and Operation of Infrastructure	NA	NA	15	15	15
Maintenance and Repairs - General	NA	NA	46	46	46
Maintenance and Repairs - Motor Vehicle Equipment	NA	NA	5	5	5
Office Equipment Maintenance	NA	NA	1	1	1
Professional Services - Engineering and Architectural Services	NA	NA	0	1	1
Professional Services - Other	NA	NA	3	3	3
Security Services	NA	NA	2	2	2
Telecommunications Maintenance	NA	NA	1	1	1
Training Program for City Employees	NA	NA	4	4	4

Performance Measures

	Type of Measure	2005 Annual Target	2005 Annual Actual	2006 Annual Target	2006 Annual Actual	2007 Annual Target	2007 Annual Actual	2008 Annual Target	2008 4-Month Actual
Harbor survey stations in compliance with State standard for dissolved oxygen (%)	Outcome	89%	85%	89%	86%	89%	90%	89%	72%
Wastewater treatment plant effluent meeting federal standards (%)	Outcome	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	99.9%

Note: "NA" means that data is not available

Water & Sewer Maintenance & Operations

The Bureau of Water and Sewer Operations operates, maintains, and protects the City's drinking water and wastewater collection systems, protects adjacent waterways, and develops and protects the Department's Capital Water and Sewer Design Program. This program includes approval and inspection of water and sewer connections performed by licensed plumbers and/or authorized contractors. Additionally, the Bureau is responsible for the approval and inspection of all public and private construction projects, which could impact the City's water and/or sewer systems.

	2006 Actuals	2007 Actuals	2008 Budget (May 1, 2008 Financial Plan)	2009 Preliminary Budget	2009 Executive Budget
Spending					
Personal Services	\$79,144,607	\$89,167,914	\$91,198,079	\$91,134,824	\$91,298,079
Other Than Personal Services	\$35,700,651	\$42,060,495	\$46,390,881	\$56,972,848	\$78,225,198
Total	\$114,845,258	\$131,228,409	\$137,588,960	\$148,107,672	\$169,523,277
Funding					
Capital- IFA	NA	NA	\$8,078,901	\$8,078,901	\$8,078,901
City Funds	NA	NA	\$129,510,059	\$140,028,771	\$161,444,376
Total	NA	NA	\$137,588,960	\$148,107,672	\$169,523,277
Full-Time Positions	1,258	1,273	1,321	1,321	1,321
Contracts	NA	NA	29	32	32
Cleaning Services	NA	NA	1	4	4
Maintenance and Operation of Infrastructure	NA	NA	2	2	2
Maintenance and Repairs - General	NA	NA	20	20	20
Office Equipment Maintenance	NA	NA	2	2	2
Professional Services - Other	NA	NA	2	3	3
Temporary Services	NA	NA	1	0	0
Training Program for City Employees	NA	NA	1	1	1

Performance Measures

	Type of Measure	2005 Annual Target	2005 Annual Actual	2006 Annual Target	2006 Annual Actual	2007 Annual Target	2007 Annual Actual	2008 Annual Target	2008 4-Month Actual
Catch basin complaints received	Demand	NA	14,813	NA	15,341	NA	14,919	NA	9,185
Leak complaints received	Demand	NA	4,800	NA	4,247	NA	5,003	NA	1,260
Sewer backup complaints received	Demand	NA	24,945	NA	24,564	NA	23,927	NA	9,460
Street cave-in complaints received	Demand	NA	15,254	NA	13,111	NA	12,079	NA	8,777
Broken and inoperative hydrants	Outcome	1.0%	0.5%	1.0%	0.6%	1.0%	0.5%	1.0%	0.4%
Water main breaks	Outcome	575	515	575	450	575	583	575	103
Catch basins surveyed/ inspected (%)	Output	33.3%	36.3%	33.3%	31.5%	33.3%	30.7%	33.3%	4.6%
Repairs to distribution system	Output	19,000	19,959	19,000	20,442	19,000	21,146	19,000	6,961
Street cave-in complaints resolved	Output	NA	14,229	NA	12,257	NA	10,734	NA	7,133
Water main surveyed for leak detection (% linear feet)	Output	56.0%	64.0%	56.0%	59.9%	56.0%	56.6%	56.0%	18.9%
Catch basin backup resolution time	Service Quality	9.0	6.5	9.0	6.2	9.0	6.4	9.0	6.3
Leak resolution time (days)	Service Quality	17.0	12.7	17.0	12.2	17.0	12.9	17.0	15.3
Sewer backup resolution time (hours)	Service Quality	7.0	5.8	7.0	5.9	7.0	6.3	7.0	9.1

Note: "NA" means that data is not available