Department of Sanitation

Indicator name: Streets rated acceptably clean (%)
Description: Percentage of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show averages based on twice-monthly ratings of the citywide street sample.
Source: Mayor's Office of Operations.

Indicator name: Streets rated filthy (%)
Description: On a scale of 1.0 (a clean street with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percent of streets with a rating of 1.75 or higher (filthy).
Source: Mayor's Office of Operations.

Indicator name: Sidewalks rated acceptably clean (%)
Description: Percent of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show averages based on twice-monthly ratings of the citywide sidewalk sample.
Source: Mayor's Office of Operations.

Indicator name: Sidewalks rated filthy (%)
Description: On a scale of 1.0 (a clean sidewalk with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percent of sidewalks with a rating of 1.75 or higher (filthy).
Source: Mayor's Office of Operations.

Indicator name: Violations issued for dirty sidewalks
Description: The number of violations issued to property owners for dirty sidewalks.
Source: Bureau of Waste Prevention Reuse and Recycling.

Indicator name: Violations issued for illegal posting
Description: The number of violations issued for illegally posting, painting, attaching or affixing by any means any printed material upon any curb, gutter, tree, lamppost, telephone pole, or public garbage receptacle.
Source: Bureau of Waste Prevention Reuse and Recycling.

Indicator name: Vacant lot cleaning requests
Description: The number of service requests for vacant lot cleaning received through the 311 Customer Service Center.
Source: 311 Customer Service Center; DSNY Bureau of Cleaning & Collection.

Indicator name: Lots cleaned citywide
Description: Total City-owned and private lots cleaned by DSNY.
Source: Bureau of Cleaning & Collection; Bureau of Planning and Budget.

Indicator name: Tons of refuse disposed (000)
Description: Total refuse tonnage disposed by the Department.
Source: Bureau of Waste Disposal; Bureau of Planning and Budget.

Indicator name: Refuse tons per truck-shift
Description: Average curbside household refuse tons collected by each truck working an eight-hour shift.
Source: Operations Management Division; Bureau of Planning & Budget.

Indicator name: Trucks dumped on shift (%)
Description: Percentage of total number of trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source: Operations Management Division.

Indicator name: Tons per day disposed
Description: Average tons of refuse disposed per operational day.
Source: Bureau of Waste Disposal; Bureau of Planning and Budget.

Indicator name: Average outage rate for all collection trucks (%)
Description: The number of collection trucks that are inoperable due to mechanical failure divided by the total number of collection trucks in the fleet. Combined average for rear loader, dual bin and front loading collection trucks.
Source: Bureau of Motor Equipment.

Indicator name: Missed refuse collections (%)
Description: Percentage of curbside refuse tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks and missed collections due to snow events.
Source: Operations Management Division; Bureau of Planning & Budget.

Indicator name: Curbside and containerized recycling diversion rate (%)
Description: Percent of the Department's residential waste stream (curbside and containerized metal, glass, plastic and mixed paper) that is recycled.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Curbside and containerized recycled tons (000)
Description: The tonnage of the residential waste stream (curbside and containerized metal, glass, plastic and mixed paper) that is recycled.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Recycled tons per day
Description: Tons of recycled materials per day, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Total recycling diversion rate (%)
Description: Percent of the City's total waste stream that is recycled.
Source: Operations Management Division; Bureau of Waste Prevention Reuse and Recycling; and Bureau of Planning and Budget.

Indicator name: Annual tons recycled (000)
Description: Tons of recycled materials per year, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Recycling tons per truck-shift
Description: Average curbside recycling tons collected by each truck working an eight-hour shift.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Missed recycling collections (%)
Description: Percent of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Recycling trucks dumped on shift (%)
Description: Percentage of recycling trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source: Operations Management Division.

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Indicator name: Recycling summonses issued
Description: Summonses issued to residents and commercial establishments for violating recycling regulations.
Source: Bureau of Planning and Budget.

Indicator name: Snowfall (inches)
Description: Total amount of snow that has fallen during the reporting period.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.

Indicator name: Salt used (tons)
Description: Amount of salt used due to snowfall and icy conditions.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.

Indicator name: Cases commenced against the City in state and federal court
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department LawManager system

Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department LawManager system

Indicator name: Private transfer station permits
Description: The number of private transfer station permits issued by the Department.
Source: Department's Legal Affairs Division.

Indicator name: Private transfer station inspections performed
Description: The number of inspections of legally permitted private transfer stations performed by the Department's permit unit.
Source: Permit inspection unit report.

Indicator name: Health and administrative code violations issued
Description: The number of notices of violation issued by DSNY to residents and commercial establishments for violating health and administrative code regulations. Violations can include failure to keep the sidewalk and 18 inches into the street from the curb clean or littering.
Source: Bureau of Planning & Budget.

Indicator name: Total ECB violations issued
Description: The total number of notices of violation issued by DSNY that fall under the jurisdiction of the Environmental Control Board (ECB).
Source: Bureau of Planning & Budget.

Indicator Name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Refuse collection cost per ton ($)
Description: Annual cost of collecting curbside and containerized refuse on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.

Indicator name: Refuse cost per ton (fully loaded) ($)
Description: Annual cost of curbside and containerized collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.

Indicator name: Disposal cost per ton ($)
Description: Annual cost of curbside and containerized refuse disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.

Indicator name: Recycling cost per ton (fully loaded) ($)
Description: Annual cost of curbside and containerized recycling and processing on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.

Indicator name: Recycling collection cost per ton ($)
Description: Annual cost of collecting curbside and containerized recyclables on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.

Indicator name: Paper recycling revenue per ton ($)
Description: The amount of revenue per ton agreed to in the Department's contracts with paper recyclers.
Source: Bureau of Waste Prevention, Reuse and Recycling records.

Indicator name: Removal cost per inch of snow ($)
Description: Annual cost of snow removal operations divided by the total number of inches of snow for the year.
Source: Bureau of Planning and Budget.

Indicator name: Accidents involving City vehicles
Description: Number of City-vehicle involved collision reports involving injury or property damage. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source: Safety and Training Division.

Indicator name: Workplace injuries reported (uniform and civilian)
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Medical Division.