



# DEPARTMENT OF SANITATION

John Doherty, Commissioner

## What We Do

The Department of Sanitation (DSNY) promotes a healthy environment through the efficient management of solid waste and the development of environmentally sound long-range planning for handling refuse, including recyclables. The Department operates 59 district garages and manages a fleet of 2,022 rear-loading collection trucks, 450 mechanical brooms and 365 salt/sand spreaders. The Department clears litter, snow and ice from approximately 6,000 miles of City streets and removes debris from vacant lots as well as abandoned vehicles from City streets.

## Our Services and Goals

### Service 1: Clean streets, sidewalks and vacant lots.

Goal 1a: Increase street and sidewalk cleanliness.

Goal 1b: Increase the percentage of vacant lots that are clean.

### Service 2: Collect and dispose of refuse.

Goal 2a: Improve efficiency of refuse handling.

### Service 3: Recycle refuse.

Goal 3a: Increase the percentage of waste recycled.

### Service 4: Clear snow and ice from City streets and roadways.

Goal 4a: Meet or exceed minimum standards for clearing streets and roadways of snow and ice.

## How We Performed: July–October

- During the first four months of Fiscal 2013 the citywide average for streets rated acceptably clean was 95.4 percent, slightly higher than 95.1 percent achieved for the same period last year.
- Refuse tons per truck decreased from 10.2 to 9.8 during the reporting period partly due to the spike in tonnage last year from Hurricane Irene. Tons of refuse disposed decreased 5 percent during the reporting period.
- The curbside and containerized recycling diversion rate and the recycling tons per truck shift decreased to 14.8 percent and 5.0 tons on average, respectively, as a result of less recycling tonnage during the first four months of Fiscal 2013. The decrease in tonnage was most likely due to increased scavenging, as well as fewer newspapers and magazines.
- Missed recycling collections increased to 2.2 percent primarily due to the suspension of recycling collection during the last three days of October 2012 as a result of Hurricane Sandy.
- Recycling summonses increased 45 percent because the Department redeployed personnel to recycling enforcement.

### Service 1: Clean streets, sidewalks and vacant lots.

Goal 1a: Increase street and sidewalk cleanliness.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Streets rated acceptably clean (%)	95.3%	94.5%	95.5%	92.0%	92.0%	95.1%	95.4%
Streets rated filthy (%)	0.4%	0.3%	0.2%	*	*	0.2%	0.1%
★Sidewalks rated acceptably clean (%)	97.2%	96.7%	96.3%	*	97.0%	96.0%	96.0%
Sidewalks rated filthy (%)	0.2%	0.3%	0.3%	*	*	0.3%	0.4%
Violations issued for dirty sidewalks	NA	NA	35,407	*	*	11,832	13,785
Violations issued for illegal posting	66,917	41,286	30,512	*	*	13,824	9,629

Goal 1b: Increase the percentage of vacant lots that are clean.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Vacant lot cleaning requests	NA	NA	NA	*	*	NA	1,049
★Lots cleaned citywide	4,519	4,233	4,544	*	4,500	1,688	1,463

### Service 2: Collect and dispose of refuse.

Goal 2a: Improve efficiency of refuse handling.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Tons of refuse disposed (000)	3,308.4	3,261.2	3,269.5	3,413.0	3,413.0	1,122.2	1,070.2
★Refuse tons per truck-shift	10.1	10.0	10.0	10.7	10.7	10.2	9.8
★Trucks dumped on shift (%)	50.4%	45.9%	48.1%	*	46.8%	48.9%	48.7%
Tons per day disposed	10,991	10,835	10,826	11,327	11,327	11,002	10,492
Average outage rate for all collection trucks (%)	NA	NA	17%	*	*	18%	19%
Missed refuse collections (%)	0.3%	1.8%	0.1%	*	*	0.1%	0.2%

### Service 3: Recycle refuse.

Goal 3a: Increase the percentage of waste recycled.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Curbside and containerized recycling diversion rate (%)	15.7%	15.4%	15.1%	*	18.0%	15.2%	14.8%
★Recycled tons per day	3,779	3,944	2,065	*	2,270	NA	NA
Total recycling diversion rate (%)	25.6%	26.6%	16.6%	*	*	NA	NA
Annual tons recycled (000)	1,202	1,231	644	*	*	NA	NA
★Recycling tons per truck-shift	5.5	5.2	5.1	6.2	6.2	5.1	5.0
Missed recycling collections (%)	0.0%	1.3%	0.0%	*	*	0.0%	2.2%
Recycling trucks dumped on shift (%)	28.4%	25.6%	29.7%	*	*	28.0%	30.8%
Recycling summonses issued	122,010	65,578	75,216	*	*	16,735	24,343

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

## Service 4: Clear snow and ice from City streets and roadways.

Goal 4a: Meet or exceed minimum standards for clearing streets and roadways of snow and ice.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Snowfall (total inches)	52.5	61.5	6.8	*	*	3.5	0.0
Salt used (tons)	270,010	353,769	59,274	*	*	10,638	0

## Agency-wide Management

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Private transfer station permits	59	59	60	*	*	58	60
Private transfer station inspections performed	6,303	5,168	4,967	6,102	6,102	1,845	1,673
Health and administrative code violations issued	339,723	284,136	259,220	*	*	82,451	82,501
Total ECB violations issued	461,733	349,714	334,436	*	*	99,186	106,844
ECB violations upheld (%)	NA	NA	NA	*	*	NA	NA
Refuse collection cost per ton (\$)	\$241	\$261	NA	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$392	\$413	NA	*	*	NA	NA
Disposal cost per ton (\$)	\$151	\$152	NA	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$575	\$642	NA	*	*	NA	NA
Recycling collection cost per ton (\$)	\$548	\$615	NA	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$10	\$12	\$25	*	*	\$33	\$13
Removal cost per inch of snow (\$)	NA	NA	NA	*	*	NA	NA
Cases commenced against the City in state and federal court	NA	NA	574	*	*	190	105
Payout (\$000)	\$34,295.8	\$24,405.1	\$31,121.9	*	*	\$9,426.8	\$9,195.6

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

## Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	84%	83%	75%	75%	*	81%	66%
Letters responded to in 14 days (%)	68%	71%	65%	65%	*	67%	42%
Response to 311 Service Requests (SRs)							
Percent meeting time to action (close) – Dirty Conditions - Illegal Postering (7 days)	93	95	95	95	*	96	88
Percent meeting time to action (close) – Literature Request - Blue Recycling Decals (7 days)	100	100	100	100	*	100	100
Percent meeting time to action (close) – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	100	*	100	100
Percent meeting time to action (close)– Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	97	94	96	96	*	94	96

## Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 <sup>1</sup>	FY14 <sup>1</sup>	FY12	FY13
Expenditures (\$000,000) <sup>2</sup>	\$1,301.2	\$1,408.4	\$1,281.2	\$1,353.9	\$1,476.0	\$1,423.2	\$698.9	\$630.0
Revenues (\$000,000)	\$19.0	\$17.6	\$22.5	\$38.4	\$17.3	\$36.4	\$7.2	\$6.1
Personnel (uniformed)	7,227	6,954	6,991	7,181	7,181	7,271	7,080	7,325
Personnel (civilian)	2,127	2,068	2,007	2,117	2,149	2,228	2,029	2,017
Overtime paid (\$000,000)	\$77.3	\$119.5	\$55.0	\$82.2	\$125.3	\$80.9	\$21.4	\$12.6
Capital commitments (\$000,000)	\$502.9	\$319.9	\$221.9	\$709.0	\$845.4	\$278.6	\$198.7	\$62.9
Work Experience Program (WEP) participants assigned	1,852	1,727	830	*	*	*	1,388	914

<sup>1</sup>January 2013 Financial Plan  
<sup>2</sup>Expenditures include all funds.

\*NA - Not Available in this report  
January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

## Noteworthy Changes, Additions or Deletions

- The Department added the following indicators: 'Streets rated filthy(%)', 'Sidewalks rated acceptably clean (%)', 'Sidewalks rated filthy(%)', 'Violations issued for dirty sidewalks,' 'Violations issued for illegal posting,' 'Vacant lot cleaning requests,' 'Average outage rate for all collection trucks (%)', 'Health and administrative code violations issued,' 'Total ECB violations issued,' and ' ECB violations upheld (%)'.
- The Department re-named the indicator 'Annual tons disposed' to 'Tons of refuse disposed' to more accurately reflect what is being measured.
- The Law Department modified the indicator 'Tort cases commenced' by renaming it 'Cases commenced against the City in state and federal court' and adding federal cases for the first time. The Law Department renamed the indicator 'Tort payout (\$000)' to 'Payout (\$000).' The indicator 'Tort dispositions' was removed.

For additional performance statistics, please visit the website at: [www.nyc.gov/mmr](http://www.nyc.gov/mmr).

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