

# DEPARTMENT OF SANITATION

Kathryn Garcia, 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 2,023 rear-loading and dual bin collection trucks, 444 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.

## FOCUS ON EQUITY

DSNY is committed to providing high-quality, responsive waste management, cleaning and snow removal services to all New Yorkers across the five boroughs. DSNY has targeted recruitment and outreach to communities traditionally underrepresented in its uniformed ranks to ensure equal opportunity for all New Yorkers. The pool for the sanitation worker civil service test offered in February 2015 was the most diverse in history. The Department has worked with its partners to implement new outreach strategies in low-income neighborhoods and has expanded its recycling programs, including e-cycleNYC, re-fashionNYC and organics collection, to give all New Yorkers the ability to manage their own waste footprint. In 2015 DSNY and the New York City Housing Authority will launch an initiative to increase recycling opportunities at public housing developments. DSNY will also open the North Shore Marine Transfer Station, a critical component of the City's comprehensive Solid Waste Management Plan that will reduce the impacts of waste transfer infrastructure on historically overburdened communities in the Bronx, Brooklyn and Queens.

## OUR SERVICES AND GOALS

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### 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.

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### SERVICE 2 Collect and dispose of refuse.

Goal 2a Improve efficiency of refuse handling.

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### SERVICE 3 Recycle refuse.

Goal 3a Increase the percentage of waste recycled.

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### 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

- During the first four months of Fiscal 2015 DSNY achieved a citywide average street cleanliness rating of 93.2 percent and sidewalk cleanliness rating of 95.3 percent. DSNY issued five percent more violations for dirty sidewalks during the period.
- While the total number of lots cleaned, including privately-owned and City-owned, declined six percent compared to the first four months of Fiscal 2014, the number of City-owned lots cleaned increased six percent.
- The tons of refuse collected per truck declined slightly from 9.8 to 9.7 as the overall tonnage remained about the same. The percentage of trucks dumped on shift decreased from 50.2 percent to 48.3 percent, but remains above the contractual target. The percentage of trucks dumped on shift is expected to rise when the North Shore Marine Transfer Station opens later this fiscal year.
- As a result of citywide recycling of rigid plastics and the expanded pilot program of recycling organic material, the curbside and containerized recycling diversion rate increased slightly to 15.3 percent during the first four months of Fiscal 2015. Recycling tons collected per truck increased slightly to 5.2. Recycling summonses issued increased nine percent during the reporting period.

### SERVICE 1 Clean streets, sidewalks and vacant lots.

#### Goal 1a Increase street and sidewalk cleanliness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Streets rated acceptably clean (%)	95.5%	94.5%	93.3%	92.0%	92.0%	93.7%	93.2%
Streets rated filthy (%)	0.2%	0.2%	0.4%	*	*	0.2%	0.3%
★Sidewalks rated acceptably clean (%)	96.3%	96.1%	96.0%	97.0%	97.0%	95.6%	95.3%
Sidewalks rated filthy (%)	0.3%	0.4%	0.3%	*	*	0.4%	0.4%
Violations issued for dirty sidewalks	35,407	28,690	39,975	*	*	18,923	19,829
Violations issued for illegal posting	30,512	16,182	18,217	*	*	5,064	5,483

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Vacant lot cleaning requests	NA	3,056	2,539	2,500	2,500	1,354	1,193
★Lots cleaned citywide	4,544	3,607	2,997	3,200	3,200	1,194	1,116

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

## SERVICE 2 Collect and dispose of refuse.

Goal 2a Improve efficiency of refuse handling.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Tons of refuse disposed (000)	3,269.5	3,262.8	3,193.8	3,281.0	3,281.0	1,089.3	1,092.7
★Refuse tons per truck-shift	10.0	9.9	9.6	10.7	10.7	9.8	9.7
★Trucks dumped on shift (%)	48.1%	47.2%	43.5%	45.6%	45.6%	50.2%	48.3%
Tons per day disposed	10,826	10,876	10,611	*	*	10,576	10,609
Average outage rate for all collection trucks (%)	17%	19%	21%	*	*	21%	20%
Missed refuse collections (%)	0.1%	1.1%	0.0%	*	*	0.0%	0.0%

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## SERVICE 3 Recycle refuse.

Goal 3a Increase the percentage of waste recycled.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Curbside and containerized recycling diversion rate (%)	15.1%	15.1%	15.4%	19.0%	19.0%	14.7%	15.3%
★Curbside and containerized recycled tons (000)	541.9	539.2	553.2	683.3	683.3	181.5	192.1
Recycled tons per day	2,065	2,058	2,088	2,270	2,270	NA	NA
★Recycling tons per truck-shift	5.1	5.1	5.1	6.2	6.2	5.0	5.2
Missed recycling collections (%)	0.0%	3.3%	0.1%	*	*	0.0%	0.0%
Recycling trucks dumped on shift (%)	29.7%	29.2%	25.7%	*	*	30.8%	27.6%
Recycling summonses issued	75,216	65,017	107,049	*	*	33,913	36,964

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## 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 Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Snowfall (total inches)	6.8	24.0	56.3	*	*	0.0	0.0
Salt used (tons)	59,274	183,597	492,369	*	*	0	0

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

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Cases commenced against the City in state and federal court	573	309	341	*	*	107	186
Payout (\$000)	\$31,763	\$26,944	\$32,265	*	*	\$14,877	\$8,726
Private transfer station permits	60	59	59	*	*	59	59
Private transfer station inspections performed	4,967	5,047	6,022	*	*	2,075	2,196
Total Environmental Control Board violations issued	334,436	259,909	358,064	*	*	118,691	136,311
Violations admitted to or upheld at the Environmental Control Board (%)	84%	84%	86%	*	*	83%	89%
Refuse collection cost per ton (\$)	\$251	\$252	\$277	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$394	\$392	\$422	*	*	NA	NA
Disposal cost per ton (\$)	\$143	\$140	\$145	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$657	\$656	\$721	*	*	NA	NA
Recycling collection cost per ton (\$)	\$629	\$627	\$692	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$25	\$11	\$11	*	*	\$11	\$11
Removal cost per inch of snow (\$000)	\$4,300	\$1,602	\$2,330	*	*	NA	NA
Collisions involving City vehicles	1,580	2,093	2,412	*	*	550	543
Workplace injuries reported (uniform and civilian)	NA	1,572	1,539	*	*	522	433

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Completed requests for interpretation	5	NA	8	*	*	NA	NA
Letters responded to in 14 days (%)	65%	52%	65%	*	*	57%	52%
E-mails responded to in 14 days (%)	75%	69%	75%	*	*	44%	64%

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Response to 311 Service Requests (SRs)							
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	96	95	97	*	*	97	97
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	100	100	*	*	100	100
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	*	*	100	100
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	95	71	66	*	*	77	92

# AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 <sup>1</sup>	FY16 <sup>1</sup>	FY14	FY15
Expenditures (\$000,000) <sup>2</sup>	\$1,281.2	\$1,369.8	\$1,414.2	\$1,487.7	\$1,484.8	\$1,568.5	\$617.7	\$676.3
Revenues (\$000,000)	\$22.5	\$17.7	\$17.3	\$19.2	\$18.3	\$17.6	\$6.2	\$6.3
Personnel (uniformed)	6,991	7,121	7,185	7,356	7,449	7,578	7,281	7,568
Personnel (civilian)	2,007	1,976	1,997	2,286	2,308	2,367	1,983	2,016
Overtime paid (\$000,000)	\$55.0	\$108.1	\$125.4	\$91.7	\$83.9	\$96.8	\$12.6	\$14.3
Capital commitments (\$000,000)	\$221.9	\$399.9	\$276.7	\$423.3	\$374.9	\$237.9	\$18.6	\$119.4
Work Experience Program (WEP) participants assigned	830	1,346	870	*	*	*	1,023	1,206
<sup>1</sup> February 2015 Financial Plan <sup>2</sup> Expenditures include all funds.      "NA" - Not Available in this report								

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

## ADDITIONAL RESOURCES

For additional information go to:

- Scorecard – monthly street and sidewalk cleanliness ratings:  
[http://www.nyc.gov/html/ops/html/data/street\\_scorecard.shtml](http://www.nyc.gov/html/ops/html/data/street_scorecard.shtml)

For more information on the agency, please visit: [www.nyc.gov/dsny](http://www.nyc.gov/dsny).

