

The NYC Department of Sanitation



Local Law 12 Five-year Accessibility Plan (2024-2028)

Accessibility Progress Report
2024-2025

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sanitation

General

DSNY Introduction

The NYC Department of Sanitation (“DSNY” or “the Department”) keeps New York City clean, safe, and healthy by collecting, recycling, and disposing of waste; cleaning streets; attacking the scourge of illegal dumping; and clearing snow and ice from city streets. DSNY collects 24 million pounds of trash, recycling, and compostable material every day. We operate 59 district garages and manage a fleet of more than 2,000 rear-loading collection trucks, 450 mechanical brooms, 705 salt spreaders, and several dozen bike lane operations machines. Under the Adams Administration, DSNY is aggressively cleaning more parts of the City than ever before, including over 1,000 long-ignored areas spread across every neighborhood. With the highest wintertime uniformed headcount in 20 years, we are more equipped than ever to remove snow and ice from the approximately 19,000 lane-miles of city streets.

First Annual Progress Report

In accordance with Local Law 12 of 2023 (“LL12”), DSNY published its 2024-2028 Five-year Accessibility plan in March of 2024. DSNY’s plan outlines the steps DSNY is taking to ensure that the agency’s workplace, services, programs and activities are accessible to and accommodating and inclusive of persons with disabilities by improving physical, digital, and programmatic access, and providing effective communications for persons with disabilities. LL 12 requires agencies to publish an annual report, setting forth the progress they have made towards achieving the goals in their five-year accessibility plan. This report provides DSNY’s first annual update regarding the agency’s efforts to implement accessibility improvements laid out in its Five-Year Accessibility Plan.

2024-2025 Highlights

Since March 2024, DSNY has made significant progress towards the goals listed in its 2024-2028 Five-Year Accessibility Plan. DSNY continued construction on two new district garages, which will be ADA-compliant upon their expected completion in the Summer of 2025. DSNY also launched a re-platformed website, which was designed using best practices for accessibility after consultation with the NYC Office of Technology and Innovation ("OTI"). In the Fall of 2024, DSNY launched an online Equal Employment Opportunity ("EEO") portal, where employees can make requests for reasonable accommodation, which are routed directly to DSNY's EEO Office, the Office of Equity, Diversity & Inclusion. DSNY also responded to numerous requests from members of the public regarding New York City's containerization program. In response, DSNY provided many residents with waste set-out time modifications to provide additional times for those with disabilities to receive assistance with putting out their waste and recycling materials for collection.

Statement of Commitment

At DSNY, we believe everyone should have equal access to our services, and proudly take steps to ensure accessibility is a priority across our agency. DSNY is committed to providing full access to services and information to persons with disabilities, as a necessary component of the essential services DSNY provides the people of New York City on a daily basis. DSNY's Five-Year Accessibility Plan is a testament to our dedication to improving accessibility across all aspects of our operations, from cleaning, collection and snow removal services to our garage facilities, employee offices, and website functionality.

Disability Service Facilitator and Other Key Accessibility Information

DSNY's Disability Services Facilitator ("DSF") coordinates agency efforts to comply with and carry out the agency's responsibilities under the Americans with Disabilities Act ("ADA") and other federal, state, and local laws and regulations concerning access to agency programs and services by persons with disabilities. Employees and/or members of the public who need assistance accessing a particular program or service should contact DSNY's DSF, Ryan David, at (212) 291-1380 or OEDI@dsny.nyc.gov, or by filling out the online contact form found at:

<https://www.nyc.gov/assets/dsny/forms/disability-services>

DSNY's website also contains useful information for individuals with disabilities, including:

1. The City of New York's Equal Employment Opportunity Policy
2. DSNY's Website Accessibility Statement
3. DSNY Policies Prohibiting Discrimination and Grievance Procedure
4. DSNY's Five-Year Accessibility Plan (2024-2028)

To access DSNY's online accessibility resources, please visit

<https://www.nyc.gov/site/dsny/about/about-dsny.page>

Feedback Process

DSNY welcomes feedback, including anonymous feedback, from our employees and members of the public regarding accessibility and our Five-Year Accessibility Plan. We are committed to reviewing the feedback we receive in good faith and taking the steps to address barriers that are identified through this feedback. You can submit feedback about accessibility at DSNY or this accessibility plan by contacting DSNY's DSF at (212) 291-1380 or OEDI@dsny.nyc.gov. You can also submit anonymous feedback by using the online contact form found at:

<https://www.nyc.gov/site/dsny/about/contact/contact-oedi.page>.

Definitions

Accessibility: Accessibility refers to the design and implementation of an environment that enables all people, including those with disabilities, to participate fully and equally in all aspects of the workplace and to access all services provided by DSNY.

Disability: Any physical, medical, mental, or psychological impairment, or a history or record of such impairment. Both temporary and short-term injuries, as well as chronic conditions, may qualify as disabilities.

Reasonable Accommodation: Any change in the work environment, or the way the job is performed, to help an applicant or an employee with a need under a qualifying basis to apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Progress Report

Physical Accessibility

As of May 2025, DSNY has:

- Commenced project design for a new ADA-compliant garage facility for Bronx Districts 9, 10, and 11.
- Continued construction on new ADA-compliant garage facility for Brooklyn North, District 3.
- Continued construction on new ADA-compliant garage facility for Staten Island Districts 1 and 3.
- Began developing a Request for Proposals for a new ADA-compliant garage facility for Queens District 1.

By May 2026, DSNY will:

- Complete construction on new ADA-compliant garage facility for Brooklyn North, District 3.

- Complete construction on new ADA-compliant garage facility for Staten Island Districts 1 and 3.

Digital Access

As of May 2025:

- DSNY has launched a rebuilt and re-platformed agency website using the standard NYC.gov template and implementing accessibility best practices suggested by NYC's Office of Technology and Innovation ("OTI").
- The agency began an audit of DSNY's website to ensure that the page and content structure, as well as language are ADA compliant. This includes confirming that page text is written and edited to ensure it is clear and concise and can easily be translated, as well as including the standard Google Translate widget on every page.
- DSNY audited all of the agency's social media accounts to ensure that all posts use easy-to-understand "plain language" and include text captions and alternative-text to ensure that any graphic information is accessible for all users.

By May 2026:

- DSNY's Website Designer and Editor will attend accessibility training sessions hosted by the Mayor's Office for People with Disabilities ("MOPD") and OTI to ensure that DSNY stays up to date with the latest Best Practices regarding website accessibility. DSNY will then implement these best practices, ensuring that all users can enjoy an accessible online experience.
- The Department will explore the use of audio descriptions for videos in Social Media posts to improve upon current accessibility.

Programmatic Access

As of May 2025:

- The Residential Waste Containerization for 1-9 units became effective on November 12, 2024, and requires that all properties place waste materials for collection in bins with secure lids. DSNY has assisted people with disabilities by approving numerous requests from residents to place waste and recycling at the curb before the mandated 6:00 PM set-out time. These set-out time modifications provide additional time for residents to get assistance from others with placing out their materials.
- DSNY has continued to accept requests for assistance with disposal of large or hazardous objects.
- DSNY released the NYC Bin for purchase beginning in the Fall of 2024. The NYC Bin is the official bin exclusively for one- and two-family homes and properties with up to 9 residential units to set out their trash. The NYC Bin was designed with accessibility in mind, featuring wheels, and is available in various sizes.
- DSNY developed a 25-gallon NYC Bin, which can be used by residents who cannot physically move a larger bin on their own and do not have other assistance.
- DSNY has continued to assign Emergency Snow Shovelers and/or Sanitation Workers to clear bus stops and pedestrian ramps when necessary after a snow event. DSNY also clears pathways to accessible pedestrian signals to ensure that pedestrians who are blind or have low vision can safely cross the street.

As of May 2026:

- DSNY will require that NYC residents separate compostable materials from their trash beginning in the Spring of 2025. DSNY will assist people with disabilities by approving requests from residents to place their composting bin at the curb before the mandated 6:00 PM set-out time. These set-out time modifications will provide additional

time for residents to get assistance from others with separating and placing out their materials.

Effective Communications

As of May 2025:

- DSNY has added captioning to all published videos, both internally and externally, to ensure that the relevant information is accessible to all employees and members of the public.
- DSNY has continued to post service-related information on social media sites in multiple languages.

As of May 2026:

- DSNY will continue to work with NYC Emergency Management during major agency-related emergencies and weather events. DSNY will ensure that all press releases and alerts are posted on DSNY's website, where they can be automatically translated into over 130 languages.

Workplace Inclusion

As of May 2025:

- DSNY launched an EEO Portal, an encrypted online platform that offers a variety of EEO services directly to applicants and employees, in the Fall of 2024. Applicants and employees are able to submit online complaints to OEDI by name or anonymously, as well as submit evidence and receive case updates pertaining to the status of their internal EEO complaint. Applicants and employees who have qualifying bases, including those with disabilities, are also able to submit requests for accommodation and include supporting documentation.
- DSNY published DSNY Policy and Administrative Procedures ("PAP") 2025-02 (Reasonable Accommodations) and 2025-03 (EEO Complaint Procedures) on April 9, 2025. The PAPs were updated to

reflect changes made to the City's EEO Policy, and to comply with federal, state, and local laws.

- DSNY deployed EEO & Diversity & Inclusion to 9,502 employees. A portion of this training was dedicated to providing information about how to request reasonable accommodations, including for those with a disability.
- DSNY's Office of Equity, Diversity & Inclusion has finalized a curriculum for Disability Etiquette & Awareness training for DSNY employees, including those who do not have access to a computer.

As of May 2026:

- DSNY will deploy Disability Etiquette & Awareness training to employees beginning in Fall 2025.
- DSNY will provide intensive workshops for all managers and supervisors on reasonable accommodations and the affirmative duty to refer employees to DSNY's EEO office who may benefit from an accommodation.

Consultations and Feedback

In the past year, DSNY has attended numerous community board meetings to help educate the public about Residential Waste Containerization for 1-9 units. At each meeting, DSNY has given attendees the opportunity to provide feedback regarding the program and accessibility to DSNY's services. DSNY has also engaged in outreach, going door to door at residents' homes to provide information about DSNY's programs and request feedback regarding accessibility issues. DSNY has responded to feedback provided about the size of the NYC Bin by expanding available bin options to include a smaller 25-gallon bin for use by residents who make less trash and/or cannot physically move the larger bins.

Within the Department, DSNY has encouraged employees to provide feedback about accessibility by submitting comments to OEDI's online comment form or by contacting OEDI directly. Employees have been informed about how to provide feedback during annual agency trainings.

Conclusion

DSNY remains committed to providing full access to services and information to all persons with disabilities, including employees and members of the public. DSNY looks forward to continuing to improve accessibility at our facilities, on our online platforms, through our programs and services, and in our workplace.