

The NYC Department of Sanitation



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

Accessibility Progress Report  
2025-2026

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# 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 Mamdani Administration, DSNY is aggressively cleaning more parts of the City than ever before, including over 1,000 long-ignored areas across every city neighborhood. With one of the highest wintertime uniformed headcounts in 20 years, DSNY is more equipped than ever to remove snow and ice from the approximately 19,000 lane-miles of city streets.

## Second 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 second annual update regarding the agency’s efforts to implement accessibility improvements laid out in its Five-Year Accessibility Plan.

## **2025-2026 Highlights**

Since March 2024, DSNY has made significant progress towards the goals listed in its 2024-2028 Five-Year Accessibility Plan. In 2026, DSNY completed construction on a new ADA-compliant district garage, which has been operational since April 2026. DSNY also continued construction on a second new district garage, which will be ADA-compliant upon its expected completion in the Summer of 2026.

In 2025 and 2026, DSNY's Equal Employment Opportunity ("EEO") Unit 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, recycling, and compostable materials for collection. In April 2026, Mayor Zohran Mamdani and DSNY Commissioner Gregory Anderson announced that by the end of 2027, six of the city's 59 Community Districts will have 100% trash containerization, with plans to fully containerize all trash citywide by the end of 2031. DSNY's containerization program will remove obstructions from streets and sidewalks, reclaim public space, and improve quality of life for all New Yorkers, including people with disabilities.

## **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, Julie Cascino, by calling (212) 291-1380, sending an email to [EEO-WPV@dsny.nyc.gov](mailto:EEO-WPV@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)
5. DSNY's First Accessibility Progress Report (2024-2025)

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 [EEO-WPV@dsny.nyc.gov](mailto:EEO-WPV@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 2026, DSNY has:

- Completed construction on new ADA-compliant garage facility for Brooklyn North, District 3. DSNY began operating out of the new facility in April 2026.
- Continued construction on new ADA-compliant garage facility for Staten Island Districts 1 and 3. DSNY anticipates that the construction of the facility will be completed in the Summer of 2026.
- Completed project design for a new ADA-compliant garage facility for Bronx Districts 9, 10, and 11.
- Advertised Requests for Proposals for a new ADA-compliant garage facility for Queens West, District 1.

By May 2027, DSNY will:

- Complete construction on new ADA-compliant garage facility for Staten Island Districts 1 and 3.
- Commence construction of a new ADA-compliant garage facility for Bronx Districts 9, 10, and 11.
- Commence the design process for the construction of a new ADA-compliant garage facility for Queens West, District 1.

## Digital Access

As of May 2026:

- DSNY launched a rebuilt and re-platformed agency website using the standard NYC.gov template and implementing accessibility best practices suggested by OTI in 2024.
- DSNY's Website Designer and Editor has attended accessibility training sessions hosted by the Mayor's Office for People with Disabilities ("MOPD") and NYC's Office of Technology and Innovation ("OTI") to ensure that DSNY stays up to date with the latest Best Practices regarding website accessibility, including the new city standard regarding accessibility of web content and mobile applications. DSNY has begun implementing these best practices, ensuring that all users can enjoy an accessible online experience.
- DSNY updated its Web Accessibility Statement to reflect the new website accessibility standard. DSNY's updated statement can be found at: <https://www.nyc.gov/site/dsny/about/about-dsny/website-accessibility.page>
- The agency has continued to audit 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 clear and concise and can easily be translated, as well as including the standard Google Translate widget on every page. DSNY has also updated the website's content to ensure that colors provide sufficient contrast to

be read by people with visual disabilities, page titles are descriptive, headers are nested, and alternative text is included for all images.

- 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.
- DSNY has continued to respond to social media inquiries from members of the public using the same language in which the inquiry was made.

By May 2027:

- DSNY’s Website Designer and Editor will continue to attend accessibility training sessions hosted by MOPD and OTI to ensure that DSNY stays up to date with the latest Best Practices regarding website accessibility.
- The Department will continue to explore the use of audio descriptions for videos in Social Media posts to improve upon current accessibility.
- The agency will continue to audit DSNY’s website to ensure that the website conforms with the new accessibility standard.
- DSNY will continue to respond to social media inquiries from members of the public using the same language in which the inquiry was made.

## **Programmatic Access**

As of May 2026:

- The Residential Waste Containerization mandate 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 also required NYC residents to separate compostable materials from their trash since the Spring of 2025. DSNY has assisted people with disabilities by approving numerous requests from residents to place waste, recycling, and compostable materials

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 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.
- In 2025, 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 accept requests for assistance with disposal of large or hazardous objects.
- During the winter of 2025-2026, DSNY hired almost 6,000 Emergency Snow Shovelers to help remove snow and ice from bus stops and pedestrian ramps following several major snowstorms. DSNY also cleared pathways to pedestrian signals to ensure that pedestrians who are blind or have low vision could continue to safely cross the street. DSNY's DSF also corresponded directly with representatives from the NYC Department of Transportation and the Metropolitan Transit Authority to coordinate DSNY's efforts to respond to concerns from members of the public regarding snow removal throughout the city.

As of May 2027:

- As of June 2026, all properties with 1-9 units will be required to place their waste materials for collection in an official DSNY bin. DSNY will continue to assist people with disabilities by approving requests from residents to place their waste and composting bins at the curb before the mandated 6:00 PM set-out time.
- After a successful pilot in Manhattan Community District 9, DSNY will work to fully containerize all trash in six other Community Districts by the end of 2027, beginning with Brooklyn Community District 2 in Fall

2026. DSNY will provide residential buildings of 31 or more units with Empire Bins, on-street containers that can be serviced by DSNY's new automated side-loading garbage trucks. Empire Bins can hold approximately four cubic yards of waste and will be assigned to specific properties. Empire Bins can be accessed only by building staff and waste managers. Properties with 10-30 units will be able to choose between using Empire Bins or using individual DSNY bins for their trash. Property managers will be responsible for putting all trash in their building's Empire Bins and keeping the area surrounding the bin clean, well-maintained, and clear of litter to prevent street or sidewalk obstructions.

- DSNY will host multiple virtual information sessions on Microsoft Teams regarding DSNY's new containerization rules that will be open to all city residents. Microsoft Teams is an accessible platform recommended by MOPD for use by residents with disabilities.
- DSNY will continue to assign Emergency Snow Shovelers and/or Sanitation Workers to clear bus stops and pedestrian ramps when necessary after a snow event. DSNY will also clear pathways to accessible pedestrian signals to ensure that pedestrians who are blind or have low vision can safely cross the street.

## **Effective Communications**

As of May 2026:

- 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.
- DSNY has included information on all notices of public hearings about how prospective attendees can request reasonable accommodation ahead of an event.

As of May 2027:

- 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.
- DSNY will continue to include information on notices of public hearings about how a prospective attendee can request reasonable accommodation if needed to attend the events.

## Workplace Inclusion

As of May 2026:

- DSNY has continued to utilize its EEO Portal, an encrypted online platform that offers a variety of EEO services directly to applicants and employees, which was launched in the Fall of 2024. Applicants and employees are able to submit online complaints to the EEO Unit 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") 2025-05 (Reasonable Accommodations) and 2025-06 (EEO Complaint Procedures) on September 24, 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 in 2025. A portion of this training was dedicated to providing information about how to request reasonable accommodations, including for those with a disability.

- DSNY's EEO Unit has finalized and begun deploying a curriculum for Disability Etiquette & Awareness training for DSNY employees, including those who do not have access to a computer.

As of May 2027:

- DSNY will continue to deploy Disability Etiquette & Awareness training to employees.
- DSNY will deploy the newly restructured EEO & Diversity & Inclusion training to all DSNY employees beginning in Fall 2026. A portion of this training is dedicated to providing information about how to request reasonable accommodations, including for those with a disability.
- DSNY will continue to provide intensive workshops for all managers and supervisors on reasonable accommodations and the affirmative duty to refer employees who may benefit from an accommodation to DSNY's EEO Unit.

## **Consultations and Feedback**

In the past year, DSNY has continued to attend 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 will host numerous virtual information sessions regarding the Containerization Program in 2026 and 2027. Attendees will be encouraged to provide feedback regarding the program and any accessibility concerns during these meetings.

Within the Department, DSNY has encouraged employees to provide feedback about accessibility by submitting comments to the EEO Unit's online comment form or by contacting the EEO Unit 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.