

The NYC Department of Sanitation

Fiscal Year 2025

# Commercial Waste Zone Annual Report



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# Commercial Waste Zone

## Annual Report FY25

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# Letter from the Commissioner



**Javier Lojan**

*Acting Commissioner*

NYC Department of Sanitation

In my 26 years with New York's Strongest, I have seen significant progress in the safety and efficiency of the operations of the New York City Department of Sanitation (DSNY). Unfortunately, at the time that DSNY was innovating and improving our residential collection operations, some private carters serving New York City businesses were prioritizing price and speed over safety and environmental justice.

Local Law 199 of 2019 was crafted to bring the commercial carting industry in line with the best practices seen in the public sector, while eliminating 12 million miles of truck traffic operating in a serpentine network. We are currently in the process of implementing this law, making commercial carting safer for workers, of a higher quality for businesses, and better for our environment. We are pleased to submit the FY 2025 Annual Report for the Commercial Waste Zones Program, fulfilling the reporting requirements of the law.

We are also pleased to be moving forward with implementation of commercial waste reform. In January, after years of planning and months of outreach, the first of New York City's 20 nonexclusive Commercial Waste Zones came online in Corona, Elmhurst, and Jackson Heights. This fall, we will launch Commercial Waste Zones covering all of the Bronx and, by the end of 2027, we plan to have commercial waste reform fully implemented citywide, reflecting our commitment to a deliberate, steady roll out that balances operational readiness with customer needs and industry realities.

As part of this reform, a new standard of oversight has arrived in the commercial carting industry. DSNY is using its authority under the law to enforce safety requirements. Enforcement is not reactive; it is built into the program's design.

This is a massive change to an industry that has for too long been treated as a race to the bottom. The standards achieved under this program help businesses, they help the environment, and they help workers. We are proud to be getting it done.

# Background

The CWZ Program was created to:

- improve safety in the private carter industry by reducing excessive vehicles miles traveled (VMT) and enhancing oversight of carter operations;
- achieve environmental goals, including greenhouse gas reductions, increased recycling, and organics diversion;
- enhance customer service through greater transparency in pricing, contract terms, and service standards; and
- strengthen accountability through clear performance metrics, enforceable contracts, and targeted enforcement authority.

The Commercial Waste Zones (CWZ) Program is codified in Title 16-B of the New York City Administrative Code and was created by Local Law 199 of 2019 (LL199). LL199 directs the NYC Department of Sanitation (DSNY) to establish geographic zones for the collection, removal, and disposal of commercial waste and to designate awardees through a competitive procurement process.

Prior to LL199, New York City's commercial waste collection system was marked by inefficiency, safety risks, and a lack of transparency. Private carters operated on overlapping, lengthy, and uncoordinated routes — with as many as a dozen carters servicing a single block in one night. Many commercial customers, ranging from standalone retailers to large office buildings, negotiated rates without clear protections; more than half of all agreements were estimated to be verbal agreements, lacking written or signed contracts. Industry safety standards varied widely with trucks often missing basic safety equipment and inconsistent training for employees.



## 20 Zone Framework

This map shows the 20 zone framework. Zone boundaries are based on community district boundaries, and do not cut across boroughs.





### **DSNY: Commercial Waste Zones Management and Oversight**

To fulfill the new authority granted under LL199, the NYC Department of Sanitation (DSNY) established the Bureau of Commercial Waste (BCW) as the lead office for program management. While BCW is the central hub, implementation has been a department-wide effort drawing on the expertise from across DSNY, including Enforcement, the Environmental Police Unit (EPU), Bureau of Public Affairs (BPA), and the Bureau of Legal Affairs (BLA).

The BCW team oversees all aspects of the CWZ Program including the execution and enforcement of all CWZ award agreements, outreach, and ensures compliance with LL199.

### **Management and Oversight Tools**

To meet increased safety, environmental, and customer service standards, DSNY has deployed a suite of new technology platforms and tracking mechanisms. All commercial waste vehicles are now required to be equipped with telematics systems, enabling precise monitoring and compliance. The Carter Portal serves as a centralized electronic repository for contracts, customer service agreements, and operational data. In addition, DSNY has developed public-facing tools, including the Find Your Zone lookup system, that provide increased transparency into zones, carter awardees for each zone and citywide contracts, and the Maximum Rate Calculator, which allow businesses and the public to identify carters that operate in their zone and compare maximum rates across carters.

## **Carter Accountability**

Following a competitive RFP process, DSNY awarded eighteen (18) carters with zone-specific contracts and five (5) carters with citywide containerized waste awards. While awardees are allowed to hire up to 2 subcontractors for waste collection, all subcontractors require DSNY approval and are held to the same performance standards as primary awardees.

DSNY enforces accountability through a layered framework that integrates contract compliance, safety requirements, operational performance, administrative oversight, and zone award monitoring. Awardees are required to enter contract details into DSNY's Carter Portal, which allows DSNY to track agreements and verify compliance with maximum rate schedules. Safety is enforced through strict vehicle and operator standards, supported by telematics and GPS-based fleet tracking that ensures carters follow approved routes under CWZ rules.

Performance oversight extends beyond data entry and GPS monitoring. DSNY regularly audits records, reviews awardee performance to ensure compliance with all applicable rules and agreements, and requires ample reporting across operations. When issues arise, DSNY may issue Notices of Violation (NOVs) and has the discretion to assign monitors to ensure corrective action. To maintain the integrity of the CWZ Program and competitive landscape, DSNY must approve any proposed ownership changes to carter awardees and, in implemented CWZs, any assignments of customer contracts from one carter to another before they can proceed. Acquisitions by awardees of non-awardee companies are reviewed by BIC.

In addition, DSNY conducts regular field inspections of carter awardee vehicles operating in the zones to ensure compliance with both CWZ rules and applicable provisions of the New York State Vehicle and Traffic Law (VTL). DSNY officers are empowered to issue summons for safety-related violations such as defective equipment, truck spillage, and street obstruction, providing a direct enforcement mechanism that complements DSNY's contractual oversight.

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**DSNY enforces accountability through a layered framework that integrates contract compliance, safety requirements, operational performance, administrative oversight, and zone award monitoring.**

## **Implementation Plan and Strategy**

Drawing on lessons from other U.S. cities and an in-depth analysis of New York City's unique commercial waste landscape, DSNY has committed to a phased rollout designed to establish a durable framework that will serve the City for decades. The strategy has been guided by three priorities: 1) ensuring operational readiness of both DSNY and private carters, 2) avoiding service disruptions for businesses, and 3) creating a level playing field that enables carters of all sizes to compete fairly.

### **Preserving Customer Choice**

The CWZ Program is structured around a non-exclusive zone model designed to promote competition and maintain flexibility for businesses. Within each zone, three carters are authorized to operate, ensuring businesses in each zone have multiple options for service. This model balances oversight with choice, providing customers with access to multiple providers while maintaining accountability through DSNY's regulatory framework.

### **Phased Rollout**

DSNY is rolling out the Commercial Waste Zones Program in controlled phases, with each phase receiving a dedicated implementation period. This phased strategy ensures that lessons from earlier phases inform the next, maintaining program stability while advancing the law's goals of improved safety, environmental performance, and customer protection.

The first phase in Queens Central began with a four-month transition period phase that started in September 2024 and continued through the final implementation date in January 2025. The evaluation of the rollout in Queens Central over the next two months became the foundational guidance for future planned phases.

The second phase will extend the Program to the Bronx East and Bronx West zones. Announced in April 2025, this phase is scheduled to begin in October and run through November 2025. During this two-month period, all Bronx commercial establishments will be required to sign contracts with CWZ awardees.

The third phase, covering Brooklyn South and Queens Northeast, is scheduled to begin in January 2026 and run through February 2026, following its announcement in June 2025.

Subsequent phases will extend implementation across the remaining 15 zones, targeting full citywide coverage by December 2027. This approach reflects DSNY's commitment to a deliberate, steady roll out that balances operational readiness with customer needs and industry realities.

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**This phased strategy ensures that lessons from earlier phases inform the next, maintaining Program stability while advancing the law's goals of improved safety, environmental performance, and customer protection.**



# FY 2025 Annual Report Executive Summary

The New York City Department of Sanitation (DSNY) is pleased to submit the FY 2025 Annual Report for the Commercial Waste Zones (CWZ) Program, covering the reporting period of July 1, 2024, to June 30, 2025, fulfilling the reporting requirements of LL199.

Under the law, DSNY must provide annual updates on the implementation of the CWZ Program, with data disaggregated by both zone and awardee where applicable. These reports

capture impacts on New York City businesses and track progress toward the City's environmental and waste management goals, including improvements in diversion rates.

For FY 2025, these statutory requirements and additional supporting data are presented across the following areas:

- Business and Community Engagement
- Fees Collected by Carters
- Costs to Dispose of Material at Transfer Stations
- Vehicles Miles Traveled (VMTs)
- Collection Data by Waste Stream
- Enforcement

## Data Availability and Considerations

The City's first Commercial Waste Zone, Queens Central, was fully implemented on January 3, 2025, following a four-month transition period. During this transition period, businesses were permitted to execute customer service agreements while DSNY conducted outreach on maximum rates, available services, and environmental goals.



Because Queens Central launched midway through the fiscal year, this report includes six months of operational data, covering January 1, 2025 through June 30, 2025, along with complete outreach and training records for the zone, which covers July 1, 2024 to June 30, 2025. As a result, data provided herein includes Queens Central awardees (Basin, MRT BWR, Waste Connections) and Citywide awardees (Action, MRT BRW, Filco, Recycle Track Systems, and Waste Connections) operating within the first implemented Commercial Waste Zone, Queens Central. Data for other zones is not available, as no additional zones were implemented during this period.

As a result, the FY2025 data represents only an initial six-month operating period and therefore year-over-year comparisons are not yet possible nor is a comprehensive citywide analysis, which will only be feasible once all twenty zones have been implemented and operating for one full year. Future annual reports will provide complete prior-year data for all active zones, allowing robust evaluation of program performance across all reporting categories.

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**These annual reports will capture essential data towards tracking the City's progress around commercial waste management and the commercial carting industry.**

# Business and Community Engagement

This section detailed DSNY's efforts to educate the business owners, business communities, and community partners, as well to educate and train private carters and their employees on the requirements of the CWZ Program.

## Outreach, Education and Training

There are three main constituencies that require training and education to successfully implement a new program as complex as Commercial Waste Zones: businesses, carters, and employees of the carting industry.

Starting with the City's first Commercial Waste Zone - Queens Central - DSNY made every effort to educate as many businesses as possible, by training the carters to use the new Carter Portal, the primary tool to ensure reporting requirements are up to compliance standards, educating businesses and carters on the new program regulations, and ensuring that the carters trained all of their employees to comply with the new mandatory safety trainings, required by law.

Altogether, DSNY made over 100,000 contacts from July 1, 2024 to June 30, 2025 to these constituencies. Most of these contacts were directly to businesses and were conducted in multiple forms, such as through a mailer, a letter, a phone call, an in-person visit.

## **Businesses**

As the City's first Commercial Waste Zone, Queens Central required an intensive outreach and education effort to ensure that all businesses understood the Program and their rights under LL199. DSNY deployed both DSNY outreach staff and a certified M/WBE outreach partner, Metropolitan Strategies and Solutions (MSS), to conduct multiple rounds of engagement, with some businesses visited as many as ten times. These conversations were conducted in multiple languages, with cultural competence a central feature of DSNY's approach. Prior to the January 3, 2025, the final implementation date, DSNY ensured it had made direct contact with every known business in Queens Central. Outreach methods included phone calls to confirm business contacts, door-to-door visits led by MSS, and multilingual mailers sent to more than 7,000 businesses. In addition, DSNY has held multiple information sessions such as general info sessions open



to the public, targeted industry-tailored info-sessions, info-sessions for elected official offices, and coordination with other city agencies.

To carry out the in-person contacts, DSNY's outreach vendor, MSS, selected staff for their multilingual fluency and experience working across NYC's diverse business sectors, including retail, restaurants, offices, industrial sites, hotels, and healthcare facilities. These teams supported DSNY in maintaining direct, repeated contact with businesses to ensure program understanding. DSNY has prioritized language accessibility by ensuring that all outreach and educational materials are translated into the City's most widely spoken languages. Outreach staff fluent in Spanish, Mandarin, Cantonese, Russian, Korean, Haitian Creole, Arabic, Bengali, Hindi, Urdu, Yiddish, and Hebrew supported this effort, enabling businesses to receive information in the language they know and trust. For Queens Central, 104,809 total contacts were made to more than 7,000 businesses through mailers, phone calls and in-person visits. The methods of contact are broken down in the table below.

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**DSNY made over  
100,000 contacts  
with businesses,  
carters, and  
employees of the  
carting industry.**

### **Carters Administrators and Executives**

The Bureau of Commercial Waste held multiple orientation sessions and other training sessions for the carters prior to and during implementation. The goals of these trainings were to ensure the Queens Central awardees were clear of on all the Program requirements, to ensure they were familiar with the new Carter Portal's functionalities, and to establish the relationship with the awardees as the new regulatory authority. For Queens Central, DSNY delivered a comprehensive training program consisting of group sessions (10), executive briefings (2), and individual carter training (26). In total, 38 carter staff participated across these training sessions formats.





## Carter Employees

Under the Commercial Waste Zone Program, carters have new safety training requirements for their employees. Drivers and helpers must complete 40 hours of safety training, at no cost to the employee. This includes 16 hours of classroom training and hands-on instruction in safe driving, vehicle inspections, and emergency response. All other employees must receive at least 8 hours of safety training and if a company has non-English-speaking workers, it must provide a Language Access Plan to ensure everyone understands the safety procedures. Additionally, annual refresher training is required for all employees. During Queens Central implementation in FY 2025, the **3 Zone awardees and 3 additional Citywide awardees** altogether trained over **1,300 employees under the new safety training requirements** (note: that while awardees are required to train all of their employees, not all employees will be assigned to work in Queens Central). Some of these 1,300 employees received multiple trainings, totaling up to **2,424 safety trainings received under this new mandate.**

### Outreach and Training Totals

Category	Total Reached
<b>Carter Led Training</b>	<b>2,424</b>
Safety	2,424
<b>General Briefings</b>	<b>40</b>
Business Establishments	40
<b>Informational email</b>	<b>507</b>
Communications to Businesses	507
<b>Literature</b>	<b>55,000</b>
Literature - handed out	23,725
Literature - mailed	31,275
<b>Phone calls</b>	<b>8,380</b>
Phone-based outreach	8,380
<b>Site visits</b>	<b>39,867</b>
Door-to-door outreach	39,867
<b>Targeted Briefings</b>	<b>1,015</b>
Specialized Briefings	1,015
<b>TOTAL</b>	<b>107,233</b>

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**Drivers and helpers must complete 40 hours of safety training, including 16 hours of classroom training and hands-on instruction in safe driving, vehicle inspections, and emergency response—at no cost to the employee.**

## Feedback & Complaints

Input from businesses, community organizations, and other stakeholders remains a cornerstone of the CWZ Program. In addition to the extensive interactions and feedback received through our outreach efforts, DSNY has established multiple channels for businesses and residents to share feedback, ask questions, or file complaints and disputes. Businesses can contact the Department using 311, email, a webform, and through DSNY hosted trainings and info sessions. All inquiries are tracked through DSNY's internal Case Relationship Management (CRM) system to ensure timely response and resolution. DSNY is in regular contact with business associations throughout the city, including participating in the Small Business Advisory Commission, which allows DSNY to have ongoing communication and partnership on the execution of the Commercial Waste Zone Program.

Between July 2024 and June 2025, DSNY received a **total of 212 contacts** related to commercial waste removal in Queens Central, from businesses and from the general public. Types of contacts included:

- **Complaints:** such as spilled garbage by carter and early waste set out by businesses.
- **Feedback or program inquiries:** such as requests for more information on general waste management, how to choose a private carter and whether the CWZ Program was applicable to a business.

Of these **212 contacts, 108 were complaints**, most commonly tied to commercial waste disposal (85 cases), along with smaller numbers involving spilled garbage, enforcement, or disputes between businesses and carters. The remaining **104 contacts were feedback or program inquiries**, including questions on private carter selection (74 cases), general waste management, and setout and containerization practices as noted in the table. (See *Complaint Table and Feedback or Program Inquiry Table*)

### Complaint

Category	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Business / Carter Disputes	-	-	1	-	-	-	3	-	-	1	3	3	11
Commercial Waste Disposal	11	8	8	8	6	9	14	3	10	1	2	5	85
Litter Basket Misuse	-	-	-	-	-	-	-	-	-	-	2	-	2
Spilled Garbage	1	3	-	1	-	-	-	-	-	-	-	-	5
Enforcement	-	-	1	1	-	1	-	1	-	-	1	-	5
<b>TOTAL</b>													<b>108</b>

### Feedback or Program Inquiry

Category	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>Unique Questions or Inquiries</b>	2	5	8	8	5	32	18	3	-	4	2	2	89
<i>Private Carter Selection</i>	2	2	6	5	5	29	18	3	-	4	-	-	74
<i>General Waste Management</i>	-	3	1	2	-	-	-	1	-	2	-	-	9
<i>Setout and Containerization</i>	-	-	-	1	-	1	-	-	-	-	1	-	3
<i>Other</i>	-	-	1	1	-	2	-	-	-	1	2	2	9
<b>Collection</b>	-	-	-	-	-	-	-	-	-	-	-	-	11
<b>Waste Disposal</b>	-	-	-	-	-	1	2	1	-	-	-	-	4
<b>TOTAL</b>													<b>104</b>

## Category Definitions and further explanations

### *Complaint Explanations*

<b>Business / Carter Disputes</b>	The number of webform submissions and emails that required an internal investigation and a resolution between a business and a carter.
<b>Commercial Waste Disposal</b>	The number of service requests received through the NYC 311 system (311-SRs) for Commercial Waste Disposal complaints.
<b>Litter Basket Misuse</b>	The number of service requests received through the NYC 311 system (311-SRs) regarding a misuse of a litter basket for commercial waste.
<b>Spilled Garbage</b>	The number of service requests received through the NYC 311 system (311-SRs) reporting observations of spilled garbage by a private carter.
<b>Enforcement</b>	The number of executive correspondences (311-ECs) received by DSNY and reported as an enforcement issue.

### *Feedback or Program Inquiry Explanations*

<b>Unique Questions or Inquiries</b>	The number of questions or inquiries received from the webform.
<b>Private Carter Selection</b>	The number of inquiries or feedback from the webform, executive correspondences (311-ECs) or emails that requested information on how to choose a private carter or a business informing DSNY that they already had a private carter.
<b>General Waste Management</b>	The number of inquiries or feedback received through the webform regarding general waste management issues for businesses.
<b>Setout and Containerization</b>	The number of inquiries or feedback received through the webform regarding commercial setout and containerization regulations for businesses.
<b>Other</b>	The number of inquiries or feedback received through the webform where user submitted as "other" regarding commercial waste issues.
<b>Collection</b>	The number of inquiries or feedback from executive correspondences (311-ECs) regarding collection issues.
<b>Waste Disposal</b>	The number of inquiries or feedback from executive correspondences (311-ECs) regarding waste disposal issues.

### *Source Definitions*

<b>Email</b>	Emails were primarily received in BCW's commercial programs account or to individuals in the Department.
<b>Webform</b>	BCW's Contact Us webform for the public is available on our website: <a href="https://www.nyc.gov/assets/dsny/forms/commercial-waste">https://www.nyc.gov/assets/dsny/forms/commercial-waste</a>
<b>311-SR (Service Request)</b>	311-SRs are service requests received through the NYC 311 system.
<b>311-EC (Executive Correspondence)</b>	311-ECs are DSNY correspondences that are received through the public DSNY contact form or forwarded through the NYC 311 system.

# Fees Collected and Disposal Costs

The Commercial Waste Zones Program involves two primary cost components: fees collected by carters and costs to dispose of material at transfer stations.

## Fees Collected by Carters

In the first six months of Queens Central implementation, the total fees collected by carters totaled \$16.5 million. Refuse collection represented the majority of fees collected with recycling and organics accounting for a much smaller share of fees collected.

The data reflects the distribution of services for which businesses have contracted. As additional zones are launched, DSNY will be able to evaluate trends in citywide fees collected by carter awardees and track how those fees vary based on zone and awardee.

## *Fees Collected by Queens Central Awardees*

<b>Fees Collected by Awardees</b>	<b>Month-Year</b>						
<b>Awardees</b>	<b>Jan-25</b>	<b>Feb-25</b>	<b>Mar-25</b>	<b>Apr-25</b>	<b>May-25</b>	<b>Jun-25</b>	<b>Grand Total</b>
<b>Action</b>	<b>\$129,878.61</b>	<b>\$120,190.18</b>	<b>\$136,499.00</b>	<b>\$148,496.34</b>	<b>\$144,651.15</b>	<b>\$130,762.20</b>	<b>\$810,477.48</b>
Organics	\$12,600.00	\$11,000.00	\$11,000.00	\$9,200.00	\$12,800.00	\$ -	\$56,600.00
Recycling	\$13,876.53	\$11,456.93	\$10,748.10	\$9,905.95	\$11,412.10	\$10,631.70	\$68,031.31
Refuse	\$103,402.08	\$97,733.25	\$114,750.90	\$129,390.39	\$120,439.05	\$120,130.50	\$685,846.17
<b>Basin</b>	<b>\$209,006.26</b>	<b>\$206,604.71</b>	<b>\$214,305.45</b>	<b>\$207,890.52</b>	<b>\$205,443.54</b>	<b>\$206,820.21</b>	<b>\$1,250,070.69</b>
Organics	\$4,409.33	\$4,539.71	\$4,778.28	\$5,400.88	\$4,022.19	\$3,811.14	\$26,961.53
Recycling	\$34,926.63	\$32,447.79	\$34,863.91	\$36,881.02	\$35,468.49	\$38,020.44	\$212,608.28
Refuse	\$169,670.30	\$169,617.21	\$174,663.26	\$165,608.62	\$165,952.86	\$164,988.63	\$1,010,500.88
<b>Borowide</b>	<b>\$1,119,104.00</b>	<b>\$1,180,226.00</b>	<b>\$1,225,167.00</b>	<b>\$1,249,138.00</b>	<b>\$1,247,745.00</b>	<b>\$1,169,995.00</b>	<b>\$7,191,375.00</b>
Organics	\$32,279.00	\$33,575.00	\$42,437.00	\$41,243.00	\$41,140.00	\$45,685.00	\$236,359.00
Recycling	\$161,531.00	\$175,418.00	\$178,006.00	\$182,255.00	\$181,487.00	\$177,949.00	\$1,056,646.00
Refuse	\$925,294.00	\$971,233.00	\$1,004,724.00	\$1,025,640.00	\$1,025,118.00	\$946,361.00	\$5,898,370.00
<b>FILCO</b>	<b>\$11,786.07</b>	<b>\$13,599.25</b>	<b>\$7,162.69</b>	<b>\$10,112.70</b>	<b>\$12,134.37</b>	<b>\$16,962.90</b>	<b>\$71,757.98</b>
Organics	\$ -	\$ -	\$ -	\$ -	\$ -	\$10,050.00	\$10,050.00
Recycling	\$500.00	\$500.00	\$500.00	\$1,000.00	\$500.00	\$500.00	\$3,500.00
Refuse	\$11,286.07	\$13,099.25	\$6,662.69	\$9,112.70	\$11,634.37	\$6,412.90	\$58,207.98
<b>Waste Connections</b>	<b>\$1,059,751.12</b>	<b>\$1,077,620.83</b>	<b>\$1,334,445.55</b>	<b>\$1,254,573.78</b>	<b>\$1,251,398.19</b>	<b>\$1,186,515.07</b>	<b>\$7,164,304.54</b>
Organics	\$28,469.85	\$25,305.89	\$26,159.74	\$25,200.76	\$26,168.76	\$25,184.86	\$156,489.86
Recycling	\$124,976.67	\$125,787.03	\$135,560.33	\$129,115.67	\$134,344.57	\$126,986.75	\$776,771.02
Refuse	\$906,304.60	\$926,527.91	\$1,172,725.48	\$1,100,257.35	\$1,090,884.86	\$1,034,343.46	\$6,231,043.66
<b>Grand Total</b>	<b>\$2,529,526.06</b>	<b>\$2,598,240.97</b>	<b>\$2,917,579.69</b>	<b>\$2,870,211.34</b>	<b>\$2,861,372.25</b>	<b>\$2,711,055.38</b>	<b>\$16,487,985.69</b>



## Costs to Dispose of Material at Transfer Stations

Between January and June 2025, Queens Central awardees reported 49,559 tons of material disposed across all streams. Refuse accounted for about 74% of reported tonnage (36,558 tons), recycling about 20% (10,058 tons), and organics about 6% (2,943 tons). However, it should be noted that Basin, one of the awarded carters, owns and operates its own recycling facilities. As a result, recycling tons processed internally by Basin were not reflected in the data submitted for this reporting period. Beginning with future periods, Basin will provide this information, which will offer a more complete picture of diversion activity across the zone.

These figures, representing the early stages of implementation, reflect the longstanding challenges that exist in commercial recycling and the limited requirements for organics separation that continue to impact diversion.

The reported disposal costs during this period totaled \$4.26 million. Refuse disposal generated the largest share at about \$4.11 million, while organics totaled about \$264,000 and recycling showed a net credit of about \$108,000 due to recovered material values.

It is important to note that the low recycling and organics cost shares should not be read as a lack of progress. Rather, they highlight the structural realities of the early CWZ rollout: refuse remains the dominant stream, while recycling costs are offset by commodity credits, and organics participation is still building under existing mandates. This demonstrates the clear value proposition that increased recycling and organics diversion brings to the Commercial Waste industry. As more zones come online, expanded reporting will provide a fuller picture of diversion activity and cost savings tied to increased recycling and organics capture rates.

## Costs to Dispose of Material at Transfer Stations

Cost to Dump	Month-Year						
Awardees	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Grand Total
<b>Action</b>	<b>\$70,537.85</b>	<b>\$68,930.46</b>	<b>\$73,834.02</b>	<b>\$77,264.37</b>	<b>\$83,197.92</b>	<b>\$79,952.57</b>	<b>\$453,717.19</b>
Organics	\$3,112.42	\$2,684.86	\$2,497.06	\$2,396.92	\$2,920.17	\$ -	\$13,611.43
Recycling	\$(863.83)	\$(322.71)	\$(1,491.70)	\$(1,441.45)	\$(1,641.95)	\$(1,777.75)	\$(7,539.39)
Refuse	\$68,289.26	\$66,568.31	\$72,828.66	\$76,308.90	\$81,919.70	\$81,730.32	\$447,645.15
<b>Basin</b>	<b>\$35,724.05</b>	<b>\$39,328.24</b>	<b>\$48,608.74</b>	<b>\$50,347.22</b>	<b>\$54,439.71</b>	<b>\$50,498.91</b>	<b>\$278,946.87</b>
Organics	\$146.43	\$15.25	\$362.03	\$216.60	\$125.62	\$189.52	\$1,055.45
Recycling	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Refuse	\$35,577.62	\$39,312.99	\$48,246.71	\$50,130.62	\$54,314.09	\$50,309.39	\$277,891.42
<b>Borowide</b>	<b>\$268,848.89</b>	<b>\$251,600.22</b>	<b>\$294,552.19</b>	<b>\$287,655.94</b>	<b>\$331,180.28</b>	<b>\$321,485.86</b>	<b>\$1,755,323.38</b>
Organics	\$11,221.73	\$9,685.98	\$11,808.23	\$9,928.88	\$12,533.32	\$13,861.28	\$69,039.42
Recycling	\$(22,178.10)	\$(16,773.75)	\$(22,727.00)	\$(18,112.75)	\$(18,784.80)	\$(12,998.48)	\$(111,574.88)
Refuse	\$279,805.26	\$258,687.99	\$305,470.96	\$295,839.81	\$337,431.76	\$320,623.06	\$1,797,858.84
<b>FILCO</b>	<b>\$2,776.91</b>	<b>\$1,898.66</b>	<b>\$2,957.60</b>	<b>\$3,972.00</b>	<b>\$4,730.55</b>	<b>\$3,425.77</b>	<b>\$19,761.50</b>
Organics	\$ -	\$ -	\$ -	\$ -	\$ -	\$1,320.98	\$1,320.98
Recycling	\$ -	\$ -	\$(23.20)	\$(51.84)	\$ -	\$(26.10)	\$(151.14)
Refuse	\$2,776.91	\$1,948.66	\$2,980.80	\$4,023.84	\$4,730.55	\$2,130.89	\$18,591.66
<b>Waste Connections</b>	<b>\$267,116.73</b>	<b>\$255,962.53</b>	<b>\$304,918.17</b>	<b>\$297,784.80</b>	<b>\$313,849.98</b>	<b>\$315,270.73</b>	<b>\$1,754,902.95</b>
Organics	\$25,929.29	\$25,117.50	\$29,769.55	\$31,637.00	\$33,466.20	\$33,208.65	\$179,128.19
Recycling	\$11,001.25	\$ -	\$ -	\$ -	\$ -	\$ -	\$11,001.26
Refuse	\$230,186.19	\$230,845.03	\$275,148.62	\$266,147.80	\$280,383.78	\$282,062.08	\$1,564,773.50
<b>Grand Total</b>	<b>\$645,004.44</b>	<b>\$617,720.11</b>	<b>\$724,870.72</b>	<b>\$717,024.33</b>	<b>\$787,398.44</b>	<b>\$770,633.84</b>	<b>\$4,262,651.89</b>

# Zone Awardees Vehicle Miles Traveled (VMTs)

A primary goal of the CWZ Program is to reduce commercial waste truck traffic in New York City. The design of the zones is intended to consolidate and optimize carter routes within their awarded zones, which is intended to significantly reduce duplicative truck traffic. When fully implemented across all 20 zones, the Program is projected to reduce commercial waste truck traffic by approximately 12 million vehicle miles annually.

In FY2025, VMT reporting was limited to data collected from vehicles servicing the Queens Central zone, the one zone live during the reporting period (including zone awardees and citywide awardees operating in the zone). Carters are only required to transmit truck data once their awarded zone is operational.

The VMT data shows all vehicle miles traveled within New York City from the garage, along the service route, and to the transfer station. Therefore, this data accounts for VMTs of a truck route servicing Queens Central that may travel through another zone to get to its route or transfer station.

From January to June 2025, a total of 258,964 vehicle miles were reported across Queens Central. Borowide accounted for the largest share at 90,748 miles, followed by WCNY with 71,670 miles, Action with 51,603 miles, Basin with 25,086 miles, and Filco with 19,807 miles. RTS, a citywide awardee, reported no service activity in the Queens Central zone during this period as they are not servicing any customers in this zone.

Because this reflects only six months of operations in a single zone, disaggregated by carter, it is too limited to draw conclusions about overall CWZ Program impact on VMTs citywide. As additional zones are implemented, reporting will expand to capture a more complete picture of CWZ citywide VMTs.

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**A primary goal of the CWZ Program is to reduce commercial waste truck traffic in New York City.**

**Awardee-Level Data**

Awardee	Zone	Month-Year						Grand Total
		Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	
<b>Action</b>	Bronx East	1,424	695	1,313	1,429	1,006	1,750	7,617
	Bronx West	1,171	612	1,132	1,553	1,070	1,747	7,284
	Brooklyn East	257	118	457	215	143	56	1,246
	Brooklyn North	1,368	533	1,528	1,066	1,125	965	6,586
	Brooklyn South	10	1	4	10	2	4	32
	Brooklyn Southwest	37	12	36	22	38	15	160
	Brooklyn West	697	220	639	706	695	559	3,515
	Lower Manhattan	70	45	105	82	65	16	383
	Manhattan Northeast	319	152	257	286	484	617	2,113
	Manhattan Southeast	123	49	159	108	133	49	620
	Manhattan Southwest	56	17	75	40	38	8	235
	Manhattan West	33	11	45	19	68	75	251
	Midtown North	5	4	6	1	26	30	73
	Midtown South	2	-	2	3	18	9	34
	Queens Central	1,226	828	1,317	1,342	1,257	1,170	7,140
	Queens Northeast	753	589	1,070	1,114	806	876	5,209
	Queens Southeast	394	311	489	468	225	317	2,204
	Queens West	1,177	408	1,104	1,078	1,223	1,389	6,380
	Upper Manhattan	116	94	71	79	40	171	570
<b>Action Total</b>		<b>9,239</b>	<b>4,697</b>	<b>9,809</b>	<b>9,618</b>	<b>8,465</b>	<b>9,825</b>	<b>51,653</b>
<b>Basin</b>	Bronx East	14	8	-	13	27	-	61
	Bronx West	-	-	-	4	-	-	4
	Brooklyn East	14	3	15	17	5	7	61
	Brooklyn North	356	79	295	348	339	334	1,750
	Brooklyn South	-	-	8	2	3	5	18
	Brooklyn Southwest	-	-	-	-	-	5	5
	Brooklyn West	140	2	30	63	147	95	477
	Queens Central	3,814	2,089	3,193	2,788	2,322	2,311	16,517
	Queens Northeast	628	369	635	843	750	390	3,614
	Queens Southeast	2	17	32	119	27	7	205
	Queens West	393	143	387	689	365	398	2,374
<b>Basin Total</b>		<b>5,363</b>	<b>2,709</b>	<b>4,594</b>	<b>4,884</b>	<b>3,984</b>	<b>3,552</b>	<b>25,086</b>
<b>Filco</b>	Bronx East	205	59	107	228	179	88	866
	Bronx West	172	76	196	244	351	118	1,158
	Brooklyn East	249	199	427	369	343	183	1,770
	Brooklyn North	400	282	522	485	514	321	2,524
	Brooklyn South	-	-	13	21	10	1	45
	Brooklyn Southwest	-	1	3	1	12	9	27
	Brooklyn West	7	30	35	116	71	97	356
	Lower Manhattan	22	6	49	32	38	4	151
	Manhattan Northeast	82	33	65	112	150	30	472
	Manhattan Southeast	58	32	70	103	151	66	481
	Manhattan Southwest	32	31	75	26	133	23	320
	Manhattan West	46	30	59	56	64	18	274
	Midtown North	64	43	82	62	133	20	404
	Midtown South	39	45	59	65	80	30	319
	Queens Central	648	472	789	782	664	638	3,992
	Queens Northeast	410	211	379	519	354	252	2,124
	Queens Southeast	331	249	609	414	346	208	2,157
	Queens West	381	216	492	552	399	256	2,296
	Upper Manhattan	12	5	2	11	36	6	71
<b>Filco Total</b>		<b>3,157</b>	<b>2,020</b>	<b>4,034</b>	<b>4,200</b>	<b>4,028</b>	<b>2,368</b>	<b>19,807</b>

**Awardee-Level Data (cont.)**

Awardee	Zone	Month-Year						Grand Total
		Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	
<b>WCNY</b>	Bronx East	313	198	358	56	233	235	1,394
	Bronx West	320	222	309	47	182	152	1,232
	Brooklyn East	8	-	14	28	44	49	143
	Brooklyn North	24	41	64	91	164	151	535
	Brooklyn Southwest	-	-	-	-	2	-	2
	Brooklyn West	23	21	52	24	39	38	197
	Lower Manhattan	59	80	151	78	51	52	472
	Manhattan Northeast	233	214	308	105	157	162	1,178
	Manhattan Southeast	102	124	175	94	196	167	858
	Manhattan Southwest	53	45	86	21	65	39	308
	Manhattan West	108	135	183	56	59	58	599
	Midtown North	108	138	230	37	73	72	657
	Midtown South	72	81	118	36	60	31	397
	Queens Central	8,704	3,909	6,850	6,706	9,314	7,021	42,504
	Queens Northeast	1,237	801	1,333	1,773	3,091	2,295	10,530
	Queens Southeast	928	702	815	1,112	1,149	1,001	5,707
	Queens West	1,122	562	942	555	923	748	4,853
	Upper Manhattan	1	17	40	15	17	15	105
<b>WCNY Total</b>		<b>13,414</b>	<b>7,291</b>	<b>12,030</b>	<b>10,831</b>	<b>15,819</b>	<b>12,286</b>	<b>71,670</b>
<b>Borowide</b>	Bronx East	-	-	-	-	6	-	6
	Bronx West	-	-	-	-	16	-	16
	Brooklyn East	585	304	624	369	303	329	2,515
	Brooklyn North	4,712	2,537	4,671	3,067	2,810	1,992	19,789
	Brooklyn South	75	37	62	30	14	19	239
	Brooklyn Southwest	39	18	34	12	10	8	121
	Brooklyn West	2,199	1,189	1,949	723	482	390	6,933
	Lower Manhattan	33	1	-	-	-	-	34
	Manhattan Northeast	39	14	228	125	40	32	479
	Manhattan Southeast	470	396	941	400	288	289	2,784
	Manhattan Southwest	20	8	18	7	8	7	68
	Manhattan West	9	-	-	-	10	-	19
	Midtown North	5	3	7	8	4	5	32
	Midtown South	11	4	5	4	4	3	31
	Queens Central	9,465	4,551	8,134	8,282	7,920	6,376	44,728
	Queens Northeast	401	264	394	974	1,033	1,219	4,286
	Queens Southeast	145	80	181	180	125	113	823
	Queens West	1,479	883	1,552	1,551	1,255	1,112	7,833
	Upper Manhattan	2	-	2	3	6	-	13
<b>Borowide Total</b>		<b>19,690</b>	<b>10,289</b>	<b>18,803</b>	<b>15,736</b>	<b>14,334</b>	<b>11,895</b>	<b>90,748</b>
<b>Grand Total</b>		<b>50,862</b>	<b>27,006</b>	<b>49,270</b>	<b>45,269</b>	<b>46,631</b>	<b>39,925</b>	<b>258,964</b>

**RTS VMT Data**

RTS is a citywide awardee and did not have any vehicle miles traveled to report during FY2025, as they did not serve any customers in the Queens Central zone during the reporting period.



# Collection Tonnage Data by Waste Stream

Between January and June 2025, businesses in Queens Central generated a total of 49,559 tons of commercial waste under the CWZ Program. Of this, 36,558 tons were disposed as refuse, while 13,001 tons were diverted through recycling and organics collection. Recycling accounted for 10,058 tons, and organics totaled 2,943 tons.

Despite the financial incentives built into the CWZ maximum rate structure, where recycling and composting services are priced below refuse collection, refuse volumes continue to outpace diversion in the early months of the Program. This reflects longstanding challenges in the commercial sector. Organics diversion remains especially limited, given that current source-separation requirements apply only to a narrow subset of businesses.

It is also important to note that Basin, one of the awarded carters, owns and operates its own recycling facilities. As a result, recycling tons processed internally by Basin were not reflected in the data submitted for this reporting period. Beginning with future periods, Basin will provide this information, which will offer a more complete picture of diversion activity across the zone.

DSNY continues to emphasize the need for broader participation in organics diversion to achieve citywide environmental goals. Expanding organics requirements beyond the limited scope of Local Law 146 of 2013 to apply to all businesses would ensure greater alignment between the commercial and residential sectors, where universal organics separation is now mandatory.

Queens Central generated a total of 49,559 tons of commercial waste under the CWZ Program from January to June of 2025.

## Collection Data by Waste Stream

Disposal Weight in Tons	Month-Year						
Awardees	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Grand Total
<b>Action</b>	<b>729.35</b>	<b>724.75</b>	<b>774.03</b>	<b>804.74</b>	<b>886.83</b>	<b>830.68</b>	<b>4,750.38</b>
Organics	32.32	27.88	25.93	24.89	29.76	-	140.78
Recycling	46.41	58.67	77.72	61.82	71.38	69.7	385.7
Refuse	650.62	638.2	670.38	718.03	785.69	760.98	4,223.9
<b>Basin</b>	<b>296.34</b>	<b>308.71</b>	<b>385.87</b>	<b>408.55</b>	<b>442.34</b>	<b>412.45</b>	<b>2,254.26</b>
Organics	1.44	0.15	3.56	2.13	1.16	1.75	10.19
Recycling	-	-	-	-	-	-	-
Refuse	294.9	308.56	382.31	406.42	441.18	410.7	2,244.07
<b>Borowide</b>	<b>3,371.76</b>	<b>3,088.05</b>	<b>3,708.3</b>	<b>3,416.51</b>	<b>4,019.12</b>	<b>3,808.33</b>	<b>21,412.07</b>
Organics	122.26	105.91	128.49	108.04	136.38	150.83	751.91
Recycling	739.27	670.95	905.18	724.51	939.24	866.57	4,845.72
Refuse	2,510.23	2,311.19	2,674.63	2,583.96	2,943.5	2,790.93	15,814.44
<b>FILCO</b>	<b>26.38</b>	<b>19.31</b>	<b>31.84</b>	<b>42.96</b>	<b>45.24</b>	<b>37.95</b>	<b>203.68</b>
Organics	-	-	-	-	-	12.88	12.88
Recycling	0.57	2.5	1.16	1.63	1.85	1.74	9.45
Refuse	25.81	16.81	30.68	41.33	43.39	23.33	181.35
<b>Waste Connections</b>	<b>3,055.66</b>	<b>3,112.01</b>	<b>3,664.49</b>	<b>3,587.52</b>	<b>3,788.56</b>	<b>3,731.01</b>	<b>20,939.25</b>
Organics	225.27	295.5	350.23	372.2	393.72	390.69	2,027.61
Recycling	769	745.83	823.95	820.43	838.17	819.97	4,817.35
Refuse	2,061.39	2,070.68	2,490.31	2,394.89	2,556.67	2,520.35	14,094.29
<b>Grand Total</b>	<b>7,479.49</b>	<b>7,252.83</b>	<b>8,564.53</b>	<b>8,260.28</b>	<b>9,182.09</b>	<b>8,820.42</b>	<b>49,559.64</b>

## Feasibility Assessment of City-Owned Marine Transfer Stations

LL199 requires DSNY to assess the feasibility of allowing commercial carters to use City-owned marine transfer stations (MTS). Based on current usage trends, DSNY has determined that only two MTS facilities have additional available capacity.

At present, no commercial waste has been received at City-owned MTS facilities under the CWZ Program.

A full operational, regulatory, and financial assessment will be conducted once all 20 Commercial Waste Zones are fully implemented. In the interim, DSNY is monitoring several key factors to determine feasibility. These include the level of interest from private carters in utilizing City-owned facilities, the available capacity at each MTS under existing permit conditions, and the staffing implications for both DSNY and vendors, including the potential need for overnight shifts to accommodate commercial loads. DSNY is also evaluating the cost implications to the City, particularly in relation to the existing rail and barge export contracts and the staffing requirements needed to operate these facilities.



# Enforcement

All CWZ awardees must ensure their fleets vehicles meet safety equipment and operational standards and comply with applicable provisions of the New York State Vehicle and Traffic Law and the City’s Environmental Control Board rules.

To uphold these requirements, DSNY enforcement officers conduct daily field inspections of carter operations and issue Notices of Violation (NOVs) when standards are not met. Officers have also completed New York State Motor Carrier Training, enabling them to carry out comprehensive vehicle inspections. In addition, DSNY is using its authority to enforce all program requirements with clear penalties that include fine escalations and additional fines to awardees that exceed specific thresholds to hold awardees accountable for their program commitments.

During the first six months of Queens Central Implementation, DSNY issued 73 NOVs. Of these, 71 were issued to Queens Central awardees and Citywide awardees; 0 to other awardees; and 2 to non-awardees driving through Queens Central. The most frequently observed violations involved truck spillage. These enforcement results demonstrate that DSNY is actively monitoring all operators—both awardees and non-awardees—and holding them accountable to CWZ Program requirements.

In addition to fleet and driver oversight, DSNY has assigned personnel to monitor business compliance, including containerization rules and source separation obligations. Enforcement has therefore served both as a corrective tool and a clear signal of DSNY's commitment to ensuring a level playing field across the industry.

### *Queens Central Enforcement Activity (January 2025 - June 2025)*

<b>Carter</b>	<b>Violation</b>	<b>25-Jan</b>	<b>25-Feb</b>	<b>25-Mar</b>	<b>Apr-25</b>	<b>May-25</b>	<b>Jun-25</b>	<b>TOTAL</b>
<b>Queens Central Awardees</b>	Disobey Red Light (VTL)	4	5	1	2	1	-	13
	Disobey Traffic Control Device (VTL)	2	-	1	-	2	3	8
	Noxious Liquids (ECB)	1	-	-	-	-	-	1
	Spillage from Truck (ECB)	7	-	-	1	-	-	8
	Unattended Vehicle Engine Running (VTL)	-	-	1	-	1	-	2
	ECB Other	4	-	-	-	-	-	4
	VTL Other	5	8	4	7	6	5	35
<b>Non-Awardees in Queens Central</b>	Disobey Red Light (VTL)	-	-	-	-	-	-	-
	Disobey Traffic Control Device (VTL)	-	-	-	-	-	-	-
	Noxious Liquids (ECB)	-	-	-	-	-	-	-
	Spillage from Truck (ECB)	1	-	-	-	-	-	1
	Unattended Vehicle Engine Running (VTL)	-	-	-	-	-	-	-
	ECB Other	-	-	-	-	-	-	-
	VTL Other	1	-	-	-	-	-	1
<b>Other Awardees in Queens Central</b>	Disobey Red Light (VTL)	-	-	-	-	-	-	-
	Disobey Traffic Control Device (VTL)	-	-	-	-	-	-	-
	Noxious Liquids (ECB)	-	-	-	-	-	-	-
	Spillage from Truck (ECB)	-	-	-	-	-	-	-
	Unattended Vehicle Engine Running (VTL)	-	-	-	-	-	-	-
	ECB Other	-	-	-	-	-	-	-
	VTL Other	-	-	-	-	-	-	-
<b>TOTAL</b>								<b>73</b>

### *Violation Definitions*

<b>Carter Definitions</b>	
<b>Queens Central Awardees</b>	These numbers include enforcement activity in Queens Central for all Queens Central awardees and Citywide awardees. This includes Basin, Borowide, WCNY, Action, Filco and RTS.
<b>Non-Awardees in Queens Central</b>	These numbers include enforcement activity in Queens Central for all carters who currently do not have CWZ awards.
<b>Other Awardees in Queens Central</b>	These numbers include enforcement activity in Queens Central for all carters who currently have awards in other zones that are not Queens Central.
<b>Violation Acronyms</b>	
<b>VTL</b>	Vehicle and Traffic Law and defined by NYS Law.
<b>ECB</b>	Environmental Control Board Law as defined by NYC Law.



# CWZ Program Recommendations

Local Law 199 requires DSNY to provide recommendations for strengthening the Commercial Waste Zones Program. Based on early implementation and observed challenges, DSNY highlights two priority areas for improvement: Escalating Commercial Fines and Citywide Commercial Organics Mandates

## Increase Commercial Fines

First, fines for businesses that are required to contract with an authorized CWZ carter but refuse to hire one should be increased. Current penalties under the Section 16-116 of the City's Administrative Code are relatively modest compared to the financial and environmental impact of non-compliance. Stronger fines would create a meaningful deterrent, ensure greater compliance, and protect businesses that are already adhering to CWZ requirements.

## Citywide Commercial Organics Mandate

Second, the City should pass legislation to create a citywide organics separation requirement for commercial establishments. While Local Law 146 of 2013 requires certain large food-related businesses to separate organics, most businesses remain outside its scope. Expanding organics separation requirements to apply to all businesses would align the commercial sector with the City's citywide residential organics mandate and ensure that the CWZ system delivers on its environmental promise. Awardees are already required to offer organics collection at a reduced rate, providing the infrastructure to support expanded diversion.

Together, these measures would strengthen compliance, accelerate diversion, and enhance the long-term success of the CWZ system.



The NYC Department of Sanitation

Fiscal Year 2025

# Commercial Waste Zone Annual Report

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