

DEPARTMENT OF SANITATION

Jessica Tisch, Commissioner



WHAT WE DO

The Department of Sanitation (DSNY) keeps New York City clean, safe, and healthy by collecting, recycling, and disposing of waste, cleaning streets and public spaces, and clearing snow and ice. The Department is staffed by over 10,000 people and maintains over 5,000 pieces of equipment across all 59 districts. Today, DSNY is aggressively cleaning more parts of the City than ever before, including over 1,500 long-ignored areas spread across every neighborhood, as well as cleaning the highways and managing graffiti removal.

FOCUS ON EQUITY

DSNY provides high-quality, responsive cleaning, collection, and snow removal services to all New Yorkers in all parts of the City. Fiscal Year 2023 saw the start of a once-in-a-generation transformation to waste management in New York City. Millions of pounds of trash that once sat on the curb are now in containers, and millions more sit on the curb far fewer hours than before. When DSNY changed the waste set-out times in April 2023, the Department didn't just ask New Yorkers to change—DSNY operations changed dramatically as well, with all waste now scheduled for collection earlier than ever before. This has a disproportionate benefit for underserved communities, as shown in the 45 percent decrease in rat sightings in the City's Rat Mitigation Zones this summer compared to last summer.

Building on that success, DSNY has moved forward aggressively on the long-discussed (but rarely actioned) work of containerizing waste, getting bags off the street and into rat-resistant bins as has been done successfully around the world. The Department published a 100+ page report on the subject this Spring, and is moving forward on that report's recommendations, instituting new commercial containerization requirements and launching the first large-scale residential containerization pilot.

In addition, DSNY has taken on a wide variety of new responsibilities and launched multiple new initiatives around cleanliness, including:

- Regularly cleaning over 1,500 additional areas in the City including step-streets, overpasses, walkways and medians—the kinds of places that are found in every neighborhood but have been ignored for decades. These Targeted Neighborhood Taskforce (TNT) locations are disproportionately in underserved areas of the City, and new regular cleaning is an equity issue.
- Engaging in meaningful enforcement of all Sanitation-related offenses as part of the City's larger mission to improve all New Yorkers' quality of life.
- Cleaning highways.
- Overseeing graffiti removal.
- Launching an interagency effort to get abandoned and derelict vehicles off the streets.
- Installing illegal dumping enforcement cameras across the five boroughs to better enforce against the crime of illegal dumping, which disproportionately impacts underserved communities.

Finally, DSNY is now in the process of implementing a citywide curbside composting program, built on the success of the easy-to-use universal model that began in Queens in October 2022.

OUR SERVICES AND GOALS

SERVICE 1 Clean streets, sidewalks, and vacant lots and address quality-of-life issues.

- Goal 1a Increase street and sidewalk cleanliness.
 - Goal 1b Enforcement of Sanitation regulations.
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SERVICE 2 Collect and dispose of waste

- Goal 2a Improve efficiency of waste handling.
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SERVICE 3 Recycle waste.

- Goal 3a Increase the percentage of waste recycled.
 - Goal 3b Enforcement of recycling regulations.
 - Goal 3c Expand opportunities to reuse and recycle textile, electronic, and hazardous waste.
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SERVICE 4 Collect organic material and compost it.

- Goal 4a Increase composting.
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SERVICE 5 Prepare and clear snow and ice from City streets and roadways.

- Goal 5a Stay ahead and be prepared for winter storms and impacts.

HOW WE PERFORMED IN FISCAL 2023

SERVICE 1 Clean streets, sidewalks, and vacant lots and address quality-of-life issues.

Goal 1a Increase street and sidewalk cleanliness.

In Fiscal 2023 is the first time that the number of litter baskets serviced has been reported in the MMR. A substantial increase in weekly average basket routes from 588 to 793 yielded 10.7 million litter baskets serviced. This increase—the highest level of litter basket service ever—was a result of \$22 million in new funding for litter basket service added in the Fiscal 2023 adopted budget, which will be continued in Fiscal 2024.

In November 2022, DSNY created the TNT initiative to clean long neglected and forgotten City properties. In the first seven months of the TNT initiative, DSNY crews conducted 14,326 cleanings of these areas, cleaning a total of 7,760 miles of City property. Lots cleaned citywide decreased 13 percent, from 1,652 in Fiscal 2022 to 1,440 in Fiscal 2023, as DSNY provided more regular and consistent service to City-owned properties around these vacant lots.

In November 2022, DSNY announced a restored highway ramp cleaning program, and in April 2023, DSNY assumed responsibility for cleaning highway beds themselves. During the first three months of that program, DSNY cleaned 1,224 miles of highways and highway ramps.

Also in April 2023, DSNY resumed management of citywide graffiti cleaning operations from the Economic Development Corporation (EDC), a program historically plagued by yearslong backlogs. DSNY received 1,125 graffiti service requests and closed 1,105 of these requests in the first three months since taking over administration of the program.

The 90,861 needles collected in Fiscal 2023 represented a 30 percent increase compared to Fiscal 2022. This significant increase reflects the restoration of six Environmental Police Unit (EPU) officer positions in Fiscal 2022 as well as the expanded service areas resulting from the new TNT, highway cleaning, and Mayoral homeless outreach initiatives.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Vacant lot cleaning requests	2,937	3,008	3,015	2,941	2,831	2,500	2,500	Neutral	*
★ Lots cleaned citywide	3,027	3,098	1,231	1,652	1,440	3,200	3,200	Down	*
★ Total number of needles removed	NA	0.0	32,252.0	69,692.0	90,861.0	↑	↑	NA	Up
Total number of litter baskets serviced	NA	NA	NA	NA	10,744,056	*	*	NA	*
Total number of TNT locations cleaned	NA	NA	NA	NA	14,326	*	*	NA	*
Total distance of TNT locations cleaned (miles)	NA	NA	NA	NA	7,760	*	*	NA	*
Miles of highway cleaned	NA	NA	NA	NA	1,224	*	*	NA	*
Number of Graffiti SRs received	NA	NA	NA	NA	1,125	*	*	NA	*
Number of Graffiti SRs closed	NA	NA	NA	NA	1,105	*	*	NA	*

★ Critical Indicator * Equity Indicator "NA" Not Available ↑↓ Directional Target * None

Goal 1b Enforcement of Sanitation regulations.

In Fiscal 2023, DSNY refocused enforcement efforts on core sanitation violations, the basic rules around cleanliness, issuing 66,635 violations, an increase of 44 percent compared to Fiscal 2022. DSNY is deploying more than 250 enforcement cameras to catch illegal dumpers in the act, of which 96 were installed in Fiscal 2023. Also in Fiscal 2023, DSNY initiated a new joint taskforce with the New York City Police Department to remove derelict and abandoned cars.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Violations issued	59,904	56,844	42,694	46,329	66,635	*	*	Neutral	*
Number of Illegal Dumping Cameras Deployed	NA	NA	NA	NA	96	*	*	NA	*
Number of Abandoned vehicles removed from City Streets	NA	NA	NA	NA	6,220	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 2 Collect and dispose of waste.

Goal 2a Improve efficiency of waste handling.

Despite the six percent decrease in total tons of waste disposed of in Fiscal 2023 compared to Fiscal 2022, waste tonnage per truck shift increased one percent due to increased operational efficiencies. The share of complaints regarding missed refuse collection reached a five-year low at zero percent, despite the average outage rate for all collection trucks increasing from 20 to 26 percent.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Tons of refuse disposed (000)	3,248.1	3,204.4	3,399.1	3,351.1	3,162.5	3,150.0	3,150.0	Neutral	Down
★ Refuse tons per truck-shift	9.5	9.3	9.9	9.4	9.5	10.7	10.7	Neutral	*
Trucks dumped on shift (%)	41.7%	45.2%	44.6%	35.7%	42.1%	45.6%	45.6%	Neutral	Up
Tons per day disposed	10,827	10,610	11,293	11,170	10,542	*	*	Neutral	Down
Average outage rate for all collection trucks (%)	22%	19%	18%	20%	26%	*	*	Up	Down
Missed refuse collections (%)	0.1%	0.1%	0.8%	1.2%	0.0%	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 3 Recycle waste.

Goal 3a Increase the percentage of waste recycled.

Compared to Fiscal 2022, the tons of curbside and containerized recycling and tons per truck shift for recyclables did not change significantly in Fiscal 2023. The curbside and containerized recycling diversion rate increased from 17.0 percent in Fiscal 2022 to 17.2 percent in Fiscal 2023, the first increase after two consecutive years of decreases. As the City continues to return to pre-pandemic waste generation patterns, the recycled tons per day and total tons recycled both decreased by 12 percent.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ ● Curbside and containerized recycling diversion rate (%)	18.1%	18.5%	17.6%	17.0%	17.2%	23.0%	23.0%	Neutral	Up
★ Curbside and containerized recycled tons (000)	681.6	689.7	692.4	616.1	619.2	848.6	848.6	Down	Up
Total annual recycling diversion rate (%)	21.1%	21.6%	20.8%	19.6%	18.6%	*	*	Down	Up
Recycled tons per day	2,765	2,802	2,868	2,616	2,307	2,270	2,270	Down	Up
Total tons recycled (000)	868	874	912	816	720	*	*	Down	Up
★ Recycling tons per truck-shift	5.8	5.8	5.8	5.2	5.2	6.2	6.2	Down	Up
Missed recycling collections (%)	0.1%	0.3%	0.7%	1.0%	0.0%	*	*	Up	*
Recycling trucks dumped on shift (%)	23.4%	25.9%	26.5%	19.7%	22.8%	*	*	Down	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 3b Enforcement of recycling regulations.

In Fiscal 2023, DSNY implemented several changes to containerization and rules regarding set-out times. Increased enforcement of new and existing rules resulted in a 48 percent increase in recycling summonses issued.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Recycling summonses issued	76,492	55,610	35,590	32,015	47,267	*	*	Down	*
★ Critical Indicator	🌱 Equity Indicator	“NA” Not Available	↕ Directional Target	* None					

Goal 3c Expand opportunities to reuse and recycle textile, electronic, and hazardous waste.

In Fiscal 2023, DSNY continued diversion programs for electronics, textiles and safe disposal of hazardous waste. As the City continues to return to pre-pandemic waste generation patterns, DSNY programs diverted 1,600 tons of household hazardous waste (HHW)—an increase of over 433 percent from the 300 tons total in Fiscal 2022. Total tons of e-waste received decreased from 8,900 to 8,600 and total tons of textiles recycled decreased from 10,100 to 6,700. These forms of waste collection are available to the public on a voluntary basis and are addressed by DSNY as needed. DSNY offers two SAFE disposal events in each borough every year, one in the spring and one in the fall. DSNY also has one Special Waste Drop-Off site per borough.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Total tons HHW recycled (000)	NA	0.6	0.0	0.3	1.6	*	*	NA	Up
Total tons textiles recycled (000)	NA	13.2	12.1	10.1	6.7	*	*	NA	Up
Total tons e-waste recycled (000)	NA	9.6	8.5	8.9	8.6	*	*	NA	Up
★ Critical Indicator	🌱 Equity Indicator	“NA” Not Available	↕ Directional Target	* None					

SERVICE 4 Collect organic material and compost it.

Goal 4a Increase composting.

In Fiscal 2023, the Department created the nation’s largest curbside composting program by offering weekly collection service of leaf and yard waste, food waste, and food-soiled paper to every Queens resident. DSNY is also working with the NYC Department of Education to expand composting to every school over the next two years. The expanded service diverted more than 105,000 tons of organic material, representing a 36 percent increase compared to Fiscal 2022, and the highest rate of composting in the City’s recent history. There were 419 Smart Composting Bins deployed by DSNY, which yielded 303,500 individual uses.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Total tons of organics diverted (000)	NA	48.5	76.3	77.4	105.6	↕	↕	NA	Up
Total Number of Smart Composting Bins Deployed	NA	NA	NA	NA	419	*	*	NA	*
Number of Smart Composting Bin Unlocks	NA	NA	NA	NA	303,500	*	*	NA	*
★ Critical Indicator	🌱 Equity Indicator	“NA” Not Available	↕ Directional Target	* None					

SERVICE 5 Prepare and clear snow and ice from City streets and roadways.

Goal 5a Stay ahead and be prepared for winter storms and impacts.

In Fiscal 2023, DSNY responded to only three winter weather activations that totaled two inches of snow accumulation. In comparison, there were 17 such activations in Fiscal 2022. DSNY used 83,771 tons of salt and zero gallons of brine in Fiscal 2023, significantly less than prior years.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Snowfall (total inches)	21.0	4.0	43.3	19.5	2.0	*	*	Down	*
Salt used (tons)	366,302	227,352	454,443	339,842	83,771	*	*	Down	*
Brine used (gallons)	NA	NA	NA	229,935	0	*	*	NA	*
★ Snow Activation Events	NA	NA	10	17	3	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
Cases commenced against the City in state and federal court	533	378	287	486	355	*	*	Down	*
Private transfer station permits	56	60	58	58	58	*	*	Neutral	*
Private transfer station inspections performed	5,984	5,321	4,064	4,116	4,731	*	*	Down	*
Total Office of Administrative Trials and Hearings violations issued	372,818	315,477	263,039	240,143	393,940	*	*	Neutral	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	84%	86%	88%	87%	91%	*	*	Neutral	*
Refuse collection cost per ton (\$)	\$317	\$311	\$342	\$365	NA	*	*	NA	*
Refuse cost per ton (fully loaded) (\$)	\$528	\$524	\$545	\$576	NA	*	*	NA	*
Disposal cost per ton (\$)	\$211	\$213	\$203	\$211	NA	*	*	NA	*
Recycling cost per ton (fully loaded) (\$)	\$749	\$716	\$668	\$733	NA	*	*	NA	*
Recycling collection cost per ton (\$)	\$671	\$643	\$615	\$675	NA	*	*	NA	*
Paper recycling revenue per ton (\$)	\$12	\$12	\$13	\$19	\$15	*	*	Up	*
Workplace injuries reported (uniform and civilian)	1,170	1,049	1,035	987	760	*	*	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience	NA	253	41	181	36	*	*	NA	*
Completed requests for interpretation	NA	253	41	181	36	*	*	NA	*
Letters responded to in 14 days (%)	58%	72%	88%	92%	89%	*	*	Up	Up
E-mails responded to in 14 days (%)	73%	79%	91%	91%	91%	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	93	89	85	82	NA	*	*	NA	*
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	NA	NA	NA	NA	*	*	NA	*
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	NA	NA	NA	NA	*	*	NA	*
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	94	87	95	90	NA	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$1,762.4	\$2,103.2	\$2,378.7	\$2,040.3	\$1,919.4	\$1,932.9	\$1,901.4	Neutral
Revenues (\$000,000)	\$33.0	\$24.9	\$23.3	\$20.6	\$23.4	\$25.8	\$15.1	Down
Personnel (uniformed)	7,893	7,755	7,220	7,614	8,045	7,599	7,078	Neutral
Personnel (civilian)	2,457	2,171	2,109	2,115	1,979	2,202	2,240	Down
Overtime paid (\$000,000)	\$137.9	\$156.2	\$283.0	\$284.4	\$165.6	\$45.8	\$146.3	Up
Capital commitments (\$000,000)	\$285.5	\$266.8	\$242.8	\$170.7	\$365.2	\$373.2	\$471.6	Neutral

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds "NA" - Not Available
* None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22 ¹ (\$000,000)	Modified Budget FY23 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,267.1	\$1,140.0	
101 - Executive Administrative	\$80.6	\$87.7	All
102 - Cleaning and Collection	\$975.4	\$897.1	1a, 1b, 2a, 3a
103 - Waste Disposal	\$46.9	\$37.1	2a, 3a
104 - Building Management	\$29.7	\$25.8	*
105 - Bureau of Motor Equipment	\$73.9	\$74.6	All
107 - Snow Budget	\$60.6	\$17.7	4a
Other Than Personal Services - Total	\$773.2	\$779.4	
106 - Executive and Administrative	\$107.2	\$139.3	All
109 - Cleaning and Collection	\$35.5	\$44.7	1a, 1b, 2a, 3a
110 - Waste Disposal	\$555.6	\$528.1	2a, 3a
111 - Building Management	\$3.9	\$6.9	*
112 - Motor Equipment	\$26.3	\$27.0	All
113 - Snow Budget	\$44.7	\$33.3	4a
Agency Total	\$2,040.3	\$1,919.4	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ²City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Scorecard street cleanliness inspection program is being overhauled to better reflect current standards of what constitutes a clean or dirty street and sidewalk, as the original scoring system was developed in the 1970s. These indicators will be replaced in a future Mayor's Management Report and historical ratings are still available on Open Data.
- Service 1 was updated from 'Clean streets, sidewalks and vacant lots' to 'Clean streets, sidewalks, and vacant lots and address quality-of-life issues.'
- In November of 2022, DSNY took on the cleaning responsibility for areas of ambiguous inter-agency jurisdiction such as underpasses and medians that have historically been underserved. The 'Other non-lot locations cleaned' indicator in Goal 1a has been retired and replaced with the following indicators which focus on the expanded scope of work handled by DSNY's Targeted Neighborhood Taskforce:
 - 'Total number of TNT locations cleaned'
 - 'Total distance of TNT locations cleaned (miles)'
- During Fiscal 2023, DSNY took over management of Citywide graffiti cleaning operations from EDC and the management of highway cleanliness from DOT. The following indicators have been added to Goal 1a. to measure of the productivity of these programs:
 - 'Miles of highway cleaned'
 - 'Number of Graffiti SRs received'
 - 'Number of Graffiti SRs closed'

- The following indicators have been added to Goal 1b:
 - ‘Number of Illegal Dumping Cameras Deployed’
 - ‘Number of Abandoned vehicles removed from City Streets’
- The following indicators have been added to Goal 4a, ‘Increase organics composting.’ DSNY has deployed Smart Composting Bins to increase organic refuse collected. These indicators reflect the scale of the program.
 - ‘Total Number of Smart Composting Bins Deployed’
 - ‘Number of Smart Composting Bins Unlocks’
- In goal 5a, ‘Brine (gallons)’ was renamed to ‘Brine used (gallons)’.
- Fiscal 2023 data is ‘NA’ for the following indicators because it is unavailable:
 - ‘Refuse collection cost per ton (\$)’
 - ‘Refuse cost per ton (fully loaded) (\$)’
 - ‘Disposal cost per ton (\$)’
 - ‘Recycling cost per ton (fully loaded) (\$)’
 - ‘Recycling collection cost per ton (\$)’
 - ‘Percent meeting time to close—Literature Request - Green Mixed Paper Recycling Decals (7 days)’
 - ‘Percent meeting time to close—Literature Request - Blue Recycling Decals (7 days)’
- Fiscal 2023 data is ‘NA’ for the following indicators due to migration to a new customer relationship management system:
 - ‘Percent meeting time to close—Sanitation Condition—Street Cond/Dump-Out/Drop-Off (5 days)’
 - ‘Percent meeting time to close—Dirty Conditions - Illegal Postering (7 days)’
- The following Services and Goals have been renamed:
 - Service 2 has been renamed from ‘Collect and dispose of refuse’ to ‘Collect and dispose of waste’
 - Goal 2a has been renamed from ‘Improve efficiency of refuse handling’ to ‘Improve efficiency of waste handling’
 - Service 3 has been renamed from ‘Recycle refuse’ to ‘Recycle waste’
 - Service 4 has been renamed from ‘Collect organics and compost it’ to ‘Collect organic material and compost it’
 - Goal 4a has been renamed from ‘Increase organics composting’ to ‘Increase composting’
- ‘Removal cost per inch of snow (\$000)’ was retired because it is not a meaningful indicator to measure the value of resources required by the City to remain prepared for snow events. The City’s budgeted amount for snow removal is fixed, while the amount of snow received per year is variable.

ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

For more information on the agency, please visit: www.nyc.gov/dsny.

