Indicator name: Vacant lot cleaning requests
Description: The total number of vacant lot cleaning requests received via 311, elected officials, executive correspondences, interagency & internal referrals.
Source: 311 Customer Service Center; DSNY Bureau of Cleaning & Collection.

Indicator name: Lots cleaned citywide
Description: Total City-owned and private lots cleaned by DSNY.
Source: Bureau of Cleaning & Collection

Indicator name: Needles removed
Description: The total number of discarded, improperly disposed needles removed by DSNY.
Source: Environmental Police Unit

Indicator name: Litter baskets serviced (000)
Description: The total number of litter baskets serviced based on assigned routes during the reporting period.
Source: Operations Management Division; Bureau of Cleaning & Collection

Indicator name: Targeted Neighborhood Taskforce locations cleaned
Description: The number of walkways, medians, step streets, overpasses and other areas cleaned by DSNY's Targeted Neighborhood Taskforce.
Source: Bureau of Cleaning & Collection

Indicator name: Distance of Targeted Neighborhood Taskforce locations cleaned (miles)
Description: The miles of walkways, medians, step streets, overpasses and other areas cleaned by DSNY's Targeted Neighborhood Taskforce.
Source: Bureau of Cleaning & Collection

Indicator name: Miles of highway cleaned
Description: The total linear distance of highways cleaned as part of DSNY's litter picking, street sweeping and on/off ramp cleaning efforts.
Source: Bureau of Cleaning & Collection

Indicator name: Graffiti service requests received
Description: The total number of graffiti complaints received via 311, elected officials, executive correspondences, interagency & internal referrals.
Source: Bureau of Cleaning & Collection

Indicator name: Graffiti service requests closed
Description: The number of graffiti complaints closed after dispatching a cleaning crew to the location or closure due to incomplete or insufficient property information provided.
Source: Bureau of Cleaning & Collection

Indicator name: Cleanliness violations issued
Description: The number of violations that have an impact on the cleanliness and overall quality of life issues throughout the City.
Source: Enforcement Division and Bureau of Cleaning & Collection

Indicator name: Containerization summonses and warnings issued
Description: The number of summonses and warnings issued to residences and commercial establishments for violating containerization requirements.
Source: Enforcement Division and Bureau of Cleaning & Collection

Indicator name: Illegal dumping cameras deployed
Description: The cumulative number of illegal dumping enforcement cameras installed at the end of the
                     reporting period.
Source: Enforcement

Indicator name: Illegal dumping vehicles impounded
Description: The number of vehicles impounded for illegal dumping. Illegal dumping is the disposing of any
                     type of material or debris by vehicle on any street, lot, park, public space—public or private.
Source: Enforcement Division

Indicator name: Illegal dumping summonses issued
Description: Number of summonses issued for illegal dumping. Illegal dumping is the disposal of any type of
                     material or debris by vehicle on any street, lot, park, public space—public or private.
Source: Enforcement Division

Indicator name: Abandoned vehicles removed from City streets
Description: The number of vehicles removed from NYC streets as part of DSNY only and joint DSNY/NYPD
                     removal operations.
Source: Enforcement

Indicator name: Tons of refuse disposed (000)
Description: Total refuse tonnage disposed by the Department.
Source: Bureau of Waste Disposal

Indicator name: Refuse tons per truck-shift
Description: Average curbside household refuse tons collected by each truck working an eight-hour shift.
Source: Operations Management Division

Indicator name: Trucks dumped on shift (%)
Description: Percentage of total number of trucks that collect and dispose of their materials at their designated
                     transfer stations within their eight-hour shifts.
Source: Operations Management Division

Indicator name: Average outage rate for all collection trucks (%)
Description: The number of collection trucks that are inoperable due to mechanical failure divided by the total
                     number of collection trucks in the fleet. Combined average for rear loader, dual bin, and front-
                     loading collection trucks.
Source: Bureau of Motor Equipment

Indicator name: Refuse serviced after scheduled day (%)
Description: Percentage of curbside refuse tonnage scheduled for collection but not removed by midnight.
                     Excludes holiday weeks and missed collections due to snow events.
Source: Operations Management Division

Indicator name: DSNY-collected recycled tons (000)
Description: Tonnage (in thousands) of recyclables (paper, metal/glass/plastic, and organics) collected by the
                     New York City Department of Sanitation from New York City residences and institutions.
Source: Operations Management Division

Indicator name: DSNY-collected diversion rate (%)
Description: Percentage of material collected by the New York City Department of Sanitation from New York City residences and institutions that is recycled.
Source: Operations Management Division

Indicator name: Overall tons recycled (000)
Description: Tonnage (in thousands) of the City's total waste stream managed by DSNY that is recycled. This includes curbside and containerized recycling plus other DSNY-managed diversion programs for used materials donations, e-waste, hazardous waste, other organics collections, redeemed bottle and can deposit containers, and other take-back and diversion programs. Because of the dependency on outside vendors, this figure is only reported on an annual basis.
Source: Solid Waste Management and Operations Management Division

Indicator name: Overall recycling diversion rate (%)
Description: Percentage of the City's total waste stream managed by DSNY that is recycled. This includes curbside and containerized recycling plus other DSNY-managed diversion programs for used materials donations, e-waste, hazardous waste, other organics collections, redeemed bottle and can deposit containers, and other take-back and diversion programs. Because of the dependency on outside vendors, this figure is only reported on an annual basis.
Source: Solid Waste Management and Operations Management Division

Indicator name: Recycling tons per truck-shift
Description: Average curbside recycling tons collected by each truck working an eight-hour shift.
Source: Operations Management Division

Indicator name: Recycling trucks dumped on shift (%)
Description: Percentage of recycling trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source: Operations Management Division

Indicator name: Recycling serviced after scheduled day (%)
Description: Percentage of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks.
Source: Operations Management Division

Indicator name: Recycling summonses and warnings issued
Description: Summonses and warnings issued to residents and commercial establishments for violating recycling regulations.
Source: Enforcement

Indicator name: Tons of household hazardous waste recycled (000)
Description: Tonnage (in thousands) of household hazardous waste (HHW) diverted through DSNY-managed programs, including but not limited to SAFE Events and Special Waste Sites. This metric also includes tonnages (in thousands) of HHW diverted through non-DSNY managed programs, including but not limited to New York State's PaintCare paint recovery program.
Source: Solid Waste Management

Indicator name: Tons of textiles recycled (000)
Description: Tonnage (in thousands) of textile waste diverted through DSNY-managed programs, including but not limited to DSNY's Textile Recycling Program. This metric also includes tonnages (in thousands) of textile waste diverted through non-DSNY managed programs, including but not limited to collections from donateNYC Partnership organizations and public, registered clothing bins.
Source: Solid Waste Management

Indicator name: Tons of e-waste recycled (000)
Description: Tonnage (in thousands) of electronic waste diverted through DSNY-managed programs, including but not limited to ecycleNYC, SAFE Events, Special Waste Sites, and Community Recycling Events. This metric also includes tonnages (in thousands) of electronic waste diverted through non-DSNY managed programs.
Source: Solid Waste Management

Indicator name: Tons of organics diverted (000)
Description: Tonnage (in thousands) of organics collected through curbside collections (residential and schools), Smart Composting Bins, City-funded Food Scrap Drop-off sites, private landscaper waste received at the Staten Island Compost Facility, and City Agency organics delivered to DSNY programs. This metric also includes tonnages of food donations diverted through or in partnership with the donateNYC program.
Source: Solid Waste Management

Indicator name: Smart composting bins deployed
Description: The cumulative number of organic SmartBins deployed.
Source: Bureau of Cleaning & Collection

Indicator name: Smart composting bin unlocks
Description: The number of user SmartBin unlocks.
Source: Bureau of Cleaning & Collection

Indicator name: Snowfall (total inches)
Description: Total amount of snow, in inches, that has fallen during the reporting period.
Source: Bureau of Operations

Indicator name: Snow activation events
Description: The number of times that the agency needed to mobilize for a snow event.
Source: Bureau of Operations

Indicator name: Salt used (tons)
Description: Amount of salt used, in tons, due to snowfall and icy conditions.
Source: Bureau of Operations

Indicator name: Brine used (gallons)
Description: Amount of brine used, in gallons, due to snowfall and icy conditions.
Source: Bureau of Operations

Indicator name: Cases commenced against the City in State and federal court—Sanitation
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Payout ($000)—Sanitation
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict. Initial full-fiscal year values for the Mayor's Management Report are sourced from the Law Department, and corrected full-fiscal values are sourced from OMB and printed in the following PMMR. PMMR values (four-month values) come from the Law Department.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)—preliminary data. OMB—final data.

Indicator name: Private transfer station permits
Description: The number of private transfer station permits issued by the Department.
Source: Permit Inspection Unit

Indicator name: Private transfer station inspections performed
Description: The number of inspections of legally permitted private transfer stations performed by the Department's permit unit.
Source: Permit Inspection Unit

Indicator name: Office of Administrative Trials and Hearings violations issued
Description: The number of notices of violation issued by DSNY that fall under the jurisdiction of the Environmental Control Board (ECB).
Source: Bureau of Planning & Budget

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to ECB, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved (violations admitted to plus violations where ECB issued decisions) during the reporting period.
Source: Office of Administrative Trials and Hearings, ECB

Indicator name: Refuse collection cost per ton ($)
Description: Cost of collecting curbside and containerized refuse on a per ton basis. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

Indicator name: Refuse cost per ton (fully loaded) ($)
Description: Cost of curbside and containerized collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect, and overhead expenses. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

Indicator name: Disposal cost per ton ($)
Description: Cost of curbside and containerized refuse disposal on a per ton basis. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

Indicator name: Recycling cost per ton (fully loaded) ($)
Description: Cost of curbside and containerized recycling and processing on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect, and overhead expenses. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

Indicator name: Recycling collection cost per ton ($)
Description: Cost of collecting curbside and containerized recyclables on a per ton basis. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

Indicator name: Paper recycling revenue per ton ($)
Description: The actual amount of revenue per ton agreed to in the Department's contracts with paper recyclers.
Source: Solid Waste Management

Indicator name: Workplace injuries reported (uniform and civilian)
Description: All incidents (uniform and civilian) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Medical Division

Indicator name: Completed requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Bureau of Community Affairs

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete and full response.
Source: Bureau of Community Affairs

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete and full response.
Source: Bureau of Community Affairs

Indicator name: Percent meeting time to close—Missed Collection (5 days)
Description: Percentage of missed collection service requests for all types reported to 311 that were closed within the five-day service level agreements (SLA) between 311 and DSNY.
Source: Mayor's Office of Operations, Citywide Performance Reporting

Indicator name: Percent meeting time to close—Dirty Conditions—Illegal Postering (7 days)
Description: Percentage of illegal postings on public property reported to 311 that were closed within the seven-day service level agreements (SLA) between 311 and DSNY.
Source: Mayor's Office of Operations, Citywide Performance Reporting