

# DEPARTMENT OF SANITATION



## WHAT WE DO

The Department of Sanitation (DSNY) keeps New York City healthy, safe and clean by collecting, recycling and disposing of waste, cleaning streets and vacant lots, and clearing snow and ice. The Department operates 59 district garages and manages a fleet of more than 2,000 collection trucks, 433 mechanical brooms and more than 700 large and small salt-spreaders. The Department clears litter, snow and ice from approximately 6,000 miles of City streets, removes debris from vacant lots, and clears abandoned vehicles from City streets.

## FOCUS ON EQUITY

DSNY is committed to providing high-quality, responsive waste management, street cleaning and snow removal services to all New Yorkers. Since the COVID-19 pandemic began, we have continued our focus on communities that have disproportionately suffered from racial injustice and the effects of COVID-19, particularly in parts of the Bronx, Queens and Brooklyn.

The Department is also implementing policies to reduce the impacts of the commercial waste industry on historically overburdened neighborhoods in the South Bronx, North Brooklyn and Jamaica, Queens. In September 2020, DSNY completed the implementation of transfer station permit reductions under Local Law 152, eliminating more than 10,000 tons of permitted waste transfer capacity in four historically overburdened districts. In addition, DSNY is working to implement Commercial Waste Zones, which will foster a safe and efficient waste collection system that provides low-cost, high-quality service to New York City businesses, while simultaneously advancing the City's zero waste goals. Commercial Waste Zones will help to reduce truck traffic from waste hauling and the negative environmental impacts such traffic generates by more than 50 percent, improving public safety and enhancing quality of life in every neighborhood in NYC. DSNY released the second part of a two-part RFP in November 2021.

# OUR SERVICES AND GOALS

---

## **SERVICE 1 Clean streets, sidewalks and vacant lots.**

- Goal 1a Increase street and sidewalk cleanliness.
  - Goal 1b Increase the percentage of vacant lots that are clean.
- 

## **SERVICE 2 Collect and dispose of refuse.**

- Goal 2a Improve efficiency of refuse handling.
- 

## **SERVICE 3 Recycle refuse.**

- Goal 3a Increase the percentage of waste recycled.
- 

## **SERVICE 4 Clear snow and ice from City streets and roadways.**

- Goal 4a Meet or exceed minimum standards for clearing streets and roadways of snow and ice.

## HOW WE PERFORMED

- In the first four months of Fiscal 2022 the percentage of streets rated acceptably clean increased by 0.3 points, compared to the same period in FY2021. The percentage of sidewalks rated acceptably clean decreased by 0.3 points over the same period. DSNY was able to maintain relatively clean streets despite a citywide reduction of alternate side cleaning. The number of dirty sidewalk violations issued increased by 2,953 in the first four months of FY2022 compared to the number for the same period in FY2021. DSNY has also increased the number of steel rat resistant litter baskets citywide to improve litter collection practices.
- The number of lots cleaned citywide increased from 443 in the first four months in FY2021 to 505 lots cleaned in FY2022, despite a decrease in the number of lot cleaning requests over the same period.
- The average tons per truck-shift (TPTS) for refuse decreased from 10.3 in the first four months of FY2021 to 9.7 in FY2022. Additionally, the share of trucks dumped on-shift (DOS) has decreased by 14.3 percentage points from FY2021 to FY2022. In addition, the share of collections made at night significantly decreased from 33.5% in Fiscal Year 2021 to 20.3% in Fiscal Year 2022.
- The decrease in productivity measures for both dump on shift and TPTS can be attributed to several factors, including staffing availability concerns related to the ongoing COVID-19 pandemic. To cover staffing shortfalls, the Department increasingly reallocated staff, contributing to reductions in productivity.
- DSNY operations in this four-month period were also disrupted by the response to Hurricane Ida, which required the deployment of thousands of employees over a several week period. This mobilization disrupted some normal refuse and recycling service operations during the emergency response period.
- The curbside and containerized recycling diversion rate, which represents the share of the waste stream that is recycled, decreased from 17.4% to 16.5% from the first four months of FY2021 to the same period for FY2022. Debris collections from Hurricane Ida, as well as ongoing changes to the waste stream resulting from the COVID-19 pandemic, have contributed to this decrease. In addition, this decrease reflects continued suspensions of or reductions in zero waste and recycling programming resulting from budget cuts caused by the COVID-19 pandemic.

### SERVICE 1 Clean streets, sidewalks and vacant lots.

#### Goal 1a Increase street and sidewalk cleanliness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Streets rated acceptably clean (%)	NA	96.4%	93.7%	92.0%	92.0%	93.5%	93.8%
Streets rated filthy (%)	NA	0.1%	0.6%	*	*	0.4%	1.0%
★ Sidewalks rated acceptably clean (%)	NA	96.8%	97.6%	97.0%	97.0%	97.6%	97.3%
Sidewalks rated filthy (%)	NA	0.1%	0.5%	*	*	0.4%	0.6%
Violations issued for dirty sidewalks	59,904	56,844	42,694	*	*	12,074	15,028
Violations issued for illegal posting	4,706	4,593	2,849	*	*	473	759
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

**Goal 1b** Increase the percentage of vacant lots that are clean.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Vacant lot cleaning requests	2,937	3,008	3,015	2,500	2,500	1,429	1,288
★ Lots cleaned citywide	3,027	3,098	1,231	3,200	3,200	443	505
Other non-lot locations cleaned	343	200	688	*	*	251	231
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

**SERVICE 2** Collect and dispose of refuse.

**Goal 2a** Improve efficiency of refuse handling.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Tons of refuse disposed (000)	3,248.1	3,204.4	3,399.1	3,150.0	3,150.0	1,197.8	1,191.6
★ Refuse tons per truck-shift	9.5	9.3	9.9	10.7	10.7	10.3	9.7
★ Trucks dumped on shift (%)	41.7%	45.2%	44.6%	45.6%	45.6%	51.2%	36.9%
Tons per day disposed	10,827	10,610	11,293	*	*	11,629	11,682
Average outage rate for all collection trucks (%)	22%	19%	18%	*	*	18%	21%
Missed refuse collections (%)	0.1%	0.1%	0.8%	*	*	0.4%	1.9%
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

**SERVICE 3** Recycle refuse.

**Goal 3a** Increase the percentage of waste recycled.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ ● Curbside and containerized recycling diversion rate (%)	18.1%	18.5%	17.6%	23.0%	23.0%	17.4%	16.5%
★ Curbside and containerized recycled tons (000)	681.6	689.7	692.4	848.6	848.6	243.9	223.0
Total annual recycling diversion rate (%)	21.1%	21.6%	20.8%	*	*	NA	NA
Recycled tons per day	2,765	2,802	2,880	2,270	2,270	NA	NA
Annual tons recycled total (000)	868	874	916	*	*	NA	NA
★ Recycling tons per truck-shift	5.8	5.8	5.8	6.2	6.2	5.9	5.4
Missed recycling collections (%)	0.1%	0.3%	0.7%	*	*	0.3%	1.7%
Recycling trucks dumped on shift (%)	23.4%	25.9%	26.5%	*	*	30.5%	20.9%
Recycling summonses issued	76,492	55,610	35,590	*	*	7,916	9,455
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

**SERVICE 4** Clear snow and ice from City streets and roadways.

**Goal 4a** Meet or exceed minimum standards for clearing streets and roadways of snow and ice.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Snowfall (total inches)	21.0	4.0	43.3	*	*	0.0	0.0
Salt used (tons)	366,302	227,352	454,443	*	*	0	0
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Cases commenced against the City in state and federal court	533	378	287	*	*	95	74
Payout (\$000)	\$70,072	\$34,990	\$51,186	*	*	\$11,443	\$22,559
Private transfer station permits	56	60	58	*	*	60	58
Private transfer station inspections performed	5,984	5,321	4,064	*	*	1,498	1,342
Total Office of Administrative Trials and Hearings violations issued	372,818	315,477	263,039	*	*	68,047	73,703
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	84%	86%	88%	*	*	88%	86%
Refuse collection cost per ton (\$)	\$317	\$311	NA	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$528	\$524	NA	*	*	NA	NA
Disposal cost per ton (\$)	\$211	\$213	NA	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$749	\$716	NA	*	*	NA	NA
Recycling collection cost per ton (\$)	\$671	\$643	NA	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$12	\$12	\$13	*	*	\$12	\$13
Removal cost per inch of snow (\$000)	\$3,403	\$13,076	\$3,241	*	*	NA	NA
Workplace injuries reported (uniform and civilian)	1,170	1,049	1,035	*	*	333	354
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ↑↓ Directional Target    * None							

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Customer Experience	NA	253	41	*	*	NA	NA
Completed requests for interpretation	NA	253	41	*	*	NA	NA
Letters responded to in 14 days (%)	58%	72%	88%	*	*	84%	95%
E-mails responded to in 14 days (%)	73%	79%	91%	*	*	94%	92%
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ↑↓ Directional Target    * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Response to 311 Service Requests (SRs)	93	89	85	*	*	89	82
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/ Drop-Off (5 days)	93	89	85	*	*	89	82
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	NA	NA	*	*	NA	NA
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	NA	NA	*	*	NA	NA
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	94	87	95	*	*	87	91
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ↑↓ Directional Target    * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 <sup>1</sup>	FY23 <sup>1</sup>	FY21	FY22
Expenditures (\$000,000) <sup>2</sup>	\$1,762.4	\$2,103.2	\$2,378.7	\$1,843.6	\$1,919.6	\$1,783.4	\$1,020.2	\$848.2
Revenues (\$000,000)	\$33.0	\$24.9	\$23.3	\$15.3	\$18.6	\$17.4	\$6.2	\$5.5
Personnel (uniformed)	7,893	7,755	7,220	7,483	7,482	7,391	7,523	7,817
Personnel (civilian)	2,457	2,171	2,109	2,481	2,185	2,289	2,142	2,078
Overtime paid (\$000,000)	\$137.9	\$156.2	\$283.0	\$135.6	\$178.7	\$113.5	\$65.7	\$81.1
Capital commitments (\$000,000)	\$285.5	\$266.8	\$242.8	\$209.4	\$213.0	\$362.2	\$4.1	\$13.9
<sup>1</sup> February 2022 Financial Plan. <sup>2</sup> Expenditures include all funds    "NA" - Not Available								

## 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 FY21 <sup>1</sup> (\$000,000)	February 2022 Financial Plan FY22 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$1,216.4	\$1,138.1	
101 - Executive Administrative	\$75.0	\$56.0	All
102 - Cleaning and Collection	\$916.6	\$897.8	1a, 1b, 2a, 3a
103 - Waste Disposal	\$34.9	\$38.9	2a, 3a
104 - Building Management	\$28.6	\$27.8	*
105 - Bureau of Motor Equipment	\$70.9	\$71.7	All
107 - Snow Budget	\$90.5	\$46.0	4a
Other Than Personal Services - Total	\$1,162.3	\$781.6	
106 - Executive and Administrative	\$84.1	\$109.5	All
109 - Cleaning and Collection	\$17.7	\$40.8	1a, 1b, 2a, 3a
110 - Waste Disposal	\$978.2	\$558.2	2a, 3a
111 - Building Management	\$5.1	\$5.2	*
112 - Motor Equipment	\$25.1	\$25.3	All
113 - Snow Budget	\$52.1	\$42.6	4a
Agency Total	\$2,378.7	\$1,919.6	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter. "NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The 'Collisions involving City vehicles' indicator has been moved to the Vehicle Fleets and Maintenance Additional Tables.

## ADDITIONAL RESOURCES

For additional information go to:

- One New York: The Plan for a Strong and Just City:  
<http://www.nyc.gov/html/onenyc/downloads/pdf/publications/OneNYC.pdf>
- Scorecard—monthly street and sidewalk cleanliness ratings:  
<http://www1.nyc.gov/site/operations/performance/scorecard-street-sidewalk-cleanliness-ratings.page>
- The Social Indicators and Equity Report, EquityNYC  
<http://equity.nyc.gov/>

For more information on the agency, please visit: [www.nyc.gov/dsny](http://www.nyc.gov/dsny).