

# DEPARTMENT OF SANITATION

Jessica S. Tisch, Commissioner



## WHAT WE DO

The Department of Sanitation (DSNY) keeps New York City clean, safe, and healthy by collecting 24 million pounds of waste each day, cleaning our streets, and clearing snow and ice from 19,000 lane-miles of roadways and bike lanes. 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.

## FOCUS ON EQUITY

DSNY is committed to providing high-quality, responsive cleaning, collection, and snow removal services to all New Yorkers, regardless of where they live. As of this year, DSNY has reoriented around cleanliness functions, regularly cleaning over 1,000 areas in the City that had been ignored for decades such as step streets, overpasses, walkways and medians. For the first time, the Department is engaging in meaningful enforcement against the crime of illegal dumping, not only cleaning up, but making dumpers pay for what they have done to our neighborhoods.

The Fiscal 2023 adopted budget contains an additional \$40.6 million in new funding, an unprecedented investment in making our City cleaner, a key prerequisite to our City's economic recovery. In November, the Administration also announced \$14.5 million in new funding this fiscal year as part of an effort to "Get Stuff Clean," including the new Targeted Neighborhood Taskforce to clean previously neglected areas around the city, increased litter basket service, restored highway ramp cleaning, and expanded camera enforcement against illegal dumping. These additional cleaning services will be focused in areas that need them most, creating cleaner, more vibrant neighborhoods and commercial corridors to support an equitable recovery.

In October 2022, DSNY rolled out yard and food waste collection for every resident in the borough of Queens, offering the program universally and borough-wide for the first time. This new program, the largest of its kind in the country, is much more cost-effective than previous programs and significantly easier for residents to participate in.

# OUR SERVICES AND GOALS

---

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

- Goal 1a Increase street and sidewalk cleanliness.
  - Goal 1b Enforcement of Sanitation regulations.
- 

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

- Goal 2a Improve efficiency of refuse handling.
- 

## **SERVICE 3 Recycle refuse.**

- Goal 3a Increase street and sidewalk cleanliness.
  - Goal 3b Enforcement of recycling regulations.
  - Goal 3c Expand opportunities to reuse and recycle textile, electronic, and hazardous waste.
- 

## **SERVICE 4 Collect organics and compost it.**

- Goal 4a Increase organics composting.
- 

## **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

- The total number of litter baskets serviced in the first four months of Fiscal 2023 was 3.6 million, the first time this metric was reported in the PMMR. This represents a substantial increase in litter basket service, attributable to \$22 million in new funding added in the Fiscal 2023 adopted budget. This corresponds to a 56 percent decrease in 311 complaints for overflowing litter baskets in the first four months of Fiscal 2023 compared to the same period in Fiscal 2022.
- Missed refuse collections decreased from 1.9 percent in the first four months of Fiscal 2022 to 0.01 percent in Fiscal 2023. This decrease corresponds to an overall decrease in 311 complaints for missed trash collection over the same period of 53%.
- As the City returned to pre-pandemic Fiscal 2019 waste generation patterns at the start of Fiscal 2023, there was a 10 percent decrease in the tons of refuse disposed and a 9 percent decrease in the curbside and containerized recycled tons.
- Decreases in overall tonnage and route adjustments in Fiscal 2023 allowed the percentage of refuse trucks dumped on shift to increase from 36.9 percent in the first four months of Fiscal 2022 to 42.8 percent in the same time period in Fiscal 2023. Similarly, the percentage of recycling trucks dumped on shift increased from 20.9 percent in the first four months of Fiscal 2022 to 23.6 percent in the same time period of Fiscal 2023.
- Over the Fiscal 2023 reporting period, there were 20,314 total violations issued, which represented a 35 percent increase compared to the first four months of Fiscal 2022.
- With the restoration of dedicated Sanitation Worker positions for needle collection, there were 32,680 syringe needles collected during first four months of Fiscal 2023, a 36 percent increase compared to the same period in Fiscal 2022.

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Streets rated acceptably clean (%)	96.4%	93.7%	89.6%	92.0%	92.0%	93.8%	93.5%
Streets rated filthy (%)	0.1%	0.6%	1.5%	*	*	1.0%	0.7%
★ Sidewalks rated acceptably clean (%)	96.8%	97.6%	95.2%	97.0%	97.0%	97.3%	95.9%
Sidewalks rated filthy (%)	0.1%	0.5%	0.8%	*	*	0.6%	0.6%
★ Vacant lot cleaning requests	3,008	3,015	2,941	2,500	2,500	1,388	1,556
★ Lots cleaned citywide	3,098	1,231	1,652	3,200	3,200	505	376
Other non-lot locations cleaned	200	688	1,352	*	*	231	602
★ Total number of needles removed	0.0	32,252.0	69,692.0	↑	↑	24,002.0	32,680.0
Total number of litter baskets serviced	NA	NA	NA	*	*	NA	3,575,596

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

**Goal 1b** Enforcement of Sanitation regulations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Violations issued	56,844	42,694	46,329	*	*	15,033	20,314
★ 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Tons of refuse disposed (000)	3,204.4	3,399.1	3,351.1	3,150.0	3,150.0	1,191.6	1,072.2
★ Refuse tons per truck-shift	9.3	9.9	9.4	10.7	10.7	9.7	9.5
★ Trucks dumped on shift (%)	45.2%	44.6%	35.7%	45.6%	45.6%	36.9%	42.8%
Tons per day disposed	10,610	11,293	11,170	*	*	11,682	10,511
Average outage rate for all collection trucks (%)	19%	18%	20%	*	*	21%	26%
Missed refuse collections (%)	0.1%	0.8%	1.2%	*	*	1.9%	0.0%
★ 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ ● Curbside and containerized recycling diversion rate (%)	18.5%	17.6%	17.0%	23.0%	23.0%	16.5%	16.7%
★ Curbside and containerized recycled tons (000)	689.7	692.4	616.1	848.6	848.6	223.0	203.1
Total annual recycling diversion rate (%)	21.6%	20.8%	19.6%	*	*	NA	NA
Recycled tons per day	2,802	2,868	2,616	2,270	2,270	NA	NA
Total tons recycled (000)	874	912	816	*	*	NA	NA
★ Recycling tons per truck-shift	5.8	5.8	5.2	6.2	6.2	5.4	5.2
Missed recycling collections (%)	0.3%	0.7%	1.0%	*	*	1.7%	0.0%
Recycling trucks dumped on shift (%)	25.9%	26.5%	19.7%	*	*	20.9%	23.6%
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

**Goal 3b** Enforcement of recycling regulations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Recycling summonses issued	55,610	35,590	32,015	*	*	9,455	10,653
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Total tons HHW recycled (000)	0.6	0.0	0.3	*	*	NA	NA
Total tons textiles recycled (000)	13.2	12.1	10.1	*	*	NA	NA
Total tons e-waste recycled (000)	9.6	8.5	8.9	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

## SERVICE 4 Collect organics and compost it.

Goal 4a Increase organics composting.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Total tons of organics diverted (000)	48.5	76.3	77.4	*	*	NA	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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Snowfall (total inches)	4.0	43.3	19.5	*	*	0.0	0.0
Salt used (tons)	227,352	454,443	339,842	*	*	0	0
Brine (gallons)	NA	NA	229,935	*	*	NA	NA
Snow Activation Events	NA	10	17	*	*	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Customer Experience							
Cases commenced against the City in state and federal court	378	287	486	*	*	74	124
Payout (\$000)	\$34,990	\$51,186	\$92,307	*	*	\$22,559	\$26,398
Private transfer station permits	60	58	58	*	*	58	58
Private transfer station inspections performed	5,321	4,064	4,116	*	*	1,342	1,296
Total Office of Administrative Trials and Hearings violations issued	315,477	263,039	240,143	*	*	74,296	100,370
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	86%	88%	87%	*	*	86%	89%
Refuse collection cost per ton (\$)	\$311	\$342	NA	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$524	\$545	NA	*	*	NA	NA
Disposal cost per ton (\$)	\$213	\$203	NA	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$716	\$668	NA	*	*	NA	NA
Recycling collection cost per ton (\$)	\$643	\$615	NA	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$12	\$13	\$19	*	*	\$13	\$19
Removal cost per inch of snow (\$000)	\$13,076	\$3,241	\$5,564	*	*	NA	NA
Workplace injuries reported (uniform and civilian)	1,049	1,035	987	*	*	349	283
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Customer Experience							
Completed requests for interpretation	253	41	181	*	*	NA	NA
Letters responded to in 14 days (%)	72%	88%	92%	*	*	95%	88%
E-mails responded to in 14 days (%)	79%	91%	91%	*	*	92%	90%
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Customer Experience							
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/ Drop-Off (5 days)	89	85	82	*	*	82	NA
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	NA	NA	NA	*	*	NA	NA
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	NA	NA	NA	*	*	NA	NA
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	87	95	90	*	*	91	NA
★ Critical Indicator    ● Equity Indicator    “NA” Not Available    ⬆️⬆️ Directional Target    * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2022 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY20	FY21	FY22	FY23	FY23 <sup>1</sup>	FY24 <sup>1</sup>	FY22	FY23
Expenditures (\$000,000) <sup>2</sup>	\$2,103.2	\$2,378.7	\$2,040.3	\$1,877.0	\$1,932.9	\$1,823.2	\$848.2	\$891.6
Revenues (\$000,000)	\$24.9	\$23.3	\$20.6	\$17.4	\$25.8	\$21.9	\$5.5	\$9.1
Personnel (uniformed)	7,755	7,220	7,614	7,449	7,599	7,649	7,817	8,046
Personnel (civilian)	2,171	2,109	2,115	2,318	2,202	2,170	2,078	2,056
Overtime paid (\$000,000)	\$156.2	\$283.0	\$284.4	\$158.0	\$45.8	\$44.6	\$81.1	\$55.4
Capital commitments (\$000,000)	\$266.8	\$242.8	\$170.7	\$279.5	\$373.2	\$899.6	\$13.9	\$32.5
<sup>1</sup> January 2023 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 FY22 <sup>1</sup> (\$000,000)	January 2023 Financial Plan FY23 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
<b>Personal Services - Total</b>	<b>\$1,267.1</b>	<b>\$1,142.8</b>	
101 - Executive Administrative	\$80.6	\$67.7	All
102 - Cleaning and Collection	\$975.4	\$880.9	1a, 1b, 2a, 3a, 3b, 3c
103 - Waste Disposal	\$46.9	\$36.7	2a, 3a, 3b, 3c
104 - Building Management	\$29.7	\$26.7	*
105 - Bureau of Motor Equipment	\$73.9	\$76.5	All
107 - Snow Budget	\$60.6	\$54.4	5a
<b>Other Than Personal Services - Total</b>	<b>\$773.2</b>	<b>\$790.1</b>	
106 - Executive and Administrative	\$107.2	\$144.4	All
109 - Cleaning and Collection	\$35.5	\$49.8	1a, 1b, 2a, 3a, 3b, 3c
110 - Waste Disposal	\$555.6	\$520.6	2a, 3a, 3b, 3c
111 - Building Management	\$3.9	\$6.6	*
112 - Motor Equipment	\$26.3	\$26.8	All
113 - Snow Budget	\$44.7	\$41.9	5a
<b>Agency Total</b>	<b>\$2,040.3</b>	<b>\$1,932.9</b>	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. 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

- 'Total number of litter baskets serviced' was added as a new indicator.
- Indicators 'Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/ Drop-Off (5 days)' and 'Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)' were marked NA due to migration to a new customer relationship management system.

## ADDITIONAL RESOURCES

For additional information go to:

- Targeted Neighborhood Taskforce:  
<https://www1.nyc.gov/assets/dsny/site/services/cleaning/tnt>
- Food Scraps and Yard Waste:  
<https://www1.nyc.gov/assets/dsny/site/services/food-scraps-and-yard-waste-page>
- Commercial Waste Zones:  
<https://www1.nyc.gov/assets/dsny/site/resources/reports/commercial-waste-zones-plan>

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

