

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.

FOCUS ON EQUITY

DSNY provides high-quality, responsive cleaning, collection, and snow removal services to all New Yorkers in all parts of the City. In the first four months of Fiscal 2024, DSNY expanded containerization requirements to many types of businesses, and announced plans to containerize all commercial trash as well as trash from all residential buildings with nine or fewer units. This will get 70 percent of all New York City trash off the streets and into secure bins. Containerization has a disproportionate benefit for underserved communities, as shown in the 45 percent decrease in rat sightings in the City's Rat Mitigation Zones summer 2023 compared to summer 2022.

The reporting period covered by this report also included an expansion of curbside composting, now covering more than half of all New York City households and servicing all of Brooklyn and Queens. This program was designed with equity in mind, as compared to old programs that required complicated sign-ups or had additional rules that made them challenging to participate. Instead, all New Yorkers in the service area now receive the same regular, streamlined, easy to use service.

Finally, Fiscal 2024's snow operations plans reflect a new operational focus on plowing equity. With the highest uniformed headcount of any winter in 20 years, the days of "primary, secondary, and tertiary" streets are long over. Every street is prioritized and on a route, and every route—including bike lane routes—can be dispatched at the same time if appropriate to the weather event.

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.

SERVICE 2 Collect and dispose of waste.

Goal 2a Improve efficiency of waste handling.

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.

SERVICE 4 Collect organic material and compost it.

Goal 4a Increase 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

- Over the first four months of Fiscal 2024, the number of vacant lot cleaning requests increased 22 percent compared to the same period in Fiscal 2023, up from 1,147 to 1,395. The number of lots cleaned citywide is slightly behind the prior year, down 11 percent at 335 cleaned for the reporting period. The decrease in lots cleaned is due to the Department's allocation of staff cleaning resources to long-neglected areas of the City.
- Over the past 18 months, the Department has provided New Yorkers with the highest level of litter basket service in decades thanks to historic investments from the City. During the first four months of Fiscal 2024, that translated into nearly 120,000 more baskets serviced than the period last year.
- The number of miles of highway cleaned, a newer metric first reported in the Fiscal 2023 Mayor's Management Report, continues to grow as the all-new DSNY Highway Unit reaches full staffing. The length of these critical roadways cleaned has risen 66 percent through the first four months of Fiscal 2024 compared to the same period last year. The 1,046 miles cleaned over the reporting period is already 85 percent of the 1,224 miles cleaned in the entirety of Fiscal 2023, attributable to the impact of full staffing.
- In April 2023, operations for the City's graffiti cleaning program moved from the New York City Economic Development Corporation to the Department. Since then, the Department has nearly doubled the number of sites cleaned compared to the same time period the year before. During the first four months of Fiscal 2024, that improvement in operations was reflected in the number of service requests (SRs) coming in and the number of SRs closed out being nearly equal.
- Over the first four months of Fiscal 2024, violations issued are up 24 percent compared to the same period last year, totaling 25,115 violations. Recycling summonses issued increased 57 percent to 17,100. The total number of Office of Administrative Trials and Hearings violations issued increased 59 percent to 165,149. This increase in violations can be attributed to an increase in enforcement related to the Department's Calendar 2023 rule change around how New Yorkers set out waste—set out times were changed so that no black bags are allowed on the street before 8 pm, and mandatory container rules for refuse were implemented for food-related businesses and chain stores. The Department engaged in robust enforcement of these rules during the four months of Fiscal 2023.
- As part of the City's focus on quality-of-life issues, the Department launched a new citywide abandoned vehicle task force comprised of both the Department's derelict vehicle team and New York Police Department officers. This effort led to a more than two-fold increase in the number of derelict vehicles the Department removed from the streets. Over the first four months of Fiscal 2024, 3,969 abandoned vehicles were removed from City streets, up from the 1,844 removed over the same period in Fiscal 2023.
- For many years, DSNY has sought to improve the proportion of trucks dumped on shift, a key efficiency metric showing what percentage of trucks loaded with waste are taken to a transfer station on a single shift, thereby reducing the need for staff overtime. The Department has recently begun making several creative changes around transfer routing, and as such, there was nearly a 20-percentage-point increase in the proportion of trucks dumped on shift over the first four months of Fiscal 2024 compared to the first four months of Fiscal 2023, 61.6 percent as of October 2023.
- The average proportion of collection trucks that were out of service over the first four months of Fiscal 2024 inched up to 29 percent from 26 percent in the first four months of Fiscal 2023. This is a lingering consequence of the Department being unable to purchase new trucks through most of the COVID-19 pandemic. By October 2023, DSNY's purchase of new rear-loaders lowered their average age from 6 years to 4 years, and nearly 30 percent of the dual-bin fleet was refreshed.
- Over the first four months of Fiscal 2024, the Department rolled out 393 smart composting bins across every borough, allowing New Yorkers to drop off organic material 24/7. These SmartBins are part of the City's commitment to rolling out an organics program for all New Yorkers.

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

Goal 1a Increase street and sidewalk cleanliness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Vacant lot cleaning requests	3,015	2,941	2,831	2,500	2,500	1,147	1,395
★ Lots cleaned citywide	1,231	1,652	1,440	3,200	3,200	376	335
★ Total number of needles removed	32,252.0	69,692.0	90,861.0	↑	↑	32,680.0	30,843.0
Total number of litter baskets serviced	NA	NA	10,744,056	*	*	3,575,596	3,686,251
Total number of TNT locations cleaned	NA	NA	14,326	*	*	NA	8,023
Total distance of TNT locations cleaned (miles)	NA	NA	7,760	*	*	NA	6,771
Miles of highway cleaned	NA	NA	1,224	*	*	631	1,046
Graffiti SRs received	NA	NA	1,125	*	*	NA	4,253
Graffiti SRs closed	NA	NA	1,105	*	*	NA	4,162
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

Goal 1b Enforcement of Sanitation regulations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Violations issued	42,694	46,329	66,635	*	*	20,314	25,115
Illegal dumping cameras deployed	NA	NA	96	*	*	17	102
Abandoned vehicles removed from City streets	NA	NA	6,220	*	*	1,844	3,969
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

SERVICE 2 Collect and dispose of waste.

Goal 2a Improve efficiency of waste handling.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Tons of refuse disposed (000)	3,399.1	3,351.1	3,162.5	3,150.0	3,150.0	1,072.2	1,089.2
★ Refuse tons per truck-shift	9.9	9.4	9.5	10.7	10.7	9.5	10.0
Trucks dumped on shift (%)	44.6%	35.7%	42.1%	45.6%	45.6%	42.8%	61.6%
Tons per day disposed	11,293	11,170	10,542	*	*	10,512	10,679
Average outage rate for all collection trucks (%)	18%	20%	26%	*	*	26%	29%
Missed refuse collections (%)	0.8%	1.2%	0.0%	*	*	0.0%	0.0%
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

SERVICE 3 Recycle waste.

Goal 3a Increase the percentage of waste recycled.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ ● Curbside and containerized recycling diversion rate (%)	17.6%	17.0%	17.2%	23.0%	23.0%	16.7%	16.9%
★ Curbside and containerized recycled tons (000)	692.4	616.1	619.2	848.6	848.6	203.1	202.4
Total annual recycling diversion rate (%)	20.8%	19.6%	18.6%	*	*	NA	NA
Recycled tons per day	2,868	2,616	2,307	2,270	2,270	NA	NA
Total tons recycled (000)	912	816	720	*	*	NA	NA
★ Recycling tons per truck-shift	5.8	5.2	5.2	6.2	6.2	5.2	5.2
Missed recycling collections (%)	0.7%	1.0%	0.0%	*	*	0.0%	0.0%
Recycling trucks dumped on shift (%)	26.5%	19.7%	22.8%	*	*	23.6%	27.9%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 3b Enforcement of recycling regulations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Recycling summonses issued	35,590	32,015	47,267	*	*	10,909	17,100
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Total tons HHW recycled (000)	0.0	0.3	1.6	*	*	NA	NA
Total tons textiles recycled (000)	12.1	10.1	6.7	*	*	NA	NA
Total tons e-waste recycled (000)	8.5	8.9	8.6	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 4 Collect organic material and compost it.

Goal 4a Increase composting.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Total tons of organics diverted (000)	76.3	77.4	105.6	↑	↑	NA	NA
Smart composting bins deployed	NA	NA	419	*	*	NA	393
Smart composting bin unlocks	NA	NA	303,500	*	*	NA	403,381
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Snowfall (total inches)	43.3	19.5	2.0	*	*	0.0	0.0
Salt used (tons)	454,443	339,842	83,771	*	*	0	0
Brine used (gallons)	NA	229,935	0	*	*	NA	NA
★ Snow activation events	10	17	3	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Cases commenced against the City in state and federal court	287	486	355	*	*	124	90
Payout (\$000)	\$51,186	\$92,307	\$76,575	*	*	\$26,398	\$10,715
Private transfer station permits	58	58	58	*	*	58	58
Private transfer station inspections performed	4,064	4,116	4,731	*	*	1,296	1,865
Total Office of Administrative Trials and Hearings violations issued	263,039	240,143	393,940	*	*	104,101	165,419
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	88%	87%	91%	*	*	89%	89%
Refuse collection cost per ton (\$)	\$342	\$365	NA	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$545	\$576	NA	*	*	NA	NA
Disposal cost per ton (\$)	\$203	\$211	NA	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$668	\$733	NA	*	*	NA	NA
Recycling collection cost per ton (\$)	\$615	\$675	NA	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$13	\$19	\$15	*	*	\$19	\$13
Workplace injuries reported (uniform and civilian)	1,035	987	760	*	*	283	322
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Customer Experience							
Completed requests for interpretation	41	181	36	*	*	NA	NA
Letters responded to in 14 days (%)	88%	92%	89%	*	*	88%	70%
E-mails responded to in 14 days (%)	91%	91%	91%	*	*	90%	73%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Customer Experience							
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/ Drop-Off (5 days)	85	82	NA	*	*	NA	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)	95	90	NA	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24 ¹	FY25 ¹	FY23	FY24
Expenditures (\$000,000) ²	\$2,378.7	\$2,040.3	\$1,919.3	\$1,901.4	\$1,998.1	\$1,881.9	\$891.6	\$958.6
Revenues (\$000,000)	\$23.3	\$20.6	\$23.4	\$15.1	\$15.5	\$16.4	\$9.1	\$4.4
Personnel (uniformed)	7,220	7,614	8,045	7,078	7,978	7,832	8,046	8,447
Personnel (civilian)	2,109	2,115	1,979	2,240	2,030	1,899	2,056	1,952
Overtime paid (\$000,000)	\$283.0	\$284.4	\$176.2	\$146.3	\$151.2	\$119.8	\$55.4	\$55.7
Capital commitments (\$000,000)	\$242.8	\$170.7	\$406.0	\$471.6	\$292.6	\$648.2	\$32.5	\$27.1
¹ January 2024 Financial Plan. ² 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 FY23 ¹ (\$000,000)	January 2024 Financial Plan FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,143.3	\$1,193.9	
101 - Executive Administrative	\$81.3	\$82.1	All
102 - Cleaning and Collection	\$899.6	\$918.2	1a, 1b, 2a, 3a, 3b, 3c
103 - Waste Disposal	\$42.3	\$35.7	2a, 3a, 3b, 3c
104 - Building Management	\$32.4	\$26.3	*
105 - Bureau of Motor Equipment	\$70.7	\$76.2	All
107 - Snow Budget	\$17.0	\$55.5	5a
Other Than Personal Services - Total	\$776.0	\$804.2	
106 - Executive and Administrative	\$134.2	\$136.1	All
109 - Cleaning and Collection	\$46.2	\$26.2	1a, 1b, 2a, 3a, 3b, 3c
110 - Waste Disposal	\$527.8	\$566.1	2a, 3a, 3b, 3c
111 - Building Management	\$6.8	\$5.4	*
112 - Motor Equipment	\$28.3	\$27.5	All
113 - Snow Budget	\$32.7	\$42.8	5a
Agency Total	\$1,919.3	\$1,998.1	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Preceding the Fiscal 2024 Preliminary Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

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

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