DEPARTMENT OF SANITATION
Javier Lojan, Acting 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 Sanitation districts. DSNY collects approximately 24 million pounds of waste per day, produced by every New York City resident, and regulates the collection of an additional 20 million pounds per day, produced by every New York City business.

FOCUS ON EQUITY

DSNY provides high-quality and responsive cleaning, collection, and snow removal services to all New Yorkers in all parts of the City. In March 2024, DSNY expanded containerization requirements to include every single New York City business, and in November 2024 further expanded these requirements to include residential buildings with nine or fewer units. This moved 70 percent of New York City trash off the streets and into secure bins. Containerization has a disproportionate benefit for underserved communities, as shown in ongoing decreases in rat sightings in Rat Mitigation Zones — areas with high levels of rat activity, where resources are focused to address rats and the conditions that support them.

In the first four months of Fiscal 2025, DSNY oversaw an expansion of the largest, easiest curbside composting program, now covering all New York City households and servicing all five boroughs as of October 2024. This program was designed with equity in mind, as compared to previous efforts, which required complicated sign-ups or had additional rules that made it challenging to participate. Instead, all New Yorkers citywide now receive the same regular, simple, easy-to-use service.

Finally, snow operations plans for Fiscal 2025 reflect a continued operational focus on plowing equity. With one of the highest uniformed personnel count of any winter in 20 years, the days of "primary, secondary, and tertiary" streets are long over. Every street is on a route, and every route, including bike lane routes, can be dispatched at the same time if appropriate to the weather event, tracked, and monitored with the Department's new BladeRunner 2.0 tech platform.

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 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 2025, the cleaning of vacant lots continued to be impacted by prior budget cuts, despite partial restoration. While vacant lot cleaning requests grew just over one percent across comparative reporting periods, only 26 vacant lots were cleaned compared to 335 over the same period last year. The Targeted Neighborhood Taskforce effort cleaned around 50 percent fewer locations and miles cleaned due to a budgeted post reduction.

- The number of highway miles cleaned continues to grow, increasing to 1,534 critical roadway miles cleaned over the first four months of Fiscal 2025 compared to 1,046 miles cleaned over the same period last fiscal year — a nearly 50 percent increase, due to the Highway Unit's operational planning adjustments for more efficiency.

- The Department has made progress on other quality of life issues. Litter basket service kept pace with a historically high level, and there was a concerted effort to collect and dispose of needles throughout the City to start the fiscal year, in keeping with the Administration's commitment to quality of life issues. DSNY expanded operations through its collaboration with the Encampment Taskforce — the City's inter-agency effort to clean up public spaces across the five boroughs. The number of needles removed jumped 54 percent between comparative reporting periods to nearly 50,000 needles. Just over 30,000 were removed over the same period last year. While graffiti service requests (SRs) received increased slightly over the first four months of Fiscal 2025, the number of SRs closed was up 80 percent.

- Confronting illegal dumping continues to be a priority for the Department. Eleven percent more illegal dumping summonses were issued over comparative reporting periods, and over 80 percent more vehicles were impounded for illegal dumping.

- The Department continues to engage in a multi-pronged strategy to get abandoned and derelict cars off the streets of the City. Through the interagency Abandoned Vehicle Removal Taskforce, in partnership with the New York Police Department (NYPD), nearly double the amount of vehicles were removed over the first four months of Fiscal 2025 compared to the same reporting period in Fiscal 2024, totaling over 7,000.

- The average outage rate for collection trucks continues to increase and was 32 percent at the close of the reporting period, compared to 29 percent at the same point last year. This is the result of a reduced number of auto mechanics in the Department.

- The use of the Department's popular Smart Composting Bin program continued to climb, growing nearly 12 percent in the first four months of Fiscal 2025 from an already high utilization. Even with citywide curbside composting service now in effect, New Yorkers are still increasing usage of the approximately 400 orange bins placed in public spaces, demonstrating a real public interest in beneficial reuse of compostable material.

- DSNY has always been a data-driven agency, but the new DSNY TrashDash internal management program — modeled on the NYPD's crime tracking system CompStat — is paying dividends for customers. This is true across the Agency, but the public is seeing particular results on the handling of 311 complaints related to missed collection and illegal postering. In the first four months of Fiscal 2025, DSNY closed almost 88 percent of missed collection complaints within five days, a nearly 15 percentage-point increase from the same period last fiscal year. Additionally, 93 percent of illegal postering complaints were closed within seven days.

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

Goal 1a — Increase street and sidewalk cleanliness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Vacant lot cleaning requests	2,941	2,831	2,967	2,500	2,500	1,395	1,416
★ Lots cleaned citywide	1,652	1,440	534	3,200	3,200	335	26
★ Needles removed	69,692	90,861	83,807	⇧	⇧	30,843	47,372
Litter baskets serviced (000)	NA	10,744.1	10,619.0	*	*	3,686.3	3,679.0
Targeted Neighborhood Taskforce locations cleaned	NA	14,326	19,011	*	*	8,023	3,955
Distance of Targeted Neighborhood Taskforce locations cleaned (miles)	NA	7,760	16,504	*	*	6,771	3,467
Miles of highway cleaned	NA	1,224	2,905	*	*	1,046	1,534
Graffiti service requests received	12,336	8,831	19,674	*	*	6,473	6,882
Graffiti service requests closed	4,444	7,552	19,681	*	*	3,895	6,993

★ Critical Indicator   ✹ Equity Indicator   "NA" Not Available   ⇧⇩ Directional Target   * None

Goal 1b — Enforcement of Sanitation regulations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Cleanliness violations issued	597,630	917,627	992,192	*	*	345,979	368,002
Illegal dumping cameras deployed	NA	170	287	*	*	NA	NA
Illegal dumping vehicles impounded	108	241	286	*	*	113	204
Illegal dumping summonses issued	358	763	721	*	*	222	246
Abandoned vehicles removed from City streets	NA	6,220	12,932	*	*	3,969	7,337

★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Tons of refuse disposed (000)	3,351.1	3,162.5	3,202.5	3,150.0	3,150.0	1,089.2	1,096.4
★ Refuse tons per truck-shift	9.4	9.5	10.0	10.7	10.7	10.0	10.4
★ Trucks dumped on shift (%)	35.7%	42.1%	56.8%	45.6%	45.6%	61.6%	57.4%
Average outage rate for all collection trucks (%)	20%	26%	28%	*	*	29%	32%
Missed refuse collections (%)	1.2%	0.0%	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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Curbside and containerized recycled tons (000)	616.1	619.2	638.9	848.6	848.6	202.4	202.2
★ ❋ Curbside and containerized recycling diversion rate (%)	17.0%	17.2%	17.5%	23.0%	23.0%	16.9%	16.5%
Overall recycling diversion rate (%)	19.6%	20.2%	20.6%	*	*	NA	NA
Tons recycled (000)	816	797	826	*	*	NA	NA
★ Recycling tons per truck-shift	5.2	5.2	5.1	6.2	6.2	5.2	5.1
Recycling trucks dumped on shift (%)	19.7%	22.8%	26.2%	*	*	27.9%	26.7%
Missed recycling collections (%)	1.0%	0.0%	0.0%	*	*	0.0%	0.0%

★ Critical Indicator   ❋ Equity Indicator   "NA" Not Available   ⇧⇩ Directional Target   * None

Goal 3b   Enforcement of recycling regulations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Recycling summonses issued	32,015	47,267	51,848	*	*	17,100	15,757

★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Tons of household hazardous waste recycled (000)	0.3	1.6	1.7	*	*	NA	NA
Tons of textiles recycled (000)	10.1	6.7	6.6	*	*	NA	NA
Tons of e-waste recycled (000)	8.9	8.6	9.9	*	*	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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Tons of organics diverted (000)	77.4	105.6	129.6	⇧	⇧	NA	NA
Smart composting bins deployed	NA	419	418	*	*	393	389
Smart composting bin unlocks	NA	303,500	1,215,618	*	*	403,381	450,494

★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Snowfall (total inches)	19.5	2.0	13.0	*	*	0.0	0.0
Snow activation events	17	3	15	*	*	NA	NA
Salt used (tons)	339,842	83,771	196,588	*	*	0	0
Brine used (gallons)	229,935	0	29,200	*	*	NA	NA

★ Critical Indicator　　✹ Equity Indicator　　"NA" Not Available　　⇧⇩ Directional Target　　* None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Cases commenced against the City in state and federal court	486	355	293	*	*	90	57
Payout ($000)	$92,307	$76,575	$46,222	*	*	$10,715	$27,890
Private transfer station permits	58	58	58	*	*	58	58
Private transfer station inspections performed	4,116	4,731	5,895	*	*	1,865	1,555
Office of Administrative Trials and Hearings violations issued	240,143	393,940	470,775	*	*	165,419	172,851
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	87%	91%	90%	*	*	89%	93%
Refuse collection cost per ton ($)	$365	$344	NA	*	*	NA	NA
Refuse cost per ton (fully loaded) ($)	$576	$566	NA	*	*	NA	NA
Disposal cost per ton ($)	$211	$222	NA	*	*	NA	NA
Recycling cost per ton (fully loaded) ($)	$733	$779	NA	*	*	NA	NA
Recycling collection cost per ton ($)	$675	$690	NA	*	*	NA	NA
Paper recycling revenue per ton ($)	$19	$15	$13	*	*	$13	$13
Workplace injuries reported (uniform and civilian)	987	760	972	*	*	322	392

★ Critical Indicator　　✹ Equity Indicator　　"NA" Not Available　　⇧⇩ Directional Target　　* None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Completed requests for interpretation	181	36	74	*	*	NA	NA
Letters responded to within 14 days (%)	92%	89%	85%	*	*	70%	91%
E-mails responded to within 14 days (%)	91%	91%	76%	*	*	73%	96%

★ Critical Indicator　　✹ Equity Indicator　　"NA" Not Available　　⇧⇩ Directional Target　　* None

Performance Indicators	Actual			Target		4-Month Actual	
Response to 311 Service Requests (SRs)	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Percent meeting time to close – Missed Collection (5 days)	60%	68%	79%	*	*	74%	88%
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	90%	84%	90%	*	*	93%	93%

★ Critical Indicator　　✹ Equity Indicator　　"NA" Not Available　　⇧⇩ Directional Target　　* None

AGENCY RESOURCES

	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
Resource Indicators	FY22	FY23	FY24	FY25	FY25[1]	FY26[1]	FY24	FY25
Expenditures ($000,000)[2]	$2,040.3	$1,919.3	$1,977.8	$1,947.5	$1,995.7	$1,932.1	$958.6	$942.7
Revenues ($000,000)	$20.6	$23.4	$18.4	$16.4	$16.4	$20.2	$4.4	$6.4
Personnel (uniformed)	7,614	8,045	8,150	7,955	7,955	7,846	8,447	8,266
Personnel (civilian)	2,115	1,979	1,872	1,923	1,915	1,918	1,952	1,871
Overtime paid ($000,000)	$284.4	$176.2	$162.5	$151.3	$155.9	$129.3	$55.7	$57.7
Capital commitments ($000,000)	$170.7	$406.0	$282.8	$502.0	$398.5	$295.7	$27.1	$178.4

[1]January 2025 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 FY24[1] ($000,000)	January 2025 Financial Plan FY25[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$1,189.8	$1,205.3	
101 - Executive Administrative	$86.6	$92.2	All
102 - Cleaning and Collection	$901.2	$923.4	1a, 1b, 2a, 3a, 3b, 3c
103 - Waste Disposal	$43.2	$37.7	2a, 3a, 3b, 3c
104 - Building Management	$33.6	$28.0	*
105 - Bureau of Motor Equipment	$84.4	$77.2	All
107 - Snow Budget	$40.7	$46.7	5a
Other Than Personal Services - Total	$788.0	$790.5	
106 - Executive and Administrative	$131.2	$128.7	All
109 - Cleaning and Collection	$28.6	$30.9	1a, 1b, 2a, 3a, 3b, 3c
110 - Waste Disposal	$563.7	$560.4	2a, 3a, 3b, 3c
111 - Building Management	$5.2	$4.8	*
112 - Motor Equipment	$28.3	$25.9	All
113 - Snow Budget	$31.0	$39.8	5a
Agency Total	$1,977.8	$1,995.7	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds.　　[2]Includes all funds.　　[3]Refer to agency goals listed at front of chapter.　　* None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS ✎

- Preceding the Fiscal 2025 Preliminary Mayor's Management Report, the Mayor's Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

- The indicator 'Percent meeting time to close – Missed Collection (5 days)' was added to the Response to 311 Service Requests (SRs) section to better track how DSNY handles these service requests reported to NYC 311.

- Automation issues associated with reporting 'Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)' were addressed allowing for current and historical data to be added.

ADDITIONAL RESOURCES

For additional information go to:

- Curbside Composting:
  https://www.nyc.gov/site/dsny/collection/residents/curbside-composting.page

- Commercial Waste Zones:
  https://www.nyc.gov/site/dsny/businesses/commercial-waste-zones.page

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

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