



DEPARTMENT OF SANITATION

What We Do

The Department of Sanitation (DSNY) promotes a healthy environment through the efficient management of solid waste and the development of environmentally sound long-range planning for handling refuse, including recyclables. The Department operates 59 district garages and manages a fleet of 2,023 rear-loading and dual bin collection trucks, 444 mechanical brooms and 365 salt/sand spreaders. The Department clears litter, snow and ice from approximately 6,000 miles of City streets and removes debris from vacant lots as well as abandoned vehicles from City streets.

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

- During the first four months of Fiscal 2014 DSNY achieved a citywide average street cleanliness rating of 93.7 percent, a decrease compared to the same period of Fiscal 2013. DSNY achieved a citywide average sidewalk cleanliness rating of 95.6 percent, a slight decrease compared to last year.
- While the number of private lots cleaned by DSNY increased by nine percent, City-owned lot cleaning decreased by 30 percent during the reporting period. The number of vacant lot cleaning requests increased by 29 percent as DSNY received more requests to clean private lots from elected officials.
- During the first four months of Fiscal 2014 the tons of refuse collected per truck remained constant at 9.8. DSNY increased the percentage of refuse trucks that were dumped on shift from 48.7 percent to 50.2 percent during the reporting period despite the tons per day of refuse disposed increasing slightly.
- During the reporting period the outage rate for collection trucks increased slightly from 19 percent to 21 percent, but the percent of missed refuse collections declined.
- The curbside and containerized recycling diversion rate decreased slightly. The tonnage for metal, glass and plastic was up, likely due to the addition of rigid plastics, but paper tonnage declined. The tons of recycling collected per truck remained unchanged at 5.0.
- DSNY issued 39 percent more recycling summonses during the reporting period as the Department enforced the new rigid plastic recycling mandate. Recycling of rigid plastics became mandatory in the City in July 2013.

Service 1: Clean streets, sidewalks and vacant lots.
Goal 1a: Increase street and sidewalk cleanliness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Streets rated acceptably clean (%)	94.5%	95.5%	94.5%	92.0%	92.0%	95.4%	93.7%
Streets rated filthy (%)	0.3%	0.2%	0.2%	*	*	0.1%	0.2%
★Sidewalks rated acceptably clean (%)	96.7%	96.3%	96.1%	97.0%	97.0%	96.0%	95.6%
Sidewalks rated filthy (%)	0.3%	0.3%	0.4%	*	*	0.4%	0.4%
Violations issued for dirty sidewalks	NA	35,407	28,690	*	*	13,785	18,923
Violations issued for illegal posting	41,286	30,512	16,182	*	*	9,629	4,590

★ Critical Indicator "NA" - means Not Available in this report ↕ ⤴ shows desired direction

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Vacant lot cleaning requests	NA	NA	3,056	*	2,500	1,049	1,354
★Lots cleaned citywide	4,233	4,544	3,607	3,700	3,700	1,469	1,176

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Service 2: Collect and dispose of refuse.
Goal 2a: Improve efficiency of refuse handling.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Tons of refuse disposed (000)	3,261.2	3,269.5	3,262.8	3,281.0	3,281.0	1,070.3	1,089.3
★Refuse tons per truck-shift	10.0	10.0	9.9	10.7	10.7	9.8	9.8
★Trucks dumped on shift (%)	45.9%	48.1%	47.2%	46.8%	46.8%	48.7%	50.2%
Tons per day disposed	10,835	10,826	10,876	10,864	*	10,493	10,576
Average outage rate for all collection trucks (%)	NA	17%	19%	*	*	19%	21%
Missed refuse collections (%)	1.8%	0.1%	1.1%	*	*	0.2%	0.0%

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Service 3: Recycle refuse.
Goal 3a: Increase the percentage of waste recycled.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Curbside and containerized recycling diversion rate (%)	15.4%	15.1%	15.1%	18.0%	19.0%	14.8%	14.7%
Curbside and containerized recycled tons (000)	554.4	541.9	539.2	*	*	NA	NA
★Recycled tons per day	3,944	2,065	2,058	2,270	2,608	NA	NA
★Recycling tons per truck-shift	5.2	5.1	5.1	6.2	6.2	5.0	5.0
Missed recycling collections (%)	1.3%	0.0%	3.3%	*	*	2.2%	0.0%
Recycling trucks dumped on shift (%)	25.6%	29.7%	29.2%	*	*	30.8%	30.8%
Recycling summonses issued	65,578	75,216	65,017	*	*	24,343	33,913

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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	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Snowfall (total inches)	61.5	6.8	24.0	*	*	0.0	0.0
Salt used (tons)	353,769	59,274	183,597	*	*	0	0

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Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Cases commenced against the City in state and federal court	421	573	309	*	*	105	107
Payout (\$000)	\$24,405	\$31,763	\$26,944	*	*	\$9,196	\$14,877
Private transfer station permits	59	60	59	*	*	60	59
Private transfer station inspections performed	5,168	4,967	5,047	*	*	1,673	2,075
Health and administrative code violations issued	284,136	259,220	194,892	*	*	82,501	84,778
Total ECB violations issued	349,714	334,436	259,909	*	*	106,844	118,691
Violations admitted to or upheld at the Environmental Control Board (%)	NA	84%	84%	*	*	87%	83%
Refuse collection cost per ton (\$)	\$261	\$251	\$252	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$413	\$394	\$392	*	*	NA	NA
Disposal cost per ton (\$)	\$152	\$143	\$140	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$642	\$657	\$656	*	*	NA	NA
Recycling collection cost per ton (\$)	\$615	\$629	\$627	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$12	\$25	\$11	*	*	\$13	\$11
Removal cost per inch of snow (\$)	NA	\$4,300	\$1,602	*	*	NA	NA
Accidents involving City vehicles	NA	1,580	1,801	*	*	515	515
Workplace injuries reported (uniform and civilian)	NA	NA	1,572	*	*	560	518

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	71%	65%	52%	*	*	42%	57%
E-mails responded to in 14 days (%)	83%	75%	69%	*	*	66%	44%

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to action (close) – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	94	96	95	*	*	96	97
Percent meeting time to action (close) – Literature Request - Blue Recycling Decals (7 days)	100	100	100	*	*	100	100
Percent meeting time to action (close) – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	*	*	100	100
Percent meeting time to action (close) – Dirty Conditions - Illegal Postering (7 days)	95	95	71	*	*	88	77

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$1,408.4	\$1,281.2	\$1,369.8	\$1,429.5	\$1,420.3	\$1,478.9	\$630.0	\$617.7
Revenues (\$000,000)	\$17.6	\$22.5	\$17.7	\$19.2	\$15.6	\$19.2	\$6.1	\$6.2
Personnel (uniformed)	6,954	6,991	7,121	7,311	7,235	7,289	7,325	7,281
Personnel (civilian)	2,068	2,007	1,976	2,236	2,210	2,241	2,017	1,983
Overtime paid (\$000,000)	\$119.5	\$55.0	\$108.1	\$80.9	\$83.0	\$74.3	\$12.6	\$12.6
Capital commitments (\$000,000)	\$319.9	\$221.9	\$399.9	\$537.1	\$818.8	\$119.4	\$62.9	\$18.6
Work Experience Program (WEP) participants assigned	1,727	830	1,346	*	*	*	914	1,023
¹ February 2014 Financial Plan	² Expenditures include all funds.		"NA" - Not Available in this report					

Noteworthy Changes, Additions or Deletions

None.

For additional agency performance statistics, please visit:

- Scorecard – monthly street and sidewalk cleanliness ratings:
http://www.nyc.gov/html/ops/html/data/street_scorecard.shtml
- Annual reports:
http://www.nyc.gov/html/dsny/html/Pub_Info/pub_info.shtml

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