

DEPARTMENT OF SANITATION

Kathryn Garcia, Commissioner



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 2,200 collection trucks, 450 mechanical brooms and 690 large and small salt spreaders. The Department clears litter, snow and ice from approximately 6,000 miles of City streets and removes debris from vacant lots and abandoned vehicles from City streets. The Department leads the City's efforts to contribute zero waste to landfills by 2030, a key component of *One New York: The Plan for a Strong and Just City*.

FOCUS ON EQUITY

DSNY is committed to providing high-quality, responsive waste management, street cleaning and snow removal services to all New Yorkers across the five boroughs. DSNY has targeted recruitment and outreach to communities traditionally underrepresented in its uniformed ranks to ensure equal opportunity for all New Yorkers. The Department has worked with its partners to implement new outreach strategies in low-income communities and has expanded its recycling programs, including e-cycleNYC, re-fashionNYC and organics collection, to give New Yorkers the ability to manage their own waste footprint. In 2016 DSNY began a targeted outreach program for eight community districts in the Bronx and Brooklyn with the lowest diversion rates, dedicating outreach personnel to help building owners, staff and residents in these neighborhoods increase recycling. In 2016 DSNY and NYCHA partnered to launch recycling collection for all NYCHA residents. DSNY also continues to move forward with the City's comprehensive Solid Waste Management Plan, a fair, five-borough plan that has reduced the impact of waste transfer infrastructure on historically overburdened communities in the Bronx, Brooklyn and Queens.

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 2017 DSNY achieved a citywide street cleanliness rating of 96.1 percent and a sidewalk cleanliness rating of 96.7 percent. Both ratings were slight increases from the same period of Fiscal 2016.
- In the first four months of Fiscal 2017 the number of vacant lot cleaning requests increased 12 percent compared to the same period in Fiscal 2016. At the same time DSNY cleaned four percent more lots citywide.
- The tons of refuse collected per truck increased slightly to 9.8 during the first four months of Fiscal 2017. The percentage of trucks dumped on shift decreased from 48.2 percent to 47.5 percent.
- As a result of continued expansion of organics recycling to include additional households and schools, as well as the continuation of rigid plastic recycling citywide, the curbside and containerized recycling diversion rate increased from 16.1 percent during the first four months of Fiscal 2016 to 16.8 percent during the same period of Fiscal 2017. The recycling tons per truck increased to 5.6.

SERVICE 1 Clean streets, sidewalks and vacant lots.

Goal 1a Increase street and sidewalk cleanliness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★Streets rated acceptably clean (%)	93.3%	92.7%	95.0%	92.0%	92.0%	94.4%	96.1%
Streets rated filthy (%)	0.4%	0.4%	0.2%	*	*	0.2%	0.1%
★Sidewalks rated acceptably clean (%)	96.0%	95.5%	96.5%	97.0%	97.0%	96.1%	96.7%
Sidewalks rated filthy (%)	0.3%	0.4%	0.3%	*	*	0.3%	0.2%
Violations issued for dirty sidewalks	39,975	49,828	64,693	*	*	25,858	27,342
Violations issued for illegal posting	18,217	11,601	8,209	*	*	272	2,641

★ 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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★Vacant lot cleaning requests	2,539	2,367	2,779	2,500	2,500	1,287	1,440
★Lots cleaned citywide	2,997	3,206	3,638	3,200	3,200	1,175	1,217

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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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★Tons of refuse disposed (000)	3,193.8	3,176.9	3,196.2	3,150.0	3,150.0	1,080.0	1,081.1
★Refuse tons per truck-shift	9.6	9.5	9.7	10.7	10.7	9.7	9.8
★Trucks dumped on shift (%)	43.5%	44.6%	45.8%	45.6%	45.6%	48.2%	47.5%
Tons per day disposed	10,611	10,554	10,583	*	*	10,485	10,599
Average outage rate for all collection trucks (%)	21%	20%	19%	*	*	19%	19%
Missed refuse collections (%)	0.0%	0.0%	0.4%	*	*	0.8%	0.1%

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SERVICE 3 Recycle refuse.

Goal 3a Increase the percentage of waste recycled.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★Curbside and containerized recycling diversion rate (%)	15.4%	16.0%	16.9%	21.0%	21.0%	16.1%	16.8%
★Curbside and containerized recycled tons (000)	553.2	575.4	613.8	764.4	764.4	202.4	207.9
Total annual recycling diversion rate (%)	17.0%	17.8%	18.9%	*	*	NA	NA
Recycled tons per day	2,088	2,197	2,373	2,270	2,270	NA	NA
Annual tons recycled total (000)	652	685	740	*	*	NA	NA
★Recycling tons per truck-shift	5.1	5.2	5.6	6.2	6.2	5.4	5.6
Missed recycling collections (%)	0.0%	0.0%	0.1%	*	*	0.2%	0.0%
Recycling trucks dumped on shift (%)	25.7%	25.8%	26.5%	*	*	28.4%	26.7%
Recycling summonses issued	107,049	107,428	118,407	*	*	35,206	34,764

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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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Snowfall (total inches)	56.3	47.5	31.8	*	*	0.0	0.0
Salt used (tons)	492,369	522,841	302,229	*	*	0	0

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Cases commenced against the City in state and federal court	341	651	747	*	*	248	163
Payout (\$000)	\$32,265	\$25,500	\$42,999	*	*	\$9,735	\$10,489
Private transfer station permits	59	59	61	*	*	59	57
Private transfer station inspections performed	6,022	5,998	4,570	*	*	1,318	1,790
Total Environmental Control Board violations issued	358,064	402,251	458,050	*	*	147,112	163,437
Violations admitted to or upheld at the Environmental Control Board (%)	86%	88%	89%	*	*	88%	85%
Refuse collection cost per ton (\$)	\$277	\$282	NA	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$422	\$449	NA	*	*	NA	NA
Disposal cost per ton (\$)	\$145	\$167	NA	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$721	\$684	NA	*	*	NA	NA
Recycling collection cost per ton (\$)	\$692	\$640	NA	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$11	\$11	\$12	*	*	\$11	\$12
Removal cost per inch of snow (\$000)	\$2,330	\$2,444	\$3,288	*	*	NA	NA
Collisions involving City vehicles	2,457	2,616	2,625	*	*	608	712
Workplace injuries reported (uniform and civilian)	1,539	1,266	1,304	*	*	443	430

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Customer Experience							
Completed requests for interpretation	8	17	16	*	*	NA	NA
Letters responded to in 14 days (%)	65%	58%	73%	*	*	70%	61%
E-mails responded to in 14 days (%)	75%	64%	75%	*	*	71%	72%

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Response to 311 Service Requests (SRs)							
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	97	96	95	*	*	94	95
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	100	100	*	*	100	100
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	*	*	100	100
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	66	79	92	*	*	96	94

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2016 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY14	FY15	FY16	FY17	FY17 ¹	FY18 ¹	FY16	FY17
Expenditures (\$000,000) ²	\$1,414.2	\$1,477.4	\$1,500.7	\$1,676.9	\$1,621.9	\$1,675.8	\$621.2	\$672.1
Revenues (\$000,000)	\$17.3	\$17.5	\$19.0	\$17.3	\$28.1	\$17.3	\$6.5	\$9.3
Personnel (uniformed)	7,185	7,381	7,465	7,490	7,445	7,505	7,712	7,739
Personnel (civilian)	1,997	2,150	2,299	2,667	2,551	2,684	2,164	2,262
Overtime paid (\$000,000)	\$125.4	\$131.3	\$101.0	\$108.8	\$110.7	\$111.5	\$21.4	\$23.9
Capital commitments (\$000,000)	\$276.7	\$273.6	\$176.4	\$396.6	\$384.1	\$303.5	\$13.7	\$152.8
Work Experience Program (WEP) enrollment	NA	NA	547	*	*	*	828	482

¹January 2017 Financial Plan ²Expenditures include all funds "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The four-month Fiscal 2016 actual of 272 'Violations issued for illegal posting' reflects a temporary suspension in issuance following a court decision that resulted in a revised program to issue warning notices, giving responsible parties two weeks to address, which is now fully implemented. In the first four months of Fiscal 2017 DSNY issued 2,641 of these violations.

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>

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

