

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 577 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 continues efforts to achieve diversity in recruitment and promotion, and the pool for the sanitation worker civil service test offered in February 2015 was the most diverse in recorded history. 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 all New Yorkers the ability to manage their own waste footprint. In 2015 DSNY and the New York City Housing Authority launched an initiative to increase recycling opportunities at public housing developments. DSNY also opened the North Shore Marine Transfer Station, a critical component of the City's comprehensive Solid Waste Management Plan that reduces 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 2016 DSNY achieved a street cleanliness rating of 94.4 percent and a sidewalk cleanliness rating of 96.1 percent citywide, both slightly higher than the same period of Fiscal 2015. DSNY issued 30 percent more summonses for dirty sidewalks during the reporting period.
- During the reporting period refuse tons collected per truck remained at 9.7, despite a slight decrease in overall refuse tonnage.
- As a result of the continued expansion of organic recycling, as well as recycling of rigid plastics citywide, the curbside and containerized recycling diversion rate increased from 15.3 percent to 16.1 percent. The total annual recycling diversion rate for Fiscal 2015, reported for the first time in this report, was 17.8 percent, a slight increase from 17.0 percent in Fiscal 2014.
- Recycling tons collected per truck increased from 5.2 to 5.4 as the tonnage of recycling collected curbside increased five percent.

SERVICE 1 Clean streets, sidewalks and vacant lots.

Goal 1a Increase street and sidewalk cleanliness.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Streets rated acceptably clean (%)	94.5%	93.3%	92.7%	92.0%	92.0%	93.2%	94.4%
Streets rated filthy (%)	0.2%	0.4%	0.4%	*	*	0.3%	0.2%
★Sidewalks rated acceptably clean (%)	96.1%	96.0%	95.5%	97.0%	97.0%	95.3%	96.1%
Sidewalks rated filthy (%)	0.4%	0.3%	0.4%	*	*	0.4%	0.3%
Violations issued for dirty sidewalks	28,690	39,975	49,828	*	*	19,829	25,858
Violations issued for illegal posting	16,182	18,217	11,601	*	*	7,288	272

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Vacant lot cleaning requests	3,056	2,539	2,367	2,500	2,500	1,193	1,287
★Lots cleaned citywide	3,607	2,997	3,206	3,200	3,200	1,160	1,177

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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	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Tons of refuse disposed (000)	3,262.8	3,193.8	3,176.9	3,150.0	3,150.0	1,092.7	1,079.9
★Refuse tons per truck-shift	9.9	9.6	9.5	10.7	10.7	9.7	9.7
★Trucks dumped on shift (%)	47.2%	43.5%	44.6%	45.6%	45.6%	48.4%	48.2%
Tons per day disposed	10,876	10,611	10,554	*	*	10,609	10,485
Average outage rate for all collection trucks (%)	19%	21%	20%	*	*	20%	19%
Missed refuse collections (%)	1.1%	0.0%	0.0%	*	*	0.0%	0.8%

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SERVICE 3 Recycle refuse.

Goal 3a Increase the percentage of waste recycled.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Curbside and containerized recycling diversion rate (%)	15.1%	15.4%	16.0%	19.0%	19.0%	15.3%	16.1%
★Curbside and containerized recycled tons (000)	539.2	553.2	575.4	683.3	683.3	192.1	202.1
Total annual recycling diversion rate (%)	16.3%	17.0%	17.8%	*	*	NA	NA
Recycled tons per day	2,058	2,088	2,197	2,270	2,270	NA	NA
Annual tons recycled total (000)	642	652	685	*	*	NA	NA
★Recycling tons per truck-shift	5.1	5.1	5.2	6.2	6.2	5.2	5.4
Missed recycling collections (%)	3.3%	0.0%	0.0%	*	*	0.0%	0.2%
Recycling trucks dumped on shift (%)	29.2%	25.7%	25.8%	*	*	27.6%	28.4%
Recycling summonses issued	65,017	107,049	107,428	*	*	36,962	35,206

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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	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Snowfall (total inches)	24.0	56.3	47.5	*	*	0.0	0.0
Salt used (tons)	183,597	492,369	522,841	*	*	0	0

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Cases commenced against the City in state and federal court	309	341	651	*	*	186	248
Payout (\$000)	\$26,944	\$32,265	\$25,500	*	*	\$8,726	\$9,735
Private transfer station permits	59	59	59	*	*	59	59
Private transfer station inspections performed	5,047	6,022	5,998	*	*	2,196	1,318
Total Environmental Control Board violations issued	259,909	358,064	402,251	*	*	136,309	147,112
Violations admitted to or upheld at the Environmental Control Board (%)	84%	86%	88%	*	*	89%	88%
Refuse collection cost per ton (\$)	\$252	\$277	\$282	*	*	NA	NA
Refuse cost per ton (fully loaded) (\$)	\$392	\$422	\$449	*	*	NA	NA
Disposal cost per ton (\$)	\$140	\$145	\$167	*	*	NA	NA
Recycling cost per ton (fully loaded) (\$)	\$656	\$721	\$684	*	*	NA	NA
Recycling collection cost per ton (\$)	\$627	\$692	\$640	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$11	\$11	\$11	*	*	\$11	\$11
Removal cost per inch of snow (\$000)	\$1,602	\$2,330	\$2,444	*	*	NA	NA
Collisions involving City vehicles	2,093	2,457	2,616	*	*	611	568
Workplace injuries reported (uniform and civilian)	1,572	1,539	1,266	*	*	433	442

"NA" - means Not Available in this report * No Target

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
Completed requests for interpretation	0	8	17	*	*	NA	NA
Letters responded to in 14 days (%)	52%	65%	58%	*	*	52%	70%
E-mails responded to in 14 days (%)	69%	75%	64%	*	*	64%	71%

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Response to 311 Service Requests (SRs)							
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	95	97	96	*	*	97	94
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)	71	66	79	*	*	92	96

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AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$1,369.8	\$1,414.2	\$1,477.4	\$1,567.1	\$1,547.2	\$1,637.9	\$676.3	\$621.2
Revenues (\$000,000)	\$17.7	\$17.3	\$17.5	\$17.6	\$17.6	\$17.3	\$6.3	\$6.5
Personnel (uniformed)	7,121	7,185	7,381	7,427	7,427	7,477	7,568	7,712
Personnel (civilian)	1,976	1,997	2,150	2,384	2,386	2,398	2,016	2,164
Overtime paid (\$000,000)	\$108.1	\$125.4	\$131.3	\$99.8	\$99.0	\$106.5	\$14.3	\$21.4
Capital commitments (\$000,000)	\$399.9	\$276.7	\$273.6	\$265.5	\$258.4	\$276.6	\$119.4	\$13.7
Work Experience Program (WEP) participants assigned	1,346	870	1,008	*	*	*	1,206	1,000
¹ January 2016 Financial Plan	² Expenditures include all funds		"NA" - Not Available in this report					

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Beginning with the Fiscal 2016 Mayor's Management Report, the agency resources indicator 'Work Experience Program (WEP) participants assigned' will be replaced with 'Work Experience Program (WEP) Enrollment' to better reflect actual program participation.

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.

