Department of Sanitation

Indicator name: Streets rated acceptably clean (%)
Description: Percentage of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show averages based on twice-monthly ratings of the citywide street sample.
Source: Mayor's Office of Operations.

Indicator name: Streets rated filthy (%)
Description: On a scale of 1.0 (a clean street with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percentage of streets with a rating of 1.75 or higher (filthy).
Source: Mayor's Office of Operations.

Indicator name: Sidewalks rated acceptably clean (%)
Description: Percentage of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show averages based on twice-monthly ratings of the citywide sidewalk sample.
Source: Mayor's Office of Operations.

Indicator name: Sidewalks rated filthy (%)
Description: On a scale of 1.0 (a clean sidewalk with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percentage of sidewalks with a rating of 1.75 or higher (filthy).
Source: Mayor's Office of Operations.

Indicator name: Violations issued for dirty sidewalks
Description: The number of violations issued to property owners for dirty sidewalks.
Source: Bureau of Waste Prevention Reuse and Recycling.

Indicator name: Violations issued for illegal posting
Description: The number of violations issued for illegally posting, painting, attaching or affixing by any means any printed material upon any curb, gutter, tree, lamppost, telephone pole, or public garbage receptacle.
Source: Bureau of Waste Prevention Reuse and Recycling.

Indicator name: Vacant lot cleaning requests
Description: The number of service requests for vacant lot cleaning received through the 311 Customer Service Center.
Source: 311 Customer Service Center; DSNY Bureau of Cleaning & Collection.

Indicator name: Lots cleaned citywide
Description: Total City-owned and private lots cleaned by DSNY.
Source: Bureau of Cleaning & Collection; Bureau of Planning and Budget.

Indicator name: Tons of refuse disposed (000)
Description: Total refuse tonnage, in thousands, disposed by the Department.
Source: Bureau of Waste Disposal; Bureau of Planning and Budget.

Indicator name: Refuse tons per truck-shift
Description: Average curbside household refuse tons collected by each truck working an eight-hour shift.
Source: Operations Management Division; Bureau of Planning & Budget.

Indicator name: Trucks dumped on shift (%)
Description: Percentage of total number of trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source: Operations Management Division.

Indicator name: Tons per day disposed
Description: Average tons of refuse disposed per operational day.
Source: Bureau of Waste Disposal; Bureau of Planning and Budget.

Indicator name: Average outage rate for all collection trucks (%)
Description: The number of collection trucks that are inoperable due to mechanical failure divided by the total number of collection trucks in the fleet. Combined average for rear loader, dual bin and front loading collection trucks.
Source: Bureau of Motor Equipment.

Indicator name: Missed refuse collections (%)
Description: Percentage of curbside refuse tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks and missed collections due to snow events.
Source: Operations Management Division; Bureau of Planning & Budget.

Indicator name: Curbside and containerized recycling diversion rate (%)
Description: Percentage of the Department's residential waste stream (curbside and containerized metal, glass, plastic, organics and mixed paper) that is recycled.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Curbside and containerized recycled tons (000)
Description: The tonnage, in thousands, of the residential waste stream (curbside and containerized metal, glass, plastic, mixed paper and organics) that is recycled.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Recycled tons per day (annual total)
Description: Average number of tons of recycled materials per day calculated per annum; includes residential curbside and containerized, institutional, bulk and private sector recyclables. Reported on an annual basis only. Full fiscal year data is available four to six months after the close of the year.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Total annual recycling diversion rate (%)
Description: Percentage of the City's total waste stream that is recycled curbside plus all other recycling including institutional, bulk and other private sector recycling programs. Reported on an annual basis only. Full fiscal year data is available four to six months after the close of the year.
Source: Operations Management Division; Bureau of Waste Prevention Reuse and Recycling; and Bureau of Planning and Budget.

Indicator name: Annual tons recycled (000)
Description: Tons, in thousands, of recycled materials per year, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables. Reported on an annual basis only. Full fiscal year data is available four to six months after the close of the year.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Recycling tons per truck-shift
Description: Average curbside recycling tons collected by each truck working an eight-hour shift.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Missed recycling collections (%)
Description: Percentage of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks.
Source: Operations Management Division; Bureau of Planning and Budget.

Department of Sanitation

Indicator name: Recycling trucks dumped on shift (%)
Description: Percentage of recycling trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source: Operations Management Division.

Indicator name: Recycling summonses issued
Description: Summonses issued to residents and commercial establishments for violating recycling regulations.
Source: Bureau of Planning and Budget.

Indicator name: Snowfall (inches)
Description: Total amount of snow, in inches, that has fallen during the reporting period.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.

Indicator name: Salt used (tons)
Description: Amount, in tons, of salt used due to winter weather conditions (snow and ice).
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.

Indicator name: Cases commenced against the City in state and federal court
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department LawManager system.

Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department LawManager system.

Indicator name: Private transfer station permits
Description: The number of private transfer station permits issued by the Department.
Source: Legal Affairs Division.

Indicator name: Private transfer station inspections performed
Description: The number of inspections of legally permitted private transfer stations performed by the Department's permit unit.
Source: Permit inspection unit report.

Indicator name: Total Environmental Control Board (ECB) violations issued
Description: The total number of notices of violation issued by DSNY that fall under the jurisdiction of ECB.
Source: Bureau of Planning & Budget.

Indicator Name: Violations admitted to or upheld at the Environmental Control Board (ECB) (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Refuse collection cost per ton ($)
Description: Annual cost of collecting curbside and containerized refuse on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Reported on an annual basis only. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Refuse cost per ton (fully loaded) ($)
Description: Annual cost of curbside and containerized collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Reported on an annual basis only. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Disposal cost per ton ($)
Description: Annual cost of curbside and containerized refuse disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Reported on an annual basis only. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Recycling cost per ton (fully loaded) ($)
Description: Annual cost of curbside and containerized recycling and processing on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Reported on an annual basis only. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Recycling collection cost per ton ($)
Description: Annual cost of collecting curbside and containerized recyclables on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Reported on an annual basis only. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Paper recycling revenue per ton ($)
Description: The amount of revenue per ton agreed to in the Department's contracts with paper recyclers.
Source: Bureau of Waste Prevention, Reuse and Recycling records.

Indicator name: Removal cost per inch of snow ($)
Description: Annual cost of snow removal operations divided by the total number of inches of snow for the year. Reported on an annual basis only.
Source: Bureau of Planning and Budget.

Indicator name: Collisions involving City vehicles
Description: Number of City-vehicle involved collision reports involving injury or property damage. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000.
Source: Safety and Training Division.

Indicator name: Workplace injuries reported (uniform and civilian)
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Medical Division.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source DSNY.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DSNY.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DSNY.

Indicator name: Percent meeting time to close - (Response to Service Requests)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the related service.
Source: Mayor's Office of Operations/Citywide Performance Reporting.