DSNY

2012

ANNUAL REPORT

NEW YORK CITY DEPARTMENT OF SANITATION

NEW YORK'S STRONGEST

DSNY
NYPD
Pax

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Message from
Mayor MICHAEL R. BLOOMBERG

I would like to extend my gratitude to the Department of Sanitation for continuing to make New York City clean and safe. The Department works tirelessly to keep our city clean, day in and day out, collecting 11,000 tons of refuse and recyclables daily, managing the export of solid waste, fighting litter, combating illegal dumping, and removing snow and ice from our more than 6,000 miles of streets during the winter months. No wonder they're called "New York's Strongest!"

As our city moves forward, I know that I can count on the dedicated men and women of the DSNY to meet the challenge of keeping the Big Apple shining each and every day.

Michael R. Bloomberg

Message from
Commissioner JOHN J. DOHERTY

I am pleased to present to you the New York City Department of Sanitation's Annual Report for Fiscal Year 2012. Since 1929, the Department - originally established as the Department of Street Cleaning - has had the responsibility of keeping New York City clean, healthy and safe, a challenge that we have continuously met.

I am proud to be a part of an agency that consistently delivers one of the most essential of municipal services. I wholeheartedly thank the entire Sanitation family for their hard work and dedication that has made this Department the great agency that it has become.

Thank you.

THE CITY OF NEW YORK

DEPARTMENT OF SANITATION

EXECUTIVE COMMITTEE

John J. Doherty
Commissioner

Bernard Sullivan
First Deputy Commissioner

Lorenzo Cipollina
Deputy Commissioner
Administration

Robert Orlin
Deputy Commissioner
Legal Affairs

Vito A. Turso
Deputy Commissioner
Public Information

Harry Szarpanski
Deputy Commissioner
Long-Term Export

Ron Gonen
Deputy Commissioner
Recycling & Sustainability

Danny Walsh
Chief of
Engineering

Teresa H. Neal
Director
EEO

Thomas M. Milora
Executive Assistant
to the Commissioner

Rocco DiRico
Deputy Commissioner
Support Services

THE CITY OF NEW YORK
DEPARTMENT OF SANITATION

UNIFORMED CHIEFS

CHIEFS

Dennis Diggins
Director
Waste Disposal

John Nucatola
Director
Cleaning & Collection

OTHER RANKING CHIEFS

Douglas Marsiglia
Chief
Cleaning Operations

Peter McKeon
Chief
Collection Operations

David Callery
Chief
Bureau Operations

Alfred Ferguson
Director, Operations
Management Division

Steven Costas
Director, Personnel
Management Division

Steven Harbin
Chief
Safety & Training

Thomas Killeen
Deputy Director
Waste Disposal

John Capo
Special Assistant to 1st
Deputy Commissioner

FACTOIDS & FOTOS

2,023 Collection Trucks

DSNY Collection and EZ-Pak trucks collect 11,000 tons (2,000 pounds = 1 ton) of refuse and recycling each day. Collection trucks service curbside refuse and recycling, along with basket collection and can hold up to 12 tons of refuse each. EZ-Pak trucks collect refuse that is stored in containers.

365 Salt Spreaders

The DSNY Salt Spreaders can hold up to 16 tons of salt.

435 Street Sweepers

The DSNY sweeps 47,400 scheduled routes per year, covering more than 6,000 miles of roads - equivalent to sweeping from New York to Los Angeles and back again - on a daily basis.

282 Front-End Loaders

Throughout FY 2012, the DSNY Front-End Loaders transferred thousand tons of rock salt to salt spreaders. This equipment is also used to dump snow into the snow melters and during lot cleaning operations.

151 Cut-Downs

The multi-purpose Cut-Downs are used for lot cleaning operations, snow operations, and hauling bulky materials.

36 Snow Melters

DSNY Snow Melters have the capability to melt 60 or more tons of snow an hour. They melt snow at a rate of 240 gallons a minute and work around the clock. The liquefied melted snow is drained through approved NYC sewer connections after passing through filters to catch large debris.

OFFICE OF THE FIRST DEPUTY COMMISSIONER

1st ROW seated (left to right) Chief Dennis Diggins, FDC Bernard Sullivan, Chief John Nucatola,
2nd ROW (left to right) Chief David Callery, Chief Peter McKeon, Chief John Capo, Chief Douglas Marsiglia, Chief Steven Harbin, Chief Thomas Killeen, Chief Steven Costas, Chief Alfred Ferguson

The First Deputy Commissioner directs all daily operational aspects of the Department. The Bureau of Cleaning and Collection (BCC), the Bureau of Waste Disposal (BWD), the Enforcement Division, the Division of Safety and Training (DST), the Personnel Management Division (PMD), and the Field Inspection and Audit Team (FIAT) are all controlled through the First Deputy Commissioner's Office.

BCC provides daily curbside refuse and recycling services for every residential household, public school and many large institutions throughout the City. It ensures the cleanliness of the city by providing mechanical sweepers that sweep the streets on a regular schedule. In addition, BCC keeps the streets of New York open during the winter months by plowing and salting over 6,000 miles of New York City streets whenever there is snow and ice.

BWD is accountable for managing the waste export program for both refuse and recycling.

The Enforcement Division monitors compliance with administrative, recycling, and health laws governing the maintenance of clean streets, illegal dumping and the proper storage of waste and recyclable materials by both residents and commercial establishments.

DST is responsible for all Departmental training to ensure that employees have the knowledge and proper skills to perform their jobs safely and efficiently.

PMD works hand in hand with the Department's Human Resources Division regarding the hiring, promotion, and demotion process, along with all other personnel actions that take place in the Department.

FIAT conducts daily field inspections and internal audits.

CLEANING OPERATIONS

HARD AT WORK.

STREET CLEANING

The Department of Sanitation continues to strive to improve the cleanliness of the City by clearing litter and abandoned vehicles from city streets and cleaning vacant lots. In FY 2012 the Department, once again, focused on problem areas in each community board through our NICE program while maintaining regular mechanical sweeping and basket service. Scheduling an average of 196 mechanical brooms to sweep approximately 6,300 miles of streets daily proves to be our most effective street cleaning operation. In addition, an average of 64 baskets trucks are dispatched daily to supplement our collection force as we service over 25,000 litter baskets. The Department's strategic approach of assigning personnel and equipment to standard routes while managing the weekly allocation of personnel to address litter conditions and dump-outs has resulted in record high ratings for the cleanliness of our streets.

NEIGHBORHOOD INTENSIVE CLEAN-UP EFFORT (N.I.C.E.)

A cleaner environment is essential to maintaining and improving the quality of life in our city. In an attempt to heighten public awareness and improve our ability to address the potential barriers to cleaner communities, the Department implemented a citywide initiative known as **N.I.C.E.** (**N**eighborhood **I**ntensive **C**lean-Up **E**ffort). This program is designed to help each District Superintendent identify and combat litter conditions in their district and provide the necessary conduit to communicate with community leaders and other city agencies. An essential part of this program is the N.I.C.E. booklet which identifies all of the cleaning issues and problems in each district.

Initially this program focused on the community boards with the lowest Scorecard cleanliness ratings. Within one year all 59 districts had implemented the program. All Borough Deputy Chiefs are responsible for monitoring the district's use of this booklet. Over time, all District Superintendent's will be scheduled to meet with the Director of the Bureau of Cleaning and Collection, and the Chief and Assistant Chief of Cleaning Operations to review program elements of the N.I.C.E. initiative and the effective use of the booklet as a managerial tool.

SCORECARD CLEANLINESS RATINGS

Since FY 2005 thru FY 2012, the acceptably clean street citywide rating has been above 90 percent. The FY 2012 Citywide annual average was 95.5. The last three fiscal years, FY 2010 thru FY 2012, have given way to cleanliness ratings above 94 percent. In addition, for FY 2012, 58 of the 59 districts rated over 90 percent and 233 of the City's 234 sections received average ratings of 80 percent or better for the year.

The Department attributes its strong performance and continued ascent in cleanliness ratings to sustained focus on problem areas through Operation N.I.C.E., improved communication with other city agencies, and prompt reporting and resolution of quality-of-life issues reported by New Yorkers through 311 for a healthier and cleaner city.

ADOPT-A-BASKET PROGRAM

The Adopt-A-Basket Program is a citywide initiative designed to promote and encourage community involvement in reducing street litter caused by overflowing litter baskets. As part of the agreement terms of the program, participants "adopt-a-basket" and bag refuse from problematic overflowing litter baskets with plastic liners supplied by the Department of Sanitation. The neatly bundled refuse is then left adjacent to the litter baskets and are scheduled for collection service by Department employees as needed. In FY 2012, there were approximately 984 litter baskets enrolled in the program.

STREET CLEANING RULES

Street Cleaning Regulations (SCR) may be suspended from time to time in parts of the city in order to post new regulations. This program is a cooperative Department of Transportation - Department of Sanitation effort to change existing street cleaning rules, as well as to replace missing, damaged, or outdated parking signage. Of the 59 community board districts citywide, ninety-minute street cleaning rules are in effect in 54 districts. Currently, Staten Island Districts 1,2,3, and Queens East Districts 10 and 11 do not have parking regulations for street cleaning purposes.

REDUCED MECHANICAL BROOM SWEEPING REGULATIONS

Community Board (CB) districts that have a two time a week sweeping regulation for each side of the street can apply for a one time a week sweeping regulation for each side of the street if they have attained scorecard cleanliness ratings at 90 percent or above for two consecutive fiscal years just prior to a formal CB request. The following CB districts have successfully converted to a one time a week sweeping regulation: Bronx 8, Brooklyn 2, Brooklyn 6 and Brooklyn 7. These districts continue to maintain scorecard ratings over 90 percent. Manhattan CB12 is presently being converted to a one time a week sweeping regulation.

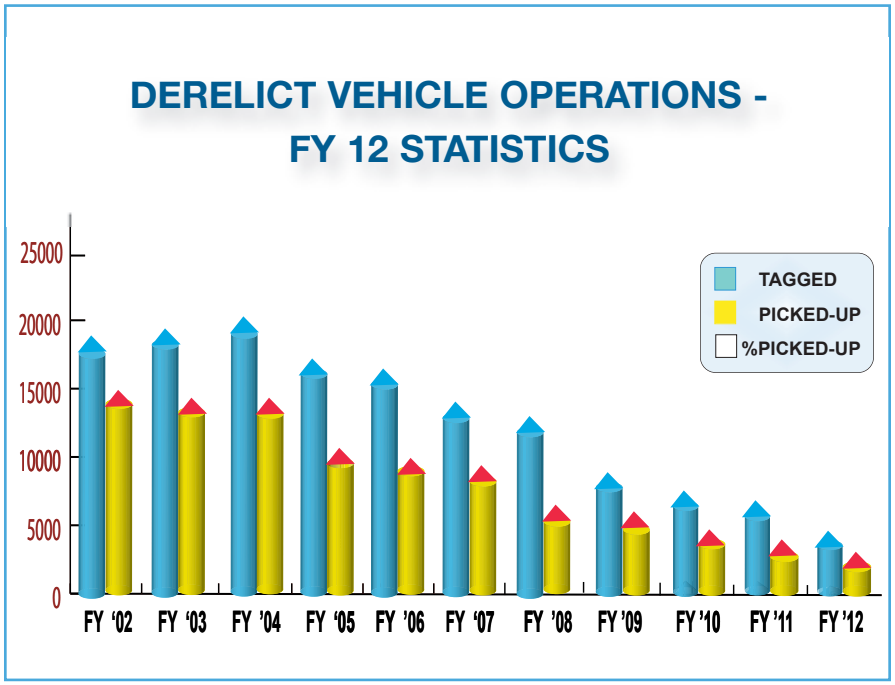
DERELICT VEHICLE OFFICE REMOVES ABANDONED PROPERTY LIKE CARS, BOATS.

DERELICT VEHICLE FISCAL YEAR 2012 STATISTICS

	TAGGED	PICKED-UP	% PICKED-UP	*NOL	OWNER CLAIM
MANHATTAN	110	49	45%	23	36
BRONX	470	259	55%	148	58
BROOKLYN NORTH & SOUTH	1,414	695	49%	484	165
QUEENS WEST & EAST	1,294	633	49%	483	141
STATEN ISLAND	194	101	52%	68	19
SUB TOTAL →	**3,482**	**1,737**	**50%**	**1,206**	**419**
TRUCKS MANHATTAN & BRONX	**38**	**17**	**45%**	**14**	**6**

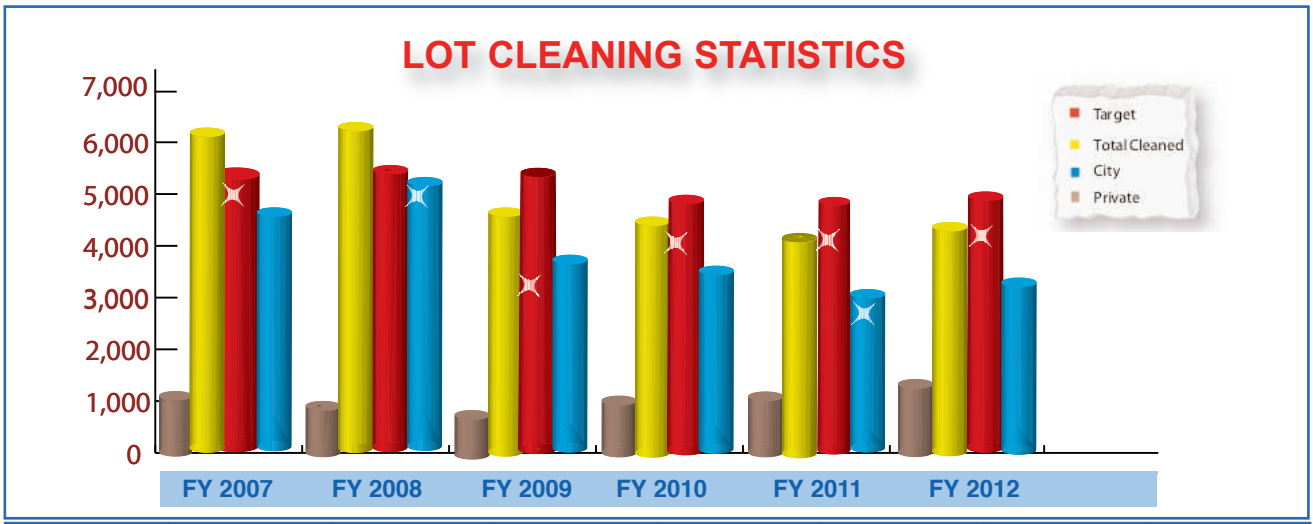
DSNY TOWED

TRUCKS BROOKLYN, QUEENS & SI	226	82	36%	71	64
CITYWIDE NON VEHICLES	465	318	68%	106	31
SUB TOTAL	**729**	**417**	**57%**	**191**	**101**
GRAND TOTAL	**4,211**	**2,154**	**51%**	**1,397**	**520**



	TAGGED	PICKED-UP	% PICKED-UP
FY '00	10,443	9,659	92%
FY '01	11,844	10,257	87%
FY '02	17,705	13,844	78%
FY '03	18,661	13,496	72%
FY '04	19,773	13,035	66%
FY '05	16,294	9,789	60%
FY '06	15,904	9,251	58%
FY '07	13,614	7,998	59%
FY '08	12,056	5,851	49%
FY '09	8,748	4,896	56%
FY '10	8,234	4,327	53%
FY '11	5,881	3,010	51%
FY '12	4,211	2,154	51%

LOT CLEANING DIVISION



	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
TARGET	5,500	5,500	5,500	5,500	5,000	5,000	4,999
CLEANED	6,449	6,191	6,366	4,607	4,519	4,233	4,550
CITY	4,768	4,940	5,408	3,865	3,510	3,158	3,320
PRIVATE	1,681	1,251	958	742	1,009	1,075	1,230

The Lot Cleaning Division manages the Neighborhood Vacant Lot Cleanup Program, an initiative that has been funded for more than 30 years by the United States Department of Housing and Urban Development (HUD) to reduce blight in low and moderate income areas.

This federal grant has enabled the DSNY to clean inside of vacant lots and the surrounding perimeter, and premises of City-owned buildings, removing garbage, debris, bulk refuse, weeds and tires to meet the City's Health Code standards. The Lot Cleaning Division began a new initiative that captures "Diversions." In addition to cleaning vacant lots, crews service other dump out conditions on streets, sidewalks, and uncut/unpaved streets, etc. These occurrences are identified as being in CD or non-CD areas and recorded accordingly.

The Lot Cleaning Division has focused on helping to reduce West Nile Virus by removing tires, other containers, and weeds in and around vacant lots, so as to limit locations where mosquitoes may breed. The Director of the Lot Cleaning Division takes part in both a Rodent and West Nile Task Force, which is comprised of representatives from multiple City agencies who meet weekly and work together to address emergency, rodent and West Nile Virus complaints. The Task Force is chaired by the Director of the Department of Health's Citywide Pest Control.

The Department of Sanitation continues to address privately owned, fenced and locked properties that are dirty. The Lot Cleaning Division has the ability to apply for "Rodent Access Warrants," which when signed by a judge allows the Division to enter and clean the lots that "harbor" rodents.

The Lot Cleaning Division has monthly cleaning schedules that are keyed to community boards based on the following priorities: health emergencies, preparatory cleaning for other CD-funded lot related programs, and community board requests.

In FY 2012, 4,550 vacant lots were cleaned. Of this figure, 3,320 were city-owned and 1,230 were privately owned. There were 558 diversions cleaned; 300 were in CD areas, and 258 were in non-CD areas. In addition to vacant lots and diversions, 110 properties with abandoned structures were also cleaned in FY 2012; 66 in CD area, 44 in non-CD areas.

The Division is continuing to apply "crack and peel" stickers to both "Curb Your Dog / Don't Litter" and "No Dumping" signs which were faded and in need of refurbishing. During FY 2012 a total of 30 stickers (28 Curb Your Dog / Don't Litter and 2 No Dumping) have been applied throughout the five Boroughs.

The Lot Cleaning crews are trained to avoid picking up "host wood" in quarantine areas citywide with the interest of preventing the spread of the "Asian Long Horned Beetle."

During periods deemed as snow emergencies by the City of New York and when a snow has reached a depth of three or more inches, CD resources will be re-directed to snow clearing duties. Personnel and equipment will be utilized in Community Development eligible areas.

Snow clearing work will involve opening streets in the service district to allow for the passage of emergency service vehicles, food and fuel deliveries, public transportation, school buses, and other non-emergency services personnel to make repairs to infrastructure and residential buildings. Personnel will also be assigned to pedestrian and public safety needs, such as salting and clearing of crosswalks, step streets, bus stops, and fire hydrant areas.

COLLECTION

Refuse Collection - The Department provides regularly scheduled curbside and containerized refuse collection services for every residential household, public school, public building, and many large institutions in New York City. Curbside sites are serviced either two or three times per week depending upon population density. Containerized sites are collected from one to three times per week depending upon individual need.

Each week in FY 2012, the Department assigned approximately 4,979 trucks to collect 49,715 tons of curbside residential refuse, and scheduled 453 E-Z Pack and Roll-on/Roll-off containerized trucks to collect an additional 7,645 tons. The amount of refuse generated by the 8.4 million residents of New York City is subject to seasonal variations.

Each month, the Department allocates weekly truck and tonnage targets to each of its 59 districts to better manage our productivity. These targets are closely monitored to ensure that productivity improvement goals are met. District Superintendents must constantly evaluate routes and tonnage in their districts to achieve these targets.

The Department constantly strives to do a better job on refuse collection and works at improving our reputation as a professional agency in its delivery of service. The proper placement of receptacles after emptying, ensuring trucks are free of exposed material, and curtailing waste spillage are all very important aspects of refuse collection.

It is part of the Department's mission to provide on time collection service and to collect all materials that are set out for collection properly and correctly. Residential complaints of missed collection service are an indication that sometimes we do not fulfill that mission. All missed collection complaints are investigated carefully and correctly.

Containerized Collection Program – Over the past several years, the Department's Roll-on/Roll-off operation has gone through two dramatic changes. The Auxiliary Field Force (AFF) has decentralized into borough and district-based operations. Trucks that were once dispatched from one central location are dispatched from seven depots. In addition, the Roll-on/Roll-off operation was converted from a two-worker to a one-worker function. Boroughs and districts closely monitor the overall operation to ensure productivity standards are maintained.

The Department has requested several locations in Brooklyn, Queens, and Staten Island change their refuse service from E-Z Pack or front loading truck container collection to curbside collection. This was done to maximize productivity and minimize the mileage traveled for Department collection vehicles.

Dump on Shift Program – As a product of a collective bargaining agreement with the Uniformed Sanitationmen's Association, Sanitation workers who offload their regular refuse and recycling collection trucks on shift after the completion of their routes, receive a differential payment. This program has been extremely successful in encouraging productivity and reducing relays.

CURBSIDE COLLECTION FORMS THE BACKBONE OF THE DEPARTMENT.

School Trucks - The Department collects refuse each school day during the 4 p.m. to midnight shift at all New York City public schools that receive curbside service. This is in addition to their regular service by the district trucks. In January 2001, the Department began in cooperation with the Department of Education, a program utilizing dual bin collection trucks to provide recycling collection each school day. All public schools that receive daily curbside service also receive daily recycling service. Paper is collected three days per week and metal/glass/plastic recyclables are collected two days per week. Beginning in September 2012, the days of School Truck recycling collection was changed. School Truck paper is now collected on Monday, Wednesday, and Friday. School Truck MGP is collected on Tuesday and Thursday. A total of 29 School trucks are assigned each night during the school year. Summer service is also provided.

Housing Authority Trucks - Each week, Department refuse collection trucks provide one additional curbside collection service above the regular district collection frequency to New York City Housing Authority (NYCHA) developments who receive curbside service. NYCHA compensates the Department directly for this additional service. Currently, an additional 15 trucks are assigned weekly for this purpose. This separates the Housing tonnage from regular district tonnage. The number of housing trucks has declined greatly over the years due to an ambitious Roll-on/Roll-off containerization program undertaken by NYCHA at many of their developments.

RECYCLING COLLECTION.

New Collection Service – An increase in residential housing construction occurred throughout the city over the last several years. New households and residences which require Department refuse and recycling collection must apply to the Collection Operations Office for service. This office, in conjunction with the Bureau of Legal Affairs, makes a determination regarding the eligibility of new applicants by performing on-site inspections of new housing, loft conversions, and other works to ensure that all qualified residents receive service through this process. A resident/non-profit organization must contact the Collection Operations Office in order to obtain information on the Department's procedure on how to receive Department services.

Professional Fee (Profee) Program - The Department expanded the Professional Fee Program to include lawyers and chiropractors. Under the Profee Program, collection services are provided to professionals who conduct business in residential buildings for an annual fee. This service was first offered to medical doctors and dentists in 1992. There are currently over 1,086 Profee clients. Those professionals who wish to enroll in the Profee Program should call the Collection Operations Office for more information. They can also obtain information from the Department website.

Asian Long Horned Beetle Infestation – In November, 2004, the Department suspended the collection of firewood or wood from trees growing on residential and institutional properties in the boroughs of Manhattan, Brooklyn and Queens. This includes all firewood, woody debris from trees, shrubs and bushes, and includes all live, dead, cut or fallen branches, twigs, logs stumps, roots, and other wood from trees greater than ½ inch in diameter. These steps were taken to prevent the spread of Asian Long Horned Beetle infestations. The beetles bore into and kill the trees that they infest. In July 2007, the collection of firewood and wood from trees was suspended by the Department in northwestern sections of Staten Island as beetle infestation was discovered here, also. The Department of Parks and Recreation (DPR) is responsible for on-site chipping and disposal of organic wood in the infected area. Appointments for the chipping of wood by DPR can be made through 311 or their website.

RECYCLING

Recycling Collection – The Recycling Program, which started in November 1986, is an integral part of the Department's overall operation. The primary goal of the Department's recycling operations is to reduce the amount of waste that has to be exported and further reduce the need for raw materials to help the environment. The Department's recycling collection operation consists of several programs: curbside collection, containerized collection, Leaf, Spring Yard Waste, Christmas Tree Collection, Tire Disposal, Special Waste Sites, Public Space Recycling Receptacles, and Chloro - Fluorocarbon (C.F.C) recovery.

Curbside and Containerized Programs - In FY 2012, each week, the Department assigned 1,884 Curbside and 84 containerized trucks to collect approximately 10,200 tons of recyclables. The curbside and containerized recycling programs involve the collection of two separate groups of recyclables. The paper collection trucks collect corrugated cardboard, magazines, catalogues, newspapers, phone books, writing paper, envelopes, food boxes and cartons, and all other household paper items. Metal, glass, and plastic collection trucks collect aluminum products, metal cans, wire hangers, large metal appliances such as refrigerators and stoves, and other household products that are substantially metal. Plastic bottles, jugs and beverage cartons are also collected by metal, glass, plastic trucks.

The Department delivers paper to seven vendors: A & R Lobosco, Paper Fibers, Triboro Fibers, Rapid Recycling, Metropolitan Paper, Visy Paper of New York, and the Sims Company. Visy receives paper at two locations: 59th Street MTS and their own paper plant in Staten Island.

The Department has one vendor for all metal, glass and plastic and metal bulk that it collects. The Sims Company operates three acceptance facilities located in the Bronx, Long Island City, and Jersey City in New Jersey. The company has negotiated a 20 year long term contract with the City. As part of that contract, a fourth acceptance and processing facility is under construction in Brooklyn and will open next year. In the future, Sims will accept mixed paper at their Bronx, Brooklyn, and Long Island City locations, in addition to metal, glass and plastic. Sims currently accepts both

commodities on a limited basis at its Bronx facility. Those dual bins that dump both sides at Sims receive only one differential.

Green Market Food Waste Pilot – Food waste, or "organics," comprise about 17 percent of the city's waste stream. When organics are sent to a landfill, they contribute to the Department's disposal costs and can create greenhouse gases, which increase the carbon footprint of the city. When organics are composted, they turn into a useful product that can be used for city parks and other green spaces.

In conjunction with GrowNYC, the Department began a program in April 2012 to collect residential food waste from Green Markets in Manhattan, Brooklyn, and Staten Island on Saturdays and Sundays. Retro-fitted DSNY trucks deliver large plastic receptacles to the Green Markets in the morning. Residents bring food waste and other organics from their homes and deposit them in the receptacles. The receptacles are collected in the afternoon. Currently, 16 Green Market locations are serviced each weekend, and produce approximately 7 tons of organics.

School Food Waste Pilot – The Department, in partnership with the Department of Education instituted a School Food Waste Pilot. Food Waste receptacles were distributed to 22 schools on Manhattan's West Side, and 15 schools in Crown Heights, Brooklyn in September 2012. The receptacles were placed in the school cafeterias where students deposit their food scraps and other organics into the receptacles. The bins are then placed out daily for evening collection by a dedicated food waste collection truck from Manhattan 7 and Brooklyn North 8 respectively. The program is expected to expand in the near future to other boroughs.

Christmas Tree Collection – The designated tree collection period this year was scheduled for 11 work days: Tuesday, January 3, 2012 through Saturday, January 14, 2012. The Department picked up 147,971 trees. The total tonnage was 1197.35 (partially estimated).

Tire Disposal - The Department maintains four large tire depots: South Bronx at Halleck Street in the Bronx, Southwest at Bay Parkway in Brooklyn, Forbell Street in Brooklyn and Muldoon Avenue in Staten Island. Tires are either shredded on site or removed by a city contracted vendor. The vendor delivers the tires to a resource recovery plant where they are converted into energy to produce electricity.

The Department makes it easy for the public to dispose of their tires legally by allowing city residents to drop their tires off at any one of the five Department operated Special Waste sites citywide. Additionally, residents may bring tires to any of the Department's 59 district garages. During FY 2012, the Department collected and processed 56,626 tires. The Department did not need to shred tires in FY 2012.

Household Special Waste Sites - The Department operates five Household Special Waste Sites for use by city residents at Muldoon Avenue in Staten Island, Manhattan 6 Garage, South Bronx, Southwest in Brooklyn, and North Shore in Queens. New York City residents can bring the following materials to these sites: motor oil, fluorescent light tubes, transmission fluid, thermostats, automotive and household batteries, automotive and household filters and latex paint. The Household Special Waste Sites are open on Saturdays, excluding City Holidays. To accommodate Sabbath observers, Special Waste sites are open on the last Friday of each month, and closed the immediate following Saturday. The hours of acceptance at the five facilities are 10:00 a.m. to 5:30 p.m.

Chloro-Flouro Carbon Removal Program - In 1998, as a result of new Federal requirements pertaining to the Clean Air Act, the Department established a program to recover and recycle Chloro-Flouro Carbon (CFC) gas (aka Freon) from homeowner appliances. CFC gas is found in most refrigerators, freezers, air conditioners, dehumidifiers and water coolers manufactured in the 1990's. The United States Environmental Protection Agency determined CFC gases have a harmful effect on the ozone layer and required the Department to develop a program to collect CFC appliances without releasing the CFC gases into the atmosphere. Residents who wish to dispose of CFC appliances are to call 311 for an appointment date for CFC removal. On the appointment day, a Department trained and federally licensed Sanitation Worker evacuates and safely recovers the CFC gases from the appliance. The evacuated appliance is then tagged with a special orange decal certifying that the appliance is CFC free. The regular metal recycling collection truck then collects the appliance on the scheduled recycling day (usually the next day). The recovered gas is brought to a vendor where it is recycled.

The Department is equipped with 20 vans and currently has 150 Sanitation Workers and five Supervisors certified in CFC evacuation. During FY 2012, Sanitation Workers processed 44,558 CFC appointments.

Public Space Recycling – In 2007, the Department conducted a pilot program where bright green recycling receptacles for mixed paper and blue ones for metal, glass and plastic items were placed in six public parks in the five boroughs and both Staten Island ferry terminals at Whitehall Street in Manhattan and St. George in Staten Island. The goal of the program was to make it easier for the public to recycle as they go about their normal day. The program has since been expanded to a total of 198 sites in parks, business improvement districts and other public areas throughout the city. Some of the more prominent locations include Tribeca, Soho, Times Square, City Hall, Battery Park City and Hudson River Park sections of Manhattan; Governors Island; the Bronx Zoo, Botanical Gardens, Van Cortlandt Park, and Fordham Road areas in the

Bronx; Brooklyn Heights, McCarren Park, Prospect Park, Bay Ridge, Park Slope, Prospect Park Zoo, NY Aquarium, Brooklyn Public Library, and Barclay Center in Brooklyn; Astoria, Downtown Flushing, Jamaica, Queens County Farm, Queens Botanical Gardens, and Queens Library in Queens; and the New Dorp, Borough Hall, Clove Lake sections of Staten Island.

The program is a great example of public sector/private sector partnerships working together for a common goal as each recycling receptacle site requires a committed sponsor to be successful. There are 933 DSNY public space recycling receptacles in service. In addition, there are 15 privately designed and owned receptacles in Bryant Park, Highline Park and Lincoln Square in Manhattan for a total of 948 public space recycling receptacles citywide.

Derelict Bicycle Removal Program – Beginning on October 4, 2010, the Department initiated a program to address the problem of derelict bicycles. Once the derelict bicycle meets the conditions as outlined in the Operations Order, The Collection Office will instruct the local borough CFC Officer to photograph the bicycle scheduled for removal and direct the CFC Sanitation Worker to cut the chain and remove the bicycle from the public property. To date, 119 derelict bicycles have been removed.

Waste Characteristic Study – As in 2005 and 2006, the Department contracted with a consultant, Cascadia Consulting Group, Inc., to perform a waste characteristic or composition study of the refuse and recyclables that we collect. Composition means what the waste is composed of or made up of. There are two phases to the waste characteristic study. The first one was conducted in September of this year. Certain pre-selected refuse and MGP loads were delivered to our vendors where the consultant extracted samples of the loads and then sorted the sample at another facility into different categories. In May 2013, the second phase will take place involving just paper and MGP.

Based upon these samples, the consultant will generate a report with the percentages of paper, metal, glass, plastic, yard waste, food scraps, construction debris, textiles, and other material present in the loads. The report will assist the Department in planning for the future.

SANITATION ENFORCEMENT AGENT IN ACTION.

BUREAU OPERATIONS OFFICE

FEL LOADS A SALT SPREADER.

The Bureau Operations Office (BOO) is the Department of Sanitation's primary communication center, handling all interagency communications. To ensure efficient communications, the Bureau Operations Office Radio Room, known as "Central Control," maintains and monitors citywide radio communications, equipment repair, upgrades, maintenance, and inventory.

BOO oversees all Department facilities, administers the Bureaus Expense Budget, controls fuel and lubricant inventories, as well as tools and supplies for citywide use.

BOO directs snow fighting plans and schedules for the entire city. Approximately 6,000 Department employees are activated to "fight" snow when conditions warrant such action. Special 12-hour shifts are initiated, resulting in approximately 2,000 Sanitation Workers assigned to snow fighting equipment each shift.

SNOW OPERATIONS:

Two storms hit New York City during the winter of FY 2012, resulting in a total of 6 ¾ inches of snow and ice to the metropolitan area. The first snowstorm came on October 29, 2011.

DSNY used more than 59,000 tons of salt over the winter season, which is stored in 34 salt storage locations, and 75,050 gallons of calcium chloride that is stored in 48 storage locations.

FACILITIES:

DSNY facilities require constant monitoring and when required, repairs, renovation and emergency intervention. The Equipment & Facilities Unit of Bureau Operations works closely with the Support Services to attain this goal. It is also involved closely with Real Estate Division to properly plan for new facilities from an operational standpoint.

EQUIPMENT:

Alternative fuel equipment such as new Hybrid-Electric Mechanical Brooms and Collection Trucks have been incorporated into the fleet.

365 Salt Spreaders:

The DSNY salt spreaders can hold up to 16 tons of salt. The salt spreaders dispensed approximately 353,769 tons of salt during the snow season alone.

36 Snow Melters:

DSNY's 29 regular Snow Melters have the capability to melt 60 tons of snow an hour. They melt snow at a rate of 240 gallons per minute and work around the clock. Seven Mega-Melters are capable of melting 130 tons of snow per hour and 520 gallons per minute. The liquefied melted snow is drained through approved NYC sewer connections after passing through screens that filter large debris.

THE DEPARTMENT TURNS INTO A SNOW-FIGHTING FORCE DURING SNOW AND ICE STORMS.

SANITATION ENFORCEMENT AGENT ENFORCING THE SANITATION CODE.

The Enforcement Division, comprised of 74 Sanitation Police Officers (SPO) and 239 Sanitation Enforcement Agents (SEA), monitors compliance with administrative, recycling, and health laws governing the maintenance of clean streets, illegal dumping, theft of recycling and the proper storage and disposal of waste and recyclable materials by both residents and commercial establishments.

S.P.O.'s are Sanitation Workers and Supervisors who are fully trained, armed peace officers. S.E.A's are unarmed civilians who undergo a comprehensive classroom and field-training program.

In FY 2012, the Enforcement Division issued 277,911 Notices of Violation (NOVs). Supervisors from the Department's Bureau of Cleaning and Collection issued an additional 84,371 NOV's for a grand total of 362,282 N.O.V.s. In addition, Department personnel issued 62,848 parking summonses for violations of the alternate side and restricted parking regulations.

➠POSTING UNIT

There are twenty-five S.E.A.'s dedicated to enforcing illegal posting violations. In FY 2012, the Posting Unit issued 44,640 NOV's citywide for illegal posting.

➠CANINE UNIT

The Enforcement Division has a Canine Unit dedicated to patrolling the five boroughs and issuing NOVs for quality of life violations, such as failure to remove canine waste, unleashed dogs, littering and noxious liquids. In FY 2012, 10,550 NOVs were issued for theses violations.

➠ENFORCEMENT SANITATION POLICE

In FY 2012, Sanitation Police impounded 67 vehicles and issued 156 summonses for illegal dumping. Additionally, 516 vehicles were impounded and 1,034 summonses issued for Theft of Recyclables with the Department recovering 259 tons of recyclable metal and paper.

The five most common violations, which represent 46 percent of the citywide total for which NOVs were issued, are as follows:

S6M	Dirty Area	40,749
S06	Dirty Sidewalk	35,407
S18	Failure to store receptacle	33,261
S30	Illegal Posting of Handbills	28,614
SP4	Improper disposal of bedding	28,402

PERSONNEL MANAGEMENT DIVISION

The Personnel Management Division (PMD) coordinates with the Bureau of Human Resources on employee related personal actions, i.e., the hiring process of new Sanitation Workers, promotions, demotions, employee evaluations, disciplinary matters, separation of service, and employee hardships.

PMD also monitors the electronic disciplinary system (DS 249) for accuracy and acts as the liaison between the Department Advocate and BCC and BWD Field Operations.

On a daily basis PMD allocates General Superintendents, Supervisors, Civilians and Medical Duty Assignment Sanitation Workers to support the BCC Field Operation.

PMD coordinates the Departments charitable involvement in the Citywide Combined Municipal Campaign and the Annual March of Dimes Walk for Babies.

During FY 2012 the Department appointed 350 new Sanitation Workers, promoted 99 Sanitation Workers to Supervisor, and 26 Supervisors to General Superintendent Level I.

THE DEPARTMENT'S PERSONNEL BREAKDOWN BY TITLES IN FY 2012:

Sanitation Workers.....**5,901**

Supervisors.....**858**

General Superintendents Level I.....**143**

General Superintendents Level II & III **76**

General Superintendents Level IV & above.....**11**

Civilians (various titles).....**1,852**

TOTAL.....**8,841**

MAYOR BLOOMBERG AT PROMOTION CEREMONY.

DIVISION OF SAFETY AND TRAINING

The Division of Safety and Training is responsible for all administrative and operational training, with the goal of ensuring that employees have the knowledge and skills to perform their jobs safely and effectively in a hazard-free work place. It also has the jurisdiction to enforce Federal, State, City, and Departmental laws, rules, and regulations pertaining to safe motor vehicle operation and work procedures, building maintenance, and driver's license requirements. Listed below are additional Divisional mandates:

- Develop and maintain several programs which emphasize safe work practices and accident/LODI prevention
- Investigate serious line-of-duty injuries and vehicular accidents to identify the contributing factors and, if necessary, evaluate and retrain personnel involved
- Conduct job-specific orientation programs for new and recently promoted uniformed employees at the Floyd Bennett Field Training Center
- Conduct equipment training and CDL driver training
- Conduct department-wide location walkthroughs for Workplace Violence surveys, and facility, E-waste, and standpipe/sprinkler inspections.
- Computer Training classes are also conducted in conjunction with the Information and Technology Division.

In FY 2012, over 11,317 Department employees participated in the programs offered by the Division of Safety & Training.

2012 Accident Reduction Initiative

The purpose of the 2012 Accident Reduction Initiative is to encourage safe driving and work habits to avoid chargeable vehicular accidents and work related injuries. Uniformed personnel can request Safe Driver Pins from the Safety Division in increments of 5, 10, 15, and 20 years with no vehicular accidents, to proudly display on their uniforms.

The FY 2012 statistics indicate a 26 percent decrease in chargeable accidents Department-wide in comparison to FY 2011.

Critical Driver Program

In FY 2012, the Division of Safety and Training continued to monitor the license status of all Department employees. For failure to maintain a valid driver's license General Order 2008-14 specifically assigns the Safety Division the responsibility to restrict driving privileges, issue complaints, place personnel on suspension or Leave Without Pay Status, and to recommend termination.

Uniform Training for New-Hires and Promotions

In FY 2012, five classes were given, with 347 employees attending the following:

New Sanitations Workers__3 Classes 256 Hired (9/12, 10/11, 11/14)
Supervisors Promoted___2 Classes 66 Promoted (4/23/12)
Superintendent Promoted__1 Class 25 Promoted (9/12/11)

Equipment Training at Floyd Bennett Training Center

In FY 2012 a total of 1,666 employees attended the following equipment training courses:

CDL Class A Permit Class	48 employees
CDL Class A License	48 employees
Large Wrecker & Car Carrier	64 employees
Wheel Lift Wrecker	1 employee
Mechanical Broom	391 employees
EZ Pack	103 employees
Front End Loader	445 employees
Roll On/Roll Off	56 employees
Driver Evaluation	41 employees
Bus	2 employees
Fork Lift	350 employees
Lot Cleaning Safety	104 employees
LODI Prevention	13 employees

Truck Measuring Unit

The Truck Measuring Unit (TMU) conducts classes instructing department employees how to correctly measure and record vehicle information from hired equipment, if utilized to assist the Department in snow removal. Once documentation is completed and sent to the Fiscal Services Division for review, they assist them in determining accurate payment. TMU also measures all City-owned salt and sand piles for accurate stockpiling information and reordering.

Snow Training

DST trains and re-trains Borough and District personnel on snow policies and procedures. In FY 2012, a total of 625 employees participated in the following snow training classes:

Plows and Chains:	**353 employees**
Hired Equipment:	**216 employees**
Contract Tertiary Plowing	**56 employees**

DCAS Computer Skills Training and Other General Courses

During FY 2012, 100 DSNY employees attended a total of 167 computers software and other general courses (i.e. management; procurement; auditing) sponsored by the Department of Citywide Administrative Services (DCAS):

NEW SANITATION WORKERS RECEIVE TRAINING.

MS Excel	**27 courses**
MS Access	**3 courses**
MS Word	**13 courses**
MS Power Point	**8 courses**
Project 2010	**2 courses**
E-Mail	**1 course**
Acrobat	**2 courses**
Outlook	**2 courses**
Windows	**2 courses**
Other computer	**5 courses**

Total Computer Courses Attended.....65
Other General Courses Attended.....102
Total courses Attended.....167

DCAS Management Skills Training

The DCAS Management Skills Training Program is a series of courses designed to sharpen participants' communication and management skills. Managers choose the courses they would like to attend, based on their individual development needs and goals.

In FY 2012, a total of 413 employees participated in the following courses:

Supervisory Skills	66 employees
Conflict of Interest Training	347 employees

Right-to-Know Training (RTK)

Federal and state laws require that every employee attend RTK training. The course identifies potential hazards in the work place and how to guard against exposure and use materials safely. Class content is specific to the employee's job title and work environment.

In FY 2012, a total of 6,248 employees participated in RTK Core and Refresher training classes.

EEO and Workforce Diversity Training

The DCAS and the DSNY Equal Employment Opportunity (EEO) Office require that all employees receive training in their rights and responsibilities under the EEO laws, including how to prevent harassment in the work place and how to work cooperatively with others as a member of a diverse workforce.

In FY 2012, a total of 2,018 employees participated in the following four courses:

EEO Training for New Employees (all titles) .....32 employees

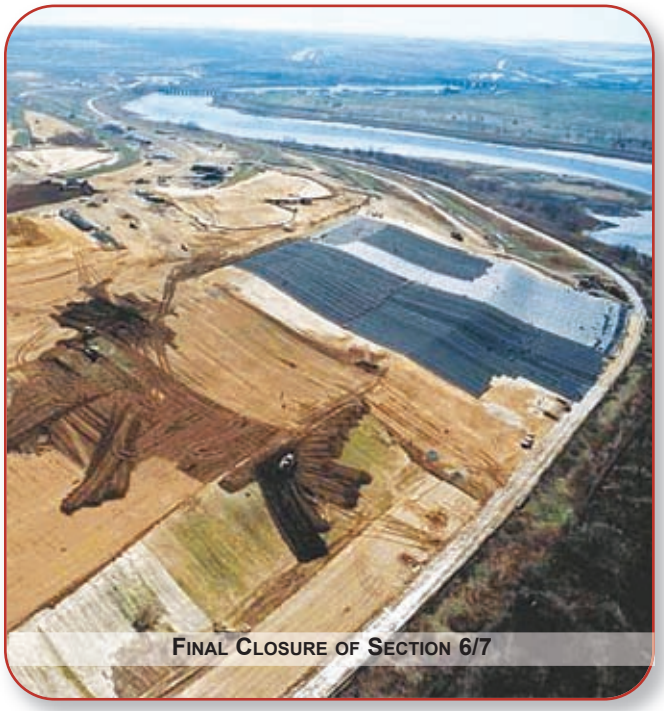
EEO Training for New Sanitation Workers.....256 employees

EEO Training for New Supervisors.....66 employees

EEO Training for New General Superintendents..... 25 employees

EEO/Computer Based Training (all titles).....1592 employees

EEO/Sexual Harassment Prevention Refresher (ENF).....47 employees



FINAL CLOSURE OF SECTION 6/7

59TH STREET MTS

The Bureau of Waste Disposal (BWD) is responsible for the disposal of all Municipal Solid Waste (MSW) and Recyclables managed by DSNY. BWD consists of Solid Waste Management Engineering, the Export Contract Management Unit, Marine and Land Based Transfer Stations and the Fresh Kills Landfill.

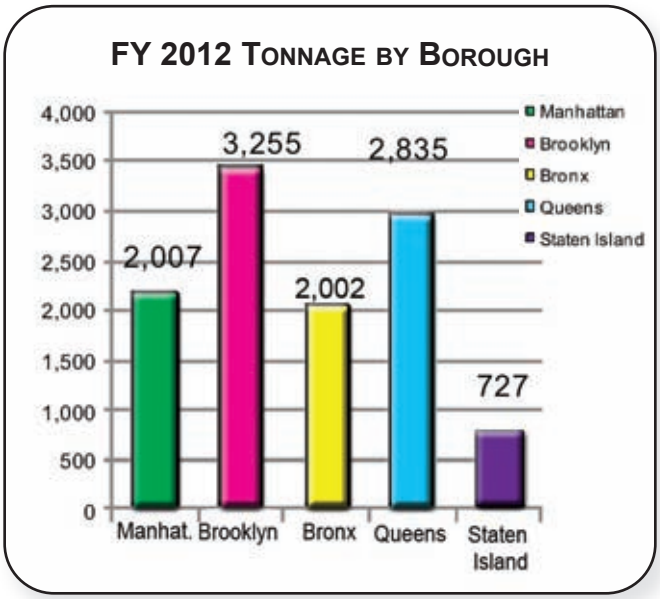
With the closing of the Fresh Kills Landfill and the end of the WTC operation in July 2002, BWD resumed its preparation for it's final closure. Three of the four sections, or mounds, that make up Fresh Kills have already been capped and meet the requirements of final closure. Final closure construction will soon begin on Section 1/9. In order to meet the requirements of the New York State Department of Environmental Conservation (NYSDEC) regarding minimum grade of closed landfills, it was necessary for DSNY to raise the elevation of Section 1/9 following WTC operations. This requirement is achieved by following an engineering plan whereby "clean fill' material is placed in compacted cells until final elevation and grade is reached. Clean fill material is obtained for this process through the Interagency Cover Program (IACP). This program provides fill material from City construction projects that require excavation of soils. This material is then tested to ensure it meets the NYSDEC standard for acceptable fill material. During the FY 2012 the Department received 484,330 cyds. of IACP Fill with 51,290 cyds. of road material for a total of 535,620 cyds.

BWD operates a Marine Transfer Station at 59th Street in Manhattan. This facility receives paper and cardboard from Manhattan. The paper is then transported by barge to the Visy Paper Plant in Staten Island. This facility also accepts commercial paper contracted by Visy Paper. For FY 2012, the total tonnage of paper and cardboard that was disposed of at 59th Street and subsequently delivered to Visy paper was 81,213.11 tons. This is broken down as follows: 76,131.09 tons from DSNY trucks and 5,082.02 tons collected from private vendors. All material collected was transported to Visy Papers facility via barges.

EXPORT CONTRACT MANAGEMENT UNIT

In FY 2012, the DSNY collected and exported 3,269,659 tons of the City's residential and institutional waste which averages out to 10,827 tons per day of Municipal Solid Waste (MSW). This tonnage is delivered to various private vendors located throughout the city and several sites located outside the City, such as sites in Yonkers and Hempstead, NY and various locations in New Jersey.

DSNY has contracts with 10 private vendors who operate 19 MSW or putrescible solid waste disposal facilities. Of these facilities, 17 are transfer stations and two are Waste to Energy Plants. Within the City limits, one transfer station is located in the Bronx, six in Brooklyn, four in Queens, and one in Staten Island. The Staten Island Transfer Station (SITS) is owned by the City and operated by DSNY. In New Jersey, there are three transfer stations and one Waste to Energy Plant located in Newark and Jersey City. Also outside the City, there is a Waste to Energy Plant located in Hempstead, Long Island and a transfer station in Yonkers, NY. In addition to putrescible waste, the DSNY also has two contracts at three different locations for the disposal of non-putrescible solid waste or construction and demolition (C&D) material. The locations of these C&D sites are in the Bronx, Brooklyn, and Newark, NJ.



STATEN ISLAND TRANSFER STATION.

THE SOLID WASTE MANAGEMENT PLAN (SWMP)

The opening of the Staten Island Transfer Station was the first step in the implementation of the Mayor's long term and sustainable Solid Waste Management Plan. The SWMP requires all DSNY managed waste be transported to its final disposal site by rail or barge. SITS opened on November 13, 2006 and by May 1, 2007 was operating at full capacity. SITS is operated by DSNY and the transportation and disposal of the MSW is managed by Republic Industries. MSW is compacted, loaded into intermodal containers and shipped via rail, on the newly re-activated Staten Island Railroad, to the Lee County Landfill in South Carolina.

Construction is expected to be completed in 2013 on both the new North Shore Marine Transfer Station located in College Point, Queens and the new Hamilton Avenue Marine Transfer Station in South Brooklyn. These DSNY facilities will load compacted MSW into intermodal shipping containers which will then be loaded onto deck barges for transport to either an intermodal rail facility and/or directly by barge to a final disposal site.

BWD – WASTE MANAGEMENT ENGINEERING – FY 2012

The Office of Waste Management Engineering (WME) is principally charged with the design, construction, closure, post-closure care and end use development of the 2,200-acre Fresh Kills Landfill. During FY 2012, a major milestone was achieved with the completion of the closure construction at Section 6/7. Closure construction activities continued at Section 1/9 with final cover sub-grade construction completed for most of the site, the preparation of final engineering plans and preliminary bid documents for the next phase of closure construction i.e. final cover, drainage, landfill gas control and related site work, and the solicitation of proposals for engineering and construction management services to complete the closure work. Post-closure care commenced at Section 6/7 and continued at Sections 2/8 and 3/4, where closure construction was completed in 1998, and facility upgrades and improvements were constructed at the Landfill Gas Purification Plant and Leachate Treatment Plant. End use projects for Freshkills Park progressed further on many fronts including new initiatives for the development of roads through the park, research studies and the solicitation of proposals for renewable energy development.

At the end of FY 2012, the cumulative closure and post-closure care costs of the Fresh Kills Landfill were projected at more than $2 billion, with about $750 million of work already completed. Approximately $386 million in closure construction work remains at Section 1/9, and the balance of the costs are projected to be incurred during the landfill's 30 year post-closure care period.

FY 2012 expenditures for WME's programs were more than $30.7 million: almost $14.8 million was spent for Section 6/7 Closure Construction, more than $14.6 million for Post-Closure Care, corrective measures and landfill gas purification operations, and $1.3 million for other expenses including post remediation at Edgemere Landfill, funding of operating permits and regulatory oversight. In addition, more than $7.2 million of in-kind construction services were provided at Section 1/9 by the Bureau of Waste Disposal for final cover sub-base grading.

CLOSURE CONSTRUCTION

Yukon Avenue Corridor. The Staten Island Borough President's Office has long envisioned a road corridor between Richmond Avenue and the West Shore Expressway to partially relieve traffic congestion on Richmond Avenue. This goal was included the Department of City Planning's Draft Master Plan for Fresh Kills Park. Studies for the road were advanced by the Department of Parks and Recreation, including a Value Engineering Study by the Office of Management and Budget. Among recommendations from the Value Engineering Study were

that the feasibility of constructing the road through the landfill after closure construction was completed would be difficult and expensive. The study recommended integrating the road base into the closure design and construction. Although closure construction was well underway, in accordance with DSNY's final cover design of 2001, WME undertook the challenge to re-design the closure plan and engineer a roadbed foundation that could support the traffic and loading conditions of either a two or four-lane vehicular road without damaging the final cover and environmental protection systems in place. This entailed major alterations of DSNY's grading plans and final cover design to rectify conflicts between existing structures and what would be needed for the roadway, as well as altering the final cover and drainage systems for much of the site. All plans - revisions to the previous engineering design reports, new construction documents, changes to the sequence of closure construction - subject to lengthy regulatory review and approval - were accomplished while staying on schedule to meet a Consent Order closure deadline of December 31, 2011.

By integrating the engineering and environmental groundwork into the closure process this effort saved an estimated $40 million in future construction costs, and provided 2,150 long and 80' to 110' wide corridor roadbed that now spans Richmond Avenue to the Main Creek Bridge and intersects Yukon Avenue.

Post Closure Care. With closure construction completed, Section 6/7 has entered the 30 year period of post closure monitoring and maintenance. During FY 2012, quarterly inspections of final cover and drainage systems were conducted; maintenance to correct erosion, sediment accumulations, and poorly established vegetation was performed; operation, maintenance and inspections of the leachate control and landfill gas controls continued; and groundwater, landfill gas and storm water monitoring, assessment and reporting continued.

Section 1/9

During FY 2012, Waste Management Engineering moved forward on plans for the Closure Construction work for Section 1/9, the largest of the four landfill sections at 440 acres.

The closure construction is planned for completion over the next six years. The first phase of closure construction is the establishment of the final cover sub-base grade. This requires that the surface of the landfill be graded to a minimum five percent slope to ensure positive drainage from the site. During FY 2012, more than 5,000,000 cubic yards of material was placed at Section 1/9 for this work, and 586,431 cubic yards (truck measure) of Inter-Agency Cover Materials were placed. The sub-base grading construction has been completed for most of the site, with less than 50 acres remaining at cells 9 to 19. Approximately 750,000 cubic yards (in-place) of soil will be needed complete this area. It is projected that the final cover sub-grade construction is on schedule to finish by the end of calendar year 2013.

The next phase of closure construction will consist of final cover, drainage, landfill gas control and other site work for about 89 acres along the Muldoon Avenue corridor that runs through Section 1/9. The original operation and closure plan for Section 1/9 intended that Muldoon Avenue, including the land occupied by the Staten Island District 3 Garage, Borough Repair Shop, and the Fresh Kills Landfill Gas Purification Plant, be filled with garbage. A revised closure plan was developed and approved by the New York State Department of Environmental Conservation (NYSDEC) to take these areas out of the footprint of the landfill by removing all the waste and curtailing the flow of leachate in these areas. During FY 2012, final design documents for this work were prepared and the preparation of construction documents began. The construction contract work will reclaim approximately 13 acres from the landfill footprint: about 7.2 acres around the LFG Purification Plant and 5.8 acres around the Staten Island District 3 Garage and Borough Repair Shop. Construction is planned to commence in FY 2013 and take about two years to complete.

In anticipation of the remaining closure construction work during FY 2013, WME issued Requests for Proposals for engineering services to prepare construction documents for the remainder of the closure work at Section 1/9 and for construction management and certification services. Proposals were received during FY 2012, and the selection of the consultants and award of contracts are planned for FY 2013.

POST-CLOSURE CARE

Federal and State regulations stipulate that environmental control systems for landfills are operated, maintained, and their integrity and effectiveness monitored for a minimum of 30 years beyond the closure of the facility. These post-closure care requirements apply to the operation and maintenance of the landfill gas control and leachate control systems; the landfill final cover and storm control systems; as well as monitoring for changes in the groundwater and surface water quality, and gas concentrations in the perimeter soils. Reports on the operation, maintenance, inspections and monitoring programs are prepared throughout the year and provided to the New York State Department of Environmental Conservation to demonstrate the continued integrity of these systems.

Landfill Gas Management

The landfill gas control systems consist of collection wells installed in all four landfill units. The wells are connected by pipeline to flare stations at Sections 2/8, 3/4 and 6/7, and to a gas transmission pipeline leading to the Landfill Gas Purification Plant at Section 1/9. During FY 2012, 2,450,000 million standard cubic feet (Mscf) of landfill gas was collected from the landfill. The

landfill gas is normally diverted to the Purification Plant where it is processed to pipeline quality natural gas for sale to National Grid. During planned DSNY maintenance at the plant, National Grid's work on its distribution system and periods following electrical outages or other disruptions to the plant or gas quality, the gas is directed to the flare stations to be burned. During FY 2012, 2,200,000 Mscf of gas was processed at the Landfill Gas Purification Plant. At the plant, methane, i.e., natural gas, was separated from the landfill gas, purified and sold to National Grid, generating approximately $3.5 million in revenue. The landfill gas that was burned at the flare stations amounted to about 8.9 percent of the gas collected during the year. Incidental to controlling the emission and migration of the landfill gas into the environment, the purification of the natural gas from the landfill gas and its sale resulted in the elimination of the equivalent of more than 4.5 million metric tons of CO_2 and its associated Green House Gas impacts.

FRESH KILLS LANDFILL AT WORK...

...AND PLAY.

The landfill gas collection system at Section 1/9 was installed in 1983. Components of the system are now reaching the end of their 30-year design life. In FY 2012, two compressors units, which are used to place a vacuum on the gas collection wells, were overhauled. During the plant outages associated with this work, control systems at the purification plant were also upgraded and integrated with other components of the landfill gas management system, i.e., the collection and flare systems at Section 2/8, 3/4 and 6/7. These control system upgrades will extend the operational life of these facilities and provide for more reliable operation for engine start-ups, notification of alarm conditions and shutdowns for system errors.

The landfill gas generation rate, and hence the gas collection rate, has continued to decline. In FY 2000, an estimated 15 million SCF per day of landfill gas was being generated at the landfill; currently about 6,000 Mscf per day is being collected. This represents a decline of about 8 percent per year. The rates of the decline for those areas with final cover, i.e., Sections 2/8, 3/4 and 6/7, appear to be less abrupt. Based on the current trends and natural gas prices, the purification of the gas should continue to be economically viable for the next several years.

Leachate Management

Leachate is a wastewater created when rain percolates through garbage. Its release to the groundwater and surface waters is regulated by Federal and State laws. At Fresh Kills, control of leachate release to the environment is accomplished by containment, collection, and conveyance systems at each landfill unit. These systems prevent the leachate from flowing vertically to lower groundwater regimes and laterally to the surface waters. The collected wastewater is pumped to a dedicated on-site treatment facility where pollutants are removed through biological and chemical processes, then discharged to the Arthur Kill. During FY 2012, the Leachate Treatment Plant treated and discharged 173,688,000 gallons of leachate or about 475,000 gallons per day. In addition, more than 3,652,000 gallons of landfill gas condensate (moisture removed from the landfill gas) was separately collected from the landfill and co-treated with the leachate.

While the quantities of leachate collected at Section 6/7 have declined with the construction of final cover, the overall quantity of leachate collected from all of Fresh Kills during FY 2012 increased by about six percent from FY 2011. This is attributed to higher precipitation during the year, including Hurricane Irene and a 100-Year Storm event in September 2011, and to the fact that Section 1/9, which contributes about half the leachate collected at Fresh Kills, still remains to be covered with an impermeable cap. Collected leachate at Sections 2/8 and 3/4 also increased because the leachate collection systems at these areas were retro-fitted outside the final cover and collect the infiltrating stormwater as well as the leachate.

The sludge management system at the leachate treatment plant has been operating for almost 20 years. During most of that time it has been operated almost

continuously to condition and dewater the biological and chemical sludges resulting from the treatment process. The dewatered sludges are then transported off-site for disposal. The continuous utilization of the system has extended its operation beyond its originally designed life-cycle, requiring a replacement system. The replacement system was designed for the actual sludge characteristics and quantities generated at the plant. Construction of the replacement system proceeded through FY 2012 and included the installation and operation of a temporary sludge management system while the original system was demolished and removed, and the new system was being constructed. Once in operation, the new system is expected to operate for only one shift each day, and to result in less sludge for off-site disposal. Construction of the new sludge handling system began in late FY 2011 and is scheduled to be completed and in operation by the end of FY 2012.

During FY 2011, a benchmarking study was conducted to provide guidance to optimize the performance of the Leachate Treatment Plant. The study analyzed the as-built and historical hydraulic flow capacities and pollutant loadings of the various treatment systems and compared them to the design bases and conditions set forth in the original design reports. Among the findings of this study were that:

- the capacities of the plant's biological and chemical treatment processes were more efficient than the design bases;
- the actual pollutant loadings were less than design basis; and,
- the hydraulic throughput capacity of the plant was more than adequate to handle peak flows.

While the study showed that the current facility and operation of the plant was totally adequate for the current conditions, it identified several hydraulic bottlenecks in the plant that restricted the flow through the plant at less than the maximum design flow, and that the current practice of mixing the landfill gas condensate at a leachate pump station can create an upset in the biological treatment process. The study proposed adding additional pumps to the equalization tanks and sequencing batch reactors that could correct these bottlenecks. In addition, the study proposed discharging landfill gas condensate into an idle tank at the plant and pumping the condensate to the head of the plant at a more uniform and steady rate to avoid upset loads to the plant.

During FY 2012, WME began preparing the design and construction documents for these improvements with construction planned for FY 2013. The benefit of these upgrades will become more evident as the plant ages and other major overhauls are needed. The increased capacity will make it possible to take an entire treatment train, i.e., SBR, flocculator, sedimentation tank, sand filter, off-line for overhaul, and the plant would still be able to treat all the collected leachate. The longer term prospects are that as the leachate generation declines with the capping of Section 1/9, causing the leachate collection rate to decline, the operation of the plant could be scaled down to two operational shifts per day.

END USE DEVELOPMENT

The transformation of the 2,200 acre Fresh Kills Landfill into Freshkills Park will create a public recreational open space almost three times the size of Central Park. While the actual design, construction and operation are being led by the Department of Parks and Recreation (DPR), DSNY has been charged with ensuring that the development and operation of the park will neither disturb the integrity of the environmental monitoring and control systems nor increase the potential threat to human health or the environment.

As Section 2/8 and 3/4 were closed in the 1990's, DPR has concentrated on developing those sections into parkland, labeling the former as South Park and the latter North Park. Adjacent to Section 6/7, the future East Park, a new multi-use path is being planned as well as improvements to the roads within the park. Research studies are being conducted, and renewable energy production (solar and/or wind) may be integrated into the Park.

NORTH PARK

Schmul Park: The reconstruction of Schmul Park, located at the edge of Section 3/4 (renamed North Park), was substantially completed in FY 2012, and a ribbon cutting took place in the fall of calendar year 2012.

Main Creek Wetlands Restoration: During FY 2012, DPR initiated the first phase of a 2.1-acre wetlands restoration project along Main Creek. Before constructing the wetlands, the unbridled growth of invasive vegetation, such as phragmites, needed to be curtailed.

SOUTH PARK

The ***Owl Hollow*** Soccer Fields and comfort station along Arthur Kill Road are progressing and expected to open in 2013.

Percent for Art

At South Park, designs for DSNY's Fresh Kills Landfill Percent for Art Project by DSNY Artist-In-Residence Mierle Laderman Ukeles continue to progress. Based on feedback from the Public Design Commission (PDC), conceptual designs were refined during FY 2012 with the support of DSNY's design consultant.

EAST PARK

Improvements to Park Roads

During FY 2012, the Department of Design and Construction (DDC) released a Request for Proposals and issued a contract for design improvements to the roadways and bridges that will comprise the roadway system throughout Freshkills Park, most notably the West Shore Expressway connections. The goal is to re-evaluate existing conditions in light of future uses, regulatory standards, maintenance needs, environmental

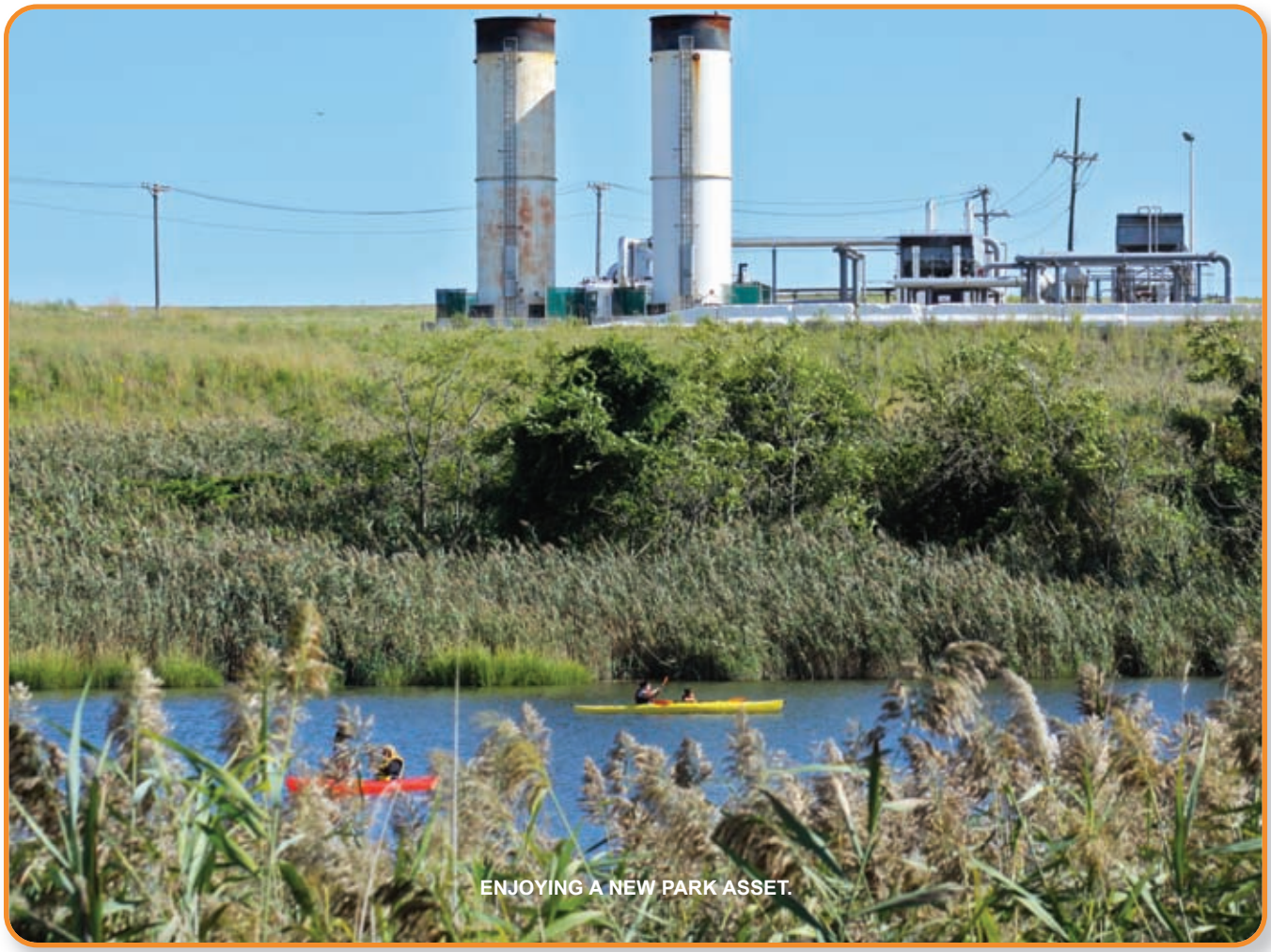
protections, continued post-closure care operations, and park operations, among other criteria.

Renewable Energy

One goal of the Freshkills Park Draft Master Plan is to integrate renewable energy sources into the landfill and park infrastructure. Based on the results of a draft feasibility initiated last year by the NYC Department of Environmental Protection, with technical reviews by DSNY, several sites at Fresh Kills were identified as viable locations on which to explore the development of commercial solar photovoltaic energy and/or wind energy.

During FY 2012, the NYC Economic Development Corporation (EDC) took the results to the next step and issued an Open Request for Proposals (O-RFP) for development proposals in February. WME prepared much of the site background information, including landfill design reports, as-built construction and post-closure care requirements for the landfill, as well as the various regulatory requirements (permit conditions, regulatory reporting requirements, consent orders, etc.) that would need to be addressed by potential proposers. Pre-proposal meetings and site visits were conducted in March 2012, and the first round of proposals were received at the end of FY 2012. WME has continued to provide information, clarifications and evaluations to EDC as the submissions are being evaluated.

FRESH KILLS ENGINEERING.



ENJOYING A NEW PARK ASSET.

BUREAU OF WASTE PREVENTION, REUSE AND RECYCLING

The DSNY Bureau of Waste Prevention, Reuse and Recycling (BWPRR) plans, implements, promotes, and evaluates the Department's recycling, composting, and waste prevention programs. The Bureau also manages the contracts to process the recyclable materials collected by DSNY.

NYC RECYCLE MORE, WASTE LESS WEBSITE

BWPRR writes the content and maintains the popular NYC Recycle More, Waste Less website **(www.nyc.gov/wasteless)**, NYC's one-stop resource for recycling, waste prevention, composting, and sustainability information. This comprehensive website describes the programs in depth, serving as an effective reference tool for residents, agencies, the media, and policy makers in NYC and beyond.

NYC Recycle More, Waste Less Website FY 2012 Stats	
Visits	701,817
Average per Day	1,917
Average Visit Duration	00:57:22
Median Visit Duration	00:12:16
Visitors	120,686
Visitors Who Visited Once	94,347
Visitors Who Visited More Than Once	26,339
Average Visits per Visitor	5.82
Page Views	3,527,830
Average per Day	9,638
Average Page Views per Visit	5.03

NYC RECYCLES RECYCLING GAME APP

In March 2012, BWPRR launched the NYCrecycles app **www.nyc.gov/wasteless/games** for iPhone, iPad, or iPod touch to help New Yorkers recycle more and waste less. BWPRR created this game using items that mimic NYC's residential waste stream. In FY 2012, 868 people downloaded the app.

NYC STUFF EXCHANGE WEBSITE AND APP

While there are many organizations that buy, sell, and accept donations of used goods in NYC, each organization has specific requirements for handling materials. Therefore, BWPRR manages the NYC Stuff Exchange website **(www.nyc.gov/stuffexchange)** and app for iPhone, iPad, and iPod touch, as a free, quick, and simple way for New Yorkers to find convenient places to donate, buy, or sell different types of gently used goods in NYC.

NYC Stuff Exchange contains a searchable database of reuse organizations that can be searched by zip code, borough/citywide, or vendor. In Fiscal Year 2012, clothing, book, and furniture donations continued to be the most popular searches.

NYC Stuff Exchange		
Category	FY 2011	FY 2012
vendors listed	692	641
website visits	96,364	199,000
app downloads	N/A	806

DISTRIBUTION OF OUTREACH MATERIALS

In FY 2012, BWPRR distributed more than 1.2 million pieces of information on recycling, composting, and waste prevention through community outreach and fulfillment of over 15,500 individual personal requests received via 311, the DSNY website, and the NYC Recycle More, Waste Less website.

Movers Mailings: BWPRR regularly sends information packets to people who had filed requests with US Postal Service changing their address to new homes within the five boroughs. In FY 2012, BWPRR mailed out over 145,000 envelopes containing information on recycling requirements and waste reduction options in NYC, including a recycling checklist sticker, and how to learn about ABRI, waste prevention, composting, and SAFE disposal.

RECYCLING OUTREACH ACTIVITIES

BWPRR promotes recycling to buildings and individuals through site visits, presenting to agencies, community groups, tenant organizations, block parties, street fairs, festivals, and other major events throughout the year, speaking to thousands of individuals every year.

Recycling Outreach Activities FY 2012	
SITE TYPE	
Residential	280
Agency/school/institution	101
Commercial	11
Events	12
Total	**404**

APARTMENT BUILDING RECYCLING INITIATIVE (ABRI)

BWPRR's Apartment Building Recycling Initiative (ABRI) **(www.nyc.gov/wasteless/abri)**, now in its seventh year, provides multiple levels of support to apartment building residents, property managers, and building staff. Our goal is to increase the amount of materials that are recycled, reduce the amount of recyclables in the trash, and help buildings manage their waste practices more efficiently. This program is especially important since 70 percent of our City's housing stock is comprised of multi-unit dwellings.

Once a building registers with ABRI, they attend a two-hour in-house training sessions at the BWPRR offices in lower Manhattan. Recycling Outreach Specialists visit participating buildings to ensure that recycling areas are user-friendly and efficient, recycling bins throughout the building are labeled with blue and green decals, signs are posted in public areas, and educational materials are provided for every unit. In addition, BWPRR staff present on-site ABRI trainings for larger building complexes and property management companies for all the building staff and property managers at once. More and more, property management companies are registering multiple buildings in the program.

There are 482 residential buildings currently participating in ABRI, representing a total of 63,626 units. During FY12, 64 buildings, representing 7,571 units, registered in ABRI. There were 62 attendees at the eight in-house trainings. BWPRR staff conducted 63 ABRI-related site visits and 10 on-site trainings.

Donation bins provided by refashioNYC make clothing donation easy and fun for the whole family.

re-fashioNYC: NYC's Official Clothing Reuse Program

BWPRR launched re-fashioNYC **(www.nyc.gov/refashion)** in May 2011 to provide a convenient way for New Yorkers to reduce textile waste and donate to a good cause at the same time.

The re-fashioNYC program provides sturdy, attractive donation bins to qualified apartment buildings, commercial properties, and institutional sites. Qualifying buildings have 10 or more units, and the owner or manager of the building schedules a collection of the textiles. Tax receipts for donations valued under $250 are offered through forms attached to the bins.

Response to the program has been overwhelmingly positive. By the end of FY 2012, re-fashioNYC placed 199 bins in 178 buildings throughout the five boroughs, providing service to 24,785 units. During this time, 177.8 tons (355,612.5 pounds) of textile material was donated. Each month, an average of 12 new buildings enrolled in re-fashioNYC and the amount of material collected increased by an average of 2.4 tons, or an additional 4,732.5 pounds. The program continues to grow rapidly.

SCHOOL RECYCLING AND GOLDEN APPLE AWARDS

2012 Golden Apple Super Recycler Winners

Division	Borough	Award	School
Elementary	Queens	Citywide & Borough Winner	Pioneer Academy
Elementary	Queens	Borough Runner Up	PS 188Q Kingsbury School
Elementary	Brooklyn	Borough Winner	PS 971K
Elementary	Manhattan	Honorable Mention	PS 166 Richard Rodgers School of the Arts & Technology
Elementary	Staten Island	Borough Winner; SI Golden Shovel	PS 57 Hubert H. Humphrey
Intermediate	Queens	Borough Winner	Nathaniel Hawthorne MS 74
Intermediate	Brooklyn	Honorable Mention	Andries Hudde JHS 240
High School	Queens	Borough Winner	Newcomers High School
High School	Bronx	Honorable Mention	Marie Curie School for Medicine, Nursing, & Health Professions

BWPRR continues to work closely with the NYC Department of Education (DOE) to set up and recycling programs in all 1,600 City public and charter schools located in 850 buildings, and to teach the City's 1.1 million schoolchildren about sustainability, including waste prevention, composting, and recycling.

Food Waste Composting Pilot for Schools: *Program Planning (June 2012)*

2012 Golden Apple Reduce and Reuse Challenge Winners			
Division	Borough	Award	School
Elementary	Manhattan	Citywide & Borough Winner	The Anderson School PS 334 (K-5)
Elementary	Manhattan	Borough Runner Up	PS 199 Jessie Isador Straus
Intermediate	Manhattan	Citywide & Borough Winner	Grace Church School
Intermediate	Brooklyn	Borough Winner	MS 51 William Alexander
High School	Manhattan	Citywide & Borough Winner Manhattan Golden Shovel	Urban Assembly NY Harbor School

2012 GOLDEN APPLE TEAM UP TO CLEAN UP WINNERS			
Division	Borough	Award	School
Elementary	Brooklyn	Citywide & Borough Winner Brooklyn Golden Shovel	PS 185 Walter Kassenbrock
Elementary	Brooklyn	NYRP Rose Award Winner	(TAOTS) The Academy of Talented Scholars
Elementary	Queens	Borough Winner	PS 76Q William Hallet Magnet School for Health & Wellness
High School	Brooklyn	Citywide & Borough Winner	HS for Public Service: Heroes of Tomorrow
High School	Brooklyn	Borough Runner-Up	Academy for Environmental Leadership
High School	Queens	Borough Winner	Maspeth High School
High School	Bronx	Honorable Mention	Cardinal Spellman High School

BWPRR began working with the DOE in June 2012 to plan a food waste composting pilot.

The planning process included working with DOE to set up the groundwork for the pilot, including selecting pilot schools, setting up collection routes, and making arrangements for compost facilities to process the organic material. In the end, 69 schools in Brooklyn and Manhattan were selected to participate, source separating all types of food scraps in the cafeteria, including meat, bagasse (sugar-cane) trays, and soiled paper such as brown paper lunch bags and napkins. More information can be found at ***www.nyc.gov/wasteless/compostpilot.***

▸▸COMPOSTING OPERATIONS

During FY 2012, two major storms tore down thousands of trees in all parts of the City. Consequently, approximately 72,801 cubic yards of trees and wood debris were collected throughout the City and brought directly to the Staten Island Compost Site. The Parks Department and other city agencies added an additional 9,650 cubic yards of trees and woodchips, bringing the total amount delivered to site to 82,451 cubic yards. This organic material was chipped and double chipped into woodchips and mulch.

DSNY also delivered 509 tons of Christmas trees to the Staten Island Compost Site for processing into wood chips and mulch. Approximately 57 tons of food waste collected at Greenmarkets was also transported to the Staten Island Compost Site for processing.

Compost site staff received yard waste from registered landscapers, processing 13,015 tons of material into high quality compost and mulch for landscapers and other end users to purchase. Tip fees for yard waste delivery and for the sale of compost and mulch during FY 2012 generated $537,380 in revenue. BWPRR also made 3,318 cubic yards of finished compost available to other city agencies and nonprofit organizations free of charge, for their use in gardening, soil mitigation, or habitat improvement projects.

Because of the unprecedented amount of storm damage that occurred to public trees throughout the five boroughs, the amount of wood material brought to the Staten Island Compost Site for final disposal during FY 2012, exponentially exceed any prior year's total. This combined with the storm damage to trees throughout the entire

East Coast from the same storm events and the resulting available wood chips brought about a glut of wood debris that made it very difficult to successfully market the mulch produced from our own local wood debris quickly.

SOUNDVIEW PARK MITIGATION PROJECT

The Soundview Composting Site was constructed and permitted in 2000. As part of the NYS Department of Environmental Conservation permit, DSNY agreed to improve 12 acres of distressed or unimproved park land within the greater Soundview Park.

As part of the agreement in FY 2012, DSNY delivered 22,000 cubic yards of compost and 11,132 cubic yards of sand/soil to a Department of Parks and Recreation and U.S. Army Corps of Engineers wetland restoration program in Soundview Park. The sand/soil provided by DSNY was recycled from a construction project under a Beneficial Use Determination approved by the NYS Department of Environmental Conservation. DSNY delivered all the compost and sand on time and without incident.

NYC COMPOST PROJECT

BWPRR promotes compost education and outreach to NYC residents in the five boroughs through the NYC Compost Project **(www.nyc.gov/wasteless/compostproject).** This Department-funded project is operated by staff at the following organizations: The New York Botanical Garden in the Bronx, Brooklyn Botanic Garden, Lower East Side Ecology Center in Manhattan, Queens Botanical Garden, and Snug Harbor Cultural Center & Botanical Garden on Staten Island.

STAFF MEMBER FROM THE NYC COMPOST PROJECT IN BROOKLYN TALKS TO A COMMUNITY GARDENER ABOUT COMPOSTING.

NYC COMPOST PROJECT LOCAL ORGANICS RECOVERY PROGRAM

The BWPRR launched the NYC Compost Project Local Organics Recovery Program (ORP) in the spring of 2012 to provide NYC residents with a wider range of food scrap drop-off opportunities and to ensure that those food scraps were composted locally.

In FY 2012, there were 15 NYC Compost Project Local Organics Recovery Program (ORP) drop-off sites. Drop-off sites ranged from Greenmarkets, libraries, public parks and community gardens to specialty food markets such as the New Amsterdam Market or Community Supported Agriculture drop-off sites.

The ORP program is run through BIG!Compost, Earth Matter NY, and the New Amsterdam Market.

NYC Compost Project Local Organics Recovery Program Activities	
Category	**April-June FY 2012**
compost sites	7
drop-off sites	15
people dropping food scraps	11,555
volunteers	534
pounds organic waste collected	24,877
pounds organic waste processed	53,371
bags DSNY compost distributed	555
bags DSNY mulch distributed	16,283

MULCHFEST AND CHRISTMAS TREE RECYCLING

BWPRR continued its collaboration with the Department of Parks and Recreation to encourage New Yorkers to chip their Christmas trees at various FY 2012 MulchFest locations. BWPRR staff and colleagues at the NYC Compost Project, and their master composters and volunteers, distributed nearly 9,300 tree tags (printed by Parks) primarily to Christmas tree vendors, but also to other appropriate dissemination points (such as libraries and elected officials). Staff also distributed 775 posters to libraries, community centers, and other appropriate locales to promote MulchFest.

The NYC Compost Project staff and their Master Composter volunteer corps staffed 15 information tables at the most popular tree-chipping sites in each borough to distribute literature on recycling and composting.

NYC MATERIALS EXCHANGE DEVELOPMENT PROGRAM & NYC WASTEMATCH

BWPRR promotes and strengthens NYC's reuse organizations through the NYC Materials Exchange Development Program (MEDP) **www.nycmedp.org,** a program managed through the Grove School of Engineering at the City College of New York (CCNY).

MEDP focused on three major areas: reuse sector network and education, sector promotion, and research. The focus on networking and education included holding workshops for reuse organizations on relevant issues such as bed bugs and occupational health, holding meetings with directors to remain focused on current issues, and holding a sector-wide conference. This year's conference featured Ralph Nader and representatives from the U.S. Department of Labor, as well as experts on the social impact of reuse programs.

MEDP began the process of developing the "**ReuseNYC"** program **www.reusenyc.info**. ReuseNYC will serve as the face of reuse programs in NYC, in order to help the public understand the social, environmental, and economic impacts of donating their unneeded items.

NYC WasteMatch		
Category	**FY 2011**	**FY 2012**
tons diverted	657	681
dollars saved	$529,000	$1,186,000

MEDP also manages the NYC WasteMatch program, **www.wastematch.org,** to facilitate direct materials exchanges among NYC's businesses and nonprofits who often have unique reusable materials. Some of the materials exchanged in FY 2012 included 6 tons of hygiene kits, 37 tons of dog and cat food, and 16 tons of Similac baby formula donated by the Office of Emergency Management to several local charities; 1,020 banquet chairs that went from a high-end hotel to a local restaurant and several community groups; as well as 10 tons of wooden scaffolding planks, and over 15,000 children's books.

MATERIALS FOR THE ARTS

Business surplus materials can often be invaluable to NYC's school teachers and artists. Materials for the Arts **www.mfta.org,** a program of the Department of Cultural Affairs, receives additional funding from the DSNY and NYC Department of Education. MFTA is a reuse/waste reduction program that supports the arts and cultural community since 1978. MFTA's education department offers class trips for schools, professional development classes for NYC's teachers through their office of After School Professional Development, and daytime classes for community arts providers. Materials for the Arts continues to be a worldwide example of successful reuse programs.

SAFE DISPOSAL EVENTS

In 2012, BWPRR launched the first annual SAFE Disposal Events in over 20 years. Events are held in each borough during the spring to provide NYC residents with a one-stop method to get rid of any type of potentially harmful household products (including pharmaceuticals and electronics). These events were an overwhelming

success, with residents continually asking for the dates of the next event.

SPECIAL WASTE

BWPRR continues to maintain five Household Special Waste Drop-Off Sites (one in each borough), where NYC residents can drop off common harmful household products, including household and automotive batteries, motor oil, transmission fluid, fluorescent tubes and bulbs, latex paint, mercury thermometers and thermostats, and passenger car tires for proper disposal. In FY 2012, approximately 66 tons of material was collected from all five sites.

2012 SAFE Disposal Events	
Total Attendees	11,085
Pounds Collected	
Electronics	387,763
HHW – combined	524,386
Pharmaceuticals (net)	1,746
Cell Phones (net)	1,222
Grand Total	**915,117**

TAKE IT BACK NYC

Certain products, such as harmful products, reusable products, or products that can only be recycled in a separate, clean waste stream, cannot feasibly be collected at the curb by the Department of Sanitation. Therefore, BWPRR looks to manufacturers and retailers to take responsibility to collect and manage those items that they produce or sell. In anticipation of the disposal ban for electronics that will become effective in 2015, BWPRR developed a bid for the collection of electronic waste directly from residents, for release in FY2013.

In addition, BWPRR continued its campaign to educate NYC residents about their various "take-back" options for auto products, electronics, batteries, plastic bags, compact fluorescent lamps, and many other items. Information can be found at **www.nyc.gov/wasteless/takeback.**

RECYCLING PROCESSING CONTRACTS

NYC Recycling is in a state of sea-change. Four out of seven paper recycling vendors will be ending their contracts with the City around calendar year-end of 2013. These contract terminations have been timed to coincide with the completion of a new Sims Material Recovery Facility, currently expected to be up and running the summer of 2013. Once the facility is operational, Sims will transition into processing approximately 150,000 tons of comingled paper – almost one half of the paper currently generated by the City's residences and institutions. This processing will take place in addition to Sims' current Metal, Glass, Plastic and Bulk Metal contracted recycling service already in place.

MANY NEW YORKERS PARTICIPATED IN DSNY'S SAFE DISPOSAL EVENTS BRINGING THEIR ELECTRONICS AND OTHER HARMFUL HOUSEHOLD PRODUCTS FOR SAFE HANDLING, RECYCLING, AND DISPOSAL.

KEY BUREAU STAFF DISCUSS COMMUNICATION GOALS.

KEEP NEW YORK CITY BEAUTIFUL EVENT.

OUTREACH STAFF AT WORK.

The Bureau of Public Information and Community Affairs is responsible for communicating the Department's policies and procedures and services, both internally and externally. The Bureau works directly with all aspects of media, monitors the general public's perceptions of the Department's performance, and assists with public policy development. The Bureau also coordinates all DSNY special events, ceremonies, community outreach programs and is content editor for the Department's website.

OFFICE OF PUBLIC INFORMATION

The Office of Public Information is the communications ambassador for the Department to both internal and external audiences. Working as the DSNY's official information clearinghouse, Public Information is a multifaceted division that works directly with the media (print, television, film, radio, online, etc.) in communicating the Department's operational achievements, activities and overall performance.

The Public Information Office (PIO) - with its team of media professionals - oversees the Department's video and photo units, which create educational and instructional presentations for posterity and publicity. A daily newspaper clippings digest of all news articles focused on the Department is produced and maintained by the Public Information staff and distributed agency-wide. The Deputy Commissioner also serves as the executive editor of all content for the Department's website to ensure that information is accurate and up-to-date and provides all New York City residents, as well as other interested public, with answers to various facts and questions about the Department. Through speech writing, production of Departmental publications and brochures, and the design of informative truck posters, the PIO is able to assist with creative services that emphasize the Department's wide reaching programs and mission. The PIO also arranges tours of Department facilities for VIPs, and works with film and production companies looking to shoot films and commercials at Department facilities, or rent Department equipment, such as collection trucks and mechanical brooms.

DIVISION OF CUSTOMER SERVICE AND GOVERNMENT RELATIONS

The Customer Service and Government Relations Division (CSGR) is the Department's service delivery liaison to elected officials, the City's community boards, merchant groups, business improvement districts (BIDs), civic organizations and the general public. Staff members represent the Department at community meetings, forums, special events, etc., while also conducting education and outreach efforts throughout the city.

Following the Mayor's lead and emphasis on a system that delivers quick and accurate responses to its customers, the Division performs the intake of a customer's concern by using a triage system. This process generates an immediate evaluation as to the nature, seriousness and urgency of the issue. The Division then produces a determination of how the Department can best provide a swift and satisfactory resolution to the issue in question. The division also responds to neighborhood issues, providing pertinent data on the number and types of complaints and service requests, recommending necessary action, and coordinating development and planning of both community and Sanitation programs.

Equally important, the Customer Service and Government Relations Division serves as the Department liaison to a variety of City Hall Mayoral offices. The Division also maintains constant contact and strong rapport with elected officials, interacting with them regarding service and policy issues, and achieving resolution to their concerns by coordinating appropriate Department action. The Division is also responsible for coordinating efforts with other agencies and entities.

Customer Service Unit (CSU)

The Customer Service Unit (CSU) reviews and processes service requests and complaints from residents. The CSU also fulfills orders for printed material and recycling decals, which come to the CSU via the the Department's website, the City's 311 system and e-mails. The unit serves as a referral point for the City's 311 system, handling unusual, unique or complex Sanitation service issues. In addition, the CSU conducts general monitoring and review of the complaints and requests received by the Department. CSU also keeps the City's 311 system up to date on Department projects, policies and activities.

In FY 2012, the CSU handled over 15,650 website service requests and complaints filed by community residents. During the same period, CSU representatives processed more than 41,800 requests for recycling decals and DSNY literature, and sent out over 244,600 mailings. The CSU also handled 12,786 telephone calls and inquiries.

Central Correspondence Unit (CCU)

The Central Correspondence Unit responds to and maintains records of all general correspondence from the public and elected officials, as well as letters forwarded from the Mayor's Office of Correspondence Services. The CCU is responsible for tracking incoming correspondence; transmitting complaints or requests for service via DSNY's internal e-mail system to the appropriate districts and bureaus for action; and gathering necessary information for response. Correspondence that pertains to areas outside of Sanitation jurisdiction is also redirected and forwarded to the responsible agency. Letters may include service or information requests, complaints about service delivery, commendations for employees, comments on service performance and requests for lot cleaning services. During FY 2012, the CCU responded to 1,281 letters and e-mail messages; processed 3,382 of the City's 311 system comment forms, which are forwarded to the appropriate Sanitation district, borough or bureau office for review; and conducted follow-up on approximately 546 that required further action.

Community Affairs Unit (CAU)

Throughout FY 2012, CAU continued its ongoing outreach efforts to educate residents and merchants on how to better comply with Sanitation laws, prevent littering, and keep their communities clean. To this end, members of CAU addressed a variety of organizations and individuals, including community boards, civic and block associations, public and private schools, elected officials, etc.; represented the Department at fairs and festivals; conducted door-to-door drives; and distributed informational literature in several languages.

Our outreach and education efforts included various neighborhoods throughout the five boroughs, as well as areas heavily populated by newly arrived immigrants, where our officers educated residents and merchants in order to improve compliance with Sanitation rules. Some of our efforts included door-to-door bilingual outreach drives, where our officers handed out copies of our updated Summary of Rules and Regulations, as well as informational literature in several languages. During these drives, our officers promoted the importance of keeping communities clean and attractive by properly discarding refuse and maintaining clean business fronts.

PROJECTS FUNDED BY ELECTED OFFICIALS

CSGR has been instrumental in creating and developing programs tailored to the individual needs of communities. Through these programs, various elected officials use their discretionary funds to provide high-end baskets in their communities, as in the *Sponsor-A-Basket Program,* as well as funding extra litter basket service, equipment and flusher service in response to odor complaints. During FY 2012, CSGR coordinated the allocation of $48,315, which Council Members earmarked toward the purchase of high-end litter baskets and the funding of extra service in their districts.

SUMMARY OF SANITATION RULES AND REGULATIONS

The CSGR is responsible for updating and maintaining the DSNY Summary of Rules and Regulations booklet. The Summary of Rules and Regulations is a user-friendly

compendium of Sanitation and City regulations to help merchants and residents comply with the law and avoid fines.

Team Up to Clean Up — Rose Awards

TrashMasters! Team Up to Clean Up (TUTCU), Sanitation's first Golden Apple Award, created in 1978, is a yearly contest that encourages students to clean up and beautify their schools and neighborhoods. The Rose Award is an annual recognition presented by the New York Restoration Project (NYRP), founded and chaired by singer/entertainer Bette Midler, to a selected Team Up To Clean Up Beautification project.

The 2012 Rose Award winner was the Academy of Talented Scholars in Brooklyn in the Elementary Division.

◆ ENTERPRISE CORRESPONDENCE

In January 2012, the Mayor's Office of Operations and the Department of Information Technology and Telecommunications (DoITT) deployed a new web-based correspondence tracking system – Enterprise Correspondence – in the Department of Sanitation. The DSNY was the first city agency to begin using the new system.

Enterprise Correspondence manages inbound and outbound communications and provides the ability to manage all correspondence from single application, a defined process for handling customer correspondence across multiple channels and standardized customer service processes. The system incorporated initially in several DSNY offices: the Office of the Commissioner, the First Deputy Commissioner, Director of the Bureau of Cleaning and Collection, the Cleaning Office, the Collection Office, Enforcement Headquarters, the Bureau of Public Information, Bureau of Customer Service and Government Relations and the Central Correspondence Unit. The end result was that three separate correspondence tracking systems were combined into one web-based system.

◆ MAYOR'S EXCELLENCE IN CUSTOMER SERVICE AWARDS - eCORRESPONDENCE

In a ceremony hosted by the Mayor's Office on October 24*th*, Debra Barreto and Teresa Cunningham of our Bureau of Customer Service and Government Relations were awarded 2012 Mayor's Excellence In Customer Service Awards. Debra and Teresa - key participants of the Customer Service Team - received the award for providing crucial assistance and internal support for the deployment of the Enterprise Correspondence System within the DSNY. They approached the project in positive and supportive matter, taking the time to learn, practice and become proficient with the system early on in the process. They maintained regular communications and liaison with contacts in the various offices of DSNY where the system would be deployed. Debra and Teresa continue to field questions, provide orientation and assistance to DSNY staff. They helped create practice records and scenarios for use by DSNY staff and more

RECEIVING AN AWARD.

importantly, provided important feedback to the Mayor's Office of Operations and the DoITT development team. Debra and Teresa were and continue to be crucial in-house contact point persons for use of the system as well as serving as point persons for the Division of Customer Service and Government Relations' regular day-to-day use of the system.

Sandra Vega of the Human Resources Division and Raymond Sarreste of Support Services also received Mayor's Excellence in Customer Service Awards for their contributions in the eHIRE and Fleet Consolidation Initiative categories.

◆ *Keep New York City Beautiful*

In April 2012, Keep America Beautiful (KAB)-the nation's largest non-profit anti-litter organization-held the kickoff of its annual Great American Cleanup™ in Times Square. At this event, we also celebrated the month anniversary of the creation of the Keep New York City Beautiful (KNYCB) coalition, one of KAB's affiliates. The DSNY is the founding member and current chair of KNYCB.

Present at KAB's multi-media electronic billboard event were members of the Keep New York City Beautiful coalition, school children, a representative from the White House and other City and State officials. Broadway was also represented at the rally by cast members from the show *Mama Mia.* Miss America 2012 also participated in the festivities. At this event, KNYCB recognized some of the extraordinary accomplishments achieved by the coalition in keeping the Big Apple clean and beautiful. The theme of this celebration was "Green Starts Here," and it recognized the extraordinary work of thousands of volunteers who organized and participated in community clean-up and beautification efforts throughout the five boroughs.

During this event, a representative from the White House presented the President's Volunteer Service Award to outstanding volunteers who for many years had generously contributed their time and efforts to create and maintain community gardens open to people of all ages. Keep America Beautiful recognized the DSNY with its *Great American Cleanup 2012 Green City Award* for its continued support and involvement in KAB's *Great American Cleanup™* Audits Recycling, and sustainability advancements.

BUREAU OF PLANNING AND BUDGET

The Bureau of Planning and Budget continued to provide DSNY Executive Management with critical information pertaining to the operating budget, productivity, absence rates, headcount, refuse and recycling tonnage, and snow related expenditures. The Bureau also acts as a liaison to the Mayor's Office of Management and Budget on all capital and expense budget changes. During FY 2012, the Bureau performed numerous budgetary projections resulting in necessary funding adjustments for long term waste export and recycling and provided extensive financial analysis necessary for the various budget reductions required by OMB. The Bureau also successfully worked with FEMA and SEMO to obtain the necessary documentation to support the reimbursement of City Expenditures for Hurricane Irene.

In FY 2012, $222 million in Sanitation capital projects were committed. Project management credit was assigned for $55 million in capital projects compared to a target of $52 million. This ranked the Department in the top two among capital agencies in achieving budget projections. The Bureau successfully initiated the commitment of the following projects: the awarding of contracts to purchase 204 collection trucks, 31 dual bin collection trucks, 35 dual purpose dump trucks, 19 front-loading hoist compactor trucks, 13 roll-on roll-off container trucks, and 9 salt spreaders, contracts for roof replacement at the Staten Island 1 garage and the Staten Island 2 garage, and purchase of the site for construction and the contract to construct the Varick Avenue, Brooklyn salt storage facility.

BUREAU OF INFORMATION AND TECHNOLOGY

Significant Information Management Initiatives

DSNY has started development of the Sanitation Management Analysis and Resource Tracking (SMART) system, the cornerstone the Department New Technology Initiative (NTI). The primary goal of SMART is to replace about 100 aging systems, including our 30-year-old core enterprise-wide mainframe application with a unified web-based mobile solution that will allow management to have instant access to real time operational information, at any place, at any time. Integration with city-wide systems, including Mapping services and Fleet, Buildings, HR, Purchasing, and Financial applications will enable cross-functional decision support system for DSNY, optimizing the utilization of Agency resources and accelerating responsiveness to the citizens of New York.

Other notable achievements:

- **NTI** is an overarching program that includes the new SMART system, as well as numerous related tactical system upgrades and infrastructure improvements. It will be the central focus of the Bureau of Information Technology for the next 36 months. A key goal of NTI is to design and build solutions that will bring the cost/benefit of real time decision support and mobile computing systems to DSNY's operational bureaus.
- **Citywide Initiatives** – Participation in following City-wide initiatives is helping to lower costs by better leveraging technology investments and expertise.
- **CitiServe** – Sanitation moved its core processing mainframe system SCAN to centralized hosting at DoITT over a decade ago. Today, as a lead agency in the city-wide data center consolidation effort, DSNY has already moved one of its two remaining data centers into Metro-Tech. All central processing will be at Metro-Tech by the end of next year.
- **TDC** – The Technology Development Corporation is being established to help provide expertise in Project Management and Business Analysis to key city-wide development projects. The SMART project has been selected to be the first for this effort.
- **NYCWIN** – NYCWiN is a dedicated broadband wireless infrastructure created to support public safety and other essential City operations. DSNY is using NYCWin as backup lines to District offices, saving the cost of using a secondary telco line.
- **AVL** - Field Officer Vehicles have been installed with NYCWin-enabled laptops to allow them access to AVL tracking of the DSNY fleet. Also provide access to all DSNY systems including SCAN and SMART.
- **COOP / Mobile Devices** - Between COOP, iPads and AVL laptops, we now have over 400 critical users who can operate independently in the case of an emergency.
- **ECM** – Electronic Records Management is an agency-wide initiative. The first and most critical part of this effort was to move millions of medical records into an electronic management system. This has been accomplished and we are moving ahead with bringing electronic records management throughout DSNY.
- **NOVAS** – The Notice Of Violations ticketing performed by Sanitation's Enforcement Unit is a key method for the City to maintaining a cleaner New York. A major effort to rewrite the handheld system such that it can run on multiple mobile device platforms has been completed. Hardware independence will allow the City to purchase more cost effective solutions, as well as easily expand ticketing operations to our Collection and Cleaning unit.
- **SNOW** – PlowNYC allows for public tracking of DSNY snow response. SnowTime is a new application developed to allow for a more automated means of planning and monitoring progress of individual vehicle assignments in the case of a Snow Emergency.

NEXT FISCAL YEAR

- The first release of the Sanitation Management Analysis, Reporting and Tracking system SMART will be deployed. This release will introduce - the Electronic

Operations Board, which will be the main planning device used in DSNY operations.

- Sanitation's phone system will be fully integrated into the Citywide VOIP network.

THE OPERATIONS MANAGEMENT DIVISION

The Operations Management Division (OMD) provides statistical review and analysis for evaluating the Department's managerial and operational performance. OMD communicates performance results to the executive staff, field managers and the public. The executive reports are designed to provide insight into organizational performance and help evaluate future initiatives. In addition, OMD prepares departmental forms and other reprographic services. A brief description of current projects is highlighted below:

- OMD has continued to develop the Redline/Blueline Report, the Department's Personal Planning Model- in order to streamline, enhance and automate the process of planning and evaluation.
- OMD continues expanding the use of the Oracle Business Intelligence (OBI) software platform to assist managers and analysts in retrieving and viewing operations data more quickly and flexibly. OBI allows us to track agency 311 inquiries, as well as the identification of any patterns or trends that may exist. OBI also allows us to monitor trends in districts collection weights and other items vital to our operation.
- OMD created a map indicating snow removal priority (priority street classification). Street priority designations are accessible via the following New York City website: **www.nyc.gov/severeweather**
- OMD is responsible for the GPS Room during major weather events. The unit monitors real-time and near-real time data feeds, including fleet-based GPS data, NYCDOT cameras, 311 snow complaints, NOAA weather maps and multiple radar types. OMD most recently worked with the Mayor's office and DoITT to develop a public facing system where the public can track the progress of DSNY snow clearing operations throughout the five boroughs during a snow event. This can now be viewed on **www.nyc.gov/severeweather** during snow clearing operations.
- OMD adopted ESRI's ArcGIS Online platform with the goal of enhancing intra-agency access to geospatial information. The first product OMD released using the new web-based technology was an interactive asset management map displaying the location and type of each of the City's approximately 25,000 publicly accessible litter baskets. The online map is updated directly by the Cleaning Office's administrative staff whenever a basket is added, removed, or has its location changed. By extending geospatial data access directly to the unit responsible for servicing and maintaining baskets, the technology has greatly reduced the amount of time spent managing basket inventory in addition to improving the timeliness of updates. OMD plans to continue releasing innovative mapping products via ArcGIS Online in an effort to augment operational awareness across the agency.
- OMD's Operations Assistance Unit (OAU) developed the procedure and routes for the "Green Market" locations in the City, which allows citizens to dispose of their organic material free of charge, which is composted reducing export expenses.
- OMD continues to be the Department's Webmaster posting press releases and other important documents related to DSNY operations, garages, and the Long-Term Waste Management Plan. OMD enhanced the Department's website for social media functions with the addition of a "flickr" account.
- OMD's Operations Assistance Unit (OAU) continues to work on cost-saving initiatives, including redefining areas for one-day per week mechanical broom sweeping, as opposed to the original two-day per week sweeping.
- On a monthly basis, OMD provides and maintains collection and recycling targets and 12-1 supervision grids for all of our 59 districts.

THE LABOR RELATIONS OFFICE

The Labor Relations Office represents the Department in the various matters related to the thirty-six unions representing Department employees. This includes collective bargaining, grievances from Step II to arbitration, Improper Practice cases and Labor/Management meetings. The Office is also responsible for advising Department Officials on labor collective bargaining agreements, laws, rules, regulations, decisions of courts and arbitrators as they relate to various areas of labor relations. In addition the Office handles other special projects as assigned.

The Office represented the Department in a number of arbitrations and other proceedings in the Mayor's Office of Labor Relations and the Office of Collective Bargaining with a number of successful conclusions. Included was a major arbitration involving an increase in the span of control for Supervisors from seven collection vehicles to twelve. This change also required a restructuring of assignments for Supervisors from a District based system to a route based system. The change, which utilizes a GPS tracking system, provides Supervisors with a real time view of the vehicles they are supervising and their locations. Another arbitration involved a challenge to a previous award and would have added to the cost of overtime payments to District Superintendents.

The Office was able to settle a number of grievances, issues raised in Labor/Management meetings, grievance hearings and Improper Practice proceedings, thus avoiding litigation and arbitration on these matters. The Office also participated in the resolution of union related litigation.

HUMAN RESOURCES

The Bureau of Human Resources is responsible for the processing all personnel and payroll transactions for DSNY employees as well as for administrating health benefits and the Department's photo ID system.

During FY 2012 Human Resources was involved with the monitoring and assisting bureaus as City Time expanded to the entire agency. Human Resources assisted bureau Timekeepers with time sheet failures, questions regarding City Time procedures, and also helped bureaus set up their City Time format. During the year, Human Resources processed over 500 health benefits changes during the re-opener. In FY 2012, Human Resources processed 351 new sanitation workers, promoted 99 Supervisors and promoted 27 General Superintendents. The Human Resources staff was required to produce hundreds of new photo ID's due to expiration dated, new hires, promotions, and title changes.

BUREAU OF FISCAL SERVICES

The Bureau of Fiscal Services provides the Department's essential financial management and control functions, some of which are listed below:

- Preparation, modification and monitoring of the annual Expense and Revenues Budgets. Liaison with OMB on Budget related issues.
- Submission and analysis of the agency's monthly spending plan.
- Processing requisitions and purchase orders in accordance with mandated guidelines and directives.
- Processing and auditing vouchers which facilitate invoice payments for all goods and services purchased by the department.
- Billing and collection of various Department fees.
- Liaison with FISA concerning various Financial Management System (FMS) issues including security and training.

During FY 2012, over 47,000 invoices were paid. These invoices resulted in payments exceeding $828 million. The Bureau continued its outstanding record for making payments within Procurement Policy Board guidelines while continuing to incur virtually no late fees.

In addition, over 4,100 purchasing documents were submitted to procure the various goods and services necessary to complete the Agency's mission.

In order to insure the availability of funds for the above purchases, 746 budget modifications were prepared.

As the depository of all agency revenue, $25.2 million was collected during FY 2012.

In addition, to better serve the public, DSNY has continued to expand its use in accepting credit cards as an option for collecting revenues.

MEDICAL DIVISION

The Medical Division performs myriad of tasks. It clinically monitors those on medical leave to ensure that medical leave usage is used for its intended purpose and that employees return to work as soon as it is medically prudent; monitors medical treatment resulting from line-of-duty injuries as well as processing all medical bills associated with such injuries; randomly tests for drugs and alcohol to ensure the workforce does not pose a danger to themselves, their fellow employees and the general public; Employees Assistance Unit provides guidance to those who seek help with various problems and when necessary helps the employee get professional help; ensures that candidates for the job of Sanitation Worker are fit to perform the job by conducting pre-employment medical examinations

During fiscal year 2012:

- The clinic had 21,827 visits.
- Supervised Sick Leave made 33,834 home checks as well as 40,755 telephone checks and the Medical Division wrote 2,005 complaints.
- The Employees Assistance Unit had 1,142 visits for a variety of reasons including substance use, psychological, stress, financial and marital problems.
- The Drug and Alcohol Testing Unit conducted 11,023 tests which includes testings for seven mayoral agencies other than DSNY.
- The LODI Billing Unit processed 8,585 medical bills paying out $3.5 million (billed $6.4 million) for 1,585 work related injuries.

WORK EXPERIENCE PROGRAM

The Department manages the second largest Work Experience Program (WEP) in the City. In fiscal year 2012, at any given time during the year there was a population of 900 interns. Because of the frequent turnover of interns the Department processed as many as 13,611 individuals during the year. Most interns are street cleaners, who manually sweep the streets in nearly all 59 districts. Between 10 and 20 percent of the population perform custodial or clerical tasks.

The Department's WEP population decreased in FY 2012, reflecting a citywide decline in the number of clients participating in WEP. The average number of street cleaners this year was 700 weekly which was a 42 percent decline from the previous year.

In addition to the WEP the Department manages a Job Training Program (JTP). The recruits interns who are actively participating in WEP and meet all grant diversion qualifications. Our JTP program was redesigned with a stronger focus on training and employment. The Job Training Participant (JTP) program is a nine-month work experience and classroom training program. It

incorporates on-the-job training in a variety of workplace settings with classroom training in custodial skills and comprehensive job-readiness/job search workshops.

During the nine-month period, the curriculum guides the participants in applying their work experience, and learning how to conduct a self-directed and effective job search. The program offers its trainees:

- Opportunity to earn a salary, gain work experience and develop skills
- Performance evaluations
- Referral support and development service during training
- Job-readiness training in the classroom
- Certificate of Completion
- Job placement assistance
- Job retention services

This year the Department hosted its first Business Breakfast and introduced the JTP program to private companies. Ten companies who attended the breakfast have agreed to a partnership with the Department Of Sanitation, JTP and will be accepting our program referrals for interviews and possible employment. We anticipate a higher employment rate in 2013.

ENGINEERING AUDIT

This unit performs an independent pre-audit of the capital payments related to the construction projects, equipment purchase contracts, design and construction management contracts, and certain types of expense vouchers to ensure they reflect the values of goods or services received as per the contracts. The construction projects included to District M4/4A/7 Garages, District M1/2/5 Garages, and the Marine Transfer Station projects at North Shore in Queens and at Hamilton Ave in Brooklyn. It also monitors the Contractor's compliance with the requirements for the participation of Locally Based Enterprises (LBE) and Minority-owned/Women-owned Based Enterprises (M/WBE) programs.

IN THE GPS COMMAND CENTER.

I.CONTRACT INITIATIVES

Bureau Contracting Support

BLA's Contracts Unit attorneys regularly advise and assist the Department's bureaus on a wide variety of legal matters. BLA contract attorneys provide legal representation to agency staff on procurement issues relating to the provision of agency operational services and equipment as well as construction contracts relating to agency facilities. They work closely with the Department's ACCO and its engineers to resolve controversies, allow construction projects to continue, and avoid lengthy litigation. BLA contract attorneys also provide legal assistance to the ACCO and Department's Bureaus in their dealings with the Mayor's Office of Contract Services, the City Comptroller and other City oversight offices.

In FY 2012, BLA worked with the Bureau of Waste Disposal to finalize the closure arrangements at the Fresh Kills Landfill. BLA assisted in preparing contracts for a firm to provide Environmental and Post Closure Monitoring and Maintenance for Fresh Kills as well as contracts to retain Construction Managers and Design Consultants to assist in the landfill's closure. It also is assisting with arrangements regarding making Fresh Kills a public recreational facility.

BLA Contracts Unit attorneys prepared license agreements, access agreements and Memoranda of Understanding on behalf of the Department's Bureau of Real Estate, the Office of Public Affairs and various operational bureaus. It prepared access agreements allowing TV and film productions to be shot at various DSNY facilities. BLA is also working with the Department's Bureau of Information Technology (BIT) to prepare the contract for a state of the art SMART (Sanitation Management Analysis and Resource Tracking System) project. This new technology initiative will replace the outdated SCAN computer system and automate many Department processes that are performed manually today by DSNY staff.

Long Term Export Projects

In FY 2012, BLA continued to work closely with the operating bureaus to implement the Department's Solid Waste Management Plan (SWMP). BLA attorneys actively participated in the negotiation and preparation of long-term contracts for the management, containerization, transport and disposal of MSW generated within the City's waste sheds. In 2012, BLA worked with City officials to issue an RFP seeking a private entity to locate and build an alternate waste conversion facility which could process some of the City's refuse using innovative technology. BLA Contract Unit attorneys continued to provide assistance on legal issues relating to the construction of the rebuilt Marine Transfer Stations (MTS) at the North Shore, Hamilton Avenue and East 91st Street locations. BLA attorneys also participated in the final negotiations of a long-term, Government-to-Government agreement with the Port Authority of New York and New Jersey to accept and process MSW from certain Manhattan waste sheds at the PANYNJ's Essex County Resource Recovery Facility and dispose of the residue after processing the MSW.

Revenue Generating Projects

BLA assisted the Bureau of Support Services in its effort to generate revenue from the commercial use by private and other public entities of the heavy duty dynamometer at its Vehicle Testing and Analysis Facility (VTAF) located at DSNY's Central Repair Shop. In addition, Contract Unit attorneys continue to prepare solicitations and other legal documents needed to successfully operate the revenue generating Derelict Vehicle Operations (DVO) program which helps keep the City's roadways free of abandoned vehicles.

Snow Operations

BLA provides legal assistance in the City's snow clearance efforts. In order to be prepared if severe winter weather occurs and there is heavy snow accumulation, attorneys prepared emergency documents for the Department to hire equipment with operators from private vendors to supplement the Department's in-house resources. BLA has also worked with the Department's Snow Operation and Cleaning and Collection offices to implement several requirements for Plowing on Tertiary Streets and Piling and Hauling Services when DSNY's in-house resources are fully engaged.

Recycling Activities

BLA continues to work closely with the BWPRR to implement its plans to increase the City's recyclable waste and to expand DSNY's community based outreach activities. BLA worked with BWPRR to issue a city-wide contract to provide for the proper disposal of spent fluorescent bulbs and used computer monitors which would put the City in compliance with federal environmental regulations. BLA also participated with BWPRR in preparing a solicitation seeking a not-for-profit charitable organization to collect process and recycle used textiles and items of clothing from designated locations throughout New York City.

Additionally, BLA assisted BWPRR in obtaining an outside contractor to accept and dispose of household hazardous waste and operate Special Waste Drop-Off sites and a solicitation seeking a firm to provide an interim Citywide Special Waste Drop-off program until the selected household hazardous waste contractor is in place.

Office of the Agency Chief Contracting Officer

The Agency Chief Contracting Office (ACCO) manages all of the procurement activities of DSNY in accordance with the Procurement Policy Board Rules and the New York City Charter. In FY 2012, the ACCO office administered

1ST ROW (FROM LEFT TO RIGHT): JAMES STRAUSS, ASSISTANT COMMISSIONER, CONTRACTS; ROBERT ORLIN, DEPUTY COMMISSIONER, BUREAU OF LEGAL AFFAIRS; RITA BRACKEEN, DEPARTMENT ADVOCATE;
2ND ROW (FROM LEFT TO RIGHT): RONALD BLENDERMANN, ASSISTANT COMMISSIONER, ACCO; ANDREA CICCONE, DIRECTOR OF INTERGOVERNMENTAL AFFAIRS; STEVEN BRAUTIGAM, ASSISTANT COMMISSIONER, ENVIRONMENTAL AFFAIRS.

approximately 2,200 procurements, totaling over $650 million dollars that included formal contracts, small purchases, micro purchases, change orders, and revenue-generating contracts for DSNY. The ACCO office managed the solicitation, integrity review (VENDEX), and the registration of procurements in the areas of construction and other professional services, the purchasing of goods from capital equipment to supplies, and the long-term export of DSNY-managed waste.

The ACCO office also put out to bid DSNY's contracts for the acceptance and removal of Municipal Solid Waste from Manhattan, with award, registration, and work commencing in FY 2013. The ACCO office is also responsible for helping to ensure compliance with all federal, state, and local laws and procurement procedures, such as Prevailing Wage Laws and M/WBE Program under Local Law 129. The ACCO Office also ensures compliance with the Prevailing Wage Law, required pursuant to Executive Order No. 102, by obtaining proof that DSNY's contractors are complying with all legal requirements governing wage payments to the contractor's employees, and job classification of various trade employees under the construction contracts. This effort is accomplished by attending all pre-bid and pre-award conferences to emphasize the agencies commitment to Prevailing Wage enforcement.

In recognition of our initiatives, the NYC Department of Small Business Services has selected the DSNY ACCO to be part of the planning committee for the Sixth Annual Procurement Fair. In furtherance of DSNY's commitment to Local Law 129, the ACCO Office promoted greater utilization of M/WBE contractors by personally meeting with hundreds of M/WBE's, attended numerous M/WBE outreach fairs, and promoted DSNY compliance with training sessions for all DSNY procurement staff.

II. ENVIRONMENTAL REVIEW, ENFORCEMENT AND REGULATORY COMPLIANCE MATTERS

Enforcement and DSNY Permitting

In FY 2012, BLA staff continued to support the Enforcement Division's agents and Permit and Inspection Unit officers in adjudicatory matters before the Environmental Control Board. These matters include summonses issued and truck impoundments for illegal dumping, improper operation of private solid waste transfer stations, and violations of New York City's Poster Law. BLA attorneys successfully prosecuted hundreds of transfer station and illegal dumping violations, and thousands of Poster Law violations involving advertisements unlawfully attached to City property. BLA staff continued to support the DSNY's Permit and Inspection Unit by advising on permitting and enforcement issues and on the application of DSNY's siting and operating rules for transfer stations, and by conducting environmental reviews of private transfer station applications for new or modified permits to operate.

SWMP Implementation and Waste Disposal

BLA staff continued to support the Bureau of Waste Disposal, the Bureau of Long Term Export, and BWRRR in implementing components of the SWMP. BLA staff assisted the Law Department in the state permitting and hearing process to obtain Marine Transfer Station permits from the New York State Department of Environmental Conservation. BLA staff also completed the environmental reviews for short-term contracts with private facilities to take DSNY deliveries of municipal solid waste from most of Brooklyn, and for a long-term contract to take deliveries of waste from six districts of Queens and export it by rail to disposal sites.

Environmental Review and Approvals for DSNY Facilities and Actions

In 2012, BLA staff assisted with the environmental review of certain other DSNY and City actions including a Technical Memorandum and updated environmental review of the City's SWMP. Staff also worked closely with the Office of Environmental Remediation in the Mayor's Office of Operations concerning resolution of issues involving property and facilities management and data requests. BLA staff continued to work with the Law Department to support the Bureau of Waste Reduction, Reuse and Recycling in obtaining a permit from the New York State Department of Environmental

Conservation for a yard waste composting facility at Spring Creek Park in Brooklyn. BLA staff coordinated DSNY's comments on the environmental review of actions proposed by other agencies and private applicants, and assisted the Mayor's Office of Long Term Planning and Sustainability in its preparation of the annual Greenhouse Gas Inventory for City operations for PlaNYC 2030.

Regulatory Compliance

BLA staff continued to advise the Department's Bureaus of Building Maintenance, Motor Equipment, Cleaning and Collection, Waste Disposal, and Engineering with respect to environmental and regulatory requirements for constructing and operating facilities in compliance with federal, state and local regulations and applicable Court orders. During the year, BLA staff completed regulatory compliance assessments of several dozen DSNY facilities, and worked with other DSNY Bureaus and the Law Department to resolve regulatory compliance issues involving certain petroleum bulk storage tank facilities. BLA staff also concluded the review and updating of technical information concerning DSNY's inventory of nearly 500 petroleum tanks, which involved coordination with other DSNY Bureaus, file review at multiple agencies, site visits, contacting manufacturers and contractors, preparing amendments to certain facility registrations, and collaboration with the Operations Management Division on an improved tank facility database.

BLA worked with its consultant to ensure Spill Procedure, Control and Countermeasure plans and Best Management Practices are in place and up to date for applicable DSNY facilities. BLA staff also assisted with compliance reporting to the City Council concerning local laws requiring the phase-in of Best Available Retrofit Technology for DSNY's diesel truck fleet utilizing technology such as diesel particulate filters that make diesel trucks as clean as natural gas-fueled trucks, similar retrofits for non-road equipment used in DSNY construction and solid waste contracts, and concerning the Department's Alternative Fuel Vehicle program. Such reporting included a finding that DSNY's fleet emissions of particulate matter have declined by more than 80 percent since 2005, while Nitrogen Oxide emissions from the fleet have declined by 50 percent over this period.

III. LEGISLATIVE & REGULATORY INITIATIVES

Enhancements to the City's Recycling Scavenging Law.

Since Local Law 50 was signed by the Mayor in 2007, DSNY has witnessed a significant increase in the scavenging of air conditioners, refrigerators and other bulk metal items, together with an organized and systematic approach in the scavenging operations of redeemable bottles and cans. In FY 2012, DSNY, the Mayor's Office and the City Council worked on comprehensive draft legislation to enhance the current law's provisions in an effort to deter this unlawful practice from occurring, and to close potential loopholes in the existing law. On June 28, 2012, the City Council introduced four bills that address the discussed changes, and on June 29, 2012 DSNY testified in support of all four bills that are expected to be voted on by the end of 2012. These bills include the following changes:

- Require a person removing recyclables from the curb from a small residential building be in possession of an authorized consent agreement by the property owner at the time such materials are removed from the curb;
- Create a special class of materials known as "Department-marked" to cover items containing refrigerants such as CFCs, and which have fixed upon them an official Department marking indicating that it has been placed out on the curb specifically for Department refrigerant removal and collection;
- Create enhanced enforcement authority against individuals who unlawfully remove "Department-marked" items from the curb, and a rebuttable presumption that the owner or operator of any vehicle that is carrying a department-marked item has unlawfully removed such item from the curb;
- Authorize the Sanitation Commissioner, in consultation with the Commissioner of the Department of Consumer Affairs, to adopt rules providing for the licensing or registration of the operation and activities relating to the acceptance, processing, tipping, sorting and storage of recyclables;
- Create a citizens' reward program for the public to notify the Department of specific incidents of unlawful poaching;
- Create an extended producer responsibility statute requiring manufacturers of refrigerant-containing appliances to reimburse DSNY for a portion of its annual operating costs to its current CFC-removal service to residents; and
- Create a statute requiring any vehicle engaged in the on-street collection or transfer of recyclable containers must register with and pay an annual registration fee to DSNY to engage in such operation.

The programmatic changes embodied in these bills will significantly improve DSNY's ability to enforce the current recycling scavenging law.

State Legislation to Enhance Criminal Penalties for Assaults on Sanitation Workers

During the 2012 state legislative session, DSNY supported legislation introduced in the State Legislature making it a class C felony to assault a sanitation worker, and assault in the second degree if an animal is unleashed to cause an injury to a sanitation worker. The Governor signed this bill into law on August 17, 2012, and it became effective September 17, 2012.

BUREAU OF LONG - TERM EXPORT

BUREAU RESPONSIBILITIES

The Bureau of Long-Term Export develops and implements long-term waste export programs and the City's Comprehensive Solid Waste Management Plan for 2006 -2025 (SWMP) and SWMP Final Environmental Impact Statement (FEIS). The SWMP and FEIS required New York City Council adoption and New York State Department of Environmental Conservation (NYSDEC) approval.

COMPREHENSIVE SOLID WASTE MANAGEMENT PLAN

The SWMP provides for the management of all solid waste generated in the City in accordance with the requirements of the State Environmental Conservation Law.

In October 2004, the draft SWMP and draft environmental review documents were issued. The SWMP FEIS was issued on April 1, 2005 and the FEIS Findings Statement was issued in February 2006. Uniform Land Use Review Procedure approvals were obtained in 2005.

The Council adopted the SWMP and FEIS on July 19, 2006 and Mayor Bloomberg signed the legislation into law (Local Law 33 of 2006) on July 27, 2006. NYSDEC approved the SWMP on October 27, 2006.

LONG-TERM EXPORT PROGRAM IMPLEMENTATION

Having obtained SWMP approvals, the Bureau is implementing SWMP long-term export programs - construction or oversight of construction of four Converted MTSs, award of service contracts for the transport and disposal of waste from those facilities, as well as the award of service contracts or intergovernmental agreements for the privately-operated facilities that will transfer, transport and dispose of DSNY-managed waste.

Development of Converted Marine Transfer Stations

In FY 2012, the Bureau continued to advance long-term waste export by barge and rail through the development of Converted MTS facilities at the sites of four existing MTSs in Brooklyn, Manhattan and Queens. The state-of-the-art MTSs will be DSNY-operated waste containerization facilities from which waste will be transported in container barges. The new MTSs will replace the predominantly transfer trailer-based waste export contracts DSNY implemented to close the Fresh Kills landfill. DSNY is managing the construction of the North Shore and Hamilton Avenue MTSs; the New York City Department of Design and Construction (NYCDDC) will manage the construction of the East 91st Street and Southwest Brooklyn MTSs with Bureau oversight.

FY 2012 MTS Program Highlights:

North Shore MTS

- NYSDEC issued a renewal permit for the facility in June 2012. In November 2012, the facility was fully powered and its two container handling gantry cranes were installed. Construction is expected to be completed in 2013.
- In FY 2012, USDA continued to work with DSNY to provide wildlife management services and to implement the recommendations of a USDOT report that confirmed that the MTS design and proposed operations would be compatible with safe operations at La Guardia Airport.
- North Shore MTS wetlands mitigation was substantially completed in FY 2012.
- The Bureau met with the North Shore MTS Community Advisory Group in October 2012 to provide an update on the status of construction and wildlife hazard management.

HAMILTON AVENUE MTS.

Hamilton Avenue MTS

- Hamilton Avenue MTS construction is expected to be completed in 2013. The facility's two container handling gantry cranes were installed in November 2012.

Southwest Brooklyn MTS

- NYSDEC issued environmental permits for the construction of the Southwest Brooklyn MTS in July 2012. The issuance of a US Army Corps of Engineers permit for the MTS is pending. A bid solicitation of a Project Labor Agreement for the MTS was issued in FY 2012 followed by a bid opening held in November 2012.

East 91st Street MTS

- USACE issued a permit to construct for the facility in July 2012.
- A bid solicitation of a Project Labor Agreement for the MTS resulted in a contract award to Skanska-Trevcon in fall 2012. Construction is expected to be completed in 2016.
- East 91st Street MTS wetlands mitigation was begun in FY 2012 and is expected to be completed in FY 2013.

West 59th Street MTS

In response to a Bureau Joint Application requesting authorization to install new scales, repair a subsurface platform (on State DOT property) and install signage, signals and pavement to improve the interface among MTS operations, pedestrians and users of the Bike Path, USACE is currently reviewing the Joint Application.

Intergovernmental Agreement with the Port Authority of New York/New Jersey (PANYNJ)

The negotiation of the 20-year Intergovernmental Agreement with PANYNJ for the use of the Essex County Resource Recovery Facility in Newark, New Jersey, for a portion of Manhattan's waste resulted in an executed Agreement in August 2012. Service under the Agreement began in October 2012.

Container Export by Barge and/or Rail from the Converted MTSs

In FY 2012, contract negotiations for the containerization, transportation and disposal of the waste managed at the four were advanced with the vendors selected for discussions as a result of Best and Final Offers. It is anticipated that contract awards will be made in early FY 2013.

Container Export by Barge and/or Rail from Private Facilities

Also part of the long-term export infrastructure, the SWMP proposed private transfer station facilities located in the Bronx, Queens and Brooklyn would accept DSNY managed waste from the boroughs in which it is generated for containerization and export by barge and/or rail. These vendors and facilities were selected for negotiations through three FY 2004 Requests for Proposal procurements.

The Bureau awarded a 20-year Service Contract for Bronx DSNY-managed waste in FY 2007 and a 20-year Service Contract for use of the Varick Avenue Transfer Station in Brooklyn Community District 1 for the containerization, transportation and disposal of DSNY-managed waste from Brooklyn CDs 1, 3, 4, and 5 in FY 2008.

Contract negotiations for the containerization, transportation and disposal of the waste generated by Queens CDs 1 – 6 from the Review Avenue Transfer Station in Maspeth, Queens operated by Waste Management, are essentially complete. NYSDEC issued a permit modification for increased capacity and a short dray to Blissville Railyard on a railroad easement to Waste Management in June 2012. Service under a contract for the facility is not expected to begin until FY 2013 or later.

New Gansevoort MTS

NYCDDC is developing a demolition design for the Gansevoort MTS and other DSNY facilities on the Gansevoort Peninsula that will result in the demolition of those facilities by FY 2014. NYCDDC will also be responsible for the design of the New Gansevoort MTS and recycling education center to be located on the Gansevoort Peninsula in the vicinity of the existing Gansevoort MTS. The New Gansevoort MTS, scheduled to be operational in FY 2017, would transfer and barge DSNY Manhattan recyclables, including paper now being transferred at West 59th Street MTS, to the Sims South Brooklyn Marine Terminal recyclables processing facility for DSNY recyclables.

Staten Island Transfer Station

Having been designed and constructed under Bureau management, the Staten Island Transfer (SITS) is operated by the Bureau of Waste Disposal. SITS operations began in November 2006 and full scale rail operations were underway by April 2007. Allied Waste Systems, Inc. (now owned by Republic Services) operates the SITS rail yard and provides container transport and disposal of all of Staten Island's DSNY-managed waste pursuant to a 20-year Service Contract. All SITS waste is disposed of in Lee County Landfill in South Carolina. In 2008, the SITS received an award for excellence in design and operation by the National Solid Waste Association of North America. DSNY continues to maintain wetlands mitigation acreage at the SITS; the Bureau's five-year wetlands mitigation project was approved by NYSDEC in August 2010.

SWMP Composting and Alternative Waste Management Technology Siting Task Force

The Bureau participated in the Composting and Alternative Waste Management Technology Task Force established through the SWMP. During FY 2012, the Task Force issued a siting study for new and emerging solid waste management technology pilots. In March 2012, the Bureau issued a Request for Proposals for New and Emerging Solid Waste Management Technology. Proposals received in August 2012 are under review by the Evaluation Committee. Vendor Selection of a for contract discussions is expected in early 2013.

THE CENTRAL REPAIR SHOP.

The Support Services Division of the Department of Sanitation provides the support required for the Department to perform its essential tasks. The Support Services Division is composed of the Bureau of Motor Equipment and the Bureau of Building Maintenance.

Support Services is the focal point that coordinates the activities of these two bureaus. Support Services does not only operate to meet the current needs, but works with all the divisions of the Department to make sure future needs are met for equipment, garages, refuse transfer stations and related infrastructure.

Bureau of Motor Equipment (BME)

The primary mission of the Department is moving refuse to disposal sites, street cleaning and snow removal. To accomplish this, along with many other DSNY missions, a fleet of 5,432 vehicles is required. BME provides a full range of fleet-related functions such as design, research and development, procurement, maintenance, repair and ultimate disposal. These functions are performed through BME's three main operating divisions, Filed Operations (FO), Material Management (MM) and Vehicle Acquisition and Warranty (VAWD).

◆Fleet Consolidation

On April 12, 2012, Executive Order Number 161 was signed consolidating the maintenance of motor vehicle fleets for New York City agencies. DSNY was designated to be the Center of Excellence for medium and heavy-duty vehicles. To date, the Bureau of Motor Equipment, Department of Sanitation has become responsible for the heavy and medium duty vehicle maintenance for four other agencies. The maintenance staff from these agencies were transferred to DSNY.

As part of this plan the Bureau of Motor Equipment, Department of Sanitation took over the vehicle maintenance for the following agencies:

Agency	*Date*	*Number of vehicles*
Department of Health and Mental Hygiene	1/15/2012	132
Department of Education	5/20/2012	183
Department of Parks & Recreation (Staten Island & Cunningham Park)	6/4/2012	125
Department of Environmental Protection	11/18/2012	525

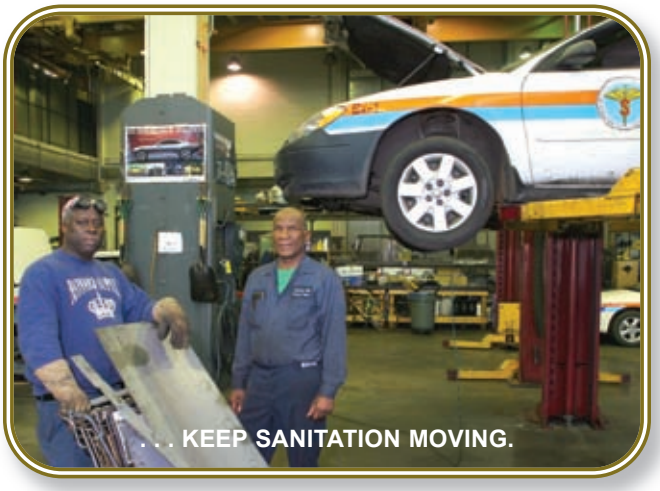
As a part of this consolidation, repair facilities in the other city departments were either closed or re-purposed resulting in savings based on greater operating efficiencies and economies of scale.

◆Field Operations

The cornerstones of the fleet are reliability and safety. Field Operations is responsible for the maintenance and post-warranty repair of Department vehicles. All vehicles receive periodic maintenance at regular intervals and tracked in a database that was developed within BME. Various preventative maintenance management tools, such as oil sampling and a thorough analysis of the causes of breakdowns, have led to a comprehensive maintenance program resulting in a reliable, economical fleet. This year great emphasis has been placed on reducing and streamlining the cost of operations. To ensure the operating Bureaus of the Department can perform their missions, the Field Operations staff constantly monitors equipment availability to make sure the right vehicle is available at the right time and place.

In each of the Department's district garages, BME has a contingent of personnel who complete repairs and routine maintenance of the vehicles assigned to that location. A typical district has approximately 75 to 100 pieces of equipment, including collection trucks, dual-bin recycling

HIGHLY TRAINED MECHANICS . . .


. . . KEEP SANITATION MOVING.

trucks, front-end-loaders, cut down trucks, salt spreaders, street sweepers and supervisory vehicles powered by a range of fuels that include diesel, gasoline, compressed natural gas, ethanol or hybrid electric or hybrid hydraulic technologies. More extensive repairs are accomplished in the Bureau's four Borough Shops and CRS, which are located around the City.

In CRS, any type and size repair can be accomplished, including major repairs, upgrades and modifications, as well as overflow work from Borough shops. CRS is the largest and most versatile repair shop. CRS is also capable of rebuilding a wide range of vehicle components.

◆Material Management

In order to maintain the Department's fleet, a robust parts inventory and distribution system is in place. The Material Management division expediently and effectively distributes more than $20 million in repair parts each year. MM is constantly identifying new brands and suppliers in order to improve deliveries, and in turn, shelf stock levels are reduced while not affecting vehicles awaiting parts.

In FY 2012, in addition to supporting the Department's sizable fleet, Materials Management has, as a part of the Citywide Fleet Consolidation Initiative, become responsible for the purchase, inventory and management of repair parts required to maintain the medium and heavy duty vehicles of other agencies. These fleets include the Departments of Health and Mental Hygiene, Education, Parks and Environmental Protection.

Operating a motor vehicle fleet the size of the DSNY requires a substantial amount of tires to sustain operations. In FY 2012, 8,241 tires were re-capped and used again. This is not only a cost-saving action but reduces what is put into the waste stream.

◆Vehicle Acquisition and Warranty Division (VAWD)

VAWD has three sub-units; Engineering, New Equipment, and Warranty. Engineering designs and publishes specifications that include all environmental, operational and safety features required by Department vehicles so they meet all DSNY requirements and Federal/State/NYC vehicle standards. The New Equipment section inspects vehicles as they are delivered from the equipment manufacturers to ensure they meet all design specification, comply with all legal requirements such as New York State emission requirements, and are ready to be placed into service. Once vehicles have been integrated into our system, the Warranty section works with manufacturers to report, track, and monitor any repairs completed under the terms of manufacturer's warranty. They also analyze repair records to identify problems for fleet campaigns and reports them back to the Engineering section for further study so that improvements can be incorporated into future specifications, thus constantly improving the fleet. New technologies are constantly being evaluated and those that reduce green house gases, lower noise levels, improve vehicle reliability/employee safety or productivity, are tested and incorporated when applicable.

◆VAWD, in partnership with BCC has developed a revised snow equipment training agenda. The training is designed to guide new and veteran personnel on how to correctly install tire snow chains and understand the theory behind the installations. Training is also designed to help personnel identify potential problems when installing plows and snow chains. Training included how operators are to utilize newly equipped features such as the Mud/Snow Switch, Traction Control, Anti-Lock Braking System and the Differential Lock System (Power Divider Switch). Also covered were ways for operators to avoid hazardous snow conditions and how to utilize the newly equipped features when encountering treacherous roadways. Another training module introduced Clean Air technologies such as, Three minute Idle Shut Down system, Diesel Exhaust Fluid system, Diesel Particulate Filter system and what protocol to follow when the emissions fault light is illuminated.

New Equipment is in the process of receiving new Collection Trucks equipped with Snow Retrieval Hooks, designed to assist in removing Vehicles from Heavy Duty Snow Situations.

MACK HYBRID ELECTRIC COLLECTION TRUCK.

FORD HYBRID ELECTRIC FUSION.

◆Clean Fuels and Technology Division

The Department's Clean Fuels & Technologies Division is actively pursuing the best available and cost-effective technologies designed to improve fuel efficiency and reduce greenhouse gas emissions from the DSNY fleet. Today, the Department maintains its focus on meeting Mayor Bloomberg's PlaNYC initiative that aims to reduce fleet GHG 30 percent by 2017. DSNY is nationally recognized for its experience with alternative fuels and pioneering efforts to advance the development of environmentally friendly heavy-duty vehicles. Sanitation is working with various manufacturers to help advance the commercialization of heavy-duty hybrid refuse trucks (hybrid-electric & hybrid-hydraulic). DSNY received a number of environmental awards for operating one of the "Greenest" municipal fleets in the country.

One-hundred percent of the DSNY fleet currently utilizes "State of the Art" electronically controlled clean-diesel engines. To augment DSNY's clean-diesel fleet, the DSNY became the first Mayoral Agency to implement the use of ultra-low sulfur diesel fuel (ULSD) citywide, well in advance of national regulations. The use of ULSD (< 15 ppm) gave the Department the platform necessary to install advanced emission-control technologies such as Diesel Particulate Filters (DPF) on pre-2007 diesel engines.

In August 2006, DSNY joined the growing number of U.S. fleets currently using biodiesel fuel (made from domestically grown soy beans). Biodiesel fuel helps reduce greenhouse gas emissions and our dependence on foreign oil. One-hundred percent of the DSNY diesel fleet currently utilizes B5 (5 percent Soy & 95 percent ULSD) biodiesel. DSNY is testing B20 (20 percent Soy & 80 percent ULSD) on a captive fleet of diesel vehicles. Sanitation continues to examine the viability of compressed natural gas by operating 21 CNG-powered refuse-collection trucks and 20 CNG-powered street sweepers. DSNY owns and operates only one CNG fueling station and is working with local utilities and corporations hoping to expand the availability of heavy-duty CNG fueling stations in NYC.

Sanitation installed 31 "Level II" Electric Vehicle (EV) chargers at various DSNY districts throughout the five boroughs of NYC. The EV chargers will help support the growing number of light-duty electric vehicles. DSNY put into service 21 Chevy "Volts", two Ford "Transit Connects" (pure electric), and one Navistar "eStar" (pure electric).

DSNY currently operates 665 light-duty hybrid-electric passenger cars and SUVs, 14 hybrid-electric flat-bed work trucks and 7 of the world's first pre-production (prototype) hybrid-electric street sweepers. DSNY is also testing one of the world's first fleet of heavy-duty (> 72,000 lbs) hybrid refuse-collection trucks; which includes 5 diesel-powered hybrid-electrics, 15 diesel-powered hybrid-hydraulics units and 1 CNG-powered hybrid-hydraulic unit. Improving the fuel efficiency of our medium and heavy-duty fleet will play an important role towards achieving Mayor Bloomberg's PlaNYC goals. DSNY is utilizing its heavy-duty vehicle emissions testing laboratory to measure the emissions and fuel economy benefits of its new hybrid fleet.

◆Contingency Planning

In order to support the Department's commitment to the public, Support Services has a full range of contingency plans in place.

If there is an electrical power outage, all critical locations are equipped with back-up electrical generators to provide electrical service needed for critical operations. The primary focus is to provide power for pumping fuel and communications equipment. Having these measures in place ensures the continuity of service during a power outage. An annual mock power outage tests the integrity of the plans put in place.

Perhaps the greatest contingency planning is for snow and ice conditions in the winter season. Support Services maintains a fleet of 36 Snow Melters, 372 salt spreaders plus a battery of snow plows that attach to most of the truck fleet. In the event of a major snow storm, there is no room for the snow on congested city streets. At one time, snow was plowed, piled, hauled away and dumped in one of the rivers. Along with the snow a large amount of street

dirt went into the river causing pollution. In order to eliminate pollution but still dispose of the accumulated snow, a fleet of 36 snow melters are now employed. The snow melters are large trailer mounted tanks with a large melter. Once the snow is melted, the resulting water flows into the sewage system without the street dirt that has settled in the tank. At the end of each shift, this material is cleaned out and disposed of properly. The DSNY has 29 60-ton/hr units and 7 135-ton/hour units. All snow equipment is upgraded annually and maintained year-round to ensure readiness when needed.

◆CFC Collection Program

As part of a program to reduce the atmospheric release of ozone destroying ChloroFluoroCarbon (CFC) gases, freon is collected from appliances, such as refrigerators and air conditioners. The Department has a fleet of CFC vans, which collect CFC gases for recycling. The CFC vans utilize a power inverter to power a pump that transfers the gases from the appliance to a holding tank on the vehicle. These specialized vehicles are not commercially available; they were designed and built as a joint venture through the efforts of BME, BBM and BCC. A call placed to the City's 311 information line initiates the dispatch of a CFC van, which must purge the appliance's gases before it's picked up for disposal. More than 140,000 such appointments are serviced annually.

Bureau of Building Maintenance (BBM)

DSNY has 200 facilities through the City of New York including garages, repair shops, transfer stations, office buildings, and facilities at Fresh Kills. BBM is tasked with providing routine maintenance, facility renovations and emergency repairs. BBM has a work force of approximately 200 employees composed of trade titles such as carpenters, plumbers, electricians, machinist, steamfitters, metalworkers and painters as well as non-trade administrative staff. BBM ensures the Department facilities remain in full compliance with all state, federal and local regulatory agencies, and receives approximately 14,985 work requests a year.

◆New York Power Authority

The New York Power Authority is a New York State government run entity that provides municipalities with electrical services and helps manage the power grid. DSNY is an active participant in the NYPA Peak Load program to reduce electrical consumption when the power grid is at high demand. DSNY has partnered with NYPA to install solar panels at Bk14 and Q13 district garages.

◆Energy Savings

In FY 2012, as an Agency, Energy reduction efforts resulted in DSNY realizing $910,000 in energy savings. The installation of a summer boiler in the CRS Facility will reduce CO2 emissions by an estimated 148.8 tons and save the department an estimated $48,175 per year. There were 14 new HVAC units were installed at the 26th St Boro Repair Shop in June 2012. They are Trane equipped with proven energy saving technologies, i.e. variable frequency drives, economizers, larger condensers, variable air volume boxes and modulating burner controls. In June 2012, the rooftop air conditioning and heating units were replaced at the Queens North Boro Repair Shop. These units controlled by a new Building Management System, will reduce CO2 emissions by 112.3 tons (estimated), and save the department an estimated $53,446.75. A lighting upgrade at the facility should yield an estimated $71,056 savings. BBM identified lighting circuits in 68 DSNY locations that would allow better control lighting during non-working hours and reduce energy consumption.

◆PlanNYC

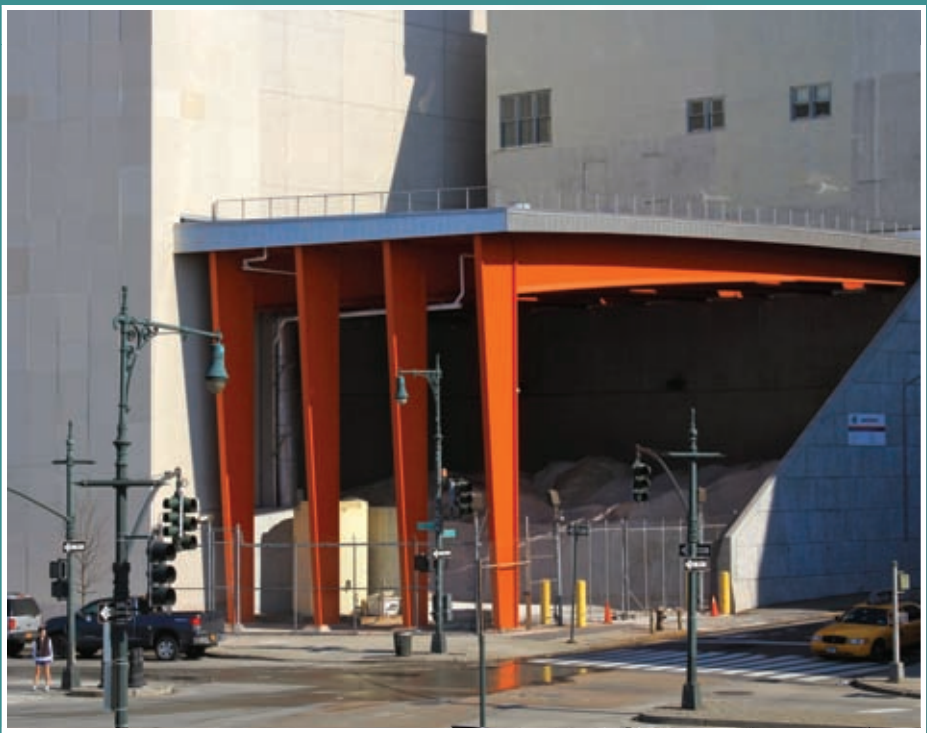
DSNY and Department of Citywide Administrative Services (DCAS) remain committed to the 30 percent PLANYC carbon reduction goal. DSNY, DCAS and DoITT are currently partnering with other agencies to develop a standardized Computerized Maintenance Management System (CMMS) scope. This standardized CMMS will begin to globalize the ongoing Operations and Maintenance efforts. In 2012 DSNY, DCAS and DDC installed automated lighting in the Q01 and Bk01 district garages. Additionally, comprehensive automated lighting engineering plans, "Scope Of Work", and budget estimates were developed for 7 additional sites which are in the implementation phase at this time.

SOLAR PANEL AT WORK...

▶ENGINEERING AUDIT

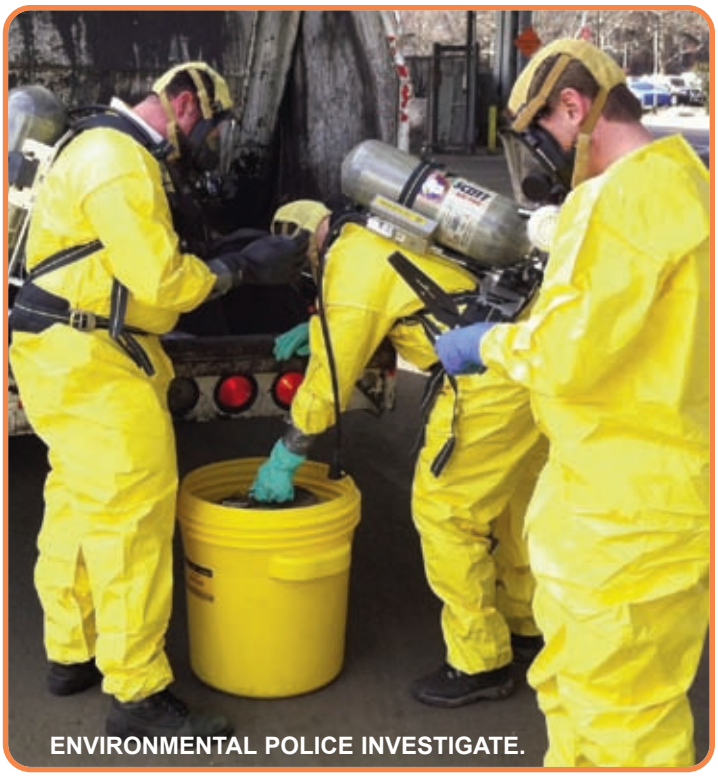
The Engineering unit performs an independent pre-audit of the capital payments related to the construction projects, equipment purchase contracts, design and construction management contracts, and certain types of expense vouchers to ensure that they reflect the values of goods or services received as per the contracts. Some construction projects included District M4/4A/7 Garages, District M1/2/5 Garages, and the Marine Transfer Station projects at North Shore in Queens and at Hamilton Ave in Brooklyn. It also monitors the Contractor's compliance with the requirements for the participation of Locally Based Enterprises (LBE) and Minority - owned/Women - owned Based Enterprises (M/WBE) programs. During the FY 2012, the dollar values of the payments audited by this Unit exceeded $650 million of which more than $300 million were for the Export of waste.

MANHATTAN DISTRICT 4/4A/7 GARAGE.



NEW MIDTOWN SALT STORAGE FACILITY.

OFFICE OF EXECUTIVE ASSISTANT TO THE COMMISSIONER


ENVIRONMENTAL POLICE INVESTIGATE.

Environmental Affairs is a specialized enforcement and regulatory branch of the Department under the direction of the Executive Assistant to the Commissioner's Office. Environmental Affairs is compromised of two units, the Permit and Inspection Unit (PIU) and the Environmental Police Unit (EPU).

• PERMIT AND INSPECTION UNIT

The primary responsibility of the Permit and Inspectionis is the enforcement of Local Law 40, governing the rules and regulations of Solid Waste Transfer Stations, Intermodal Facilities and Fill Material Operations (FMO) within the City of New York, as well as the issuance of permits to these facilities. The PIU has a highly trained staff of 17 Environmental Police Officers who conduct regular inspections to ensure compliance with the rules and regulations governing solid waste transfer stations.

The PIU issues permits and conducts regular inspections of Putrescible (household waste), Non-Putrescible (construction & demolition), Fill Material transfer stations (dirt & rock) and Fill Material Operations (filling, grading, leveling, etc.) to ensure all waste material is non-hazardous and disposed of properly within the City at a licensed transfer station or FMO. The PIU plays a critical role in identifying and closing illegal dumping sites and works closely with the DSNY Bureau of Legal Affairs (BLA) and with other City, State and Federal agencies when any illegal site is found, so that prosecution and restitution can be made to clean these sites. The PIU enforces the rules and regulations upon the 58 permitted transfer stations within the City of New York. PIU also assistis other agencies with the siting and the quality-of-life oversight of temporary stockpile locations contributing to the overall cost reduction of infrastructure RFP's within the city limits.

In FY 2012, the PIU conducted over 5,400 inspections of solid waste transfer stations, intermodal facilities and FMO's. The unit issued more than 6,500 various notices of violation, impounded more than 50 vehicles for illegal dumping, and shut down over 25 illegal fill material, transfer stations and dumps for operating without the required permits. With the assistance of the BLA, all transfer stations and illegal dumping summonses are adjudicated by the City of New York Environmental Control Board and can carry penalties ranging from $2,500 to $10,000.

• ENVIRONMENTAL POLICE UNIT

The EPU primary responsibility is to enforce Local Law 70 & 75, governing the storage, transportation, and improper disposal of asbestos containing material as well as regulated medical waste. In addition to local enforcement, the seven assigned Environmental Police Officers respond to incidents involving the improper disposal of household hazardous waste, as well as low-level radioactive waste.

The EPU also conducts Solid Waste Removal Plan inspections of hospitals and nursing homes to ensure proper disposal of regulated medical waste and inspects medical practices operating in multi-dwelling buildings to ensure compliance of the Professional Fee Program, also know as Local Law 41. This ensures regulated medical and hazardous waste is not improperly disposed of in the waste stream and does not commingle with residential household solid waste. The unit responds to and investigates incidents involving toxic and hazardous exposures as well as improperly disposed of medical waste incidents involving Sanitation Workers and the general public, as well as conducting intradepartmental response for incidents involving air quality and mercury spills.

In FY 2012, the unit responded to 555 emergency incidents, conducted 338 Professional Fee Program and Solid Waste Plan (Medical Waste) location inspections, and opened 16 new asbestos and regulated-medical waste cases. Furthermore, the unit responded to 444 incidents regarding low-level radioactive waste for the Department as well as all other city agencies.

In January 2012, members of the unit received a commendation from the Federal Bureau of Investigation for assisting in the investigation and prosecution of illegal medical facility operator performing dangerous unlicensed cosmetic procedures within the five boroughs.

EQUAL EMPLOYMENT OPPORTUNITY OFFICE

The mission of DSNY's EEO Office is to develop, implement and monitor compliance with the Citywide EEO Policy.

The DSNY has zero tolerance of any form of employment discrimination. Through appropriate EEO Training and Diversity and Inclusion sessions with employees, we ensure that all employees are aware of their EEO rights, as well as their responsibilities. Through our Policies and Procedures and strict Code of Conduct, DSNY consistently endeavors to maintain fair employment practices for our workforce.

DSNY EEO's goal is to create a work environment where members of our workforce can be diverse and authentic but yet have all employees understand that both creativity and conflict can result. Many different kinds of people make up our great City and Department; EEO encourages a mutually respectful and sustainable work environment which is inclusive of everyone.

DSNY EEO strives to ensure that all Sanitation workplaces are free of any form of illegal discrimination including all forms of harassment based on:

THE DSNY EEO POLICY ENCOURAGES A RESPECTFUL WORKPLACE.

- Race
- Color
- National Origin
- Alienage or Citizenship Status
- Religion or Creed
- Gender
- Disability
- Age
- Military Status
- Prior Record of Arrest and/or Conviction
- Marital Status
- Partnership Status
- Predisposing Genetic Characteristic
- Sexual Orientation
- Status as a Victim of Domestic Violence, Sexual Offenses or Stalking

It is with equality of opportunity being a high priority that the DSNY Commissioner has led the Department. All Managers and Supervisors are held accountable for following the guidelines of the City's EEO Policy and ensuring compliance by their subordinates. This has been and continues to be a management imperative, and as such has provided the Department's workforce with a successful forum for resolving disputes and misunderstandings. Equality of opportunity has always been viewed as an integral part of the organization making it one of the best managed Mayoral agencies in New York City.

The EEO Office is a place where any employee can ask questions and get answers concerning their rights. It is also a place where Managers and Supervisors can receive guidance in handling employee disputes and misunderstandings which may arise based on any of the protected categories under the law.

During FY 2012, the number of actual discrimination complaints filed by individuals with external human rights agencies such as the Equal Employment Opportunity Commission, the New York State Division of Human Rights and the New York City Commission on Human Rights, was very low. However, the EEO Office was actively involved in counseling its employees.

Some situations brought to the EEO Office involved issues of anger, misunderstandings and/or an inability to communicate; other situations involved labor or union issues and still others demonstrated personality clashes between co-workers and supervisors. The EEO Office was able to counsel, mediate or resolve most issues and in some instances refer individuals to the appropriate forum for their complaint.

There were also however, instances which required full EEO investigations. Situations which proved to have violated the citywide EEO Policy or demonstrated potential to develop into a violation, were immediately and appropriately addressed by specific measures with express approval and support of the DSNY Commissioner.

Any DSNY employee or applicant to the Department who believes that he or she has an EEO concern may contact the DSNY EEO Office at 137 Centre Street, Room 505, New York, N.Y 10013. The telephone number of the EEO Office is (212) 437-4214. An EEO professional can be reached, Monday through Friday, between the hours of 8:00 am and 4:00 pm. DSNY EEO may also be accessed on the Department website: **www.dsny.nyc.gov**

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