

DEPARTMENT OF SANITATION

Kathryn Garcia, Commissioner



WHAT WE DO

The Department of Sanitation (DSNY) keeps New York City healthy, safe and clean by collecting, recycling and disposing of waste; cleaning streets and vacant lots; and clearing snow and ice. The Department operates 59 district garages and manages a fleet of more than 2,200 collection trucks, 450 mechanical brooms and 365 salt spreaders. The Department clears litter, snow and ice from approximately 6,000 miles of City streets and removes debris from vacant lots and abandoned vehicles from City streets. The Department leads the City's efforts to contribute zero waste to landfills by 2030, a key component of *One New York: The Plan for a Strong and Just City*.

FOCUS ON EQUITY

DSNY is committed to providing high-quality, responsive waste management, street cleaning and snow removal services to all New Yorkers across the five boroughs. DSNY has targeted recruitment and outreach to communities traditionally underrepresented in its uniformed ranks to ensure equal opportunity for all New Yorkers. The Department has worked with its partners to implement new outreach strategies in low-income communities and has expanded its recycling programs, including e-cycleNYC, re-fashionNYC and organics collection, to give all New Yorkers the ability to manage their own waste footprint. The Department continues efforts to achieve diversity in recruitment and promotion, and the pool for the sanitation worker civil service test offered in February 2015 was the most diverse in recorded history. In 2015 DSNY and the New York City Housing Authority launched an initiative to increase recycling opportunities at public housing developments. DSNY also opened the North Shore Marine Transfer Station, a critical component of the City's comprehensive Solid Waste Management Plan that reduces the impact of waste transfer infrastructure on historically overburdened communities in the Bronx, Brooklyn and Queens.

OUR SERVICES AND GOALS

SERVICE 1 Clean streets, sidewalks and vacant lots.

Goal 1a Increase street and sidewalk cleanliness.

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

SERVICE 2 Collect and dispose of refuse.

Goal 2a Improve efficiency of refuse handling.

SERVICE 3 Recycle refuse.

Goal 3a Increase the percentage of waste recycled.

SERVICE 4 Clear snow and ice from City streets and roadways.

Goal 4a Meet or exceed minimum standards for clearing streets and roadways of snow and ice.

HOW WE PERFORMED IN FISCAL 2015

SERVICE 1 Clean streets, sidewalks and vacant lots.

Goal 1a Increase street and sidewalk cleanliness.

During Fiscal 2015 DSNY achieved a citywide street cleanliness rating of 92.7 percent and a sidewalk cleanliness rating of 95.5 percent, both only slightly lower than the previous year despite a tough winter weather season in Fiscal 2015. DSNY issued 25 percent more violations for dirty sidewalks in an effort to maintain the high cleanliness ratings.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Streets rated acceptably clean (%)	94.5%	95.5%	94.5%	93.3%	92.7%	92.0%	92.0%	Up	Neutral
Streets rated filthy (%)	0.3%	0.2%	0.2%	0.4%	0.4%	*	*	Neutral	Up
★Sidewalks rated acceptably clean (%)	96.7%	96.3%	96.1%	96.0%	95.5%	97.0%	97.0%	Up	Neutral
Sidewalks rated filthy (%)	0.3%	0.3%	0.4%	0.3%	0.4%	*	*	Neutral	Up
Violations issued for dirty sidewalks	NA	35,407	28,690	39,975	49,828	*	*	Neutral	NA
Violations issued for illegal posting	41,286	30,512	16,182	18,217	11,601	*	*	Neutral	Down

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

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

While the total number of lot cleaning requests decreased seven percent, DSNY cleaned seven percent more lots citywide, including an 18 percent increase in City-owned lots compared to Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Vacant lot cleaning requests	NA	NA	3,056	2,539	2,367	2,500	2,500	Neutral	NA
★Lots cleaned citywide	4,233	4,544	3,607	2,997	3,206	3,200	3,200	Neutral	Down

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

SERVICE 2 Collect and dispose of refuse.

Goal 2a Improve efficiency of refuse handling.

The Department provides regularly scheduled refuse collection services for every residential household, public school, public building and many large institutions in the City. The tons of refuse collected per truck decreased slightly, from 9.6 to 9.5, as the overall refuse tonnage also declined in Fiscal 2015. The percentage of trucks dumped on shift increased slightly from 43.5 percent to 44.6 percent as DSNY opened the North Shore Marine Transfer Station.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Tons of refuse disposed (000)	3,261.2	3,269.5	3,262.8	3,193.8	3,176.9	3,281.0	3,150.0	Down	Neutral
★Refuse tons per truck-shift	10.0	10.0	9.9	9.6	9.5	10.7	10.7	Neutral	Neutral
★Trucks dumped on shift (%)	45.9%	48.1%	47.2%	43.5%	44.6%	45.6%	45.6%	Up	Neutral
Tons per day disposed	10,835	10,826	10,876	10,611	10,554	*	*	Down	Neutral
Average outage rate for all collection trucks (%)	NA	17%	19%	21%	20%	*	*	Down	NA
Missed refuse collections (%)	1.8%	0.1%	1.1%	0.0%	0.0%	*	*	Neutral	Down

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

SERVICE 3 Recycle refuse.

Goal 3a Increase the percentage of waste recycled.

The City's refuse stream contains valuable resources and energy that can be extracted for beneficial use, reducing the amount of waste sent to landfills. The Department's recycling operation consists of several programs including curbside collection, containerized collection, leaf, tree and yard waste, food waste, tire disposal, public space recycling and chlorofluorocarbon recovery.

As a result of the expansion of citywide recycling to include additional households and schools participating in the curbside organic collection program, as well as the continuation of rigid plastic recycling, the curbside and containerized recycling rate increased from 15.4 percent last fiscal year to 16.0 percent in Fiscal 2015. As a result of this additional curbside tonnage – an increase of four percent to 575,400 tons – the recycling tons per truck also increased slightly from 5.1 to 5.2.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Curbside and containerized recycling diversion rate (%)	15.4%	15.1%	15.1%	15.4%	16.0%	19.0%	19.0%	Up	Neutral
★Curbside and containerized recycled tons (000)	554.4	541.9	539.2	553.2	575.4	683.3	683.3	Up	Neutral
Recycled tons per day	3,944	2,065	2,058	2,088	NA	2,270	2,270	Up	NA
★Recycling tons per truck-shift	5.2	5.1	5.1	5.1	5.2	6.2	6.2	Up	Neutral
Missed recycling collections (%)	1.3%	0.0%	3.3%	0.0%	0.0%	*	*	Neutral	Down
Recycling trucks dumped on shift (%)	25.6%	29.7%	29.2%	25.7%	25.8%	*	*	Up	Neutral
Recycling summonses issued	65,578	75,216	65,017	107,049	107,428	*	*	Neutral	Up

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SERVICE 4 Clear snow and ice from City streets and roadways.

Goal 4a Meet or exceed minimum standards for clearing streets and roadways of snow and ice.

When forecasts and conditions warrant, the Department leverages more than 6,000 sanitation workers and more than 3,000 pieces of snow-fighting equipment. The Department initiates special 12-hour shifts, assigning employees to salt spreaders, plows and other snow equipment per shift. During the snow season of 2014-2015, the City experienced 11 snow storms resulting in a total accumulation of 47.5 inches. DSNY used 522,841 tons of salt, an increase of six percent from the previous snow season.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Snowfall (total inches)	61.5	6.8	24.0	56.3	47.5	*	*	Neutral	Up
Salt used (tons)	353,769	59,274	183,597	492,369	522,841	*	*	Neutral	Up

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Cases commenced against the City in state and federal court	421	573	309	341	651	*	*	Neutral	Up
Payout (\$000)	\$24,405	\$31,763	\$26,944	\$32,265	\$25,500	*	*	Down	Neutral
Private transfer station permits	59	60	59	59	59	*	*	Neutral	Neutral
Private transfer station inspections performed	5,168	4,967	5,047	6,022	5,998	*	*	Neutral	Up
Total Environmental Control Board violations issued	349,714	334,436	259,909	358,064	402,251	*	*	Neutral	Up
Violations admitted to or upheld at the Environmental Control Board (%)	NA	84%	84%	86%	88%	*	*	Neutral	NA
Refuse collection cost per ton (\$)	\$261	\$251	\$252	\$277	NA	*	*	Neutral	NA
Refuse cost per ton (fully loaded) (\$)	\$413	\$394	\$392	\$422	NA	*	*	Neutral	NA
Disposal cost per ton (\$)	\$152	\$143	\$140	\$145	NA	*	*	Neutral	NA
Recycling cost per ton (fully loaded) (\$)	\$642	\$657	\$656	\$721	NA	*	*	Neutral	NA
Recycling collection cost per ton (\$)	\$615	\$629	\$627	\$692	NA	*	*	Neutral	NA
Paper recycling revenue per ton (\$)	\$12	\$25	\$11	\$11	\$11	*	*	Neutral	Down
Removal cost per inch of snow (\$000)	NA	\$4,300	\$1,602	\$2,330	\$2,444	*	*	Neutral	NA
Collisions involving City vehicles	NA	1,580	2,093	2,457	2,468	*	*	Down	NA
Workplace injuries reported (uniform and civilian)	NA	NA	1,572	1,539	1,266	*	*	Down	NA

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience	FY11	FY12	FY13	FY14	FY15	FY15	FY16	Desired Direction	5yr Trend
Completed requests for interpretation	2	5	0	8	17	*	*	Neutral	Up
Letters responded to in 14 days (%)	71%	65%	52%	65%	58%	*	*	Up	Down
E-mails responded to in 14 days (%)	83%	75%	69%	75%	64%	*	*	Up	Down

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Response to 311 Service Requests (SRs)	FY11	FY12	FY13	FY14	FY15	FY15	FY16	Desired Direction	5yr Trend
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	94	96	95	97	96	*	*	Neutral	Neutral
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	100	100	100	100	*	*	Neutral	Neutral
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	100	100	*	*	Neutral	Neutral
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	95	95	71	66	79	*	*	Neutral	Down

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) ²	\$1,408.4	\$1,281.2	\$1,369.8	\$1,414.2	\$1,502.6	\$1,484.8	\$1,567.1	Neutral
Revenues (\$000,000)	\$17.6	\$22.5	\$17.7	\$17.3	\$17.5	\$18.3	\$17.6	Down
Personnel (uniformed)	6,954	6,991	7,121	7,185	7,381	7,449	7,427	Down
Personnel (civilian)	2,068	2,007	1,976	1,997	2,150	2,308	2,384	Up
Overtime paid (\$000,000)	\$119.5	\$55.0	\$108.1	\$125.4	\$130.5	\$83.9	\$99.8	Up
Capital commitments (\$000,000)	\$319.9	\$221.9	\$399.9	\$276.7	\$271.0	\$374.9	\$265.5	Neutral
Work Experience Program (WEP) participants assigned	1,727	830	1,346	870	1,008	*	*	Down

¹Authorized Budget Level "NA" - Not Available in this report ²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

For additional information go to:

- *One New York: The Plan for a Strong and Just City:*
<http://www.nyc.gov/html/onenyc/downloads/pdf/publications/OneNYC.pdf>
- Scorecard – monthly street and sidewalk cleanliness ratings:
<http://www1.nyc.gov/site/operations/performance/scorecard-street-sidewalk-cleanliness-ratings.page>

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

