

DEPARTMENT OF SANITATION

Edward Grayson, 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 2,000 collection trucks, 450 mechanical brooms and 711 large and small salt-spreaders. The Department clears litter, snow and ice from approximately 6,000 miles of City streets, removes debris from vacant lots, and clears abandoned vehicles from City streets.

FOCUS ON EQUITY

DSNY is committed to providing high-quality, responsive waste management, street cleaning and snow removal services to all New Yorkers. Since the COVID-19 pandemic began, we have continued our focus on communities that have disproportionately suffered from racial injustice and the effects of COVID-19, particularly in parts of the Bronx, Queens and Brooklyn.

The Department is also implementing policies to reduce the impacts of the commercial waste industry on historically overburdened neighborhoods in the South Bronx, North Brooklyn and Jamaica, Queens. In September 2020, DSNY completed the implementation of transfer station permit reductions under Local Law 152, eliminating more than 10,000 tons of permitted waste transfer capacity in four historically overburdened districts. In addition, DSNY is working to implement Commercial Waste Zones, which will foster a safe and efficient waste collection system that provides low-cost, high-quality service to New York City businesses, while simultaneously advancing the City's zero waste goals. Commercial waste zones will help to reduce truck traffic from waste hauling and the negative environmental impacts such traffic generates by more than 50 percent, improving public safety and enhancing quality of life in every neighborhood in NYC. DSNY will release the second part of a two-part RFP in 2021.

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.
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SERVICE 2 Collect and dispose of refuse.

- Goal 2a Improve efficiency of refuse handling.
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SERVICE 3 Recycle refuse.

- Goal 3a Increase the percentage of waste recycled.
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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.

HOW WE PERFORMED IN FISCAL 2021

SERVICE 1 Clean streets, sidewalks and vacant lots.

Goal 1a Increase street and sidewalk cleanliness.

Streets rated acceptably clean decreased 2.7 percent and sidewalks rated acceptably clean increased 0.8 percent from Fiscal Year 2020 to Fiscal Year 2021. The decrease in street rated acceptably clean could be attributed to the reduction in litter basket and mechanical broom service related to the financial crisis caused by the COVID-19 pandemic. The Department increased litter basket truck allocations in September 2020 and March 2021, and litter basket truck allocations are now at or above historical averages.

The increase in sidewalks rated acceptably clean is notable, despite a decrease in the number of violations issued for dirty sidewalks, which decreased from 56,844 in Fiscal Year 2020 to 42,694 in Fiscal Year 2021. The Department used enforcement discretion throughout much of the COVID-19 pandemic to focus only on the most egregious sanitation conditions. In addition, the Department has created the Precision Cleaning Initiative to address chronic litter conditions, illegal dumping and other problem areas. The Department's Bureau Community Affairs Office has also more than doubled the number of community cleanup events hosted in partnership with elected officials and community partners.

The number of violations issued for illegal postings decreased substantially for Fiscal Year 2021 to 2,849 (down 38.0 percent) from last year, as the Department reallocated some enforcement resources for COVID-19 response.

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
★ Streets rated acceptably clean (%)	95.9%	95.1%	NA	96.4%	93.7%	92.0%	92.0%	NA	Up
Streets rated filthy (%)	0.1%	0.2%	NA	0.1%	0.6%	*	*	NA	*
★ Sidewalks rated acceptably clean (%)	97.3%	97.1%	NA	96.8%	97.6%	97.0%	97.0%	NA	Up
Sidewalks rated filthy (%)	0.1%	0.2%	NA	0.1%	0.5%	*	*	NA	*
Violations issued for dirty sidewalks	65,272	55,913	59,904	56,844	42,694	*	*	Down	*
Violations issued for illegal posting	10,892	3,954	4,706	4,593	2,849	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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

DSNY continued to proactively monitor and address conditions in both vacant lots and non-vacant lot locations despite the staff shortage for lot cleaning operations. The number of vacant lot cleaning requests increased slightly from 3,008 to 3,015 from Fiscal Year 2020 to Fiscal Year 2021, respectively. Lots cleaned during Fiscal Year 2021 were 1,231, a decrease of 60.2 percent from Fiscal Year 2020 and the amount of other non-lot locations cleaned is 688, an increase in 244 percent from last year. The decrease in lots cleaned can be attributed to the shift of uniform staff to backfill staff shortages in core operation such as refuse and recycling collection. Also, lot cleaning staff was redeployed last summer to assist in Tropical Storm Isaias cleanup and was utilized during this winter active storm season.

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
★ Vacant lot cleaning requests	2,730	3,140	2,937	3,008	3,015	2,500	2,500	Neutral	*
★ Lots cleaned citywide	3,399	3,494	3,027	3,098	1,231	3,200	3,200	Down	*
Other non-lot locations cleaned	186	128	343	200	688	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 2 Collect and dispose of refuse.

Goal 2a Improve efficiency of refuse handling.

During the COVID-19 pandemic, tonnage of refuse deposited increased substantially as New Yorkers spent more time at home. DSNY continued to provide core refuse and recycling collection services throughout the crisis. The tons of refuse disposed increased 6.1 percent in Fiscal Year 2021 compared to the previous year. Refuse tons collected per truck-shift increased from 9.3 to 9.9 during Fiscal Year 2021. The percentage of trucks dumped on shift decreased from 45.2 percent in Fiscal Year 2020 to 44.6 percent in Fiscal Year 2021.

The average outage rate for all collection trucks during the reporting period was 18 percent, a decrease of one percentage point from the previous fiscal year.

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
★ Tons of refuse disposed (000)	3,213.4	3,193.3	3,248.1	3,204.4	3,399.1	3,150.0	3,150.0	Neutral	Down
★ Refuse tons per truck-shift	9.6	9.3	9.5	9.3	9.9	10.7	10.7	Neutral	*
★ Trucks dumped on shift (%)	43.7%	37.4%	41.7%	45.2%	44.6%	45.6%	45.6%	Neutral	Up
Tons per day disposed	10,676	10,609	10,827	10,610	11,293	*	*	Neutral	Down
Average outage rate for all collection trucks (%)	19%	19%	22%	19%	18%	*	*	Neutral	Down
Missed refuse collections (%)	0.1%	0.1%	0.1%	0.1%	0.8%	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 3 Recycle refuse.

Goal 3a Increase the percentage of waste recycled.

In Fiscal Year 2021, Curbside recycling tonnage increased by 2,700 tons to 692,400 tons, continuing a trend of year-over-year increases. Recycling tons per truck-shift remained the same at 5.8 from Fiscal Year 2020 to Fiscal Year 2021.

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
★ ● Curbside and containerized recycling diversion rate (%)	17.4%	18.0%	18.1%	18.5%	17.6%	23.0%	23.0%	Neutral	Up
★ Curbside and containerized recycled tons (000)	644.3	663.6	681.6	689.7	692.4	848.6	848.6	Neutral	Up
Total annual recycling diversion rate (%)	20.5%	20.9%	21.1%	21.6%	20.8%	*	*	Neutral	Up
Recycled tons per day	2,565	2,676	2,765	2,802	2,880	2,270	2,270	Up	Up
Annual tons recycled total (000)	800	835	868	874	916	*	*	Up	Up
★ Recycling tons per truck-shift	5.6	5.5	5.8	5.8	5.8	6.2	6.2	Neutral	Up
Missed recycling collections (%)	0.1%	0.2%	0.1%	0.3%	0.7%	*	*	Up	*
Recycling trucks dumped on shift (%)	25.5%	24.5%	23.4%	25.9%	26.5%	*	*	Neutral	Up
Recycling summonses issued	100,629	84,682	76,492	55,610	35,590	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

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.

In Fiscal 2021 DSNY spread 454,443 tons of salt to combat 43.3 inches of snow, a stark increase in snowfall compared to just 4 inches in Fiscal Year 2020.

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
Snowfall (total inches)	30.5	43.5	21.0	4.0	43.3	*	*	Down	*
Salt used (tons)	391,719	480,016	366,302	227,352	454,443	*	*	Down	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
Cases commenced against the City in state and federal court	432	573	533	378	287	*	*	Down	*
Payout (\$000)	\$50,040	\$80,522	\$70,072	\$34,990	\$51,186	*	*	Down	Down
Private transfer station permits	57	60	56	60	58	*	*	Neutral	*
Private transfer station inspections performed	5,758	5,875	5,984	5,321	4,064	*	*	Down	*
Total Office of Administrative Trials and Hearings violations issued	456,373	390,611	372,818	315,477	263,039	*	*	Down	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	86%	86%	84%	86%	88%	*	*	Neutral	*
Refuse collection cost per ton (\$)	\$291	\$310	\$317	NA	NA	*	*	NA	*
Refuse cost per ton (fully loaded) (\$)	\$474	\$512	\$528	NA	NA	*	*	NA	*
Disposal cost per ton (\$)	\$183	\$202	\$211	NA	NA	*	*	NA	*
Recycling cost per ton (fully loaded) (\$)	\$738	\$783	\$749	NA	NA	*	*	NA	*
Recycling collection cost per ton (\$)	\$686	\$706	\$671	NA	NA	*	*	NA	*
Paper recycling revenue per ton (\$)	\$14	\$16	\$12	\$12	\$13	*	*	Down	*
Removal cost per inch of snow (\$000)	\$3,157	\$2,457	\$3,403	\$13,076	\$3,241	*	*	Up	*
Collisions involving City vehicles	2,455	2,310	2,166	1,622	1,791	*	*	Down	Down
Workplace injuries reported (uniform and civilian)	1,329	1,326	1,170	1,049	1,035	*	*	Down	Down

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	15	32	NA	253	41	*	*	NA	*
Letters responded to in 14 days (%)	66%	51%	58%	72%	88%	*	*	Up	Up
E-mails responded to in 14 days (%)	73%	69%	73%	79%	91%	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	95	94	93	89	85	*	*	Down	*
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	100	100	NA	NA	*	*	NA	*
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	NA	NA	*	*	NA	*
Percent meeting time to close – Dirty Conditions - Illegal Posting (7 days)	91	93	94	87	95	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	
Expenditures (\$000,000) ³	\$1,601.3	\$1,719.0	\$1,762.4	\$2,103.2	\$2,385.6	\$2,148.3	\$1,843.6	Up
Revenues (\$000,000)	\$34.0	\$33.0	\$33.0	\$24.9	\$23.3	\$21.0	\$15.3	Down
Personnel (uniformed)	7,544	7,558	7,893	7,755	7,220	7,425	7,483	Neutral
Personnel (civilian)	2,445	2,495	2,457	2,171	2,109	2,179	2,481	Down
Overtime paid (\$000,000)	\$132.5	\$163.9	\$137.9	\$156.2	\$276.4	\$140.7	\$135.6	Up
Capital commitments (\$000,000)	\$258.3	\$289.0	\$285.5	\$266.8	\$242.4	\$302.5	\$209.4	Neutral

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds "NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY20 ¹ (\$000,000)	Modified Budget FY21 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,066.2	\$1,212.2	
101 - Executive Administrative	\$80.5	\$75.9	All
102 - Cleaning and Collection	\$818.9	\$899.5	1a, 1b, 2a, 3a
103 - Waste Disposal	\$38.6	\$42.2	2a, 3a
104 - Building Management	\$29.8	\$29.4	*
105 - Bureau of Motor Equipment	\$73.8	\$74.8	All
107 - Snow Budget	\$24.6	\$90.3	4a
Other Than Personal Services - Total	\$1,037.0	\$1,173.4	
106 - Executive and Administrative	\$88.1	\$84.6	All
109 - Cleaning and Collection	\$26.0	\$18.3	1a, 1b, 2a, 3a
110 - Waste Disposal	\$864.2	\$986.0	2a, 3a
111 - Building Management	\$4.4	\$5.1	*
112 - Motor Equipment	\$26.6	\$25.5	All
113 - Snow Budget	\$27.7	\$53.8	4a
Agency Total	\$2,103.2	\$2,385.6	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2020. Includes all funds. ²City of New York Adopted Budget for Fiscal 2021, as of June 2021. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- FY21 data for some "Agency-wide Management" indicators are dependent on the Comptroller annual report which is published by early November. The data will be available in FY22 MMR.
- FY20 data for some "Agency-wide Management" indicators are currently delayed due to staffing outage caused by COVID-19. Information will be available in the FY22 MMR.
- Equity NYC indicators are identified with a burst (*). These indicators are also reported in the Social Indicators and Equity Report (SIER) and explore the economic, social, environmental, and physical health of New York City across race/ethnicity, gender, location, and income.

ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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

