

DEPARTMENT OF SANITATION

Jessica Tisch, Commissioner



WHAT WE DO

The Department of Sanitation (DSNY) keeps New York City clean, safe, and healthy 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, 433 mechanical brooms, and more than 700 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. The Fiscal 2023 adopted budget contains an additional \$40.6 million in new funding, an unprecedented investment in making our City cleaner, and an important step in our City's economic recovery. These additional cleaning services will be focused in areas that need them most, creating cleaner, more vibrant neighborhoods and commercial corridors to support an equitable recovery.

DSNY is working to expand zero waste programs to serve more New Yorkers, including working with the Department of Education to expand organics recycling and composting to all schools by the end of the 2023–2024 School Year. DSNY will also expand its network of food scrap drop-off sites with 100 new Smart Bins located at NYC schools to provide more equitable access to composting.

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 NYC 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 expects to begin the customer transition for Commercial Waste Zones in 2023.

OUR SERVICES AND GOALS

SERVICE 1 Clean streets, sidewalks, and vacant lots and address quality-of-life issues.

- Goal 1a Increase street and sidewalk cleanliness.
 - Goal 1b Enforcement of Sanitation regulations.
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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.
 - Goal 3b Enforcement of recycling regulations.
 - Goal 3c Expand opportunities to reuse and recycle textile, electronic, and hazardous waste.
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SERVICE 4 Collect organics and compost it.

- Goal 4a Increase organics composting.
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SERVICE 5 Prepare and clear snow and ice from City streets and roadways.

- Goal 5a Stay ahead and be prepared for winter storms and impacts.

HOW WE PERFORMED IN FISCAL 2022

SERVICE 1 Clean streets, sidewalks, and vacant lots and address quality-of-life issues.

Goal 1a Increase street and sidewalk cleanliness.

DSNY’s mission is to keep NYC clean, safe, and healthy, and the Department has recently committed more on efforts to clean up our streets and public spaces to improve neighborhood quality of life and support our economic recovery.

Fiscal 2022, the Department increased service levels for litter baskets, restoring several cuts imposed during the COVID-19 pandemic. Fiscal 2023 contains unprecedented investments in cleanliness, including fully restoring street cleaning, adding additional litter basket service for the highest level of service in history, and expanding precision cleaning and lot cleaning programs.

DSNY has continued to proactively monitor and address conditions in both vacant lots and non-vacant lot locations. The number of vacant lot cleaning requests decreased from 3,015 to 2,941 from Fiscal 2021 to Fiscal 2022, respectively. The number of lots cleaned during Fiscal 2022 was 1,652, an increase of 34.2 percent from Fiscal 2021. The Lot Cleaning Unit increased the number of non-lot locations cleaned by 96.5 percent compared to Fiscal 2021 and more than 950 percent compared to Fiscal 2018.

In March 2021, DSNY’s dedicated syringe litter collection patrols were restored, and in Fiscal 2022, DSNY crews collected 69,692 syringes from City streets and public spaces, an increase of 116 percent compared to Fiscal 2021.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Streets rated acceptably clean (%)	95.1%	NA	96.4%	93.7%	89.6%	92.0%	92.0%	NA	Up
Streets rated filthy (%)	0.2%	NA	0.1%	0.6%	1.5%	*	*	NA	*
★ Sidewalks rated acceptably clean (%)	97.1%	NA	96.8%	97.6%	95.2%	97.0%	97.0%	NA	Up
Sidewalks rated filthy (%)	0.2%	NA	0.1%	0.5%	0.8%	*	*	NA	*
★ Vacant lot cleaning requests	3,140	2,937	3,008	3,015	2,941	2,500	2,500	Neutral	*
★ Lots cleaned citywide	3,494	3,027	3,098	1,231	1,652	3,200	3,200	Down	*
Other non-lot locations cleaned	128	343	200	688	1,352	*	*	Up	*
★ Total number of needles removed	NA	NA	0.0	32,252.0	69,692.0	↑	↑	NA	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

Goal 1b Enforcement of Sanitation regulations.

The Department has increased enforcement for Sanitation regulations from the previous fiscal year. In Fiscal 2022, there were 46,329 violations issued for sanitation violations: an increase of 8.5 percent from Fiscal 2021.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Violations issued	55,913	59,904	56,844	42,694	46,329	*	*	Down	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

SERVICE 2 Collect and dispose of refuse.

Goal 2a Improve efficiency of refuse handling.

The total tons of refuse disposed decreased by 1.4 percent in Fiscal 2022, compared to Fiscal 2021, a change in course from increased refuse collections during the COVID-19 pandemic. Total refuse disposal remains higher than pre-pandemic levels. Refuse tons collected per truck-shift decreased from 9.9 to 9.4 during Fiscal 2022. The percentage of trucks dumped on shift decreased from 44.6 percent in Fiscal 2021 to 35.7 percent in Fiscal 2022.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Tons of refuse disposed (000)	3,193.3	3,248.1	3,204.4	3,399.1	3,351.1	3,150.0	3,150.0	Neutral	Down
★ Refuse tons per truck-shift	9.3	9.5	9.3	9.9	9.4	10.7	10.7	Neutral	*
★ Trucks dumped on shift (%)	37.4%	41.7%	45.2%	44.6%	35.7%	45.6%	45.6%	Neutral	Up
Tons per day disposed	10,609	10,827	10,610	11,293	11,170	*	*	Neutral	Down
Average outage rate for all collection trucks (%)	19%	22%	19%	18%	20%	*	*	Neutral	Down
Missed refuse collections (%)	0.1%	0.1%	0.1%	0.8%	1.2%	*	*	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 2022, DSNY 's curbside diversion rate was 17.0 percent, a 0.6 percentage point decrease from Fiscal 2021. Total curbside and containerized recycling collections also decreased from 692,400 tons to 616,100 tons over the same period. Recycling tons per truck-shift have decreased from 5.8 in Fiscal 2021 to 5.2 in Fiscal 2022.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ ● Curbside and containerized recycling diversion rate (%)	18.0%	18.1%	18.5%	17.6%	17.0%	23.0%	23.0%	Neutral	Up
★ Curbside and containerized recycled tons (000)	663.6	681.6	689.7	692.4	616.1	848.6	848.6	Neutral	Up
Total annual recycling diversion rate (%)	20.9%	21.1%	21.6%	20.8%	19.6%	*	*	Neutral	Up
Recycled tons per day	2,676	2,765	2,802	2,868	2,616	2,270	2,270	Neutral	Up
Total tons recycled (000)	835	868	874	912	816	*	*	Neutral	Up
★ Recycling tons per truck-shift	5.5	5.8	5.8	5.8	5.2	6.2	6.2	Neutral	Up
Missed recycling collections (%)	0.2%	0.1%	0.3%	0.7%	1.0%	*	*	Up	*
Recycling trucks dumped on shift (%)	24.5%	23.4%	25.9%	26.5%	19.7%	*	*	Down	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 3b Enforcement of recycling regulations.

Recycling summonses issued has decreased from 35,590 to 32,015 from Fiscal 2021 to Fiscal 2022, respectively.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Recycling summonses issued	84,682	76,492	55,610	35,590	32,015	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 3c Expand opportunities to reuse and recycle textile, electronic, and hazardous waste.

In Fiscal 2022, DSNY restored diversion programs for electronics recycling and safe disposal of hazardous waste. This year, DSNY programs diverted 0.3 tons of household hazardous waste, 10.1 tons of textiles, and 8.9 tons of electronics.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Total tons HHW recycled (000)	NA	NA	0.6	0.0	0.3	*	*	NA	Up
Total tons textiles recycled (000)	NA	NA	13.2	12.1	10.1	*	*	NA	Up
Total tons e-waste recycled (000)	NA	NA	9.6	8.5	8.9	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 4 Collect organics and compost it.

Goal 4a Increase organics composting.

In Fiscal 2022, DSNY restored school compost collection and limited residential curbside collections. These programs were suspended in Fiscal 2021 due to COVID-19 related budgetary cuts however after funding was restored in Fiscal 2022, the Department added additional funding for food scrap drop-off sites citywide. Together, these programs diverted 35.2 tons of organics for composting or creating renewable energy.

In Fiscal 2023, the Department will expand on these efforts and create the nation’s largest curbside composting program by offering weekly collection service of leaf and yard waste, food waste, and food-soiled paper to every Queens resident. DSNY is also working with the Department of Education to expand composting to every school over the next two years.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Total tons of organics diverted (000)	NA	NA	48.5	76.3	77.4	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 5 Prepare and clear snow and ice from City streets and roadways.

Goal 5a Stay ahead and be prepared for winter storms and impacts.

In Fiscal 2022, DSNY responded to 17 winter weather activations that totaled 19.5 inches of snow accumulation. DSNY used 339,842 tons of salt and 229,935 gallons of brine in Fiscal 2022.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Snowfall (total inches)	43.5	21.0	4.0	43.3	19.5	*	*	Down	*
Salt used (tons)	480,016	366,302	227,352	454,443	339,842	*	*	Down	*
Brine (gallons)	NA	NA	NA	NA	229,935	*	*	NA	*
Snow Activation Events	NA	NA	NA	10	17	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
Cases commenced against the City in state and federal court	573	533	378	287	486	*	*	Down	*
Payout (\$000)	\$80,522	\$70,072	\$34,990	\$51,186	\$92,307	*	*	Neutral	Down
Private transfer station permits	60	56	60	58	58	*	*	Neutral	*
Private transfer station inspections performed	5,875	5,984	5,321	4,064	4,116	*	*	Down	*
Total Office of Administrative Trials and Hearings violations issued	390,611	372,818	315,477	263,039	240,143	*	*	Down	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	86%	84%	86%	88%	87%	*	*	Neutral	*
Refuse collection cost per ton (\$)	\$310	\$317	\$311	\$342	NA	*	*	NA	*
Refuse cost per ton (fully loaded) (\$)	\$512	\$528	\$524	\$545	NA	*	*	NA	*
Disposal cost per ton (\$)	\$202	\$211	\$213	\$203	NA	*	*	NA	*
Recycling cost per ton (fully loaded) (\$)	\$783	\$749	\$716	\$668	NA	*	*	NA	*
Recycling collection cost per ton (\$)	\$706	\$671	\$643	\$615	NA	*	*	NA	*
Paper recycling revenue per ton (\$)	\$16	\$12	\$12	\$13	\$19	*	*	Up	*
Removal cost per inch of snow (\$000)	\$2,457	\$3,403	\$13,076	\$3,241	\$5,564	*	*	Up	*
Workplace injuries reported (uniform and civilian)	1,326	1,170	1,049	1,035	987	*	*	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	32	NA	253	41	181	*	*	NA	*
Letters responded to in 14 days (%)	51%	58%	72%	88%	92%	*	*	Up	Up
E-mails responded to in 14 days (%)	69%	73%	79%	91%	91%	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	94	93	89	85	82	*	*	Down	*
Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	100	NA	NA	NA	*	*	NA	*
Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	NA	NA	NA	*	*	NA	*
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	93	94	87	95	90	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	
Expenditures (\$000,000) ³	\$1,719.0	\$1,762.4	\$2,103.2	\$2,378.7	\$2,048.8	\$1,919.6	\$1,877.0	Up
Revenues (\$000,000)	\$33.0	\$33.0	\$24.9	\$23.3	\$20.6	\$18.6	\$17.4	Down
Personnel (uniformed)	7,558	7,893	7,755	7,220	7,614	7,482	7,449	Neutral
Personnel (civilian)	2,495	2,457	2,171	2,109	2,115	2,185	2,318	Down
Overtime paid (\$000,000)	\$163.9	\$137.9	\$156.2	\$283.0	\$287.5	\$178.7	\$158.0	Up
Capital commitments (\$000,000)	\$289.0	\$285.5	\$266.8	\$242.8	\$166.6	\$213.0	\$279.5	Down

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 FY21 ¹ (\$000,000)	Modified Budget FY22 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,216.4	\$1,268.0	
101 - Executive Administrative	\$75.0	\$74.3	All
102 - Cleaning and Collection	\$916.6	\$976.7	1a, 1b, 2a, 3a
103 - Waste Disposal	\$34.9	\$44.0	2a, 3a
104 - Building Management	\$28.6	\$32.0	*
105 - Bureau of Motor Equipment	\$70.9	\$79.6	All
107 - Snow Budget	\$90.5	\$61.4	4a
Other Than Personal Services - Total	\$1,162.3	\$780.9	
106 - Executive and Administrative	\$84.1	\$106.0	All
109 - Cleaning and Collection	\$17.7	\$39.6	1a, 1b, 2a, 3a
110 - Waste Disposal	\$978.2	\$554.4	2a, 3a
111 - Building Management	\$5.1	\$6.3	*
112 - Motor Equipment	\$25.1	\$26.0	All
113 - Snow Budget	\$52.1	\$48.4	4a
Agency Total	\$2,378.7	\$2,048.8	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ²City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Jessica Tisch was appointed Commissioner on April 18, 2022.
- Fiscal 2022 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 Fiscal 2023 PMMR.
- Service area 1 'Clean streets, sidewalks and vacant lots' has been changed to 'Clean streets, sidewalks, and vacant lots and address quality-of-life issues'
- In November 2021, the Scorecard program launched an update to its sampling methodology so that each month a new sample of statistically representative blockfaces is selected for rating. This replaces the prior sampling methodology that rated the same sample of blockfaces every month and is related to street and sidewalk cleanliness indicators in goal1a.

- Service area 4 'Collect organics and compost it' has been added
- Service area 5 'Clear snow and ice from City streets and roadways' Has been changed to 'Prepare and clear snow and ice from City streets and roadways'
- Goal 1b 'Enforcement of Sanitation regulations' has been added
- Goal 3b 'Enforcement of recycling regulations' has been added
- Goal 3c 'Expand opportunities to reuse and recycle textile, electronic, and hazardous waste' has been added
- 'Total tons e-waste recycled (000)' was added as a new indicator
- 'Total tons HHW recycled (000)' was added as a new indicator
- 'Total tons textiles recycled (000)' was added as a new indicator
- Goal 4a 'Increase organics composting' has been added
- 'Total tons of organics diverted (000)' was added as a new indicator
- 'Violations issued for dirty sidewalks' has been changed to 'Violations issued'
- 'Snow Activation Events' was added as a new indicator
- 'Brine' was added as a new indicator
- 'Total number of needles removed' was added as a new indicator
- 'Total tons recycled total (000)' changed to 'Total tons recycled (000)'
- 'Refuse exported by rail (%)' definition was changed
- 'Refuse exported to resource recovery plants (%)' definition was changed
- 'Curbside and containerized recycled tons (000)' definition was changed
- 'Vacant lot cleaning requests' definition was changed
- 'Violations issued for illegal posting' has been retired and replaced with 'Violations issued'

ADDITIONAL RESOURCES

For additional information go to:

- School Organic Recycling:
<https://www1.nyc.gov/assets/dsny/site/services/food-scraps-and-yard-waste-page/overview-organics-schools>
- Local Law 152:
<https://www1.nyc.gov/assets/dsny/site/resources/reports/waste-equity-law>
- Commercial Waste Zones:
<https://www1.nyc.gov/assets/dsny/site/resources/reports/commercial-waste-zones-plan>

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