

DEPARTMENT OF SANITATION

Kathryn Garcia, Commissioner



WHAT WE DO

The Department of Sanitation (DSNY) promotes a healthy environment through the efficient management of solid waste and the development of environmentally sound long-range planning for handling refuse, including recyclables. The Department operates 59 district garages and manages a fleet of 2,023 rear-loading and dual bin collection trucks, 444 mechanical brooms and 365 salt/sand spreaders. The Department clears litter, snow and ice from approximately 6,000 miles of City streets and removes debris from vacant lots as well as abandoned vehicles from City streets.

FOCUS ON EQUITY

DSNY is committed to providing high-quality, responsive waste management, 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. In Fiscal 2015 the Department plans to implement new outreach strategies to improve recycling rates in historically underperforming districts and continue to expand its recycling programs, including e-cycleNYC, re-fashionNYC, and organics collection programs, to give all New Yorkers the ability to manage their own waste footprint. DSNY will also open the North Shore Marine Transfer Station in Fiscal 2015, a critical component of the City's comprehensive Solid Waste Management Plan that will reduce the burden of waste transfer infrastructure on communities of need 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 2014

SERVICE 1 Clean streets, sidewalks and vacant lots.

Goal 1a Increase street and sidewalk cleanliness.

In Fiscal 2014 DSNY achieved a citywide average street cleanliness rating of 93.3 percent. While a slight decrease compared to Fiscal 2013, this rating was achieved despite a very active and lengthy snow season. The five year trend for streets rated filthy is down. DSNY achieved a citywide average sidewalk cleanliness rating of 96 percent matching last year's figure despite an active snow season, but the five year trend for sidewalks rated filthy is up. The Department issued 39 percent more violations for dirty sidewalks compared to Fiscal 2013.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Streets rated acceptably clean (%)	95.3%	94.5%	95.5%	94.5%	93.3%	92.0%	92.0%	Up	Neutral
Streets rated filthy (%)	0.4%	0.3%	0.2%	0.2%	0.4%	*	*	Neutral	Down
★Sidewalks rated acceptably clean (%)	97.2%	96.7%	96.3%	96.1%	96.0%	97.0%	97.0%	Up	Neutral
Sidewalks rated filthy (%)	0.2%	0.3%	0.3%	0.4%	0.3%	*	*	Neutral	Up
Violations issued for dirty sidewalks	NA	NA	35,407	28,690	39,975	*	*	Neutral	NA
Violations issued for illegal posting	66,917	41,286	30,512	16,182	18,217	*	*	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.

The Department continues to strive to improve the cleanliness of the City by cleaning vacant lots and the surrounding perimeters, removing garbage, bulk refuse and weeds. Due to an active and lengthy snow season, the number of lots cleaned declined 17 percent compare to Fiscal 2013. Despite this, the Department managed to clean more vacant lots than were requested. The five year trend for lot cleaning is down.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Vacant lot cleaning requests	NA	NA	NA	3,056	2,539	*	2,500	Neutral	NA
★Lots cleaned citywide	4,519	4,233	4,544	3,607	2,997	3,700	3,700	Neutral	Down

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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 declined slightly to 9.6 tons in Fiscal 2014 as overall tonnage disposed was down two percent. Regular refuse collection operations were also severely affected by an active and lengthy snow season that disrupted regular collection schedules. As a result, trucks dumped on shift decreased nearly four percentage points compared to Fiscal 2013.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Tons of refuse disposed (000)	3,308.4	3,261.2	3,269.5	3,262.8	3,193.8	3,281.0	3,281.0	Neutral	Neutral
★Refuse tons per truck-shift	10.1	10.0	10.0	9.9	9.6	10.7	10.7	Up	Neutral
★Trucks dumped on shift (%)	50.4%	45.9%	48.1%	47.2%	43.5%	45.6%	45.6%	Up	Down
Tons per day disposed	10,991	10,835	10,826	10,876	10,611	*	*	Neutral	Neutral
Average outage rate for all collection trucks (%)	NA	NA	17%	19%	21%	*	*	Down	NA
Missed refuse collections (%)	0.3%	1.8%	0.1%	1.1%	0.0%	*	*	Neutral	Down

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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 (CFC) recovery. Mandatory citywide recycling of rigid plastics began in Fiscal 2014. As a result of this and the expanded pilot program of recycling organic material, the curbside and containerized recycling diversion rate increased slightly to 15.4 percent and the tonnage of recycling collected curbside increased three percent compared to Fiscal 2013. Recycling tons collected per truck remained unchanged at 5.1 in Fiscal 2014. Recycling summonses issued increased 65 percent in Fiscal 2014, although the five year trend for summons issuance is down. In Fiscal 2014 DSNY continued and expanded the pilot program to collect residential organics in certain sections of the City, as well as an organics recycling collection program at various schools and apartment buildings. The additional tonnage diverted through these new recycling programs, including all rigid plastics, should continue to increase recycling diversion in Fiscal 2015. DSNY will also include recycling tonnage collected from both refuse and recycling street baskets in the calculation for the curbside and containerized recycling diversion rate and tonnage starting in Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Curbside and containerized recycling diversion rate (%)	15.7%	15.4%	15.1%	15.1%	15.4%	18.0%	19.0%	Up	Neutral
★Curbside and containerized recycled tons (000)	NA	554.4	541.9	539.2	553.2	*	683.3	Neutral	NA
Recycled tons per day	3,779	3,944	2,065	2,058	NA	2,270	2,270	Up	NA
★Recycling tons per truck-shift	5.5	5.2	5.1	5.1	5.1	6.2	6.2	Up	Neutral
Missed recycling collections (%)	0.0%	1.3%	0.0%	3.3%	0.1%	*	*	Neutral	Up
Recycling trucks dumped on shift (%)	28.4%	25.6%	29.7%	29.2%	25.7%	*	*	Up	Neutral
Recycling summonses issued	122,010	65,578	75,216	65,017	107,049	*	*	Neutral	Down

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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 its 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. In Fiscal 2014 New York City received 56 inches of snowfall during ten storms, an increase of 32 inches from the previous year. To successfully clear snow and ice from City streets, DSNY used more than 492,000 tons of salt in Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Snowfall (total inches)	52.5	61.5	6.8	24.0	56.3	*	*	Neutral	Down
Salt used (tons)	270,010	353,769	59,274	183,597	492,369	*	*	Neutral	Up

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Cases commenced against the City in state and federal court	NA	421	573	309	341	*	*	Neutral	NA
Payout (\$000)	\$34,296	\$24,405	\$31,763	\$26,944	\$32,265	*	*	Down	Neutral
Private transfer station permits	59	59	60	59	59	*	*	Neutral	Neutral
Private transfer station inspections performed	6,303	5,168	4,967	5,047	6,022	*	*	Neutral	Neutral
Total Environmental Control Board violations issued	461,733	349,714	334,436	259,909	358,064	*	*	Neutral	Down
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	84%	84%	86%	*	*	Neutral	NA
Refuse collection cost per ton (\$)	\$241	\$261	\$251	\$252	NA	*	*	Neutral	NA
Refuse cost per ton (fully loaded) (\$)	\$392	\$413	\$394	\$392	NA	*	*	Neutral	NA
Disposal cost per ton (\$)	\$151	\$152	\$143	\$140	NA	*	*	Neutral	NA
Recycling cost per ton (fully loaded) (\$)	\$575	\$642	\$657	\$656	NA	*	*	Neutral	NA
Recycling collection cost per ton (\$)	\$548	\$615	\$629	\$627	NA	*	*	Neutral	NA
Paper recycling revenue per ton (\$)	\$10	\$12	\$25	\$11	\$11	*	*	Neutral	Neutral
Removal cost per inch of snow (\$)	NA	NA	\$4,300	\$1,602	\$2,330	*	*	Neutral	NA
Collisions involving City vehicles	NA	NA	1,580	2,093	2,412	*	*	Down	NA
Workplace injuries reported (uniform and civilian)	NA	NA	NA	1,572	1,539	*	*	Down	NA

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience	FY10	FY11	FY12	FY13	FY14	FY14	FY15	Desired Direction	5yr Trend
Completed requests for interpretation	2	2	5	NA	8	*	*	Neutral	NA
Letters responded to in 14 days (%)	68%	71%	65%	52%	65%	*	*	Up	Down
E-mails responded to in 14 days (%)	84%	83%	75%	69%	75%	*	*	Up	Down

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Response to 311 Service Requests (SRs)	FY10	FY11	FY12	FY13	FY14	FY14	FY15	Desired Direction	5yr Trend
Percent meeting time to action (close) – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)	97	94	96	95	97	*	*	Neutral	Neutral
Percent meeting time to action (close) – Literature Request - Blue Recycling Decals (7 days)	100	100	100	100	100	*	*	Neutral	Neutral
Percent meeting time to action (close) – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	100	100	*	*	Neutral	Neutral
Percent meeting time to action (close) – Dirty Conditions - Illegal Postering (7 days)	93	95	95	71	66	*	*	Neutral	Down

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) ²	\$1,301.2	\$1,408.4	\$1,281.2	\$1,369.8	\$1,444.8	\$1,420.3	\$1,487.7	Neutral
Revenues (\$000,000)	\$19.0	\$17.6	\$22.5	\$17.7	\$17.3	\$15.6	\$19.2	Neutral
Personnel (uniformed)	7,227	6,954	6,991	7,121	7,185	7,235	7,356	Neutral
Personnel (civilian)	2,127	2,068	2,007	1,976	1,997	2,210	2,286	Neutral
Overtime paid (\$000,000)	\$77.3	\$119.5	\$55.0	\$108.1	\$134.0	\$83.0	\$91.7	Up
Capital commitments (\$000,000)	\$502.9	\$319.9	\$221.9	\$399.9	\$275.5	\$818.8	\$423.3	Down
Work Experience Program (WEP) participants assigned	1,852	1,727	830	1,346	870	*	*	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:

- Scorecard – monthly street and sidewalk cleanliness ratings:
http://www.nyc.gov/html/ops/html/data/street_scorecard.shtml

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

