

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 public spaces, and clearing snow and ice. The Department is staffed by over 10,000 people and maintains over 5,000 pieces of equipment across all 59 districts. DSNY collects approximately 24 million pounds of waste per day, produced by every New York City resident, and regulates the collection of an additional 20 million pounds, produced by every New York City business.

FOCUS ON EQUITY

DSNY provides high-quality and responsive cleaning, collection, and snow removal services to all New Yorkers in all parts of the City. In Fiscal 2024, DSNY expanded containerization requirements to every single New York City business, and announced plans to containerize all trash from residential buildings with nine or fewer units. This will move 70 percent of all New York City trash off the streets and into secure bins. Containerization has a disproportionate benefit for underserved communities, as shown in ongoing decreases in rat sightings in Rat Mitigation Zones—areas with high levels of rat activity, where resources are focused to address rats and the conditions that support them.

In Fiscal 2024, DSNY oversaw an expansion of the largest, easiest curbside composting program, now covering more than half of all New York City households and servicing all of Brooklyn and Queens. This program was designed with equity in mind, as compared to previous efforts, which required complicated sign-ups or had additional rules that made them challenging to use. Instead, all New Yorkers in the service area receive the same regular, simple, easy to use service, which expands citywide in October 2024.

Finally, this year's snow operations plans reflect a new operational focus on plowing equity. With among the highest uniformed headcounts of any winter in 20 years, the days of "primary, secondary, and tertiary" streets are long over. Every street is on a route, and every route, including bike lane routes, can be dispatched at the same time if appropriate to the weather event.

OUR SERVICES AND GOALS

SERVICE 1 Clean streets, sidewalks and vacant lots.

- Goal 1a Increase street and sidewalk cleanliness.
 - Goal 1b Enforcement of Sanitation regulations.
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SERVICE 2 Collect and dispose of waste

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

- 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 organic material and compost it.

- Goal 4a Increase 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 2024

SERVICE 1 Clean streets, sidewalks and vacant lots.

Goal 1a Increase street and sidewalk cleanliness.

In Fiscal 2024, despite a five percent increase in vacant lot cleaning requests compared to Fiscal 2023, 63 percent fewer lots were cleaned citywide. This decrease was the result of budget cuts that have since been partially restored. DSNY expects the program to return to more normal levels in Fiscal 2025.

Despite this decrease, DSNY has made progress in making the City cleaner on other fronts. In November 2022, DSNY established the Targeted Neighborhood Taskforce, an effort to clean unkempt and forgotten City properties. Enormous progress has been made in these areas. The number of TNT locations cleaned increased 33 percent from Fiscal 2023 to just over 19,000 sites, and the number of miles cleaned across these locations doubled. Similarly, a fully staffed DSNY Highway Unit cleaned 137 percent more miles of highway, totaling almost 3,000 miles in Fiscal 2024.

DSNY took on responsibility for the City's graffiti cleaning program in April 2023. In Fiscal 2024, the first full fiscal year of DSNY management of this program, graffiti service requests to NYC311 for cleaning increased 123 percent compared to Fiscal 2023, and the Department closed nearly 20,000 of them.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Vacant lot cleaning requests	3,008	3,015	2,941	2,831	2,967	2,500	2,500	Neutral	*
★ Lots cleaned citywide	3,098	1,231	1,652	1,440	534	3,200	3,200	Down	*
★ Needles removed	0.0	32,252.0	69,692.0	90,861.0	83,807.0	↑	↑	Up	Up
Litter baskets serviced (000)	NA	NA	NA	10,744.1	10,619.0	*	*	NA	*
Targeted Neighborhood Taskforce locations cleaned	NA	NA	NA	14,326	19,011	*	*	NA	*
Distance of Targeted Neighborhood Taskforce locations cleaned (miles)	NA	NA	NA	7,760	16,504	*	*	NA	*
Miles of highway cleaned	NA	NA	NA	1,224	2,905	*	*	NA	*
Graffiti service requests received	14,092	574	12,336	8,831	19,674	*	*	Up	*
Graffiti service requests closed	12,290	445	4,444	7,552	19,681	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1b Enforcement of Sanitation regulations.

While DSNY encourages all property owners to follow the basic rules around cleanliness, where necessary, the Department utilizes its enforcement authority. Under the Enforcement Routing Program, enforcement agents patrol all areas including commercial, industrial, manufacturing and residential blocks looking for dirty sidewalks, dirty areas and failure to clean 18 inches into the street. Summonses for cleanliness violations increased eight percent in Fiscal 204 compared to Fiscal 2023.

The Department’s successful camera enforcement against the scourge of illegal dumping continues, 287 cameras deployed in Fiscal 2024, building off the 170 deployed in Fiscal 2023. Nineteen percent more vehicles were impounded. While illegal dumping summonses issued decreased slightly, those collectively issued in Fiscal 2023 and Fiscal 2024 is nearly three times the amount issued in Fiscal 2021 and Fiscal 2022, speaking to the focused effort to confront and eliminate illegal dumping in the City.

The Department is also engaged in a new, multi-pronged strategy to get abandoned and derelict cars off the streets of the City. By implementing a new interagency Abandoned Vehicle Removal Taskforce in partnership with the New York Police Department, there were double the amount of these streetscape blemishes removed compared to the effort in Fiscal 2023, totaling nearly 13,000 vehicles in Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Cleanliness violations issued	NA	228,236	597,630	917,627	992,192	*	*	NA	*
Illegal dumping cameras deployed	NA	NA	NA	170	287	*	*	NA	*
Illegal dumping vehicles impounded	NA	44	108	241	286	*	*	NA	*
Illegal dumping summonses issued	NA	184	358	763	721	*	*	NA	*
Abandoned vehicles removed from City streets	NA	NA	NA	6,220	12,932	*	*	NA	*

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

SERVICE 2 Collect and dispose of waste.

Goal 2a Improve efficiency of waste handling.

For many years, DSNY has sought to improve the proportion of trucks dumped on shift, a key efficiency metric showing what percentage of trucks loaded with waste are taken to a transfer station on a single shift, thereby reducing the need for staff overtime. Over the last year, the Department made several creative changes around transfer routing, leading to a 15 percentage-point increase in the proportion of trucks dumped on shift in Fiscal 2024 compared to Fiscal 2023, to 56.8 percent.

The average proportion of collection trucks that were out of service in Fiscal 2024 increased from 26 percent in Fiscal 2023 to 28 percent in Fiscal 2024, a five-year high. The Department continues efforts to refresh its fleet of trucks and lower its collective average age. As a result of budget cuts, total budgeted headcount for mechanics has declined, which has an impact.

Despite this, the proportion of refuse collections missed by the Department continued to fall in Fiscal 2024 with two consecutive years of five-year lows, reflecting a goal of never leaving refuse on the curb. This drastic decline in missed refuse collections is the result of a major change in the Department’s operations and its engagement with the public and represents a stark contrast from the days when refuse might be left on the curb for days.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Tons of refuse disposed (000)	3,204.4	3,399.1	3,351.1	3,162.5	3,202.5	3,150.0	3,150.0	Neutral	Down
Refuse tons per truck-shift	9.3	9.9	9.4	9.5	10.0	10.7	10.7	Neutral	*
★ Trucks dumped on shift (%)	45.2%	44.6%	35.7%	42.1%	56.8%	45.6%	45.6%	Up	Up
Average outage rate for all collection trucks (%)	19%	18%	20%	26%	28%	*	*	Up	Down
Missed refuse collections (%)	0.1%	0.8%	1.2%	0.0%	0.0%	*	*	Down	*

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

SERVICE 3 Recycle waste.

Goal 3a Increase the percentage of waste recycled.

The City’s curbside and containerized diversion rate—the percentage of all material kept out of landfill, as distinct from the specific focus on compostable material discussed later in this chapter—rose for a third consecutive year to 17.5 percent in Fiscal 2024, the highest since Fiscal 2021. Four percent more tons of material was recycled, and like the case with refuse, DSNY recycling collections were barely ever missed for a second consecutive year.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Curbside and containerized recycled tons (000)	689.7	692.4	616.1	619.2	638.9	848.6	848.6	Down	Up
★ 🌱 Curbside and containerized recycling diversion rate (%)	18.5%	17.6%	17.0%	17.2%	17.5%	23.0%	23.0%	Neutral	Up
Overall recycling diversion rate (%)	21.6%	20.8%	19.6%	20.2%	20.6%	*	*	Neutral	Up
Tons recycled (000)	874	912	816	797	826	*	*	Neutral	Up
★ Recycling tons per truck-shift	5.8	5.8	5.2	5.2	5.1	6.2	6.2	Down	Up
Recycling trucks dumped on shift (%)	25.9%	26.5%	19.7%	22.8%	26.2%	*	*	Neutral	Up
Missed recycling collections (%)	0.3%	0.7%	1.0%	0.0%	0.0%	*	*	Down	*
★ Critical Indicator 🌱 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 3b Enforcement of recycling regulations.

In tandem with cleanliness summonses discussed in Goal 1a, the Department has a focus on proper set-out of all material, and recycling summonses rose 9.7 percent from Fiscal 2023 to nearly 5,200 in Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Recycling summonses issued	55,610	35,590	32,015	47,267	51,848	*	*	Neutral	*
★ Critical Indicator 🌱 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

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

Despite difficult budget cuts to curbside e-waste service, the amount of e-waste New Yorkers recycled increased substantially in Fiscal 2024 by over 15 percent from last year. Tons of household hazardous waste recycled was also up six percent. Tons of textiles recycled declined for a fifth consecutive year, but only slightly between Fiscal 2023 and Fiscal 2024, reflecting an opportunity for future growth.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Tons of household hazardous waste recycled (000)	0.6	0.0	0.3	1.6	1.7	*	*	Up	Up
Tons of textiles recycled (000)	13.2	12.1	10.1	6.7	6.6	*	*	Down	Up
Tons of e-waste recycled (000)	9.6	8.5	8.9	8.6	9.9	*	*	Neutral	Up
★ Critical Indicator 🌱 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 4 Collect organic material and compost it.

Goal 4a Increase composting.

As described earlier, over the past couple of years the City has implemented an equity-focused curbside composting program, the largest such program in the country. Even with only half the City receiving service thus far (Brooklyn and Queens), there was an astounding 23 percent increase in compostable material diverted from landfill to a total amount of nearly 130,000 tons, or 260 million pounds.

To complement the curbside composting program, the Department began to deploy Smart Composting Bins (Smart Bins)—compost drop-off bins that residents can unlock anytime with an access card, across dozens of New York City Neighborhoods starting in Fiscal 2023. Over 400 Smart Bins were deployed in Fiscal 2024, matching the amount deployed last year. New Yorkers are using this new infrastructure. Smart composting bin unlocks quadrupled to over 1.2 million.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Tons of organics diverted (000)	48.5	76.3	77.4	105.6	129.6	↑	↑	Up	Up
Smart composting bins deployed	NA	NA	NA	419	418	*	*	NA	*
Smart composting bin unlocks	NA	NA	NA	303,500	1,215,618	*	*	NA	*
★ 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.

Fiscal 2024 included 15 snow activation events, a number more in line with historical norms following the unusually mild winter of Fiscal 2023, in which there were only three such events. DSNY utilized a new technology and system, Bladerunner 2.0, which helped centralize the deploying and tracking of snowplows and salt spreaders across the City, maximizing efficiency and advancing plow equity citywide.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Snowfall (total inches)	4.0	43.3	19.5	2.0	13.0	*	*	Down	*
Snow activation events	NA	10	17	3	15	*	*	NA	*
Salt used (tons)	227,352	454,443	339,842	83,771	196,588	*	*	Down	*
Brine used (gallons)	NA	NA	229,935	0	29,200	*	*	NA	*
★ Critical Indicator	🌱 Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None					

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Cases commenced against the City in state and federal court	378	287	486	355	293	*	*	Down	*
Payout (\$000)	\$34,990	\$51,186	\$92,307	\$76,575	\$42,872	*	*	Up	Down
Private transfer station permits	60	58	58	58	58	*	*	Neutral	*
Private transfer station inspections performed	5,321	4,064	4,116	4,731	5,895	*	*	Up	*
Office of Administrative Trials and Hearings violations issued	315,477	263,039	240,143	393,940	470,775	*	*	Up	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	86%	88%	87%	91%	90%	*	*	Neutral	*
Refuse collection cost per ton (\$)	\$311	\$342	\$365	\$344	NA	*	*	NA	*
Refuse cost per ton (fully loaded) (\$)	\$524	\$545	\$576	\$566	NA	*	*	NA	*
Disposal cost per ton (\$)	\$213	\$203	\$211	\$222	NA	*	*	NA	*
Recycling cost per ton (fully loaded) (\$)	\$716	\$668	\$733	\$779	NA	*	*	NA	*
Recycling collection cost per ton (\$)	\$643	\$615	\$675	\$690	NA	*	*	NA	*
Paper recycling revenue per ton (\$)	\$12	\$13	\$19	\$15	\$13	*	*	Up	*
Workplace injuries reported (uniform and civilian)	1,049	1,035	987	760	972	*	*	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	253	41	181	36	74	*	*	Down	*
Letters responded to in 14 days (%)	72%	88%	92%	89%	85%	*	*	Up	Up
E-mails responded to in 14 days (%)	79%	91%	91%	91%	76%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)	87	95	90	NA	NA	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$2,103.2	\$2,378.7	\$2,040.3	\$1,919.3	\$1,970.8	\$1,998.1	\$1,947.5	Down
Revenues (\$000,000)	\$24.9	\$23.3	\$20.6	\$23.4	\$18.4	\$15.5	\$16.4	Down
Personnel (uniformed)	7,755	7,220	7,614	8,045	8,150	7,978	7,955	Neutral
Personnel (civilian)	2,171	2,109	2,115	1,979	1,872	2,030	1,923	Down
Overtime paid (\$000,000)	\$156.2	\$283.0	\$284.4	\$176.2	\$158.3	\$151.2	\$151.3	Down
Capital commitments (\$000,000)	\$266.8	\$242.8	\$170.7	\$406.0	\$276.4	\$292.6	\$502.0	Up

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 FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,143.3	\$1,181.7	
101 - Executive Administrative	\$81.3	\$96.5	All
102 - Cleaning and Collection	\$899.6	\$893.7	1a, 1b, 2a, 3a
103 - Waste Disposal	\$42.3	\$41.2	2a, 3a
104 - Building Management	\$32.4	\$33.1	*
105 - Bureau of Motor Equipment	\$70.7	\$76.5	All
107 - Snow Budget	\$17.0	\$40.8	4a
Other Than Personal Services - Total	\$776.0	\$789.0	
106 - Executive and Administrative	\$134.2	\$130.4	All
109 - Cleaning and Collection	\$46.2	\$27.7	1a, 1b, 2a, 3a
110 - Waste Disposal	\$527.8	\$564.7	2a, 3a
111 - Building Management	\$6.8	\$5.7	*
112 - Motor Equipment	\$28.3	\$28.4	All
113 - Snow Budget	\$32.7	\$32.0	4a
Agency Total	\$1,919.3	\$1,970.8	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The name for the indicator 'Violations issued' was changed to 'Cleanliness violations issued' to reflect an expanded list of cleaning violation codes that impact overall cleanliness in the City that are now included in this measure. Historical data has been provided for comparison purposes.
- During Fiscal 2023, DSNY took over management of citywide graffiti cleaning operations. For comparative performance over time, full five-year data has been added for 'Graffiti service requests received' and 'Graffiti service requests closed.'
- The indicators 'Illegal dumping summonses issued' and 'Illegal dumping vehicles impounded' were added to Goal 2b because they are key metrics to observing deterrents against illegal dumping.
- The indicators 'Tons per day disposed' and 'Recycled tons per day' indicators were removed for clarity as they were duplicative with the total annual tonnage in separate indicators.
- Based upon updated information received from an outside vendor, the Fiscal 2023 figure for 'Overall diversion rate' was corrected from 18.6 percent to 20.2 percent, and the figure for 'Tons Recycled (000),' was corrected from 720 to 797.
- The indicators 'Percent meeting time to close—Sanitation Condition—Street Cond/Dump-Out/ Drop-Off (5 days),' 'Percent meeting time to close—Literature Request—Blue Recycling Decals (7 days),' and 'Percent meeting time to close—Literature Request—Green Mixed Paper Recycling Decals (7 days)' were removed as they are no longer applicable service level agreements with NYC311.

ADDITIONAL RESOURCES

For additional information go to:

- Food Scraps and Yard Waste:
<https://www.nyc.gov/site/dsny/collection/residents/curbside-composting.page>
- Commercial Waste Zones:
<https://www.nyc.gov/site/dsny/businesses/commercial-waste-zones.page>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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

