



DEPARTMENT OF SANITATION

John Doherty, Commissioner

Key Public Service Areas

- ✓ Clean streets, sidewalks and vacant lots.
- ✓ Manage the City's solid waste through collection, disposal and recycling operations.

Scope of Agency Operations

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 2,022 rear-loading collection trucks, 450 mechanical brooms and 365 salt/sand spreaders. The Department clears litter, snow and ice from approximately 6,000 City street miles, and removes debris from vacant lots as well as abandoned vehicles from City streets.

Critical Objectives

- Increase street and sidewalk cleanliness and the number of cleaned vacant lots.
- Clear snow and ice from City streets and roadways.
- Collect and dispose of household and institutional refuse.
- Remove and process recyclable materials.
- Minimize the environmental impact of waste transfer stations on City neighborhoods and residents.

Preliminary Performance Highlights

- During the first four months of Fiscal 2012 the Department achieved a street cleanliness rating of 95.1 percent, which, although slightly lower than the same period last year, is higher than both the rating for the end of Fiscal 2011 and the target of 92 percent.
- Compared to the first four months of Fiscal 2011, graffiti cleaning decreased primarily due to a surge in cleaning of old sites last year immediately following the passage of legislation that went into effect in April 2010. Because waivers are no longer required and property owners have the opportunity to opt out of graffiti removal by the City, rather than affirmatively opting in, the new legislation allowed the City to clean thousands of graffiti sites in Fiscal 2011. This backlog of sites was addressed by the end of the cleaning season last year.
- As a result of a snowstorm on October 29, 2011 that resulted in a record for the month of 3.5 inches of accumulation, the Department used 10,638 tons of salt and spent \$1.79 million in snow overtime.
- During the reporting period the refuse tons per truck-shift increased from 10.0 to 10.2 as a result of a slight increase in the amount of refuse tonnage.
- Recycling tons per truck-shift decreased from 5.4 to 5.1 as the tonnage of curbside recyclables continued to decline. Consequently, the curbside diversion rate also declined slightly, from 15.6 percent to 15.2 percent.
- Revenue from paper recycling increased significantly, from \$10 per ton to \$33 per ton, reflecting an increase in the value of paper on the commodity markets.
- The number of recycling summonses issued declined 45 percent. This is due, in part, to a decrease in the number of sanitation supervisors, as well as a change in the administrative code restricting the type of violations that can be issued.
- The number of chlorofluorocarbon (CFC)/Freon recoveries, as well as public requests for collection, continued to decline during the reporting period. In addition, missing appliances containing CFC/Freon as a percentage of attempted recoveries increased from 51 percent to 54 percent.



Performance Report

✓ Clean streets, sidewalks and vacant lots.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12	FY13		
★ Streets rated acceptably clean (%)	95.8%	95.3%	94.5%	92.0%	92.0%	95.7%	95.1%
Dirty/marginal sanitation sections (out of 234)	0	0	0	*	*	0	1
Lots cleaned citywide	4,608	4,519	4,233	*	*	1,763	1,688
★ Graffiti sites cleaned	8,868	12,652	17,210	*	*	8,940	5,143
Square feet of graffiti removed (000)	8,058.7	7,447.3	5,912.3	*	*	3,044.0	1,658.1
Snow Overtime (\$000)	\$16,874	\$36,717	\$62,354	*	*	\$0	\$1,794
Snowfall (inches)	25.8	52.5	61.5	*	*	0.0	3.5
Salt Used (tons)	295,572	270,010	353,769	*	*	0	10,638

★ Critical Indicator "NA" - means Not Available in this report

✓ Manage the City's solid waste through collection, disposal and recycling operations.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12	FY13		
Refuse cost per ton (fully loaded) (\$)	\$376	\$392	NA	*	*	NA	NA
Refuse collection cost per ton (\$)	\$228	\$241	NA	*	*	NA	NA
Disposal cost per ton (\$)	\$148	\$151	NA	*	*	NA	NA
Missed refuse collections (%)	0.1%	0.3%	1.8%	*	*	0.1%	0.1%
★ Refuse tons per truck-shift	9.9	10.1	10.0	10.7	10.7	10.0	10.2
★ Rear-loading collection truck outage rate	16.3%	17.6%	16.3%	*	*	17.2%	16.6%
★ Dual-bin collection truck outage rate	17.4%	18.3%	19.2%	*	*	17.9%	21.2%
★ EZ Pack front-loading collection truck outage rate	24.4%	21.2%	19.2%	*	*	20.9%	24.0%
★ Annual tons disposed (000)	3,306.7	3,308.4	3,261.2	3,413.0	3,413.0	1,100.7	1,122.4
Tons per day disposed	10,986	10,991	10,835	11,327	11,327	10,791	11,004
★ Percent of total trucks dumped on shift	52.1%	50.4%	45.9%	*	*	50.4%	48.9%
Annual tons recycled (000)	1,683	1,202	1,231	*	*	460	NA
Recycled tons per day	5,394	3,779	3,944	*	*	4,505	NA
★ Curbside and containerized recycling diversion rate (%)	16.2%	15.7%	15.4%	*	*	15.6%	15.2%
★ Number of districts with a curbside and containerized recycling diversion rate between 0.0% and 4.9%	1	1	1	*	*	1	1
★ Number of districts with a curbside and containerized recycling diversion rate between 5.0% and 9.9%	10	11	12	*	*	11	12
★ Number of districts with a curbside and containerized recycling diversion rate greater than 25.0%	6	5	3	*	*	4	3
★ Total recycling diversion rate (%)	32.9%	25.6%	26.6%	*	*	29.5%	NA
Recycling summonses issued	159,927	122,010	65,578	*	*	30,190	16,735
★ Recycling tons per truck-shift	5.6	5.5	5.2	6.2	6.2	5.4	5.1
Missed recycling collections (%)	0.0%	0.0%	1.3%	*	*	0.0%	0.0%
Recycling cost per ton (fully loaded) (\$)	\$540	\$575	NA	*	*	NA	NA
Recycling collection cost per ton (\$)	\$516	\$548	NA	*	*	NA	NA
Paper recycling revenue per ton (\$)	\$20	\$10	\$12	*	*	\$10	\$33
Number of chlorofluorocarbon/freon recoveries	34,327	30,482	23,008	*	*	10,996	7,620

★ Critical Indicator "NA" - means Not Available in this report



	Actual			Target		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13					
<i>Performance Statistics</i>							
<i>Private transfer station permits</i>	60	59	59	*	*	59	58
<i>Private transfer station inspections performed</i>	5,810	6,303	5,168	6,102	6,102	1,898	1,845
★ <i>Marine transfer station construction commencements</i>	0	2	0	*	*	NA	NA
<i>Tort cases commenced</i>	273	350	398	*	*	116	169
<i>Tort dispositions</i>	348	318	353	*	*	103	133
<i>Tort payout (\$000)</i>	\$25,523.8	\$34,075.1	\$23,999.9	*	*	\$2,562.0	\$8,565.5

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Agency Customer Service

The Department of Sanitation provides service to its customers through its website and correspondence.

Indicator	DSNY	Citywide	DSNY	Citywide	DSNY	Citywide
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Change Jul-Oct FY11 to FY12	Change Jul-Oct FY11 to FY12
<i>Average response time for email correspondence (days)</i>	9	5	7	8	-22%	60%
<i>Average response time for letters/mail correspondence (days)</i>	8	11	7	9	-13%	-18%
<i>Service requests meeting expected time of action (%)</i>	98.9%	82.2%	97.2%	89.7%	-2%	9%
<i>Number of 311 inquiries (to MMR agencies)</i>	185,646	2,467,532	188,536	2,245,344	2%	-9%

311 Customer Service Center Requests for Service

Top Service Requests	Total	Target -	Actual -	% Meeting	Total	Target -	Actual -	% Meeting
	Jul-Oct FY11	FY11 Days to Action	Jul-Oct FY11 Days to Action	FY11 Target	Jul-Oct FY12	FY12 Days to Action	Jul-Oct FY12 Days to Action	FY12 Target
<i>CFC Recovery - CFC Appliance</i>	29,358	NA	4.4	NA	21,813	NA	4.4	NA
<i>Dirty Conditions - Illegal Postering</i>	4,437	7.0	2.5	98%	3,171	7.0	2.8	96%
<i>Literature Request - Blue Recycling Decals</i>	4,985	7.0	0.5	100%	4,236	7.0	0.5	100%
<i>Literature Request - Green Mixed Paper Recycling Decals</i>	4,790	7.0	0.5	100%	4,029	7.0	0.5	100%
<i>Sanitation Condition - Street Cond/Dump-Out/Drop-Off</i>	6,774	5.0	1.4	98%	5,928	5.0	2.0	94%



311 Customer Service Center Inquiries

Top DSNY-related Inquiries	Total Jul-Oct FY11	% of DSNY Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of DSNY Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<i>Bulk Item Disposal Information</i>	30,186	16%	1	26,629	14%	1
<i>Garbage Collection</i>	16,559	9%	3	19,816	11%	2
<i>CFC and Freon Removal - Appointment</i>	22,421	12%	2	16,494	9%	3
<i>Recycling and Trash Collection Schedules</i>	16,129	9%	4	13,232	7%	4
<i>Mattress or Box Spring Disposal</i>	335	0%	52	9,506	5%	5

Agency Resources

Agency Resources	A c t u a l			September 2011 MMR	Updated		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	FY12	FY12 ¹	FY13 ¹	FY11	FY12
<i>Expenditures (\$ millions)²</i>	\$1,258.2	\$1,301.2	\$1,408.4	\$1,300.9	\$1,333.1	\$1,343.8	\$695.8	\$698.9
<i>Revenues (\$ millions)</i>	\$28.4	\$19.0	\$17.6	\$18.3	\$25.1	\$38.4	\$5.5	\$7.2
<i>Personnel (uniformed)</i>	7,612	7,227	6,954	6,963	7,197	7,170	7,089	7,080
<i>Personnel (civilian)</i>	2,111	2,127	2,068	2,205	2,184	2,169	2,056	2,029
<i>Overtime paid (\$000)</i>	\$51,956	\$77,294	\$119,514	*	*	*	\$14,475	\$21,355
<i>Capital commitments (\$ millions)</i>	\$171.0	\$502.9	\$319.9	\$456.0	\$659.6	\$239.6	\$392.0	\$198.7
<i>Work Experience Program (WEP) participants assigned</i>	1,171	1,852	1,727	*	*	*	1,609	1,388

¹ January 2012 Financial Plan "NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

- In order to conform to the City's revised recycling law under Local Law 40 of 2010 that has changed the methodology for calculating 1) the total recycling diversion rate, 2) annual tons recycled and 3) recycled tons per day, these measures will now be calculated and reported on an annualized basis in the September 2012 Mayor's Management Report.

For more information please visit the website at: www.nyc.gov/dsny