

Welcome **CLEAN1** [Field Dashboard | Log Off]**View Message**

Dept Msg #: DM2013-5054

Sent By: HDQTRSOP

Date: 10/4/2013 11:15 AM

Code: MON1A (rev 6/13/12)



Close

Subject: MONTHLY CLEANING MESSAGE

Cleaning never ends.

Sufficient work should be assigned for a full shift.

Borough staff must make field observations of cleaning functions.

A- Servicing of Litter Baskets

 * Basket crews as well as Collection Crews will have proper tools, *
 * service all litter receptacles along their route as well as *
 * pick up spillage from the servicing of the basket, remove any *
 * material from around the litter basket and return basket back as *
 * per Mayoral Executive Order # 22. *

THE CONTENTS OF THE ABOVE PARAGRAPH WILL BE READ AT ALL ROLL CALLS FOR
 THREE CONSECUTIVE DAYS.

Litter Basket Crews

- Report all missing and damaged baskets to the Supervisor.
- If a Sanitation crew on MLP or basket service suspects material in or around a basket is Trade Waste, the Supervisor should be informed.
- If, while servicing litter baskets, you come upon a recessed catch basin that needs cleaning, notify your Supervisor who will determine who will correct the condition.
- Tires along the route should be picked up and placed in the side bin or behind the ejector blade then off loaded on return to garage. If not possible, place on sidewalk and inform Supervisor of their location.

Litter Basket Service

- The phrase "There wasn't enough material in the basket to service it" is not an acceptable reason. The amount of material in the basket doesn't matter. All baskets with any amount of material will receive service.
- Litter basket crews should be servicing baskets in areas opposite collection. After completion of route, time permitting they are to re-service baskets on their routes or they may be diverted to service baskets in collection area or street conditions.
- Field Supervisors are to ensure that all crews servicing high end baskets (H.E.B.'s) are closing the door and securing the locking bar so the door remains closed after Service.

Baskets With Liners

When servicing baskets with liners in them, the crew will tip the basket to save the liner so it may be reused.

Private Baskets That are Replacing Our Corner Baskets

We are to service the material bagged and placed alongside the basket.

B - Household Collection Crews:

* Collection crews will have tools, service all litter receptacles along *
* their route at intersections as well as pick up spillage from the *
* servicing of the basket, remove any material from around the litter *
* basket and return basket back as per Mayoral Executive Order # 22. *

- 1- Excuses such as "I thought the other crew would get it" or "The Avenue truck will get it" will not be accepted
- 2- Must pick up collection bulk along their route.
- 3- Report all damaged baskets to the Supervisor.
- 4- If Crew suspects material in or around basket is Trade Waste, the Supervisor should be informed.
- 5- Must service all material in front of abandoned homes.
- 6- Must clean up spillage

Supervisors

- Supervisors are expected to get out in the field as soon as possible to monitor cleaning, check for summonses and conditions.
- They are expected to be out in the field even though they have no equipment assigned.
- All Supervisors are to be in proper uniform and have in their possession a summons book with enough summonses, derelict vehicle tags, and a yellow crayon.
- All violations observed must be properly handled.
- Priority is to be given to any street conditions which impact on scorecard.
- Check and record all corner caps with grass.
- Summons issuance will be monitored by the Borough Staff as well as the District Superintendent.
- Are responsible for ensuring that collection crews service baskets along route, pick up spillage, bulk, and have proper tools.
- Must ensure that cleaning functions have sufficient amount of work, most important productive work.
- Ensure cleaners have sufficient work and remain on cleaning assignments until the end of shift.

Reminders

- Litter basket crews should be servicing baskets in areas opposite collection. After completion of route, time permitting they are to re-service baskets on their routes or they may be diverted to service baskets in collection area or street conditions.
- Field Supervisors are to monitor the placement of baskets as per Mayor's Executive Order #22.
- Replacement of burnt, damaged or missing baskets must be made from extra baskets stored at garage.
- All street conditions if not corrected may lead to a low score card.
- Supervisors must have updated litter basket maps.

The topics referred to in this message should be discussed at both

borough and district meetings.

All District Superintendents, Field Officers and Garage Supervisors will sign the blotter attesting that they have read and understood this message. Borough Staff & Deputy Chiefs for Cleaning will spot check for compliance.

Bernard J. Sullivan
First Deputy Commissioner

Welcome **CLEAN1** [Field Dashboard | Log Off]**View Message**

Dept Msg #: DM2013-4991

Sent By: HDQTRSOP



Date: 10/1/2013 10:15 AM

Code: MISC12 (REV 9/26/13)

Close

Subject: WORKERS ASSIGNED TO MALL CLEANING OPERATIONS

Workers assigned to mall cleaning must wear the appropriate ANSI compliant garment.

Supervisory personnel are to ensure when workers are assigned to mall cleaning operations that traffic cones are placed in such a manner to divert traffic away from the work area.

When workers are assigned to mall cleaning operations, "BACK UP" vehicles are required on both sides of the mall. When ever possible an attenuator truck is to be used as a back up.

If a collection truck is assigned to cleaning operations, it should be positioned as a back up vehicle.

Workers are to be reminded to wear gloves and appropriate clothing for weather conditions.

ANSI compliant vests, work gloves, rain ponchos, rubber boots and dust masks are available for Work Experience Program Interns. Requests for such items must be made to the Borough Deputy Chief assigned to the district.

Under no circumstances will DSNY personnel or persons in workfare or community service programs be placed in harms way to perform a work assignment.

THINK SAFETY !!!
WORK SAFELY !!!

Bernard J. Sullivan
First Deputy Commissioner

View Message

Dept Msg #: DM2013-4866

Sent By: HDQTRSOP

Date: 9/23/2013 11:06 AM

Code: MISC103 (rev 7/3/12)



Close

Subject: ADMINISTERING OF DEPARTMENT TOOLS

All personnel assigned to Cleaning, Collection and Recycling Functions MUST have a complete serviceable set of tools. Tools are an essential component of all cleaning & collection functions.

It is the responsibility of the field officer and or garage officer to issue the necessary tools for every Sanitation Worker assigned to cleaning, collection and recycling functions. Each Officer is responsible for ensuring that all tools issued are properly noted on the respective DS350.

All tools MUST be secure on the vehicle as specified in Department Messages and vehicle specifications.

Disciplinary action should be taken immediately against any Sanitation Worker crew who fails to take and return a complete set of tools.

The field or Garage Officer is responsible to ensure that there are tools available, that the proper tools are assigned and that all tools are returned to the garage by the end of shift.

Disciplinary action may be taken against any officer who fails to issue a complete set of tools to any crew.

If no tools are available the Officer will indicate same in RED ink. The District Superintendent will be immediately notified if no tools are available for any Sanitation Worker crew. The District Superintendent will then contact the Borough Operations Office to acquire the needed tools. The Borough Operations Superintendent will provide tools immediately upon request.

Listed below is a specific breakdown of what tools should be issued by function:

Collection Crew (both recycling & refuse): 1 push broom & 1 shovel

Basket Crew: 1 push broom & 1 shovel

NLP, 2 S/W's: 2 cans-on-wheels, 2 push brooms, 2 fibre brooms & 2 shovels

Mechanical Broom: 1 push broom, 1 shovel & hydrant wrench

Hand Broom: 1 S/W: 1 can-on-wheels with bags, 1 fibre broom & 1 shovel

E% Pack(Coll & Recy): 1 broom and 1 shovel

Short Dump: 1 can-on-wheels, 1 push broom, 1 fibre broom, 1 shovel
& during leaf season include 1 leaf rake

The above is a guide for standard operations special clean-ups, special events, lot cleaning etc.. may require additional tools (backpack, blowers, weedwackers, etc..)

This message is to be read at all roll calls on Tuesday, September 24, 2013.

All Borough Chiefs, Borough Staff, District Superintendents and Officers are to sign the blotter attesting they have read and understand this message.

The contents of this message will be discussed at the next weekly Borough Staff & District Superintendents meeting.

Bernard J. Sullivan
First Deputy Commissioner

Welcome **CLEAN1** [Field Dashboard | Log Off]**View Message**

Dept Msg #: DM2013-4811

Sent By: HDQTRSOP

Date: 9/20/2013 11:17 AM

Code: MISC95 (rev 1/19/12)



Close

Subject: PUSH BROOMS

Officers will instruct Refuse and Recycling Collection Crews and personnel assigned to Cleaning Functions to secure their assigned push brooms in the broom rack which is located in the front or rear of collection truck body.

District Superintendents & Supervisors will be held accountable that all collection & cleaning crews are in compliance with this order.

All District Superintendents and Supervisors will sign the blotter attesting they have read and understand this message.

Bernard J. Sullivan
First Deputy Commissioner

View Message

Dept Msg #: DM2013-4819

Sent By: HDQTRSOP

Date: 9/20/2013 11:40 AM

Code: NON1C (REV 8/16/12)



Subject: MECHANICAL BROOMS

Mechanical Brooms

- Operators, when assigned to a route, must have proper tools (1 pushbroom & 1 shovel) and hydrant wrench.
- Operators will tank up brooms and use water (weather permitting).
- Operators will check spray nozzles to insure that they are functioning properly. If not notify mechanic.
- Mechanical broom must be equipped with a fire extinguisher.
- Operator must have a signed D.S. 350B (Yellow) and copies of all routes of the district for that shift.
- Operators will have a list of available hydrants and update as needed by supervisor.
- Operators are to occasionally check to see that the broom is sweeping to a 1.0 scorecard rating. If not, notify mechanic.
- Pre and post sweeping must be assigned to all routes and cleaning of corner caps if needed.
- Operators will be assigned dirty corner caps (i.e., recessed catch basins, heavy litter, grass, etc.) that require manual cleaning. Corner caps to be cleaned will be written on the D.S. 350B and checked for completeness. If there is not sufficient time to clean these corner caps, officer must log them into the corner cap log and assign to next mechanical broom shift.
- Operators must pick up and put into hopper or on sidewalk any items that cannot be swept up by mechanical broom. If possible, place items by a collection stop or litter basket.
- Operators are to inform Supervisor if the route is incomplete and the reason thereof.
- Operators are to inform Supervisor of any derelict or abandoned vehicles along the route.
- Operators must adhere to all time frames and complete proper maintenance of broom.

This message is to be posted on location bulletin boards.

All District Superintendents, Field and Garage Supervisors will sign the blotter attesting they have read and understood this message.

Deputy Chiefs will spot check their assigned districts for compliance.

Bernard J. Sullivan
First Deputy Commissioner

View Message

Dept Msg #: DM2013-4783

Sent By: HDQTRSOP

Date: 9/19/2013 11:49 AM

Code: MON1B



Subject: MONTHLY CLEANING MESSAGE

Motorized Litter Patrol (M.L.P.)

- All cleaning crews must have a complete serviceable set of tools for each Sanitation Worker when dispatched to the field. When a 2 Sanitation Worker MLP is working on a route, the Sanitation Workers must separate and work independently, unless orders specify different.
- Once assigned, Sanitation Workers will remain on the route except for contractual breaks and lunch periods. If Sanitation Workers must relieve themselves, they must make note of the time on the D.S. 350 when they leave the route and upon return to route.
- All Sanitation Workers are to begin at the starting point of their respective routes.
- Both sides of each block listed on the routes must be cleaned.
- Any deviations must be documented by the Superintendent or Supervisor on the D.S. 350 and the D.S. 332.
- All 2 Sanitation Worker MLP's should service all litter baskets and remove all bulk and throw outs on the route.
- Litter found on sidewalks and adjacent grassy areas along the route should be cleaned.
- When cleaning in front of a vacant lot or abandoned building, remove all material from the building line or fence line out to the gutter.
- All tree pits along the route will be cleaned.
- All corner caps of each block face listed on the route must be cleaned including ten (10) feet of the intersecting streets.
- Any grass growing between the pavement and the corner cap will be removed.
- Will clean around any parked vehicles along route.
- Must notify his/her immediate Supervisor if there are any abandoned vehicles not tagged or any other problems, such as large bulk, large drop offs, etc.

Assignment of Dumpout Resources

The assignment of dumpout personnel is critical to our cleaning efforts. When assigning dumpout personnel, you must adhere to the following guidelines for a safe and effective operation.

- Where possible, dumpout resources should be assigned to days.
- Areas assigned for night work must be checked on the dayline to ascertain if there are any problems. If confronted with any problems they must be documented in the Night Order Book.
- Dumpout resources assigned to night operations must have assignments checked by a field Supervisor to determine if there are any persons or animals dwelling within the material before any work can commence.
- Dumpout crews will not clean any piles of rubbish on streets or sidewalks prior to inspecting material for persons or animals.
- Lots will not be assigned for cleaning but will be reported to the Lot Cleaning Division for service.

The topics referred to in this message should be discussed at both borough and district meetings.

This message is to be posted on all bulletin boards.

All District Superintendents, Field Supervisors, and Garage Supervisors will sign the blotter attesting that they have read and understood this message. Deputy Chiefs for Cleaning will spot check for compliance.

Bernard J. Sullivan
First Deputy Commissioner

Welcome **CLEAN1** [Field Dashboard | Log Off]**View Message**

Dept Msg #: DM2013-4415
Revised

Sent By: HDQTRSOP



Close

Date: 8/23/2013 10:45 AM

Code: MON1H

Subject: LEVENTHAL AGREEMENT

All District Superintendents and District Field Supervisors are responsible for monitoring all aspects of street cleaning in their district, in addition to monitoring the primary issues such as street cleanliness, baskets, drop offs, dump-outs etc. All field officers are reminded of the additional responsibilities assigned to DSNY by the Leventhal Agreement.

The Leventhal Agreement states in section III-A:

- 1- The Department of Sanitation shall clean the following City-owned properties: UNLANDSCAPED (refer to section II Part A definitions) center malls traffic islands, medians, triangles and sitting areas; underpasses; overpasses; safety zones; step streets; throw-out areas at the end of dead-end streets; and pedestrian walkways, and/or other strips of City-owned property adjacent to City streets, (except as limited by III.A.2). Tree pits located on unlandscaped center malls, medians, etc., shall also be cleaned by the Department of Sanitation. Vacant lots are currently cleaned by and are the responsibility of the Department of Sanitation's Vacant Lots Program and are therefore not addressed within the context of this directive.
- 2- Responsibility for cleaning alongside subways, railways and developed properties belonging to governmental bodies or agencies (including those of the City) resides with the agency having jurisdiction for that property. When cleaning is not performed, the Department of Sanitation, consistent with its Charter and Code authority, shall seek compliance from these agencies.
- 3- Responsibility for snow removal on arterial highways shall remain with the Department of Sanitation as it is currently assigned.

All District Superintendents will ensure that a copy of the Leventhal Agreement is available in ALL N.I.C.E. books.

All District Superintendents and Supervisors will read this directive and sign the daily blotter attesting that they have read and understand it.

Borough Chiefs and their staffs shall discuss the contents of this message at the next weekly staff meeting with their District Superintendents.

John C. Nucatola
Acting First Deputy Commissioner



**THE CITY OF NEW YORK
DEPARTMENT OF SANITATION**



OPERATIONS ORDER 2012-32

Effective Date: October 23, 2012

Subject: **SERVICING OF LITTER BASKETS**

Affected Directives: Operations Order 84-17 IS HEREBY RESCINDED

Reference: Operations Order 2012-09 – Placement and Removal of Litter Baskets
Mayor's Executive Order #22 – Corner Cap Policy
Operations Order 2012-24 – Street Cleaning

Attachments: D.S. 565 – Report of Lost or Stolen Equipment
Chief of Cleaning Memo Dated August 16, 2012 w/Photos

PURPOSE:

To provide guidelines for all field personnel in the Bureau of Cleaning and Collection to be familiar with and adhere to the proper method of servicing litter baskets. In order to carry out this task effectively and efficiently, no litter basket shall be removed from its intended place on the street unless and until a Supervisor has determined that the basket is unusable and the District Superintendent has approved its removal (Refer to O.O. 2012-09). In such instances, the District Superintendent shall review and make necessary changes on the maps, street listings and ensure that the Borough Monthly Basket Inventory, when prepared, reflects the correct number of litter baskets.

I. PROCEDURES FOR SERVICING OF LITTER BASKETS

1. When servicing litter baskets, all employees shall empty the entire contents of each basket (Refer to O.O 2012-24). The act of "scalping", whereby materials are skimmed off near the top of the basket is strictly prohibited. All side door litter baskets will be serviced including any litter inside the High End Baskets. Liners will be returned to their proper place, and doors securely closed. All bags and material around the perimeter of baskets will also be serviced.
2. Collection truck crews shall service all litter baskets that are located along their respective collection routes. All baskets on a corner are to be serviced regardless of which side of the corner they are located.
3. Basket truck crews will systematically follow prescribed baskets routes and not skip any litter baskets on the route. All baskets on a corner are to be serviced regardless of which side of the corner they are located.

4. All basket trucks are to be equipped with proper tools (1 push broom, 1 shovel) as are crews assigned to refuse collection. These tools are for the purpose of correcting litter conditions that result from overloaded baskets as well as spillage that may result when servicing a basket.
5. Motorized Litter Patrols (MLPs) equipped with (2 push brooms, 2 shovels, 2 can-on-wheels, 2 fibro-brooms) can be utilized to service litter baskets. In this instance, the basket locations will be listed on the MLP route and will be scheduled at the beginning or toward the end of the work shift or when ordered by an Officer.
6. All serviced litter baskets shall be placed back at the intended point of origin. Supervisors are to provide guidance in this regard. (Refer to Mayoral Executive Order #22 Corner Cap Clearance Policy).
7. The servicing crew shall indicate any problems encountered with litter baskets, including the fact that a basket is damaged or otherwise unusable, on the D.S. 350 in the remarks area as well as verbally notifying their respective Supervisor.
8. Debris, rubbish and similar materials found around litter baskets are to be removed. All bulky objects which personnel can handle shall also be removed. All bulky objects which personnel cannot handle will be noted on the D.S. 350 and the Supervisor will be notified. If a servicing crew suspects that a commercial establishment is placing their materials in or around basket locations, they are to make a notation on the D.S. 350 in the remarks area and notify their Supervisor. The Supervisor shall take appropriate enforcement action as necessary and will also notify the District Superintendent who will have Enforcement Agents check for future violations of the Health and Administrative Code.
9. All servicing crews will report missing baskets to their respective Supervisor. The Supervisor will take appropriate action as defined under caption titled "Lost or Stolen Baskets" on page 4 of this directive.

II. TYPES OF LITTER BASKETS

1. All of the following types of litter baskets will be serviced by Department of Sanitation (DSNY) crews.
 - Standard DSNY wire litter basket
 - High End Baskets (DSNY and baskets sponsored by local elected officials or private individuals) that are side door opening
 - Business Improvement District (BID) baskets that are side door opening

In BID areas and locations that line baskets with plastic liners, the District Superintendent will instruct collection crews to use discretion on whether or not the liner should be removed (depending on fullness) when basket collection service is provided. All plastic liners left adjacent to BID baskets, including Big Belly Solar Baskets should be removed at the time when basket collection service is provided.

To ensure that the waste stream is recognizable and properly collected, plastic liners left alongside BID baskets **must be** translucent but may not be red (Hazardous Material) in color.

III. FREQUENCY OF BASKET SERVICE

1. The District Superintendent shall determine how often a given basket location must be serviced. Estimates shall be made as to the frequency of basket service. Some baskets may need more than one daily service while others may require less; i.e., tri-weekly or bi-weekly. However, all baskets will receive no less than the minimum refuse collection service that is provided in the area that the baskets are located.
2. When basket service routes are completed, personnel shall be diverted to other cleaning functions such as MLP or at the direction of the supervisor will be assigned baskets to be re-serviced or to service baskets not on the assigned basket route.
3. Basket routes should be structured as follows - service baskets that are not scheduled for that day's regular refuse collection frequency. Once these baskets are serviced, *time permitting*, service litter baskets that are scheduled for that day's regular refuse collection in high pedestrian traffic areas.

IV. STORAGE

1. District Superintendents may store a certain amount of baskets at the district location for the purpose of providing an inventory to draw from for special events. However, the amount to be kept on hand for this contingency shall be kept to a minimum – no more than twenty (20). Any litter baskets above this figure shall be placed out in street locations. Requests to take exception to this requirement will be made in writing through the chain of command to the Cleaning Operations Office for approval.

V. PAINTING/MAINTENANCE

1. All Department of Sanitation (DSNY) standard wire litter baskets will be green in color. Those DSNY wire baskets that are found to be faded or show excessive wear and damage and have lost aesthetic curb appeal and/or functionality should be scheduled for replacement. Arrangements for replacement of litter baskets will be made through the chain of command to the Cleaning Operations Office.
2. High End Baskets which are found to be faded and in need of minor touch up should be scheduled to be repainted by Garage personnel using Department issued spray paint. High End Baskets requiring a thorough paint job should be scheduled through the chain of command to the Equipment and Facilities Office.
3. High End Baskets in need of minor repair are to be referred to the Equipment and Facilities Office who will make arrangements with BBM for repairs.

4. High End Baskets which require cleaning (power washing) and/or require removal of graffiti are to be reported to the Borough Operations Office for scheduled cleaning.

VI. LOST OR STOLEN BASKETS

1. Whenever litter baskets are lost or missing from their assigned location, the following procedures will be followed;
 - a. D.S. Form 565 (**Report of Lost or Stolen Equipment – Attachment #1**) shall be prepared, giving full details, by the Officer responsible for the baskets and submitted to the District Superintendent. If baskets are missing from public places, streets, etc. a report shall be made to the Police Department. Said information including Police Department case number assigned must be included in the report.
 - b. The District Superintendent upon receiving the report shall verify the details and determine whether or not there was negligence (i.e., deliberate destruction, damage or unauthorized disposal of litter baskets) upon the part of personnel concerned. Where negligence was a factor, appropriate disciplinary action shall be taken, and a report is to be forwarded to the Borough Office. Also, refer to "Damage and Destruction" (Section VIII Item #1) of this directive. Where no negligence exists, the District Superintendent shall enter his/her recommendation and forward to the Borough Office for approval.
 - c. The Borough Chief shall have their Deputy Chief review and investigate each report of lost baskets, enter a recommendation as to whether or not the report is acceptable thereon and submit to the Borough Chief for additional comments, if any. This report will then be forwarded to the Bureau Operations Office (BOO) with a copy sent to the Cleaning Operations Office.
 - d. The Borough Office shall be notified of disposition of report by Bureau Operations Office. The Borough Office, in turn, will notify the district.
2. The number of lost or stolen baskets (as they are discovered missing) must be included on the Monthly Litter Basket Inventory Report that is submitted to the Cleaning Operations Office by the 10th day of the month following the month reported on.

VII. DAMAGED BASKETS

1. Those baskets that are observed damaged are to be regarded as salvage items. They are to be removed from field locations at the direction of field supervisors and kept at the garage until arrangements can be made for delivery of salvage to an appropriate recycling vendor. However, Garage Supervisors are advised not to let the number of damaged baskets that are temporarily stored exceed one truck load at any given time. The district will request that the Borough Office contact the B.C.C. Equipment Office in this regard.

2. The number of salvage baskets will be indicated in the monthly litter basket inventory.
3. Supervisory personnel should refer to the criteria outlined in the Chief of Cleaning memo dated August 16, 2012 (**Attachment #2 - with photographs**) to assess the aesthetic curb appeal and/or functionality of litter baskets and determine whether litter baskets need to be removed and replaced.

VIII. DAMAGED / DESTRUCTION / UNAUTHORIZED DISPOSAL OF BASKETS

1. The deliberate destruction, damage or unauthorized disposing of litter baskets is a serious violation of Department policy. Therefore, any Department personnel who removes, damages, or disposes of litter baskets in an unauthorized or improper manner i.e., cycling them into the body of a truck will be subject to disciplinary charges. A D.S. 565 form will be submitted also under these circumstances.
2. Bureau of Waste Disposal (BWD) supervisors will periodically check the materials dumped at disposal locations by the Bureau of Cleaning and Collection forces to ascertain whether or not litter baskets are present. If litter baskets are present, the Waste Disposal supervisor will immediately call in an unusual incident report to the Bureau of Waste Disposal Operations Office who in turn will notify the Bureau of Cleaning and Collection (BCC) Operations Office indicating date, time, vehicle number as well as any other pertinent observations. BCC Operations will notify the FIAT Office of the occurrence. The BCC Operations Office will notify the Borough command involved to take the necessary disciplinary action against the entire crew.
3. The location of any damaged litter basket shall be reported to the Field Supervisor by the servicing crew. That basket will not be removed until the crew is directed by the Supervisor.
4. The Field Supervisor will ensure that his/her respective District Superintendent is notified of the amount and locations of any damaged litter baskets. Proper documentation is to be indicated on the Monthly Litter Basket Inventory Report and action is to be taken on their removal and replacement in these instances.

IX. DUTIES AND RESPONSIBILITIES

Managerial and supervisory personnel will ensure the following;

(A) Borough Deputy Chief

1. Will monitor all districts within the command in regard to proper service of litter baskets.
2. Ensure that district basket inventories, maps notating basket locations, street listing and tallies are maintained accurately.

(B) District Superintendent

1. Will ensure that Field Supervisors are aware of the contents of this directive and are systematically checking their respective field operations for compliance.
2. Maintain an up-to-date district map on basket locations as well as street listings of basket locations. Both maps and street listings should include a tally and grand total of litter baskets required. The District Superintendent will review the street listings and maps each month and indicate date of review and initial in the lower right hand corner of both the map and street listings. Any changes in the basket map will be sent to the Cleaning Operations Office by the 10th of each month along with the Monthly Basket Inventory Report (for the prior month).
3. Maintain up-to-date litter basket routes. Basket routes will indicate a revised month and year in the top right hand corner, so that when a revision occurs, the older basket route can be discarded.
4. The District Superintendent will be responsible to ensure that the regularly scheduled basket trucks (Manpower Cleaning Utilization – "MCU" Allocated Posts) are dispatched immediately after the conclusion of roll call. The District Superintendent will ensure that all night shift officers adhere to this order when dispatching basket trucks on night shifts.
5. When checking basket crews, District Superintendents are to initial and enter time of the observation on all load tickets (D.S. 350).

(C) Field Supervisor

1. Responsible for the conduct of his/her personnel under their command in the proper servicing of litter baskets.
2. Ensure that cleaning and collection personnel service all litter baskets along their respective routes.
3. Make periodic physical checks of areas assigned to ensure that all litter baskets are on their assigned locations.
4. When checking basket crews, Field Supervisors are to initial and enter time of the observation on all load tickets (D.S. 350).

X. APPROVED LITTER BASKET LOCATIONS/MAP SYMBOLOGY

Although Department maps indicate the presence of an exact number of litter basket approved locations, in actuality, baskets could be missing (example; due to vandalism, theft, etc.) or additional baskets could have been placed on location (depending on volume of litter or by community request) prior to the maps being updated.

1. Listed below are the symbols used on Department of Sanitation maps identifying locations of litter baskets. The following should clarify the significance of the legend:

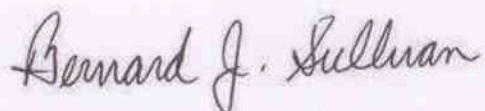
<u>Map Symbol</u>	<u>Represents</u>
S	The litter basket is a Wire Basket owned by DSNY
H	The litter basket is a High End Basket
B	The litter basket is a BID Basket
P	The litter basket is privately owned and not serviced by DSNY

2. A tally and grand total for "Total Litter Baskets" shall be indicated on District and Section maps.

District Superintendents and Field Supervisors will ensure that all Sanitation Workers are made aware of this directive. This order should be reviewed at District Superintendent and Supervisors' meetings as well as at roll-calls and during Labor Management Committee Meetings

Cancellation: This order shall remain in effect until rescinded.

Issuing Authority:



Bernard J. Sullivan
First Deputy Commissioner

Distribution: All Managers, Chiefs, Assistant Chiefs, Deputy Chiefs, District Superintendents, Supervisors

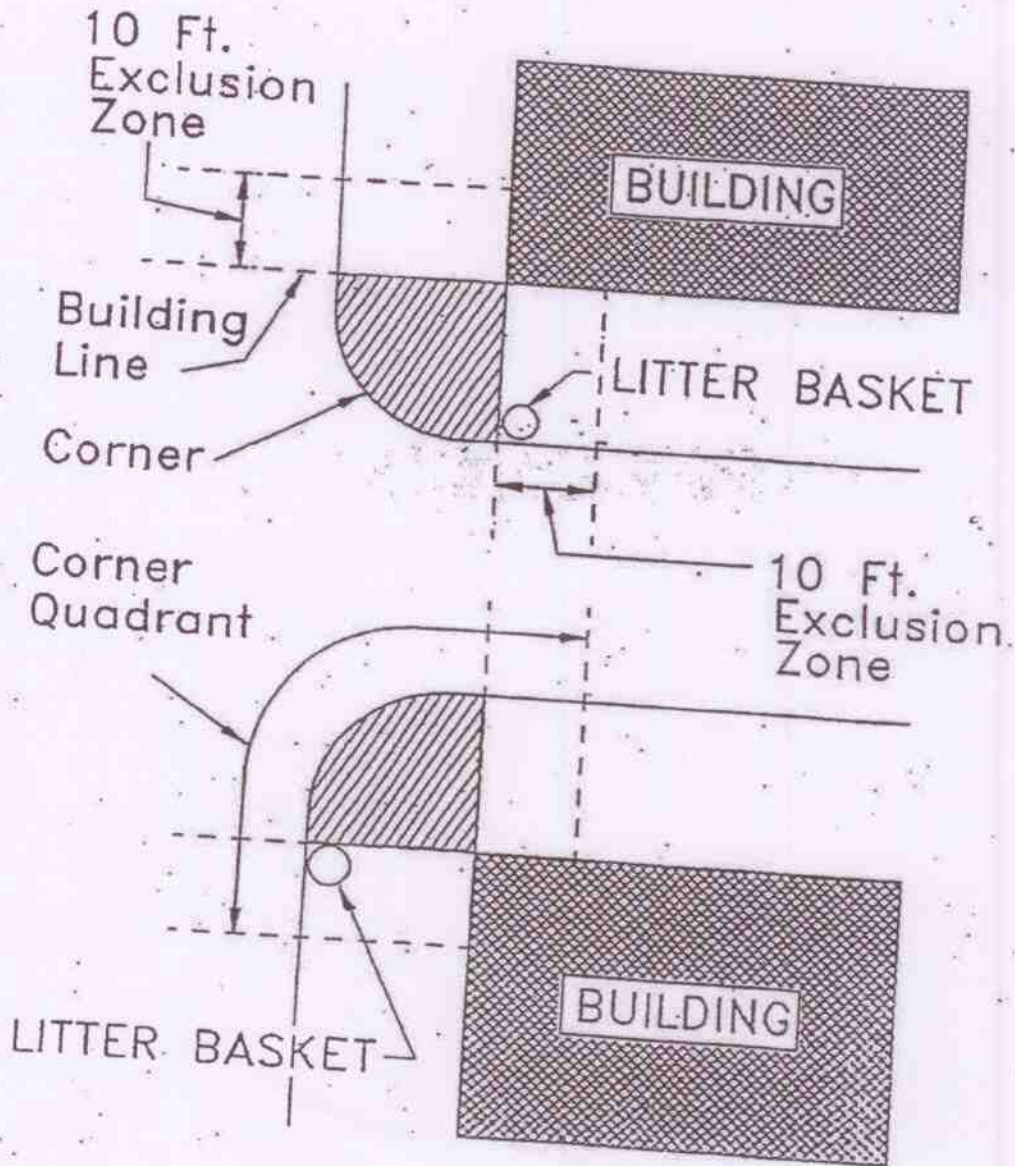
Memorize chart

Specific priorities for the placement of litter baskets are:

Priority	Category	Area Type	Basket Allocation
1	Heavy Pedestrian Traffic	<p>Activities in the area include, but are not limited to:</p> <ul style="list-style-type: none"> • Business • Financial • Theater • Hotel • Amusement • Recreational/Seasonal 	<p>One (1) per corner.</p> <p>Locations identified by the District Superintendent as requiring additional baskets may be assigned up to two (2) baskets. <u>No baskets may be placed in the middle of any block except in a theater district.</u></p>
2	Areas With Significant Amounts of Pedestrian Traffic	<p>Transportation hubs and shopping areas with a significant amount of pedestrian activity such as:</p> <ul style="list-style-type: none"> • Grand Central Station • Local shopping areas, e.g., Fordham Road in the Bronx 	<p>One (1) per corner.</p> <p>At the discretion of the District Superintendent, areas requiring additional baskets may be assigned up to two (2) baskets. No baskets may be placed in the middle of any block.</p>
3	Areas With Considerable Amounts of Pedestrian Traffic	<p>Areas with mixed use residential buildings, and neighborhood retail stores.</p>	<p>One (1) per corner.</p> <p>No baskets may be placed in the middle of any block</p>
4	BID and Private Litter Baskets	<p>If a representative of a BID, or a business or civic organization wants to place its baskets at a designated DSNY location, it must submit a written request to the Commissioner, Attention, Chief, Cleaning Operations. The Chief, Cleaning Operations, will review the request and inform the BID, or business or civic organization whether its request has been approved. If it is approved, the response will include the guidelines for placement of private litter baskets which must be followed by the BID or organization, and a statement that failure to abide by the guidelines may result in immediate removal of the basket from the location. BIDs will be required to provide collection service for litter baskets as needed (see Appendix C for the guidelines for the placement and maintenance of private litter baskets).</p>	

SECTION FIVE

Litter Basket Placement
In Compliance With
Mayoral Executive Order No. 22
April 13, 1995



SECTION FIVE

OPERATIONS ORDER 87-13

THE CITY OF NEW YORK
Department of Sanitation
OPERATIONS ORDER 87-13

EFFECTIVE DATE: December 9, 1987
SUBJECT: Project Scorecard
AFFECTED DIRECTIVES: NA
REFERENCE: Rescinds Operations Order 82-18
Dated November 1, 1982

INTRODUCTION:

Project Scorecard has been in existence since 1973. Like many programs, project Scorecard's original procedures and controls required updating, modification and refinement to insure maximum effectiveness and benefits. In those fourteen years the program has had its share of adverse criticism and this constructive criticism has stimulated program growth.

To minimize misunderstanding of the program, I have prepared an outline of how the Mayor's Office of Operations administers project Scorecard and how they monitor and audit it to enhance their quality control. As you review the document you should extract information that will benefit your street cleaning operations.

Since the Department is emphasizing street cleaning as a paramount priority, this Scorecard update should be a top item on the agenda for your meetings. I want all personnel assigned to the Bureau of Cleaning and Collection to be cognizant of the purpose and methods of Scorecard. This information can be interpreted as an additional management tool to help you in the delivery of the essential street cleaning services.

SECTION FIVE

OPERATIONS ORDER 87-13

PROJECT SCORECARD PURPOSE, FUNCTION, METHODS, AND STRUCTURE

Project Scorecard was developed by the Fund for the City of New York in 1973 to measure the cleanliness of New York City's streets and sidewalks. In 1976 project SCORECARD was established as an independent monitoring group under the auspices of the City. Due to its oversight responsibility, the Mayor's Office of Operations was chosen to administer the program.

The degree of surface litter is "rated" by trained evaluation teams who compare actual conditions to photographic standards. Its purpose is to provide objective information about street and sidewalk cleanliness. This measurement permits the Department of Sanitation to monitor and improve the effectiveness and quality of its service. It also promotes an increased and better informed citizen participation in the effort to clean up New York City.

The cleanliness of the city is not determined by the performance of the Department of Sanitation alone. Weather conditions and the collective behavior of pedestrians, motorists, homeowners, tenants, landlords, building superintendents, shopkeepers, commercial establishments and private carters are all major factors affecting street and sidewalk cleanliness. Scorecard is designed to measure actual litter conditions which are the product of the millions of "sanitation transactions" which take place every day. It is not a simple measurement of only the Department of Sanitation's efforts. However, by analyzing the ratings taken in each of the City's 230 sanitation sections every month, Scorecard is able to provide extensive information which can be useful to the public.

Method: Project Scorecard utilizes an objective measurement system developed by the Urban Institute in Washington D.C., and modified for New York by the Fund for the City of New York in cooperation with the Department of Sanitation. Seven photographs depicting increasingly dirty streets are assigned a numerical value ranging from 1.0 (cleanest), 1.2, 1.5, 1.8, 2.0, 2.5 and 3.0. Ratings below 1.5 are considered "acceptable" according to both the consensus arrived at in public surveys conducted by Scorecard* and the Department's own operating standards. Most of the Scorecard analysis is presented in terms of the percentage of streets in each area rated "acceptable". This unit of measurement has proved to be more readily understandable and more useful for purposes of comparing the relative cleanliness of neighborhoods than absolute numerical ratings. In either case, current cleanliness conditions can be compared with earlier reports of the same area to determine the trend over time.

SECTION FIVE

OPERATIONS ORDER 87-13

ROUTES: The daily route assigned to each rater/driver inspection team is assigned by the operations supervisor who considers the location of each area, the set of sample requirements, intervals between ratings, frequency of inspections, numbers of work days in the month and number of rating teams available. Each day Project Scorecard sends out five teams to rate 35 to 40 of the City's 230 Sanitation sections.

FREQUENCY: The frequency of inspections varies according to the degree of variation in cleanliness levels. In areas where the level is fairly consistent, Scorecard makes fewer inspection trips than in sanitation sections with great variation in the level of cleanliness. Each of the 230 sanitation sections is rated between two and four times each month.

Streets and sidewalks are rated separately. When a street is rated, it is divided into two to four segments depending on the length of the street. Each segment is rated and the average of those ratings is the street's rating. All inspections are conducted Monday through Friday between 8:30 A.M. to 4:00 p.m. Seven percent to twenty percent of the block faces in a district are rated.

TRAINING: A special program teaches raters to disregard secondary objects (parked cars, garbage pails, trees, leaves, people) on a blockface and to evaluate the area exclusively in terms of loose litter and surface dirt. A system of internal controls has been devised to assure consistency and reliability in the application of the Scorecard rating scale. There are daily audits of mileage and time, and a variety of quality control procedures to identify inconsistent raters who need further training. These include daily checks of ratings against standards, field checks by the management staff, monthly all-team cross checks of the same route. When a street is under construction the raters give the street a 5.0 unrateable score.

DATA PROCESSING: The scorecard raters record their numerical ratings on to cassette tapes which are returned to the field office at the end of each work day, where the ratings are transcribed from the recordings to the work sheets. The next day the data is key punched, processed and entered on the computer data base.

*Two public surveys were conducted. In the first, several hundred residents in various neighborhoods were interviewed. They were shown the Scorecard photographic scale and asked to rate their street and sidewalk. In the second survey, more than 2000 pedestrians were interviewed at major downtown intersections. These subjects were asked to give verbal ratings for each of the Scorecard photographs. The inspection teams receive a map for each section on their daily route. The map shows the route to be followed through each section and the statistically selected sample of streets and sidewalk blockfaces to be rated.

THE CITY OF NEW YORK Department of Sanitation
MECHANICAL BROOM DAILY PERFORMANCE RECORD DS 350B (7.13)

ROUTE NUMBER	<input type="checkbox"/> ASP <input type="checkbox"/> B <input type="checkbox"/> OTHER
SHIFT	ROUTE FREQUENCY
DATE	

PRINT OPERATOR'S NAME (LAST, FIRST, MI)		DISTRICT	SECTION
EQUIPMENT SERIES	CODE NUMBER	DAY <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI <input type="checkbox"/> SAT <input type="checkbox"/> SUN	

LOAD NO.	HOPPER LOADS		DISPOSAL LOCATION	OPERATOR'S INITIALS	EQUIPMENT TIME		
	ROUTE START TIME	DUMP TIME			OUT	IN	
1							
2					ODOMETER READING OUT	TOTAL MILEAGE	
3					ODOMETER READING IN		
4					HOURS OUT	TOTAL HOURS	
5					HOURS IN		
6					FUEL (GALLONS)	OIL (QUARTS)	
7					HOST OIL (GALLONS)	ANTI-FREEZE (GALLONS)	UREA (GALLONS)

OUTGOING GARAGE OFFICER (PRINT)	OUTGOING FIELD OFFICER (PRINT)	INCOMING GARAGE OFFICER (PRINT)	INCOMING FIELD OFFICER (PRINT)
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MEETING POINT LOCATION	TIME	FIELD OFFICER NAME		LOCATION OTHER THAN MEETING POINT	TIME
		PRINT	SIGNATURE		
1					
2					

LUNCH LOCATION	CUT OFF TIME TO LEAVE ROUTE FOR LUNCH	CUT OFF TIME TO LEAVE ROUTE TO WASH MECHANICAL BROOM
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IBSA(S) ASSIGNED	FIRST CORNER CAP(S) / CATCH BASIN ASSIGNED	TIME COMPLETED	OPERATOR'S INITIALS
	IBSA(S) NOT COMPLETED	SECOND CORNER CAP(S) / CATCH BASIN ASSIGNED	TIME COMPLETED

REMARKS

D/S OR CHIEF'S SIGNATURE IN FIELD		D/S OR CHIEF'S SIGNATURE IN FIELD		D/S OR CHIEF'S SIGNATURE IN FIELD	
LOCATION	TIME	LOCATION	TIME	LOCATION	TIME

REVIEWED BY: DISTRICT SUPERINTENDENT'S SIGNATURE

WHEN CLEANING HOPPER AREA ALWAYS UTILIZE THE SAFETY BAR OVER THE PISTON

PRE-OPERATIVE CHECK

ENTER AN 'X' IN THE BOX TO INDICATE DEFECT OR PROBLEM, AND EXPLAIN

FLUID CHECKS; MOTOR OIL, HOIST OIL POWER, STEERING FLUID, FUEL	<input type="checkbox"/>	_____
RADIATOR LEVEL, ANTI FREEZE	<input type="checkbox"/>	_____
VISUAL CHECK OF LIGHTS, INSTRUMENTS (INTERIOR AND EXTERIOR)	<input type="checkbox"/>	_____
SEAT BELT	<input type="checkbox"/>	_____
TIRES; PROPER INFLATION	<input type="checkbox"/>	_____
BROOMS; GUTTER AND PICK-UP, ADJUST FOR ANGLE, PRESSURE, WEAR	<input type="checkbox"/>	_____
ELEVATOR; VISUAL CHECK WITH SYSTEM OPERATING	<input type="checkbox"/>	_____
DUMPING MECHANISM	<input type="checkbox"/>	_____
BRAKING SYSTEM; ACTUAL STOPPING TEST	<input type="checkbox"/>	_____
EXHAUST SYSTEM	<input type="checkbox"/>	_____
SPRAY BAR SYSTEM (DONE IN FIELD)	<input type="checkbox"/>	_____
RADIO / MICROPHONE	<input type="checkbox"/>	_____
GPS DEVICE AND HARNESS (IF APPLICABLE)	<input type="checkbox"/>	_____
OPERATOR'S SIGNATURE	GARAGE OFFICER'S SIGNATURE	SHIFT

BUCKLE UP FOR SAFETY

POST-OPERATIVE CHECK

ENTER AN 'X' IN THE BOX TO INDICATE DEFECT OR PROBLEM, AND EXPLAIN

REFILL FUEL TANK; CHECK TRANSMISSION FLUID	<input type="checkbox"/>	_____
CHECK ALL FLUID	<input type="checkbox"/>	_____
CLEAN CAB	<input type="checkbox"/>	_____
SEAT BELT	<input type="checkbox"/>	_____
CLEAN UPPER AND LOWER SHAFTS	<input type="checkbox"/>	_____
WASH BROOM THOROUGHLY	<input type="checkbox"/>	_____
CLEAN ENGINE RADIATOR WITH AIR PRESSURE OR LOW-PRESSURE WATER HOSE	<input type="checkbox"/>	_____
GREASE BROOM AS PER INSTRUCTIONS FOR SPECIFIC MODEL	<input type="checkbox"/>	_____
RADIO / MICROPHONE	<input type="checkbox"/>	_____
GPS DEVICE AND HARNESS (IF APPLICABLE)	<input type="checkbox"/>	_____
OPERATOR'S SIGNATURE	GARAGE OFFICER'S SIGNATURE	SHIFT

BUCKLE UP FOR SAFETY

Sanitation
 BCC - DAILY PERFORMANCE RECORD
 DS 360A (REV. 10.15)

VENDOR: _____ WEATHER: _____ TAREKEY WEIGHT: _____ DS IN: _____

DAY	DATE	SHIFT	BORNO	DISTRICT	FREQD.	EQUIPMENT CODE	WORK COMPLETE ALLOCATION INFORMATION		MATERIAL NO.	FUEL GAL.	OIL QTS.		
							WORK TYPE	CLEANING					
PERSONNEL							EQUIPMENT TIME						
OUT	DRIVER						START	FINISH	SUPERVISOR	SECTION			
IN							1			ROUTE NO.	TRUCK ALLOC.	HOUR ALLOC.	SERVICE
RELAY TIME	LOADER						2			Scheduled	Mat. Out	Backlog	Tons Out
IN	GARAGE SUPERVISOR (OUT)						1st Section Time	ARRIVE	DEPART				
OUT							2nd Section Time	ARRIVE	DEPART				
TOTAL	GARAGE SUPERVISOR (IN)						ITSA'S Assigned						
EQUIPMENT MILEAGE							ITSA'S not complete						
OUT	1ST FIELD OFFICER												
IN	2ND FIELD OFFICER												
TOTAL													
RELAY MILEAGE	RELAY LOAD												
OUT	DRIVER												
IN													
TOTAL	GARAGE SUPERVISOR												
GRAND TOTAL MILES													

BUCKLE UP FOR SAFETY

NOTE: For additional manuals user available source on internet sites

(Use "X" to indicate defect)
 (Use "✓" to indicate no problems)

DRIVER'S VEHICLE INSPECTION REPORT

TRUCK AND HOUR ALLOCATION

VEHICLE CHECK	LOADING		RELAY		TRUCK	HRS.
	PRE	POST	PRE	POST		

Lights						
Tires						
Steering						
Brakes						
Cab Steps and Mirrors						
Glass/Windshield						
Seat Belts						
Packer						
Fluids						
Fuel						
Export						
Decal						
Radio						
Microphone						
GPS Device and Harness						

DRIVER'S SIGNATURE	GARAGE SUPV. (Print Name)	GARAGE SUPV. (Signature)
RELAY DRIVER'S SIGNATURE	GARAGE SUPV. (Print Name)	GARAGE SUPV. (Signature)

TOOLS ISSUED: BROOM OUT IN SHOVEL OUT IN OTHER OUT IN NON-MEASURED HRS.

Truck dumped on shift, truck empty
 Truck dumped by GU (Relay), truck empty
 Truck not sent to dump vendor down - truck full
 Truck sent to dump but did not dump - truck full

***REASONS FOR TRUCK NOT BEING ABLE TO DUMP:**

- Private vendor down not accepting material
- Slow dumping - queue very long
- Traffic - Explain:
- Other - Explain:

ADDITIONAL REMARKS:	
16	8
15	7-1/2
14	7
13	6-1/2
12	6
11	5-1/2
10	5
9	4-1/2
8	4
7	3-1/2
6	3
5	2-1/2
4	2
3	1-1/2
2	1
1	1/2

ACTUAL HRS	TIME (P-SM)
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