

# Promotion to General Superintendent Level 1

## Collection Operations Office Fact Sheet

### SCHOOL TRUCKS

The current School Truck set up is as follows:

Each weeknight on the 1600x2400 shift, while school is in session, the Department runs:

- 34 split body school trucks;
- 18 of the 34 are 'traditional' trucks;
- 16 of the 34 trucks are 'organic'.

Traditional means that every weeknight they collect School Refuse (**material type 81**) with the recycling material depending on the day of the week

Organic means that every weeknight they collect school organics (**material type 46**) with the recycling material depending on the day of the week.

- o School Paper (**material type 48**) is collected on Monday / Wednesday / Friday
- o School MGP (**material type 78**) is collected on Tuesday / Thursday

### Rat and Rodent Mitigation Districts

Rat Districts – M10, M11, BX1, BX4, BKN3, BKN4

These districts were the original districts designated to be cleaned after holiday **by 8am** the next day.

Rodent Mitigation Districts – M3, BX4, BX5, BX6, BX7

These districts get an extra service which is included in their target

For the areas that are M, W, F – they receive another service on S (We run 15 rodent routes every Saturday)

For the areas that are T, H, S – they receive another service on M (We run 22 rodent routes every Monday)

They also must be cleaned as top priority after a holiday

Rodent Mitigation District	Monday	Saturday	TOTAL
M3	4	3	7
BX4	6	5	11
BX5	6	5	11
BX6	4	0	4
BX7	2	2	4
TOTAL	22	15	37

## **CURBSIDE BULK COLLECTION**

There is no limit on the amount of bulk items that residents and institutions eligible for Department collection may place out at the curb for pickup by DSNY refuse and MGP recycling collection crews.

Examples of bulk items that have no limits:

### **Refuse Trucks**

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Non-commercial, Non-Metal bulk items – (i.e. furniture, sofas, tables, chairs, desks, mattresses, etc.)

### **MGP Recycling Trucks**

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Non-Commercial, Metal bulk items (i.e. stoves, home appliances, refrigerators with CFC recovered decal attached, etc.)

Non-Commercial, Rigid Plastic bulk items (patio furniture, laundry baskets etc.)

## **MIXED RECYCLING COLLECTION GUIDELINES**

### **DUAL BIN SPLIT HOPPER TRUCKS**

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Crews assigned to curbside recycling collection in all Dual Bin Districts WILL TAKE BAGS OF MIXED RECYCLING MATERIAL. The mixed bag of recycling material is to be placed in the METAL side of the Dual Bin Truck.

### **REAR LOADER TRUCKS**

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Crews assigned to curbside METAL, GLASS AND PLASTIC recycling in all rear loader Districts will take bags of mixed RECYCLING MATERIAL (paper, cardboard mixed with metal, glass and plastic).

Crews assigned to curbside PAPER recycling in all rear loader districts will not take bags that contain paper mixed with metal, glass and plastic and must record the address on their DS-350 and report the location to their Supervisor.

All crews on refuse collection that observe a bag(s) of REFUSE mixed with paper or metal, glass or plastic, must service that material and record the address on their DS-350 and report the location to their Supervisor.

# COLLECTION OF WOOD

EXCEPT in Manhattan, Bronx and Staten Island where all wood materials will continue to be collected;

The Department shall not collect organic wood (wood from trees that is greater than 1/2 inch in diameter) from residential or institutional properties in the following zones:

- Brooklyn North
- Brooklyn South
- Queens West
- Queens East

Organic wood includes all firewood, woody debris from trees, shrubs and bushes, including living, dead, cut or fallen branches, twigs, logs, stumps, roots and other organic wood from trees **\*\*greater than 1/2 inch in diameter\*\***.

\*\*\*\*\*  
BRANCH STICKS OR TWIGS LESS THAN 1/2 INCH IN DIAMETER (LESS THAN THE DIAMETER OF A DIME) AND OTHER WOOD RELATED ITEMS SUCH AS MULCH, CHIPS OR LEAVES WILL BE COLLECTED BY DSNY.  
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In the Districts/Sections that are currently part of the organics collection program in Brooklyn North, Brooklyn South, Queens East and Queens West, any branches, sticks, or twigs less than 1/2 inch in diameter (less than the diameter of a dime) and other wood related items such as mulch, chips or leaves will be collected by the residential organics trucks.

Man-made wood products such as furniture, pallets, building lumber and planks may be collected as long as it is not mixed with organic wood. Bundles of wood and bags that contain wood, even if mixed with other materials, are NOT to be collected.

If Sanitation Workers are unsure of whether to collect certain organic wood materials that may be present in bundles, bags or other receptacles, they should notify their Field Officer. The Officer will inspect the material and make a determination. If the wood material is left for the Department of Parks and Recreation chipping, the Officer must leave a Department Asian Long Horned Beetle flyer at the residents' door, notifying them that they must make an appointment with 311 or online.

These steps are being taken to prevent the spread of Asian Long Horned Beetle infestation. The Beetles bore into and kill the trees that they infest. Brooklyn and Queens have been infected.

The Department is complying with New York State Department of Agriculture regulations for the control and eradication of the Asian Long Horned Beetle.

The New York City Department of Parks and Recreation is responsible for the on-site chipping and disposal of firewood, and wood from trees. Residents have been notified by mail that they must contact 311 or go online at [www.nyc.gov/parks](http://www.nyc.gov/parks) to schedule an appointment for the on-site wood chipping and disposal of their material.

Department flyers concerning this topic have been distributed to all districts. Field Officers will tape the flier to uncollected wood, informing the resident that they must schedule an appointment via 311 or on-line for on site chipping and disposal of this material.

Additional flyers are always available from the Refuse/Recycling Collection Operations Office.

## **CONTAINERIZED COLLECTION SERVICE TO SCHOOLS**

**\*SAFETY\*      \*SAFETY\*      \*SAFETY\***

Containerized collection trucks will not!!! service any public or private schools during the hours of 0800 to 0900 & 1200 to 1300 while school children are arriving at and entering and playing in school yards.

At all other times of service, both the Containerized Vehicle Operator and guide person shall use extreme caution while entering, servicing and leaving school properties.

Guide person assigned to Containerized Vehicles and other Department vehicles must perform their duties in accordance with department procedures.

Supervisors should inform all Containerized Vehicle Operators and routes should be written so that schools are not serviced at these times.

## **Subject: PLACEMENT OF TRASH / RECYCLING RECEPTACLES**

Collection / Recycling crews, after emptying receptacles, are not to throw receptacles back onto the sidewalk or turn them upside down. This practice creates a problem whereby debris in the bottom of the can that did not come out when the can was emptied into the hopper may end up on the street.

This practice is not only an unnecessary inconvenience to household or building employees, but it is also unprofessional and projects a poor image of the Department. Receptacles are to be placed back in an upright position taking care not to block sidewalks or driveways.

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## **Subject: OPTIONS FOR DISPOSAL OF E-WASTE BY RESIDENTS**

DSNY no longer collects electronic waste placed out by residents for collection with curbside refuse or recycling material.

The following are examples of electronic waste:

Televisions	Monitors	Computers	Laptops
Tablets/E-readers	Mobile Phones	MP3 Players	VCR/DVD Players
Cable TV Boxes	Keyboards	Hard Drives	Computer Mouse
Printers	Video Game Consoles	Fax Machines	Scanners

HOUSEHOLD APPLIANCES ARE NOT CONSIDERED ELECTRONIC WASTE. ANY HOUSEHOLD APPLIANCE WHICH ARE MOSTLY METAL OR PLASTIC SHOULD BE RECYCLED WITH THE REGULAR RECYCLING PROGRAM.

EXAMPLES OF SOME APPLIANCES THAT SHOULD CONTINUE TO BE COLLECTED BY RECYCLING CREWS ARE:

MICROWAVES	CLOTHING IRONS	MIXERS/BLENDERS
WASHING MACHINES	DRYERS	LAMPS

Residents must choose other options for the disposal/recycling of electronic waste as outlined below:

### 1. Curbside E-Waste Pickup Request (Staten Island, Brooklyn North, Brooklyn South and Queens West Residents Only)

Residents in \*Staten Island, Brooklyn North, Brooklyn South and Queens West are eligible for our curbside e-waste pickup program. Appointments can be made by calling NYC311 at telephone number 3-1-1 or by making an electronic appointment via the curbside e-waste pickup request appointment website at:

<http://www1.nyc.gov/assets/dsny/site/contact/e-waste-pickup-request>

### 2. DSNY Special Waste Drop-Off Sites

New York City residents may bring Electronic Waste(E-waste)items to the 5 Department Special Waste Drop-Off Sites at the following locations:

Manhattan            74 Pike Slip  
New York, NY 10002

South Bronx            Farragut Street and Halleck Street  
Hunts Point Area

Greenpoint            459 North Henry Street  
Adjacent to BCC Warehouse

North Shore            120-15 31st Avenue College Point,  
Adjacent to QE-7 Garage

Muldoon Avenue        Foot of Muldoon Avenue,  
Off the West Shore Expressway(440)  
Adjacent to SI-3 Garage

The Special Waste Drop-Off sites will open every Saturday (except holidays) and the last Friday of each month. The hours of operation are 1000 hours to 1700 hours (10:00 AM to 5:00 PM).

### 3. DSNY's e-cycleNYC Program

Apartment buildings with more than 10 units can enroll for this free and convenient pickup service. More information can be found at:

<http://www1.nyc.gov/assets/dsnyc/site/services/electronics>

### 4. Electronics Recycling Events

Bring to events run by organizations such as Lower East Side Ecology Center, More information can be found at:

<https://www.lesecologycenter.org/programs/ewaste/collection-events/>

### 5. DSNY SAFE Events

Residents can also bring unwanted electronics to a DSNY's SAFE Disposal Events. More information on DSNY SAFE Disposal Events can be found at

<http://www1.nyc.gov/nyc-resources/service/3783/safe-disposal-events>

### 6. Donate or sell working electronics.

Visit the NYC Stuff Exchange at <http://www.nyc.gov/html/stuffex/html/home/home.shtml> to find a place to buy, sell, or donate electronics.

Additionally, for more information please visit the "Electronic Disposal Information" website at:

<http://www1.nyc.gov/nyc-resources/service/4661/electronic-disposal-information>

In the event that a New York City resident attempts to bring an e-waste item to a DSNY garage, the location supervisor is to accept the item and log it in the DS1375E E-Waste Log. Additionally, the resident should be provided the information above on the proper way to dispose of electronic waste in the future.

## **Subject:**

## **CHLORO-FLUORO-CARBONS**

The Department of Sanitation, in compliance with a Federal Mandate, must remove Chloro-Fluoro-Carbons (CFC) gas, aka Freon from all refrigerators, freezers, air conditioners, and dehumidifiers before their collection for final disposal.

No appliance that may contain "CFC" is to be collected without either an orange DS 4A sticker stating the Freon has been removed, or crayon markings stating the appliance is Freon free.

If an officer observes a CFC appliance placed out for collection in front of a residence on a day other than the day prior to their scheduled metal, glass and plastic recycling collection day the officer must:

A- Attempt to contact responsible party and inform them to contact the N.Y.C. Citizen Service Center for an appointment at the following phone number: 3-1-1, or E-Mail at [www.nyc.gov/sanitation](http://www.nyc.gov/sanitation). \*If no one is available the officer will leave a Department flyer at the location.

\*Department flyers can be obtained from the Borough or CFC Supervisors.

B- If the appliance is a drop off in an abandoned location, in front of a school, etc, the officer will contact the Borough, or CFC Supervisor with complete information.

Officers will not divert CFC technicians from their assigned routes to service appliances with out prior notification to the Borough or CFC Supervisor.

\*NOTE: Appliances that contain R600a are never to be evacuated. Any appliance that has R600a listed as the refrigerant is to be marked: "R600a Gas - Not serviced - Call Private Vendor" on the body of the appliance. \*A Red/White R600a refrigerant notification sticker has been created and is also to be placed on the appliance containing the R600a gas. The address the appliance is in front of, along with date and time it was tagged must be noted in the space provided on the sticker by the CFC Technician.

The appliance containing the R600a gas is to be left on site and the CFC technician must also note the address on his/her 897A and inform the CFC Supervisor of same.

## **Subject: OCA'S AT DSNY SPECIAL WASTE SITES**

The Department will not accept any type of Special Waste from Other City Agencies (OCA) at any DSNY Special Waste Site or DSNY Garage/Facility.

Special Waste includes:

- Fluorescent light bulbs & CFLs
- Batteries, including automotive, rechargeable and single-use
- Motor oil and transmission fluid
- Motor oil filters

- Latex paint
- Mercury-containing devices
- Electronics (covered by the disposal ban)

The sole exception to this restriction is tires from OCA's that can be accepted after prior Collection Operations approval has been granted.

This message is to be read at all roll calls for three consecutive days and posted at all Special Waste Sites. In addition, all roll call supervisors will sign the blotter attesting that the above message has been read.

**Subject: E-WASTE SUMMONS ISSUANCE (SCF)**

As of October 3, 2016, the Department no longer issues summonses for residential E waste.

**\*\*\*\*1) Improper Disposal of Electronic Waste**

Violation Code =====	Min/Max Fine =====	Section/law =====
SCF Residential	\$100/\$100	16 RCNY 1-04.2

The Department will continue to issue E Waste summonses to commercial establishments.

SCF Commercial	\$100/\$100	16 RCNY 1-04.2
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At T/P/O I did observe (E-Waste item use above listed items only) improperly placed out where such (E-Waste item use above listed items only) is intended for disposal at a solid waste management facility or hazardous waste management facility in this state.

Commercial establishments will only be issued when open (must be personally served).

**Violations Issued to Commercial Businesses:**  
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If a commercial business has placed electronic waste out for collection where such electronic waste is intended for disposal at a solid waste management facility or hazardous waste management facility in this state, they may be issued a violation for improper disposal of electronic waste (Code SCF). No further actions need to be taken after issuance of the NOV.



The following are the only items that are defined as electronic waste.

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Televisions   Monitors   Computers   Laptops  
Tablets/E-readers   Mobile Phones   MP3 Players   VCR/DVD Players  
Cable TV Boxes   Keyboards   Hard Drives   Computer Mouse  
Printers   Video Game Consoles   Fax Machines   Scanners

When issuing a Summons for E-Waste you must affix an E-waste sticker to the item Refer to Operations Order 2015-03

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## **CONTAMINATED COLLECTION TRUCKS ASSIGNED TO RECYCLING**

All collection trucks must be completely empty, free of debris and washed if being assigned to recycle collection. This includes but is not limited to any truck that was previously used on collection or cleaning functions.

All vehicle operators are responsible to check vehicle prior to leaving garage.

Garage Supervisors are responsible for compliance with these guidelines.

## **PROCEDURE FOR NEW COLLECTION SERVICE**

The following procedures for new refuse and recycling collection service for new housing or non-profit organizations shall be followed:

A resident/developer/non-profit organization can be instructed to contact the Office of Collection/Recycling at 646 885-4830 to receive information and guidance on the Department's procedure on obtaining Department of Sanitation collection service.

The resident/developer/non-profit organization shall send a letter requesting service for a specific address to the Collection Office via fax @ 212 788-3915 or by mail to:

Department of Sanitation  
Collection Office, Room 700  
125 Worth Street  
New York, New York 10013  
Att: New Collection Service

This letter must simply state that the applicant is requesting Department of Sanitation collection service for their premises. The name of a contact person and daytime phone number must be included. A copy of the Certificate of Occupancy (C of O) must be attached to the letter (temporary C of O is acceptable). The C of O is needed to generate a log number for the D.S. 1110 (BCC Request for Collection Service/Inspection Report).

If the request is from a non-profit organization, a Notice of Assessment Statement from the Department of Finance and/or a letter from another City Agency stating that they directly fund them at the address in which they are requesting service for is required.

A Certificate of Occupancy is not required for non-profit organizations that lease or rent their space.

After the DS1110 is completed by the Collection Office, it is then forwarded to the corresponding Borough Office to be logged in. The Borough Office will then send the DS1110 to the appropriate district for a field inspection to be completed by the Supervisor in charge of the section where the property is located. After completion, the application is then sent to the Borough Office for the Borough Chiefs signature and then forwarded to the Collection Office for final approval/disapproval by the Chief of Collection.

An "Approval Letter" will then be generated by the Collection Office, and a copy is attached to the yellow (Borough Copy) of the DS1110 and forwarded to the Borough Office where it will be filed. The "pink copy" (District Copy) will be forwarded to the District who must notify the applicant of their correct days of Refuse and Recycling Collection and the exact day when the service will start.

The entire procedure takes approximately 2 weeks from when the initial letter of request is received.

## **RECYCLING MONTHLY MESSAGE**

All New York City residents are required to recycle newspapers, magazines, catalogs, telephone books, flattened corrugated cardboard and mixed paper such as glossy paper, envelopes, mail, wrapping paper and smooth cardboard. Corrugated cardboard must be tied together in bundles of no more than 18 inches high. Newspapers, magazines, catalogs, and phone books may continue to be bundled with corrugated cardboard. Mixed paper must be placed in a clear plastic bag or a recycling container with a Department recycling program decal with a green background.

All New York City Residents are also required to recycle glass jars, glass bottles and jugs, plastic bottles and jugs, beverage cartons and drink boxes, metal cans, aluminum foil wrap and trays, metal bulk items. As of May 2, 2013, rigid plastics became recyclable.

Examples of rigid plastic:

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Bottle Caps and To-Go Cup lids

Food Containers (yogurt, deli, hummus, dairy tubs, plastic take out containers)

Plastic Packaging

Rigid Plastic Housewares (flower pots, mixing bowls, plastic appliances, etc.)

Bulk Rigid Plastic (crates, buckets, pails, furniture, large toys, large appliances)

All items must be empty, rinsed and placed together in a container with a Department recycling program decal with a blue background or a clear plastic bag. Large metal items that are too big to fit in a container or bag, such as furniture and large appliances, are to be placed at the curb on the regular recycling day.

All public buildings must be in compliance with recycling regulations. Local government facilities should be an example to all residents by their active participation in recycling. District Officers will monitor their compliance.

The Special Waste Site in each borough accepts special waste from New York City residents every Saturday, from 1000 to 1700. They are open on the last Friday of each month to accommodate Sabbath observers. The Special waste sites are not open on holidays.

New York City residents may bring the following materials to the Department Special Waste Drop-Off Sites:

Motor Oil	Alkaline Batteries	Passenger Car Tires
Fluorescent Light Bulbs	Lead Acid Batteries (Auto)	Motor Oil Filters
Transmission Fluid	Rechargeable and Lithium Batteries	Latex Paint
Thermostats		

As of December 6, 2015, New York City residents may bring the following Electronic Waste(E-waste) items to the Department Special Waste Drop-Off Sites:

T.V.'s	Monitors	Computers	Laptops
Small Servers	Printers/Scanners	Tablets/e-readers	Mobile Phones
MP3 Players	VCR/DVD/DVR Players	Video Game Consoles	Hard Drives
Cable/Satellite Box	Fax Machines	Keyboards	Computer Mouse

NOTE: ONLY BROOKLYN NORTH, BROOKLYN SOUTH, QUEENS WEST, AND STATEN ISLAND PARTICIPATE IN THE RESIDENTIAL CURBSIDE E-WASTE PROGRAM.

The D.S. 350 and the D.S. 1637 are the key documents for verifying material collected, loads and tonnage. They must be the appropriate color for the assigned material and be completely filled out. Special attention shall be paid to the material type to ensure accuracy. The District Superintendent shall check the recycling D.S. 350's and the D.S. 1637 vendor receipts each day for the completeness and accuracy. All loads must be claimed and allocated to the correct function.

## **Subject: HOPPER PLUGS/LIQUID SPILLAGE**

A common cause of liquid leakage from the collection truck hopper is the removal of the pipe plug (HOPPER PLUG) located on the side of the hopper. Garage Supervisors and Field Supervisors will inspect their assigned collection fleet and insure this plug is replaced when removed for washing or for any other reason. Also BME Mechanics will be checking trucks for missing hopper plugs at the PM and midcycle service and take

corrective action by replacing missing plugs.

Additionally, collection trucks detected to have a faulty tailgate seal will be recorded as per the established "RECORDING AND REPAIRING TAILGATE SEAL PROCEDURES". Leaking seals can be detected while crews are working in the field.

Garage Supervisors and Borough Operations Superintendents will monitor the timely repair of these WORKING DOWNS. In addition when Deputy Chiefs are performing Field and Facility inspections in their Assigned Districts, they will spot check vehicles for missing hopper plugs.

## **NOISE ABATEMENT**

Collection equipment and crews that are assigned nights, shall perform their collection duties with a minimum amount of noise and create as little inconvenience as possible to the general public (Refer to Operations Order 2016-07).

Some of the ways noise can be kept to a minimum are as follows:

### **EQUIPMENT**

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- \* Collection trucks with noisy brakes, noisy muffler, etc., shall be taken off nights, replaced, and reported to the location mechanic.
- \* Do not flip covers and receptacles onto ground and/or throw covers and receptacles to the curb or building line.
- \* Do not press the accelerator pedal while waiting for a traffic light, thereby racing the motor.
- \* Do not park the truck, with motor running near a residential building during a rest or lunch period.
- \* Do not operate a vehicle at an excessive speed and brake it rapidly or engage in the last second application of brakes causing screeching noises.
- \* Backing up of vehicles should be kept to a minimum in order to avoid excess activation of the warning signal.
- \* Loaders should not signal by means of shrill whistles or loud shouts to operators to move ahead, stop or back up.
- \* Radio sound must be kept to a volume level that is confined to the interior of the collection truck cab (refer to DM2019-1035).

Night Borough Superintendents and Supervisors will monitor crews for the compliance in keeping noise to a minimum.