

Sent By/Date: HDQTRSOP 4/2/2019 7:57 AM

Dept Msg #: DM2019-1768

Code: MON5 (REV 8/6/14)

Subject: TIMEKEEPING MONTHLY MESSAGE

Message: Supervisors/Timekeepers must adhere to the following procedures:

* TRANSFERRED EMPLOYEES

The Supervisor, at the transferred employee's old location, is responsible for making sure the leave balances he/she indicates on the DS 1458 agree with the balances indicated by the PMS system. Supervisors/timekeepers at the transferred employee's new work location are to report any unreasonable delays in obtaining the required time information through channels for appropriate action.

* FLSA REGULATIONS

Regulations outlined in the FLSA manual are to be strictly adhered to. Make sure compensatory time used is charged to the appropriate bank: FLSA, Non-FLSA, Pre-FLSA or Holiday Comp.

* USE OF MLA'S

Complete instructions on the preparation & submission of MLA forms are contained in General Order #2012-06 (Timekeeping Procedures). Timekeepers are reminded to use MLA form DS 1759 and include the location's distribution number in the space provided in the upper right portion of the form. The payroll distribution number is a four (4) character code: one letter followed by three numbers such as B074, D910, K110, etc. The Reason for Submission field must be filled in.

NOTES:

Use the Employee ID (Reference Number) in the SSN field.

Locations are to be reminded that MLA forms, when completed are not to be sent directly to Payrolls. In the Bureau of Cleaning & Collection, these forms are to be sent to the F.I.A.T. Office, 125 Worth Street, Room 821A. In other Bureaus, the MLA'S are to be sent to the Bureau Timekeeping Coordinator.

* SEPARATED EMPLOYEES

Whenever an employee separates from City service by retirement, resignation, termination, etc., the location Timekeeper must show a depletion in the PMS system of any unused time balances by completing a Manual Leave Adjustment form (DS 1759). This does not apply to Civilian Managers or General Superintendents IV and above.

As per the AMENDMENT TO GENERAL ORDER 2007-08 dated April 2, 2007, Section B) RECOVERY UPON SEPARATION FROM DEPARTMENT...

"Upon separation (retirement, resignation, termination, etc.) from the Department, the DSNY issued badge MUST BE HAND DELIVERED, to the FIAT Office or the employee's last payroll check may be withheld. Retirees may return their badge in person prior to their appointment with Human Resources. They will receive a signed and stamped employee copy of a DS 385 (FIAT Badge Receipt). For other types of separation, the badge shall be HAND DELIVERED to the FIAT Office by Borough messenger."

NOTES:

For uniformed employees, loading in the pro rated vacation earned from the start of the leave year (JUNE 1) may be necessary.

Employees in uniformed titles (S/W, Supervisor, GS I) are credited with their entire year's vacation allowance in January although they will not have earned the full amount until May 31.

* MILITARY LEAVE

Once an employee is no longer active in the Military Reserves, any remaining military leave balances must be eliminated by submitting an MLA form. In addition, documentation such as discharge papers, etc. must be forwarded to the Bureau of Human Resources Military Leave Unit so that the personnel record may be updated.

* SIGNATURE REQUIREMENTS

All MLA's require the signature of the preparer and a higher level employee in the space set aside for the "MANAGER/SUPERVISOR."

* JURY DUTY

All locations are reminded that proof of attendance is required, as well as proper completion of DS. 794 (Jury Duty Log). Refer to General Order 2012-18 for the current regulations regarding Jury Duty.

All Supervisors, District Superintendents and Managers will read this order and sign the daily blotter attesting they have read and understand the contents of this message. Borough Managers/Division Staff Officers will spot check blotters for compliance.

*** REDUCE, RE-USE, RECYCLE ***

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/2/2019 8:39 AM

Dept Msg #: DM2019-1780

Code: ENF1 (REV 11/1/18)

Subject: GUIDELINES FOR ISSUING NOVs

Message: A review of Notices of Violation issued citywide has uncovered a disturbing number of errors that cause a NOV to be dismissed. Follow the guidelines below to avoid common errors. You should also familiarize yourself with the OATH and PVB Summons Guide dated March, 2018.

SEE BELOW ** S-17 WILL NO LONGER BE ISSUED EFFECTIVE JUNE 15, 2015.

S06- DIRTY SIDEWALK May only be written during the designated routing times. The residential routing times are 8:00AM-8:59AM hours and 6:00PM-6:59PM hours citywide. The commercial routing times vary by section. If unsure, check with the Dist. Supt. for the proper commercial routing times. Mixed use buildings should be written during the commercial routing times unless the commercial is vacant. Do not issue to a closed commercial establishment.

S6M- DIRTY AREA May only be written to a residential property during the designated routing times. The residential routing times are 8:00AM-8:59AM hours & *6:00PM-6:59PM hours citywide. This violation may be written to a commercial establishment anytime that they are open if the dirty area is anywhere other than the sidewalk (fenced in yard, alley) Do not mention sidewalk on summons. Do not issue to a closed commercial establishment.

SP1- UNCOVERED RECEPTACLE- This does not apply to Roll-on Roll-off containers

**S17- WILL NO LONGER BE ISSUED EFFECTIVE JUNE 15, 2015.

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MIXED MATERIAL only refers to dirt, rocks, grass, yard sweepings, stone, bricks, ashes, and liquid wastes. NOT RECYCLING MATERIAL.

S26- FAILURE TO CLEAN 18" INTO STREET may only be written during the designated routing times. The residential routing times are 8:00AM-8:59AM hours and *6:00PM-6:59PM hours citywide. The commercial routing times vary by section. If unsure, check with the District Superintendent for the proper commercial routing time. Mixed use buildings should be written during the commercial routing time unless the commercial is vacant. Do not issue to a closed commercial establishment.

Common mistakes

Handwritten must be legible

Date of occurrence missing or incorrect

Notice of Violation must be complete as noted below

When issuing a property write "Owner" not "NA"(in cell phone box)

Incorrect section and or rule (use NYCAC or 16RCNY)

16RCNY is the proper section cited for recycling not RCNYS.

Incorrect violation code for section and rule

Do not guess at an address If no address on building do not issue violations. Refer location to Enforcement located within your borough for further investigation

If address has letter at end (example 131A, 131B) include that letter in address.

A place of Occurrence must be entered

Affidavit of service must be complete including the correct County, correct box checked, correct date, and signature.

Full street names must be used. Do not abbreviate.

Plastic bag is a receptacle. Do not issue a NOV for uncovered receptacles if the can contains sealed bags.

Do not use blue ink. You must use black ink only.

Action violations must be written by the officer observing the violation.

The summons cannot be written as per someone else's observation.

NOTICE ALSO SENT TO box should be left blank. The ownership determination unit fills in that box based on Dept. of Finance records.

Oath violations are to only be issued while on duty. At no time should any type of oath violation be issued while not in an official capacity.

All NOVs must be served notarized and sent to Enforcement for processing within 2 days of issuance. If you have any questions, call Enforcement Headquarters at (718) 714-2715.

At the next weekly supervisors meeting held by the District Superintendent, a borough staff member should be present and the contents of this message is to be discussed.

All Supervisors, District Superintendents, and Borough Managers will read this order and sign the daily blotter attesting that they have read and understood it.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/3/2019 8:06 AM

Dept Msg #: DM2019-1791

Code: PMD3 (REV 12/18/18)

Subject: PERSONNEL MANAGEMENT DIVISION MONTHLY MESSAGE

Message: BALANCING CHART GROUPS

All chart groups for Sanitation Workers, Supervisors and civilian clerks must be balanced. Each of the above groups of employees must be re-balanced WHENEVER ANY OF THE FOLLOWING OCCUR:

- * At the beginning and the end of night plow;
- * Each time a transfer occurs;
- * At the start of each quarter;
- * Whenever a significant number of employees retire.

CHANGE OF LOCATION (DS 1024)

DS1024 forms will no longer be submitted for Uniformed Personnel assigned or transferred via Department Message.

The DS1024 form will ONLY be used for Uniformed Personnel in cases when employees are transferred or reassigned through means other than Department Message i.e. email. The DS1024 must then be forwarded through proper channels as one complete Borough package within one (1) week upon the transmission of the transfer or reassignment, which was not communicated via Department Message.

All civilian transfers require a DS1024.

For BCC Uniformed Personnel - Attention: Supv T. Rizzo / Supv J. Zorich, at 125 Worth St, PMD, Room 816.

For BCC Civilian Personnel - Attention: Deputy Director S. Casillo, PMD, at 125 Worth St, Room 814.

For SWM Uniform/Civilian Personnel - Attention: Deputy Chief S. Brereton at 125 Worth St, SWM, Room 726.

*PARTIAL PERFORMANCE EVALUATIONS

Performance Evaluations for transferred/reassigned or promoted employees must be completed and closed out by their superior up until the date of such change in status. Within (1) week, the Supervising Officer will place the completed evaluation in the employee's personnel folder and forward it to the new location. A copy of the partial evaluation will also be forwarded to the respective Bureau i.e. Personnel Management Division, SWM, etc.

CONFLICT OF SCHEDULED HEARING DATES

When an employee is serving a post trial suspension (penalty from a previous hearing) and the District receives a Department Message indicating that the employee must appear for another conference hearing, the employee shall not be ordered to report to this new hearing. Instead, the Advocate's Office must be notified immediately, giving them the first date of the employees return to regular duty. This will allow the Advocate's Office to re-schedule the new hearing for that employee

The District Superintendent or the Supervisor in charge of that unit will be responsible to notify Laverne Hickman at the Advocate's Office at: (212) 437-5006 if this situation arises.

LITIGATION CANCELLATION

Whenever a Borough Office receives a call from the Department's General Counsel that a scheduled litigation hearing has been cancelled, the Borough Office must immediately notify the Personnel Management Division of such cancellation by calling (646) 885-4614.

If the cancellation is after 1600 hours, the Borough Office must notify the Bureau Operations Office and also notify PMD via email at: DSNYPMDNotification@dsny.nyc.gov . The officer that was assigned to the litigation detail must be contacted and be reassigned to the 0600-1400 shift

at their assigned District. PMD will reassign the Officer as needed prior to the 0600-1400 shift the following morning.

OFFICERS CALLING IN SICK

All Officers are reminded that they must call their work location at least one (1) hour prior to the start of their work shift to report that they are requesting medical leave. When an Officer calls in sick, the Garage Officer must notify the Borough Office "IMMEDIATELY". The Borough Office must then notify the Personnel Management Division immediately at (646) 885-4614/4626. On the 1600-2400 or 2400-0800 Shift, the Borough Office must notify the Operations Office that an Officer has called in sick.

OFFICERS RESUMPTION'S

All BCC Supervisors and GSI's, resuming to regular duty from excused absences, i.e., SICK, LODI, JURY DUTY, etc., must call their work location IMMEDIATELY UPON RECEIPT OF RESUMPTION to inform the Garage Supervisor of their return to work date.

All SWM Supervisors and GSI's, resuming to regular duty from excused absences, i.e., SICK, LODI, JURY DUTY, etc., must call their work location IMMEDIATELY UPON RECEIPT OF THIS RESUMPTION to inform the location Supervisor of their return to work date.

The actual time of the day when an Officer receives a resumption order is NO EXCUSE for failing to contact their assigned location. All on duty day shift location Supervisors, informed late in the work shift (after 1400) of an Officer returning to regular duty, must record the details in the location "Telephone Order Book" and notify the Borough Office. The late resumption entered in the Borough "Telephone Order Book", must be called in to the Personnel Management Division at: 0500 hours the following morning by the 2400-0800 Night Borough Superintendent at: (646) 885-4626/4910/4614.

JURY DUTY

Whenever an Officer is carried in the next day's plan as Jury Duty Excused, the respective Night Borough Superintendent on the day prior will email DSNYPMDnotification@dsny.nyc.gov to confirm the officers status. Stating employee will remain excused or will be surplus on the 0600-1400 shift.

PERSONNEL ON A MEDICAL DUTY ASSIGNMENT (MDA)

Locations must enter start and end date provided on DS400 in SMART. MDA status must be ended in SMART when employee goes on medical leave. HCF may assign new MDA upon their resumption. Under no circumstances is a chart or vacation to be changed for any employee that is on an MDA (light duty tissue). In addition, any request for XWP or LWOP can only be granted by the Director of Personnel. For any of the above requests you must contact GSI R. Distefano at (646) 885-4628.

TISSUE RENEWAL

Whenever a uniformed employee has a DSNY Health Care Facility appointment for a Medical Duty Assignment (tissue) evaluation, they "MUST" report directly to the DSNY Health Care Facility by 0800 "IN FULL UNIFORM". Any employee reporting to the DSNY Health Care Facility out of uniform or after 0800 will be subject to disciplinary action. The employee's shift for the day will be 0800-1600.

SICK OR LODI PENDING VACATION

All Borough Commands are to continue to notify the DSNY Health Care Facility whenever an employee is out on medical leave and has a scheduled vacation up coming the following week. The DSNY Health Care Facility must be notified of these employees one week prior to the scheduled vacation. This procedure must be closely followed in order to insure that all employees take their vacations as scheduled. If there are any problems or questions, contact GSI R. Distefano at (646) 885-4628.

RESIGNATION

Whenever an employee resigns, it is necessary to use the proper forms. All location Supervisors are to make sure that only the following forms are used: DS 92 (rev.6/95), DS 993 (rev.7/17) and a DS 46 (rev.7/16). Any of the following forms with another revision date must not be used. Each location

must make sure that there is an ample supply of these forms on hand.

DEATH OF EMPLOYEE

If an employee dies while on active employment, only the following forms are to be used: DS 91 (rev.4/95) and a DS 46 (rev.7/16). An MLA must accompany the above forms to zero out all time balances. Any questions should be directed to Deputy Director Sima Casillo at: (646) 885-4633 or GSI Richard Distefano at: (646)885-4628.

EMPLOYEE ID CARDS

Any employee that is terminated, resigns, or is granted an extended leave of absence (LWOP) for a period of 30 or more calendar days, must surrender his/her ID card to his/her supervisor. On the employee's last physical day of work, the supervisor MUST collect the ID card and attach it to the DS 46 Form that is filled out for any of these occurrences. The employee shall not receive his/her final paycheck until the DSNY ID card has been returned. Supervisors will be held accountable for failure to comply with this order. Any Questions should be directed to GSI Richard Distefano 646-885-4628.

DS PARKING PERMITS

Any employee that is terminated or resigns must surrender his/her D.S. Parking Permit to his/her Supervisor. On the employees last day of work, the Supervisor must collect the DS Parking Permit and return it to the Bureau Operations Office, room 823. If the Parking Permit is lost or stolen, it is the employees responsibility to file a police report. The employee shall not receive his/her final paycheck until the DSNY Parking Permit has been returned. Supervisors will be held accountable for failure to comply with this order.

PROBATIONARY AND PROVISIONAL EMPLOYEES

All probationary and provisional employees must be monitored closely. Contact Supv T. Rizzo at (646) 885-4621 for any BCC uniformed employee, Deputy Director Sima Casillo for any BCC civilian employee or Deputy Chief S. Brereton at: (646)885-4694 for any SWM employee regarding any violations for probationary or provisional employees.

Probationary evaluations must be signed by the Supervisor, reviewer, and employee at the end of each rating period. Be advised that the employee must not sign the evaluation before the reviewer has signed the evaluation. Contact the Personnel Management Division if any probationary or provisional employee is in danger or receiving an unsatisfactory or conditional rating for any rating period.

PROBATION EVALUATION INTERVIEW (DS1917)

Whenever a probationary employee receives a (DS997) Letter of Warning or a (DS249) Complaint for any department violation, a probation evaluation interview (DS1917) must be conducted. These violations include but are not limited to work performance, time and leave, sick leave/medical and Safety related. Refer to General Order 2012-29, dated July 20, 2012.

SUSPENSION

Vacation accrual rates are based on 261 work days exclusive of Sundays, chart Days and terminal leave is calculated from June 1st until May 31st. Any Sanitation Worker or Officer in a no pay status (SUSPENSIONS LEAVE WITHOUT PAY ETC) during this time will have the appropriate number of vacation days deducted from his or her vacation. This should be discussed at Borough meetings with Deputy Chiefs and General Superintendents Level I and passed on to all Supervisors.

When a plea to the docket form (DS 1999) is issued by the Department Advocate for an employee suspension without pay, the Borough will receive suspension dates from the Bureau Operations Office. Penalties for fines are processed by the division of Payrolls.

If there are any questions concerning suspension dates without pay for all B.C.C. employees, you must contact Bureau Operations Office at (646) 885-4552.

If there are any questions concerning suspension dates for all Solid Waste Management (SWM) employees you must contact Deputy Chief S. Brereton at: (646) 885-4694.

NO PAY STATUS

 Any absence or leave without pay lasting five (5) or more consecutive days, must be reported to Personnel Control (Human Resources) at 59 Maiden Ln, 5th Floor, by submitting electronically a DS 1731 form.

1. Call the payroll division at (646) 885-0943/44 for bi-weekly and weekly employees, to inform payroll of the "NO PAY" status.
2. In addition, the Personnel Management Division must be notified at (646) 885-4632 if any civilian BCC employee is granted leave without pay for 30 or more calendar days for sick leave, child care, maternity, etc. A DS 46 and any additional required documentation must be forwarded to Sima Casillo at PMD.
3. If any civilian SWM employee is granted leave without pay for 30 or more calendar days for sickleave, child care, maternity, etc., a DS46 and any additional required documentation must be forwarded to Deputy Chief S. Brereton from SWM.

SANITATION 311 COMPLAINTS

311 complaints received on SCAN for employee behavior, must be resolved and closed out by the District and the Borough within 10 days of the original complaint date. Complainant must be interviewed by a District Officer to ascertain the validity of the complaint. Every effort must be made to resolve the issue. Sanitation Workers involved must also be interviewed and their names and employee reference number "MUST" be listed in the action taken response. If disciplinary action is taken, such as a letter of warning or a complaint, indicate this in the response along with the index number of the complaint. If a 311 complaint involving the behavior of a Department employee is found to be valid, the only acceptable actions must be a DS 997 or complaint, verbal warnings are unacceptable.

UNIFORMS

Hi-Viz garments which do NOT have reflective striping circling the mid-section and connecting front to back above each shoulder are PROHIBITED. Only ANSI Class two or Class three garments are permitted. If non ANSI garment, then Safety Vest must be worn.

On Sanitation Worker garments, it is not permitted by DSNY to cover up a reflective logo with a stitch-on patch. Only the Uniform DSNY hats are permitted. Green with current logo for Sanitation Workers and Green with DSNY for Supervisors. (Camouflage or black are not authorized)

*UNIFORM ISSUES

To report any issues you have had with a DSNY Authorized vendor or for official uniform questions contact: Uniformissues@dsny.nyc.gov

Examples: No stock or sizes available, wrong items sold, poor quality, etc.

When reporting such issues, include name of vendor, date and any other relevant information.

The Department wants to ensure quality and Professionalism.
 Names of complainants will not be disclosed.

*CANCER SCREENING EXCUSED LEAVE

Employees are eligible for excused leave not to exceed four (4) hours during the calendar year, to undertake a screening for cancer. Excused leave for a cancer screening will be charged using payroll code (4256). In CityTime, select Leave Type: Excused Absence then select Reason: Cancer Screening. For further details refer to PAP 2018-02.

DS249 SYSTEM

For requests to resolve DS 249 issues or for enrolling new users, updating their rights or addressing privileges when users are transferred, a Request for DS249 Action form must be completed and emailed to Personnel Management Division at: DSNYPMNotification@dsny.nyc.gov with Borough or unit level authorization. This form is located on the DSNY Manual Site in the Personnel Management Division Folder. GSI's should review employees DS249 history when routing complaints. If multiple 249's are present they should be routed to OEDM and not be scattered to BCAD/MED.

EMPLOYEE AWARDS

Sent By/Date: HDQTRSOP 4/4/2019 8:11 AM

Dept Msg #: DM2019-1816

Code: MON1A (REV 2/14/18)

Subject: MONTHLY CLEANING MESSAGE

Message: The Cleaning Guidelines as indicated on the computerized N.I.C.E. Book site located on the DSNY intranet page are to be followed and complied with.

Sufficient, Productive work will be assigned for a full shift.

Borough staff must make periodic field observations of cleaning functions.

A - Servicing of Litter Baskets:

- Basket crews as well as Collection Crews will have proper tools, service all litter baskets along their route in addition to picking up any spillage that occurred as a result of servicing the basket, remove any material from around the litter basket (with the exception of suspected Trade Waste or Commercial Waste) and return basket back as per Mayoral Executive Order # 22.

B - Litter Basket Crews:

- If a Sanitation crew on MLP or basket service suspects material in or around a basket is Trade Waste, the Supervisor will be informed immediately.
- Tires along the route will be stacked neatly on the sidewalk and documented for future removal. Crews will not leave route early to bring tires back to the garage. The Supervisor will ensure that the locations of the tires are properly documented.

C - Litter Basket Service:

- All Litter Baskets will be serviced regardless of whether or not the basket is full.
- 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.

D - Sponsored Baskets that are Replacing DSNY Corner Baskets:

- DSNY is to service the material bagged and placed alongside the basket (with the exception of suspected Trade Waste or Commercial Waste).

E - Household Collection Crews:

- All baskets along their route will be serviced.
- Must pick up bulk and drop-offs along their route, including material/drop offs in front of abandoned homes, properties and lots.
- If Crew suspects material in or around basket is Trade Waste, the Supervisor will be informed.
- Must clean up spillage.

F - Supervisors:

- Supervisors will report to the field as expeditiously as possible to begin their field duty responsibilities, which include, monitoring all assigned cleaning functions, patrolling AM and PM residential/commercial routing times for violations which warrant summons issuance, documenting all cleaning conditions.
- Priority is to be given to any street conditions which impact on scorecard.
- All Supervisors are to be in proper uniform and have in their possession a summons book with enough summonses, current parking enforcement guide, derelict vehicle tags, and a yellow crayon.

- Document all corner caps with grass/weeds.
- 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, drop-offs and have proper tools.
- Must ensure that cleaning functions have sufficient amount of productive work.
- Derelict vehicles are to be addressed whenever observed and the surrounding area is to be monitored for conditions that adversely affect scorecard. Problematic clusters of DVD/Ro-Tows must be forwarded to borough staff and evaluated for further action.

G - Reminders:

- All street conditions if not corrected may lead to a low scorecard.
- District personnel must be aware of score card ratings, low scorecard sections and Land Use Date.
- Supervisors must have updated litter basket maps.
- Utilize the online NICE book as a cleaning resource.

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 will spot check for compliance.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/1/2019 10:02 AM

Dept Msg #: DM2019-1764

Code: PMD1 (rev 1-31-18)

Subject: PMD1

Message: All DS 380 "PERSONAL INTERVIEW REQUESTS" must be submitted at least three weeks in advance in order to insure that an appointment for an interview can be scheduled.

Scheduling an interview for a DS380 request does not mean that the request will be approved. Employees requesting a vacation change "MUST NOT PURCHASE TICKETS FOR TRAVEL" (i.e. airline tickets or hotel accommodations) prior to their interview. If they do, their request will be denied.

Whenever an interview is requested regarding a DS380, Personal Interview Request, proper chain of command must be followed. After the DS380 is filled out by the requester at the District level, it must then go to the Borough Command. The Borough Chief or Designee must fill out section two, including comments or recommendations and sign it before sending it to the Personnel Management Division or Bureau Head. An interview will not be granted unless this procedure is followed. All requests must be submitted at least three (3) weeks in advance in order for an appointment to be scheduled for an interview.

All Borough Staff Officers, General Superintendents Level I & Supervisors are to read this order and sign the blotter attesting that they have read and understand it. Borough Staff Officers will spot check the blotter to ensure compliance.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/2/2019 8:34 AM

Dept Msg #: DM2019-1779

Code: OEDI3 (REV 3/27/15)

Subject: VIOLENCE IN THE WORKPLACE

Message: All Employees must maintain a work environment free from violence, threats of harassment, intimidation and/or coercion. Violence in the workplace can include verbal and/or written communication which implies or threatens bodily harm. Comments, slurs, notes, letters, emails, memos, are included. Threatening behavior of this type towards co-workers, Supervisors, Managers, and the public will not be tolerated.

Specifically, threats of violence and intimidation or harassment in the workplace because of a person's race, ethnicity, gender, religion, sexual orientation, and other protected categories etc., must be reported immediately to the Office of Equity, Diversity & Inclusion.

Individuals who are found responsible, or those workers who retaliate against employees, who report or witness a situation of violence, will face disciplinary action up to and including termination.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/10/2019 8:58 AM

Dept Msg #: DM2019-1925

Code: CLEAN9 (REV 11-24-17)

Subject: EXECUTIVE OFFICER (SUPERVISOR) RESPONSIBILITIES

Message: The duties and responsibilities of the 'Executive Officer' position are a combination of administrative and cleaning duties that include, but are not limited to:

1. Administrative Duties:

a. CityTime;

- I- Daily payroll entries (for section assigned S/W's);
- II- Timesheet approvals (for section assigned S/W's);
- III- No pay status report (for section assigned S/W's);
- IV- Maintain payroll Agency Data Codes as per current payroll procedures.

b. Maintain and update:

- I- Performance Evaluations (for both garage and section assigned S/W's);
 - 1. Sick calendars
 - 2. Absence and lateness, no pay status, chart change tracking
 - 3. Disciplinary complaint history (DS 249)
- II- Absence and Lateness Log (DS 1426);
- III- Material Out Book, specifically verifying what function employees did on a night shift or if they were sent out of town for collection;
- IV- Jury Duty Log (DS 794);
- V- Military Orders (DS 1455);
- VI- Sick Log (DS 1367) if an employee is paid for working and the D.S. 332A shows him/her sick or LODI;
- VII- Daily Function Log (DS 332a) verifying the employee's function for the shift;
- VIII- Chart Cancellation (DS 134a), Sunday and Holiday Roster;
- IX- Telephone Order Book (DS 1364) verifying employees calling out sick or emergency, daily orders for charts/vacations cancelled, who is going out of town and to where, possible Schrank entitlements, etc.;
- X- Requests for Authorized Leave (DS 1005) verifying that the employee was appropriately charged XWP/XWOP, DIF, Military Excused, etc.;
- XI- Daily Attendance Record (DS 57) ensuring employees are present and to verify the amount of overtime, if any, worked.

2. Cleaning Duties

- a. Ensure that all cleaning functions have pre-determined routes and orders and are the first piece of equipment assigned after roll call;
- b. Ensure that all cleaning equipment are assigned with a functioning GPS. Officers are responsible to monitor GPS for timeframe infractions and other irregularities;
- c. GPS equipped mechanical brooms are to be assigned to low score card sections and night sweeping functions whenever possible;
- d. Closely monitor all assigned cleaning personnel and ensure that they are working in a productive manner and are complying with the cleaning guidelines as indicated on the computerized N.I.C.E Book Site on the DSNY Intranet page;
- e. Ensure that proper tools are issued, utilized when needed, and returned at the end of the shift;
- f. Coordinate with all district field supervision on monitoring mechanical broom operations and issue summonses to vehicles in violations of street cleaning regulations;
- g. Ensure that mechanical broom routes (DS 1047) are written properly and efficiently (The D/S is to review any proposed changes with Cleaning Operations);
- h. Monitor the residential and commercial routing times in the District and issue summonses when violations are observed. Communicate with Enforcement to ensure that coverage is not

- overlapping;
- i. Ensure basket truck routes are written properly and efficiently (The D/S is to review any proposed changes with Cleaning Operations);
 - j. Monitor chronically overflowing litter baskets and take immediate corrective action (refer to O.O.2012-09);
 - k. Replace damaged or excessively worn litter baskets and ensure that the district litter basket map is current and up to date. Oversee the Monthly Litter Basket Inventory (DS 821);
 - l. Oversee the 'Adopt-a-Basket' Program in the District for compliance and new participants;
 - m. Closely monitor low Scorecard districts/sections and assign cleaning resources on a priority basis;
 - n. Monitor SCR signs in the District and notify Cleaning Operations of any missing and/or faded signs;
 - o. Monitor the District Cleaning Condition Logs. Ensure that proper, accurate daily entries are being made and that conditions are being addressed in an expeditious manner;
 - p. Monitor all outstanding 'cleaning related' Action Center complaints and/or Executive Correspondence and take corrective action;
 - q. Monitor the District for illegally placed clothing bins, trailers and derelict vehicles/non-vehicles and take the necessary actions (refer to DVO PAP 2012-06 and current Collection Bin O.O.)
 - r. Address any Critical Dump Outs and eyesore conditions, including abandoned lots, weeds on malls and corner caps, fence line conditions, in a timely fashion;
 - s. Establish a good working relationship with the Community Board, District Community Groups, District BIDs and other city agency contacts within the District;
 - t. Coordinate with D/S on all Special Events within the district;
 - u. Keep the information in the computerized N.I.C.E Book accurate and up to date.

Under no circumstance will he/she be assigned to the same chart day as the garage supervisor.

The assigned Executive Officer cannot be bounced out of their positions despite seniority.

The Department may assign additional tasks upon the roll out of any new initiatives (i.e. SMART, accident reporting <AssetWorks>, LODI form reporting).

As with all Supervisors, the Executive Officer will be responsible for all typical supervisory responsibilities.

The order in which nights or out of district assignments will be filled are as follows:

1. RO's
2. Locked In RO's
3. Cleaning Officers
4. Field Officers

Under no circumstances shall an Executive Officer go nights or out of District when his/her line is being filled.

WHEN THE EXECUTIVE OFFICER IS OUT OF HIS/HER ASSIGNED EXECUTIVE LINE, THE OFFICER BECOMES AN RO AND FALLS INTO SENIORITY.

Supervisors will sign the blotter attesting to the fact they have read and understand this Department message.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/11/2019 8:12 AM

Dept Msg #: DM2019-1935

Code: MON1B (REV 12/14/13)

Subject: MONTHLY CLEANING MESSAGE

Message: The Cleaning Guidelines as indicated on the computerized N.I.C.E. Book site located on the DSNY intranet page are to be followed and complied with.

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 Sanitation Worker MLP crew is working on a route, the Sanitation Workers must separate and work independently, unless orders specify differently.
- 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.
- Sanitation Worker crews are to service all litter baskets and remove all bulk and drop-offs 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 18 inches into the gutter.
- All tree pits and Bioswales 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 or weeds 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 (FEL'S and Cut Downs)

The assignment of dumpout personnel is critical to the DSNY cleaning effort. 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. The Lot Cleaning Division will be responsible for the cleaning of dirty lots. Refer these locations to Lot Cleaning Headquarters at (212) 410-8828.

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.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/2/2019 8:16 AM

Dept Msg #: DM2019-1776

Code: RECY1 (REV 1/03/19)

Subject: RECYCLING PROCEDURES

Message: District Superintendents and Supervisors shall insure that the following procedures are adhered to:

District Superintendents, Garage Officers and Field Officers shall ensure that collection trucks are completely emptied of garbage and washed before a truck is assigned to a recycling or organics route. Truck operators will be held accountable for checking the body and hopper of the collection truck prior to leaving the garage to insure that the truck is completely clean and free of garbage.

 NOTE: Garage officers must ensure that all replacement trucks are clean and empty of all debris before dispatching them to an organics or recycling route.

All D.S. 350's issued to truck operators assigned to metal, glass and plastic recycling routes shall be blue (DS 350C).

All DS 350's issued to truck operators assigned to paper recycling and EZ pack paper routes shall be green (DS 350D).

All DS 350's issued to truck operators assigned to Roll-Off trucks will utilize the salmon color (DS 350E) indicating the proper material type.

All DS 350's issued to truck operators assigned to Residential food waste, school food waste and greenmarket routes shall be Almond (DS 350H) indicating the proper material type.

Dual hopper districts are to issue two(2) 350's to each crew, one for paper (green) & one for metal, glass and plastic (blue).

The correct material type must appear in the material type box on the DS 350. They are as follows:

- 27 - RO/RO(AFF) NEWS/MAGS/CORRUGATED
- 28 - RO/RO(AFF) METAL BULK
- 31 - NEWSPAPERS/MAGAZINES/CORRUGATED
- 37 - METAL BULK
- 38 - NEWS/MAGS/CORRUGATED (EZ-Pack)
- 45 - RESIDENTIAL FOOD WASTE
- 46 - SCHOOL FOOD WASTE (RECYCLING)
- 51 - GREENMARKET FOOD WASTE (RECYCLING)
- 48 - SCHOOL TRUCK PAPER
- 33 - METAL/GLASS/PLASTIC
- 78 - SCHOOL TRUCK METAL/GLASS/PLASTIC

Garage Officers will personally inform relay drivers of the material on the vehicle that they are assigned to dump and the recycling vendor or facility to which they shall deliver the load. Copies of written directions to vendors shall be made available to Garage Officers on all shifts so that they may be given to truck operators or relay drivers, if necessary.

Recycling crews shall collect mixed paper and cardboard boxes in clear bags and receptacles with a green Department issued decal.

The targeted paper and cardboard items are as follows:

PAPER

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1. newspapers, magazines, catalogs
2. white and colored paper (lined, copier, computer, staples OK)
3. mail and envelopes (any color, window envelopes OK)
4. paper bags
5. wrapping paper

CARDBOARD

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1. soft-cover books, telephone books (paperbacks, comics, etc.; no spiral bindings)
2. cardboard egg cartons and trays
3. smooth cardboard (food and shoes boxes, tubes, file folders, cardboard from product packaging)
4. corrugated cardboard boxes (flattened and tied)

Recycling crews shall collect metal, glass and plastic recyclables in clear or blue bags and receptacles with a blue Department issued decal.

The targeted metal, glass or plastic items are as follows:

METAL (all kinds)

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1. metal cans (soup, pet food, empty aerosol cans, dried-out paint cans, etc.) aluminum foil wrap & trays metal caps & lids
2. household metal (wire hangers, pots, tools, curtain rods, knives, small appliances that are mostly metal, certain vehicle license plates, etc.)
3. bulk metal (large metal items, such as furniture, cabinets, large appliances, etc.)

GLASS (bottles & jars)

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PLASTIC (rigid plastics)

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1. plastic bottles, jugs & jars
2. rigid plastic caps & lids
3. rigid plastic food containers (yogurt, deli, hummus, dairy tubs, cookie tray inserts, "clamshell" containers, other plastic take-out containers)
4. rigid plastic non-food containers
5. rigid plastic packaging ("blister-pak" and "clamshell" consumer packaging, acetate boxes)
6. rigid plastic housewares (flower pots, mixing bowls, plastic appliances, etc.)
7. bulk rigid plastic (crates, buckets, pails, furniture, large toys, large appliances, etc.)

CARTONS

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1. food & beverage cartons & drink boxes (or any such cartons and aseptic packaging that hold beverages and food: ice tea, soy milk, soup, etc.)

ORGANICS

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1. Food Scraps of any kind (fruit, meat, bread, pasta, vegetables, dairy, prepared foods, bones)
2. Soiled paper plates, napkins, coffee filters, tea bags, paper towels.
3. Yard Waste(plants, garden trimmings, leaves, grass)

If a clear or blue bag, or a receptacle with a blue or green Department issued decal contains any items that are not targeted Recycling metal, glass, plastic or paper/cardboard (i.e. refuse) the recycling crew shall leave the bag or receptacle at the curb informing their Supervisor at the earliest opportunity via GPS Barrage phone indicating the location of the bag in the comments section of DS350.

Refuse Crews shall collect the clear or blue bag or receptacle with a blue or green Department issued decal if the bag or receptacle is contaminated (contains non-recyclable items - refuse).

Refuse crews shall collect the following "paper-based" items: hardcover books, paper with a lot of tape and glue, plastic or wax coated paper (take out containers), and photographic paper. All of these items are non-recyclable and will be treated as refuse.

Refuse crews shall collect the following items: plastic foam items (foam cups, foam egg cartons, foam trays, foam packing peanuts, foam sporting equipment, etc.), plastic bags, wrappers, shower curtains, and all kinds of plastic "film", plastic tubes, single-serve food and drink squeezable pouches (juice pouches, baby food squeeze pouches, yogurt to go pouches, etc.), cassette and VHS tapes, garden hoses, luggage (plastic or textile), sports balls (basket balls, bowling balls, soccer balls, footballs, yoga balls, etc.), any glass

items other than glass bottle & jars (mirrors, light bulbs, ceramics, glassware, etc.), extension cords, Christmas tree lights, and diapers. All of these items are non-recyclable and will be treated as refuse.

NOTE:

As of January 5, 2015, DSNY no longer collects electronic waste placed out by residents for collection with curbside refuse or recycling material. This includes common household e-waste items such as televisions, computers, printers, and monitors. Pursuant to New York State Environmental Conservation Law, article 27, Title 26, residents are no longer permitted to dispose of electronic waste through the normal waste stream. Refer to DM2019-1519, Code EWaste1, for the Department procedure in dealing with residential e-waste.

ATTENTION:

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

To avoid excessive wear to the bottom of receptacles bearing the blue and green recycling decals, recycling crews shall not slide or drag them along the pavement after they are emptied. The recycling receptacles shall be treated in the same manner as refuse receptacles. They shall be returned to the sidewalk in an upright position and not thrown.

Supervisors shall inspect recycling routes periodically during their shifts for late put-out, or improper put-out of recyclables. Crews shall be re-directed to collect these stops. Supervisors shall contact residents, Building Superintendents or Managers and instruct them as to the proper time and method of placing recyclables out for collection.

All missed Recycling and Collection New York City Citizen Service Center complaints require a personal interview. The interview must be noted in the response.

RECYCLING STARTS WITH US

All Districts, garages, and other Department facilities shall have clearly marked recycling receptacles for metal, glass, plastic and paper. These receptacles should be emptied into recycling trucks or placed out for recycling collection weekly.

All Location Supervisors are reminded that recycling containers shall not be used for any purpose other than recycling. All Districts, garages and other Department facilities should have a sufficient number of recycling and refuse receptacles at the locations accessible to all personnel.

*** REDUCE, RE-USE, RECYCLE **

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/1/2019 10:34 AM

Dept Msg #: DM2019-1766

Code: TRADE WASTE (REV 6/29/12)

Subject: TRADE WASTE, GO 2012-25 & OO 2012-25, ANTI-CORRUPTION PROCEDURES

Message: * Employees of the Department of Sanitation are prohibited from collecting Trade Waste. Collecting Trade Waste is grounds for termination of employment.

* Trade Waste is defined as follows:

- Materials originating from any premises other than a residential building, public building, or special use building;
- Any material originating from any commercial occupant of a residential premise.
- Any material originating from a residential premise where the work was performed for a fee, by a contractor or any person engaged in the home improvement business.

* Supervisors will issue written orders on the D.S. 350 to indicate when a special pick-up is to be serviced.

* If Department employees along a route are in doubt as to the material put out for collection it is their duty to notify their supervisor. At all times, crews must record the address of the material in question on the DS 350.

* If material put out by the occupant of a residential premise, entitled to collection, exceeds six (6) cans, bags, bundles, or boxes of lumber, plasterboard, plaster, rock, cement, concrete, or timber arising from the alteration, construction, repair, or maintenance, the Sanitation Workers will pick up the allowable six (6) cans, etc., and notify his/her supervisor.

* A gratuity is not only money, but any benefit or value given to an employee. All situations regarding gratuities are to be reported to the Inspector General or the Department of Investigation.

* Soliciting, receiving or accepting a gratuity is a violation of the law.

* A copy of the complete order has been given to all employees and a copy will remain posted on the Department bulletin board.

This Department Message is to be read at all roll calls on the first Tuesday of each month (1st Monday, if the 1st Tuesday of the month is an excused Holiday).

All District Superintendents and Supervisors will read General Order 2012-25 (Trade Waste) and Operations Order 2012-25 (Anti-Corruption Procedures) and sign the daily blotter attesting they have read and understood it. In addition, all roll call Supervisors will sign the blotter attesting that the above message was read at roll call.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/3/2019 8:17 AM

Dept Msg #: DM2019-1796

Code: EQ41 (REV 10-17-17)

Subject: FUEL & LUBRICANT RECEIVING PROCEDURES, P.A.P.2017-02 (APPENDIX G)

Message: The District Superintendents, Location Supervisors and Supervisor in charge of a particular shift at a Department location where fuel and lubricants are delivered, stored or dispensed, will be held strictly responsible for the enforcement of all procedures governing the receipt, use, inspection, security and records pertaining to fuel and lubricants and the enforcement of all applicable regulations. The Fuel and Lubricant Record Book (D.S. 740) is to be maintained and kept current at all times.

When fuel is being delivered, the Location Supervisor will first check the fuel log, and take a reading utilizing the applicable measuring device (i.e. Petrometer, Stick Line, Veeder-Root (print out the reading) etc.) to determine the amount of fuel that can be accepted. The Location Supervisor will confirm with the vendor the amount of fuel to be delivered at that time.

The Supervisor will check to see that the two (2) Department of Consumer Affairs metal seals are intact, verify the truck meter is set at zero then initial the ticket prior to its insertion into truck meter. Only after the above have been completed will the Supervisor allow the vendor to hook up to the tank fill pipe. Extreme caution is to be taken to ensure the hook-up is made to the correct tank fill pipe (Refer to Appendix F for Fill Port Tags and Color Coding). NOTE: FOR UNLEADED GASOLINE DELIVERIES ONLY - If the tank has a vapor recovery system, the Supervisor must verify that the vapor recovery hose on the delivery truck has been properly attached to the in-ground outlet connection. No unleaded gasoline delivery shall take place unless this requirement is met.

The Supervisor will see the delivery begin and remain in the presence of the vendor until the delivery is completed. The Supervisor will compare numbers on the meter and the ticket before signing the ticket.

Extreme care must be exercised to prevent the waste of fuel caused by an overflow when petroleum bulk storage tanks are being filled, which results in both a fire hazard and the destruction of Department property (refer to Appendix D).

Thirty (30) minutes after a drop is made a reading will be taken from the applicable measuring device and compared to the amount shown in the Fuel and Lubricant Record Book. If a variance is found, it will be noted in red (in the remarks column) with the time and Location Supervisor's initials. If the variance is greater than 1 % (one percent) of the tank capacity, an Unusual Occurrence Report (D.S. 779) with the amount of variance, invoice number, truck number, order number and vendor's name will be prepared and forwarded through channels to the Borough Operations Office and distributed to the Bureau Operations Office. The Bureau Operations Office will notify the Energy Manager of the Bureau of Support Services. No adjustments of records will be made unless authorized by the Assistant Chief of Bureau Operations.

The proper method of getting a reading from a Petrometer is as follows:

The Petrometer will be pumped ten (10) times and a reading will be taken. This is to be repeated two (2) more times, taking a reading each time. The second and third readings should match; if they do not match, the third reading will be used to determine a variance, if any.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/3/2019 8:14 AM

Dept Msg #: DM2019-1795

Code: OEDI1

Subject: SEXUAL HARASSMENT IN THE WORKPLACE

Message: Sexual harassment in the workplace is a form of EMPLOYMENT DISCRIMINATION WHICH IS PROHIBITED by LAW.

Sexual harassment may involve individuals of the same gender. A broad range of behaviors may be considered sexual harassment, including sexually suggestive remarks, pictures or gestures, verbal abuse or harassment of a sexual nature, subtle or direct propositions for sexual favors and pranks and/or jokes of a sexual nature.

The Department will NOT tolerate any form of sexual harassment. This behavior is a violation of the City's EEO Policy.

All employees are required to comply with the EEO Policy. Individuals who are found to have violated the EEO Policy and/or the DSNY Code of Conduct will face disciplinary measures and will be penalized up to and including termination.

This Department message shall be read at all roll calls on Thursday, April 4, 2019. In addition, all roll call Supervisors will sign the blotter attesting that the above message was read at roll call.

All Supervisors and Managers will be held accountable for enforcing the rules of appropriate conduct and ensuring compliance with the Citywide EEO Policy. All officers will sign the blotter attesting they have read and understand this Department message.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/3/2019 8:12 AM

Dept Msg #: DM2019-1794

Code: SAF4

Subject: NEW YORK STATE TRAFFIC LAWS - SAFETY REMINDER

Message: Operators of all Department of Sanitation vehicles are mandated by NYS Vehicle and Traffic Law to operate their assigned vehicles in a safe and law abiding manner.

Department of Sanitation vehicles are prohibited from speeding, mounting sidewalks or curbs, traveling against traffic on any roadway, avoiding intersections, passing red lights or stop signs, making U-turns, backing down streets in order to cut short travel or being operated in any unsafe manner.

The above rules apply to everyone operating Department Equipment.

All Department employees should "CLEARLY" understand that when you work at an accelerated work pace (which includes driving at an accelerated speed), the chances of injuring yourself, your partner and the general public are greatly increased.

Supervisors "ARE RESPONSIBLE" for the behavior of their subordinates in that they are, on a daily basis, able to observe and evaluate the actions and attitudes of their personnel and therefore, responsible to correct unsafe work or driving habits.

The failure of a Supervisor to take corrective action inadvertently sends a message of acceptance of such unsafe actions and attitudes to the offending employee or employees.

Do not allow it; take corrective action.

Remember, safety is everyone's responsibility. It begins with you.

This Department message is to be read at all roll calls for Thursday, April 4, 2019. In addition, all roll call Supervisors will sign the blotter attesting that the above message was read at roll call.

This message is to be posted on all location bulletin boards.

"ACCIDENT PREVENTION
STARTS WITH YOU"

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/4/2019 8:16 AM

Dept Msg #: DM2019-1817

Code: RECY2 (REV 1/3/19)

Subject: RECYCLING MONTHLY MESSAGE

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	Latex Paint
Thermostats	Batteries	

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.

Sent By/Date: HDQTRSOP

4/4/2019 8:22 AM

Dept Msg #: DM2019-1818

Code: MISC6 (REV. 4/10/18)

Subject: REPORTING UNUSUAL INCIDENTS

Message: Department personnel are reminded that all Unusual Incidents must be reported to the Borough Office or Division Headquarters immediately. The Borough Office and specialized units (i.e. Lot Cleaning, C.T.U., Enforcement, etc.) must report directly to the Bureau Operations Office immediately on (646) 885-4860, with any pertinent information. If all the details (including first names and badge numbers of "ALL" parties involved) are not available when the incident is reported to the Operations Office, the information must be transmitted as soon as it becomes available.

THE REPORTING OFFICE WILL THEN SUBMIT A TYPED AND APPROVED D.S. #779 TO
 =====
 THE BUREAU OPERATIONS OFFICE VIA E-MAIL TO unusual823@dsny.nyc.gov.
 =====

If email is unavailable send via fax. Unusual Incidents which are not reported promptly will require a letter to the Assistant Chief of Operations explaining the reason for the delay.

Under no circumstance will a District or Borough Office distribute copies of incidents, unless ordered to do so. All distributions will be completed by the Bureau Operations Office.

Unusual Incidents are defined as those incidents that occur during Department Operations that are out of the ordinary.

FOR EXAMPLE:
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- Vehicular accidents which may cause property and/or personal injury.
- Petroleum product releases at DSNY locations (refer to monthly message.) Also:

Fires	Vandalism	Trade Waste
Thefts	Break-ins	Altercations
Arrests	Acts of Heroism	Assaults
Fatalities	Fuel Shortages	Gun Shot Wounds
Suspensions	(Deliveries)	'Believe It Or Not' Item

All situations involving a DS 1209 or any act that seriously affects the image of the Department.

VERY IMPORTANT
 =====

IN THE EVENT A DEPARTMENT EMPLOYEE IS INJURED WHILE ON DUTY (LODI), REGARDLESS OF TYPE OR SERIOUSNESS OF THE INJURY, AN UNUSUAL INCIDENT REPORT MUST BE SUBMITTED TO THE BUREAU OPERATIONS OFFICE THROUGH PROPER CHANNELS.

All investigating Supervisors are required to complete the electronic DS 807 form which is accessible from the DSNY Intranet page (Appendix B). A DS 807B will be provided to the injured employee.

DS 807 paper forms shall only be used in the event online access to the digital form is unavailable. The DS 807 and DS 807B must be completed within 24 hours.

Refer to GO 2017-02: PROCEDURES FOR UNIFORMED EMPLOYEES REPORTING AND ELECTRONICALLY RECORDING A LINE OF DUTY INJURY (LODI).

Procedures to report needle injuries, needles, hazardous or toxic material are explained in Department Messages DM2019-1573 and DM2019-1792. If officers are unsure if an incident is unusual, they are to call their Borough Office for guidance.

A copy of this message will be "POSTED" in all locations.

All Supervisors, District Superintendents and Borough Managers will read this order and sign daily blotter attesting they read and understood it.

Borough Staff Officers will spot check the blotter to ensure officers are

Sent By/Date: HDQTRSOP 4/4/2019 8:25 AM

Dept Msg #: DM2019-1819

Code: OEDI

Subject: OEDI MONTHLY MESSAGE

Message: All supervisory personnel will read the statement below and sign the daily blotter attesting that they have read and understand it.

DSNY is committed to the City's Equal Employment Opportunity Policy. The Department, as do I, as a representative of DSNY, have a genuine commitment to equal opportunity and the prevention of any form of illegal discrimination. EEO is a real management objective within this agency and as such, biases and bigotry in any form have no place at DSNY.

Every employee has the right to file an EEO complaint. Employees may contact the DSNY Office of Equity, Diversity & Inclusion at 137 Centre St., (212) 437-4213, 4208, 4214, if they believe that discrimination is occurring in their workplace. All employees also have the right to file a complaint outside the Department with an external human rights agency such as the NYC Commission on Human Rights, the NYS Division of Human Rights and the Equal Employment Opportunity Commission.

This message is to be read at all roll calls for Friday, April 5, 2019.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/9/2019 12:26 PM

Dept Msg #: DM2019-1911

Code: ENF2 (REV 4/09/19)

Subject: ENFORCEMENT MESSAGE - PARKING SUMMONSES (NOVS)

Message: The New York City Department of Finance has informed DSNY that Sanitation Supervisors continue to commit serious errors on parking NOVS. As such a new Parking Violation Guidebook has been established and should be utilized by all Officers who issue PVB Summonses during the course of their day. The new guidebook Rev(01.19) can be found on the departments intranet homepage under the ENFORCEMENT tab.

Below are just a few guidelines when issuing a parking NOV. Be sure to familiarize yourself with the new rules established in the guidebook as well:

Only one(1) alpha-numeric character per box when filling out boxed fields even when entering NS (None Shown) ex. Plate Field [N][S][N][S]

Do not staple NOVS together.

Do not send yellow copy to Department of Finance.

Write only one violation per summons.

Bubbles must be shaded in. DO NOT use an "X" or Check mark.

All PVB summonses must contain a Place of Occurrence.

DO NOT overwrite. Void the PVB and reissue accordingly.

DO NOT cross out mistakes. Void the PVB and reissue accordingly.

You must fill in either "Yes" or "No" bubble in the "Permit Displayed" box.

Write to the vehicle registration sticker when issuing to New York State Vehicles.

Parking Summonses are to only be issued while on duty. At no time should any type of parking summonses be issued while not in an official capacity.

If a vehicle does not have license plates affixed to it, DO NOT use the vehicle identification number (VIN#) to issue the summons. This applies to out of state vehicles and if no plates or registration sticker are attached refer to Derelict Vehicle Guidelines.

Indicate your permanently assigned location in the command box, i.e., MN01, BX01, KN01, KS06, QW01, QE07, SI01.

Indicate "S" in the agency box.

Write and print your title, name and tax registry number CLEARLY.

Take full packs of summonses only.

Do not share summonses.

Once you take a pack of summonses from a location, continue to use them wherever you may be working.

Summonses are to be placed on the windshield underneath the windshield wiper, DO NOT place the summons in the door or fender crease.

When voiding Parking Summonses you must send all copies of the summonses to be voided with a completed DOF Agency void slip and a valid reason for the void. The DOF void slip must be signed by the District Superintendent and sent to Enforcement Headquarters, not directly to the DOF. The DOF void slip is available on the DSNY Manual site.

If you have questions regarding this Department Message or proper summons issuance contact Sanitation Police F.T.U. at 718-418-2230.

Sent By/Date: HDQTRSOP 4/5/2019 8:55 AM

Dept Msg #: DM2019-1841

Code: MISC27

Subject: PAYMENT OF TWO-WORKER TRUCK DIFFERENTIAL UNDER SCHRANK AGREEMENT

Message: Sanitation Workers who by seniority would be entitled to two-worker truck differential but for operational reasons are assigned to operate special equipment will be paid the two-worker truck differential under the Schrank Agreement.

Only the Following Equipment is Categorized as "SPECIAL" in G.O. 96-05:

Front End Loader
Hoist Fitted Chassis
Mechanical Broom
E-Z Pack
Large Wrecker
Salt Spreader

C.F.C. - (Trained replacements will be entitled to a differential payment only when they are cut from a district assignment on the same day).

No other equipment or job function qualifies for differential payment under this order, including Sanitation Workers performing clerical duties.
=====

Borough Chiefs will ensure that all Supervisors, District Superintendents, and Deputy Chiefs under their supervision are aware of the contents of this Department Message and comply with it.

Any personnel found in violation of this Department Message will be the subject of severe disciplinary action including suspension and possible termination.

Location Supervisors, District Superintendents, Borough Operations Superintendents, Deputy Chiefs and Borough Chiefs will read this order and sign the blotter attesting to the fact that they have read and understood it.

F.I.A.T. in the course of their regular audits, will be checking for compliance with this department message and taking corrective action if violations are found.

A copy of this message will be posted in a visible location at all work locations.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/8/2019 8:14 AM

Dept Msg #: DM2019-1866

Code: MISC131 (REV 8/10/16)

Subject: CURBSIDE BULK COLLECTION

Message: 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

=====

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

MGP Recycling Trucks

=====

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.)

This Department message is to be read at all roll calls on Tuesday, April 9, 2019.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/8/2019 8:50 AM

Dept Msg #: DM2019-1876

Code: ENF

Subject: UPDATE RECYCLING CODE R7G & R4G

Message: As of February 8, 2017, the R4G code shall no longer be utilized to issue Failure to bundle Newspaper/Cardboard summonses.

The R7G code will have the following two roles:

- Will be utilized to issue Failure to bundle Newspaper/Cardboard, 1 to 8 Dwelling Units
- Its current role, which is Failure to properly put recyclables out for collection violation, 1 to 8 dwelling units. (See below)

For Failure to bundle Newspaper and Cardboard 1 to 8 Dwelling Units:

```

=====
Code   Section      Rule
----   -
R7G    16RCNY        Failure to properly put recyclables out for
                1-08 (h)(1)(2) Collection 1 to 8 dwelling units
  
```

At T/P/Ø I did observe (Paper recyclables) that were not properly tied, bound and secured that were placed out for collection. Property has less than 9 dwelling units

Paper Recyclables

```

-----
Cardboard
Corrugated cardboard
Magazine
Newspaper
Etc.
  
```

For Failure to properly put recyclables out for Collection 1 to 8 Dwelling units:

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=====
Code   Section      Rule
----   -
R7G    16RCNY        Failure to properly put recyclables out for
                1-08 (h)(1)(2) Collection 1 to 8 dwelling units
  
```

At T/P/Ø I did observe (Choice of recyclables) mixed with unsoiled paper in a (Receptacle). Property has less than 9 dwelling units.

Choice of Recyclables

```

=====
aluminum can(s)
cardboard
cardboard box not flattened
catalog(s)
glass
glass bottle(s)
magazine(s) metal
mixed paper
newspaper(s)
paper
phone book(s)
plastic
plastic bottle(s)
soft cover book(s)
unsoiled pieces of cardboard
  
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Receptacle

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=====
can(s)
cardboard board box(es)
container(s)
dumpster
metal can(s)
paper bag(s)
plastic bag(s)
plastic can(s)
  
```

Sent By/Date: HDQTRSOP 4/8/2019 8:12 AM

Dept Msg #: DM2019-1865

Code: MISC130 (REV 1/12/17)

Subject: MIXED RECYCLING COLLECTION GUIDELINES

Message: DUAL BIN SPLIT HOPPER TRUCKS

=====
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

=====
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.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/8/2019 9:04 AM

Dept Msg #: DM2019-1881

Code: PMD9

Subject: FAMILY AND MEDICAL LEAVE ACT

Message: The Family and Medical Leave Act (FMLA) of 1993 requires covered employers to provide up to 12 workweeks of job-protected leave, consecutive or intermittent per rolling year to eligible employees. It also requires that an employee's group health benefits be maintained during the FMLA covered leave.

Employees are eligible for such leave if they have worked for their employer at least 12 months and at least 1,250 hours over the previous 12 months. FMLA benefits are in addition to any other benefits regarding leave that an employee has pursuant to a collective bargaining agreement or City or State law or policy.

Eligible employees may request FMLA status for the following reasons:

1. For the birth and care of a newborn child of an employee;
2. For the placement with the employee of a child for adoption or foster care;
3. To care for a spouse, child or parent with a serious health condition; or
4. To take medical leave when the employee is unable to work because of a serious health condition.

To apply for FMLA leave, request a FMLA application from your local timekeeper. Fill out the application form and submit it along with supporting Health Care provider documentation to your timekeeper. Your timekeeper will forward your documentation, along with a DS46 Form directly to:

DSNY Human Resources,
59 Maiden Lane, 5th Floor.

More information can be found on the DSNY Manuals site here:
<http://citypoint.csc.nycnet/sites/dsny/manual>

This Department Message shall be read at all roll calls for Tuesday,
April 9, 2019.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/17/2019 8:27 AM

Dept Msg #: DM2019-2023

Code: SMART10

Subject: SMART 3.0 - WORK COMPLETE - NAMING ROUTES FOR PROPER ALLOCATIONS

Message: To ensure Work Complete Allocation data reflects accurately in all related reports the naming of each T&R (Task and Route) on the SMART Ops board needs to be strictly adhered to as outlined below.

All routes that will be allocated, including Cleaning routes MUST have a route description T/R that follows the standard route designations as follows (the same as is SCAN):

A single letter designating the day of the week, with a number for the route. (i.e. H3 is Thursday route 3). 1 through 20 can be accommodated.

Sunday - U (U1, U2, U3, ... U10, U11, ... U19, U20)
Monday- M (M1, M2, M3, ... M10, M11, ... M19, M20)
Tuesday- T (T1, T2, T3, ... T10, T11, ... T19, T20)
Wednesday- W (W1, W2, W3, ... W10, W11, ... W19, W20)
Thursday- H (H1, H2, H3, ... H10, H11, ... H19, H20)
Friday- F (F1, F2, F3, ... F10, F11, ... F19, F20)
Saturday- S (S1, S2, S3, ... S10, S11, ... S19, S20)

The use of other symbols, characters or naming conventions in the Task Description T/R other than what is listed will lead to inaccuracies in all related reports (Productivity 202, "P", etc.)

Example - Some districts have been showing the school truck T/R as "School" or an MLP route as "MLP" etc., - This will cause the Allocation reports to be inaccurate.

For any assistance call the SMART Lab at (718) 334-9020

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/17/2019 8:34 AM

Dept Msg #: DM2019-2026

Code: MISC65

Subject: DEPARTMENT VEHICLES DUMPING AT PRIVATE TRANSFER STATIONS

Message: All truck operators are to proceed with caution when entering and exiting private transfer station facilities.

Operators of Department vehicles will be guided by facility floor personnel when entering and exiting private transfer stations.

Furthermore, all truck operators are to adhere to all private transfer station safety and traffic regulations.

Export Supervisors will monitor for compliance.

This Department message shall be read at all roll calls for Thursday, April 18, 2019. In addition, all roll call Supervisors will sign the blotter attesting that the above message was read at roll call.

All Supervisors will sign the blotter attesting they have read and understand this Department Message.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/17/2019 9:16 AM

Dept Msg #: DM2019-2034

Code: MISC80

Subject: TELEPHONE ETIQUETTE

Message: Department personnel are reminded that proper telephone etiquette is mandatory.

Telephone procedures are as follows:

- 1 - Telephones will be answered within three (3) rings.
- 2 - Identify the Department, the location/unit in which you work and your name. Followed by: "May I help you".

Example: Department of Sanitation, Bronx 12, Ms. Jones, may I help you.
- 3 - Speak in a clear, courteous and professional manner.
- 4 - Ask the caller's name, address and telephone number, for follow up, where appropriate.
- 5 - Do not keep a person on hold for longer than one (1) minute.
- 6 - Do not guess or assume - if you do not know the answer, explain to the caller you will refer them to someone who may be able to answer their questions.

* Callers will have the opportunity to speak to a Supervisor if not satisfied with a response from an operator.
- 7 - If you must transfer the call to another party, give the caller the number you are transferring them to, in the event of a disconnection.
- 8 - Do not speak in a tone which could be construed as being argumentative. Under no circumstances use profanity.

Location and/or unit Supervisors will set the example and, ensure that telephone answering procedures are considered a priority and adhered to at all times.

This message is to be posted on all bulletin boards, and a copy is to be made available for all office staff.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/15/2019 8:34 AM

Dept Msg #: DM2019-1980

Code: MISC130 (REV 1/12/17)

Subject: MIXED RECYCLING COLLECTION GUIDELINES

Message: DUAL BIN SPLIT HOPPER TRUCKS

=====
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Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/16/2019 8:51 AM

Dept Msg #: DM2019-2009

Code: 311

Subject: NEW YORK CITY CITIZENS SERVICE CENTER COMPLAINTS

Message: New York City Citizens Service Center complaints are to be investigated in a timely manner. The address and results are to be indicated on the complaint form and returned to the appropriate office. By addressing these complaints in this fashion, we help prevent re-occurrence of the same complaints.

The Division of Customer service and Government Relations (CSGR) serves as DSNY's liaison to 311. Should you have any questions about 311 service request or complaint you can contact the Customer Service Unit (formerly the Sanitation Action Center) of CSGR at 646-885-3769.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/16/2019 8:52 AM

Dept Msg #: DM2019-2010

Code: 311A

Subject: PROCEDURES FOR UPDATING 311 & WEBSITE SERVICE REQUESTS/COMPLAINTS

Message: The following procedures are to be followed when updating 311 and web-site service requests/complaints (Action Center System):

The ACTION DATE listed shall be as follows:

CLEANING (Street conditions, etc.) - the date clean-up was completed.
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ENFORCEMENT - The date the inspection was conducted.
=====

COLLECTION (Missed refuse or recycling collection) - the date the
=====
material was collected.

EMPLOYEE BEHAVIOR - The date the interview/investigation process began.
=====

When an inspection determined that no condition was found, state the date of inspection. If the caller has been contacted and that resolved the service request, indicate the day of the interview as the ACTION DAY.

In no case should a service request or complaint be closed until substantive action to resolve it has been undertaken.

The Division of Customer service and Government Relations (CSGR) serves as DSNY's liaison to 311. Should you have any questions about 311 service request or complaint you can contact the Customer Service Unit (formerly the Sanitation Action Center) of CSGR at 646-885-3769.

Steven W. Costas
Acting Commissioner