

Analytics from an Agency Perspective:



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Commissioner
NYC Department of Sanitation

DSNY: Agency Mission

The Department of Sanitation's mission includes:

Daily Street Operations

- Cleaning
- Refuse & Recycling Collection
- Snow Clearing

Solid Waste Management

- Manage Export Contracts
- Close Landfills
- Operate Transfer Stations

DSNY: A Data-Driven Agency

1898 Annual Report:

- “1,623,041 $\frac{3}{4}$ cart-loads of refuse material were collected in Manhattan and The Bronx.”
- SCAN (Sanitation Control Analysis Network) (since 1980's) reports daily:
 - Tons Collected (or Left out), Worker Hours, Tons per Truck Shift
 - By shift, in 42 categories of refuse and recycling, for over 1,500 routes
- Scorecard – Street and Sidewalk Cleanliness Data
- 2 Waste Composition Studies

DSNY Implementation of Oracle Business Intelligence

- DSNY utilizes Oracle Business Intelligence software to:
 - Streamline its various data sets into a workable platform for agency managers.
 - Assists DSNY in reporting on the MMR & CPR.
 - Internal Review of Customer Service Requests.

DSNY Analytical Dashboard Options

[My Dashboard](#)
[311 & Agency Customer Service](#)
[Citywide Performance Reporting](#)
[Customer Service Performance Reporting](#)
[DSNY-125 Worth](#)
[DSNY-BWD](#)
[DSNY-BigApps](#)
[DSNY-Boro](#)
[DSNY-Executive](#)
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DSNY-Boro

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[MCC Trends & Rankings](#)
[311, All Types](#)
[All Complaints Map](#)
[Scorecard](#)

Information for Today, Thursday, December 08, 2011
[Refresh](#)

Zone	District
Manhattan	MN01
<input type="button" value="Go"/>	

Collection Targets

[Collection and Recycling Performance 7 Days Ago](#)
[Routes not cleaning on this weekday in the last 6 weeks](#)

Today's Refuse and Recycling Collection Targets
 FY10 Targets

Material Category	Section	Material Type	Start Trucks	Finish Trucks
Refuse	MN011	01 - H/H Collection (Curbside)	2	2.50
	MN013	01 - H/H Collection (Curbside)	2	1.50
Refuse Total			4	4.00
Recycling	MN011	31 - Newspaper / Magazines / Corrugated	2	2.00
		33 - Metal / Glass / Plastic	2	1.50
	MN013	31 - Newspaper / Magazines / Corrugated		
		33 - Metal / Glass / Plastic		
Recycling Total			4	3.50

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Equipment

[Today's Status of Individual Collection Trucks Up and Down](#)

Today's Collection Truck Availability
 As of 0600 (0700 during Night Flow)

Garage	Vehicle	Vehicles On Location			Vehicles Down			Vehicles Available				
		Plan	Actual	Plus/Minus	Plan	Actual	Plus/Minus	Op. Need	Spare Need	Total Need	Actual Up	Plus/Minus
MN01	Collection Truck	16	15	-1	2.7	2	-0.7	13	1.3	14.3	13	-1.3
	Dual-Bin Coll Truck	0	0	0	0.0	0	0.0	0	0.0	0.0	0	0.0
Grand Total		16	15	-1	2.7	2	-0.7	13	1.3	14.3	13	-1.3

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Tomorrow's Equipment Need vs. Projected Availability
 As of 0600 (0700) today

This report compares tomorrow's operational need for vehicles required to accomplish planned collection, recycling, and cleaning activities with a projection of vehicle availability based on this morning's status at 0600 (0700).

Garage	Vehicle	Vehicles Up			Vehicles On Location	
		Op. Need	Projected	Plus/Minus	Plan	Projected
MN01	Collection Truck	14	13	-1	16	15
	Dual-Bin Coll Truck	0			0	

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% Streets and Sidewalks Rated Acceptable by Section, Month and Fiscal Year-To-Date

November 2011 (Final)

To Drill: Click a District name to view its sections; click "District" to view all Sections.
 To Sort: Click Column Header to sort by that column.
 To view historical trend: Click a Month percentage to view the trend for that area.

Highlighted values are below the current threshold of 85%.

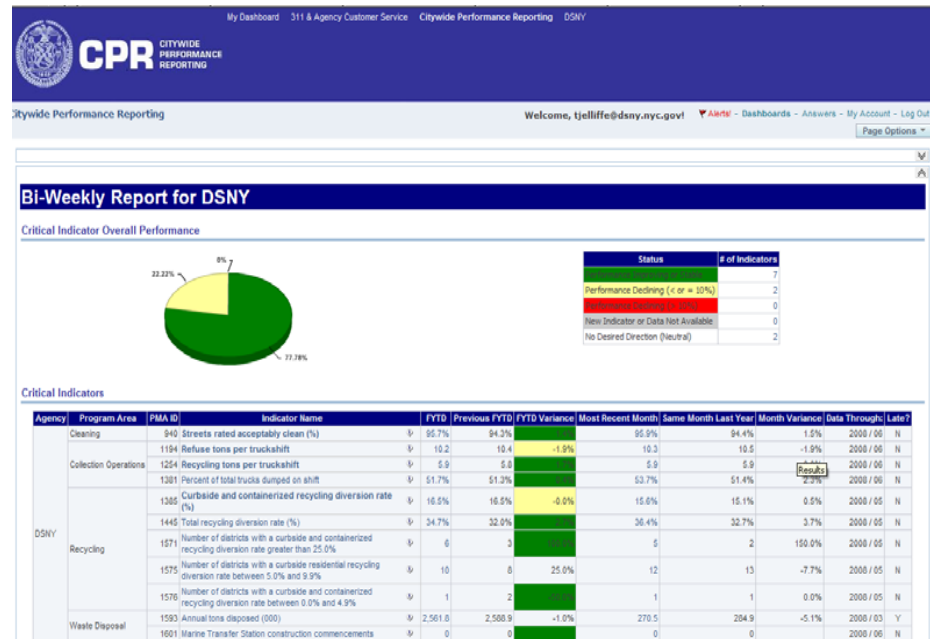
CPR as a Catalyst

- While CPR enhances accountability and helps to focus monthly performance reviews, more drill-down capacity and reporting capability is needed to address the problem areas it highlights.
- These additional tools are found in the same business intelligence framework (Siebel Analytics) that hosts CPR.
- DSNY can access individual 311 complaints, which assists local supervisors in identifying and remedying problem patterns. Trends and complaint status can also be shown by Borough and District.

DSNY's Critical Indicators

Sanitation's eleven most critical indicators focus on:

- Street cleanliness levels
- Collections operations
- Progress toward recycling (at both citywide and neighborhood levels)
- Marine transfer stations and the City's Solid Waste Management Program

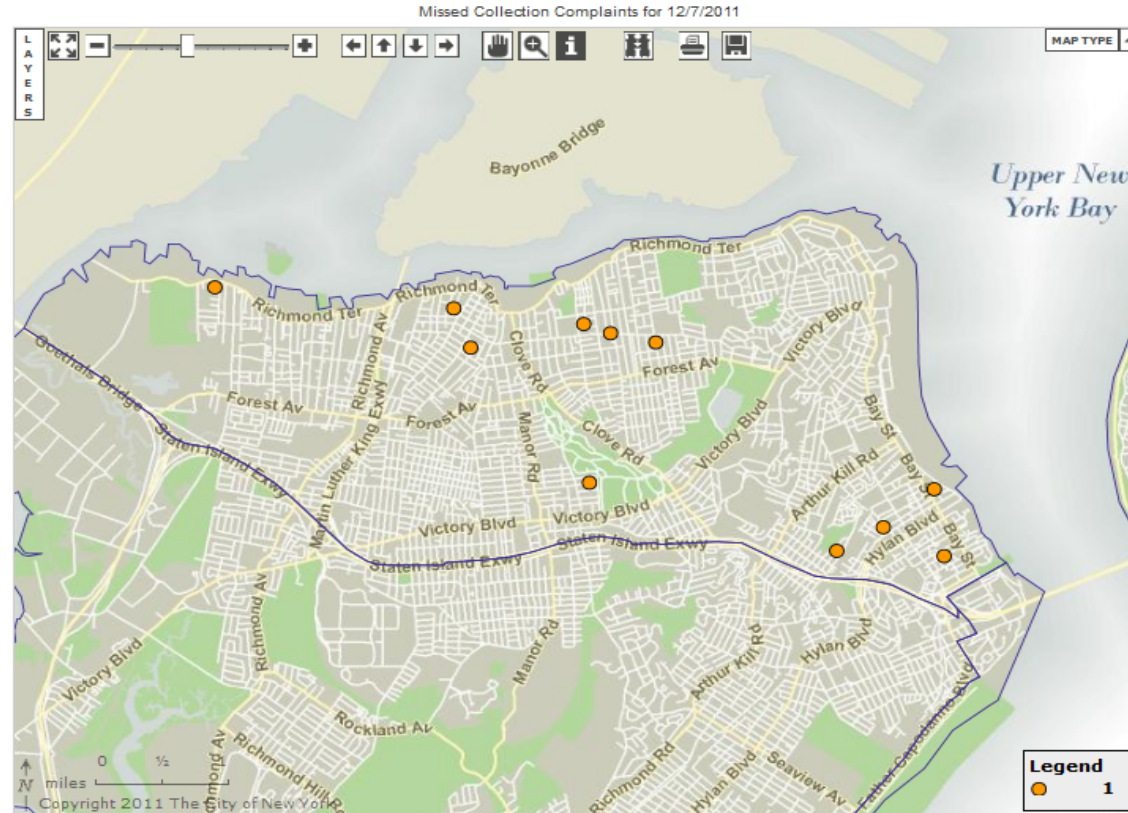


Sanitation's CPR Performance Measures

Benefits:

- Comprehensive
- Bottom-line oriented
- Up-to-date / “Real Time”
- Community-specific in many cases
 - Data within 59 Sanitation Districts
- External and internal web access is useful to:
 - Focus monthly performance reviews with City Hall
 - Let the public review agency performance

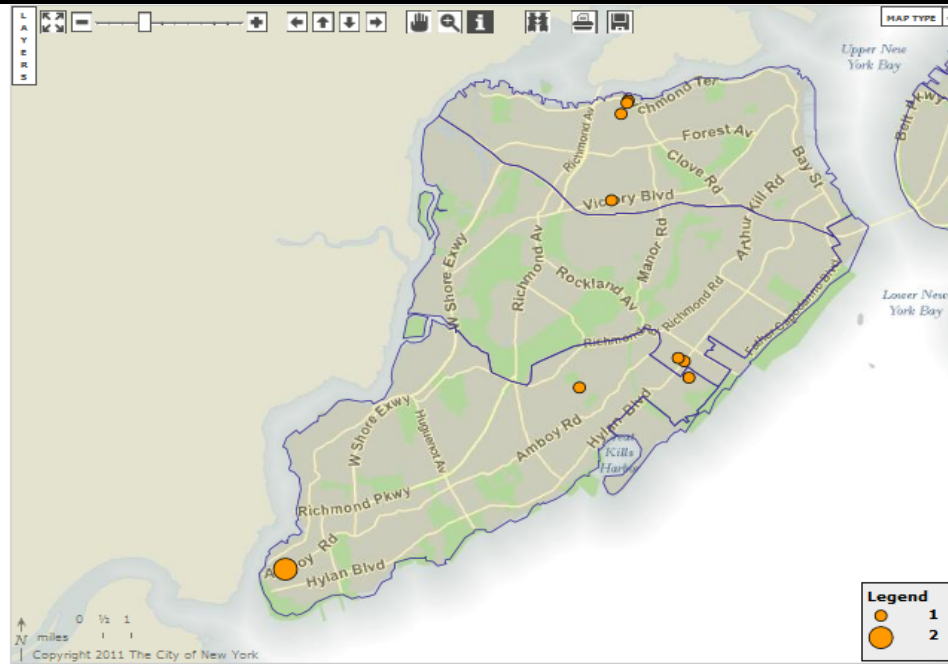
Missed Collection Complaints



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Zone	District	Section	Pickup Days	Customer Last Name	Daytime Phone #	Incident Address	Cross Street 1	Cross Street 2	Descriptor 1	Status	On Map?	# of SRs
Staten Island	SI01	SI012	T,F / T	RITA KIRDAHY	7187208583	417 BARD AVENUE	CASTLETON AVENUE	DE KAY STREET	1 Missed Collection	Open	Yes	1
				VICKIE FOSSELLA	7184483482	918 CASTLETON AVENUE	BEMENT AVENUE	ELM STREET	1 Missed Collection	Open	Yes	1
		SI013	W,S / S	MARIA SANTANA	9179526134	40 WINEGAR LANE	BROADWAY	CAMPBELL AVENUE	2 Bulk-Missed Collection	Closed	Yes	1
				JOHN BRUKALO	7187271269	31 POTTER AVENUE	ROYAL OAK ROAD	SLOSSON AVENUE	1R Missed Recycling-All Materials	Closed	Yes	1
				ROSANNE NICHOLS	7188765416	14 ALBION PLACE	WASHINGTON PLACE	HEBERTON AVENUE	2 Bulk-Missed Collection	Closed	Yes	1
		SI014	M,H / H	_____MRS. NELSON	9173978037	98 MAPLE AVENUE	GROVE AVENUE	HARRISON AVENUE	2 Bulk-Missed Collection	Closed	Yes	1
				B YAW	7184426797	62 NORTHFIELD COURT	BEND	DEAD END	1R Missed Recycling-All Materials	Open	Yes	1
		SI011	M,H / M	HENRY SCHKYER	7182737306	21 CHURCH LANE	WIMAN PLACE	BAY STREET	1R Missed Recycling-All Materials	Closed	Yes	1
				DONNA CRUPI	9178371819	224 VIRGINIA AVENUE	FOX HILL TERRACE	FLETCHER STREET	1R Missed Recycling-All Materials	Closed	Yes	1
				ELENA GAMBURG	3476010332	84 EVELYN PLACE	HOME AVENUE	DEAD END	1R Missed Recycling-All Materials	Closed	Yes	1
				WILLIAM AMEKER	3474665261	14 MANTON PLACE	MOSEL AVENUE	ELBE AVENUE	1RB Missed Recycling - M/G/PI	Closed	Yes	1
Staten Island Total											11	

Overflowing Litter Basket Complaints



[disclaimer](#)

ger than the number displayed on the map. Such discrepancies can result when insufficient location information was taken from the caller.

11/6/11 through 12/6/11

Closed

Zone	District	Section	Refuse Pickup Days	Week Day Called	Call Date	Call Time	SR #	Caller's Name	Location	Cross Street 1	Cross Street 2	On Map?	# of SRs		
													INTERSECTION	ADDRESS	
Staten Island	SI01	SI013		Wednesday	11/16/11	15:48	2011CS0700234	ANJAIL	CASTLETON AVENUE & PORT RICHMOND AVENUE			Yes	<input checked="" type="checkbox"/>		
					16:13	2011CS0700235	ANJAIL	PORT RICHMOND AVENUE & ANN STREET			Yes	<input checked="" type="checkbox"/>			
		Monday, Thursday	Sunday	11/6/11	8:13	2011MLMV02856	MS. DANIELA CARABALLO	124 PORT RICHMOND AVENUE	RICHMOND TERRACE	CHURCH STREET	Yes		<input checked="" type="checkbox"/>		
		SI014	Wednesday, Saturday	Tuesday	12/6/11	15:04	2011MLMR02595	DENISE BOTTONE	2241 VICTORY BOULEVARD	CARMEL AVENUE	O'CONNOR AVENUE	Yes		<input checked="" type="checkbox"/>	
		SI02			Monday	11/14/11	9:39	2011WB0747155	NHU	LINDBERGH AVENUE & CLAWSON STREET			Yes	<input checked="" type="checkbox"/>	
					Thursday	11/24/11	9:08	2011WB4220668	NHU	HYLAN BOULEVARD & LINDBERGH AVENUE			Yes	<input checked="" type="checkbox"/>	
		SI031	Tuesday, Friday	Thursday	12/1/11	18:45	2011ML9207280		285 MILL ROAD	ISERNIA AVENUE	TYSENS LANE	Yes		<input checked="" type="checkbox"/>	
		SI032	Wednesday, Saturday	Friday	11/18/11	22:40	2011WB0338168	ANONYMOUS	245 GREAVES AVENUE	LEVERETT AVENUE	KENNINGTON STREET	Yes		<input checked="" type="checkbox"/>	
		SI038				15:50	2011ML1332316	MS. GIACALONE	AMBOY ROAD & MAIN STREET			Yes	<input checked="" type="checkbox"/>		
					11/17/11	15:52	2011ML1332317	MS. GIACALONE	AMBOY ROAD & MAIN STREET			Yes	<input checked="" type="checkbox"/>		
Staten Island Total												6	4		
Grand Total												6	4		