0x30
zero waste to landfills by 2030

Bill de Blasio Mayor
Kathryn Garcia Commissioner

Printed on recycled paper, of course.
a department of sanitation guide for new yorkers
getting to zero

Zero waste is our future.

New Yorkers “throw away” nearly 15 pounds of garbage at home each week – generating 3,000,000 tons of residential waste in New York City each year. Of course, there’s no “away”: Garbage is just moved from sight.

This Guide to Zero outlines the services that the Department of Sanitation provides – and how New Yorkers can keep garbage from reaching landfills.

recycling + sustainability

DSNY’s curbside recycling service has evolved into a necessity, and over the next five years we’re changing our operations with one focus: make it easier for New Yorkers to divert waste from landfills.

What we have dismissed as “just garbage” isn’t trash at all; residential waste is predominantly comprised of organics, which can be turned into soil-enriching compost, and metal, glass, plastics, paper, textiles and other materials that can be repurposed. Recovering these resources is best for our environment – and we’re proud to lead New Yorkers to contribute zero waste to landfills by 2030.
understanding the challenge
Producing goods depletes resources. Delivering them consumes fossil fuels and generates greenhouse gas. Then – when we toss what we no longer want – many products decompose, potentially leaching toxins into our ecosystem.

breaking the cycle
We can keep material from landfills by cutting the amount we consume, reusing what we already have, donating what we no longer need and recycling as much as possible. Together, this builds a healthy, safe and clean environment.

managing materials
DSNY is changing operations, launching new initiatives and revitalizing educational programs to meet our zero waste goal. DSNY is:

- Simplifying recycling – by 2020 one bin for paper, plastic, glass and metal;
- Promoting reuse – encouraging swaps and donations;
- Transforming all schools into zero-waste schools;
- Implementing Citywide collections and drop-offs of food scraps and yard waste by 2018;
- Eliminating material – keeping electronics and plastic bags from landfill; and
- Supporting NYCHA recycling programs.
Recyclables are divided into two categories: paper and cardboard; and metal, plastic, glass and cartons.

**paper + cardboard**

Paper and cardboard go into green bins, bins labeled PAPER & CARDBOARD or bins with green DSNY decals. Paper can also be put into clear plastic bags, and cardboard can be flattened, piled up to 18 inches, and tied with string or twine. Staples can be included – but remove spiral binding from paper.

- Books – Soft Cover (not Hard) + Comics
- Cardboard – Smooth, Corrugated
- Catalogs, Magazines + Newspapers
- Envelopes (With Windows)
- Mail
- Paper – White, Colored, Bags, Cups
- Pizza Boxes
- Wrapping Paper

Not Accepted: soiled paper; paper with heavy wax/plastic coating (e.g., food take-out containers)

**metal, glass, plastic + cartons**

Empty and rinse metal, glass, plastic and cartons and place them into blue bins, bins labeled METAL, GLASS, PLASTIC & CARTONS or bins with blue DSNY decals. They can also be secured in clear plastic bags.

- Aluminum – Foil, Wrap + Trays
- Cartons – Food + Beverage
- Glass – Bottles + Jars
- Metal – Bulk, Cans, Caps/Lids
- Metal – Appliances + Household Items
- Plastic – Bottles, Jugs, Jars, Caps / Lids
- Plastic – Rigid Containers + Packaging
- Plastic – Housewares + Bulk

Not Accepted: plastic bags; squeeze tubes; batteries (remove from toys and small appliances)
Food scraps, food-soiled paper and yard waste – called organics or organic waste – comprise nearly a third of the garbage DSNY collects. Unlike trash, though, organic waste is valuable. It can be turned into soil-enhancing compost or renewable energy.

**recycling organic waste**
Participate in the Organics Collection pilot program, compost at home or drop off fruit and vegetable scraps at DSNY-sponsored food scrap drop-off sites. Visit nyc.gov/organics for pilot areas and drop-off locations. Learn about composting and rebuilding soil with the DSNY-funded NYC Compost Project; visit nyc.gov/compostproject. The Department continues to expand organics collection service. By 2018, DSNY will provide food scrap and yard waste collection and drop-off locations Citywide.

**yard waste generated by landscapers**
Waste generated by commercial landscapers cannot be left for DSNY collection. Landscapers must take yard waste to a permitted composting facility for proper disposal.

**asian longhorned beetle zones**
Landscapers working in Asian longhorned beetle quarantine zones (Brooklyn and Queens) must follow specific requirements when disposing of yard waste. Visit the Department of Parks & Recreation at nyc.gov/parks. Call 311 for free on-site chipping and disposal in designated areas.
New York State has banned disposal of certain electronics – and DSNY issues $100 fines to people who leave them curbside. Visit nyc.gov/electronics for a list of banned equipment and recycling options.

**Recycling Electronics**

- **E-cycleNYC.** Buildings with 10 or more apartments can receive free electronics collection.
- **Retailers.** Most retailers accept an old TV or computer when delivering a new one.
- **Drop-Off.** The Salvation Army and the Lower East Side Ecology Center accept electronics. Best Buy accepts electronics, including tube TVs under 32" and flat-panel TVs under 50". Goodwill accepts electronics other than large, old televisions. Staples accepts electronics other than TVs.
- **Recycling Events.** Visit [nyc.gov/SAFEdisposal](http://nyc.gov/SAFEdisposal) and [lesecologycenter.org](http://lesecologycenter.org) for e-waste collection events.
- **Donate or Sell.** Visit [nyc.gov/stuffexchange](http://nyc.gov/stuffexchange).
- **Mail-Back.** Your manufacturer may offer free mail-back service. If it will not recycle its electronics, report it to the NYS Department of Environmental Conservation by calling 1-800-TIPP-DEC.
- **Wireless Providers.** Wireless providers must accept old cell phones. Verizon Wireless also accepts them to help domestic violence victims.
Special handling is required for many products; common examples are below. Use the How To Get Rid Of... tool at nyc.gov/sanitation to learn about specific items.

**automotive products**
Antifreeze: SAFE Disposal Event
Auto Batteries: SAFE Disposal Event; Special Waste Drop-off Site; service station; or auto supply store
Oil Filters + Motor Oil: SAFE Disposal Event; Special Waste Drop-off Site; service station that changes oil
Tires: DSNY garage; Special Waste Drop-off Site; business that sells tires

**household medical waste**
Medical Equipment: Recycle if mostly metal or plastic; donate
Medications: SAFE Disposal Event; some pharmacies may accept; mix with coffee grounds or kitty litter, put into a container marked “For Disposal Only” and include with garbage
Syringes + Lancets: SAFE Disposal Event; hospitals and nursing homes

**mercury**
Liquid Mercury: SAFE Disposal Event
Products Containing Mercury: SAFE Disposal Event; Special Waste Drop-off Site

**tanks + fire extinguishers**
Fire Extinguishers: Contact retailer; SAFE Disposal Event for non-CO₂ or dry chemical
Gas Tanks: SAFE Disposal Event
Helium Tanks: Empty, remove valve and recycle
Propane Tanks: Ask dealer to exchange or recycle

**cleaning + maintenance products**
Marked DANGER (or similar language): Do not pour down the drain; bring to SAFE Disposal Event

nyc.gov/sanitation
The Department can help make it easier for residents in apartment buildings to recycle.

**services provided**

For buildings over 10 units, DSNY offers free electronic recycling through e-cycleNYC, free textile and clothing recycling through re-fashioNYC, and organics collection. To enroll in these programs, visit [nyc.gov/apt-recycling](http://nyc.gov/apt-recycling).

**guidelines for building management**

- Establish an area for recycling. If not near the garbage, post signs indicating where to recycle.
- Label recycling bins and post signs explaining proper separation of materials. Free recycling decals and signs are available at [on.nyc.gov/recycling-materials](http://on.nyc.gov/recycling-materials).
- Line recycling bins with clear plastic bags. (Black bags are only for garbage.)
- Place additional recycling bins where recyclables may be discarded, near mailboxes or in the laundry room.
- Give recycling instructions to all new residents and tenants renewing their leases.
reuse, swaps + donations

Too often, what we want to throw out isn’t actually garbage. Clothing, furniture and so much more can be useful to others well after we no longer need them. Plus, donating goods for others to use is just better for the environment – conserving energy and other resources.

ways to give old stuff new life

Materials for the Arts. Donations go to nonprofits with arts programming, government agencies and public schools. Visit nyc.gov/mfta.

NYC Stuff Exchange. Visit nyc.gov/stuffexchange to learn where to donate, buy, sell or receive gently used items.

reuseNYC Donations Exchange. Businesses and nonprofits can visit reusenyc.info/exchange for donations and exchanges.

re-fashioNYC. DSNY partners with Housing Works to keep textiles and apparel from landfill. Visit nyc.gov/refashion to learn more.

GrowNYC. Visit grownyc.org to learn about free swaps where you can bring clean, reusable, portable items – and take home something new (to you).
Many products can pose health and safety risks if not properly stored, handled or discarded. The items accepted at SAFE Disposal Events – solvents, automotive materials, flammables and electronics – must be treated with extra care. Visit nyc.gov/SAFEdisposal to learn more.

special handling
The list below provides examples of items that cannot be left for recycling or garbage collection or may require special handling.

- Acids
- Batteries – Auto + Rechargeable
- Corrosive Liquids
- Flammable Liquids
- Mercury-containing Items – Except Fluorescent Bulbs
- Propane Tanks
- Wood Debris
- Asbestos
- Commercial Waste
- Electronics
- Gasoline + Gas Cylinders
- Motor Oil
- Tires
- Yard Waste from Professional Landscapers

While it’s legal to discard some harmful items – such as pesticides – special handling may be best. Use the How To Get Rid Of… tool at nyc.gov/sanitation.
Cooling appliances and dehumidifiers contain chlorofluorocarbon gas – typically called CFCs or Freon – which can damage our atmosphere if not properly contained.

**CFC collection appointment**
Before discarding a refrigerator, water cooler, dehumidifier, air conditioner or similar appliance, call 311 to request a CFC collection appointment for up to six appliances.

**preparing for CFC collection**
The night before the scheduled appointment, place the appliance curbside. DSNY personnel will recover the CFC gas and tag the appliance. Tagged items will be collected.

**after CFC removal**
For large and small appliances that are predominantly metal or rigid plastic – that do not contain CFCs – recycle with metal, glass and plastic. Remove batteries from all appliances before leaving the items curbside. If the appliance is not metal or rigid plastic, leave it for garbage collection.

**refrigerators + freezers**
For safety reasons, doors must be removed from refrigerators and freezers before being set out for collection.
Keep space around residences clean and clear of obstructions. This includes areas such as yards, alleys, courtyards and 18 inches from the curb into the street.

**sidewalk + street obstructions**
Remove items that could disrupt foot traffic, impede vehicles or threaten public safety. Also, it’s illegal to obstruct DSNY employees who are servicing our streets and sidewalks.

**sweeping + blowers**
Don’t sweep dust, ashes or debris into public areas. When using a blower, send leaves, grass or litter into a pile – and dispose of it properly. It’s also illegal to create dust or litter by shaking or beating carpets or mats in public areas.

**litter baskets**
Litter baskets are for pedestrians to dispose of light garbage; they cannot be used for household or commercial garbage or sweepings.
Alternate side parking regulations allow mechanical brooms to clean streets. Cleaning schedules are listed on street signs that typically feature a large P crossed by a broom.

**overview**
Cars must be moved to allow street cleaning or drivers will be issued a ticket. It’s never legal to double-park, even during alternate side parking hours. Parking regulations often apply in metered areas.

**suspension of parking regulations**
The City suspends alternate side parking rules for certain holidays, severe weather or emergencies. DSNY’s homepage at [nyc.gov/sanitation](http://nyc.gov/sanitation) displays the status of alternate-side parking regulations. Note: When alternate side parking is suspended, metered parking rules remain in effect.

**reduced sweeping**
Community board districts with two-time-per-week sweeping may apply for reduced frequency – if they’ve earned a Mayoral Scorecard Cleanliness Rating of at least 90 percent for two fiscal years. Visit [nyc.gov](http://nyc.gov) for scorecard information, and contact your local community board.
New Yorkers in busy areas sometimes fill litter baskets faster than DSNY teams can empty them. Volunteers in the Adopt-a-Basket Program protect our health and quality of life by keeping litter baskets from overflowing.

how to participate
DSNY provides a supply of plastic liners, a collection schedule – and a direct contact at our local office. Program volunteers monitor their litter baskets; when they’re three-quarters full, they should remove the used plastic liners, tie them, leave them next to the basket and insert a new liner.

registration
Individuals or organizations can join the Adopt-a-Basket Program. Visit nyc.gov/adoptabasket to register. The Department presents all participants with a Certificate of Appreciation, which can be put on display.
To reduce litter and improve our streetscape, sponsors can purchase deluxe, heavier-duty litter baskets.

program overview
Individuals and organizations can supply pre-approved baskets to replace the City’s standard design. These higher-end baskets can include a logo or name to highlight the sponsor’s commitment to maintaining the community’s quality of life. Volunteers can sponsor and adopt a basket. To learn more or participate, email CustomerService@dsny.nyc.gov.
DSNY removes blight, nuisances and dangers from our communities.

**vacant lots + land**
Owners must maintain their properties. DSNY will clear garbage and debris from vacant lots and land around abandoned buildings – and bill the owner. Volunteers seeking support when cleaning a neighborhood should call Community Affairs at (646) 885-4503.

**abandoned vehicles + derelict bicycles**
Call 311 to request removal of an abandoned vehicle. If it has a license plate, inform the local police precinct; provide the vehicle’s location, make, model and color. Bikes chained to public property or a City tree may be deemed derelict and marked for removal. Marked bicycles must be removed by owners within seven days. Call 311 to report a derelict bicycle.

**graffiti**
Owners must remove graffiti from their properties, and the City will provide free cleaning in the [Graffiti Free NY Program](https://nyc.gov/sanitation). Call 311 to participate or to file a police report. Report graffiti or vandalism in progress by calling 911.
It’s illegal to throw litter or garbage onto streets or other public spaces – or to throw garbage out of a building or window.

penalties
People caught littering may be issued an Environmental Control Board Notice of Violation – called a summons or NOV. NOVs carry civil penalties up to $250.

property owner responsibilities
Owners must clean litter from public areas next to their properties – though they can report reoccurring litter to 311, and the City will investigate. Residents can report dirty sidewalks, gutters and loose trash. Call 311 or visit nyc.gov/311.

overflowing litter baskets
Pedestrians may fill litter baskets faster than DSNY teams can empty them. Report an overflowing litter basket by calling 311 or visiting nyc.gov/311.
People who have a dog in public – or in an unfenced area next to a public space – must follow certain rules.

**care requirements**
- Keep dogs restrained on a leash no longer than six feet;
- Don’t allow a dog to dig or defecate on a sidewalk or on the grass strip beside a sidewalk;
- Remove the dog’s feces from any public area, seal it tightly in a bag or container and dispose of it properly (though this does not apply to seeing-eye dogs); and
- Don’t allow your dog to bark excessively or be a nuisance to others.

**helpful information**
Dogs living in New York City must have a license; visit [nyc.gov/health](http://nyc.gov/health).

To report dog or animal waste, call 311 or visit [nyc.gov/311](http://nyc.gov/311).

To learn about dog-friendly public events and rules governing dogs in New York City parks, visit [nyc.gov/parks](http://nyc.gov/parks).
dead animals

DSNY collects animal carcasses from public areas.

disposal
Place a dead animal in a heavy-duty black plastic bag and set it curbside on the day of garbage collection. Identify the contents by taping a note to the bag, such as “dead dog.” Do not leave animals for collection if they may have been rabid.

pets
The City cremates dead pets for a fee; ashes are not returned to the owner.

reporting a dead animal
Call 311 or visit nyc.gov/311 to learn about removing dead animals on private property or to report:

- A dead animal on public property or in a body of water;
- A dead animal that may have been rabid; or
- Ten or more dead animals in one place.
DSNY provides curbside recycling and garbage collection for households, public schools and some non-profit organizations – and collects food scraps and yard waste from properties in the NYC Organics Collection pilot program.

**how to determine your collection days**
Use the Collection Schedule search tool at [nyc.gov/sanitation](http://nyc.gov/sanitation) to learn your collection days.

**when to place items curbside + remove bins**
*Before Collection.* Set items curbside after 4pm the night before your scheduled collection.

*After Collection.* Remove emptied containers by 9pm on collection day (or by 9am the next morning if your collection is after 4pm).
**holidays**

DSNY does not collect on the following holidays:

<table>
<thead>
<tr>
<th>New Year’s Day</th>
<th>Memorial Day</th>
<th>Election Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Martin Luther King, Jr. Day</td>
<td>Independence Day</td>
<td>Veterans Day</td>
</tr>
<tr>
<td>Lincoln’s Birthday</td>
<td>Labor Day</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>Presidents’ Day</td>
<td>Columbus Day</td>
<td>Christmas Day</td>
</tr>
</tbody>
</table>

**After-holiday Garbage + Organics Collection.** Set items curbside after 4pm the evening of the holiday.

Most residents will have collection one or two days after the holiday, though in some cases residents may not have collection service until their next scheduled collection day. In most cases, residents with organics collection will receive service the day after the holiday.

**After-holiday Recycling Collection.** Hold recyclables until your next scheduled collection. After back-to-back holidays, such as two Monday holidays in a row, DSNY will collect recyclables the day after the second holiday.

**snow emergencies**

During winter weather, the Department may suspend collections to clear roadways for public safety.
collection set-out rules

Set garbage and recycling at the curb, not blocking sidewalks or in front of another property. Participants in the NYC Organics Collection pilot program should leave organic waste curbside.

preparing for collection

Sorting. Sort recyclables and garbage. Keep mixed paper and cardboard together – separated from metal, glass, plastic and beverage cartons.

Bins. Must be: leak-proof with tight-fitting lids; a maximum of 44 gallons for garbage and 32 gallons for recyclables; and no heavier than 60 pounds when full.

Bags. Recyclables must be in clear plastic bags; garbage must be in heavy-duty black bags. Securely close all bags.

Boxes. Do not use cardboard boxes as receptacles, even for recyclable material.

Cardboard. Large pieces should be flattened, bundled no higher than 18 inches, and secured with twine, not tape.

nyc.gov/sanitation
Items that are bulky, environmentally harmful or hazardous to sanitation workers or the public may require special handling.

**mattresses + box springs**
Seal mattresses and box springs in plastic bags; this requirement prevents the spread of bed bugs. These bags are available online or at department and hardware stores. Leave these items curbside for regular garbage collection. Note: Mattresses cannot be donated in New York City.

**bulk items**
Items too large for cans or bags should be placed curbside – not blocking the sidewalk or protruding into the street or another property. Things made mostly of metal or rigid plastic should be included with recyclables.

**special handling**
To dispose of specific items, such as electronics and medical waste, use the How To Get Rid of... search tool at nyc.gov/sanitation.
illegal dumping

It’s illegal to dispose of material or debris by driving it and dumping it on a street, lot, park – or any publicly or privately owned area.

illegal dumping award program
People who witness and report illegal dumping may be eligible to receive 50% of the fine that the City collects from the lawbreaker. Witnesses must complete an affidavit (available at nyc.gov/sanitation) and attend the Environmental Control Board hearing if the illegal dumper challenges the ECB ticket.

illegal dumping tip program
Anyone who tips off the City – so that DSNY catches an illegal dumper in the act – may be rewarded up to 50% of the fine collected. Tipsters’ identities are confidential – and no appearance at an Environmental Control Board hearing is required. Use the Illegal Dumping Tip form, available at nyc.gov/sanitation.
DSNY issues Notices of Violation – known as NOVs and summonses – when a person breaks rules or laws that govern street and sidewalk cleanliness.

**jurisdiction over NOVs**
The Office of Administrative Trials and Hearings – called OATH – has jurisdiction over these issues, and its Environmental Control Board hearing officers adjudicate these cases.

**resolving violations**
Unless the NOV states MUST APPEAR IN PERSON at an ECB hearing, recipients can resolve a violation two ways:

1. Admit to the charge and pay the civil penalty by mail, in person or online; or
2. Deny the charge and present a defense at a hearing, by mail or online.

The back of the NOV outlines how to admit or deny the charge and ways to pay a penalty.

**Additional information**
Visit the Environmental Control Board online at [nyc.gov/ecb](http://www.nyc.gov/ecb).
If your garbage, recycling or food scraps and yard waste remain uncollected by 8am the day after your scheduled service day, you may submit a complaint to 311 by phone or online.

**requirements to submit a complaint**

To make a complaint, items must:

- Be from a residential building;
- Be properly set at curbside between 4pm and midnight the day before the scheduled pick-up day; and
- Remain curbside.

Once you make a complaint, leave your garbage, recyclables or organics at the curb. The City will provide collection service within two days after receiving your report.
holidays, severe weather + emergencies
DSNY does not collect on certain holidays and may suspend collection service during severe weather and other emergencies. See recycling + garbage set-out schedules in this guide for more information.

commercial recycling + garbage
The Department serves residents, public schools and nonprofit organizations in certain buildings. Businesses must hire a private carting company to collect recycling and garbage or a registered hauling company to remove construction and demolition debris. To learn more, visit the NYC Business Integrity Commission online at nyc.gov/bic.
curbside collections after snow

During winter weather, the Department may postpone collections to clear roadways for emergency responders. To learn when collections will resume, visit nyc.gov/sanitation, watch local news or follow DSNY on social media.

missed collections
While residents may normally submit a complaint to 311 the morning after a missed collection, complaints are not accepted during a holiday, emergency or weather event.

missed-collection complaints
If the Department does not collect your items once collections have resumed, call 311. Then, leave your recyclables and garbage curbside. DSNY will provide service within two days of receiving your complaint. To submit a complaint, the materials must:

- Be from a residential building;
- Be placed curbside, properly, between 4pm and midnight the day before the scheduled pick-up; and
- Remain curbside.
DSNY may use emergency snow laborers to help remove snow and ice from pedestrian areas and fire hydrants.

**pay rates + eligibility**
The hourly rate starts at $13.50 and increases to $20.25 after the first 40 hours of work per week. Snow laborers must be: at least 18; eligible to work in the US; and able to perform heavy labor.

**registration**
Temporary snow laborers are recruited each October on weekdays, 7am to 3pm, at DSNY district garages. (A list of garage locations is at [nyc.gov/sanitation](http://nyc.gov/sanitation).) Bring these documents to register:

- Two small photos (1½ inch square);
- Two original forms of ID, plus copies; and
- A Social Security card.

**beginning work**
Visit [nyc.gov/sanitation](http://nyc.gov/sanitation) to learn if pre-registered laborers are needed. If so, report to the location listed on the ID card provided after registration.
property owner responsibilities

Property owners – or their superintendents or tenants – must keep sidewalk areas surrounding their buildings clear after a winter storm. Corner property owners should also clear a path to the crosswalk.

basic responsibilities
The areas in front of, around or near a privately owned property must be kept clear. Property owners should disperse puddles and remove snow and ice from catch basins.

Property owners should:

• Clean snow and ice from sidewalks (ensuring a 48” wide path for wheelchairs or double strollers);
• Keep fire hydrants clear of snow and ice;
• Not push snow and ice into the gutter, street, crosswalk or pedestrian ramp; and
• Use snow-melting materials (such as salt or calcium chloride) if hardened snow or ice can’t easily be removed.
timing requirements
Snow and ice must be cleared from sidewalks in specific timeframes.

<table>
<thead>
<tr>
<th>end of snowfall</th>
<th>clearing deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>7am – 4:59pm</td>
<td>Within 4 Hours</td>
</tr>
<tr>
<td>5pm – 8:59pm</td>
<td>Within 14 Hours</td>
</tr>
<tr>
<td>9pm – 6:59am</td>
<td>By 11am</td>
</tr>
</tbody>
</table>

For example, if the snow stops falling at 7pm, the sidewalk must be cleared by 9am the next morning.

filing a complaint
After a reasonable amount of time, you can file a complaint with 311 if sidewalks remain snow-covered or icy.
When severe weather is expected, the City issues an alert. Stay safe and informed during weather emergencies: Visit nyc.gov/severeweather.

**tracking DSNY service**
Residents can track DSNY’s snow-clearing operations by using PlowNYC at nyc.gov/plowNYC. This free, online digital map allows users to see if DSNY’s teams have serviced a roadway.

**snow sectoring**
The Department has tested a new response strategy: snow sectoring. This fundamental change prioritizes streets as critical or sector. Critical routes are the most essential travel corridors and routes for first responders, and they are plowed first. Sector routes condense the remaining, non-critical streets into routes that maximize service. This structure proved to be extremely effective, and the Department is expanding it to more community districts.
plowing streets
Snow is plowed to the right because the same trucks plow one- and two-way streets. (Plows moving snow to the left would push it into oncoming traffic on a two-way street.) After active snowfall ends and temperatures permit, DSNY scatters smaller piles into traffic lanes to help the melting process.

resident + owner responsibilities
Property owners must clear sidewalks within specific timeframes and may not shovel or push snow back into the streets. See the property owner responsibilities insert in this guide.

street + roadway complaints
Examples of service requests and complaints accepted by 311:

• Unplowed streets;
• Snow pushed by residents into a plowed street;
• Isolated, serious icy patches on streets;
• Danger caused by post-storm freeze/thaw cycles; and
• Icy conditions not caused by weather.