

DOE/DSNY COMMUNICATION PROTOCOL

MISSED COLLECTIONS, DROP-OFFS, ILLEGAL DUMPING:

1. Custodian reaches out directly to the responsible DSNY district
2. Custodian records communication with DSNY district office in Log
3. If the problem persists without resolution, custodian submits escalation form with completed communication log to the [Sustainability Office](#)
4. Sustainability Office forwards form and log to DSNY Main Collection Office
5. Collections will investigate and hopefully resolve the issue

SPECIAL PICK-UP REQUESTS, CLEAN-OUTS, AND SPECIAL CONTAINER REQUESTS:

1. Custodian emails [Sustainability Office](#) with the following information:
 - a. Building Code
 - b. Borough
 - c. Address
 - d. Description of Items and Quantity
 - e. Date special request needed
 - f. Building Contact name and email/phone
2. Sustainability Office relays request to DSNY
3. DSNY will send an officer to site to evaluate need

ORGANICS COLLECTION BIN ISSUES:

- Follow the instructions in the [Bin Replacement Policy](#)

NON-OPERATIONAL ISSUES (VISITS TO SCHOOLS, MORE OUTREACH):

- Custodian emails Sustainability Office
- Sustainability Office will in turn notify DSNY
- DSNY will respond to need

LITERATURE REQUESTS (POSTERS, DECALS, EDUCATIONAL INFO, SCHOOL RECYCLING GUIDE):

- Order online at www.nyc.gov/organics

**** ALL instructions and forms referenced are available online at:**

<http://schools.nyc.gov/community/facilities/sustainability/facilitymanagers/howtodo/>

DSNY DISTRICT CONTACT LIST

Ask for the District Superintendent or Supervisor.

Find your DSNY District # (same as your Community Board #):

<http://on.nyc.gov/address-info>

MANHATTAN BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	212-732-5014
2	212-807-8525
3	212-732-6468
4	212-506-7402
5	646-885-0956
6	212-868-0286
7	212-506-7415
8	212-942-0272
9	718-292-7531
10	212-862-7427
11	212-369-6414
12	212-567-4600

QUEENS WEST BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-786-4702
2	718-334-9070
3	718-334-9057
4	718-334-9062
5	718-326-9804
6	718-476-9759
9	718-847-8466

QUEENS EAST BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
7	718-746-2412
8	718-835-7446
10	718-835-8833
11	718-217-8697
12	718-835-9066
13	718-525-7758
14	718-734-3711

STATEN ISLAND BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-447-3543
2	718-370-5409
3	718-317-7885

BRONX BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-993-0224
2	718-542-0850
3	718-993-0320
4	718-993-7516
5	718-293-5050
6	347-565-2048
7	212-569-5460
8	212-569-6022
9	718-828-5646
10	718-828-5400
11	718-828-0681
12	718-325-6867

BROOKLYN NORTH BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-571-6405
2	718-768-4105
3	718-386-4726
4	718-571-6415
5	718-649-3074
8	718-756-7027
9	718-284-2467
16	718-257-1520
17	718-257-3874

BROOKLYN SOUTH BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
6	718-768-5795
7	718-439-3700
10	718-492-6447
11	718-714-2708
12	718-837-0802
13	718-372-2961
14	718-629-6694
15	718-769-2333
18	718-257-3547

NYC Organics Collection Bin Replacement Policy for DOE Schools

BACKGROUND:

The New York City Department of Sanitation (DSNY) provides organics collection bins to New York City Department of Education (DOE) schools participating in the NYC Organics Collection Program (www.nyc.gov/organics). **The bins are considered property of the Department of Education once delivered to a school. Upon receipt, all bins should be labeled by the custodian with the school address, name, and/or building code, using paint or permanent marker.**

PROCEDURE FOR LOST OR STOLEN BIN:

1. Custodian must file a police report with the local police precinct. List the value of each bin as \$100.
2. Submit notification of lost or stolen bins and requests for replacement bins to sustainability@schools.nyc.gov. Include:
 - i. DOE Building Code
 - ii. Building address
 - iii. Number of bins missing
 - iv. Number of replacement bins requested
 - v. Remaining bins: quantity of and ID numbers for remaining bins, if any. ID numbers are located on the front of the container in the format 3NO-000000. Not all bins have ID numbers; in this case, write “no bin id numbers”.
 - vi. Custodian name and contact info (phone and email)
 - vii. Police report number (Complaint Number), the date the report was filed, the precinct where it was filed, and the name of the officer that filed the report

NOTE: ONLY requests that include all of the required information and police report number will be fulfilled.

3. DSNY will be notified and will issue replacement bins (please allow a few weeks for processing and delivery).

PROCEDURE FOR DAMAGED BIN:

1. Submit notification of damaged bins and requests for replacement bins to sustainability@schools.nyc.gov. Include:
 - i. DOE Building Code
 - ii. Building address
 - iii. Custodian name and contact info (phone and email)
 - iv. Number of bins damaged or malfunctioning
 - v. ID number of these bins. ID numbers are located on the front of the container in the format 3NO-000000. Not all bins have ID numbers; in this case, write “no bin id numbers”.
 - vi. Detailed description of the damage or malfunction, including possible cause
 - vii. Picture of the damaged or malfunctioning part

NOTE: ONLY requests that include all of the required information will be fulfilled.

The description of the damage is necessary for coverage under manufacturer warranty.

2. DSNY will be notified and will issue replacement bins (please allow a few weeks for processing and delivery).

PROCEDURE TO REQUEST ADDITIONAL BINS:

1. To accommodate the school’s generation of food and food-soiled paper, submit requests for additional bins to sustainability@schools.nyc.gov. Include:
 - i. DOE Building Code
 - ii. Building address
 - iii. Number of students
 - iv. Custodian name and contact info (phone and email)
 - v. Number of additional bins needed
 - vi. Description of why additional bins are needed

NOTE: ONLY requests that include all of the required information will be fulfilled.

2. DSNY will be notified and will issue replacement bins (please allow a few weeks for processing and delivery).