
DOE / DSNY COMMUNICATION PROTOCOL



Missed Collections & Illegal Dumping:

Custodian reaches out directly to the responsible DSNY District to notify of missed collection* or to report illegal dumping (see: **DSNY District Garage List** on page 32).

If the problem is not resolved after 2 days, email: **schools@dsny.nyc.gov** (include the following):

- School Name, Building Code, Location Code(s)
- Address
- Building Contact: Name, Phone, Email
- Date and time of call(s) to DSNY District (name of who spoken to at District)
- Photograph(s) (if relevant)

***Note:** Material set out after your school has been serviced for the day is not a missed collection.

NEW DSNY POLICY: Bulk Material Service Options:

DSNY is no longer providing special bulk container pick-ups to schools at request. Please use the following options to get rid of your bulk material.

Note: Bulk material cannot be placed in EZ Pack containers. EZ Pack containers that contain any bulk material will not be serviced by DSNY.

1. Donation (For Bulk Material in Good Condition):

After procedures were followed on page 16 of the process for Disposition of Obsolete Equipment, the *fastest option* for collection of bulk material in good condition (desks, chairs, tables) is to email DSNY for a donation request.

Custodian emails **schools@dsny.nyc.gov** with the following information:

- School Name and Building Code
- Photo of item/s for disposal
- Description of items and quantity
- Address
- Building contact name/email/phone
- Date material needs to be picked up by
- Letter from Principal on school letterhead stating that Division of Financial Operations, Standard Operating Procedures were followed and equipment has been properly decommissioned. Letter should describe the item(s) (including quantities) of broken/obsolete items to be collected by DSNY.

*DSNY will be post material on DonateNYC, for donation to non-profits and institutions.

2. Curbside Bulk Collection (For Broken/Unrepairable Items):

After procedures were followed on page 16 of the process for Disposition of Obsolete Equipment:

Curbside Setout:

- a. **Bulk Curbside Recycling*:** Set out up to 10 pieces per recycling collection day, of bulk items that are mostly metal and/or rigid plastic, on your Metal/Glass/Plastic recycling day.
Continue to set out curbside on the corresponding recycling day, until all of your bulk material has been collected curbside.
- b. **Bulk Curbside Refuse:** Set out up to 10 pieces of bulk wood and non-recyclable material per refuse collection day, for curbside refuse collection.
Continue to set out curbside on the corresponding collection day, until all of your bulk material has been collected curbside.

NOTE: To dispose of broken or unrepairable, **extra-large bulk items** such as **cafeteria tables** and **extra-large (non-student) desks and tables**, contact your local DSNY garage for pick up.

3. Emergency Bulk Collection (For emergencies*, as defined below, you may request a bulk pick-up at DSNY discretion):

***Emergency Bulk Collection:** A bulk pick up that is needed to address an immediate, unexpected situation causing a health or safety issue, where the school cannot hold the material pending donation or curbside set out. Subject to DSNY approval.

1. To request a Bulk Container pick-up due to an emergency: Custodian emails **wastesupport@schools.nyc.gov** the following information*:
 - School Name and Building Code
 - Photo of items for disposal
 - Description of items and quantity
 - Address
 - Building contact name/email/phone
 - Date special request needed
 - Letter from Principal on school letterhead stating that Division of Financial Operations, Standard Operating Procedures were followed and equipment has been properly decommissioned. Letter should describe the item(s) (including quantities) of broken/obsolete items to be collected by DSNY.
 - Reason why a bulk request is needed

*Requests that do not include all of this information cannot be processed

2. Submitted material will be reviewed and if approved, request will be sent to DSNY. DOE Office of Sustainability will communicate the status of this request.
3. DSNY will advise if material warrants a bulk container or a special pickup.

Book recycling:

1. Quantities of *less than* 1,000 books:

a. **Hardcover Books:**

- i. Rip the hardcovers off.
- ii. Hardcover goes in the curbside refuse.
- iii. Soft paper binding and pages goes out with paper recycling.

b. **Softcover Books:**

- i. Set out softcover books with your curbside paper recycling.

2. Quantities of *more than* 1,000 books:

a. Custodian emails **wastesupport@schools.nyc.gov** the following information*:

- i. School Name and Building Code
- ii. Address
- iii. Building contact name/email/phone
- iv. Date special request needed
- v. Photo of books to be recycled
- vi. Quantity of hardcover books
- vii. Quantity of softcover books

*Requests that do not include all of this information cannot be processed.

DSNY District Garage Contact List

For missed collections, contact your DSNY District Garage. Ask for the District Superintendent or Supervisor. Find your DSNY District # (same as your Community Board #) by visiting: on.nyc.gov/address-info.

MANHATTAN BOROUGH

Distr.	Telephone Number
1	212-886-5352
2	212-886-5367
3	212-732-6468
4	212-506-7402
5	212-886-5337
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

BRONX BOROUGH

Distr.	Telephone Number
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

QUEENS WEST BOROUGH

Distr.	Telephone Number
1	718-786-4702
2	718-334-9070
3	718-334-9057
4	718-334-9062
5	718-326-9804
6	718-334-9417
9	718-847-8466

STATEN ISLAND BOROUGH

Distr.	Telephone Number
1	718-447-3543
2	718-370-5409
3	718-317-7885

BROOKLYN NORTH BOROUGH

Distr.	Telephone Number
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

QUEENS EAST BOROUGH

Distr.	Telephone Number
7	718-746-2440
8	718-835-7446
10	718-835-8833
11	718-217-8697
12	718-835-9066
13	718-525-7758
14	718-734-3711

BROOKLYN SOUTH BOROUGH

Distr.	Telephone Number
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

As of 08/2019