
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 4).

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
- Exact Placement (include the street material is on and the cross streets)
- 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 | 646-885-1019 or 212-360-3578 |
| 9 | 718-292-7531 |
| 10 | 212-862-7427 |
| 11 | 212-886-5367 |
| 12 | 646-885-1009 or 212-360-3579 |

QUEENS WEST BOROUGH

| Distr. | Telephone Number |
|--------|----------------------------|
| 1 | 718-786-4702 |
| 2 | 718-334-9070 |
| 3 | 718-334-9057 |
| 4 | 718-334-9062 |
| 5 | 718-326-9803, 718-334-9231 |
| 6 | 718-334-9417 |
| 9 | 718-847-8466 |

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 |

STATEN ISLAND BOROUGH

| Distr. | Telephone Number |
|--------|--------------------|
| 1 | 718-447-3543 |
| 2 | 718-370-5409 |
| 3 | 718-370-5480, 5481 |

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 |

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 |

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 08/2021