CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON SANITATION AND SOLID

WASTE MANAGEMENT

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HELD AT: Council Chambers - City Hall

B E F O R E:

ANTONIO REYNOSO Chairperson

COUNCIL MEMBERS:

Andy L. King

Vanessa L. Gibson

Costa G. Constantinides

Steven Matteo

A P P E A R A N C E S (CONTINUED)

Kathryn Garcia Commissioner New York City Department of Sanitation

Dennis Diggins
First Deputy Commissioner
New York City Department of Sanitation

Jim Esposito
Deputy Commissioner
Planning and Preparedness
New York City Emergency Management
Department

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CHAIRPERSON REYNOSO: Good afternoon and welcome to this hearing concerning DSNY's 2016-2017 Snow Plan. Today we're also hearing testimony concerning one of the bills that relates to snow, Int. 1023.

Most of us recall the blizzard that hit New York City at the end of 2010 which dumped as much as two feet of snow in the five boroughs that significantly impacted the daily lives of New Yorkers. In the aftermath of the storm, the Council held a series of hearings focused on the City's preparedness for future storm events and subsequently enacted several laws, including Local Law 28 of 2011. This law requires the DSNY Commissioner to submit to the Council very specific plans for snow plowing and removal no later than November 15th of each year and submit draft plans a month prior. These plans cover the Department's planning, training, snow removal priorities, designation categories, assigned equipment and personnel, and implementation of the Plan during a snow event. The 2016-2017 Draft Plan includes expansion of its pilot program of new

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 4 plowing routes, which it refers to as "snow-sectoring," in all community districts.

In addition to these plans, we will be considering one snow-related bill, Int. 1023, introduced by Council Members Van Bramer and Greenfield, which would require that the Commissioner of the Office of Emergency Management include in the Department's annual snow preparedness and response report a plan for the removal of snow and ice from bicycle paths and greenways.

Before we hear the Commissioner, I want to applaud her and her staff for their handling of the January 2016 blizzard -- despite a record-setting amount of snow that fell in the city, the Department had most parts of the city cleared by the following Monday -- a lot of upset young children that had to go back to school early, Commissioner, so thank you on their behalf as well.

But with no further ado, we have Jim

Esposito, who's the Deputy Commissioner for Planning
and Preparedness with us as well, but for their
testimony, Commissioner Kathryn Garcia from the

Department of Sanitation.

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KATHRYN GARCIA: And let me just start by saying that I remember all four snow days or hurricane days that I got off in my entire -- what was it, 12 years of public school in the City of New York; they were all very special days.

Good afternoon Chair Reynoso and members of the Committee on Sanitation and Solid Waste. I am Kathryn Garcia, Commissioner for the New York City Department of Sanitation. With me here today is First Deputy Commissioner Dennis Diggins.

I'd like to thank Chair Reynoso and the members of the Committee for this opportunity to discuss with you the Department's Draft Snow Plans and our preparedness for the upcoming snow season.

And it did suddenly get cold today, which actually makes it -- so at least it's not 80 degrees when we're talking about snow.

Our Draft Snow Plans detail the

Department's snow planning procedures from the onset
of precipitation to snow-clearing operations after
every snowstorm. The Plans identify how we will
allocate personnel and equipment resources in each
borough and district, the coordination of services
among agencies and customer service protocols. They

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 6 also outline the continuation of policies and programs that the Department has previously introduced, including the expansion of snow-sectoring to all 59 community districts, and initiatives we will implement to enhance our response and effectiveness this winter. We will consider all comments and recommendations received by elected officials on our draft Plans, and then we will publish the Final Borough Snow Plans on the Department's website by November 15th.

Last January, the City experienced a historic blizzard that covered our streets and sidewalks with more than two feet of snow. At each of the City's three National Weather Service monitoring stations -- Central Park (they had to reevaluate theirs; they weren't historic until about two months after the storm), JFK and LaGuardia Airports -- the blizzard set new records for snowfall accumulations, and amateur spotters in parts of Queens measured accumulations of up to 34 inches. I am immensely proud of the dedication and determination with which our employees took on the task of fighting this storm and digging our city.

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In the days, weeks and months after the blizzard, we took the time to review our response and identify our successes as well as opportunities to continue to improve our planning, preparedness and response. The Department has made several changes for the 2016-2017 snow season, and I will take a few minutes to highlight several of these changes.

We invested \$21 million in capital funds to purchase additional snow equipment to more effectively remove snow from narrow streets, especially during storms with accumulations over 12 inches. And I wanna thank the Council for the enormous amount of support we got for that expenditure. These investments include:

Purchasing 21 new front-end loaders that will be used instead of the mid-sized front-end loaders we currently utilize during salt-loading operations. Larger loaders will allow the Department to decease turnaround on salt-loading and lower queue lines. In addition to increasing overall efficiency for salt-loading, using large front-end loaders for salt operations frees up the medium-sized loaders for other uses, such as plowing dead end streets. The Department can then deploy those in streets during

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 8 heavy snowfalls to ensure standard plows and V-plows remain usable when large amounts of snow have accumulated:

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Purchasing 40 new skid steer plows to further mechanize the clearing of crosswalks and bus stops to more quickly clear pedestrian infrastructure. (Skid steers, otherwise known as Bobcats.);

Purchasing 80 additional small salt spreaders, called haulsters, that together with our other equipment, will allow the Department to eliminate the use of outside contractors that have been supplementing our plow operations on smaller, narrow street segments. Shifting these operations to the Department will improve snow clearing on smaller streets that are more difficult to efficiently clear during a storm, and greatly improve snow operations.

The Department now has a total of 689
large and small salt spreaders in our snow-fighting
fleet. This is an increase of 56 percent over the
spreader fleet in place when I was appointed
Commissioner in 2014. This expanded fleet not only
makes us better prepared to respond more effectively
to large snow storms but also improves our ability to

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 9 respond to ice storms and other types of frozen precipitation where plows alone are ineffective.

expanded its successful Snow Sectoring initiative citywide. This initiative replaces the "Primary, Secondary, Tertiary" priority classifications for city streets with new critical, sector and haulster routes. In a heavy storm with significant expected accumulation, the Department will begin plowing of all three types of routes at the same time, providing more timely service for many residents. This approach was first tested during the 2013-2014 snow season and it has improved the efficiency of snow-fighting operations by dramatically reducing redundant travel miles.

The increased number of small salt spreaders, combined with the expansion of the Snow Sectoring initiative, has allowed the Department to terminate the Tertiary Plowing Contracts previously used in large snow storms. These streets will now be plowed by Department employees and will receive the same high level of service that we have come to expect for all city streets.

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This fall the Department has conducted a comprehensive snow training program during September and October for all Sanitation workers and supervisors. Held on Sundays for the past several weeks, this full-day training program combined a classroom module on proper techniques and procedures with a real-world driving training, with workers operating plows and spreaders on sector routes.

Additionally, the Department, in partnership with the Department of Information and Technology, will continue to improve PlowNYC and other GPS systems by upgrading the back-end dataset systems that process and map the GPS signals received from snow equipment. As a result of this updated technology, Department snow plow data will be made available in near real-time during snow events, with plow locations updated several times per hour. Employing this frequent automation will allow us to identify challenges in neighborhoods where conditions are detrimental so we can reallocate resources to those areas that need them the most.

The Department's snow budget for Fiscal
Year 2017 is \$88.1 million. The Department has
adequate staffing, with over 6,400 Sanitation workers

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 11 available to manage this winter's snow and ice storms, including 369 new Sanitation workers inducted at a ceremony earlier this week. On November 14th, the Department will begin Night Plow organization by increasing manpower on both night shifts to ensure coverage for snow or winter weather responses as necessary, and will perform a full-scale snow drill rehearsal in mid-November. The annual dress rehearsal involving multiple agencies entails Department personnel loading salt spreaders, attaching plows to the trucks, installing chains to the trucks and spreaders, field testing GPS equipment, testing emergency radio talk groups, and operating equipment along plowing and spreader routes. Performing a mock snow drill reinforces the importance of early coordination among the many agencies that provide essential services, from public transportation to emergency response, so that the Administration is fully prepared to manage any type of snow event.

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We also have available at the onset of this snow season more than 375,500 tons of road salt stored at over 41 locations citywide, with contracts in place to deliver an additional 550,000 tons as

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 12 necessary. This is the highest pre-season salt inventory in recent memory.

Our Draft Snow Plans outline the framework of policies and procedures that fortify our preparedness. The Department is an agency that responds quickly and learns from past experience. Future Department practices will benefit from last year's experiences, particular after Jonas last January, which produced record-breaking snowfall. Of course we must be mindful that every storm brings different challenges that impact the speed with which streets are cleared, including the storm's intensity, temperature, time of day, traffic on the roadways, and overall quantity and accumulation of snowfall. As we have learned from past storms, different communities may experience different and heavier snow bands than neighboring communities which can potentially disrupt normal traffic patterns and public transportation for longer periods of time. We ask the public to be patient so that Department workers, who are performing under tough conditions, can safely complete their tasks timely and effectively.

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Int. No. 1023 is also on the agency for today's hearing. This bill would require the New York City Emergency Management Department to include in its annual snow preparedness and response report a list of bicycle paths and greenways in the city, along with a plan for removing snow and ice from these areas. As described in the Department's Draft Snow Plans, once the Department has completed clearing city streets, the Department addresses snow and ice removal from bike lanes on city streets and pedestrian infrastructure like overpasses, bus stops, crosswalks, and step streets. In addition to manual shoveling, the Department uses skid steers and pickup plows to clear these areas. Greenways, although not clearly defined in Int. No. 1023, are generally located within parks or parkways and are not the responsibility of the Department of Sanitation. defer to my fellow agencies regarding any further questions you may have regarding It. No. 1023. have both First Deputy Commissioners from the Department of Transportation as well as Parks and Recreation, Margaret Forgione and Liam Kavanagh.

In closing, I want to assure you that snow-fighting is core component of our agency's

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 14 mission and the Department's workforce understands that their performance is critical to keeping this City functioning 24/7. The Department is a dynamic agency with excellent staffing levels for this snow season, and I am confident the Department's workforce can and will respond quickly and effectively to any major snow event. As we approach the official 2016-2017 snow season, I look forward to your input and suggested comments on our Draft Snow Plans.

 $$\operatorname{\textsc{My}}$$ staff and I are now happy to answer your questions.

CHAIRPERSON REYNOSO: Thank you

Commissioner. At this moment we wanna allow for

Mr. Esposito to go ahead and make his statement

regarding 1023 before we ask any questions. Thank

you.

[background comments]

JIM ESPOSITO: Okay. Alright, thank you.

Good afternoon Chairperson Reynoso and members of the Committee on Sanitation and Solid Waste Management. I am Jim Esposito, Deputy Commissioner for Planning and Preparedness at New York City Emergency Management.

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Local Law 26 of 2011 requires agencies responsible for preparing and responding to snow emergencies to provide an annual snow preparedness and response report for each snow even of six inches or greater no later than November 15th of each year. As this local law falls into Administrative Code 30, it is the responsibility of New York City Emergency Management to collect and collate this information and public the report, which we do so on our website as well as provide direct to the Council. The report gets no more than 20 site views each year from our website.

We rely on agencies to provide us the required information for the report. Referring to the legislation at hand, if the Department of Transportation and the Department of Parks and Recreation have lists of bicycle paths and greenways for which the City is responsible for, it can be added to the annual report.

However, please note that this legislation also calls for plans for removal of snow and ice from bicycle paths and greenways and resources used for such removal to be added into the annual report. NYC Emergency Management does not

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 16 public other agencies' operational plans on our website and we do not put them into our reports.

Therefore, this part of the legislation would need to be redirected to the relevant agencies and removed from our code.

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Thank you for permitting me to testify today. Along with the Administration's subject matter experts from DOT and Parks, we are prepared to take your questions. Thank you.

CHAIRPERSON REYNOSO: Thank you Deputy

Commissioner for your testimony. And I don't know if

some of you have noticed that we are actually using

technology and going as paperless as possible here in

the City of New York; I do wanna say that the paper

we do have comes from the Administration and the

Mayor's office, but everything that's paperless comes

from the City Council, so a big pat on our backs,

thank you very much.

But on the subject of technology, I wanted to start there, Commissioner, if you could let us know since last snow season what improvements has the Department made to the GPS equipment to allow for more accurate tracking of vehicles; we all know that that was the issue of concern for some folks that

assumed that their streets were not plowed or maybe their streets weren't plowed, and saw it on the GPS tracking system that the City had made available to them that it was plowed and whether or not we were able to make any advancements there or the concerns that we had last year or the issues we had last year still are gonna remain and that we make sure that we let people know that that is still an issue and that... [interpose]

done a lot of work with DoITT in terms of the back end of the process and the datasets that -- so the GPS signals go from the vehicles -- I'm gonna call it the cloud; it's not a cloud -- but to a server where they make determinations about where that point belongs on the map and then it paints the map; we've done a lot of enhancements on that that particular processing algorithm. In addition, we have added GPS software modules to other pieces of equipment, so that now the front-end loaders have them, the skid steers have them, so that as we're moving into operations either at a very heavy snowfall or that we're past clearing and we're really doing sort of

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COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 18 bus stops and crosswalks; we'll be able to see that as well.

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In addition, one of the things that I think hampered us during the very large storm is; we had never actually kept PlowNYC up for more than 24 hours; there had never been a storm that had lasted more than 24 hours. And so one of the things is, it recycled after 24 hours and you lost everything that you had done before the end of the storm. So we've made changes to that so that we can manage very long snowfalls. I do wanna say that there is always a level of error in any GPS system, you know, that is just inherent in that particular technology, it's not always perfect, but we think that we've made it a lot more accurate and we also are going to be able to be -- and I'm not exactly sure and we'll have to get someone from DoITT to actually talk through what the technology piece is, but allow people to pull from the PlowNYC website the actual long-lat data so that you can double-check us. So we're trying to be transparent and we're trying to make it so that it's a tool that's helpful to people at home, but also, more importantly, for me; it is helpful to me in terms of situational awareness.

1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 19 2 CHAIRPERSON REYNOSO: Thank you Commissioner. So just so we could have any 3 4 disclosure on the website, when it is up, explaining how it might not be 100% accurate... [crosstalk] KATHRYN GARCIA: It does actually; it's 6 7 always said that on the website... [crosstalk] 8 CHAIRPERSON REYNOSO: Oh, make it larger, 9 larger print [inaudible]... [crosstalk] KATHRYN GARCIA: Larger print. Okay, 10 11 well now that I am wearing reading glasses, which I was not the first time I sat in front of your 12 13 committee, I have a new appreciation for a large font 14 size. 15 CHAIRPERSON REYNOSO: Appreciate it. 16 with the new personnel and equipment that you've 17 received, how were they allocated; was this strictly 18 demand, I guess, or an assessment that you made where 19 they need to be or equal distribution, just 20 [background comment] -- especially for folks in Queens that saw a harder time than other folks, 21 whether or not that they receive more... [interpose] 2.2 2.3 KATHRYN GARCIA: So let me just talk a little bit through what our process is, 'cause I 24

think that that's useful.

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So we create these three different route packages that are designed for big spreaders or big plows or little spreaders and little plows; we then measure that lane mileage and we use that lane mileage to divvy up the equipment -- so Queens gets a lot more snow equipment than anybody else, they've got more highways; they're actually just geographically bigger -- and then we assign the personnel to make sure we can actually run that equipment. But we are focused on what the mileage is for each of that and so we create packages. For the bigger highways we have to use more pieces of equipment because there are more lanes, so you'll see us in tandem -- if we're on the Long Island Expressway or something, you'll see multiple pieces of equipment plowing for that so it's not one just one on the Long Island Expressway.

CHAIRPERSON REYNOSO: So now can we speak specifically to Queens and just how that sectoring has changed, if it's been modified in any way, and then specifically speak to their increase in personnel and equipment as well.

KATHRYN GARCIA: So they were sectored last year; we went through and redid many of their

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 21 routes, based on their experience; it was actually the first snowstorm that they had been sectored in; it was actually the first snowstorm for 500 of my employees, they had never plowed any snow prior to Jonas. So we have gotten a lot more equipment, and I can let you know what we have for -- oh goodness, I never think about the fact that Queens is one borough; we actually consider it two. But in total, they have 766 pieces of equipment assigned to them in a spreader plan three with plows and then the personnel matches. If we end up in a C+ storm; that number would go up to just shy of 800.

CHAIRPERSON REYNOSO: And can you just, for the general public, C+ storm?

KATHRYN GARCIA: That's an internal; it's sort of like -- so our plow plan is for -- we do A, B, C; plus is like anything else we can find and put a body on, [background comment] all hands.

CHAIRPERSON REYNOSO: And then in the case where we might miss some streets or something might not be cleared or we might get complaints or [background comment] concerns through 311 and so forth; what process do you have in place to address

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COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 22 those issues after you've done like an additional plowing of all streets?

KATHRYN GARCIA: So there are a couple reasons why we might miss a -- one of the banes of my existence after the blizzard was -- I believe ABC News set up right at one street and when you went and pulled the GPS, that operator had done every single street on his route except for that one; when asked why that one wasn't done, there was a car stuck on that street, and he tried to go up the opposite way and couldn't make it up the hill. So one of the things we've stressed to folks is; you need to get on the radio and let us know every obstacle that you are facing out there, because we do have other resources; we could have sent a tow truck out to pull that car out to then be able to get to that block. So that has been what we have been reiterating to folks, and one of the big takeaways is like we completely understand that maybe there's an oil truck on that block or somebody's still doing a delivery on that block and you can't get down; you've gotta let us know, 'cause we need to keep track of it so we can get back to it.

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In terms of 311 complaints, until we have done a first sweep you can leave your complaint, but we're not gonna respond to it, 'cause it makes us less efficient. If I start answering 311 complaints because people think I should have already been on their block; we will start tracing and not be plowing and miss more streets. So that's the way that we operate during that particular type of an event.

CHAIRPERSON REYNOSO: And then in just a general sense, how long would it take to -- so once they see the first truck on the street, how long can a resident assume that all streets have been plowed so that they can feel comfortable that thereafter all 311 complaints would be addressed or...

depend on the storm, because if it's a light storm where you're talking about like say maybe up to four inches, we may be done in four or five hours, you know we may call it done in four or five hours; I mean that might be you know really quick. If you're talking about a storm where it's continuing to snow the whole time, it may take us 12 hours after the last snowfall before we start saying we're gonna

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COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 24 start taking complaints. So it's gonna vary depending on what the weather provides.

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CHAIRPERSON REYNOSO: An issue where trucks getting stuck in the middle of blocks or [background comment] taking on too much snow, [background comment] I guess it's difficult for the general public to comprehend how a larger truck can possibly get stuck ever, and it being the vehicle that's supposed to help us get out of being stuck. So can you just go through the process by which a vehicle can get stuck and then the process that you go through after that to unstuck [sic] it, I guess, to move it.

RATHRYN GARCIA: So one of the things we learned in the last blizzard was; it was not actually new Sanitation workers who got stuck; they actually had, on average, seven years on the job, which means that we actually don't plow 30 inches of snow that often and so one of the things we did was go back and do a lot of training on exactly what the protocols were -- how do you deal, particularly as you're turning into a side street where the avenue may be clear but there's now a ridge that's five feet tall; how are you supposed to manage cutting that down and

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 25 backing up and dealing with it? So we've gone through all the techniques. Could they still get stuck if there's another storm of that size?

Absolutely. We use two different pieces of equipment to pull them out; we will either use a front-end loader to try and pull them out or we will bring a wrecker or tow truck out to try and pull them out.

The front-end loader usually tends to be more effective in some of the smaller areas; the wrecker, you know, you do need a certain amount of space to maneuver.

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CHAIRPERSON REYNOSO: And this could be

-- I guess I will say; someone told me that the

trucks try to not go in reverse, as much as possible

for safety reasons, and some Sanitation workers don't

wanna risk hitting someone or getting into a crash or

damaging property because of the blind spots at the

rear end, even though they can possibly exit by

reversing that they just don't do it [inaudible]...

[crosstalk]

RATHRYN GARCIA: Actually, they are never, under our protocols and safety protocols, supposed to back up without a guide man, whether there is snow or no snow they are not supposed to be

committee on Sanitation and solid waste management 26 backing up without a guide man. Supervisors will come and back them up; they need to get on the radio and say they're stuck, but they could be back up and a supervisor can back them up or we can send another Sanitation worker to back them up. [background comment] There are certain routes where we send out a guide man with them because they're dead end, so we know they're gonna have to back up every single time.

CHAIRPERSON REYNOSO: That's good to know for, again, for the general public, 'cause they see a street that's plowed behind them and they're probably telling them back up, back up and they just don't; that it's under, I guess a policy not to... [crosstalk]

KATHRYN GARCIA: It's... It's just it's dangerous to back up a big truck like that; if they hit someone; that person probably dies.

CHAIRPERSON REYNOSO: Right, absolutely.

And then the last part is; have all the trucks -- are they equipped with rear wheel guards yet?

KATHRYN GARCIA: Are they equipped with side guards? Not all of them; just shy of 200 are equipped with side guards.

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                CHAIRPERSON REYNOSO: Okay. Now I just
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     wanna allow for Council Member Matteo to ask a few
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     questions apparently.
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                COUNCIL MEMBER MATTEO: I'm gonna ask a
     lot of questions, Mr. Chair. [laugh] Just...
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                KATHRYN GARCIA: Well there are only two
    of [inaudible]... [crosstalk]
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                COUNCIL MEMBER MATTEO: [inaudible] two
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     of us...
                KATHRYN GARCIA: Yeah, [inaudible]...
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                COUNCIL MEMBER MATTEO: [inaudible]...
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     [crosstalk]
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                CHAIRPERSON REYNOSO: Uh it's Staten
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     Island... it's Staten Island [inaudible]... [crosstalk]
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                KATHRYN GARCIA: [inaudible]
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                COUNCIL MEMBER MATTEO: I'm gonna start
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     though with a shameless plug and thank the
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     Commissioner for your partnership on e-waste program;
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    we've had great success over the first two weeks and
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     I just wanna make Chair Reynoso a little bit jealous
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     as well, so.
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                KATHRYN GARCIA: Yeah, you shouldn't say
    this around people from other boroughs.
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COUNCIL MEMBER MATTEO:

[laugh]

1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 28 2 CHAIRPERSON REYNOSO: Very concerned now, 3 I'm very concerned. 4 COUNCIL MEMBER MATTEO: But thank you, seriously, it's been a great success and thank you 5 for partnering with me. 6 7 So let me start; I wanna clarify a couple things you said and then I'll go into some other 8 questions. The Chair talked about how long it takes before you will take complaints; obviously, I assume 10 that it's different for each borough and... 11 KATHRYN GARCIA: No, it's different for 12 13 each storm. 14 COUNCIL MEMBER MATTEO: from each storm. 15 So I'll phrase the question this way; how long does 16 it take in Staten Island in an average storm of five, 17 six inches for you to get to all the streets? 18 [inaudible]... [crosstalk] 19 KATHRYN GARCIA: Oh that's a different 20 question I think... 21 COUNCIL MEMBER MATTEO: Right, and that's what I'm... 2.2 2.3 KATHRYN GARCIA: So in a normal average storm that's plowable, where I'm sending out 24

everything, so you know, it's over two inches, the

1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 29 2 routes are designed to be about two hours... 3 [interpose] COUNCIL MEMBER MATTEO: Two hours for 4 5 all… KATHRYN GARCIA: but we are looking for 6 7 Sanitation workers to get, basically, in one... we want 8 them to get through with... between three and four hours they've done a good job, but they're designed to be done in two, but we wanna make sure that we 10 11 give them the time to get everywhere. COUNCIL MEMBER MATTEO: So when they're 12 finished and it's as-needed, they'll go back? 13 14 KATHRYN GARCIA: Yeah. Yeah. 15 COUNCIL MEMBER MATTEO: Would they have 16 to check in and do it again or they're just goin' 17 back... [crosstalk] 18 KATHRYN GARCIA: Oh no, they stay on 19 their route till we pull them off and the supervisor 20 says they're clear [sic]... [crosstalk] 21 COUNCIL MEMBER MATTEO: Okay, so once you're finished with your route, the driver just goes 2.2 23 back to the beginning... [interpose]

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KATHRYN GARCIA: You go back to the beginning and you stay on that route until we tell you you can leave.

COUNCIL MEMBER MATTEO: Okay. And we've talked about this before; on the Island sometimes, you know we'll start getting complaints; it's snowing and they'll see the trucks on Richmond Avenue because, I think, and I think we've talked about this, that there's a shift change; [background comment] when are the shifts and is there a moment during the day where the trucks aren't out because of a shift change?

KATHRYN GARCIA: Oh absolutely. I mean if we're full force and we're on split shift, the shift changes at seven and seven.

COUNCIL MEMBER MATTEO: Seven and seven.

KATHRYN GARCIA: Seven and seven, and so like they do need to come back to the garage; they've gotta refuel, the spreaders have to be salted up, and you know, we've gotta get the people home and the people in the chairs. We do try and stagger, particularly the spreaders, and hold them an extra hour on the street so that we don't lose too much, but shift change is the most challenging period

1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 31 during any snowstorm, 'cause basically you're talking 2 3 about -- I've got somewhere between 2,200 and 2,400 4 people who literally have to change hats. 5 COUNCIL MEMBER MATTEO: And how long does it usually take? 6 7 KATHRYN GARCIA: Depends on the garage... 8 COUNCIL MEMBER MATTEO: Okay. 9 KATHRYN GARCIA: some can do it in like, you know, an hour; [background comment] some take 10 11 longer. 12 COUNCIL MEMBER MATTEO: Okay. 13 KATHRYN GARCIA: The bigger garages tend 14 to take longer. 15 COUNCIL MEMBER MATTEO: And so when 16 someone... the driver's shift is nearing towards the 17 end, they finish the route or they just ... 18 KATHRYN GARCIA: No, it's a time call... 19 COUNCIL MEMBER MATTEO: Okay. 20 KATHRYN GARCIA: they get call... like at a 21 certain time it's like you mark where you finished ... [crosstalk] 2.2 2.3 COUNCIL MEMBER MATTEO: And they start,

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the next shift starts there?

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    COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 32
                KATHRYN GARCIA: and the next shift is
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 3
     supposed to start where you finished...
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                COUNCIL MEMBER MATTEO: Okay.
                KATHRYN GARCIA: and you go back so that
 5
    you're fueled up and ready to go for the next
 6
     Sanitation worker.
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                COUNCIL MEMBER MATTEO: Okay. Obviously
 9
    -- and you mentioned this in your testimony -- but
     we've seen it on Staten Island for the last, I think
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11
     two or three Sundays, the prep work; we've all been
     getting some interesting calls [inaudible]...
12
     [crosstalk]
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14
                KATHRYN GARCIA: They think I have
15
     knowledge they don't have... [crosstalk]
16
                COUNCIL MEMBER MATTEO: Yeah, they're
17
     wondering if we see snow and they don't. So can you
18
     tell me how the prep work is going; is it change...
19
     [crosstalk]
20
                KATHRYN GARCIA: Absolutely.
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                COUNCIL MEMBER MATTEO: is it changing
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     routes... [crosstalk]
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                KATHRYN GARCIA: So the ... the ...
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                COUNCIL MEMBER MATTEO: you know; are we
25
    bettering the route because of the prep work?
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Т	COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 33
2	KATHRYN GARCIA: So we have never
3	actually retrained the entire force on snow; we thin
4	that it's been enormously successful. So some of it
5	is, true thing [sic], route, and so part of it is,
6	when they are riding the routes that may have been
7	done even over the summer, new things pop up new
8	bollards pop up, new Citi Bikes pop up and now
9	they can't make the turn, [background comment] and so
10	you have to straighten out that route because now the
11	big truck can't make the turn or they'll switch the
12	equipment and say, you know this actually needs to be
13	a small spreader route and not a big truck route. So
14	we're getting all of that information from the field
15	right now and tweaking the routes; we don't
16	anticipate that there will be changes, but those are
17	all the types of situations that slow us down. And
18	so to our ability to know that now is extremely
19	important and also just having driving the truck
20	with a plow is a completely different feel than
21	driving the truck without the plow. In addition, we
22	have a lot of new equipment, you know people are
23	like; I didn't know where the kill switch was in the

COUNCIL MEMBER MATTEO: Right.

new piece of equipment... [crosstalk]

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KATHRYN GARCIA: that they gave me. So making sure that they all have a good feel for what we're gonna have available -- I mean we've gotten phenomenal feedback from the field.

aside to that, we had to work on some improvements at Milford Drive at Ocean Terrace and we shifted the one-ways and closed the street down, so I'm sure your drivers are seeing that, but it's just something just to take note; I'm sure it's definitely gonna impact some of the plowing in that area.

I wanna talk about last year's snowstorm.

For me, you guys were... you did a great job, constant communication; your borough chief is fantastic. What we did see was the narrower streets, especially

Wesley [sp?] and New Dorp Beach [background comment] where we had to bring in the small pieces of equipment, which was extremely helpful and worked; I assume that the new equipment is dealing with that, the small equipment where we had to actually -- I mean obviously we're hoping we don't get another 30-inch storm, but where we actually had to dig the snow out, put it in trucks and deliver them. Are we

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- 1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 35
 2 getting more pieces of equipment for that type of
 3 removal?
 - KATHRYN GARCIA: Yeah, so we have... those are front-end loaders.
- 6 COUNCIL MEMBER MATTEO: Okay.
- 7 KATHRYN GARCIA: So we did get more 8 front-end loaders and...
 - COUNCIL MEMBER MATTEO: Do you have the Staten Island numbers?
 - KATHRYN GARCIA: and let me get you the Staten Island numbers on front-end loaders; hold on. Did I bring the front-end loader number? [background comments] So you have 7 more front-end loaders, 11 more haulsters and 4 more skid steers on the Island. The other thing that I think is important; we've never used front-end loaders for real dedicated plowing routes before; [background comment] we have now picked locations for front-end loaders to stage across the city if we think we're gonna be over 12 inches...
- 22 COUNCIL MEMBER MATTEO: Okay.
- 23 KATHRYN GARCIA: so that they can
 24 actually start earlier rather than like, oh my

1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 36 goodness, we're being and now I've gotta go dig out 2 3 this entire neighborhood. 4 COUNCIL MEMBER MATTEO: Okay. So are they staged in Staten Island at all three or in two 5 in the middle; where... [interpose] 6 7 KATHRYN GARCIA: Oh yeah, no, no; there... there are specific loca... I mean they have some 8 interesting names, like, why are you here, tight streets [sic]... 10 11 COUNCIL MEMBER MATTEO: Okay. And that's the borough commissioner's call when to use them; 12 your call? 13 14 KATHRYN GARCIA: No, it'll be our call. 15 COUNCIL MEMBER MATTEO: Okay. Okay. 16 KATHRYN GARCIA: I mean he has an 17 enormous amount of discretion, but I suspect that if 18 we think that there is a 12-inch storm coming, 19 they're all gonna get the orders that they need to 20 pre-stage these. 21 COUNCIL MEMBER MATTEO: Okay. Two inches 2.2 of snow is when you plow; when is it the call to make 2.3 for salting? KATHRYN GARCIA: Oh we will pre-position 24

the spreaders if we have information from each of the

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 37 three weather services that we're anticipating some sort of frozen precipitation, so you may see them out there for a long time and then they will as soon as we see first flake.

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COUNCIL MEMBER MATTEO: Okay. For the Staten Island route, obviously, you make specific instructions to get, especially the night before school, to get to the schools first or... [crosstalk]

KATHRYN GARCIA: Right, so...

COUNCIL MEMBER MATTEO: using your longer route?

MATHRYN GARCIA: So the schools should be on critical routes; they should be getting taken care of, but they are the first thing that we are looking at as we are in the middle of a storm, particularly if we think there's school the next day, not only just their streets, but trying to get closer to the curb so that buses can discharge children in a way that's safe.

COUNCIL MEMBER MATTEO: So the issue that we mostly had after you plowed is, especially in the narrow streets, like I said, in New Dorp Beach and Wesley, around the schools and Midland Beach is where we're putting the snow, and that become problematic.

- COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 38

 So I just wanted to bring to your attention that I think that is somewhere where we're gonna have to get the equipment in to remove the snow because [background comment] last year we were just running out of places, and I'm not even worried about parking; I'm just worried about -- we couldn't even get through, parents weren't able to get through to get their kids, so I just wanna make sure that that's a priority.
 - We always talk about catch basins, but these new small pieces of equipment will help clear the basins?
 - KATHRYN GARCIA: Well it just makes us faster on all of like what are called corner caps, crosswalks, bus stops, and any time we're doing a crosswalk we include the catch basin as part of the clearing.
- COUNCIL MEMBER MATTEO: So when do you start the crosswalk removal?
- KATHRYN GARCIA: Not until I'm sure that all the streets are cleared.
- COUNCIL MEMBER MATTEO: So streets cleared; then you start with the crosswalk.

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1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 39

2 KATHRYN GARCIA: Then I start with

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3 pedestrian infrastructure and bike infrastructure.

COUNCIL MEMBER MATTEO: You know and each year we talk about bus stops and getting more laborers to help; I know you've put it out already; [background comment] are you getting more; are people applying [inaudible]... [crosstalk]

KATHRYN GARCIA: We haven't had a lot of take-up yet, but it's early...

COUNCIL MEMBER MATTEO: Okay.

KATHRYN GARCIA: the other thing though, is we are gonna cap the total number. We ended up with 6,400 during the blizzard; they're just not effective 'cause we don't have enough supervision and so one of the challenges is -- at least I, driving around, would see a whole bunch of laborers not laboring, so we wanna make sure that we're putting them in places that are effective and able to move them more around the city to where we need them.

COUNCIL MEMBER MATTEO: Okay. You and I have had private conversations about this last point too, about getting the bus stops; it's been problematic on Staten Island, just because it's difficult and we're using express buses to get to the

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 40 city to work; you know, I'll continue to send you the locations; using Bobcats was extremely helpful last year; I ask that we continue that and we up our game a little bit just to get to more bus stops and clear the streets too and the sidewalks around it, and I know it becomes an interagency battle, I get it, you know and you know we speak with everybody -- DOT and MTA -- but it is one of the most problematic pieces of a storm because I don't want my constituents or all Staten Islanders in the street -- on Highland Boulevard or Richmond Road, Forest Avenue -unfortunately, when we can't get to the side... the sidewalks are icy and they're in the street and it, as you know, makes it problematic, so I ask that we, you know, we'll continue to work with everybody and I just wanna put that on the record and make sure that we're prioritizing that.

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KATHRYN GARCIA: Right. No, and I mean I think that we didn't have all of the express bus stops on our radar last year and I appreciate the fact that you raised some that were either not on bus routes, some of these express bus stops. I know the borough chief has kept a running list of what these areas are; if you have other locations, you know that

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 41 we'll take a look at them and make sure that we are addressing the ones that are your highest priority.

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COUNCIL MEMBER MATTEO: I appreciate it, and we'll keep sending them to you and I thank you for your cooperation and for your partnership on Staten Island; my constituents extremely appreciate it.

CHAIRPERSON REYNOSO: Just to follow up on a couple other questions. Bus stops; we were hearing incidents of buses getting stuck, emergency vehicles getting stuck; who makes the call on the buses and when they should stop, they should clear the road and be [inaudible]... [crosstalk]

KATHRYN GARCIA: That's an MTA call.

CHAIRPERSON REYNOSO: Right and are you in the room when... are you an adviser, I guess, with MTA as to when that needs to happen?

KATHRYN GARCIA: There is a large agency coordination call; what we provide is where we think we will be at certain points in the storm, and then they make an operat... both their surface as well as their subway service about how long they wanna run.

CHAIRPERSON REYNOSO: Okay. Now with Int. 1023, obviously there's some concerns over how

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 42 well we do with clearing snow in bike paths; can you just talk about the system and how that works with DSNY, and how soon after, I guess... when is it that you start clearing them; do you do the entire bike network, and how is it that you get it done?

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KATHRYN GARCIA: So we will not look at bike paths until we are completely done with the road network, and then we will start clearing bike paths and we clear bike paths that are part of streets; we don't clear bike paths that are in parks, and we will continue to do that until we have completed all of that infrastructure. We don't do bridges either.

CHAIRPERSON REYNOSO: So I guess to the Deputy Commissioner Esposito, I know you said it in the testimony here that you're concerned about adding the bike network or how they should be cleared in the comprehensive snow plan; what other avenues do we have outside of doing that to really make it a priority for the City to clear the bike lanes or take it just as seriously clearing the general roadways?

JIM ESPOSITO: You know... yeah, please.

KATHRYN GARCIA: It's not. It will never be as big a priority as a roadway because the roadway carries the ambulance and the fire trucks and the

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 43 police cars, and so it will always be the first priority and bicycles will always be the second priority.

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CHAIRPERSON REYNOSO: No, I agree with that, Commissioner, 100% agree, but I guess what I'm saying is, the fact that it gets cleared at all and that actually be done I think is the concern. A lot of bike paths were not cleared last time at all or...

KATHRYN GARCIA: [inaudible]

CHAIRPERSON REYNOSO: when the snow melts, I guess, but before the snow melts...

KATHRYN GARCIA: I had help. I had help.

CHAIRPERSON REYNOSO: I hear you; you did get help, but we're hoping that even if the help doesn't come that eventually, on Monday or Tuesday, that folks that generally get to work and move around on bicycles also have access to get to work and move around; that's all. So we just wanna hear -- how do we get that done after spaces like for emergency vehicles and police and so forth get cleared, how we do that for bikes thereafter?

KATHRYN GARCIA: Then you just start on all of the bike routes, I mean every single borough has a list of every bike route and they are actual

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 44 routes just like car routes and they are usually cleared with a haulster or a pick-up plow.

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CHAIRPERSON REYNOSO: But that's not included in your plan here; is it anywhere publicly for residents of the City of New York to see how it is that we clear and how fast or when do we start...

[interpose]

KATHRYN GARCIA: So I mean I'm happy to add a paragraph that talks about our approach to bike lanes, but it's not gonna be -- oh, apparently I have in my plan, which I apparently did not -- I thought I had reread the whole thing -- on page nine, exactly our approach to both pedestrian and bicycle infrastructure.

CHAIRPERSON REYNOSO: Okay. And then what about putting... So I guess what people wanna see is; we're not gonna be able to get a GPS map of all the bike lanes that are cleared, but I...

Would have is that bike lanes are often on streets, so there is no way to differentiate between the two when the haulster is in the bike lane or the haulster is a lane mile; I mean the technology's not that good.

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 45

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are resources put out to deal with -- let's say North
Brooklyn, for example, has an entire bike lane
network or a substantial bike lane network in a way
that Central Brooklyn doesn't have; are there extra
resources provided to North Brooklyn specifically to
address the bike lanes that they have as opposed to
let's say Central Brooklyn?

KATHRYN GARCIA: So the likelihood is no, we would not move resources from Central Brooklyn to North Brooklyn; North Brooklyn's got pretty decent resources to deal with their bike lanes; they would have different equipment; they will have more haulsters. It's like Manhattan, you would think, why would anyone in Manhattan need a haulster; it's all gigantic avenues, but they have haulsters 'cause they have bike lanes. So it wouldn't be that there would be more resources or we move things around, because in Central Brooklyn we're dealing with a lot of pedestrian infrastructure, you know and talk about Brooklyn South and I know you have colleagues who think that I need to clear the entire median on 4th Avenue; it's just, you know we get to the priorities; as we move through we think we will be faster with

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 46 the skid steers; we've basically doubled that fleet and that will really help, so we have an approach to it; we also think that -- one of the challenges that I think may also be true for bicycles; while we often get to blacktop, we don't always get to blacktop on the road network, but it is passable, you know people can get by. Bicycles don't do very well if it's not a blacktop, and so often things that you say weren't cleared, they might've been cleared that it would've been good enough for a car with all-wheel drive, but it's not gonna work for somebody who's on a bicycle.

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CHAIRPERSON REYNOSO: So I guess the intent of the legislation that is being pushed by Council Members Greenfield and Van Bramer is that we're able to report back as to the progress or what we did with bike lanes and so far I know while we have a plan on how to address it thereafter...

[interpose]

KATHRYN GARCIA: We can report back on -and we do reporting back on, you know, how many
crosswalks have we done, how many bus stops have we
done -- like we keep track of all of that as we move
into the later portions, like the latter half of the
week, we were definitely keeping track of all of that

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 47 information, so we can provide that to the Council, but I'm not sure, without significantly expanding the resources that I actually am achieving what you're looking for.

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CHAIRPERSON REYNOSO: Okay and I think that maybe this report is trying to achieve that, make it so that you might need more resources to get this done the proper way and that's okay, but what we need is, again, a report back as to which bike lanes were cleared, how did the bike networks thereafter --Monday, Tuesday or Wednesday -- look in the City of New York prior to a storm, and that there be some attention paid to it. Especially in Queens, some networks were not cleared at all and that was an issue. Queens actually has the largest population of people that use bike lanes to get to work, so when we talk about outside of emergency vehicles, this is a very important way of getting people to work or the only way to get people to work in certain parts of Queens and Brooklyn, and for us to not have that system available at a decent time, that is a big issues.

KATHRYN GARCIA: Right; I still think that we may not meet your expectations on time, but

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 48 we can certainly provide information on when certain bike lanes are clear.

CHAIRPERSON REYNOSO: Okay.

KATHRYN GARCIA: But I just... I don't wanna oversell that it's... I think what you are looking for I do not have the resources or the people to do.

CHAIRPERSON REYNOSO: So we should have a conversation, or at least with the writers of the introduction, and really see what it is we're looking for and see where we could compromise and get to a place where everyone's satisfied that we'll get the information and it'll be a priority and it'll get done; that's what I think the folks are looking for. And then the greenways, I understand, the greenways or any Parks Department bike lanes and so forth have to be addressed through them, and that would be something that -- would it be something that the Emergency Management could ask of the Parks Department as to what their plan is to remove snow from what they're responsible for?

KATHRYN GARCIA: The only thing... I actually think... before they answer -- just remember,

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COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 49

I take a lot of their equipment for the roads, so
they may be thinned at the beginning of a storm.

CHAIRPERSON REYNOSO: Do you have anything to add?

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reiterate that operational plans belong to each and every agency; we do not publish operational plans on our website; we can take information about, you know, the percentage of streets cleared per borough or whatever that information may look like, whatever the datasets are and put them up, but as far as the operational plans and the resources and the expenditures, that belongs to the agencies and that's who we would direct those questions to.

CHAIRPERSON REYNOSO: Right; we always have concerns over interagency communication and who's responsible for what and when you think snow removal, folks might assume it's all DSNY, and what we wanna do is, be able to make sure we know who's responsible for what, so that when it doesn't get one, we can hold them accountable and I guess maybe the details of the report are what we're asking for; might not necessarily need to be published on the website, but who's responsible for it and whether or

1 COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT 50 not they got it done is something people wanna see, 2 3 or Council Members wanna see. 4 JIM ESPOSITO: You know I understand that, but that would belong to the agency's specific 5 6 plan... [interpose] 7 CHAIRPERSON REYNOSO: Right, but you can't ask the Parks Department to give you something 8 that speaks to the work that they did in removing [inaudible] [background comment]? I think that's 10 11 what... So I think maybe the legislation itself is 12 written too detailed or too onerous for your liking, 13 but I think with conversations with the co-sponsors 14 of the bill, I think we can get to a place where we 15 can make this happen. But again, thank you very much 16 and I assume that after a snowstorm this dais would 17 be filled, so we'll see you then... [interpose] 18 KATHRYN GARCIA: You're finding yourself 19 lonely on this fall day... 20 CHAIRPERSON REYNOSO: No... I know. listen, I'm here with Council Member Matteo and all 21 the love I have for Staten Island, so it's already a 2.2 2.3 good day. KATHRYN GARCIA: [inaudible] a beautiful 24

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day.

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World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date November 27, 2016