



## Case Study

# New York City Department of Sanitation Makes Clean Sweep of Hurricane Sandy Field Force Manager Powered by StreetSmart® Helps Speed and Document Removal of Storm Debris

### The Company

Since 1881, when the New York City Department of Sanitation (DSNY)- originally known as the Department of Street Cleaning - was founded, waste collection and disposal have come virtually full circle.

At the end of the 19th century, one of the department's most prolific commissioners, Colonel George Waring, instituted efficiencies and waste reduction programs that foretold the programs of today -- including recycling, street sweeping and a dedicated uniformed cleaning and collection force.

Today, DSNY is the world's largest, collecting over 10,500 tons of residential and institutional refuse and 1,760 tons of recyclables a day. The city's businesses, whose waste is collected by private carting companies, generate another 13,000 tons of refuse each day. And under the leadership of Commissioner Kathryn Garcia, New York City's streets are cleaner today than they have been in over 35 years.

The department's has 7,197 uniformed sanitation workers and supervisors, and 2,048 civilian workers serving the city's 59 districts. They use approximately 5,700 vehicles.

### The Challenge

Hurricane Sandy hit the East Coast of the United States on October 29, 2012 can only imagine what it was like. Those who weren't in the path of the mega storm can only imagine what it was like.

Sandy affected 24 states in all, but hardest hit were New Jersey and New York. Imagine whole communities destroyed by flooding, leaving tens of thousands of people homeless.

Mass transit was crippled. The storm caused billions of dollars of infrastructure and property damage. Power was cut to more than 8 million homes, some of which remained dark for weeks. Tragically, more than 100 people lost their lives.

According to the New York Times, Sandy created an estimated four million cubic yards of debris across New York City's five boroughs. The debris blocked roadways, sidewalks, building entrances, parks and beaches. It would soon become giant piles of rotting waste, threatening public safety.

That was the challenge facing the more than 9,000 employees of the New York City Department of Sanitation. In the immediate aftermath of Sandy, the department was responsible for emergency removal of waste and bulky storm debris in public areas - residential neighborhoods and public schools, buildings, large institutions, parks and beaches. This required a massive cleanup effort within hours of the storm subsiding, as soon as it was safe for sanitation crews to begin work.

### Benefits

- Customizable mobile forms enable workflows
- Instant communication between office staff and workers in the field
- Monitor routes and schedules
- Ability to pinpoint location of workers at any moment

# StreetSmart

A division of ClickSoftware



## The Solution

During normal operations, DSNY crews are assigned regular routes with scheduled pickup days. To help monitor these mobile teams, the department uses Field Force Manager from Verizon, a mobile workforce management solution powered by StreetSmart.

Together DSNY's Operations Management Division Chief and StreetSmart discussed requirements for a new mobile form that could be used by field supervisors to electronically document, describe and report back on conditions on the ground.

StreetSmart delivered the new form early the next morning. By the afternoon, a team of department supervisors was trained and had hit the streets.

## The Results

Armed with the new mobile form, the supervisors began surveying damage in affected areas. They used the mobile form to note what types of crews and equipment would be needed and where. This depended on the nature and location of the debris. This data was transmitted back to headquarters where the detailed descriptions of debris and its locations were used to plan the cleanup and schedule work crews and equipment.

The data collected was also mapped by department personnel providing a visual representation of the debris field to be addressed the next day. All normal routes, pickup days and crew assignments were suspended and replaced by massive neighborhood-by-neighborhood sweeps. Because the mobile form was needed 24 hours a day, StreetSmart postponed a planned system upgrade so that service to the Department would not be interrupted.

Chief Alfred Ferguson, Director of the Operations Management Division, says, "StreetSmart was instrumental in our cleanup efforts, having played a major role in the development and implementation of much-needed emergency programming changes in a very short turnaround time."

The information collected using the mobile forms guided District personnel when assigning equipment. And it helped ensure DSNY sent out the right equipment for the job the first time around.

"It also allowed us to keep a detailed electronic record of what we did. For example, what kind of debris we collected and how from any location in the city during any 24 hour period. That's exactly what we needed during Hurricane Sandy cleanup and why Field Force Manager would be valuable in any emergency situation," Chief Alfred Ferguson said.

*"Being able to view the locations and progress of snow plows helps New York City residents stay abreast of snow removal efforts in their neighborhoods and plan faster and safer routes to work, school and home during and after snowstorms."*

Chief Alfred Ferguson, Operations Management Division, New York City Department of Sanitation

## The Future

With Hurricane Sandy cleanup officially ended and the department back to business as usual, DSNY is now rolling out a pilot program to test a new StreetSmart job form designed to replace the handwritten logbook currently in use. DSNY is now adopting a new form city-wide with hopes of providing the City of New York and its citizens with similar benefits to those realized in the aftermath of Hurricane Sandy."

For more information on New York City Department of Sanitation visit [www.nyc.gov/dsny](http://www.nyc.gov/dsny)

For more information on ClickSoftware visit [www.clicksoftware.com](http://www.clicksoftware.com) or [sales@clicksoftware.com](mailto:sales@clicksoftware.com)

Contact Us

North America +1 (888) 438-3308 , Western Europe +44 (0) 1628 607000 , Central and Eastern Europe +49 (0) 69 489813-0 , Asia Pacific +972 3 765-9400 (Tel Aviv) , +61 0 3 9946-6400 (Melbourne) , +91 124-4947050 (New Delhi) , South America +55 (11) 3900-1151 (Brazil)