

# Improving Station Refuse Collection

Transit  
Committee Meeting

October 2011



# Overflow of refuse in stations has been a challenge

## Observations

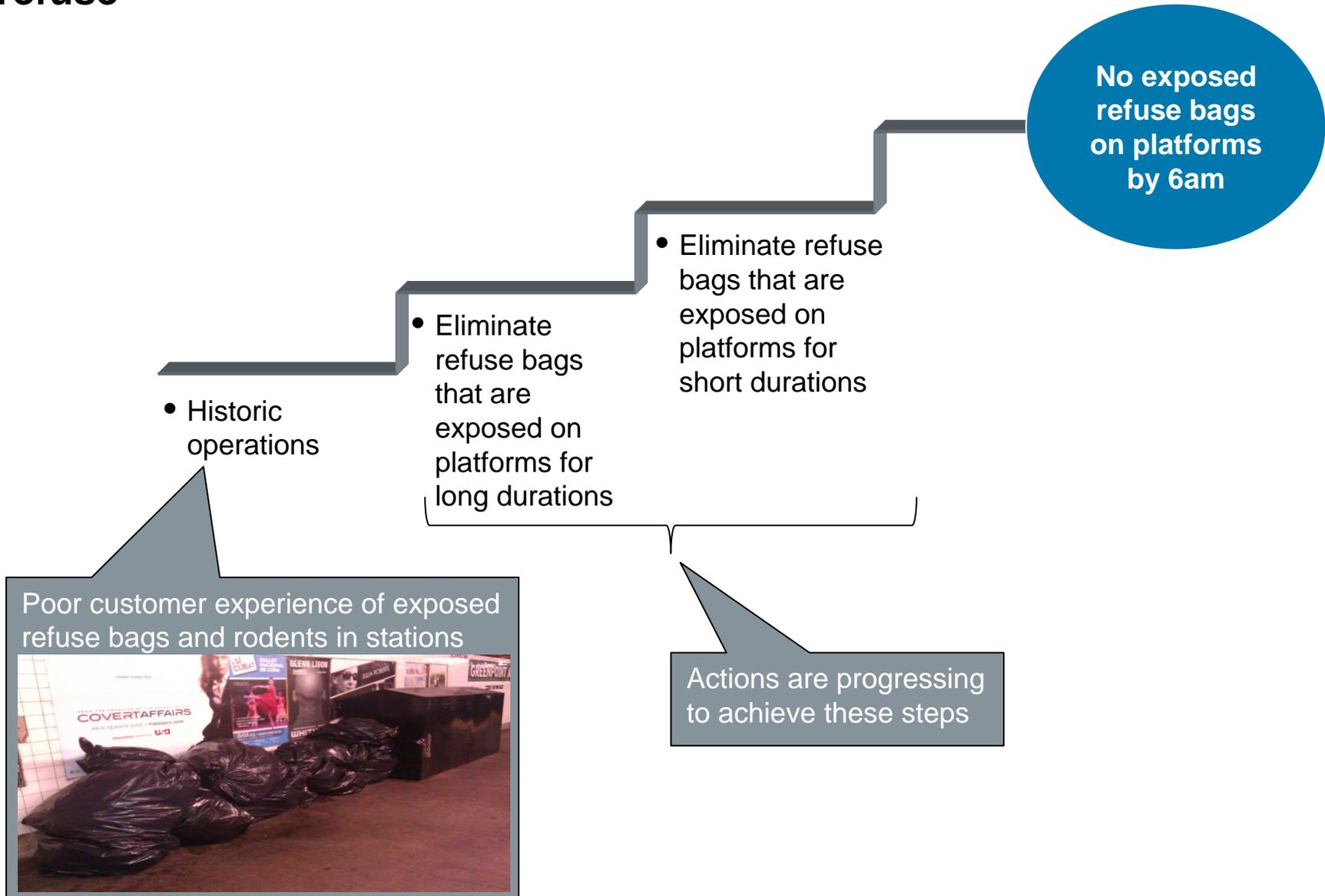
- Unsightliness and malodor of trash bags stored on platforms
- Customer complaints of encounters with rodents
- Presence of refuse creates a health and safety hazards

## Problem to be solved

How do we minimize poor customer experiences of exposed garbage in stations and eliminate the accompanying presence of rodents?



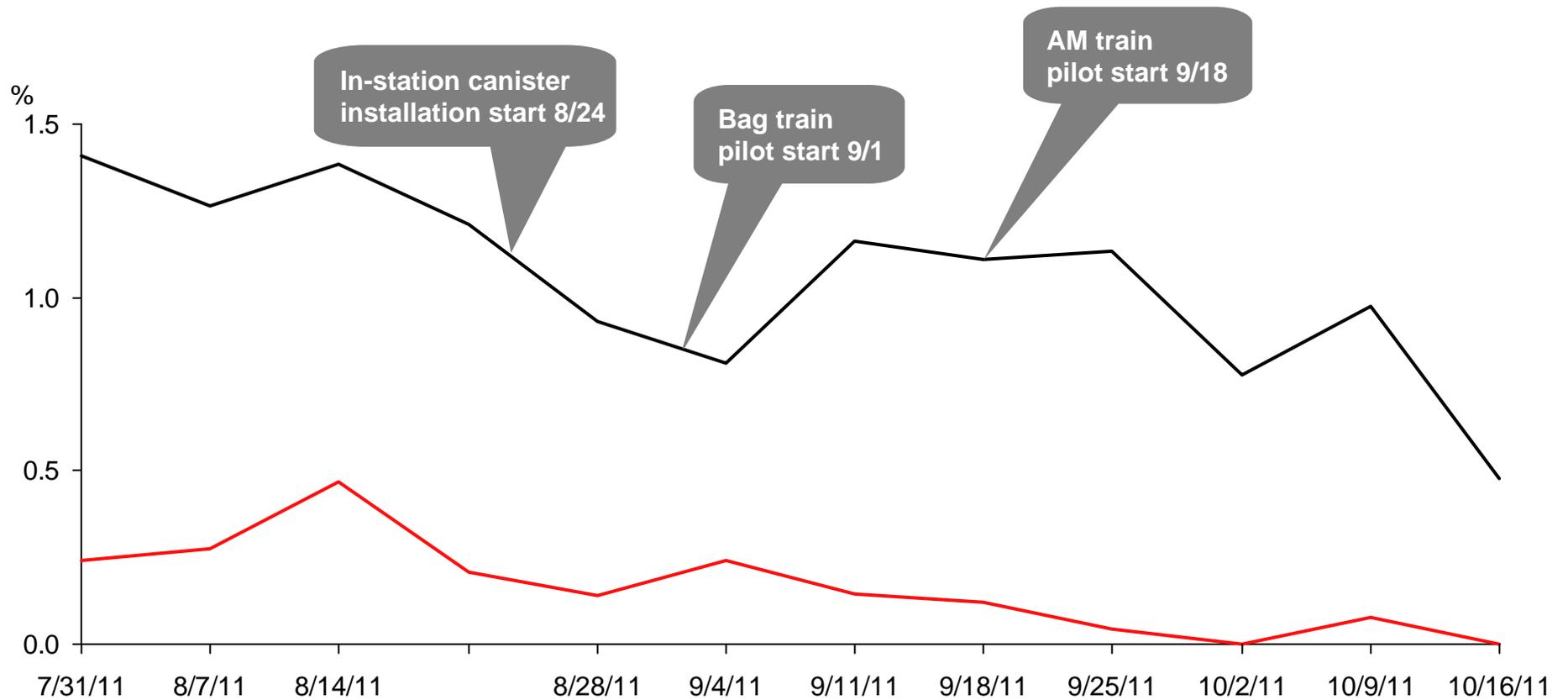
# We are working to minimize poor customer experiences surrounding refuse



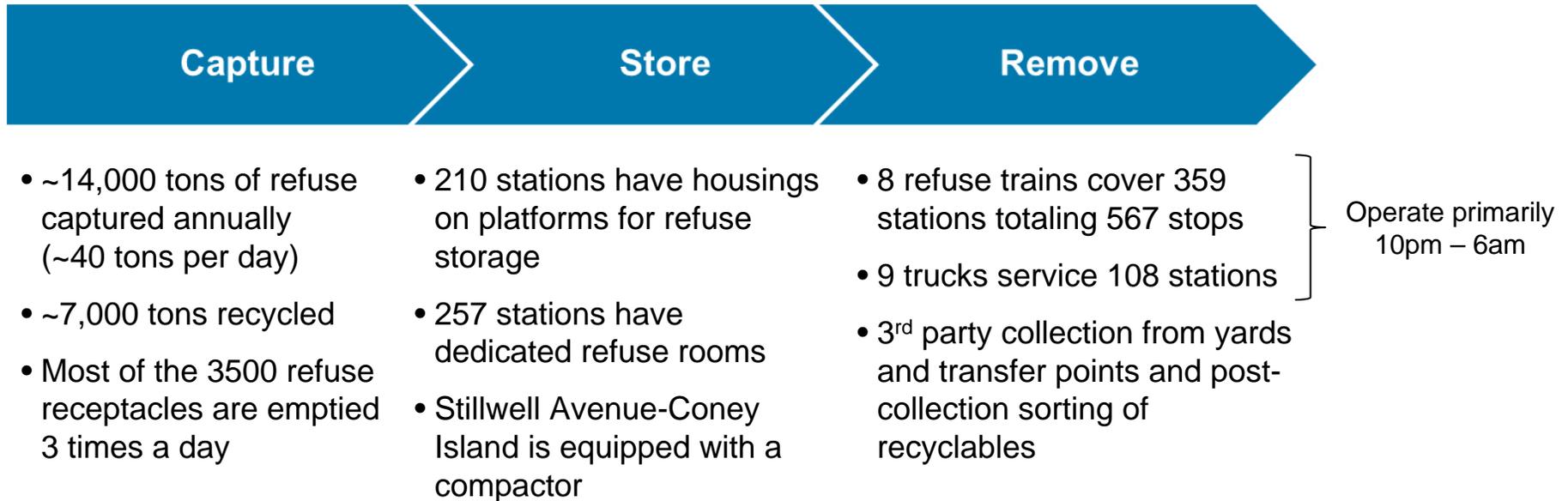
# Our actions are already improving performance

Exposed bags/week as a % of total bags removed

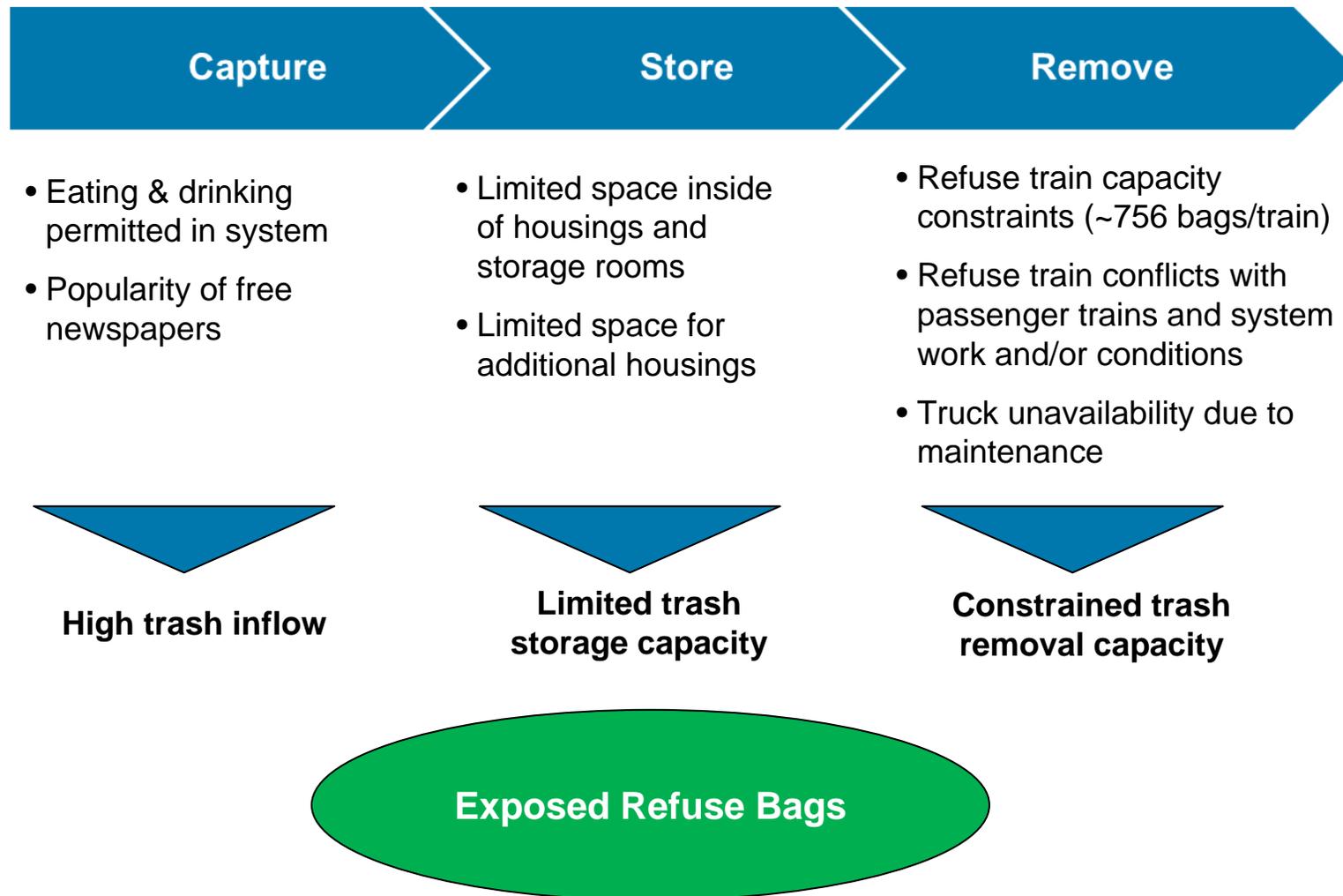
- Bags exposed as of 6am
- Bags exposed over 12 hours



# Subway station refuse collection is a significant 24/7 operation

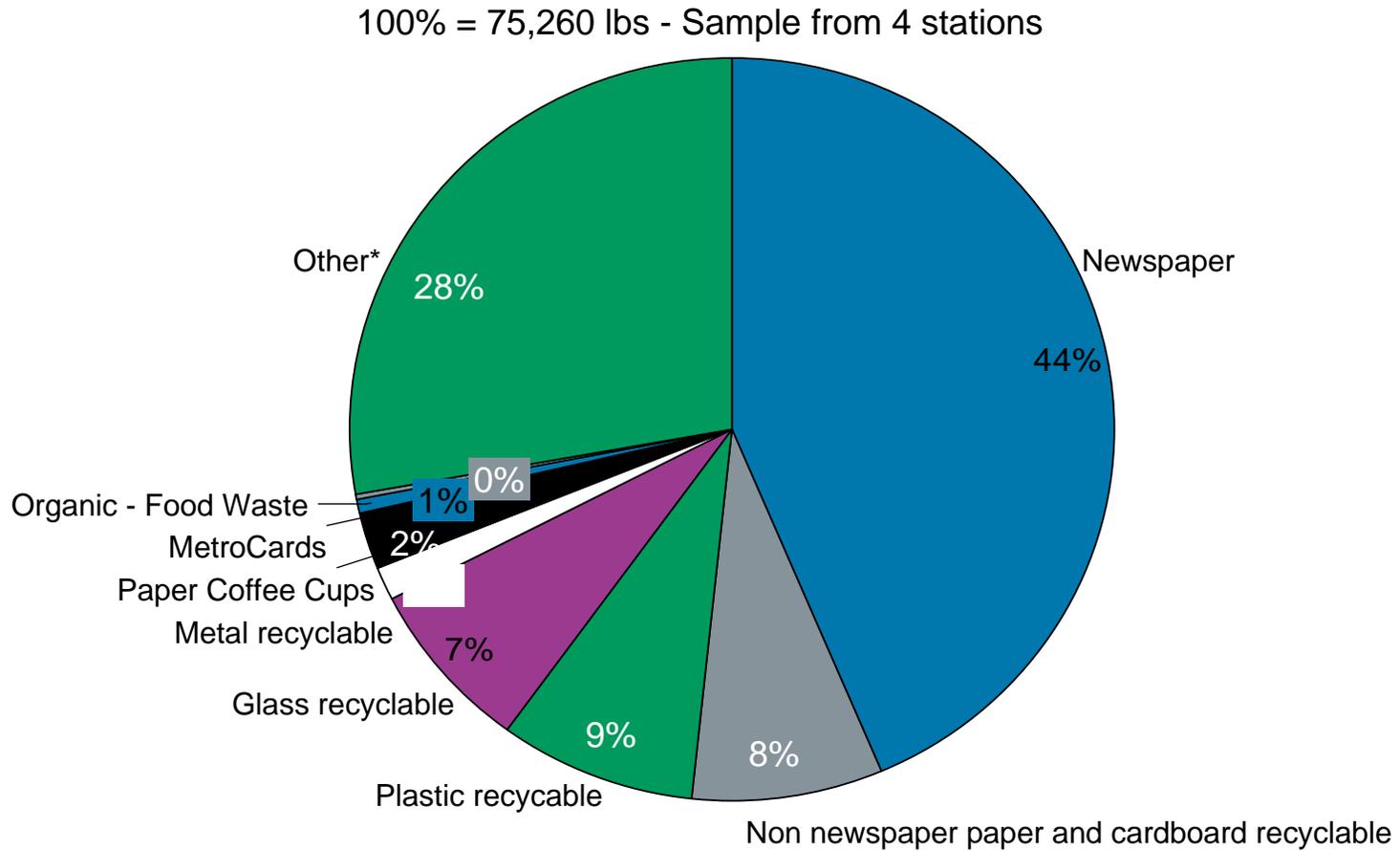


# There are challenges at all 3 steps in the flow of refuse through stations which contribute to refuse bag exposure



# Over 50% of our refuse stream is recyclable paper

Subway station refuse composition by weight, percent



Source: 2008 Waste Stream audit (4 station sample of 75,260 lbs of trash)

\*Other Includes items such as clothing, mixed colored plastic, black plastic bags, juice boxes, rubber, shoes, and other miscellaneous items

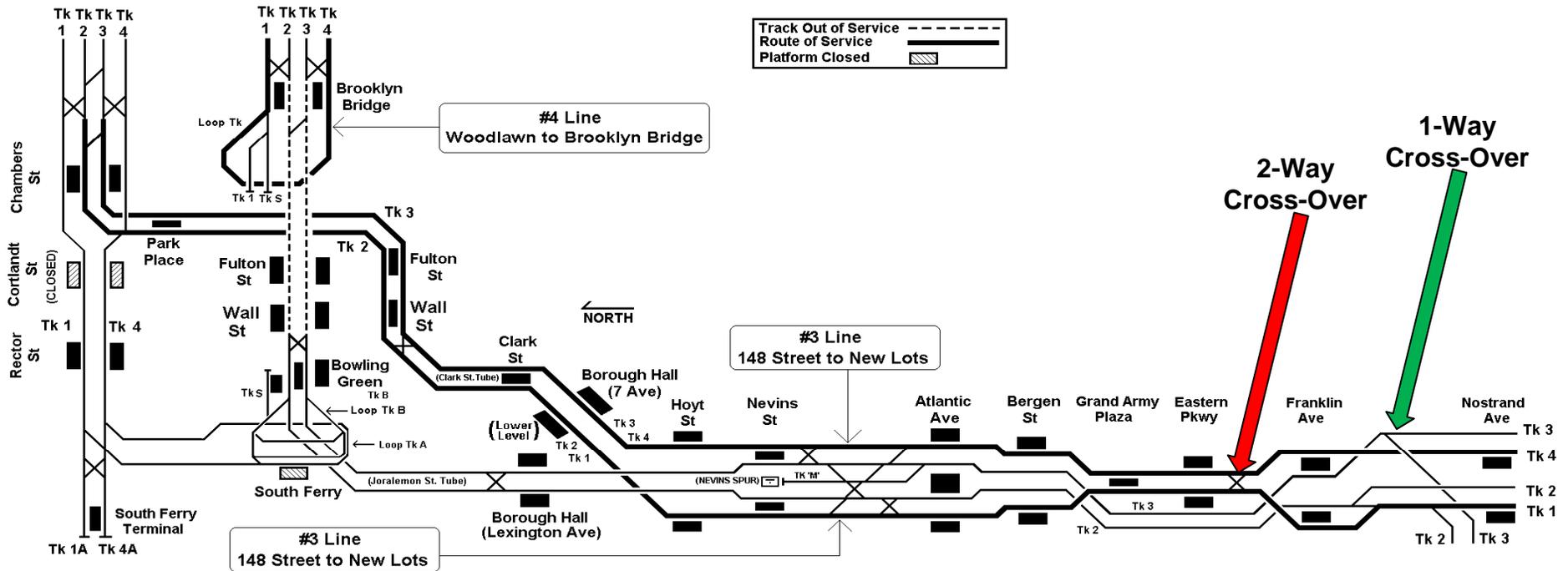
## Competition for track access means that refuse trains must often deviate from schedule

- Approximately two thirds of scheduled refuse trains stops are made as scheduled
- Stations whose scheduled train stops are missed are partially addressed by refuse trains making unscheduled stops and trucks

Refuse train stops not made as scheduled due to:

- Conflicts with passenger trains
- Conflicts with construction GO's
- Refuse train at capacity
- Refuse train operating past scheduled time

# Ability to maintain schedule as a result of road service is challenging



**Refuse train response to passenger train priority**

- Refuse train directed to cross-over to an express/local track until the next available cross-over; potential actions taken include:
  - Omitting pick-ups at the skipped locations in favor of pick-ups at stations ahead
  - Doubling back on a local track at the next cross-over to pick-up at skipped stations
- Refuse train is relayed to a spur track and returns to pick-up service on a prescribed route while revenue trains pass by

# Actions are underway to improve performance

## Capture

- Launched an in-car marketing campaign to encourage reduction in litter disposed of in subways
- Initiated trial of trash-can-free stations at Main Street and 8<sup>th</sup> Street

## Store

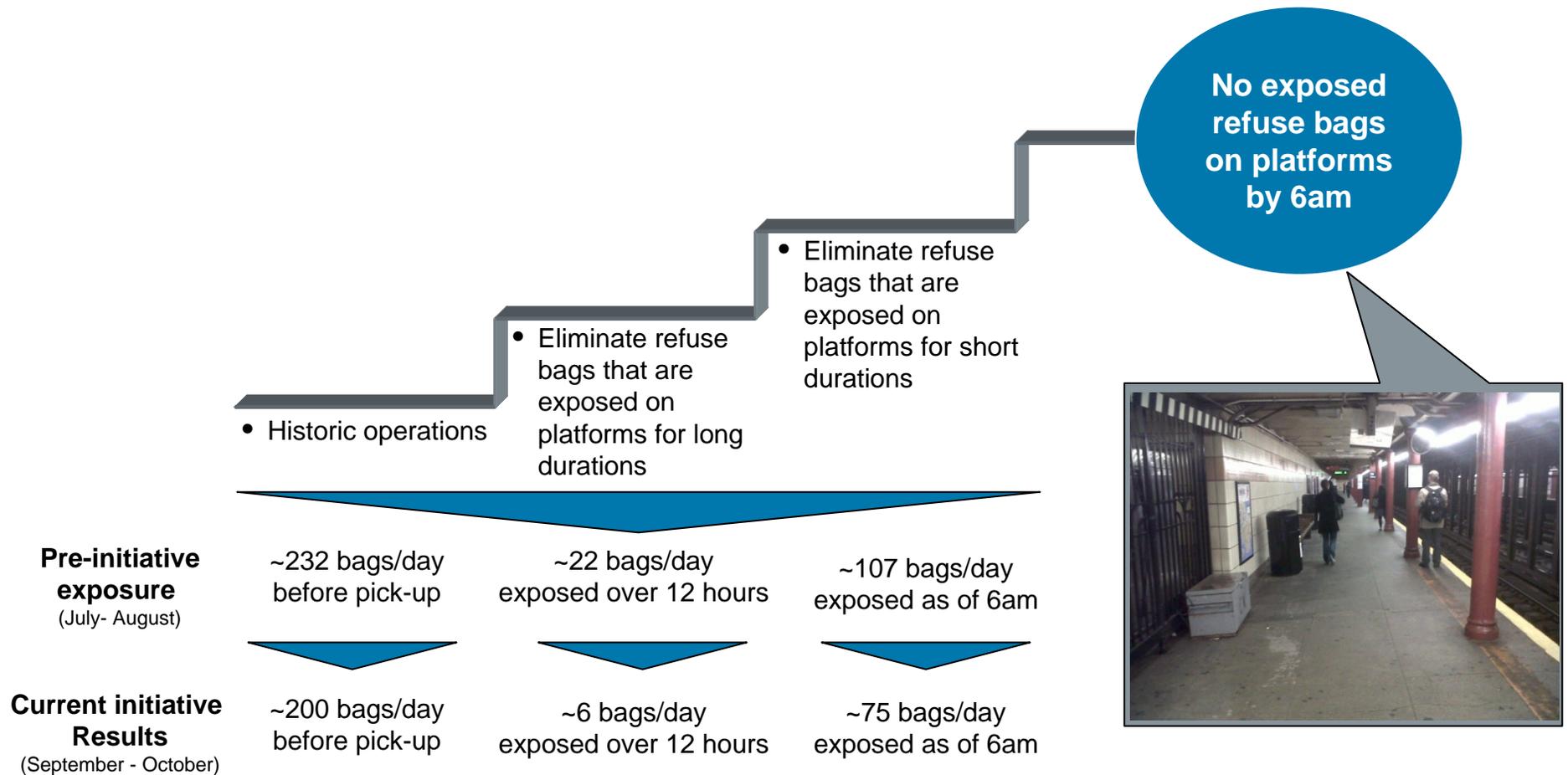
- Piloting day-of-week bag stickers in 5 stations to reduce long duration platform storage
- Installed additional refuse housings in 18 stations
- Strengthening rodent control in conjunction with NYC Department of Health consultant

## Remove

- Added two additional refuse trains
- Procuring two additional refuse trucks
- Exploring options for facilitating primary truck maintenance
- Coordinating refuse train routing with passenger train schedule to increase pick-ups



# Ongoing actions are supporting our goals to eliminate exposed refuse and the accompanying presence of rodents system-wide



## Rodent Pilot Project

Collaborating with NYC Department of Health's rodent control expert to develop a program to control the rodent population in the subway system

- 4-Step Plan: install door sweeps, clean rooms, eliminate rodent entry points, and scheduled extermination or baiting
- All-agency pest control contract scheduled for award in 4Q11
- Program to be implemented at the 25 worst stations by 2Q12.