



IC WORKS BALTIMORE CITY DEPARTMENT OF PUBLIC WORKS BALTIMOR



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July 17, 2019

# Bureau of Solid Waste

The Bureau of Solid Waste (BSW) maintains the City's cleanliness through its multifaceted waste collections, cleaning and disposal programs. The Bureau's operations are divided into four quadrants, which keeps services community-based and increases the familiarity crews and supervisors have with areas they work in.

## Snapshot of the Bureau of Solid Waste

1	Active Landfill
1	Transfer Station
5	Resident Drop-Off Centers
694	Budgeted Positions
4,840	Addresses receive bulk waste collection every month
210,000	Households receiving curbside trash and recycling collection service from DPW
250,000	Tons of waste disposed of at Quarantine Road Landfill in 2018
318,662	Solid Waste Service Requests (SRs) closed in FY 19



# Bureau of Solid Waste

## Recent Initiatives

- “Less Waste, Better Baltimore” master plan
- Placement of solar compacting corner cans
- Expansion of Mechanical Street Sweeping Program
- Violence Reduction Initiative (VRI) Zones
- Proactive Mowing of City-owned vacant lots
- Proactive Rat Abatement Program
- Landfill Expansion Project
- Renovation of the Northwest Transfer Station
- Small Hauler Program

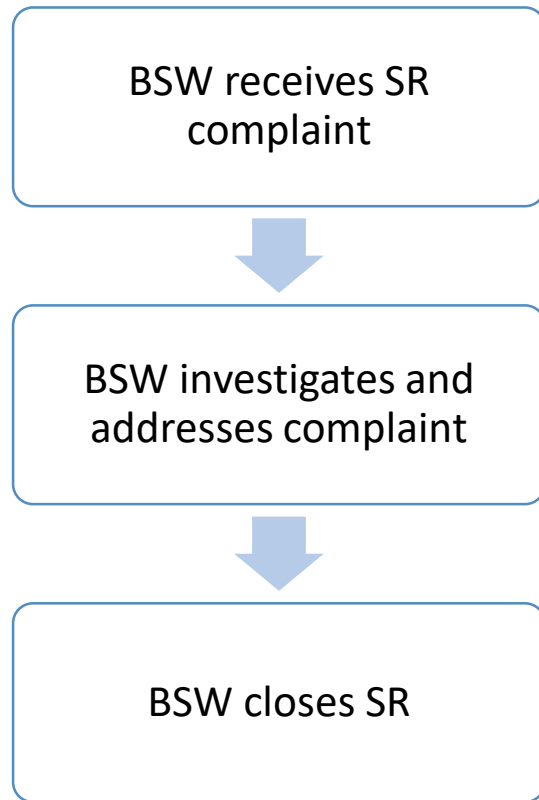


**Baltimore City Department of Public Works**

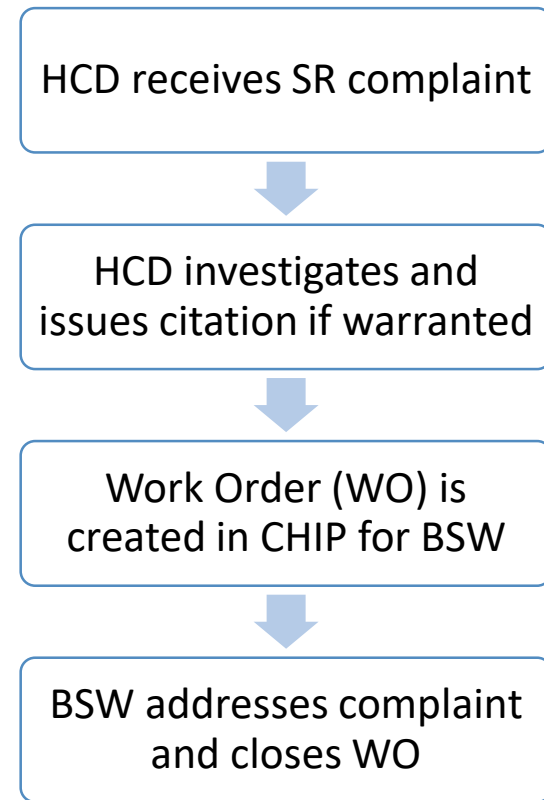


# Service Request Process

Dirty Street and Dirty Alley, and  
Proactive Service Requests (SRs)



Service requests for private properties  
include HGW, Boarding, and Illegal Dumping



**Baltimore City Department of Public Works**





# Street and Alley Cleaning

## Dirty Alley Service Request

- “Dirty Alley” and “Dirty Street” are service requests that can be created either reactively by a resident or proactively by DPW crews
- Debris or bulky items in an alley way or street qualifies as a “Dirty Alley” or “Dirty Street” Service Request

## Service Level Agreement (SLA)

- 7 days for DPW to respond and clean



# Cleaning and Boarding

## Cleaning and Boarding Service Request

- “Cleaning” and “Boarding” SRs are created by HCD in CHIP after HCD inspects, and issues a citation

## Service Level Agreement

- 10 days for HCD to investigate and issue a citation
- If property is occupied, HCD gives owner opportunity to correct the issue
- If property is vacant, HCD creates Work Order for DPW for trash and/or mowing
- 7 days for DPW to board vacant properties
- 30 days for DPW to remove trash and debris from vacant properties



# Cleaning and Mowing Private Properties

## High Grass and Weeds Service Request

- High Grass and Weeds or “HGW” is a SR that is created after HCD issues a citation to a private property for grass taller than 8 inches

## Service Level Agreement

- HCD has 10 days to investigate and issue a citation
- After the 10-day inspection window, DPW has 30 days to clean and cut the property

HCD receives “HCD-Sanitation” SR complaint



HCD investigates and issues a citation



“HGW” Work Order for DPW in CHIP



DPW directs contractors to mow the private lots



DPW closes the HGW WO



# Cleaning and Mowing Mayor and City Council (MCC) Lots

## Proactive Strategy

- DPW implemented “Pro-Mow” in 2018 for City-owned lots
- City-owned lots are the City’s responsibility to maintain and set a good example
- Each location has a reoccurring work order
- Locations are organized in routes

## Service Level Agreement

- Mow each lot every 28 days as part of a routine scheduled route

DPW reviews the 28-day  
Pro-Mow schedule



DPW crews mow all stops  
based upon the schedule



DPW closes Pro-Mow  
Work Orders for the day





# Violence Reduction Initiative (VRI)

## Proactive Strategy

- 8 VRI zones
- Work with other City agencies
- 171,262 Solid Waste Service Requests have been closed in the VRI zones since the beginning of the program in November 2017
- 79,380 SRs closed in VRI zones in FY 19

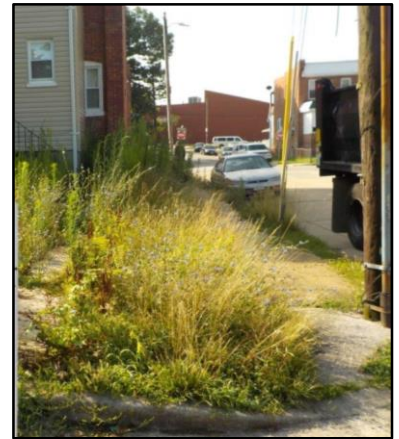
## Service Level Agreement

- Requests identified in VRI zones are prioritized by reducing their regular SLA duration time by 50%



# Challenges

- 50 Vacancies
- Restricted Duty and A-Time Challenges
  - 8 CDL Drivers
  - 8 Laborers
- Repeat problem locations
  - 1,262 houses were boarded at least twice
  - In FY 19 one property was boarded 10 times
- Illegal Dumping
- Small Hauler Program growing
  - Space restricted at Transfer Station
- Northwest Transfer Station temporary closure due to renovation
  - Increased route times/wait times



# Illegal Dumping

- An estimated 10,000 tons of waste illegally dumped annually
- Legally, the disposal of any waste in an area not designated for such disposal is considered “illegal dumping
- Proactive Cleaning, Education, Communication, and Enforcement are key
- DPW works with DHCD Code Enforcement to identify and address hotspots



# Success Stories

- **Pro-Mow:** Proactively Maintaining City-owned lots
- **HEAL Program:** Proactively baiting for rats in HABC properties
- **E-Cube:** Solar-compacting smart cans alert us when they are full
- **ATLV:** All-Terrain Litter Vacs provide extra cleaning in business areas
- **Night Crew:** Able to provide cleaning of major thoroughfares after hours
- **Relationships with Community Associations:** Meet and talk regularly about issues and ideas. Support community cleanups.
- **Small Hauler Program at Transfer Station:** Convenient way for commercial haulers to dispose of waste.

