



BALTIMORE CITY DEPARTMENT OF PUBLIC WORKS

FY20 ANNUAL REPORT ON ACTIONS TAKEN TO REMEDIATE ILLEGAL DUMPING IN BALTIMORE CITY

**December 2020
FINAL REPORT**

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1. Introduction

In accordance with House Bill 670 of 2016, the purpose of this report to the Baltimore City Delegation to the General Assembly is to describe actions taken by Baltimore City to remediate illegal dumping. This report covers Fiscal Year 2020. It is the responsibility of the Department of Housing and Community Development (DHCD) to investigate and issue citations for the offense of illegal dumping. Once DHCD has investigated an illegal dumping location, either through a citizen complaint or by proactively discovering an illegal dumping site, the matter is referred to the Department of Public Works (DPW) to remove the illegally dumped debris. The Department of Public Works offers many services and programs to allow residents and businesses to properly dispose of waste (refer to Appendix A). Critical to combating illegal dumping in Baltimore City is a comprehensive educational outreach program and intensive sanitation enforcement. The DPW Office of Communications and Community Affairs provides educational outreach to engage residents in preventing and reporting illegal dumping (refer to Appendix B).

2. Overview of Illegal Dumping in Baltimore

Illegally dumped waste is a persistent issue in Baltimore City with an estimated 10,000 tons of waste illegally dumped annually. This leads to many negative impacts on the environment and the health of the community. In addition to its potential to contaminate the soil, surface water and groundwater, illegal dumping creates many health hazards to residents living in close proximity to dump sites. Examples include increased injury and damage from sharp objects, breeding grounds for mosquitos that lead to the spread of diseases, and attracting rats and other pests. Dumping sites also have an adverse effect on the surrounding neighborhood property values and can adversely impact the local tax base. Dumping areas are unattractive to commercial and residential developers and can deter investment.

Legally, the disposal of any waste in an area not designated for such disposal is considered “illegal dumping.” This includes dumping at corner cans, in parks, in alleys, in yards of homes, in lots of buildings, etc. It is considered illegal dumping every time a resident or business owner dumps a bag of trash at a corner can, drops off tires in an alley, dumps construction debris in a park, or disposes of trash in the yard of a vacant property. From a 311 Request System standpoint, however, the 311 Service Request (SR) category of “Illegal Dumping” captures only a portion of illegal dumping occurrences. Depending on how the complainant views the issue, illegal dumping could be reported to 311 in a variety of ways. There are several SR categories that may involve some degree of illegal dumping, including: HCD-Sanitation, HCD-Illegal Dumping, SW-Public (Corner) Trash Can Issue, SW-Cleaning, SW-Bag Pickup, SW-Dirty Alley, SW-Dirty Street, SW-Park Cans, SW-Water Way Cleaning, and SW-SIU Clean Up. In FY 20 there were 37,344 closed service requests across seven categories related to illegal dumping (refer to Table 2 for more details): Dirty Alley, Dirty Street, Vacant Lot Cleaning, Park Cleaning, Water Way Cleaning, Corner Can Collection, and SIU Clean Up.

Depending on how the issue is reported, it may be referred directly to DPW to be cleaned without an investigation by DHCD. While this allows the expedient trash removal and cleaning of the area, it generally does not allow for the opportunity to issue a citation.

Traditionally, illegal dumping is considered the dumping of large quantities of material ranging from large bags to building materials and bulky items. It is difficult to profile a typical illegal dumper, however, offenders can include construction companies, landscapers, scrap collectors, unpermitted small haulers, and local residents. Illegal dumping generally takes place in more secluded locations, on vacant lots or

homes, back alleys, and wooded areas. It is more common in areas with a high number of vacant homes or areas with transient populations that may not be familiar with their trash collection schedules or other services.

The City expends many resources to prevent and respond to all types of illegal dumping. This report outlines the functions of the Department of Public Works and of the Department of Housing and Community Development as they relate to illegal dumping.

3. DPW's Initiatives and Advancements

3.1. "Less Waste, Better Baltimore" Long-Term Operational Plan

In FY2020, DPW completed its "Less Waste, Better Baltimore" long-term operational plan. This effort identified options for improving solid waste diversion, recycling, and disposal in the City. This operational plan outlines a clear and realistic future vision for improving the City's solid waste program and operations, over both the near- and long-term. The main goal of the plan is to maximize waste reduction, reuse/repair, recycling, and sustainable management of materials. The consultant that conducted the master plan followed a three-step process of information gathering, analysis, and plan development. The scope included several public meetings, an online survey, two waste and recycling characterization studies, a comprehensive evaluation of the existing system, a benchmarking study, research on best practices, developing sets of options for increasing waste diversion and for managing what's left.

Components of this plan inform best practices for preventing illegal dumping. Both the winter and summer waste sorts included an observation of the number and types of vehicles utilizing the residential drop-off center at the Northwest Transfer Station, including small haulers. It also looked at the types of materials being disposed of through the program. Illegal dumping was a common topic during the community meetings and in the online survey. The final draft of the plan was completed in June 2020 and the final version can be found at

https://publicworks.baltimorecity.gov/sites/default/files/LWBB_Final%20Master%20Plan_7-28-20.pdf.

3.2. Volunteer Clean-Up Events

In August 2019, the Department of Public Works created a "Volunteer Clean-Up Event" Service Request. This service request type allows residents to receive bag pickup for clean-ups of any size, year round. Previously, options for hosting a clean-up were limited to the Community Pitch-In, which is intended for registered community associations, and the Mayor's Spring and Fall Cleanups. Through this new initiative, anyone can register a Volunteer Clean-Up Event to receive bag pick-up from the Bureau of Solid Waste and stormwater credits from the Office of Compliance and Research. This incentivizes more people and organizations to hold clean-ups and enables us to track volunteer participation. In Fiscal Year 2020, 58 Volunteer Clean-Up Event service requests have been closed and over 21 tons of debris were collected.

3.3. Equitable Approach to Solid Waste Services

The Bureau of Solid Waste reorganized in May of 2020, with the goal of achieving a more equitable approach to property management and cleaning services. Previously, the Bureau was organized into quadrants, where all services for one area of the City (trash and recycling collection, vacant lot cleaning/mowing, street and alley cleaning, etc.) were all housed in one location with one "Quadrant Chief". This approach allowed Solid Waste staff to be more familiar with the areas they were working in, helped them better understand community needs, and equally distributed resources. However, this system did not allow the Bureau to take the most equitable approach to closing service requests. With an insufficient

amount of resources, crews from one quadrant were often deployed to another quadrant and some quadrants received quicker service compared to others.

Each neighborhood in Baltimore has different needs that continue to change, and the Bureau needs to change to continue meeting these needs. Service requests are created at unequal rates across the City which makes it difficult to operate geographically. A centralized management system allows the Bureau to distribute resources as needed across the entire city.

3.4. Clean It Up! Campaign

Mayor Bernard C. “Jack” Young launched his “Clean It Up!” campaign on January 31st, 2020. This data-driven initiative’s goal was to provide direction and accountability for the City’s cleaning efforts. In total, eight cleaning initiatives were included in the campaign. The Department of Public Works participated in two of the eight initiatives; eliminating the cleaning backlog and a pilot to expand the small haulers program.

Eliminating the cleaning backlog included completing all vacant lot cleaning and high grass and weeds (HGW) services requests. This was completed on March 31st by utilizing data to deliver on-time and equitable service to residents. In total, 4,339 vacant lot cleaning requests and 3,619 high grass and weeds requests were closed.

An expansion of the small haulers program was piloted to reduce barriers and encourage more participation in this already successful program. Small haulers were able to register with the Health Department for no cost, and dispose of waste at the Northwest Transfer Station and Quarantine Road Landfill for no cost. This pilot began on March 9th and ended on June 7th, 2020 (refer to Appendix E).

4. Department of Housing and Community Development Code Enforcement

While proactive cleaning, education, and communication are key to a clean city, enforcement is needed where these efforts fail. The responsibility to investigate and enforce illegal dumping complaints falls under the Department of Housing and Community (DHCD). The Code Enforcement team of DHCD will issue citations for sanitation issues, such as properties that do not have trash contained in a proper container or properties with trash and debris. The Special Investigations Unit (SIU) of DHCD will investigate more serious illegal dumping complaints, such as large amounts of bagged trash, dumped bulk items, construction debris, etc. These investigators utilize any evidence available, including eyewitness accounts, security cameras, and any receipts or identifying information found on site. The DHCD team can issue citations for illegal dumping and can also pursue cases through legal means.

In Fiscal Year 2020, DHCD issued 754 citations for illegal dumping activities (refer to Table 1). Currently the fines for illegal dumping can be \$50 - \$30,000 and in some cases can include imprisonment.

The investigation of illegal dumping requires coordination between the Bureau of Solid Waste and DHCD. DHCD owns, operates, and rotates the location of 90 motion-activated cameras designed to catch illegal dumping. DHCD currently proactively inspects over 100 “hot-spots” multiple times a week for evidence of illegal dumping. The Bureau of Solid Waste continues to work with DHCD to identify new hotspot locations for enhanced sanitation enforcement. SIU has completed many successful investigations of illegal dumping occurrences. If bags of trash are present, SIU will open the bags and search them for any identifying evidence. The investigators also use evidence gathered by witnesses, such as descriptions of

individuals and vehicles, including license plate numbers. After DHCD finishes its initial investigation of an illegal dumping complaint, it will refer the location to DPW for cleaning.

5. Conclusion




The City continues to make great strides in addressing the sanitation challenges in Baltimore City. While we are extremely proud of what we have been able to accomplish, we know that we have a long way to go in order to make Baltimore a cleaner city. Behavior change is essential in our efforts, which can be accomplished through a combination of education and enforcement. The Department of Public Works will continue to work with other City agencies and non-profit partners to investigate and pursue methods of remediating illegal dumping.



Table 1: DHCD Citations for Illegal Dumping FY2020



| Legislative District | Number of Citations for Illegal Dumping |
|----------------------|--|
| District 40 | 203 |
| District 41 | 56 |
| District 43 | 89 |
| District 44A | 83 |
| District 45 | 186 |
| District 46 | 137 |
| Total | 754 |


These citations include a range of dumping related citations, including for trash dumped on lots, next to corner cans, in the right of way, etc. It also includes citations for illegal discharge which is the dumping of grease, oil, mortar, or other liquids.

Table 2: Service Request Categories for Illegal Dumping

| 311 SR Category | Possible Type of Illegal Dumping | Number of SRs Closed in FY20 | Photo Example |
|-----------------------|---|------------------------------|---|
| Illegal Dumping (HCD) | <ul style="list-style-type: none"> Bulk Items* or Bags of Trash in Alleys Bulk Items or Bags of Trash in Parks, Vacant Lots or Yards Bags of Trash in Corner Litter Cans | 9,629 |  |
| Dirty Alley (SW) | <ul style="list-style-type: none"> Bulk Items or Bags of Trash within the public right-of-way such as an alley or side street | 20,871 |  |
| Dirty Street (SW) | <ul style="list-style-type: none"> Bulk Items or Bags of Trash on the public right-of-way such as a street or sidewalk | 13,043 |  |

| 311 SR Category | Possible Type of Illegal Dumping | Number of SRs Closed in FY20 | Photo Example |
|-----------------|--|------------------------------|--|
| Cleaning (SW) | <ul style="list-style-type: none"> Bulk Items or Bags of Trash at vacant and abandoned properties | 10,095 |  |
| Park Cans (SW) | <ul style="list-style-type: none"> Bulk Items or Bags of Trash in municipal Parks | 339 |  |

| 311 SR Category | Possible Type of Illegal Dumping | Number of SRs Closed in FY20 | Photo Example |
|--------------------------------------|---|------------------------------|--|
| Water Way Cleaning (SW) | <ul style="list-style-type: none"> Bulk Items, Bags of Trash, or Litter in within the Baltimore Harbor | 2 |  |
| Public (Corner) Trash Can Issue (SW) | <ul style="list-style-type: none"> Bags of Trash in public Corner Cans Bulk Items placed around Corner Cans | 2,666 |  |

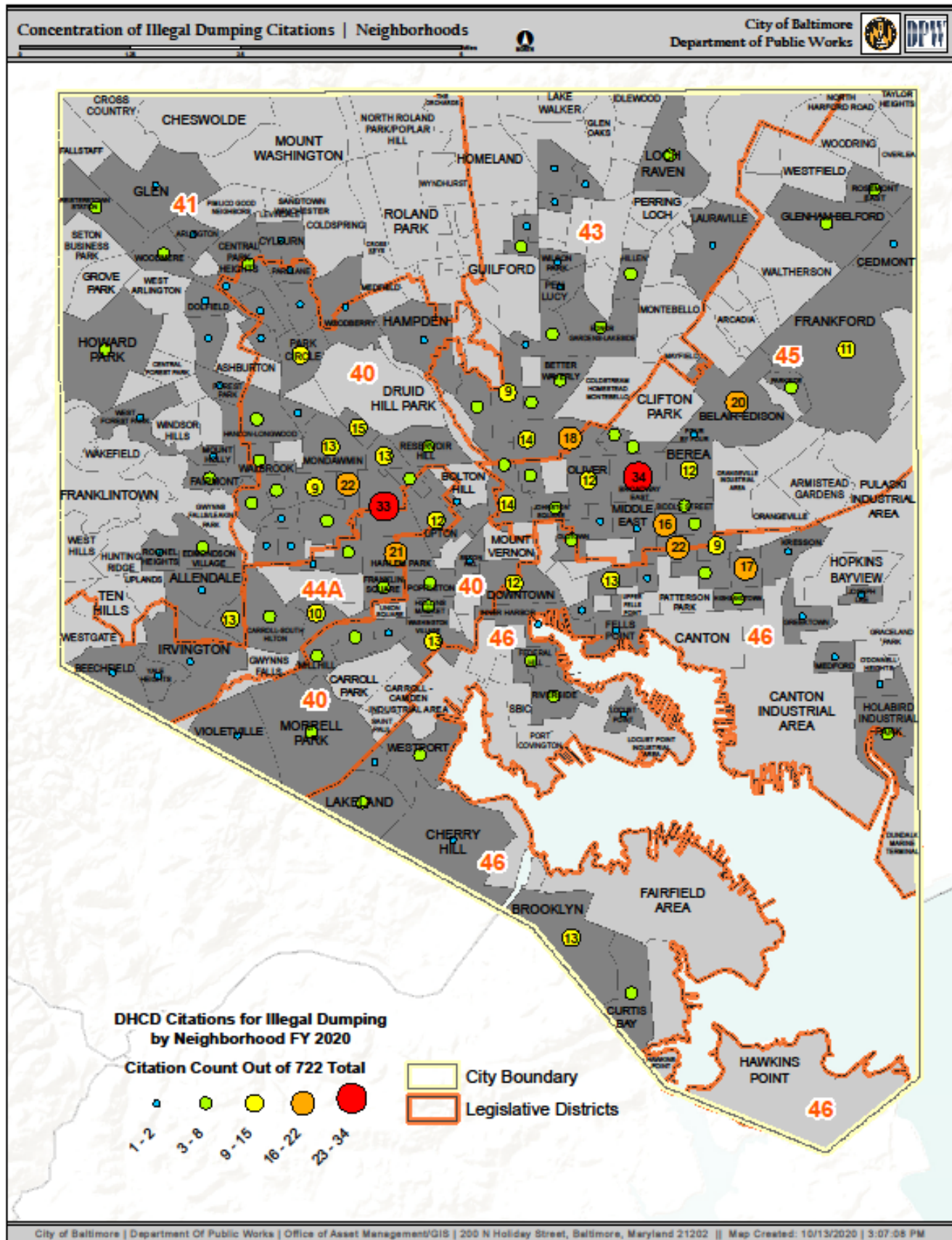
| 311 SR Category | Possible Type of Illegal Dumping | Number of SRs Closed in FY20 | Photo Example |
|-------------------|--|------------------------------|---|
| SIU Clean Up (SW) | <ul style="list-style-type: none"> The Cleaning of Illegal Dumping Sites after DHCD's SIU team has investigated Illegal dumping sites within the public right-of-way with over 100 pounds of trash or debris | 423 |  |

*"Bulk Items" can include any large item including mattresses, furniture, tires, and construction debris.

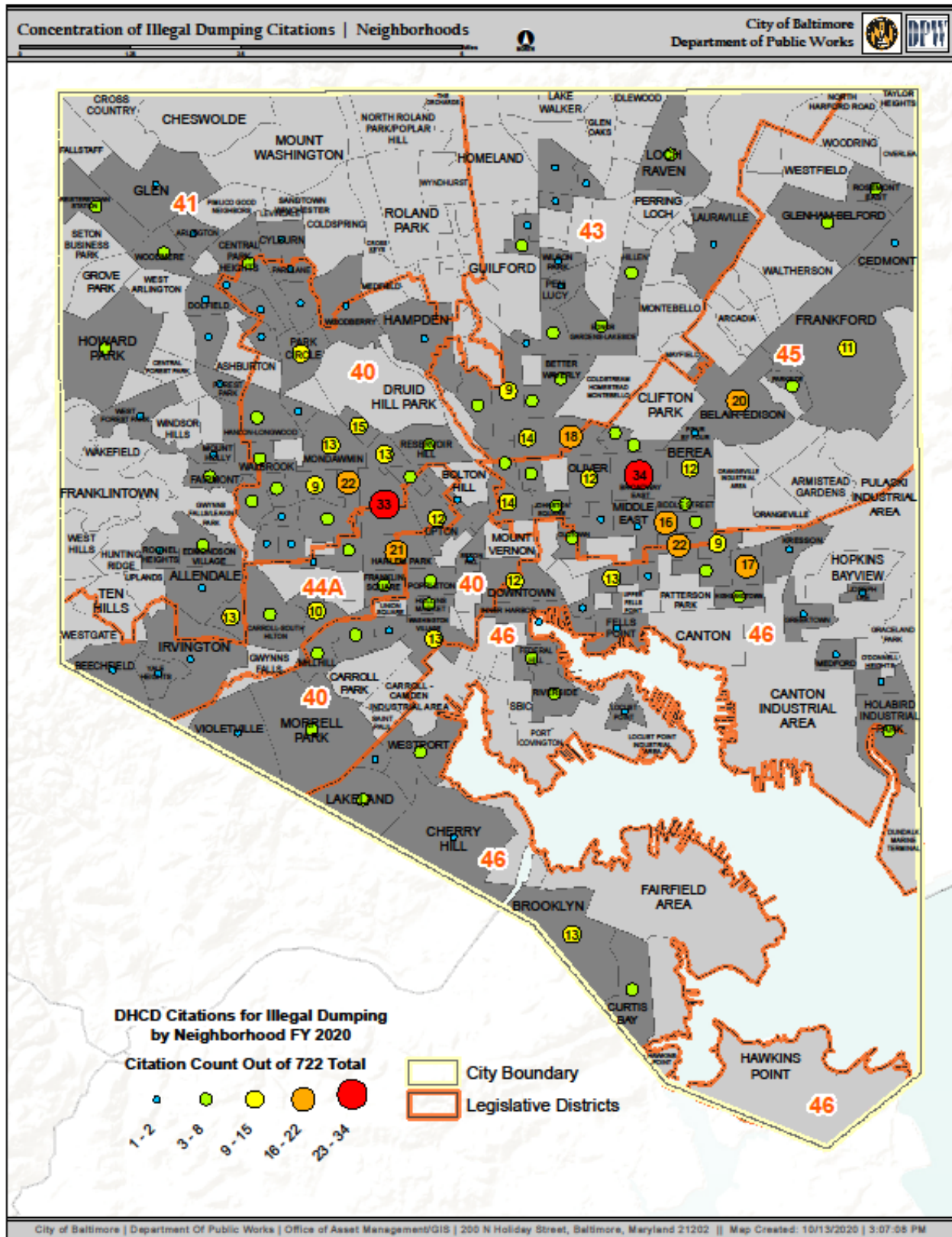
SW = Solid Waste: These requests are referred to DPW's Bureau of Solid Waste, which responds by cleaning/collecting. These are not investigated by HCD or recorded as illegal dumping unless there is strong evidence of dumping which then prompts SW to contact HCD.

HCD = Housing and Community Development: These requests are referred to HCD's enforcement unit to investigate and are then referred to Solid Waste to clean.

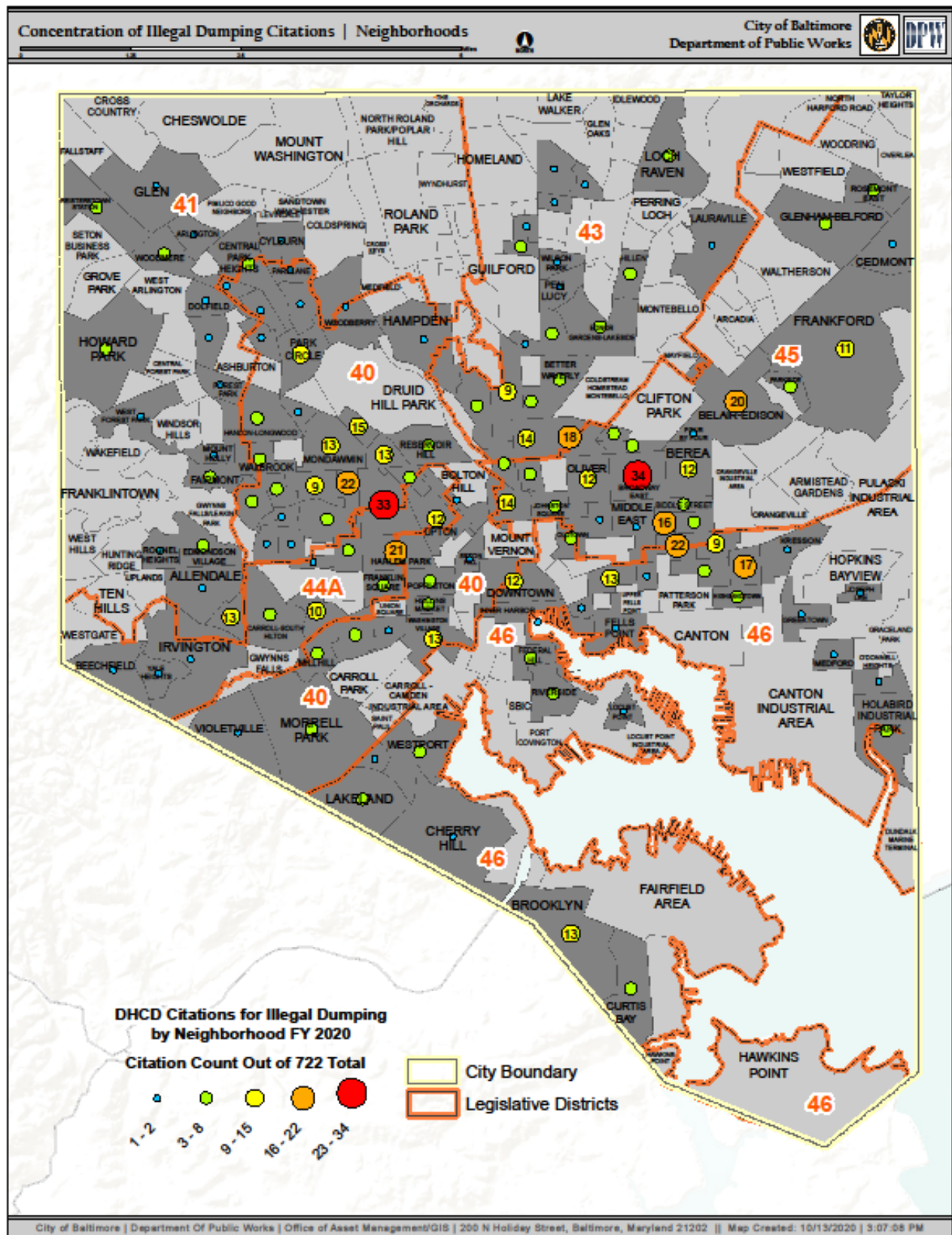
Map 1: Total Number of Citations for Illegal Dumping by Legislative District



Map 2: Citations for Illegal Dumping Under 25lbs by Legislative District



Map 3: Citations for Illegal Dumping Over 25lbs by Legislative District



Appendix A: Services Provided by the Department of Public Works

The Department of Public Works, Bureau of Solid Waste is responsible for the curbside collection of solid waste and recycling from approximately 200,000 households and small businesses each week. In early 2016, DPW began city-wide distribution of municipal trash cans to single family homes and small businesses. These sturdy cans with attached lids make it possible for residents to conveniently and securely store their trash.

In addition to curbside collection, DPW offers several free and convenient services for residents to dispose larger bulk items, larger quantities of materials, and household hazardous waste. DPW's Bureau of Solid Waste operates bulk trash collection, which provides residents with the opportunity to place up to three (3) bulk trash items for collection, free of charge. Furniture and White Goods are items commonly collected through bulk trash service. The Bureau of Solid Waste operates five (5) citizen convenience centers throughout the city that allow residents to dispose of their trash, recycling, yard waste and bulk items (refer to Appendix D). Seasonal collection of household hazardous waste is offered at the Northwest Citizen Convenience Center, allowing residents to responsibly dispose of hazardous materials that should not go out with mixed refuse. Permitted small haulers are able to dump refuse at the Quarantine Road Landfill and at the Northwest Transfer Station for a nominal fee.

The Bureau of Solid Waste proactively cleans city gateways, services corner litter cans, performs park cleaning, responds to dirty alley and street complaints, performs waterway cleaning, and performs rat eradication, among other responsibilities. The switch to a four-day collection week, under the One Plus One effort, freed up crews and equipment, allowing for the creation of dedicated Alley and Lot Cleaning Crews. The Bureau of Solid Waste addresses alley and lot cleaning on an assigned and proactive schedule. Dedicated alley and lot cleaning crews have been able to address illegal dumping "hot spots" without having to rely solely on citizen complaints. The City's cyclical response to the illegal dumping problem is a costly endeavor. In FY 2020, the Department spent approximately \$21,470,050 on right-of-way cleaning services, which includes street and alley cleaning, mechanical street sweeping, marine operations, graffiti removal, and cleaning of business districts.

This range of effort all works toward the goal of maintaining a clean and healthy city. The Bureau of Solid Waste strives to makes it convenient for residents to keep their properties clean. ¹

¹ Due to the COVID-19 pandemic, many Solid Waste services were disrupted in March 2020. Routine collections of trash and recycling continued, and the Northwest Transfer Station and Quarantine Road Landfill remained open, however all other services were suspended temporarily. Services that experienced disruptions included Dirty Street and Alley operations, Mechanical Street Sweeping, Bulk Trash Collections, Convenience Center Operations, Property Cleaning and Mowing.

Appendix B: DPW's Education and Communication Efforts

In addition to the numerous cleaning and collection services that DPW provides, it also attempts to remediate illegal dumping by educating the public on proper trash disposal. Prevention practices are non-structural practices focused on shifting the public's approach and attitude toward littering and illegal dumping. The Bureau of Solid Waste has many programs and services available to help engage communities.

The Solid Waste Volunteer Cleanup service request empowers residents to tackle the trash problems in their neighborhoods. This allows any resident or organization to register a cleanup and request collection from the Bureau of Solid Waste. Under the Community Pitch-In Program, Community associations can request up to four (4) roll-off dumpsters yearly to aid in cleanup efforts. The Mayor's Annual Spring and Fall Cleanups are multi-agency, city-wide events, spearheaded by the Bureau of Solid Waste, that encourage residents to clean up their communities. The Bureau offers bags, roll-off dumpsters, and same-day bag collection to participating community organizations and business organizations. Cleanup participants are eligible to receive credit on their stormwater bills.

The DPW Office of Communications and Community Affairs educates residents and businesses on proper trash disposal and advertises DPW's services. This office provides useful information through the DPW website, social media, the annual DPW calendar, and informational brochures and flyers. In 2012, DPW created several community liaison positions to provide regular outreach to community groups and non-profits through educational presentations, participation in public meetings and cultural events, and working with local schools. Community Liaisons are assigned by City Council District so they get to know the community leaders, the residents, and the unique issues in the assigned area.

The Liaisons teach residents about the importance of proper trash disposal in municipal trash cans or sturdy, durable cans with tight-fitting lids and the importance of preventing and reporting illegal dumping. The Liaisons also provide information to residents about DPW services, including the citizen convenience drop-off sites, recycling, cleanup events, recycling bin sales, shredding events and household hazardous waste drop off days. In addition, Community Liaisons offer educational programs to public schools. These programs are important for educating the next generation of citizens on the importance of caring for their neighborhood and environment. Content includes information on trash reduction, recycling, litter prevention, and storm drains/stormwater management, as well as the connection between these efforts and the health of the harbor and the environment. In FY2020 the liaisons gave public presentations to 39 communities. They brought information to 80 community events including community association meetings, resource fairs, and special events. A total of 9 school presentations were done at 7 schools, reaching approximately 500 students.

Appendix C: BMORE Beautiful

BMORE Beautiful is a City-led, peer to peer beautification program. The goal of the program is to not only change behaviors and attitudes towards the beautification of the City, but to also encourage residents, businesses, and organizations to become directly involved in activities and projects that will keep their neighborhoods clean and beautiful.

To meet this goal, the City works closely with neighbors on unique beautification projects and cleanliness challenges, as well as provides education literature, outreach materials, resources and programs, opportunities that residents can use to KEEP Baltimore Beautiful.

In exchange for signing a simple pledge, residents receive a clean kit, that can be used to keep the front and rear of resident's home litter free. Neighborhoods and organizations that have demonstrated the ability to mobilize at least 5-10 volunteers are encouraged to participate and apply for our popular programs and grant opportunities. These programs and grant opportunities include Love Your Block, Care-A-Lot, Say YES! (Youth Environmental Stewards), and Activate Your Space Grant. Love Your Block is a mini-grant program that provides funding for small community led beautification efforts. Care-A-Lot is grant program that provides funding for communities and organizations to mow and maintain vacant lots in the City. SAY YES! Program is an opportunity for youth to become actively involved in the cleaning and greening in their communities. Activate Your Space Grant is a grant program that provides design assistance, consultation and funding to neighborhood organizations utilizing CPTED (crime prevention through environmental design) strategies to transform blighted vacant lots into safe community assets.

Additionally, BMORE Beautiful helps residents to build their internal capacity by helping residents learn different ways to troubleshoot and resolve common beautification challenges within their neighborhoods. Quarterly community meetings are an opportunity for active and engaged communities to meet, greet, and exchange ideas. Community leaders serve as the subject matter experts for fellow leaders who are working to Keep Baltimore Beautiful.

BALTIMORE CITY DEPARTMENT OF PUBLIC WORKS

RESIDENTIAL DROP-OFF CENTERS

Waste and Recycling Drop-Off Locations

1. Quarantine Road Landfill

6100 Quarantine Road

(410) 396-3772

Haulers and Landfill Use:

Mon.- Sat. 8:00 a.m. to 4:00 p.m.

2. Western Sanitation Yard

701 Reedbird Ave

(410) 396-3367

3. Eastern Sanitation Yard

6101 Bowley's Lane

(410) 396-9950

4. Sisson Street Drop-Off Center

2840 Sisson Street

(410) 396-7250

5. Northwest Transfer Station

5030 Reisterstown Road

(410) 396-2706

Mon.- Sat. 7:00 a.m. to 5:00 p.m.

Hours:

All drop off locations are open the following hours unless otherwise noted.

Labor Day to Memorial Day:

Monday to Saturday 9:00 a.m. to 5:00 p.m.

Memorial Day to Labor Day:

Monday to Saturday 9:00 a.m. to 7:00 p.m.

Accepted Materials:

- The following materials are accepted at all locations: Household trash, single stream recycling, bulk items such as furniture and mattresses, electronics, white goods such as stoves and refrigerators, scrap metal, rigid plastic, and motor oil.
- Tires without rims are accepted at all locations except for the Sisson Street Drop-Off Center.
- Oyster shells are accepted at the Northwest Citizens' Convenience Center.
- Household hazardous waste collections occur the first consecutive Friday and Saturday of the month, April through October at the Northwest Citizens' Convenience Center only.



For more information on services available at drop-off centers, please contact the Office of Recycling at
(410) 396-4511





**March 9, 2020—
June 7, 2020 only**

Free drop-off for all licensed small haulers.

Northwest Transfer Station: 7:00am - 6:00pm

Quarantine Road Landfill: 8:00am - 3:30pm

See reverse side for addresses, phone numbers, and days of operation.

Free small hauler licensing* at Environmental Inspection Services.

**1001 East Fayette Street
Baltimore, MD 21202
(410) 396-4428**

**8:30am - 4:00pm
Monday to Friday
(closed on holidays)**

***You must bring your vehicle
registration with you when you
apply for a license.**





Details about Baltimore City's small hauler program can be found online at www.baltopi.com/small-haulers

Small haulers are required to source separate recyclables (i.e. scrap tires, electronics, white goods, and waste oil) at the Citizens Convenience Center.

Acceptable Materials

All materials must be deposited within the properly designated container. Violating this policy may lead to suspension of the small hauler's permit. The following materials are accepted:

- Residential waste
- Yard waste, including leaves and bushes, must be bagged or bundled to keep the area free of dirt and foliage. Branches cannot be longer than three (3) feet and the diameter cannot exceed four (4) inches.
- Commercial construction and demolition debris, including but is not limited to the following items:
 - Sheet rock, dry wall, or wall board
 - Glass
 - Roofing materials
 - Insulation
 - Wall-to-wall carpeting
- Recyclables, such as scrap metal, white goods, electronics, motor oil, and scrap tires, must be source-separated and disposed within their designated containers.

Unacceptable Materials

The following items are not permitted at the Quarantine Road Landfill or Northwest Transfer Station:

- Asbestos
- Animal carcasses
- Controlled hazardous waste, including but not limited to the following items:
 - Oil paint
 - Pesticides
 - Solvents
 - Gasoline
 - Propane tanks
 - Fire extinguishers
 - Batteries
 - Fluorescent light bulbs
 - Any other solid, liquid, or gaseous substance that is regulated as hazardous by State or federal law.
- Medical waste
- Untreated septage or sewage water
- Radioactive hazardous substances
- Automobiles
- Drums or tanks unless empty and flattened or crushed with the ends removed
- Chemical or petroleum cleanup material
- Truckloads of separately collected yard waste for final disposal
- Liquid waste

If unacceptable waste is identified by a City employee, the small hauler will be asked to dispose of the waste in another facility.



Bernard C. "Jack" Young
Mayor



Northwest Transfer Station

5030 Reisterstown Road
Baltimore, MD 21215
Monday to Saturday, 7:00am to 6:00pm
(410) 396-2706

Quarantine Road Landfill

6100 Quarantine Road
Baltimore, MD 21226
Monday to Saturday, 8:00am to 3:30pm
(410) 396-3772