



DEPARTMENT OF PUBLIC WORKS



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Department of Public Works

Mission

We support the health, environment, and economy of our City and the region by providing customers with safe drinking water and keeping neighborhoods and waterways clean.

Vision

To be a strong proponent and protector of our environment and the health and vitality of our communities.



What We Do

- **Public Health:**

- Protection against waterborne diseases
- Safe source of drinking water
- Rat Abatement
- Wastewater removal and treatment
- Cleaning

- **Quality Environment:**

- Chesapeake Bay protection
- Cleaner streams and Harbor
- Greening and stream restoration
- Healthier communities



Bureau of Solid Waste



Solid Waste Overview



Bureau of Solid Waste

The Bureau is responsible for public rights-of-way cleaning, collecting and disposing of mixed refuse and recyclables generated by residents and visitors, boarding vacant and nuisance properties, cleaning and mowing vacant lots and nuisance private properties, and other solid waste services.

These essential services contribute to the goal of improving public health, safety, economic development and overall quality of life of Baltimore City residents, customers and visitors.

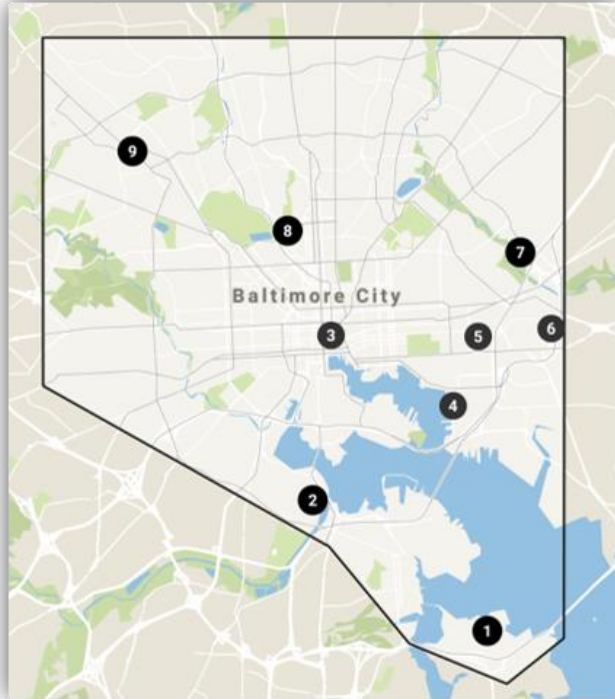


Snapshot of the Bureau of Solid Waste

- 1 Active Landfill
- 1 Transfer Station
- 5 Residential Drop-Off Centers for residents to dispose refuse, recyclables, bulk materials, electronics, and items for special recycling
- 694 Budgeted Positions
- 4,840 Addresses receive bulk waste collection every month on average
- 210,000 Households receiving curbside trash and recycling collection service
- 250,000 Tons of waste disposed of at Quarantine Road Landfill in 2019
- 313,070 Solid Waste Service Requests (SRs) closed in FY 20



Bureau of Solid Waste Facilities and Offices



1. Quarantine Road Landfill

6100 Quarantine Road, Baltimore, MD
(410) 396-3772

2. Western Sanitation Yard

701 Reedbird Avenue, Baltimore, MD
(410) 396-3367

3. Administration & Waste Diversion

200 N. Holliday Street, Baltimore,
MD Administration: (410) 396-5134
Waste Diversion: (410) 396-4511

4. Inner Harbor/Downtown Operations

3311 Eastbourne Avenue, Baltimore, MD
(410) 396-5671

5. Property Management Division

111-231 Kresson Street, Baltimore, MD
(410) 396-1023

6. Special Services/Mechanical Street Sweeping

111 Kane Street, Baltimore, MD
(410) 396-1300

7. Eastern Sanitation Yard

6101 Bowleys Lane, Baltimore,
MD
(410) 396-9950

8. Sisson Street Drop-Off Center

2840 Sisson Street, Baltimore,
MD
(410) 396-7250

9. Northwest Transfer Station

5030 Reisterstown Road,
Baltimore, MD
(410) 396-2706



Routine Services

This division provides residents with waste and recycling collection from households and multi-family dwellings.



Responsibilities

- Trash and recycling collection for single-family residences
- Leaf collection from October to January
- Christmas tree collection from December to January
- Communicate to the public about delayed routes, schedule changes, and holidays
- Manage service requests related to missed pickups, late routes, etc.



Special Services

Maintains the cleanliness of public rights-of-ways and clears debris away from storm drains to protect water quality. Activities include Street and Alley Operation and Mechanical Sweeping Operations

Responsibilities

- Proactive and reactive cleaning of dirty streets and alleys
- Cleanup of illegal dumping sites
- Proactive and reactive graffiti removal
- Bulk trash and appliance collection



Before SIU illegal dumping clean up

After SIU illegal dumping clean up



Before Alley Cleaning

After Alley Cleaning



Mechanical Street Sweeping/Residential Drop Off Centers

Responsibilities

- Citywide street sweeping
- Operating three Residential Drop off centers at Sisson, Reedbird and Bowley's Lane
- Household hazardous waste and scrap tire collection
- Community Pitch-In Program
- Volunteer Clean-Up Event Program



Marine Operations

Maintains the cleanliness of public rights-of-ways and clears debris away from storm drains to protect water quality. Activities include Cleaning Business Districts and Marine Operations



Responsibilities

- Marine cleaning with skimmers and bass boats
- Cleaning of Inner Harbor and business areas
- Public corner and park can collections
- Trash and recycling services for special events
- Trash and recycling collection for the Midtown neighborhood and small businesses
- Recycling dumpster collections for schools and City agencies
- Trash and recycling dumpster collections for condominiums
- Municipal Trash Can and Recycling Cart Maintenance



Property Management

This Division provides cleaning, boarding, mowing and rat control services to vacant and unoccupied properties that are cited by the City's housing inspectors



Responsibilities

- Cleaning and mowing of City-owned lots and private vacant lots
- Cleaning of Illegal dumping and Fire Debris service requests
- Boarding of vacant properties
- Proactive and reactive rat abatement



Disposal Services

Quarantine Road Landfill and Northwest Transfer Station



Responsibilities

- Operation of Quarantine Road Landfill, Northwest Transfer Station, two convenience centers and small haulers program
- Maintenance of closed City landfills
- Expansion of the Quarantine Road Landfill and relocation of the Quarantine Road
- Permit and reporting requirements for the operation



Waste Diversion Overview

Office Responsibilities

- Develop and oversee all waste diversion initiatives and programs in the Bureau of Solid Waste
- Oversee the food scrap drop off sites at 5 citizen's drop off centers and assist with the drop off sites at 2 farmer's markets
- Manage the annual, state-required reporting process for the Maryland Recycling Act, collecting waste and recycling tonnage reports from public and private entities within the City
- Provide written feedback on proposed legislation pertaining to solid waste, recycling, and other related topics
- Research and write grant applications and programs, such as Food Matters and the Anti-Contamination campaign
- Schedule and attend events that promote and actively divert material from the landfill, like Shred Events and backyard composting workshops



60,984 Pounds of
Organic Material Recycled to date



22,159 Tons of
Residential Recycling in FY22



Approx. 33,573 pounds
paper shredded and
recycled in FY22 at 5
shred events



5 out of 5
Maximum Source Reduction Credit
Received from MDE



Community Engagement

Trash Talk Tuesdays

- Topical videos on waste reduction released on Facebook Live
- Videos have been released monthly in 2022

GROW Pop-Ups and Shred Events

- Multi-agency supported events for residents to get free trees, mulch and information on city programs, including waste reduction and recycling
- Residents bring material from home to be shredded and recycled at shred events; 3 held in 2022 to date
- 8 GROW centers held in 2022 across the city to date

ReNews Newsletter

- Monthly publication to subscribers
- Shares information on recycling topics and news from Solid Waste

Community Events

- DPW participated in the Sustainability Open House in June
- The Office of Waste Diversion attended DAM Jam on August 13



Organic Recycling

Overview

- DPW supports 5 food scrap drop off locations at citizen's convenience centers and 2 drop off locations at farmer's markets
 - To date, the citizen's convenience centers have diverted over 60,000 pounds of food scraps from the landfill
- The pilot program started as part of the NRDC-funded grant program, Food Matters. After a year, DPW is taking steps to make the program permanent
- The Food Matters program also includes backyard composting workshops hosted at community gardens across the city. Workshops are free to registrants and include a free compost bin after the event. There have been 6 composting workshops in 2022 and more are scheduled for Fall 2022



Future Initiatives: An Eastern Transfer Station & Citizen Convenience Center

Constructing a transfer station on the east side of the City will benefit the City by providing:

- Operational flexibility and efficiency to the Bureau of Solid Waste
- A second convenient location for small haulers to dispose their loads, thus discouraging illegal dumping
- A renovated citizen drop-off area that will allow residents to deposit waste and recycling from above, instead of lifting and tossing items into containers



Department of Public Works

QUESTIONS?



Office of Business Strategy



BaltiMeter Program

- There are 203,000 metered accounts in Baltimore City and 204,000 metered accounts in Baltimore County. On October 11, 2016, the Baltimore City BaltiMeter Program “went live” with remotely read meters reporting hourly and daily consumption, monthly billing, easier to read bills, and a new rate structure.



- Monthly bills are in line with household budgeting, with bills arriving around the same time every month.
- Customers can sign up for an online Customer Self-Service Portal to track their hourly and daily usage, and program alerts should unusual usage patterns occur.



Water Utility Assistance Programs

- Water4All Discount Program
- BH20 Assists & BH20 + Assistance Program
- Low-Income Water Assistance Program
- Payment Plans



Water4All Water Discount Program

- Benefit

- Charges for water and sewer usage are discounted by 43%.
- The Bay Restoration and Stormwater Remediation fees will not be applied.

- Eligibility

- Residential applicants whose household income is at or below 175% of the Federal Poverty Level (FPL).
- Residential applicants whose household size is from 1 to 3 persons are eligible if their income is at or below the 3-person FPL amount (\$37,328).
- There is no age restriction and residential applicants do not need to be behind on their bills before applying for/receiving assistance.
- Residential applicants must own the property or have their landlord add their name to the bill.



BH20 Assists Water Affordability Program

- Benefit

- Charges for water and sewer usage are discounted by 43%.
- The Bay Restoration and Stormwater Remediation fees will not be applied.

- Eligibility

- Residential applicants whose household income is at or below 175% of the Federal Poverty Level (FPL).
- Residential applicants whose household size is from 1 to 3 persons are eligible if their income is at or below the 3-person FPL amount (\$37,328).
- There is no age restriction and residential applicants do not need to be behind on their bills before applying for/receiving assistance.
- Residential applicants must own the property or have their landlord add their name to the bill.

**Program ends on 6/30/2023 and not accepting any new enrollments*



BH20 Assists Water Affordability Program

- Benefit

- Charges for water and sewer usage are discounted by 43%.
- Cut the water bill by another \$21/per month
- The Bay Restoration and Stormwater Remediation fees will not be applied.

- Eligibility

- Residential applicants whose household income is at or below 50% of the Federal Poverty Level (FPL).
- Residential applicants whose household size is from 1 to 3 persons are eligible if their income is at or below the 3-person FPL amount (\$10,665).
- There is no age restriction and residential applicants do not need to be behind on their bills before applying for/receiving assistance.
- Residential applicants must own the property or have their landlord add their name to the bill.

**Program ends on 6/30/2023 and not accepting any new enrollments*



Maryland Low-Income Water Assistance Program (LIWAP)

- **Benefit**

- Provides assistance to help households pay water and wastewater bills. The program can assist with: an outstanding balance on your past due water and/or wastewater bill (at least \$100 minimum) to prevent disconnection of household water/wastewater services, and terminated or closed accounts as long as all eligibility criteria are met. The grant amount ranges from \$100-\$2,000 per household.

- **Eligibility**

- The applicant must be a Maryland resident who is responsible for the payment of water and/or wastewater bill issued by a public water system or treatment works.
- The applicant must reside at the property for which assistance is being provided.
- Only one water/wastewater bill account per service address is eligible for the discount.
- The applicant must provide supporting documentation.
- The applicant must meet the gross income based on 60% of the State Median Income.
- Automatic eligibility for those receiving any of the following: Energy assistance from the Office of Home Energy Programs (OHEP) • Temporary Cash Assistance (TCA) • Temporary Disability Assistance Program (TDAP) • Supplemental Nutrition Assistance Program (SNAP) • Supplemental Security Income (SSI) • Emergency Rental Assistance Program (ERAP)



Water Utilities Payment Plans

- **Benefit**
- **Businesses, homeowners, and tenants can apply for a payment plan that, while in good standing, allows up to one year to pay a past due amount on their water/sewer bill without penalties.**
- **Two payment plan options available:**
 - Zero percent (0%) down payment with the entire balance due to be paid in six equal monthly installments
 - Fifty percent (50%) of the balance owed with the remaining balance paid in 12 monthly installments
- **Longer payment options are available through the City Law Department**

- **Eligibility**
- **The applicant must be a City of Baltimore customer who receives a water/sewer bill directly from the City.**
- **The applicant must certify that he/she is the property owner-of-record with the Maryland Department of Assessments and Taxation or one whose name is on the water bill.**
- **The applicant must not have breached a payment plan with the Department of Public Works or City Law Department in the last 12 months.**
- **The applicant must keep the payment plan amount current PLUS pay each new water bill that is received.**



Annual City & County Water & Sewer Bill Comparison

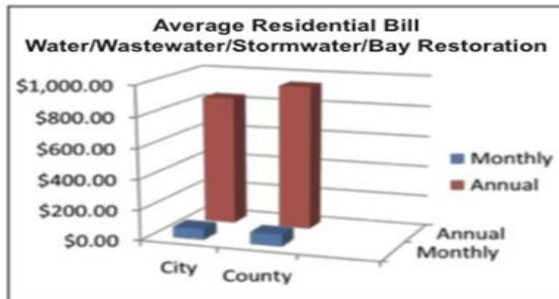
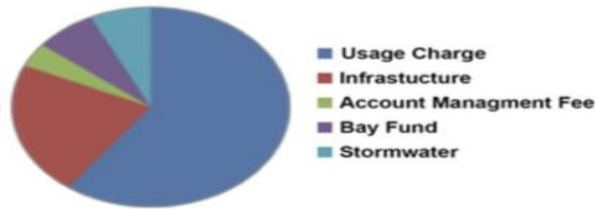


Typical Baltimore City residential bill based on 4,488 gallons of water consumption, 5/8" meter

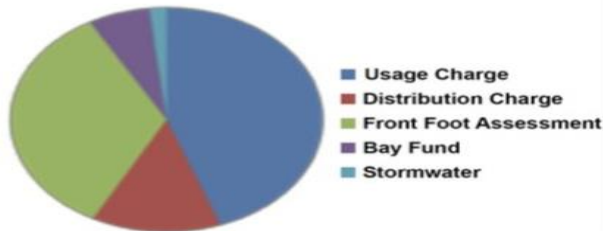
Water Consumption Charge	\$196.56
Metropolitan Service Charge	N/A
Infrastructure Charge	\$218.88
Account Management Fee	\$39.12
Front Foot Assessment	N/A
Bay Restoration Fee	\$60.00
Stormwater Fee	\$60.00
Sewer Consumption Charge	\$526.90
Total Annual Cost	\$1,101.46

- ✓ Account Management Fee
- ✓ Infrastructure Charge
- ✓ Water Consumption Charge
- ✓ Sewer Consumption Charge
- ✓ Stormwater Fee
- ✓ Bay Restoration Fee
- Metropolitan Service Charge
- Front Foot Assessment

City Resident Average Residential Bill



County Resident Average Residential Bill



Typical Baltimore County residential bill based on 4,488 gallons of water consumption, 5/8" meter

Water Consumption Charge	\$142.99
Metropolitan Service Charge	\$623.81
Infrastructure Charge	N/A
Account Management Fee	N/A
Front Foot Assessment	\$320.00
Bay Restoration Fee	\$60.00
Stormwater Fee	\$17.00
Sewer Consumption Charge	N/A
Total Annual Cost	\$1,163.80

- Account Management Fee
- Infrastructure Charge
- Water Consumption Charge ✓
- Sewer Consumption Charge
- Stormwater Fee ✓
- Bay Restoration Fee ✓
- Metropolitan Service Charge ✓
- Front Foot Assessment ✓



Department of Public Works

QUESTIONS?

