



Less Waste, Better Baltimore

Rethinking our waste management future

Survey Results

April 18, 2019

Prepared for



Prepared by

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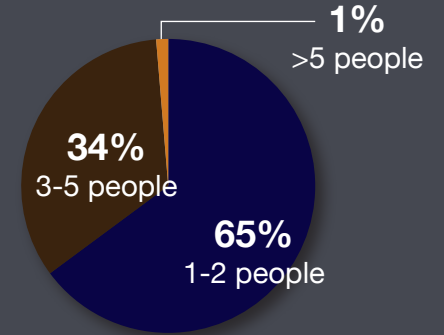
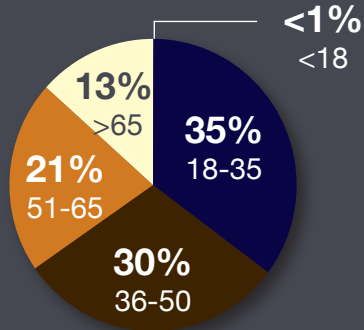
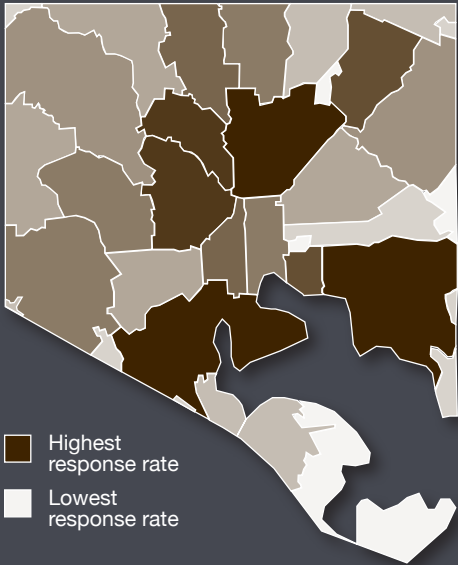
NEXIGHT GROUP

Overview of Survey Respondents



2,004 **1,724**
 total responses completed surveys

Geographic distribution of responses (by zip code)



Type of home



Rowhouse/
townhouse/
duplex



Single family
house (no
shared walls)



Multi-unit
apartment/
condo building
(<10 units)



Multi-unit
apartment/
condo building
(10+ units)



Student
on-campus
housing

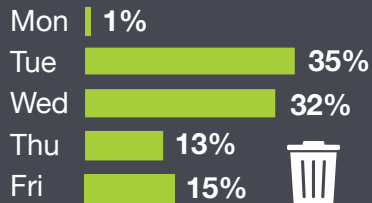


Other

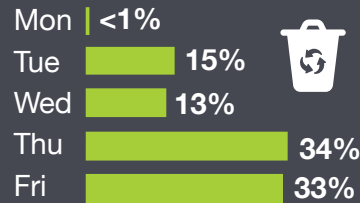


Single family homes or rowhomes/ townhomes/duplexes

Trash Collected:



Recycling Collected:



Residents Put Recycling Out:

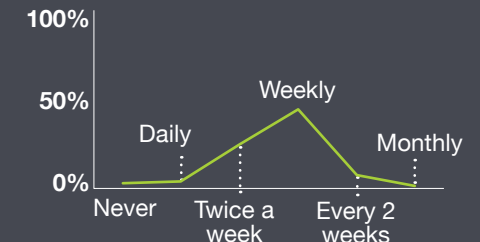


Multi-unit buildings



78%
of people surveyed live in buildings that provide recycling collection

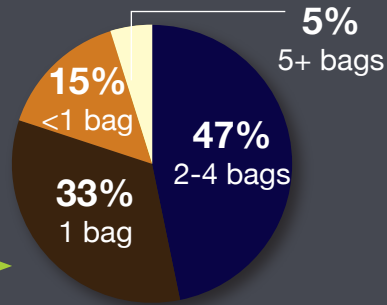
Residents Take Recycling to Collection Area:



Current Waste and Waste Diversion Habits



Average number of trashbags generated by household per week

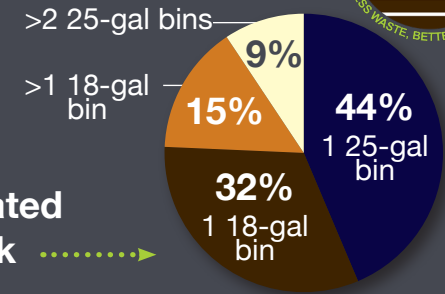


by household size:

	1-2 people	3-5 people	>5 people
<1 bag	21%	5%	0%
1 bag	40%	22%	4%
2-4 bags	38%	63%	58%
5+ bags	2%	10%	38%



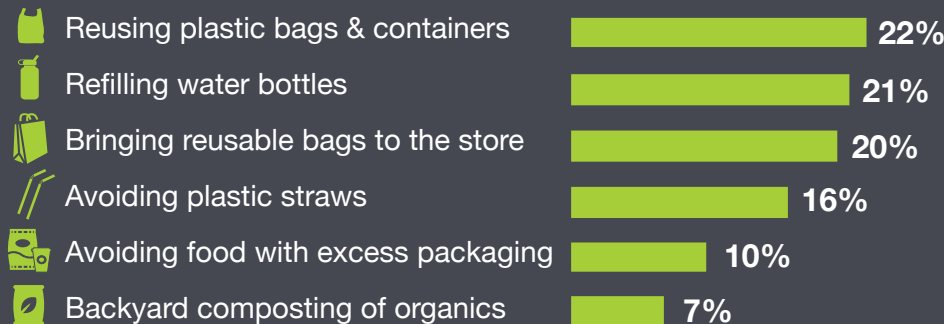
Average number of recycling bins generated by household per week



by household size:

	1-2 people	3-5 people	>5 people
1 18-gallon bin	41%	15%	21%
1 25-gallon bin	41%	49%	17%
>1 18-gallon bin	13%	19%	21%
>1 25-gallon bin	5%	17%	42%

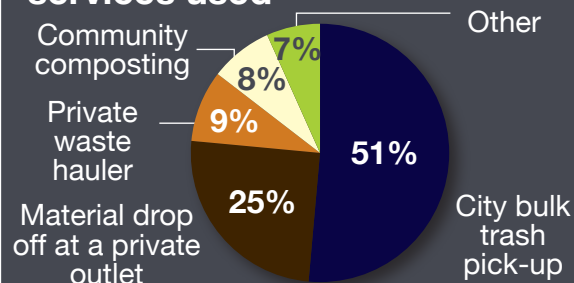
Active steps to reduce waste generated



Top materials taken to a drop-off center

1. Electronic material (20%)
2. Bulk trash (19%)
3. Household hazardous waste (15%)
4. Appliances and scrap metal (12%)
5. Mattresses or broken furniture (9%)

Other solid waste or recycling services used



66% of people surveyed have put something in the recycling bin they weren't sure was recyclable

83% of people surveyed rinse and clean off recyclables before putting them in the bin

Reasons why people don't divert more waste:

- Difficulty accessing composting and recycling services for certain materials (e.g., plastic bags, styrofoam)
- Uncertainty about what can be recycled (e.g., what types of plastic and food packaging is recyclable)
- Difficulty finding food that isn't heavily packaged and limited recyclability of food packaging
- Food contamination on recyclable materials
- Bins are too small and not accessible to everyone
- Unreliable/infrequent collection services

Ratings of Current Waste/Recycling Collection and Drop-Off Services



Ratings of Potential Future Waste/Recycling Collection and Drop-Off Services



Top Ways People Access Information about Solid Waste and Recycling Services Available



Support for Potential Policies and Approaches



96%

of people surveyed agree or strongly agree that they **support policies that lead to improved waste reduction, recycling and reuse**

The City should:



Provide literature that focuses more on waste reduction and reuse



73%

agree or strongly agree



Increase access to curbside recycling (e.g., provide recycling bins/carts to every single-family homes, provide multi-unit buildings with assistance in implementing recycling)



84%

agree or strongly agree



Encourage reduced waste from construction and demolition



90%

agree or strongly agree



Provide more alternatives to waste disposal like curbside collection of organics for composting, even if these alternatives cost residents more



66%

agree or strongly agree



86%

of people surveyed agree or strongly agree that they **support policies that ban single-use plastics or other manufacturer/retailer responsibility laws**



Willingness to pay for trash services based on the amount of trash set out for disposal

41%

of people surveyed agree or strongly agree

41%

of people surveyed disagree or strongly disagree



Willingness to learn how to reduce waste and/or sort waste for new recycling or organics collection programs

86%

of people surveyed agree or strongly agree

4%

of people surveyed disagree or strongly disagree



Do not see room for improvement in the way household waste and recycling is handled

12%

of people surveyed agree or strongly agree

68%

of people surveyed disagree or strongly disagree

Additional Issues Relevant to Solid Waste Management and Recycling in the City



Need for **more frequent and reliable pick up**



Need for **more composting opportunities/programs**, such as curbside organics pick-up



Lack of clarity on **using/not using plastic bags for recycling**



Need **pick-up for a wider variety of materials**



Excessive litter in the City needs to be addressed; could involve additional bins with lids, increased collection frequency, education/enforcement around littering



Ban or charge for plastic bags



Neighborhoods are treated differently (e.g., not enough bins in poorer neighborhoods, lack of street sweeping and collection in certain neighborhoods)



Alleys are littered due to messy waste collection practices and lack of alley cleaning



Need to **build ownership to keep neighborhoods clean**, including educating residents on littering and what is recyclable



Cost of waste collection services can be prohibitive and the burden is on residents

Other Suggestions for Improving City Services



Pickup

- Increase frequency of residential pickup and community dumpster/trash bin pickup
- Ensure collection times are consistent and not early in the morning (e.g., 5:30am)
- Require collectors to replace lids and place bins back on sidewalk
- Provide more curbside collection of hazardous waste (e.g., batteries)
- Provide trash collectors brooms and shovels to pick up litter dropped during collection

Street Sweeping

- Ensure sweepers come as scheduled/offer it in more places (e.g., alleys, more neighborhoods)
- Schedule street sweeping regularly (i.e., do not require someone to request street sweeping)
- Make schedule simpler to understand
- Enforce parking rules for sweeping days

Bins

- Provide wheeled bins with attached lids
- Require multi-unit buildings to offer recycling bins
- Allow for loose items in bins (crews pull bags instead of dumping cans into the trucks)
- Install more public trash and recycling bins at parks, bus stops, street corners, and in lower-income areas

Illegal Dumping

- Enforce fines
- Offer more bulk trash pickup
- Use cameras to identify people dumping their trash

Styrofoam

- Hold businesses accountable for using Styrofoam

Recycling

- Increase private sector participation to expand recycling opportunities
- Expand programs to accept materials recycled by certain retailers (e.g., TerraCycle, etc.)

Compost

- Make composting easier/more accessible, encourage communities to do it
- Pick up curbside organics
- Separate yard waste/organics from other trash and turn into compost for selling/recycling

Plastic

- Make it clearer that plastic bags cannot be recycled/used to hold recycling
- Ban single-use plastics (e.g., straws)
- Place plastic bottle deposits around the city

Incentive/Taxes

- Do not increase taxes/add new costs for trash and recycling pickup as they incentivize illegal dumping
- Offer incentives for recycling through BGE bill
- Provide transit passes or cash through public recycling machines

Education

- Offer anti-littering programs/PSAs
- Educate schoolchildren on cleanliness/recycling
- Offer more general public education on recycling rules and how to reduce waste
- Use TV and social media ad campaigns
- Ensure information is accurate and consistent

DPW/311

- Improve service request response rate
- Ensure cleanup efforts are coordinated with other agencies (e.g., police, Housing Code Enforcement)
- Hire more workers
- Increase social media presence to help inform residents of changes
- Improve website/app design

Litter

- Litter cleanup efforts (especially for streets with no public trash cans)
- Enforce fines