


**Good Practice in Integration of Waste Management Solutions
into the Urban Décor of Heritage Areas**

N°.	Section	Description
0.	Title of the practice	The maintenance cleanliness and order in the Municipality of Krakow including: <ul style="list-style-type: none"> • mechanical/ handmade cleaning of streets, sidewalks and squares, • maintenance of green areas, • emptying of street trash bins, • removing of unauthorized landfill sites, • 24h work-shift mobile groups.
1.	Photograph	
2.	Proposers	Municipal Cleaning Company - the administrator of the waste management system in Municipality of Krakow
3.	Contacts	Piotr Odorczyk – a press officer of the Municipal Cleaning Company, +48 12 646 23 80, +48 12 646 22 22, rzecznik@mpo.krakow.pl , mpo@mpo.krakow.pl
4.	Useful links	www.mpo.krakow.pl
5.	Start date	1 July 2013 – the change of the waste management system in the Municipality of Krakow according to the adopted law on maintenance cleanliness and order in municipalities
6.	Activities' state of the art	Ongoing
7.	Location	Municipality of Krakow including the Heritage City Centre
8.	Inhabitants in the area	768 000 – inhabitants of the Municipality of Krakow (including 1536 inhabitants of the Heritage City Centre)

9.	Description of the practice
	<p><u>Origin:</u></p> <p>In order to organize a new waste management system, Krakow City Council entrusted the Municipal Cleaning Company with an obligatory own task of the maintenance cleanliness and order in the Municipality of Krakow. Krakow is an academic and tourist centre. Different events often take place in the city centre, which cause increased demand for this kind of work especially in culturally valuable places.</p> <p><u>Development and Timescale:</u></p> <p>The service is provided by the administrator of the waste management system in the Municipality of Krakow - Municipal Cleaning Company. The obligation related to the maintenance cleanliness and order is the result of the agreement between the Municipal Cleaning Company and Municipality of Krakow. The company has got technical vehicles, which are adjusted to various kind of activities such as: the mechanical/ manual cleaning of squares and streets, cleaning of green spaces, emptying of trash bins and removing of unauthorized landfill sites. The Municipal Cleaning Company realizes the services according to schedule. The average frequency of the services is 1 to 2 times a day. Additionally, the Municipal Cleaning Company ensures the maintenance cleanliness and order in the Heritage City Centre with 24 hours intervention work in a shift system. Service's development constantly evolves. Currently the employees of the Municipal Cleaning Company has been testing the innovative electric vacuum cleaner removing a dust and small waste. Additionally the Municipality Cleaning Company has a control room which serves coordination of maintenance cleanliness and order in city and receives the intervention notifications about irregularity 24 h/day. The role of Krakow is control a proper execution of the services, the city also bears the costs of it.</p> <p><u>Factors involved:</u></p> <p>The service is provided by the Municipal Service Company (about 300 employees)</p> <p><u>Legal framework:</u></p> <p>The legal framework related to the maintenance cleanliness and order in the Municipality of Krakow includes: the law on the maintenance cleanliness and order in municipalities and the acts of local law established by the Krakow City Council.</p> <p><u>Financial framework:</u></p> <p>A budget for the maintenance cleanliness and order was planned for 2017 in the amount of 64 468 000 PLN (~14 500 000 EUR). The cost of service for the Heritage City Centre is about 20% of all budget.</p> <p><u>Use degree:</u></p> <p>768 000 – inhabitants of the Municipality of Krakow (including 1536 inhabitants of the Heritage City Centre)</p>
10.	Results
	<p><u>Proven results (through indicators) and possible success factors:</u></p> <p>According to the latest poll connected with the inhabitants' satisfaction about the maintenance cleanliness and order in the Heritage City Centre, 75,2% respondents considered Krakow as a very clean city.</p>

		<p>The specificity of the tasks and the pursuit of higher standards led to the need to upgrade the equipment base. The company successively purchases specialized vehicles to clean streets and sidewalks. All cars meet the EURO 6 emission standards and the sweepers are equipped with special PM10 – certified filters which trap pollutants and do not allow their secondary emissions into the air. The company has in total 187 equipment units to clean the city. The company also carries out the tasks of limiting the secondary emission of harmful PM10. Interventions consist in increasing the frequency of clean-ups of streets, sidewalks, squares and introducing additional washing for streets and sidewalks. It limits the spread of dust from car transport. The good condition of keeping cleanliness and order in the city is a sign of the city, which increases the comfort of tourists.</p> <p><u>Main difficulties encountered:</u></p> <p>The main difficulty is a compact housing development with the network of narrow streets in the Heritage City Centre. Maintenance cleanliness and order vehicles have difficulties with services providing. The additional problem is a tourist traffic, public transport and bad atmospheric conditions. These factors require a lot of caution while doing the work.</p>
11.	Main lessons learnt from the practice	<p>The good condition of keeping cleanliness and order in the city is a sign of the city, which increases the comfort of tourists. The specificity of the tasks and the pursuit of higher standards led to the need to upgrade the equipment base. The company successively purchases specialized vehicles to clean streets and sidewalks. All cars meet the EURO 6 emission standards and the sweepers are equipped with special PM10 – certified filters which trap pollutants and do not allow their secondary emissions into the air. The company has in total 187 equipment units to clean the city. The good condition of keeping cleanliness and order in the city is a sign of the city, which increases the comfort of tourists. The company also carries out the tasks of limiting the secondary emission of harmful PM10. Interventions consist in increasing the frequency of clean-ups of streets, sidewalks, squares and introducing additional washing for streets and sidewalks. It limits the spread of dust from car transport.</p>
12.	Additional information	<p>www.mpo.krakow.pl</p>