MA 48 ...

... makes sure that Vienna is among the world’s cleanest and most environmentally friendly metropolises.
In international rankings, Vienna is always a top contender with regard to quality of living. Many factors contribute to this position - but the provision of services of general interest by the Vienna City Administration is certainly crucial among these.

In this, Municipal Department 48 - or MA 48 - plays a decisive role, being charged with environmentally sound waste disposal and the cleanliness of Vienna’s streets. The City of Vienna is committed to handling important municipal services such as these on its own. And it is the “women and men in orange” who meet this task day after day to the full satisfaction of the citizens, always faithful to the motto: “We serve Vienna”.

Maximum work input, a modern management system and superlative environmental standards are the factors that ensure the success of MA 48.

**Organisation:** within the Vienna City Administration, MA 48 - Waste Management, Street Cleaning and Vehicle Fleet is part of the Administrative Group for the Environment. Due to the outstanding efforts of the roughly 3,500 employees of MA 48 – many of whom don the striking orange coveralls you can spot everywhere on Vienna’s streets – and high internal quality standards, the image of Municipal Department 48 is a very positive one. A modern integrated management system (IMS) comprises environmental, quality, risk and complaint management as well as safety at work.

**Waste management:** the waste avoidance activities implemented in Vienna already contribute significantly to keeping the volume of waste produced in the metropolis at a viable level. Awareness promotion among the population is additionally fostered by means of various campaigns. The waste produced is collected in approx. 430,000 waste and recyclable containers that are emptied up to six times a week. Materials such as paper, glass and plastic bottles are recycled, while organic waste is mostly composted or incinerated for energy generation together with kitchen waste. Residual waste is subjected to thermal treatment. The residues of Vienna’s waste incineration plants (ash and slag) are demetallised, stabilised and disposed of at the Rautenweg landfill.

**Street cleaning and winter road maintenance:** the workers of the street cleaning division ensure the cleanliness of Vienna’s streets throughout the year, from removing snow in winter to annual spring cleaning or sweeping fallen leaves in autumn. The street network entrusted to them is over 2,800 kilometres long and hence requires accurate personnel scheduling as well as an optimum combination of manual and automated work.

**Vehicle fleet and technology centre:** service vehicles of the City of Vienna may range from ambulance cars to waste collection lorries and small tractors and are all purchased by MA 48. They are repaired and inspected at the Department’s own technology centre, which also comprises workshops, a materials management unit, test lanes and training workshops. Stringent environmental standards are a matter of course and surpass statutory provisions.

Optimum waste management and street cleaning as well as efficient winter road maintenance are our core tasks and enable us to contribute essentially to the provision of services of general interest by the City of Vienna. In this capacity, we owe it to the citizens of the Austrian capital to offer reliable disposal services that meet high standards of sustainability and cost efficiency.

We view the demands made by our customers, suppliers and the general public as an incentive to continuously improve the quality of our work and to avoid negative impact on the environment. By means of counselling, information, awareness creation as well as the promotion of a sense of responsibility on the part of citizens, we strive to further enhance Vienna’s already high quality of living.
Waste collection

Above all in the inner districts, waste collection is physically taxing work.

Vienna was one of the first cities in the world to realise that waste separation contributes significantly to environmental protection. Thus waste is separated, collected, recycled and disposed of in Vienna already since the 1970s.

Past & present: as a public notice from 1560 informs us, domestic waste was once disposed of in the simplest way imaginable, as household rubbish and similar trash were dumped in open squares without further ado. Much has changed since then. Today hundreds of waste handlers are part of approx. 260 collection patrols that collect glass, paper, etc. six days a week.

Strategic concept: Vienna’s waste management strategy reflects the waste hierarchy stipulated by the Federal Waste Management Act, which places waste avoidance on top, followed by reuse, recycling, incineration for energy generation and disposal. The City of Vienna’s services of general interest strive above all to operate all installations and facilities required for environmentally sound and modern waste management on their own, as far as this is economically and ecologically viable. A Waste Management Plan for Vienna is drawn up every six years at least. The most recent plans and programmes of this kind were subjected to a strategic environmental assessment (German acronym “SUP”) involving a number of experts and NGOs, as this approach ensures that the environmental impact will be minimised, economic and social aspects taken on board and the plan adopted with a broad consensus.
Correct waste separation is easy with clearly marked containers.

“Naturally less waste”: waste avoidance is a key pillar of waste management in Vienna. The www.weniger-mist.at website promotes and supports pioneering and exemplary projects and activities that contribute to the protection of precious resources or to sustainable lifestyles and behaviour patterns.

An example: the successful Viennese project for a reusable cup was introduced in 2005. Numerous large-scale events such as the Life Ball, Danube Island Festival, Business Run, Vienna City Marathon or the big annual exhibition of the Austrian Armed Forces at Heldenplatz square as well as many smaller happenings have so far seized the advantages offered by renting reusable cups. Via its initiative “Naturally less waste”, the City of Vienna supports event organisers that opt for the reusable cup rental system.

Clean waste separation: it is the objective of separate recyclable collection to return this fraction to the production cycle in the form of secondary raw materials. This helps to cut down on resource consumption and reduces the volume of residual waste. More than 200,000 containers for the collection of waste paper, metal, plastic bottles, biowaste and clear or coloured waste glass are installed all over Vienna. Attention, though: not all kitchen scraps are suitable for the “green bin”, just as broken light bulbs have no place in a waste glass container. What seems confusing at first glance is actually quite reasonable: only correctly separated biowaste can produce top-quality compost for organic farming, and only correctly separated glass fractions provide the raw material for new bottles. Information about how to properly dispose of each type of waste is provided by the waste hotline, in brochures, on the Internet and by an MA 48 app.

The eco-friendly multiuse cups can be cleaned and reused up to 150 times. Due to a comprehensive service package that comprises delivery, pick-up and cleaning, these cups are as easy to use as disposable ones.

Waste is delivered to the collection centres.

The waste collection vehicles quickly remove household waste.

INFO - Facts & figures about waste

In all, MA 48 collects approx. 1,000,000 tonnes of waste per year.

About 35% of all waste (approx. 350,000 tonnes of recyclables, biogenic waste and problematic waste) is collected separately at roughly 4,300 public recyclable collection points, stationary and mobile problematic waste collection points and 19 waste collection centres.

Overview (rounded figures):

- 500,000 t of household waste
- 130,000 t of other combustible mixed waste
- 70,000 t of construction waste
- 130,000 t of waste paper and cardboard
- 120,000 t of biogenic waste
- 45,000 t of wood (treated and untreated)
- 27,000 t of clear and coloured glass
- 13,000 t of scrap metal and metal packaging
- 7,000 t of problematic and hazardous waste (incl. car wrecks)
- 7,000 t of plastics
- 5,000 t of electrical appliances
At the highest level

The technology of waste incineration for energy production safeguards Vienna’s quality of living in the long term, reduces the volume of landfilled waste and generates valuable electricity, district heating and district cooling.
Modern waste management reduces CO2 emissions by 130,000 tonnes annually. These savings correspond to the emissions generated in producing electricity for 130,000 households or those of 60,000 cars, each travelling 15,000 kilometres annually. Waste avoidance, separate collection, composting and the incineration of organic and residual waste for energy generation thus contribute actively to climate protection.

Since autumn 2008, the Pfaffenau waste incineration plant (German acronym “MVA”) has been producing approx. 410 GWh (gigawatt hours) of district heat and 65 GWh of electricity from approx. 250,000 tonnes of residual waste annually, thereby supplying approx. 50,000 Viennese households with district heating and approx. 25,000 with electricity. A four-stage flue gas scrubbing plant decreases emissions to a minimum.

The Spittelau MVA is a world-famous landmark of Vienna, whose international reputation is not only due to the architectural design by Friedensreich Hundertwasser but also to the technology inside the facility. This excellent reputation is one reason why waste incineration is viewed very positively in Vienna.

Every year, the Flötzersteig MVA converts approx. 200,000 tonnes of domestic waste into district heat.

Simmering waste logistics centre (German acronym “ALZ”): the most recent element of the comprehensive waste disposal system of Vienna is provided by the new Pfaffenau waste logistics centre in the 11th municipal district Simmering. This high-tech installation adjacent to the Pfaffenau waste incineration plant serves for the processing and interim storage of residual and bulky waste. If necessary, the pre-treated, compacted waste is wrapped in airtight bales and stored until incineration without releasing unpleasant odours. This ensures reliable disposal even in case of repairs or downtimes at waste incineration plants. The facility ensures that all waste collected can be properly disposed of, irrespective of the waste volume or capacity utilisation of Vienna’s waste incineration plants.

The “Rinter Tent” (or “MA 48 Tent”) is the central hub of separate recyclable collection. This is where the various fractions are re-sorted, stored on an interim basis and then sent on by rail for further processing. Problematic waste is likewise sorted and stored here temporarily at a special collection point before recycling or final disposal. Waste incineration residues (ash and slag) are demetalised and converted into slag-ash concrete.

This concrete is then properly disposed of at the Rautenweg landfill. The local groundwater stratum is protected by a retaining wall (“Vienna sealed-wall chamber system”). Moreover, the landfill boasts a unit for landfill gas capturing and utilisation, which generates electricity for approx. 2,200 households, and operates several technical and organisational safety installations.

Since autumn 2007, the Biogas Wien plant has likewise been making a key contribution to the environmentally sound disposal or organic waste. Every year, this plant transforms up to 21,000 tonnes of kitchen waste, food scraps from canteen kitchens, market waste and spoiled foodstuffs into clean energy. The biogas produced here helps to reduce the consumption of fossil fuels such as petroleum and natural gas.

The Lobau composting plant processes garden cuttings and waste from “green bins” (approx. 100,000 tonnes/year). Every year, this results in 40,000 to 50,000 tonnes of top-grade compost, which is used in organic farming and also serves as raw material for the peat-free soil variety “Guter Grund”.

At the Lobau plant, biogenic waste is processed into top-grade compost.

With 14 million cubic metres of approved depositing volume, the Rautenweg landfill is the biggest of its kind in Austria.
Vienna is one of the cleanest cities on the planet. Sophisticated logistics and flexible work scheduling of the street cleaning division are essential for smooth task management.

Saturday, 6.30 p.m. at the Vienna Naschmarkt: while the last bargain hunters are still on the lookout for goods at bottom-end prices, the workers of MA 48 and their wheel loaders are already waiting to clear away the debris that is all that has remained of the cheerful bustle at Vienna's biggest flea market. By 10 p.m., no scrap will remain to indicate that broken vases, old clothes, bits of paper or other odds and ends had been littering the ground only a few hours before.

But that's not all by far: the workers of MA 48 keep the metropolitan streets reliably clean throughout the year. An example: the stand-by service is deployed thousands of times every year to cordon off, illuminate or patch up potentially hazardous spots on the streets. Large-scale events such as the New Year’s Trail, Danube Island Festival or Vienna City Marathon, which attract innumerable visitors year after year, call for additional efforts.

Vienna is one of the world’s cleanest cities: this success is only possible due to solid experience, sound logistics and flexible work scheduling. All this is in a day’s work for the staff of MA 48 - emptying 17,300 public litter bins (mostly provided with tube-shaped ashtrays), refilling 3,000 pet waste bag dispensers, staffing 19 waste collection centres; illegally dumped waste, too, must be removed.
Always on duty: despite the huge contribution of the MA 48 staff to cleanliness in Vienna, our city would not be as attractive and liveable without the support and co-operation of its citizens.

Numerous activities and campaigns appeal to the population’s environmental awareness, e.g. the successful “Spring Cleaning” campaign, during which entire forms of schoolchildren, other voluntaries and municipal workers spruce up Vienna every spring.

“Clean City” campaign: the “Clean City” campaign is a package of measures to enhance and safeguard cleanliness in public space. Strengthening the sense of responsibility of citizens and keeping them well informed, continuously stepping up services such as pet waste bag dispensers and, last but not least, having trespassers punished by the municipal WasteWatchers – all this has notably added to the cleanliness of Vienna’s streets. The volume of illegally dumped bulky waste has decreased markedly by over 30%, from approx. 114,000 cubic metres in 2008 to 78,000 cubic metres in 2012.

Before the “Clean City” campaign, in excess of 26,000 illegally abandoned shopping carts had to be removed in 2008 – in 2012, their number had dropped to about 16,000. With regard to dog excrement, too, the situation has improved considerably: dog owners are responding very positively to the free pet waste bags offered by about 3,000 dispensers. A study has shown that over 47,200 (filled) bags are disposed of daily in Vienna’s litter bins. In recent years, the number of both street litter bins with integrated tube-shaped ashtrays and freestanding ashtrays was massively increased; as of today, MA 48 has put up 11,600 bin-cum-ashtray combos and approx. 800 freestanding tube-type ashtrays, both sporting the catchy slogan “Host an Tschick?” (“Got A Fag?”).

WasteWatchers: since February 2008, incorrigible transgressors against street cleanliness laws are in for hefty fines. In accordance with the Vienna Cleanliness Act, the City’s WasteWatcher patrols are authorised to issue on-the-spot fines amounting to Euro 36.- or to report offenders to the police, e.g. for illegally dumping bulky waste, carelessly discarding cigarette butts or leaving dog excrement on the street. However, the prime goal does not lie in punishment but in information, awareness building and strengthening civic responsibility to make Vienna an even cleaner place. The fines collected are earmarked for the cleaning of streets, parks and gardens.

INFO - Facts & figures about street cleaning

On duty around the clock - inter alia, MA 48 is in charge of the following traffic areas:

- municipal roads with bridges: 2,800 km
- side streets, main streets: 320 km
- Sidewalks: 310,000 sq m
- Pedestrian zones: 310,000 sq m

Performance data:
- 1,200 street cleaners
- 17,300 litter bins
- 3,000 pet waste bag dispensers
Winter in Vienna

Cutting-edge technologies and perfect organisation ensure safe roads also in the winter season.
Time-tried operations planning, serious commitment by the winter road maintenance team and investment in new technologies make up the recipe for success of MA 48 for keeping Vienna’s streets safe even under wintry conditions.

**Planning and team spirit:** the winter road maintenance service of the City of Vienna is smoothly organised to make sure that Vienna’s over 2,800 kilometre-long street network will remain safe and practicable even under icy and snowy conditions. Individual streets and zones are cleared according to a sophisticated sequenced plan that is revised every year. All staff members and drivers know exactly what task to discharge at any given moment. The operations plans are developed according to set priorities and in consultation with public transport providers. By the same token, suggestions by the police, automobile associations and the complaint management division are taken aboard as well in planning winter road maintenance.

The smooth functioning of all plans is ensured by the dedicated commitment of an extremely reliable staff. In case of heavy snow, all capacities required are ready for service in the wink of an eye: for example, the street cleaning personnel inform each other by phone chain, set up car pools and start their work even in the dead of night, if necessary.

**Ordinance on Winter Road Maintenance:** the 2003 Ordinance on Winter Road Maintenance is an ideal compromise between environmental protection and road safety. It bans the use of nitrogenous deicing agents on publicly owned surfaces as well as the salting of protection zones (with the possible exception of glazed frost leading to very slippery conditions). During warmer periods, road grit and sand must be mandatorily removed from the streets to reduce fine dust pollution. The use of brine instead of water allows for effective sweeping even at temperatures of up to five degrees centigrade below zero.

**Environmental protection and winter road maintenance:** in recent years, MA 48 has invested considerable amounts of money in modernising its vehicle fleet and retrofitting it for the damp salt technology. This method relies on only a fraction of the deicing agents formerly required while at the same time improving the thawing effect. The fleets operated by private contractors, too, have already been refurbished for this technology. Soot particle filters and the EURO 5 exhaust emission standard are state of the art.

**Full marks for quality:** according to a 2012 survey, 87% of all Viennese citizens interviewed assign excellent or good marks to the municipal winter road maintenance services. The objective lies in preserving and further optimising the high rating. For this purpose, all processes are continuously improved and evaluated; staff is trained on an ongoing basis. However, MA 48 also relies on responsible behaviour on the part of road users.

**INFO - Facts & figures about winter service**

During peak hours, MA 48 can mobilise up to 1,400 workers for snow and ice removal.

In all,
- 2,800 km of streets,
- 23 million sq m of road surfaces,
- 24,000 pedestrian crossings and
- 266 km of winter main cycle ways are maintained.

This is handled by
- approx. 350 snowploughs, of which 247 owned by MA 48;
- 75 large-scale vehicles,
- 172 small lorries and 59 tractors.

To preclude road salt supply bottlenecks, Vienna boasts
- 14 winter maintenance storage yards,
- 43 deicing silos and
- 2 depots.

The brine depots have a storage capacity of 640,000 litres of brine.
The salt storage yards have a capacity of approx. 52,000 tonnes.
 Mobility & environmental protection

Out of a total of roughly 3,500 vehicles making up the municipal fleet of Vienna, whose maintenance is another task of MA 48, the Department operates around 1,100.

MA 48 is in charge of purchasing and servicing the vehicles owned by the City of Vienna, and its procurement policy and operating practices always aim for minimum environmental impact.

Impressive distances: nine billion kilometres is the distance from the Earth to the Moon – it is also the distance covered by the MA 48 lorries in one year to transport 900,000 tonnes of waste produced in Vienna: more than the volume of the Great Pyramid. These are just a few figures the vehicle fleet of MA 48 may pride itself on.

In the 1920s, the streets were cleaned with horse-drawn sweeping carts, until the first electrical waste collection lorries were acquired. Due to war damage, the number of functioning waste collection vehicles in 1945 was just four.

Today, MA 48 operates a total of 1,100 vehicles, of which about 260 are destined for waste collection. In addition to emptying waste containers, the drivers also transport waste skips, incineration residues, compost, problematic waste, portable toilets or bicycle stands. In the winter months, the MA 48 staff also removes snow and ice from Vienna’s streets.

Eco-friendly mobility: in view of the great number of vehicles at the service of cleanliness and road safety, strict environmental standards are a matter of course for the City of Vienna. In addition to operating its own fleet, MA 48 is also charged with the procurement of all vehicles on behalf of the City of Vienna (with the sole exception of
Winter road maintenance in Vienna’s historic centre in the 1950s

the Vienna Fire Services). The procurement of technical equipment places a special focus on ecological criteria. As far as viable, alternative drive technologies are used as well. Thus 221 natural gas-powered vehicles and 51 electric vehicles are currently in operation.

In summer 2008, the company filling station of the Lobau composting plant was changed over to biodiesel. Thus all machinery and vehicles of the plant now run on biodiesel made from used cooking oils collected by the City of Vienna, which considerably reduces carbon dioxide emissions.

Safer and faster: vehicles of the street cleaning and waste collection divisions or the tow-away unit ensure cleanliness and safe traffic conditions in Vienna. Unfortunately, it is often necessary to tow away cars to ensure road safety and smooth traffic flow as well as to clear the way for emergency services (ambulance, fire brigade, police). Such obstacles e.g. result from double parking, blocked house entrances or obscured views of traffic intersections.

The tow-away unit owes its establishment in 1974 to a tragic death: due to an illegally parked car, the Vienna Fire Services were too late in reaching a burning flat.

INFO - Facts & figures about the vehicle fleet

260 waste collection vehicles collect household waste, paper, glass and other recyclables.

16 mechanical street sweepers and 3 street washing machines remove dirt and road grit or sand.

1 tow truck and a fleet of privately owned vehicles ensure smooth traffic flow by towing away approx. 25,000 illegally parked cars, 1,800 vehicles lacking number plates and 700 bicycles annually.

2 sludge suction vehicles, backed up by machinery of private companies, clean 90,000 water sumps.

35 wheel loaders assist the winter road maintenance service and help out at waste collection centres and waste management facilities. 210 small lorries are used for street cleaning and winter road maintenance.

94 swap body trucks are suitable for universal use. 14 articulated trucks transport compost and slag-ash concrete.
Die wichtigsten Adressen

1. Main repair service
2. MA 48 headquarters
3. Flea market
4. Waste logistics centre

Important facilities
- Vehicle hall
- Incineration plants
- Waste treatment plants
- Recycling centres
19 waste collection centres for top-class service
Opening hours: Mondays through Saturdays, 7 a.m. to 6 p.m.

Zwischenbrücken
2., Dresdner Straße 119

Landstraße
3., Grasberggasse 1–3

Favoriten
10., Sonnleithnergasse 30

Simmering
11., Johann-Petrak-Gasse 1

Hetzendorf
12., Wundtgasse/Jägerhausg.

Baumgarten
14., Zehetnergasse 7–9

Ottakring
16., Kendlerstraße 38a

Hernals
17., Richthausenstraße 2–4

Oberdöbling
19., Leidesdorfgasse at No.1

Heiligenstadt
19., Grinzinger Straße 151

Donaufeld
21., Fultonstraße 10

Leopoldau
21., Felmayergasse/ Egon-Friedell-Gasse

Stammersdorf
21., Nikolsburgergasse 12

Kagran
22., Percostraße 4
(also on Sundays, 7 a.m. to 18 p.m.)

Eßling
22., Cortigasse opposite No. 3

Stadlau
22., Mühlwasserstraße 2

Breitenlee
22., Breitenleer Straße 268

Liesing
23., Seybelgasse 7

Inzersdorf
23., Südrandstraße 2

Problematic waste collection

Problematic waste, used cooking oils and electrical/electronic appliances can be brought to the 19 waste collection centres, to the stationary problematic waste collection points and the mobile collection lorries. Call the waste hotline or consult the Internet for the nearest collection point:

www.abfall.wien.at
Waste collection hotline 01/546 48