

# Harnessing the Crowd to Improve Waste Services



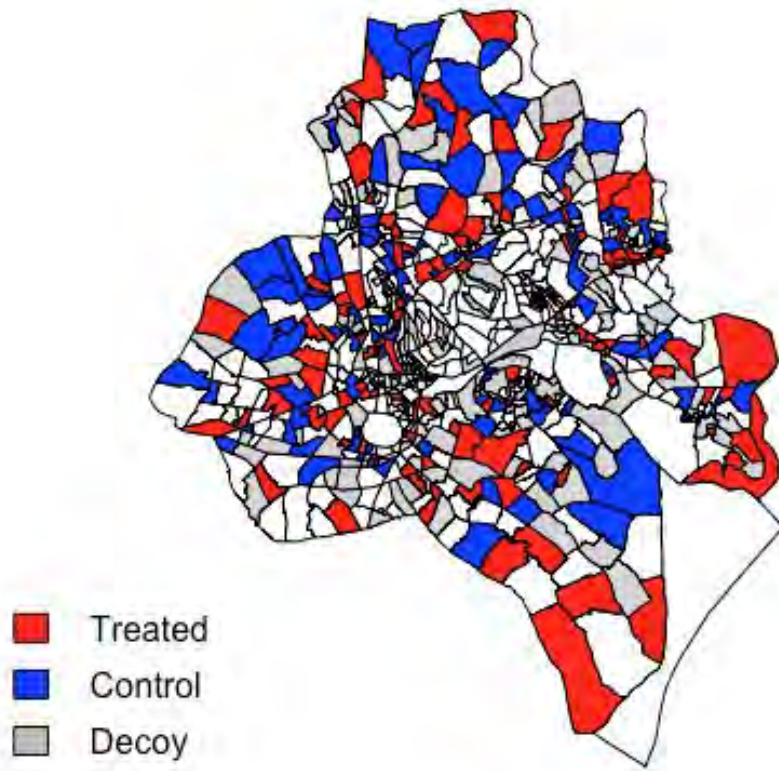
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(With Patrick Hunnicutt and Polycarp Komakech)

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Does citizen reporting improve the delivery of waste services?

# Phase 3: Impact Evaluation of Citizen Monitoring



## Treatment

### Citizen monitoring

(encouraged by responsiveness,  
*blinded* to KCCA)

## Assignment

### Complete randomization

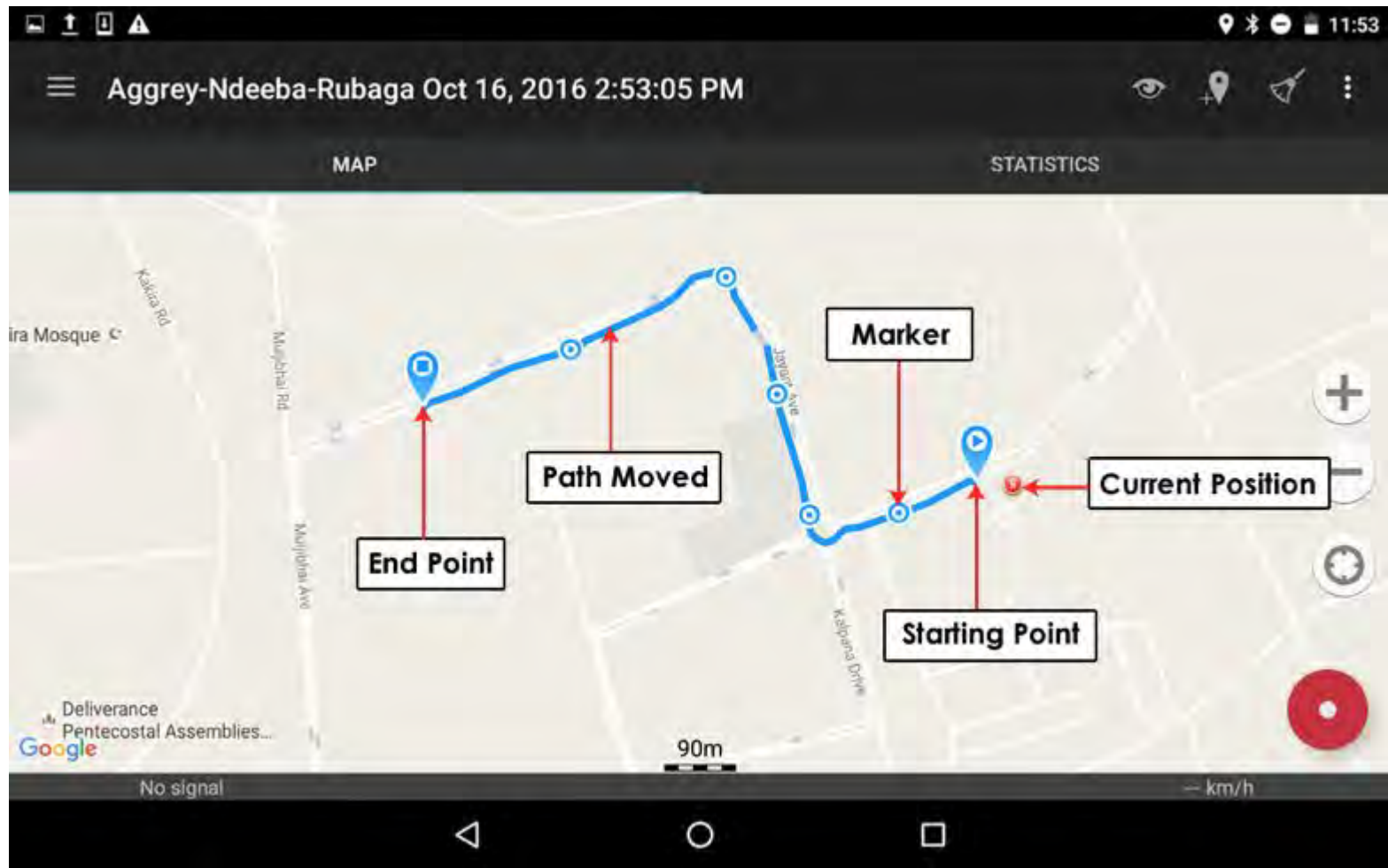
## Sample

200 zones  $\times$  50 reporters  
(some overlap with P1/2)

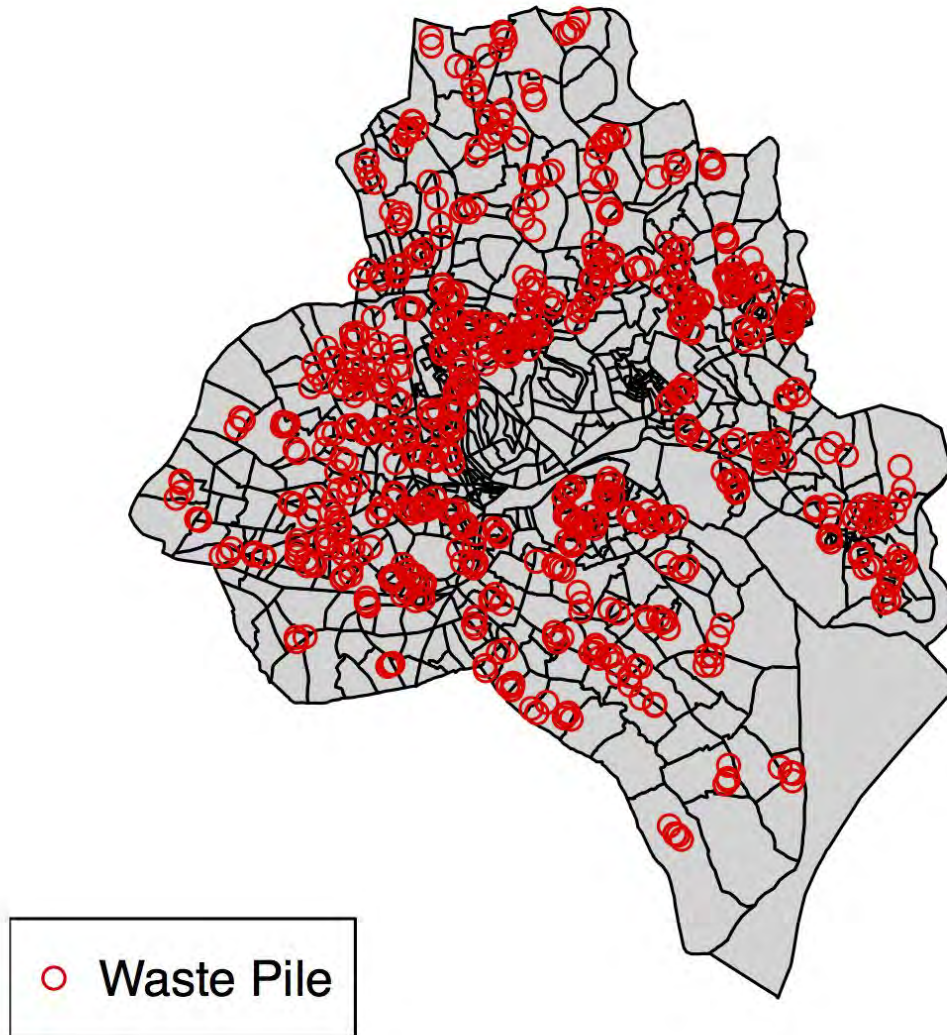
## Outcome

Delivery of waste services

# Measurement: 800 waste piles of community concern



# Map of Waste Piles

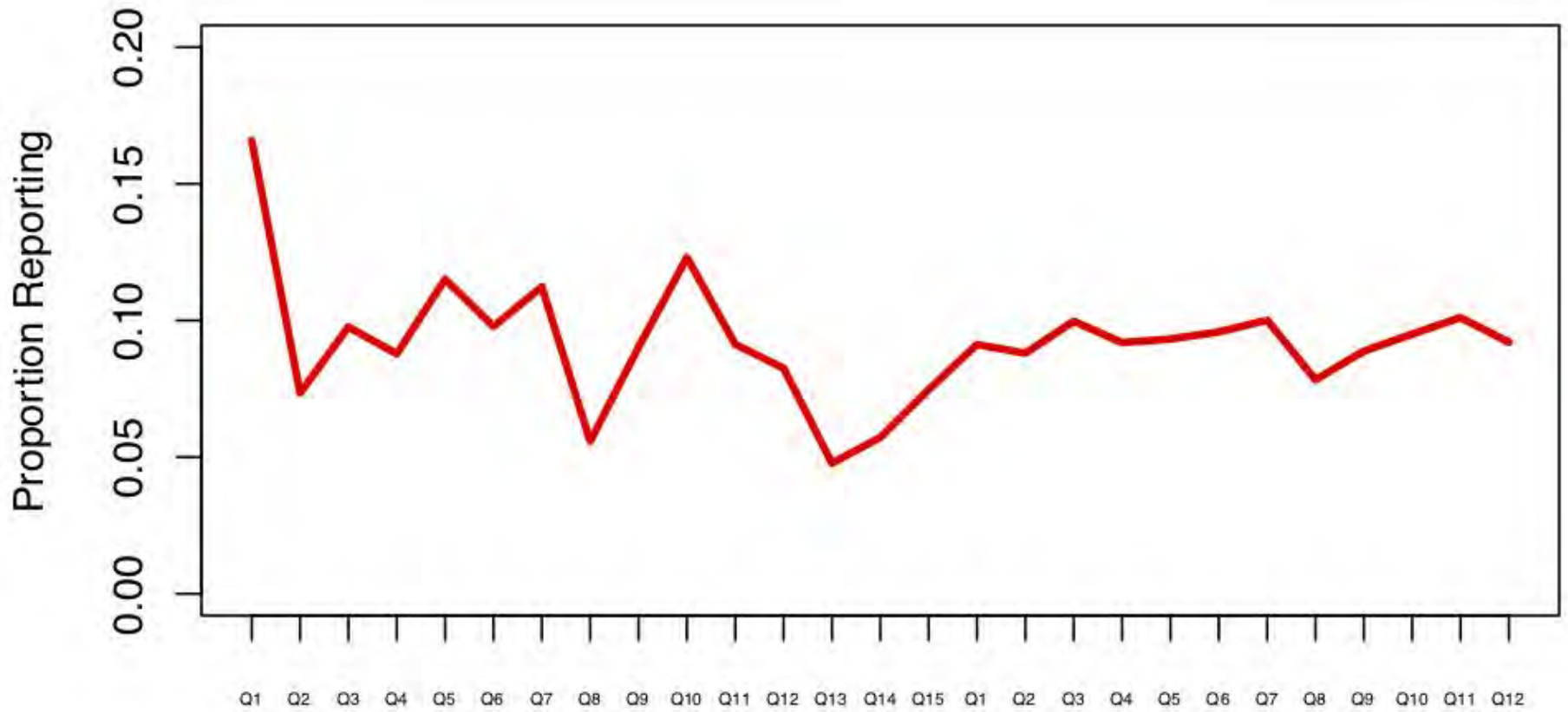




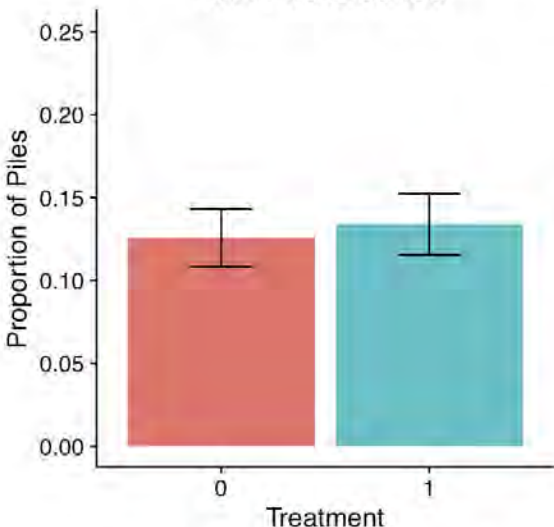




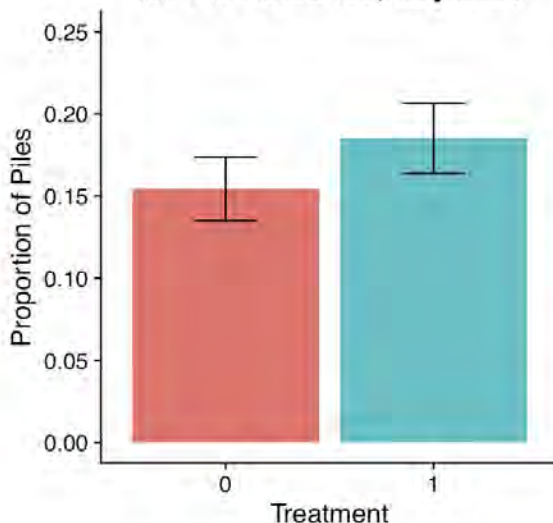




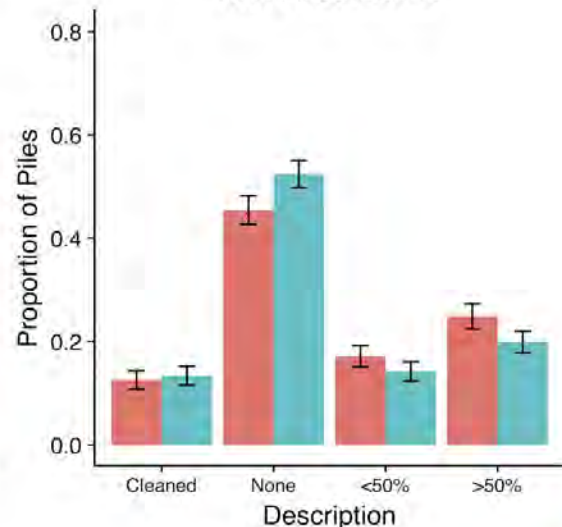
**M1: Pile Cleaned**



**M1: Pile Cleaned, Adjusted**

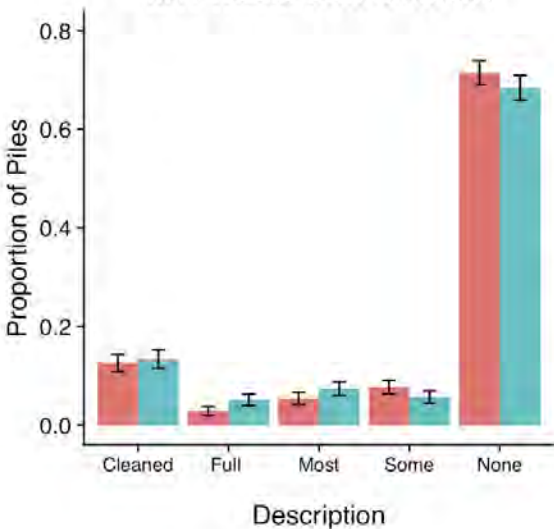


**M1: Area Burnt**

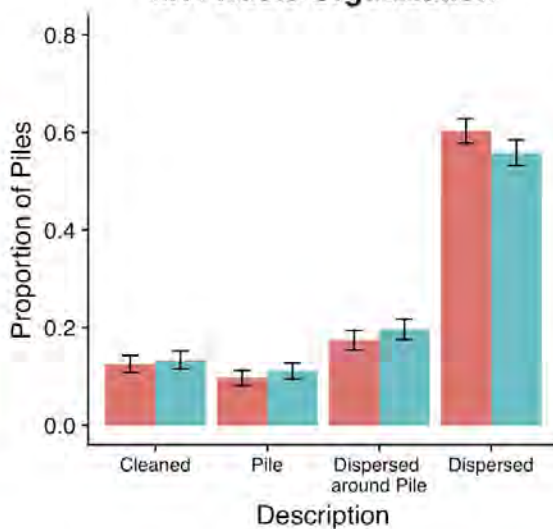


Assignment  
 Control  
 Treatment

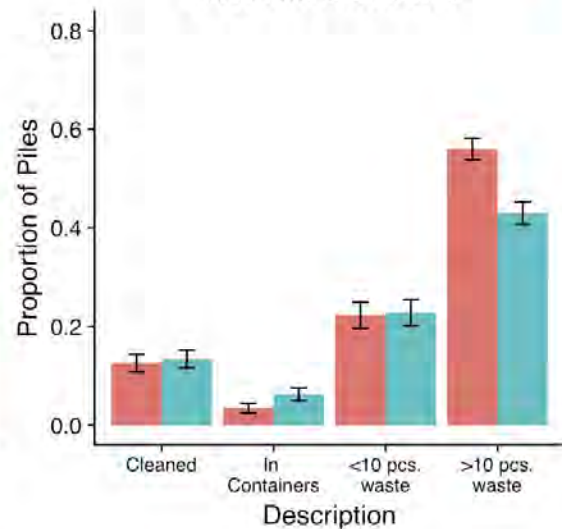
**M1: Waste Containment**

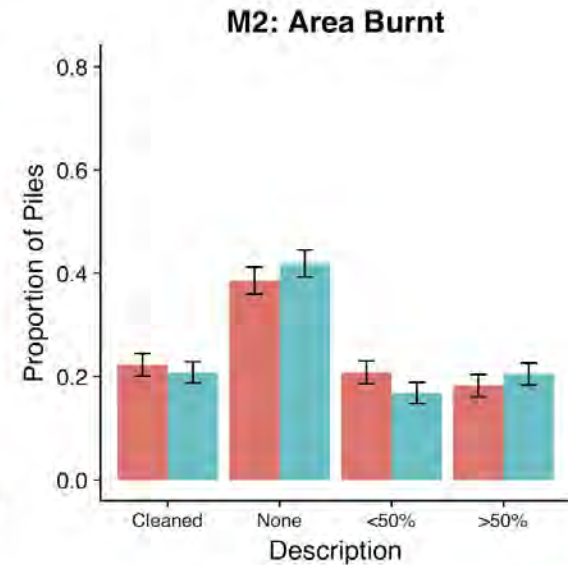
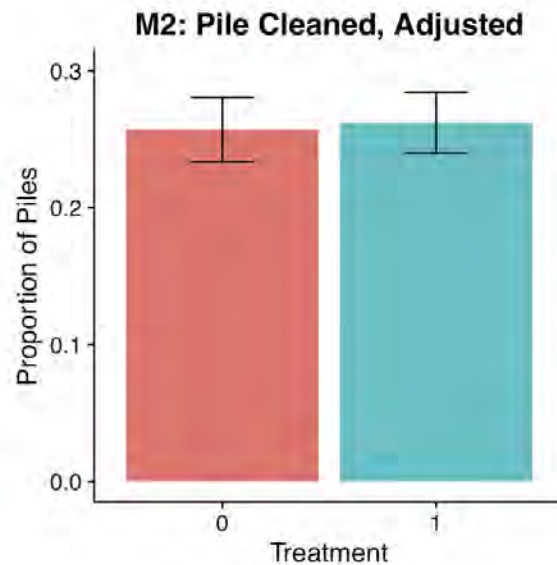
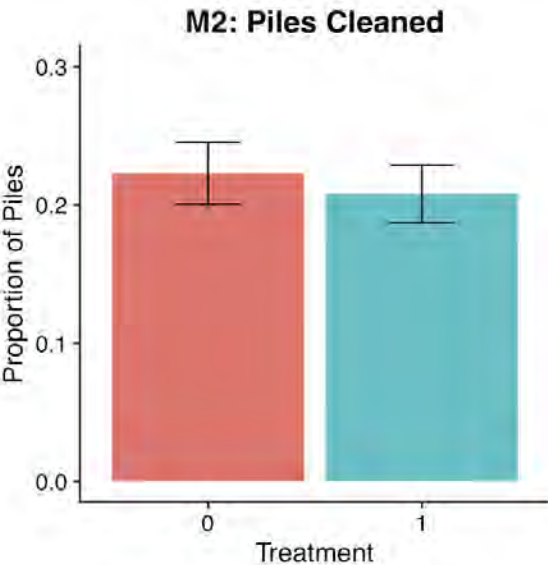


**M1: Waste Organization**

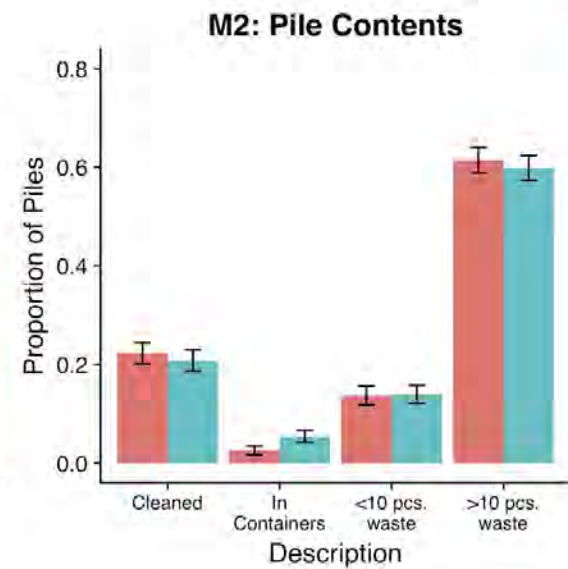
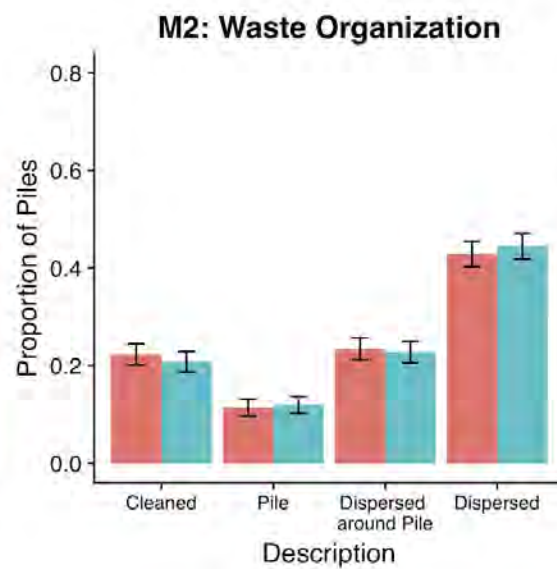
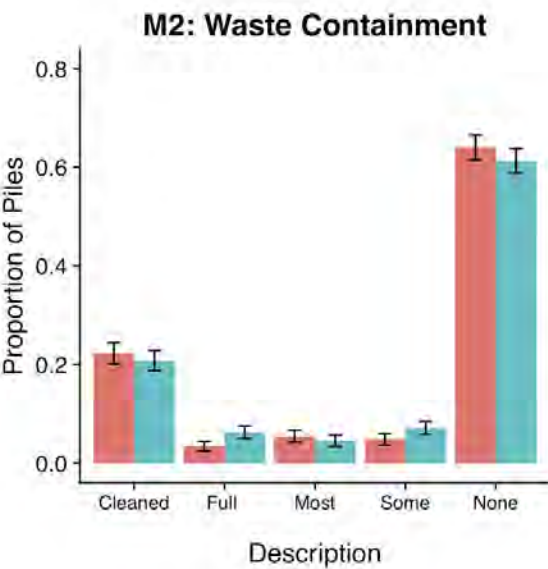


**M1: Pile Contents**

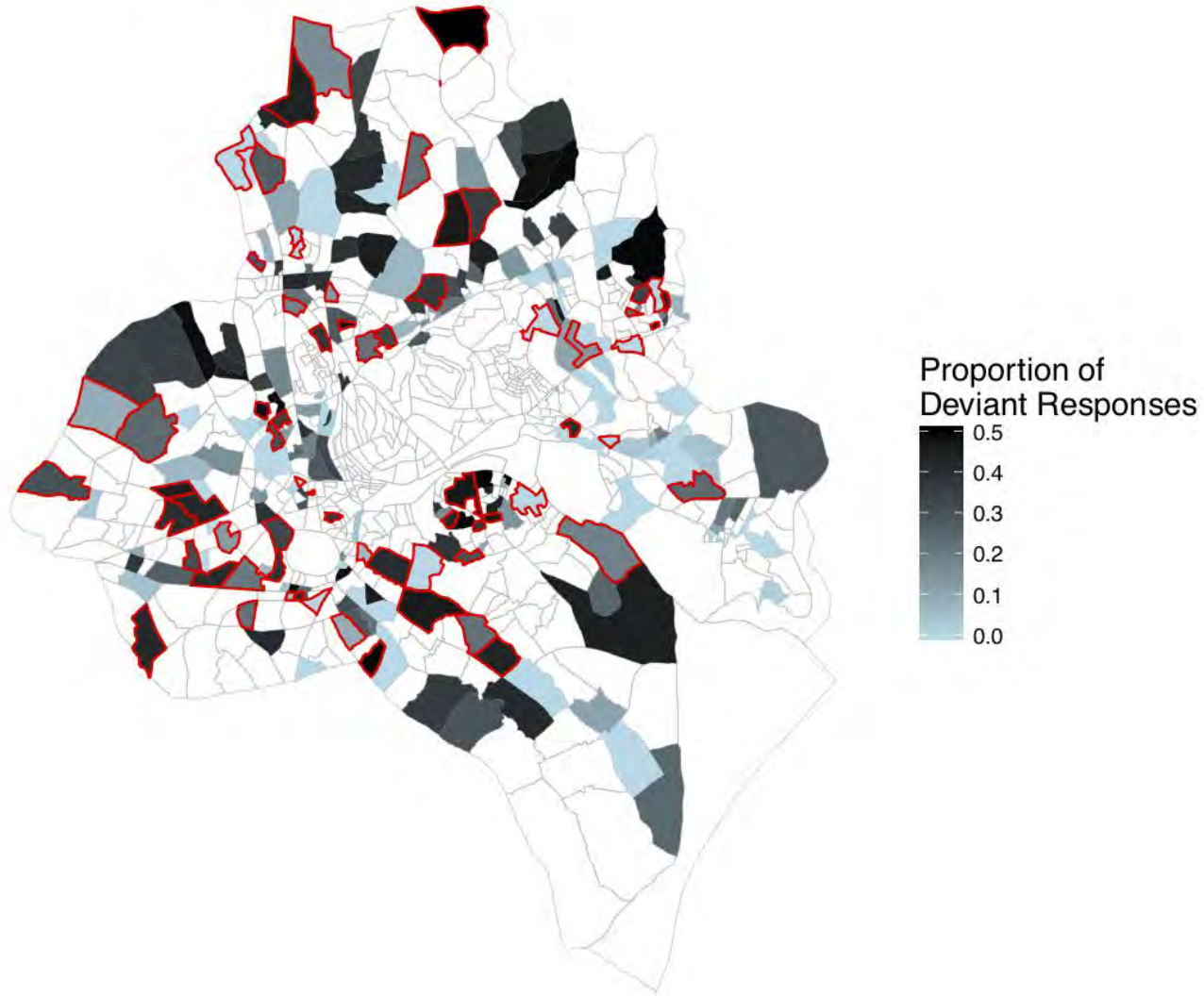




Assignment  
■ Control  
■ Treatment



# Consistency of Reports on Service Quality, Treated Zones



# Summary of findings

- Citizen reporting had no significant impact on the management or clean-up of informal waste piles
- Citizen reporting perceived to be too inconsistent for use in management of waste
- High rates of engagement by citizens (10–15%), but without results this will likely fall
- Consider critically the capacities that are needed to process and respond to information

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