

**Qualitative research *The Assessment of the Quality of Life of People Who Experience/Have Survived Industrial Pollution (Smell, Noise, Dust): The Case of Klaipėda***

In-depth interviews

REPORT



October – November 2022

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## **Methodology**

Commissioned by Klaipėda Residents' Initiative for Democracy and Ecology Association, the joint Lithuanian and British company Baltijos tyrimai (Baltic Surveys) conducted in-depth interviews with permanent residents of the districts of Klaipėda, which generate the most complaints about industrial pollution (noise, smell, dust) affecting the residents' quality of life. The selection of research participants was prepared after the secondary analysis of information sources (sources: [www.klaipedoskvapas.lt](http://www.klaipedoskvapas.lt); information in the media, for example, [www.15min.lt](http://www.15min.lt), <https://m.klaipeda.diena.lt>, <https://www.atviraklaipeda.lt>, [www.lrt.lt](http://www.lrt.lt)); based on the data of Environmental Protection Agency's (AAA) 2021 study – determining the elemental composition of settled suspended particulates – which was carried out in the territories of three port companies and near them.

A total of 27 in-depth interviews were conducted. The sponsors of the project are RŪPI, the Ministry of Social Security and Labor of the Republic of Lithuania under the project the Rallying and Strengthening of the Environmental Protection Coalition Association facilitated by the Institutional Strengthening of Associations Uniting Non-Governmental Organizations program.

- Respondents for the qualitative study were selected from permanent residents of Klaipėda districts located in the southern and northern parts of the city, using a selective questionnaire. During the selective interview, it was asked whether the resident is the owner of the house, how many years they have lived in it (the selection criterion is at least 5 years), how many people in the household, and whether the residents of the house face such problems as unpleasant smells, increased dustiness (air pollution) and noise in their residential area. The residents, who fit the requirements of the target group after answering the questions of the selective questionnaire (permanent residents of the selected districts, who have been living in the property for at least 5 years, and who have faced at least one of the aforementioned problems) were asked to participate in the qualitative research (in-depth interviews).
- The initial model used for selecting the study participants was the primary sampling unit or PSU. One adult member of the household, who is best informed about the problems under study, is selected for it.
- In-depth interviews were conducted using a semi-structured questionnaire. The interviews were conducted by Baltic Surveys specialists with a master's degree in social sciences and experience in qualitative research.

- All information collected during the research is analyzed, summarized, and anonymity is ensured in such a way that it would not be possible to identify the research participants; all in compliance with GDPR requirements.

- In-depth interviews were conducted in October – November of 2022; the duration of the interviews is 30 – 65 minutes.

- The purpose of qualitative research is to answer the questions “why?” and “how?”, to analyze individual experiences, motives, and assessments, and present a descriptive overview. The prevalence (quantitative evaluation) of problems revealed during qualitative research is measured via quantitative research (using a representative survey of the target group) which answers the question “how much?”

Approximate location of the research participants from the northern part of the city.

Approximate location of the research participants from the southern part of the city.

**General Information of the Respondents**

No.	Issues	Age	Have been living in the house for	People inhabiting the house
1.	Smells	48	48 years	Married couple, child, mother
2.	Smells	49	6 years	Mother and child
3.	Smells, dustiness	35	22 years	Parents and their adult child
4.	Smells	36	5 years	Married couple and two children
5.	Smells, dustiness, noise	53	15 years	Married couple and a child
6.	Smells	30	30 years	One person
7.	Smells, dustiness, noise	45	15 years	Married couple and a child
8.	Noise	44	20 years	Married couple and a child
9.	Smells, dustiness, noise	42	17 years	Married couple and two children

10.	Smells, dustiness, noise	59	8 years	One person
11.	Smells, dustiness, noise	47	13 years	Married couple and two children
12.	Smells	60	36 years	One person
13.	Noise	50	5 years	Married couple and two children
14.	Dustiness, noise	40	12 years	Married couple and two children
15.	Dustiness, noise	32	8 years	Married couple and two children

## Conclusions

A qualitative study of Klaipėda residents facing pollution problems, conducted through in-depth interviews, showed that:

- unpleasant, noxious smells, higher levels of dustiness and noise are essential factors that worsen the quality of life of Klaipėda residents;
- Klaipėda residents have been dealing with each of these issues for many years. According to the residents, the companies responsible for pollution as well as responsible state and local government institutions take certain actions to improve the situation, but the implemented measures take too much time, are often insufficient, or cannot keep up with real changes, and their implementation gets thwarted by bureaucratic procedures. The residents are not satisfied with the pace and quality of changes;
- harmful smells, dustiness, and noise, according to the residents, have a significant negative impact on their health, recreation, leisure, sense of security, social relations, productivity, and other aspects of the quality of life;
- the residents take action to resolve – and oblige institutions to solve – pollution problems. In their opinion, the most effective means are the creation of associations representing the interests of the population and the active work of NGOs. Collective actions are seen as having more impact than written complaints of individual residents.

➤ in their attempts to deal with pollution issues, the residents rate the work and communication of Environmental Protection, Health Protection, and National Public Health Center better than the work of the Klaipėda municipality (the residents are dissatisfied with the latter the most). The work and communication of the companies responsible for pollution (port, railway, Klaipėdos vanduo, KLASCO) – when dealing with the issues of pollution – are evaluated as an expression of objectively possible efforts and investments, but the residents want faster and more efficient solutions, and this requires the actions of governmental institutions both in the form of adjusting laws, resolutions, and norms and in the form of providing assistance to companies.



Figure 1: Industrial Zones of Klaipėda. Map source: Klaipėda's municipality. Markings: Architect Edmundas Benetis

## The results of the study

### Topic #1

#### The existence and relevance of the problem

Summary:

**Smells.** This is a very relevant issue for the residents. Study participants complain of pungent, strong smells affecting them continuously. Smells are felt both outside and at home. They cause nausea, and eye and throat irritation in both adults and children.

**Dustiness.** The participants of the study consider the problem of dustiness to be very relevant. The pollution caused by loading operations and heavy vehicles damages apartments (windows, facades, floors), and forces daily cleaning of windows, windowsills, etc. People breathe polluted air and experience negative health effects.

**Noise.** Noise is identified by the study participants as a very relevant and annoying problem. It is caused by loading works, the railway, and heavy vehicles. Some respondents also note vibration as a negative phenomenon affecting the quality of life and health.

	Smells	Dustiness	Noise
Would you say this issue is very relevant or simply relevant for you and your family in your area of residence?	R1: That would be all 10 points. The smell is very bad. Nauseatingly so. It is especially pungent on weekends.	R3. All 10 points. R5. I give 8 points. It is caused by trucks and cargo loading works, mostly.	R5. I would write 10. And at night, when the loading works take place, the loading of metal.
If you were to use a 10-point scale to rate its relevance, what number would you choose?	R2. I have to give 10 points. Because that smell (can be felt) even at home through ventilation because I live on the 5th floor.	R7. Maybe 5. It varies. R9. 9, heavy vehicles drive by.	R7. Very relevant, 8. Lietuvos geležinkeliai is constantly operating. During the day you may not feel it in the background but at night it can be strongly felt. You cannot sleep and you get sick often.
Why? Tell us more.	I realized that the same smell can also	All the windows are dirty although I live on the 7th floor. The dust also enters the apartment through the air vent.	Vibration can be felt along with the noise. R8. Maybe now I'd say 5 because there is less noise.

	<p>be felt outside. Once I was returning home from work and I thought that it was as if I was entering a barn; I could feel that sweet taste in my mouth much after. And my child has asthma, and he is starting to react to this smell.</p> <p>R4. 10. The smells are intolerable almost every evening, morning, and night. In the morning you have to take the children to kindergarten, and school and that smell is so nauseatingly disgusting sometimes, and each evening it is different. One night it smells like feces, the next it smells like rapeseed oil.</p>	<p>R10. Probably 8. The smell is relevant. Sometimes it increases and sometimes decreases.</p> <p>R11. I would say 8. Dolomitas is located 100 meters away. The company transports broken stones, they dig, load, etc. Everything then falls on the houses, we breathe it.</p> <p>R14. Maybe 9. It's bad.</p> <p>R15. I would say 7 – 8. Dustiness at home is annoying. After wiping a surface with a napkin, it turns black.</p>	<p>Sometimes at night, it gets to, let's say, 9. We could hear it very well when the window was open.</p> <p>R9. The railway is nearby, so 8.</p> <p>R10. Now it has decreased because the work has decreased, and the cranes are no longer screeching. They were loading day and night, even during the weekends. Now I would give 6 points.</p> <p>R11. 10. Due to the municipality's poor administrative work and traffic organization. The noise from cars and railway crossings.</p>
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	Smells	Dustiness	Noise
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<p>Would you say this issue is very relevant or simply relevant for you and your family in your area of residence?</p> <p>If you were to use a 10-point scale to rate its relevance, what number would you choose?</p> <p>Why? Tell us more.</p>	<p>R5. 10. The smells are really pungent.</p> <p>R6. 10. Since childhood, as far as I can remember, these smells stink, are harmful, and damage your health. It is not normal that most Klaipėda residents living in the southern part of the city must experience this stench.</p> <p>R7. 8. But it depends on the wind. It is very annoying. A person can feel nausea, and even throw up. It can become terrible very quickly that you don't even have time to run to the window and close it; you might start to suffocate.</p> <p>They say it's not that harmful... They say, "We only exceed the norm by two points", but a person's nose can sense from point 1 and the law allows them to reach 8, so you can only imagine what happens at 8.</p> <p>It's like hugging and inhaling fumes from a gas tank. Like drug addicts do.</p>		<p>R13. Let's say 6. Sometimes it wakes you up.</p> <p>R14. Now 7. But there are times when I could give all 10. Now the cargo loading works have decreased.</p> <p>R15. Maybe 7. Trucks pass at night, it affects my husband's sleep, we feel it.</p>
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	Smells	Dustiness	Noise
<p>Would you say this issue is very relevant or simply relevant for you and your family in your area of residence?</p> <p>If you were to use a 10-point scale to rate its relevance, what number would you choose?</p> <p>Why? Tell us more.</p>	<p>R11. 9. It is a massive problem for the entire southern part of Klaipėda. Currently, Branda company is the leading polluter. They are carrying out their production processes. If you can imagine how – what do you call it –the fertilizer, and soil is manufactured and how various food waste is collected, lyophilized, dried excrement is taken from the waters of Klaipėda, waste is mixed with soil, covered with tarpaulins, poured with water, are opened and stirred to facilitate the rotting process.</p> <p>Opening, loading, and packing take place outside. It is somewhere 2 maybe 3 km away, and all that, depending on the wind, is worse than the barn smell.</p>		

## Topic #2

### The history of the effect

Summary:

**Smells.** Study participants usually mention the following negative effects of harmful smells: sore throat, burning eyes, and coughing. The effect is most felt in the evening when people are at home, and at night. These smells can be felt any day of the week. Some seasonality is noticeable – in winter these smells are felt less. They are most annoying in the warm season; they make it impossible to open the windows. The situation depends on the wind. Harmful smells vary (sewage, sweet like rapeseed, rot, petroleum products, etc.). According to the study participants, the smell comes from a landfill, loading, and manufacturing companies. Some study participants noted that the situation has slightly improved over the past few years, while others have not noticed an improvement or noted a worsening of the situation.

**Dustiness.** It is felt all the time, at any time of the day. The intensity depends on the wind. The season doesn't have much influence, yet the dustiness decreases slightly during the wet season. It is most visible on the windows and facades. The main culprits are the port, cargo loading works in companies or the railway, as well as heavy vehicles. Some participants note that the situation has slightly improved without the cargo from Belarus and Russia, others do not notice this, because the cargo is constantly being loaded and the situation does not change. Filters (some donated by companies) help a bit, but they need to be replaced, which means additional costs for some residents.

**Noise.** It is most felt in the evening and at night. The main sources are loading works, a railway, and trucks. It has a great impact on sleep and rest (and at the same time on health and productivity). Study participants noted that at the same time, they also feel a vibration, which also has a negative impact on human health and buildings. The situation has slightly improved after the volume of cargo loading works decreased, but it has not changed in principle for many years. Research participants noted that the noise situation somewhat improved when the loading of ironstone stopped. The active work of the community in communicating with state institutions and companies' investments in equipment had a certain impact on the improvement of the situation.

	Smells	Dustiness	Noise
<p>Do you experience any specific effects? How do they manifest?</p> <p>Do you feel the effects in your area of residence constantly or do they change?</p> <p>How do they change during the day?</p> <p>Do they depend on the season?</p> <p>Has the situation changed during the time you have lived here?</p> <p>How? Did it get better or worse?</p> <p>Elaborate, please.</p> <p>Who do you think is to blame for this situation?</p> <p>Why do you think so?</p>	<p>R1. The throat is very sore, your eyes are burning, it wakes you up at night. Children cough at night.</p> <p>We made a lot of effort and went to Vilnius to see the chancellor.</p> <p>The hatches are being opened and we suffer from those smells (of Klaipėdos nafta). On early mornings and evenings, when the trains arrive, and transfers are made.</p> <p>Now more in the evenings and weekends. And it depends on the time of year, the effects can be felt less in the winter. The situation has improved. A couple of years ago it was a total disaster. The teachers could not take the kids outside</p>	<p>R3. We feel it all the time. Mostly at night, from 6 p.m. And mostly in the summer or fall.</p> <p>The situation does not change. It is the government's fault; it makes promises and then does nothing.</p> <p>R5. The windows and windowsills are very dusty and require constant cleaning. The level of dustiness depends on the weather, especially on strong winds. The situation doesn't change because of ongoing work.</p> <p>The main culprits are the port and cargo loading works.</p> <p>Now things are slightly better because, due to the war, there is less cargo loading work.</p>	<p>R5. It's hard to fall asleep. It wakes you up in the middle of the night and you can't go back to sleep. The effect varies. Both in terms of the day and days of the week. It used to be quiet on weekends, but if some loading works are being carried out, they work all day and night. It does not depend on the season.</p> <p>The loading works have decreased. Previously, when goods were transported from Russia and Belarus, there was a lot of noise. The industry and the railway are to blame.</p> <p>R7. It causes insomnia, you wake up and can't go back to sleep. Insomnia makes you sick. Doctors say that it is from insufficient rest. A person must rest at least for 6 hours. But the railway and the port work round the clock. It is best felt at night and does not depend on the season.</p> <p>The situation is changing, companies are investing.</p>

	<p>in the kindergarten. We cannot sell the apartment – the prices have fallen. Klaipėdos nafta is to blame, and Klasco carries out the cargo loading works.</p>	<p>R7. The effect is also visible on cars, windows, and buildings. It doesn't depend on the season but on the wind. It has increased recently. Companies explain that there were accidents or something along these lines. When it is dry or there is little rain, things immediately become worse. Everyone pollutes because certain norms allow it. But mostly port and railway.</p>	<p>The cranes are more modern. Railways have invested in protective fences.</p>
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	Smells	Dustiness	Noise
<p>Do you experience any specific effects? How do they manifest? Do you feel the effects in your area of residence constantly or do they change? How do they change during the day?</p>	<p>R2. In the evening, when the wind is from that direction. It also happens during the day. When I moved from Melnragė, the oil base there stank. Now that smell is here as well... It no longer comes out through the ventilation</p>	<p>R8. Dustiness is constantly felt, especially when dry. It slightly decreases in winter. Now it has increased because of the massive increase in heavy vehicles going to the port.</p>	<p>R7. During the last 3-4 years, changes became visible when the community started writing to all possible institutions, that is when things started to move. The culprits are the port companies and the railway. KLASCO.</p>

<p>Do they depend on the season?</p> <p>Has the situation changed during the time you have lived here?</p> <p>How? Did it get better or worse?</p> <p>Elaborate, please.</p> <p>Who do you think is to blame for this situation?</p> <p>Why do you think so?</p>	<p>system and when the wind blows, the smells go directly into the apartment. I suspected that the smell came from the sewer, it reeked like it would in a sewer tunnel. I think that it smells worse in spring and summer. In the winter, when it is colder, it doesn't smell so bad. The direction of the wind is important. The situation has worsened. I blame Dumpiai. It comes from that landfill; I can't imagine what else it could be.</p> <p>R3. It gets worse in the summer, in autumn when the wind blows. It gets worse at night. At one point, it seemed to have stopped but after the elections, it appeared again.</p> <p>The Klaipėda government is to blame for issuing permits.</p>	<p>R10. Dustiness is relevant, it is mostly visible on the windows. You won't feel it in your lungs immediately. You just cough more often, and the windows reveal it.</p> <p>I live on the 5th floor, the windows are open, and it's terribly dusty. I try not to open the windows on the side where the loading works take place. It is difficult to clean them.</p> <p>Something yellow covers the white window frames and it is impossible to clean it off. I don't know how it will affect my health. If it settles on the windows, it must be settling in the body, too. In the summer, we open windows more often and feel it more. Now, it is less because less work is being done.</p> <p>The companies are to blame despite sprinkling water and installing</p>	<p>When they are loading the ships. They do it at night. They must do it as fast as possible. State policy allows such works to be carried out. And here Lithuanian railways exceed the norms. We are doing our own studies, and Lithuanian Railways had to invest in tools. KLASCO invested millions and if it exceeds the norms, it will have to invest more. They should have given the results already. We will ask the Public Health Center to test it, but we can already feel the decrease.</p>
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		walls and devices. The companies that carry out loading works.	
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	Smells	Dustiness	Noise
<p>Do you experience any specific effects? How do they manifest?</p> <p>Do you feel the effects in your area of residence constantly or do they change?</p> <p>How do they change during the day?</p> <p>Do they depend on the season?</p> <p>Has the situation changed during the time you have lived here?</p> <p>How? Did it get better or worse?</p> <p>Elaborate, please.</p> <p>Who do you think is to blame for this situation?</p> <p>Why do you think so?</p>	<p>R4. Especially in the summer, it is impossible to open the windows. Also, autumn and spring. Early in the morning, late in the evening, around 9 – 10 p.m. The situation is getting worse.</p> <p>I also participated in the protest march, it seemed that something would improve, but unfortunately, it did not.</p> <p>R5. It changes throughout the day. The smell is the one of a sewer. It could be felt more in winter. We were afraid of getting poisoned. I called the institutions, and they kept sending us back and forth. The neighbors also experienced it. The situation barely</p>	<p>R9. You clean the windowsills and then you find a new layer the next day. The dust is bad for your body: respiratory tract, eyes, everything. It accumulates in the lungs.</p> <p>And in terms of dustiness – there is no schedule. When the cargo is received, it increases. It also mixes with the traffic flow and does not depend on the time of year.</p> <p>The dust situation was constantly worsening. Heavy traffic also contributed. Before there was only Dolomitas, now traffic as well.</p> <p>R14. First of all, it appears on the furniture. Windows are crusty. There is always</p>	<p>R8. It mostly comes from the cargo loading works in the port. The loading of ironstone has decreased, and we are tortured less. But a few weeks ago, they were loading at night. During the day it gets mixed with other noises. Some loading works were moved in spring because the environmental protection demanded that, so it has decreased.</p> <p>The source of the noise is the port. There are still construction works, but they don't take long. The loading of ironstone, when the pieces are being thrown, is very loud.</p> <p>R9. Railway, street. The facades of buildings are affected by vibration.</p> <p>Noise and vibration. In the summer, when you</p>

	<p>changes. Wastewater treatment equipment is to blame.</p> <p>R6. There is a high chance that it affects the respiratory tract. I feel like retching and get nauseous. You smell the sewer.</p> <p>The smell changes. It usually comes at night. Mostly in the summer. It depends on the wind, and it has not changed over time.</p> <p>Who is guilty? KLASCO? Perhaps Klaipėdos vandenys also. The worst comes from Dumpiai.</p>	<p>black dust on the windowsills. Summer before last, my feet were black from walking barefoot at home.</p> <p>It is felt constantly. It does not depend on the time of day. When the cargo is loaded, when there is a ship, it pollutes.</p> <p>The situation has not changed in several years.</p>	<p>have a window open, you wake up from the noise. Children sleep restlessly. Now the noise has subsided because there is no Belarusian cargo. But heavy vehicles only got worse. Dolomitas breaks the stone and brings it in wagons.</p>
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	Smells	Dustiness	Noise
<p>Do you experience any specific effects? How do they manifest?</p> <p>Do you feel the effects in your area of residence constantly or do they change?</p> <p>How do they change during the day?</p> <p>Do they depend on the season?</p>	<p>R7. Those smells depend on the wind, they are instantaneous; they can last 10 to 15 minutes, or they can last 5. During the winter the smell is more intense. When they are loading oil fuel – if it is of poor quality – they need to warm it up and</p>	<p>R15. Windowsills and windows are dusty. Dust is also visible on the paving tiles and grass. I clean it every day. We have a cat and if she passes through windowsills, it brings dust inside.</p> <p>When it rains, there is less dust, and in the</p>	<p>R10. Cranes. They are not oiled, something keeps falling. We can hear that through closed windows. You can't sleep, you go to work without sleep. Every day, night, constantly. Round the clock and during the weekends. It was quiet during the pandemic.</p>



<p>Has the situation changed during the time you have lived here?</p> <p>How? Did it get better or worse?</p> <p>Elaborate, please.</p> <p>Who do you think is to blame for this situation?</p> <p>Why do you think so?</p>	<p>then we feel the smoke.</p> <p>The situation has improved recently.</p> <p>Before there were state-owned companies that invested little in environmental protection measures. Oil products, Klaipėdos nafta, and the railway are responsible for the bad smells. We had organized a meeting with the government. They need profit and need to be competitive (the ministries of transport and energy), and the ministries of health and environment were more concerned with people's health.</p>	<p>summer, when it does not rain, it can be felt more.</p> <p>The situation does not change. Loading works and the port are the guiltiest.</p>	<p>Loading works are to blame. Foreign companies are carrying out their works and they were contacted and asked to stop hammering at night.</p> <p>R11. Physical and psychological fatigue is very harmful to health. Transport exceeds the speed limit; we cannot let children play outside. The railway runs at any time of the day. Does not depend on the time of year. The situation is getting worse. The municipal administration supports the FEZ's decisions. A new highway was built by FEZ. The municipality of Klaipėda does not recognize the concept of transit traffic. Lithuanian railways are to blame.</p>
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	Smells	Dustiness	Noise
<p>Do you experience any specific effects? How do they manifest?</p>	<p>R9. One of the smells is the sweet smell of rapeseed, the other is that of bitumen. We</p>		<p>R13. Cranes are moving in the port. You wake up and can't go back to sleep. 4 – 5 trucks pass</p>

<p>Do you feel the effects in your area of residence constantly or do they change?</p> <p>How do they change during the day?</p> <p>Do they depend on the season?</p> <p>Has the situation changed during the time you have lived here?</p> <p>How? Did it get better or worse?</p> <p>Elaborate, please.</p> <p>Who do you think is to blame for this situation?</p> <p>Why do you think so?</p>	<p>also have issues with Dumpiai. Branda is making compost.</p> <p>Klaipėdos vanduo made some investments, and the situation with them improved significantly.</p> <p>R11. The smell is difficult to describe. It is a smell of excrement, rotting things. The most pungent is that of the sewer. People experience a burning sensation in the eyes and nose, especially children. My children cannot stay outside. At some point, when the current member of the parliament – L.G. – organized protests, the situation improved.</p> <p>Now, it is back to how it was. Companies that are the biggest polluters are reluctant to report what they plan to do.</p> <p>Klaipėdos vanduo was one of the biggest polluters, yet they actively participated in meetings with the</p>		<p>by, and they are very loud if they lack repairs. This can be strongly felt at night.</p> <p>It does not depend on the time of year. When they stopped importing Belarusian potassium, things got a bit better. The main sources are the port, railway, and trucks.</p> <p>R14. Things are currently better. Sometimes we hear the loading works, but it's just the kind of neighbor that we have. If there is a ship in the port then it is being loaded with cargo. Irregularly. It is a bigger issue in the summer rather than in the winter because then the windows are closed.</p> <p>It affects the quality of life and sleep. That constant noise when they load the containers, the noise from the port.</p> <p>R15. The port is very loud, especially at night when they are hammering at something. As well as the noise</p>
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	<p>public and gave reports. Others don't do that.</p>		<p>made by trucks. In the summer, when the windows are open, the noise is loud in the evening. It does not depend on the time of year. The situation has not changed for a long time. The main culprit is the port.</p>
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### Topic #3

#### Impact on various areas of life

##### Summary

**Smells.** Study participants complain of burning eyes, sore throat, headache, coughing, and nausea. The feeling of insecurity is caused by the lack of information about what to do in case of an accident, explosion, etc. Elderly residents make up a large part of the district and they lack information. Smells affect people's emotional state, they irritate, cause stress, and when the situation does not improve, they cause feelings of hopelessness and anger. It has a negative effect on free time and recreation. Residents avoid spending time outdoors, in the park, and children cannot play in the fresh air. You must go to another place to rest. The district school and kindergarten are also affected. Filters at home are only a temporary solution. Many would like to change their place of residence but are limited by financial resources and decreasing property value.

**Dustiness.** Dust affects rest, health, and emotions. It has a big impact on free time. Instead of relaxing, you constantly have to waste time on cleaning, there is no time for rest. The study participants note that dustiness has a negative effect on health and this effect is likely to be long-term, not immediately noticeable, yet detailed health assessments of the population are not made.

**Noise.** Noise is identified by study participants as particularly noticeable in the evenings and at night. It has a particularly negative effect on sleep and, at the same time, on health. It greatly affects the emotional state. It causes chronic fatigue, headache, and irritation. It has a negative impact on communication with other people. The use of sleeping pills and other sedatives increases. It affects their free time. Residents try to relax in other areas rather than their own district.

	Smells	Dustiness	Noise
How does this problem affect your life in general? Explain in more detail. How does it affect your health?	R1. It harms health. The eyes are burning, the throat is sore. We don't feel safe, it is like living on a powder keg. We have no information on	R3. There can be big problems with health, rest is affected. It affects emotions negatively.	R7. It has an effect, especially at night. You have to shut down your windows because of the noise (during the day because of smells, and

<p>How does it affect your sense of security?</p> <p>How does it affect your emotional state?</p>	<p>what to do if disaster strikes. Many old people live here.</p> <p>It affects your emotional state; makes you nervous. Filters are a temporary solution to the problem. It has an effect on rest and free time. It is impossible to spend time in the park with children.</p> <p>R2. I have a headache and my child's asthma has worsened. We have to take medication all the time. That smell is poison. Money takes over, nobody cares about people's health.</p> <p>Sometimes a child is annoyed and wants to move out of Klaipėda. We go to Melnragė to rest. My workplace is closer to here though, we leave in the summer.</p> <p>R3. Its effect on health is vomiting. Especially in the summer. It is not safe for children and young people. In terms of emotional state, you experience stress. We</p>	<p>Leisure is affected. You need to clean and tidy up all the time, you waste time that you could use for other things; there is no resting in the house.</p> <p>R5. We take care of our health and use natural medicine. We take food supplements that protect us from pollution. I can see the effect on the windows, which I clean very often. We breathe all that into our lungs.</p> <p>R7. We don't get tested, so we don't know how it affects our health. We cannot change anything; the law permits them. We need to change the laws. When it comes to recreation – if you live here, you go to relax elsewhere, where the environment is cleaner. You live here because of the workplace, school, or kindergarten. You don't rest at home.</p> <p>R9. The particulates enter the body through the respiratory tract, they</p>	<p>dust), but it doesn't help.</p> <p>It strongly affects your emotional state.</p> <p>R8. Sleep disorders. The loading works can take place all the time, and depending on political decisions, the situation may worsen again. It depends on what the environmental solutions will be; you can't feel safe.</p> <p>Noise affects rest and emotional health the most.</p> <p>R9. Noise affects health and emotional state, chronic fatigue appears, and capacity for work decreases.</p> <p>You can't sleep with an open window. It creates long-term effects: headache, fatigue, and irritability. At night, the noise decreases until four in the morning, then again trains, and heavy vehicles. It does not depend on the time of year.</p>
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	<p>don't spend our free time at home, it is difficult to sleep.</p>	<p>don't go anywhere, and thus heavy metals accumulate. This causes oncological diseases, bronchial, respiratory, and heart diseases. You cannot take a walk and cannot have an open window. The effects are long-term, and you get chronic fatigue.</p>	
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	Smells	Dustiness	Noise
<p>How does this problem affect your life in general?            Explain in more detail.            How does it affect your health?            How does it affect your sense of security?            How does it affect your emotional state?</p>	<p>R4. I want to move out. I want to put on a gas mask. It is impossible to breathe, my nose burns, I feel nauseous, and I am afraid for the children. I don't feel safe.            I get really angry, I want to complain, write to someone. The house smells like feces.            I experience stress and despair.            It affects our rest; we want to go out into nature.            R5. Discomfort.            R6. It's uncomfortable, especially in summer, you cannot air the place</p>	<p>R10. The windows are terrible, covered in dust, which does not wash off. It affects your health. I cough more often and have allergies. When my daughter and son-in-law visit, their allergies flare up. They come from Vilnius where they live in the forest and immediately feel the burning sensation in their throats.            I don't feel safe. If I had the funds, I would move out.            In terms of recreation, I try to go to a forest, to Melnragė.</p>	<p>R10. You go to work without having enough sleep. It affects your nerves. Constantly. It really affects your health. You take pills to be able to sleep.            Communication with family members and colleagues is disrupted, and you get jittery. You take sedatives because of the constant hammering. You wait for Friday to have enough sleep because you will not have to go to work (the next day).            R11. Health has deteriorated</p>

	<p>out because you feel like vomiting. It harms the respiratory tract, and you feel nauseous.</p> <p>Nothing has changed in 30 years; the rapeseed (producing) company is polluting. The emotional state is bad. We feel angry. We had invited Grubliauskas, heads of Dumpiai, and health specialists. They smell it, and it seems that they realize it for the first time. I feel angry that they don't want to solve it. People are calling the health center by the thousands. The problem is not solved, and it angers me. And in terms of rest, you sit at home with closed windows, you can't go outside.</p>	<p>The effect is not only tangible – on the windows – but also intangible – you breathe it.</p> <p>R11. You can run away from the dust to your home, they are invisible, but you can sense them outside. You breathe them in.</p> <p>R15. You have to constantly clean and wash the windows. We don't feel safe. We don't know what they are loading, or what type of dust it is. You don't know what you're inhaling.</p> <p>The cleaning is annoying.</p> <p>It affects your leisure.</p> <p>You could be resting but instead you clean every day.</p>	<p>significantly. I sleep badly, I don't do well at work. I am sensitive and nervous; the value of the real estate is dropping. You're under constant stress. The environment is unsafe, noisy, and not suitable for raising children.</p> <p>R13. You don't get enough sleep. It affects your rest and leisure. Conflicts in the family begin. It's not good for your health either.</p>
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	Smells	Dustiness	Noise
	<p>R7. There is nausea and vomiting. The studies commissioned by companies show that there is no harm, but they</p>	<p>12. You have to clean and wash a lot. Children are small, and all that is entering their bodies. They not only inhale it,</p>	<p>R14. It used to be difficult to sleep. The sleep was of poor quality due to the noise. Children were very</p>

	<p>have their own lawyers. It does affect the emotional state; it is very unpleasant. While the companies were setting up, they distributed cleaning equipment to people, so there was some benefit.</p> <p>R9. In terms of emotional state, it is very annoying, you cannot open the window, you get a headache, and children vomit. The throat is sore, the nose is burning, and the respiratory tract is being irritated.</p> <p>R10. It is irritating. It is not safe in terms of health. The emotional state is bad.</p> <p>R12. It affects mental health and the rest. You are unable to open the window. You have to go somewhere else to rest.</p>	<p>but it also comes from the ground, too. My children often suffer from respiratory illnesses, and they cough. The first child was constantly sick when the loading works were more intense. It is not safe to raise children. The dustiness is annoying. We fear for our health, and we feel powerless. We go to other places for rest. The children go to kindergarten nearby, but I transferred the older one to (another) school so he wouldn't go here. One factor is the port. In Vitès school, you cannot go to the stadium because it is polluted; the windows are always black. We don't spend our free time here.</p>	<p>sensitive to it; they would wake up at night. The vibration affects the house. It also affects the quality of leisure; you have to turn on the sound of a TV when the port is carrying out loading works. It mostly affects sleep when around 2 or 3 a.m. loading works take place, loudspeakers are used, and trains are running. Nothing but stress. No one has had any rest. The noise harms you immediately. R15. When you don't sleep enough for a long time, your health is harmed. It's worse for more sensitive people.</p>
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## Topic #4

### Impact on different groups of people

Summary:

**Smells.** The study participants note that harmful smells affect the condition of all family members. Children cough, and older people feel nauseous. It affects sleep. Filters donated by companies help a little. The situation of both the respondents and their neighbors is the same. Study participants noted that people become more communal, join groups and try to be more active; they participate in rallies. People with chronic diseases and those who are more sensitive are affected the most.

**Dustiness.** Dustiness affects all family members. It has a negative impact on health and emotional state. Health is deteriorating. People have more expenses for cleaning and washing. Children cannot stay outside; families have to go rest elsewhere. Neighbors think that the situation has gotten worse over the few years.

**Noise.** Noise affects all residents, both family members and neighbors. It also affects interaction because people are more irritable. On the other hand, the unsolvable problem encourages people to join a community that can act more efficiently than individual people.

	Smells	Dustiness	Noise
How does this air pollution affect the well-being of your household? Your children? Your partner? Your parents? Perhaps you talk about this issue with your neighbors. What do they say and how do they feel?	R1. Badly. Children cough to the point of gagging. My mother, who is elderly, coughs until she is retching. You wake up at night and cannot breathe. You go to work without having had enough sleep. After all the written complaints and visits to Vilnius, the	R3. Parents are adversely affected, in terms of both health and emotional state. R5. Family members sneeze and cough more. Lungs became more sensitive. R7. Respiratory diseases, deteriorating health.	R7. The family members wake up at night, nobody has enough sleep. The Public Health Center says that the noise exceeds the norms, and violations have been recorded. They measured it and even went to court, but the companies tried to

	<p>situation has slightly improved.</p> <p>The neighbors have the same situation. We have those filters, we turn them on, and the company replaces them when necessary.</p> <p>R2. My son doesn't like the stench. When he was a minor, his treatment was compensated but they stopped when he became 18. I buy the medicine all the time; it is for asthma.</p> <p>R3. Family members experience stress.</p> <p>R4. Family members suffer. The daughter reacts, she gets a burning sensation in her nose. We are more communal with the neighbors now. We have a Facebook group, and we communicate. Some say they vomit, and experience headaches, a burning sensation. Everyone is affected.</p>	<p>There are expenses. Windows and the car need to be washed often. We talk to neighbours, but the state allows these pollution norms. They are too high. The municipality of Klaipėda has been saying for a long time that it will ban burning firewood and coal in the city, but they haven't done it yet. Such are their interests.</p> <p>R9. Children get respiratory illnesses – bronchitis, allergic rhinitis, itchy eyes – from dustiness.</p> <p>There are expenses for window cleaning and buying cough medicine. We often have preventive check-ups, and we try to leave the house, to sleep elsewhere in the summer. We talk to the neighbours constantly.</p> <p>The situation worsened 4 or 5 years ago.</p>	<p>avoid it. The railway was outside the city, but as it expanded it appeared in the city. It transports all cargo to and from the port, through the city.</p> <p>The situation of the neighbors is the same. We all write complaints and send inquiries. We have a community, and we are fighting. This is what the community was created for, to represent, so that a person would not be on their own. They look at you differently then. We created it 5 – 6 years ago, and the issues started to be solved differently.</p> <p>When we were writing individually, they ignored us. We hired a lawyer, he writes letters.</p>
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	Smells	Dustiness	Noise
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<p>How does this air pollution affect the well-being of your household? Your children? Your partner? Your parents? Perhaps you talk about this issue with your neighbors. What do they say and how do they feel?</p>	<p>R6. I'm glad they made a Facebook group. People are no longer afraid to comment. People are gathering, and many have gathered to the protest.</p> <p>R7. The family members find it unpleasant. They have to rest elsewhere; it affects work. In terms of expenses, we were given filters, but they need to be changed and cost money as does ventilation.</p> <p>The neighbors' situation is identical.</p> <p>R12. Protests were organized and many people went. The neighbors experience the same effects – it stinks to them as well.</p>	<p>R10. I don't have time to interact with my neighbors, but I go to meetings. More because of the renovation, but, of course, no one is happy, it affects domestic life.</p> <p>R11. It affects the whole family. And neighbors as well, including health, emotions, and rest.</p> <p>R14. It affects children. We have to choose a different place for leisure. Children cannot play outside. We try to spend as little time as possible here. You find black dust on unused toys. There is more tidying up and cleaning. My husband is irritated by that constant dustiness.</p> <p>We would gladly install an air filter, but we don't have the resources. We spend a lot of money on window cleaning materials; we use special ones. Then there is a vacuum cleaner, the constant use of electricity</p>	<p>R8. You wake up at night, especially in the summer when the windows are open. Everyone's sleep is substandard. The situation of the neighbors is the same, but we haven't discussed the topic.</p> <p>R9. Noise also affects relationships with other people. You are angry and insincere. The same goes for the neighbors.</p> <p>R11. All the household members were sick, unhappy, and dissatisfied. We are looking for opportunities to move out. And the neighbors too. We talk, and we feel exactly the same.</p> <p>R13. It affects everyone negatively. Children don't get enough sleep. If you don't get enough sleep you don't do well at work. We talk to the</p>
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		<p>and water. We clean every day. In terms of time, it takes a lot of it.</p> <p>Those who have children try to move out.</p> <p>R15. My husband and children pay less attention when things are clean.</p> <p>My younger child gets sick more often with bronchitis. We try to take him to the village or the sea more often.</p>	<p>neighbors, but we cannot do anything about it.</p> <p>R14. We talk to the neighbors, some are used to it, and others also struggle.</p>
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## Topic #5

### Tested solutions

Summary:

The residents have several communities. They write letters, and complaints to various institutions and communicate with companies and state institutions (both in Klaipėda and Vilnius). People evaluate the performance of central government institutions a bit better than the work of the Klaipėda municipality's administration.

Many study participants point out that the decisions get stuck in the municipality, and the resolutions of the ministries are not implemented, are ignored, or implemented improperly. Klaipėdos vanduo's communication and efforts to solve problems, as well as some actions of other companies (filters, investment plans, communication with community representatives), are positively evaluated.

Many study participants, who are not members of formal communities are frustrated, poorly informed, and do not believe that their (individual residents') complaints or efforts can make a difference. It is noted that people actively participated in protests, and collected signatures to solve pollution problems, but such activist work also requires the involvement of leaders and politicians. It is also noted that institutions pay more attention to these problems before the elections.

However, the reaction of institutions is more often limited to promises, and the situation changes little.

	Smells	Dustiness	Noise
Did you take any action to improve the situation? What kind? Tells us more. Where did you apply/write? If you did, which institutions were those? How did they react?	R1. We did everything here with the Vite community. We wrote letters and complaints to the municipality, we went to Vilnius, and to the chancellor of the Ministry of Environment. We	R3. We didn't take it ourselves. Someone should be appointed, a commandant. But we do not have one. R5. It is pointless to turn to anyone. I heard from others – where my mother lives –	R5. We didn't take any action, we got used to it. R7. We informed everyone: companies, the Public Health Center, and ministries (Health, Communications, Environment). They all

<p>How do you feel about that?</p> <p>If you did not apply, why?</p>	<p>received a response. We also write to the Ministry of Health. We have a chairman of the community, he also visits Klaipėdos nafta and KLACO. We put in a lot of effort, and it is visible. The chancellor and the minister accepted us. After the chancellor's intervention, the solutions were implemented more quickly.</p> <p>There was a meeting in town when the minister suggested we go live somewhere else. Others respond kindly.</p> <p>Politicians (from the city and Vilnius) react benevolently. They know the issue. Health Ministry, too. We have KIDE, Alina ordered substations and measured pollution and smell.</p>	<p>people who live in Sportininkų Street tried to do something and nothing came of it. They send the commissions, the norms are not exceeded, and supposedly, the loading works are being carried out properly.</p> <p>R7. We always inform all possible services, and they come, do the testing, and inform us.</p> <p>The municipality, ministries, and a Public Health Center. But they are allowed to pollute because it is calculated annually, so at one point the numbers are higher, and at another low and when you calculated it on an annual basis, the numbers do not exceed the norm. We applied in writing and by phone. Those conversations are gone. Bureaucracy is</p>	<p>seek compromises.</p> <p>Things are moving. It all depends on the benevolence of the employees of the companies. The train in the city must run at 30 km/h. We measured, and they exceed it. The same goes for the port – they raise (the cranes raise the cargo) too high and drop too fast. It would be possible to reduce the noise with these simple measures.</p> <p>R8. We did not apply – we don't have the time. Meetings were organized during work hours, and we could not attend. I participated in the protest against port expansion and noise that took place last autumn. Signatures were collected. Afterward, the municipality issued statements that peoples' requests will not be met. They moved the ironstone loading works.</p>
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		everywhere. They don't come to examine immediately; it is difficult to catch them.	But other than that, I am disappointed.
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	Smells	Dustiness	Noise
<p>Did you take any action to improve the situation? What kind?</p> <p>Tells us more. Where did you apply/write?</p> <p>If you did, which institutions were those?</p> <p>How did they react?</p> <p>How do you feel about that?</p> <p>If you did not apply, why?</p>	<p>R2. We have collected signatures in Big. Other than that, I don't know where to turn to, my voice does not determine anything. If people gather to protest, I join them. I will be changing my place of residence; I will return to Melnragë.</p> <p>R3. I didn't take any action. Let the city take care of it, I am busy with work. One person cannot change anything. I could perhaps change the place of residence but at the moment I can't; I need to take care of my parents.</p> <p>R4. We collected signatures, there was a huge march, and they showed it on TV. I try to register the smell we</p>	<p>R9. I wrote because of the dustiness. Asked them to install a wall from Jürininku Avenue but they said that there were no funds. In the municipality. Appealing to them does not solve the problem. We need to talk to the owners of these companies and try to reach an agreement.</p> <p>R10. We raised the question to the candidates before the elections. Services were invited. Soil tests were carried out. People were calling day and night. They admitted that the norms were exceeded and dug off that layer of the soil.</p> <p>R11. We applied to the National Public Health Center and the</p>	<p>R9. We contacted the National Public Health Center; they carried out the measurements. There were talks with the railway. They said they placed something under the rails.</p> <p>Appeals do not solve the issues, you can only try to come to an agreement with the company owners. They make promises but the situation changes slowly.</p> <p>R10. The community appealed to the institutions and called them even at night. I agree with the community, I leave my signature.</p> <p>R11. We contacted all possible institutions. NVSC, the ministry, members of the parliament, and</p>

	<p>feel on klaipedoskvapas.lt. But after those actions, the situation did not improve. The institutions responded but the situation did not improve, I feel bad.</p>	<p>municipal administration regarding Dolomitas and the unloading of wagons. We were helped by the current minister and a member of the parliament L.G. We gathered; we visited the sites. At first, they interacted with us and that gave us hope but now, it has been several years that nothing is happening.</p>	<p>representatives of the government in Klaipėda County. Only the administrative court remained. Institutions reacted in different ways. They often passed it over to the municipality's administration. And it does not carry the orders into effect. It is incompetent; it ignored us. No institutions took any action. I am disappointed with the state.</p>
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	Smells	Dustiness	Noise
<p>Did you take any action to improve the situation? What kind? Tells us more. Where did you apply/write? If you did, which institutions were those? How did they react? How do you feel about that? If you did not apply, why?</p>	<p>R5. I didn't apply anywhere; I don't intend to change the apartment because it all costs money. Institutions ignore the residents. I called somewhere after finding the contacts on the internet. No one gave me an answer, they pushed me back and forth between themselves.</p>	<p>R14. My husband participated in Vitė community events. There were letters to the municipality, meetings, and signatures. There were initiatives, but that was the end of it. They allocated a street cleaner truck. The kindergarten community wanted an air purifier for the kindergarten, and they</p>	<p>R13. I talked to the municipality, and there was a request to build a sound barrier, but nothing happened. R14. The only initiative is to close the windows and put in the third glass unit. R15. We didn't apply. It hasn't driven us crazy enough to apply. You can write, but no one pays any attention to one person.</p>



	<p>R6. We went to the company, they allowed us to go up to the roof, where the chimney is. The employees say that they don't feel it, but the smell is very strong and sweet. Those companies are needed, but not in town. They could operate on Liepojos St., outside the city. The institutions would react and nod their heads. I feel bad, this shouldn't be happening and yet, it has been, for many years.</p> <p>R7. We communicated with the company and ministries. With Krovinių terminalas and Klaipėdas nafta as well as Lietuvos geležinkeliai. We have appealed to all the possible institutions.</p> <p>R9. The community also applied; we called day and night. I want to change the apartment.</p>	<p>received one. They should shut down that loading operation because it is an open terminal. Maybe we should collect medical data about people's health and state of the soil. Soil tests showed toxic substances.</p>	<p>They will not move the port.</p>
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	<p>R11. A member of the parliament had done a lot on the issue of smells. I didn't.</p> <p>R12. People went and stayed all night, we even marched to Dumpiai in protest. It was organized by L. We also collected signatures. It had gotten better but now it's back to how it was. I don't know how they reacted in the institutions. I feel bad about it. We should be more active. We should control it more. Maybe they are not punished enough.</p>		
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## Topic #6

### **Solutions proposed by residents. The institutions that are responsible and are able to act**

Summary:

**Smells.** Residents have little faith that the situation will improve. More active residents who participate in social activities, meetings with state institutions and companies are more optimistic because they receive more information about companies' plans to reduce pollution. Others do not believe that more active measures will be taken, because everything is determined by profit and the municipality's reluctance to delve into people's problems. The residents find the role of communities and non-governmental organizations important because they can influence decision-makers more than individual people.

**Dustiness.** As far as dust is concerned, no improvement is expected unless the emission limits are revised in a few years. It is expected that active citizens, communities, and the change in the government will affect this issue. When it comes to solving pollution issues, the residents see it as the responsibility of ministries, the government, the National Public Health Centre, and the municipality. One of the individual ways of solving the problem is changing the place of residence, but it is not available to many due to financial reasons.

**Noise.** Some research participants hope the situation will improve, as the port is committed to implementing relevant measures. Respondents believe that noisy companies could be moved outside the city. The working hours should be limited (no working at night or on the weekends), trucks should have a speed limit and roundabout ways should be built (that would not go next to the residential houses). Sound barriers are expected to be built. People expect the most from the Ministry of Environment, the municipality (if employees will change), and the companies themselves.

**First and foremost, the summarized solutions preferred by the residents** concern the removal of polluting companies from the city, the revision of pollution norms, a more responsible issuing of pollution permits, the cooperation of public organizations and communities of residents (emphasizing the need to reduce the bureaucracy of state institutions and municipalities, increasing their responsibility) and greater attention to pollution problems when considering city development plans.

	Smells	Dustiness	Noise
<p>Do you think the situation will improve in the next 5 years? Why?</p> <p>What do you think needs to be done to improve the situation? How would you suggest improving the situation? What institutions could help improve the situation? (NGOs, communities, etc.). Why do you think so?</p>	<p>R1. When we were in Klaipėdos nafta, they showed us the plans. They have invested a lot; the situation is improving. I think they will implement them. As residents, we will not do anything, we can only discuss, and go to meetings. Only the company can tell us what they plan to do.</p> <p>Institutions are working. Two years ago, the whole of Klaipėda was on its feet, it was shown on TV. Many institutions are working on it, both the municipality and the Ministry of Health. We have a very strong community.</p> <p>KIDE has put in a lot of effort. A very few people are most active because there are many seniors in the area. But we are working on it.</p> <p>R2. The government only demonstrates that it will do something. But it's</p>	<p>R3. The situation will worsen in the coming years. Due to the development of the city. To improve the situation, we need a new minister of the environment. The parliament must examine these things and then the government and the Ministry of Environment must install the necessary equipment.</p> <p>R5. The situation will not improve. The government works only for itself, and the institutions do not react. The NGOs are pulled at by lobbyists. The situation does not change.</p> <p>R7. The ministries promised that decisions have already been made. The changes will start in 2024. The allowed norms are being reduced, so things will get better. The norms must be reduced, and people need to work swiftly, like a brigade.</p>	<p>R5. Let's hope it will improve because the port is committed to doing that within 15 years.</p> <p>R7. The situation will improve. Laws must be changed to limit noise at night.</p> <p>R8. I want to believe it will get better. I think KLASCO's investment in water cannons is hogwash. The port must be adapted to such cargo loading works, but it isn't.</p> <p>The port must make investments and become more modern. The current investments are not enough.</p> <p>The municipality of Klaipėda and the Ministry of Environment must pay more attention. People live next to ports all over the world without any complaints. A soundwall will reduce the noise coming from the railway but the main</p>

	<p>just talking, and people get relaxed, and so do they. It is an endless tale. The landfills should have been set up further from the city. The trash is transported from everywhere. Communities and social groups could be active.</p>	<p>Ministries and health centers have to work. Active citizens can act as well, using legal ways.</p>	<p>noise is made by KLASCO. The loud loading operations can be carried out during the day and the silent ones at night.</p>
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	Smells	Dustiness	Noise
<p>Do you think the situation will improve in the next 5 years? Why? What do you think needs to be done to improve the situation? How would you suggest improving the situation? What institutions could help improve the situation? (NGOs, communities, etc.). Why do you think so?</p>	<p>R3. The situation will worsen. Klaipėda is expanding, there will be more industry, and more loading works. We need to collect signatures and go to the municipality and the Ministry of Environment. Submit requests to conduct tests. People should be compensated, given the devices that absorb smells. Institutions for nature protection, court. Public organizations will not change anything. The only way is through the courts.</p>	<p>R9. The municipality must ensure a healthy and clean environment for residents. The institutions that could help are the municipality, Environmental Protection Department, National Public Health Center, and the Ministry of Environment. There are powers, but they are not put to any use. It is all bureaucracy, and correspondence because the bureaucrats themselves are not affected. R10. It is not clear whether it will get better.</p>	<p>R10. It won't get better. If more loading works will be carried out nothing will change in 10 years. The most important thing is for those companies to stop working at night and during days off. It would be somewhat of an improvement. R11. The situation is only getting worse. We are out of optimism. There is no hope. We applied everywhere and the situation hasn't improved. We need political will and the right people in</p>

	<p>R4. I hope the situation will improve. The fight has been going on for maybe 10 years, maybe it won't get better in 5 years; it might take longer. No one is silent, we go out there and try to fight. New equipment needs to be installed in these companies. And it must be done honestly because we have heard that they don't turn them on. Environmental protection should help, as well as the municipality but they come during the day when there are barely any smells. We need more public organizations and more active leaders.</p>	<p>The works must continue: the port, the loading operations as well as the railway. There has to be some protective equipment. I hope it will get better. Some active people are engaged in this. Houses that are too close to those businesses should be demolished. The ministries of environment and health should act on this. The conditions are harmful both for those who live and those who work there. There is also a school there and it should be moved.</p>	<p>Klaipėda municipality. Now we have completely incompetent people who do not delve into the situation. First of all, the decision should be made by the Ministry of Environment. Currently, their orders are not being followed. Then comes municipality's administration. NGO must be a legal entity. People are mostly elderly, not united. Lots of shouting and angry people, and few able to engage in community activities.</p>
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	Smell	Dustiness	Noise
<p>Do you think the situation will improve in the next 5 years? Why? What do you think needs to be done to improve the situation? How would you suggest</p>	<p>R5. The situation will not improve. It has not improved so far. The current government only cares about itself. The municipality should be more interested in it. Public organizations are</p>	<p>R11. The situation will not change until the people are heard. The municipality must enforce the laws regarding the FEZ, and the production activities of Dolomitas. The</p>	<p>R13. I don't expect the situation to improve. They need to build a soundwall. The officials could come up and stay here. They would think differently then. Port</p>

<p>improving the situation? What institutions could help improve the situation? (NGOs, communities, etc.). Why do you think so?</p>	<p>necessary, but I don't know any of them.</p> <p>R6. I don't know if it will get any better. Because if there are no active people who do things, everything sinks into oblivion. We need a strong leader. During the rally, I saw that bringing people together is easy, there are many of them. It is possible to frighten them (the government, representatives of companies). A lot can be done when people are united.</p> <p>I would move companies out of the city. And if that is not possible, there are soundwalls, chimneys, and covers. It costs money, the municipality could help. Companies, the Public Health Center, Ministry of Environment could contribute. Resident communities do not have much influence.</p> <p>Government and parliament are not very</p>	<p>institutions know everything, but they wash their hands of it, and nothing happens. They must be supervised.</p> <p>R14. I doubt it will get better. Someone doesn't find it useful. The current change is not due to the work of institutions but because of a halted flow of cargo.</p> <p>It would be great if loading works would be moved elsewhere. If not, then they should use the equipment. Now they seem to be spraying to fight the dust.</p> <p>The port is strategic, political will is needed. If they have permission, then they will continue loading.</p> <p>It is important to test regularly, homes, and people medically. And test the cars as well.</p>	<p>invests in our district, there are no complaints. Their situation is already bad, the government has to solve it.</p> <p>R14. If the cargo does not increase things will get better. If it will increase, then things will get worse. The port should work like everyone else, not round the clock. But this is an economic aspect, it costs money – a ship will have to stand longer. The noise level should be regulated, there are laws.</p> <p>Institutions: the port authority, municipality. Politicians, state institutions.</p> <p>R15. It will get better if people do something. Technologies are changing. Trucks will continue passing, it is a port after all. Perhaps a new road should be made for them?</p> <p>Soundwalls should be</p>
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	responsive. Klaipėda is the most polluted city.		built. It is the institutions – the municipality and the port – that have to solve these issues.
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	Smells	Dustiness	Noise
<p>Do you think the situation will improve in the next 5 years? Why?</p> <p>What do you think needs to be done to improve the situation? How would you suggest improving the situation? What institutions could help improve the situation? (NGOs, communities, etc.). Why do you think so?</p>	<p>R7. Now the situation is checked more often, norms are reduced, more checks are done, and air quality stations are being built. Compromises are being tested. The controlling institutions would improve the situation. The Public Health Center. The involvement of companies is also needed.</p> <p>R9. It will improve as companies have to implement new tools. Klaipėdos vanduo will implement the third stage, if necessary, it will help. After the change of government, the situation should change as well, perhaps the approach will be less careless. The municipality should</p>		



	<p>implement all functions.</p> <p>It is a mistake that businesses are allowed to set up next to residential houses (they appeared later than the houses). They should move out of the city.</p> <p>R10. The situation will not improve. Funds and tests are necessary. People should take action.</p> <p>R11. Nothing will change if the people will not be heard, and the issues will not be solved adequately. Until the minister of the environment, the team, and the Klaipėda municipality administration's attitudes change (nothing will). It all depends on the controlling institutions.</p> <p>The Ministry of Environment issues a pollution permit. The control is very poor. Or it is not enforced by the people who can ban the production activities.</p>		
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	<p>R12. There must be control. There are many institutions and little control. Non-governmental organizations can (help improve the situation). But the community can't get everywhere, we need big numbers like when L. had rallied people up; we need a leader.</p>		
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