

Program Services Mix Suggestions for FY 2023 (July 1, 2022 through June 30, 2023)

I. Introduction:

This document summarizes the service delivery goals of the Charles Village Community Benefits District (CVCBD) for fiscal year 2023 (July 1, 2022 through June 30, 2023).

II. Legal Restrictions:

The CVCBD and residents are subject to the laws of the State of Maryland and the laws and Ordinances of the City of Baltimore. Furthermore, a board of directors governs the CVCBD, while the Executive Director is responsible for the budget and staffing and monitors its expenditures and activities. Therefore, both parties understand that applicable state laws, city ordinances and laws, and Board resolutions and actions have precedence over any statement in this agreement.

The CVCBD and residents understand that the CVCBD's legal role (as described in Baltimore City Code Article 14 Special Benefits Districts) is to supplement or enhance existing City services and resident or property owners' legal responsibilities, not to replace them. Therefore, the parties understand that any service not specifically enumerated in this document as the CVCBD's responsibility is the responsibility of the property owner, resident, City, State and/or Federal government, depending on applicable laws.

III. Services:

The CVCBD will make every effort to provide the services listed below. However, weather, staffing, budget restrictions or other circumstances may force temporary delays or even permanent service cutbacks. Likewise, additional funding may enable service improvements.

A. Supplemental Community Safety Services

1. **Safety patrol program:** Operate a Safety Patrol Program of up to 132 man-hours of patrol weekly. Staff will consist of security guards who patrol either in pairs or individually, who may or may not be armed and who are deployed on days and times determined by crime reports.
2. **Community events:** Participate in community safety events such as Neighborhood Walkers on Patrol Program (NWOP) and National Night Out Against Crime.
3. **Community meetings:** Attend various community meetings and provide written and oral reports to attendees on the safety program.

-
4. **Safety Advisory Council:** Support the Safety Advisory Council and its subcommittees (Court Watch and Problem Housing).
 5. **Court Watch:** Attend court cases involving defendants accused of committing crimes in the district; advocate on behalf of CVCBD residents
 6. **Victim's assistance:** Follow up with residents who have been victims of crimes and assist them as much as possible working with the Northern District Police, the State's Attorney Office and other City departments.
 7. **Safety presence:** Provide a safety presence at neighborhood association and other meetings and at District events such as the Charles Village Festival as requested and as approved of by the Executive Director. CVCBD may ask neighborhood associations or local organizations to pay the costs involved.
 8. **Additional funding:** Explore funding opportunities to develop and distribute safety education materials and to organize and conduct workshops on safety issues.
 9. **Data analysis, presentation, dissemination:** Analyze statistical data about all the activities of the Safety Program; publish performance information on the CVCBD's website and provide monthly reports to the CVCBD Program Committee and the community. During the FY '23 year, the focus will be to perform these responsibilities with in-house labor.
 10. **Liquor Board Hearings:** Follow-up on Board of Liquor License Commissioners for Baltimore City (BLLC) citations and work with BLLC, residents, and business to develop plans for citation resolutions. Attend BLLC hearings and advocate for the safety and security of the CVCBD catchment area.
 11. **Baltimore City Police Department Liaison:** Serve as a liaison between the Baltimore City Police Department and the community; relaying pertinent information to police on behalf of the community and disseminating information necessary information to the community from the police; advocating for resources and support from BPD when necessary and requested by the community.

B. Supplemental Sanitation Services

1. **Sweeping:** Sweep every residential area sidewalk and gutter at least 2 times weekly; sweep every business area sidewalk and gutter 3 times weekly. The business areas are in Waverly Main Street, 25th Street and parts of North Charles and Saint Paul Streets. "Sweeping" includes removing trash and debris from public area sidewalks and gutters, cleaning sewer wells and storm drains, removing large litter from tree wells, and hauling the trash to city solid waste disposal facilities. (CVCBD will sweep *only the public areas* of sidewalks and gutters. Private property begins at the bottom of the first step of the property's stoop or the bottom of the first step into the property's front yard.)
2. **Bulk trash removal and alley maintenance:** Routinely inspect the alleys and remove reasonable quantities of un-upholstered bulk trash at least twice per week, subject to enumerated individual item weight limitations and other safe handling considerations. This service does not include removal of tires, toxic waste materials, paint, construction rubbish or commercial trash. Also, maintain the public access areas of the alleys at least

-
- weekly. “Maintaining” means removing large trash debris (i.e. newspapers, cups, cans, etc.) as necessary (not sweeping), and removing large weeds time permitting.
3. **CVCBD residential area trash cans:** Inspect every CVCBD trash can in residential areas daily seven days a week; service as needed or at least once a week.
 4. **CVCBD business area trash cans (daytime service):** Inspect every CVCBD trash can in business areas twice daily (7:30 am – 4:30 pm) seven days a week. Evaluate can locations and determine if there is an opportunity to service cans owned by other entities as part of a fee-based service.
 5. **Fall leaf removal campaign:** Assist residents in the speedy removal of fallen leaves from public areas in the fall season by contracting seasonal leaf removal services or by hiring seasonal sanitation staff. Investigate whether there is an opportunity to develop a youth works program in conjunction with the fall leaf program.
 6. **Rat abatement:** Monitor the rat abatement contractor’s scope of work to ensure compliance with the rat-baiting contract and to assess effectiveness of the program implementation. Collect and publish data regarding the contractor’s work. Closely monitor whether there are any ways to streamline the program with the goal of cost savings.
 7. **Dog Waste Stations:** Maintain 13 dog waste stations located in Old Goucher and Harwood emptying trash receptacles at least weekly and replenishing bags as needed. During FY ’23, the dog waste stations will be audited, and a plan will be developed to ensure that stations are located throughout the district. Evaluate the possibility of supporting an alternate type of dog waste station that will encourage recycling of consumer bags.
 8. **Data collection, analysis, presentation, dissemination:** Collect statistical data about all the activities of the Sanitation Program; publish performance information on the CVCBD’s website and provide monthly reports to the CVCBD Program Committee and the community. During the FY ’23 year, the focus will be to perform these responsibilities with in-house labor.
 9. **Additional Funding:** Explore funding to develop additional sanitation education materials and sanitation resources, to make them available to community organizations, to distribute them to targeted trouble areas, and to provide resident training.
 10. **Fee for service contracts:** Fulfill obligations under fee-for-service contracts for special events. Also, provide basic sanitation services for community events as requested. Fulfill obligations under long-term service contracts to businesses, associations, or other entities within the District.
 11. **Communication with City:** Communicate regularly with the City Department of Solid Waste and City Code Enforcement.
 12. **Community meetings:** Attend various community meetings and provide written and oral reports to attendees on the sanitation program.
 13. **Sanitation Council Meetings:** Facilitate quarterly sanitation council meetings with city agencies and neighborhood leaders to discuss sanitation improvement plans.

C. Promotion, Marketing, Amenities, Park, Recreational and Outreach Services

1. **Parks and public spaces:** Routinely inspect public parks and similar public spaces. Report needed trash removal and grass mowing to the Baltimore City Department of Public Works or Baltimore City Department of Recreation and Parks, as appropriate.
2. **CVCBD events:** Assist in the development, planning, and organization of regularly scheduled CVCBD events such as the spring CVCBD Public Hearing on the Financial Plan and fall CVCBD Meeting and Quad Representative Election.
3. **Community events:** Assist in the development/organization of regularly scheduled safety and sanitation events such as “National Night Out against Crime,” “Night Out for Liberation and Safety,” “Jack-O-Lantern Jamboree,” “Light Up The Night,” and the “Mayor’s Clean Up”.
4. **Communications:** Develop Newsletters, Flyers, Posters, Brochures: Develop and publish online newsletters (spring and fall editions), and other flyers, posters, brochures, booklets, etc. that may be needed from time to time to advertise CVCBD events and to promote the District. Maintain the CVCBD’s website, keeping it up to date and informative. Regularly update and maintain the CVCBD Facebook, Instagram, and Twitter pages. Advertise CVCBD events and promote the district on Facebook, Instagram, and Twitter and area Next Door sites.
5. **Community projects:** Promote or develop community greening, art, historic preservation, and beautification projects, as facilitated by grant funding, volunteer participation, and coordinating organizations.
6. **Ambassador Program:** Support the education of residents and businesses through the bi-annual Ambassador Program. Provide instruction on Mental Health First Aid, Composting, Mediation, and Community Engagement. Ambassadors will then be able to plan and execute an event in their community, be responsible for disseminating relevant community information and providing regular feedback to the Benefits District for evaluation of programming.
7. **Local Resources:** Manage a database of local resources that include access to food, housing, shelter, direct care services, and other supports; follow-up directly with those individuals in need of services and connect them to those services; maintain relationships with staff of organizations and distribute information to the community on available resources when necessary.
8. **Reggie Parker Community Impact Grant:** The grant provides financial support for specific programs, projects, and events that seek to improve safety and justice initiatives and improve the quality of life for our community residents and businesses. It is also important to note that our safety program is centered on the belief that everyone deserves to feel safe and that it is best accomplished through intentional engagement, thus non-policing approaches are highly encouraged.