



Charles Village Community Benefits District
"Keeping Charles Village Safe and Clean"

Program Services Mix FY 2018
(July 1, 2017 through June 30, 2018)

I. Introduction:

This document summarizes the service delivery goals of the Charles Village Community Benefits District (CVCBD) for fiscal year 2018 (July 1, 2017 through June 30, 2018).

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, approves its annual 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: As funded by surtax, grants, and service contracts, operate a Safety Patrol Program of up to 84 hours of patrol weekly. Staff will consist of off duty police officers who carry regulation police firearms, and patrol in regulation police vehicles on days and times determined according to crime reports and by the terms of service contracts.
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 Northern District Police 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 collection:** Collect 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.

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. 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 five 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) *five* days a week, Monday through Friday; service as needed.
5. **CVCBD business area trash cans (evening service):** Inspect every CVCBD trash can in business areas twice during the evening (4 pm – 9 pm) *seven* days a week; service as needed.
6. **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.

7. **Crab grass removal:** Assist residents to the extent possible in the speedy removal of crab grass and weeds from intersection gutters and sewers in the spring and summer. (The CVCBD does not remove crab grass and weeds from centers of blocks, sidewalks, tree wells, or private property.)
8. **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.
9. **Data collection:** 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.
10. **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.
11. **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.
12. **Communication with City:** Communicate regularly with the City Department of Solid Waste and City Code Enforcement.
13. **Community meetings:** Attend various community meetings and provide written and oral reports to attendees on the safety program.

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" 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. Develop and distribute a weekly "Crime Alert" and additional flyers and posters as needed to advertise safety related news and activities. Maintain the CVCBD's website, keeping it up to date and informative. Regularly update and maintain the CVCBD Facebook and Twitter pages. Advertise CVCBD events and promote the district on Face Book, 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.