

**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. Operate a Safety Patrol Program: As funded by surtax revenue, grants, and service contracts, operate a Safety Patrol Program of up to 84 hours of patrol per week. The program staff will consist of off duty police officers who carry regulation police firearms, and who patrol in regulation police vehicles on days and times determined according to crime reports and by the terms of service contracts.
2. Collect data regarding the effectiveness of the Safety Patrol Program and provide corresponding information to the CVCBD Program Committee and to the community on a monthly basis.
3. Support the Neighborhood Walkers on Patrol Program (NWOP).
4. Support the Safety Advisory Council and its subcommittees (Court Watch and Problem Housing). Support the Block Leader Program: CVCBD Staff will coordinate block leader recruitment and training with Greater Homewood Community Corporation.
5. Provide the community with follow up information on crimes committed in the District.

6. Explore funding opportunities to develop and distribute safety education materials and to organize and conduct workshops on safety issues.
7. Collect statistical data about all of the activities of the Safety Program and publish Community Safety Program performance information on the CVCBD's website.

B. Supplemental Sanitation Services

1. Sweep every residential area sidewalk and gutter at least 2 times per week, and sweep every business area sidewalk and gutter 3 times a week. The business areas are located 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 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. 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, clean the public access areas of the alleys at least twice per week. "Cleaning," means sweeping where necessary, and removing large weeds.
3. Inspect every CVCBD trash can daily; empty as needed or at least once a week.
4. 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.
5. 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.)
6. 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.
7. Routinely collect statistical data about the activities of the Sanitation Program and publish statistical charts and graphs on the CVCBD's website. Collect information on exceptional and actionable concerns about City trash collection.
8. 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.
9. 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.
10. Issue warning notices to sanitation offenders and work with Baltimore City code enforcement to address recurring sanitation infractions judged harmful to the community.
11. Communicate regularly with the City Department of Solid Waste and City Code Enforcement.

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

1. 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. 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. Assist in the development and organization of regularly scheduled safety and sanitation events such as “National Night Out against Crime” and the spring and fall “Mayor’s Clean Up”.
4. 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.
5. Develop and distribute a weekly “Crime Alert” and additional flyers and posters as needed to advertise safety related news and activities.
6. Maintain the CVCBD’s website, keeping it up to date and informative. Regularly update and maintain the CVCBD Facebook and Twitter pages.
7. Advertise CVCBD events and promote the district on Face Book, Twitter and area Next Door sites
8. Provide a 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.
9. Advocate Pedestrian Lighting Improvement and Maintenance, Sidewalk Repair, and Tree Services.
10. Promote or Develop Community Greening and Park Projects. Explore funding opportunities for each of the following project areas:
 - Identify greening and park opportunities, volunteers, and funding sources and assist in promoting or organizing community greening projects, including but not limited to parks, produce gardens, and ornamental plantings.
 - Coordinate establishment of dog-friendly parks or exercise areas. These areas will be in addition to existing parks, so as not to encroach on dog-restricted parks.
 - Support revitalization or establishment of a playground or recreational park.
 - Coordinate new tree well requests, tree well expansion requests, stump grinding requests, tree planting requests, and tree care requests. Support tree planting and tree care as also supported by Charles Village Tree Stewards; grant funding, Tree Baltimore, the Baltimore City Forestry Department and the Department of Public Works, volunteer participation, and coordinating organizations. Tree care includes watering new trees where water is not otherwise accessible.
11. Promote community art projects involving residents and visible spaces, as facilitated by grant funding, volunteer participation, and coordinating organizations.
12. Explore supporting community improvement projects encouraging beautification or historic restoration, as facilitated by grant funding, volunteer participation, and coordinating organizations.