



**CHARLES VILLAGE COMMUNITY BENEFITS DISTRICT**  
*"KEEPING CHARLES VILLAGE SAFE AND CLEAN"*

**~ *BASELINE SERVICES AGREEMENT WITH THE COMMUNITY* ~**

**July 1, 2011 through June 30, 2012**

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**I. Introduction**

This document summarizes the minimum service delivery goals of the Charles Village Community Benefits District Management Authority (Authority) within the 100 square block area of Baltimore known as the Charles Village Community Benefits District. It enumerates the supplemental safety, sanitation and outreach services the Authority will provide to Residents of the District during the period from July 1, 2011 through June 30, 2012.

**II. Legal Restrictions**

The Authority and Residents are subject to the laws of the State of Maryland and the laws and Ordinances of the City of Baltimore. The Authority is furthermore governed by a Board of Directors that reviews and 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 Authority and Residents understand that the Authority'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, any service not specifically enumerated in this document as the Authority's responsibility is understood to be that of the property owner, resident, City, State and/or Federal government, depending on applicable laws.

**III. Services**

The Authority will, to the best of its ability, provide at a minimum the services described below for Residents. However, it is understood that weather, staffing, budget restrictions or other circumstances may force temporary delays or even permanent service cutbacks. Staff time will be allocated so as to provide services wherever needed and to achieve the level of services listed below.

## **A. Supplemental Sanitation Services:**

### **The Authority will:**

#### 1. *Sweep the Streets:*

Sweep every street in the District at least 2 times per week. "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 collected trash and debris to city solid waste disposal facilities. (The Authority will only 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. *Remove Bulk Trash:*

Routinely inspect the alleys, and remove large bulk trash (see list of exceptions on next page) at least twice per week.

#### 3. *Empty Trash Baskets:*

Inspect every CVCBD trash basket daily and empty as needed or at least once a week.

#### 4. *Remove Fall Leaves:*

Assist Residents in the speedy removal of fallen leaves from public areas in the fall season by hiring additional sanitation staff.

#### 5. *Alley Cleaning:*

Clean the public areas of the alleys at least one per week. "Cleaning" means removing litter and small bulk trash, sweeping where necessary, and removing large weeds.

#### 6. *Remove Crab Grass and Weeds:*

Assist residents to the extent possible in the speedy removal of crab grass and weeds from the gutters, corners and sewers in the spring and summer by hiring additional sanitation staff for several weeks. (The Authority will not remove crab grass and weeds from sidewalks, tree wells or private property.)

#### 7. *Collect and Publish Data:*

Routinely collect statistical data about the activities of the Sanitation program and publish statistical charts and graphs on the Authority's website.

8. *Grime Alert and other publications*

Develop and distribute a “Grime Alert” and additional flyers and posters that may be needed from time to time to advertise sanitation related news and activities.

9. *Inspect Public Parks:*

Routinely inspect public parks and other such public spaces; report needed trash removal and grass mowing to the DPW and/or Parks and Recreation.

10. *Provide Fee Based Sanitation Services for Special Events:*

Fulfill obligations under fee-for-service contracts. Also, provide basic sanitation services for community events as requested. Neighborhood associations may be asked to pay staff costs for this service at the rate of \$20 per staff hour.

**The Authority is not permitted to:**

1. Remove garbage and other materials from private property (see definition above in #1) unless under a separate “fee-for-service” contract to do so.
2. Remove large furniture, appliances, tires, construction materials, toxic and hazardous waste, trees, large tree branches, or cloth covered items (such as sofas, mattresses or box springs) infested with fleas or bed bugs.
3. Issue Sanitation Citations or collect fines.

**B. Supplemental Community Safety Services:**

**The Authority will:**

1. *Support the Neighborhood Walkers on Patrol Program*

Organize and provide support for the Neighborhood Walkers on Patrol Program (NWOP).

2. *Support the Safety Advisory Council and its Crime Watch Program*

Provide support for the Safety Advisory Council and its subcommittees (Court Watch and Problem Housing) and take the lead in developing, monitoring and publishing data regarding the SAC Court Watch Program.

4. *Provide “crime follow up”*

Provide the community with follow up on crimes committed in the District and develop and implement a “Victims’ Assistance” support program for residents who have been victims of crime.

5. *Provide educational services*

Develop and distribute safety education materials to the community including organizing and conducting workshops on safety issues

6. *Issue "Crime Alert" and other publications*

Develop and distribute a weekly "Crime Alert" and additional flyers and posters as needed to advertise safety related news and activities.

7. *Support Community Meetings*

Provide a security presence at the beginning and the end of neighborhood association and other community-related meetings held in the District, and at District events such as the Charles Village Festival as requested and approved of by the Executive Director. Neighborhood associations or local organizations may be asked to pay the staff costs involved in providing this service.

8. *Collect Data*

Routinely collect statistical data about the activities of the Community Safety program and publish statistical charts and graphs on the Authority's website.

**The Authority is not permitted to:**

1. Make arrests.
2. Carry weapons or handcuffs.
3. Issue tickets or citations or collect fines.

**C. Joint Sanitation and Community Safety Services**

1. *Rat Abatement Project*

The Supervisor for Sanitation will take the lead in monitoring the rat abatement contractor's scope of work (Regional Pest Management -RPM) to ensure compliance with the contract; will collect and publish data regarding RPM's work, and will conduct at least 4 educational workshops and/or presentations to the community on "what residents can do to assist in rat abatement".

2. *Security Camera Project*

With advise from the Executive Director and Program Committee, the Coordinator for Community Safety will take the lead in developing a Pilot Security Camera Project; write applications for funding and implement and monitor if funded including regular reports to the community.

3. *Block Leader Program*

The Coordinator for Community Safety (and the VISTA volunteer) will take the lead in developing and implementing a “Block Leader” program including a workshop to train block leaders. The goals are to: enlist and train at least 20 new block leaders by June 30 2012, and to conduct at least one activity in each of the following safety and sanitation categories working with the new Block Leaders: Community cleanup and greening of abandoned lots, Neighborhood Walkers on Patrol, Adoption of common green spaces as public gardens, Light Up the Night porch-light project, Tree wells cleaning and maintenance.

**D. Outreach and Communications Services:**

**The Authority will:**

1. *Website Maintenance and Email Alerts*

Maintain the Authority’s website, keeping it up to date and informative. Circulate via email a weekly “Crime Report”, and a monthly “Grime Report” (see above). Regularly update and maintain the CVCBD Facebook and Twitter pages.

2. *Assist in Developing and Coordinating CVCBD Meetings*

Assist in the development and organization of regularly scheduled Authority events such as the spring and fall CVCBD Meetings.

3. *Assist in Developing and Coordinating Community Events*

Assist in the development and organization of regularly scheduled neighborhood events such as “National Night Out” and the spring and fall “Mayor’s Clean Up”.

4. *Develop Newsletter, Flyers, Posters, Brochures*

Develop and distribute newsletters (spring and fall editions), and other flyers, posters, brochures, booklets, etc. that may be needed from time to time to advertise the above activities and to promote the District.