

Ednor Gardens – Lakeside Community Association

Membership Meeting - Tues, March 21, 2017, 7:30pm

Our Saviour Lutheran Church

1. Call to Order and Welcome

2. Invited Guests

- Morgan Community Mile Initiative Update – Mr. Ellis Brown – ellis.brown@morgan.edu
 - Morgan Mile partners with neighborhoods within 1 mile of the University to see how Morgan can be good neighbors
 - Northwood Plaza Shopping Center Update
 - Currently 3 owners – Morgan State (9 acres), BP Gas Station Owner, Owner of other 14 acres
 - Morgan and the State of Maryland has invested 80 million dollars in each of their new buildings on the site.
 - Hillen Road Association and other neighborhood associations are not in favor of students living on the site. The new plan is to have the shopping plaza redeveloped as a single story retail complex without housing
 - Currently, they do not have a new grocery store – Rite Aid is already there and most grocery stores want a pharmacy. McDonalds will continue to be there.
 - Question asked about interest in a Co-op supermarket
 - To give input, visit <http://communitymile.morgan.edu/?cat=24>
 - Way to get involved in the Morgan Mile – housing program, discount program, taking part in Morgan's 150th Anniversary Celebrations, attending shows on campus (The Wiz will be opening soon)
 - June 23 – The Pearl Lab research center in Calvert County – trying to develop a Morgan Oyster – neighborhood is invited to attend.
- Tree Planting Project – Valerie Rupp, Parks and People Foundation – Valerie.rupp@parksandpeople.com
 - Tree Canopy Goal – Double tree canopy to get us to 40% by 2030
 - The city has funding to plant trees in EGL.
 - City forestry will begin to do some on the ground surveying this fall
 - Few opportunities –
 - City has the authority to plant a tree in any right of way. People will have the opportunity to decline a tree
 - Tree Captains – looking for people to canvas neighborhood and put door hangers on houses that have been designated for a tree.
 - Two years of maintenance for each tree will take be paid for by the initial funding. After two years, the trees will be rolled into a proactive maintenance program
 - Apartment complexes are also eligible
 - Trees will be selected carefully to avoid issue with roots and cement damage.
 - **Tree Captain training will take place on March 25th at 12:30pm at the corner of Monterrey Road and Chestnut Hill (Community Garden) after Community Pitch-In Day and BBQ.**
 - Tree Baltimore Program – City will also do some giveaways of trees for yards. More info to come.

- MTA Update - Tyrone Parker, Bus WorkGroup 14
 - MTA has not responded to our revisions to Draft 3 yet
 - In June
 - #3 bus becomes GREEN line
 - #36 becomes Local Link 53 – will terminate at North Avenue Light Rail Stop. Will be required to make a transfer
 - #22 stays the same
 - Bus Stops still have not been made public
 - There is still a round of decisions from the MTA that we have not heard yet
 - Track what your trip will be like in June - <https://mta.maryland.gov/baltimorelink/interactive-tools/trip-planner>

- Baltimore City Police NE District Update
 - Crime Statistics – 2/18/17 to 3/18/17

Type	Number
Robbery	8
Burglary	1
Larceny	6
Auto Theft	2
Common Assault	1
Other offenses	9
TOTAL	27

- Arrests made in several cases. Court dates will be shared
 - Loch Raven speeding complaints – digital signage has been installed and Loch Raven is a likely location to reintroduce speed cameras
 - 4 students from MERVOL arrested for stealing packages
 - 3709 Yolando – footage of a garage getting broken into – Housing department may be able to board up the garage (owner is not on site)
- Healthy Neighborhood Update – KC Kelleher, Strong City Baltimore – kkelleher@strongcitybaltimore.org
 - Low interest mortgage program – information is on the handout about home improvement and renovation loans
 - Neighborhood institute – flyer provided

3. Review Bylaws

- A copy of the old (original) bylaws for the Ednor Gardens – Lakeside Civic Association was discovered – as a result, discussion was tabled so that the prior document can be reviewed.

4. Street Light Update

- Community Association conducted a safety walk of the neighborhood and submitted at least 30 locations for new streetlights to the Mayor's Office.

5. Board Updates:

- Community Pitch-in THIS Sat, Mar 25, 2017 from 8am – 12pm at Chestnut Hill & Monterey Rd Community Garden
- Community BBQ at Community Garden after Community Pitch-in, Sat, Mar 25, 2017 starting at 12:30pm
- Tree Captain Training at Community BBQ Sat, Mar 25, 2017 starting at 12:30pm; for info: <https://goo.gl/forms/0d7EgNVuenKo5S7k1>
- Block Captain Recruitment and Info Sessions: 7 – 8pm Mon, Apr 24, Tues, Apr 25 OR Wed, Apr 26 at 3815 Yolando Rd
 - Pilot project to go door to door to put out a call block captain volunteers
 - Connect every single household to the resources of the Community Association so that we can better support our neighbors
 - Targeted Pilot Blocks – Elkader (3600 block), Chestnut Hill (900 block), Rexmere (3600 block); McKewin (900 block), Kimble & Chestnut Hill (3700 / 3800 block), Ednor (3900 Block), Yolando (3900 block), Lakeside (1500-1700 blocks), Monterrey (3600 block), Oakridge (1500 block), E 36th (1500 block), Tivoly (3500), Tunlaw (1500), Medford (1500), Greendale (1500), E 33rd (1300), The Alameda (3300)
 - Let us know if you know of an existing block captain so we can reconnect with them
- Community Signs – some of the first community signs in Baltimore as neighborhood signs
 - Signs are aging
 - We are looking for ways to reinforce signs in the short term and starting to explore long term solutions
 - If you are handy, know someone who is handy or have ideas about how to refurbish signs, please contact Ednor Gardens – Lakeside Exec Board
- Garden Tours – Looking at bringing back garden tours – if you have any information, please contact Ednor Gardens – Lakeside Exec Board
- Sat, Apr 29
 - Mayor's Fall Cleanup (volunteers needed)
 - Strong City Baltimore Neighborhood Institute
- Finance & Membership Update For additional information, contact Arthurine at Treasurer@ednorgardenslakeside.org - \$2000 including \$500 from current years due (plus additional funds collected tonight)
 - If you have not filled out the membership survey, please go to www.ednorgardens.org and complete the form
 - Germaine Bradshaw – Liaison officer from Department of Public Works for Ednor Gardens – Lakeside – will be back to discuss water bills – germaine.bradshaw@baltimorecity.gov
- Sheila Olin hosted a meeting at her home to discuss safety – conversations continue –
 - Email safety concerns or reports to safety@ednorgardenslakeside.org
 - A robbery/violent crime did occur today and within a few hours, over 40 e-mails were shared between civic leaders, neighboring community associations and BCPD.
 - Working to find solutions – please share your ideas.
- Email Housing questions, concerns our highlights to housing@ednorgardenslakeside.org

6. Committee Update & Recruitment

- Volunteers Needed!
 - Newsletter Editor
 - Graphic Designer – Logo
 - Tree Captains: <https://goo.gl/forms/0d7EgNVuenKo5S7k1>
 - Housing Committee Chair
 - Events Committee Chair
 - Youth Committee: Amy Greensfelder, Chair - amy.greensfelder@gmail.com
 - Committee will support the work of the block captains over the next few months in the hopes of increasing membership.

- Amy is hosting the Waverly Village Fair committee meeting on Sunday, March 26th at 2pm at her house – 3618 Yolando Road
- Citizens on Patrol – Brian Wieser, Coordinator – please contact Brian if you have interest in joining or rejoining C.O.P. - Weiser.brian@gmail.com or on NextDoor or phone 610-406-3212
- Sat, Apr 8: Youth Employment Fair from 11am – 4pm at 3009 Greenmount Ave email Erika Brown ebrow118@jhu.edu for additional info or to volunteer

Board Members:

Shane Bryan – President	President@ednorgardenslakesid.org	605-730-1294
Steve Holt - 1 st Vice President	VP1@ednorgardenslakeside.org	
Liana Washburn - 2 nd Vice President	VP2@ednorgardenslakeside.org	
Michael Puma – Secretary	Secretary@ednorgardenslakeside.org	
Arthurine Walker – Treasurer	Treasurer@ednorgardenslakeside.org	
John W. Vaughters – Sargent at Arms	SargentatArms@ednorgardneslakeside.org	
Anthony Angion – Ednor Gardens Representative	EdnorGardensRep@ednorgardenslakeside.org	
Sara Artes – Lakeside Representative	LakesideRep@ednorgardenslakeside.org	

**Next Meeting: Tuesday, May 16 at 7:30pm,
Our Saviour Lutheran Church (Doors open at 7pm)**

Meeting Minute Attachments:

- Community Resources and Information
- Proposed bylaws (discussion tabled until later meetings)
- NorthEast Citizens Patrol – “How to Decrease the Likelihood of Being a Robbery Victim”
- Ednor Gardens Community Pitch-In Flyer
- MTA Proposed Changes to 36 Bus (LocalLink 53) and 3 Bus (Citylink GREEN)
- Strong City Baltimore Health Neighborhoods in Central Baltimore Loan and Grant Info
- Strong City Baltimore 10th Annual Neighborhood Institute Community Building Conference Flyer
- Department of Public Works Information
 - Mayor’s Spring Clean-Up Flyer
 - Fact Sheet – Baltimore’s New Billing System
 - Small Haulers Program, F.A.Q.
 - Clean Drain Campaign Flyer
 - Clean Drain Campaign Pledge Drive Instructions
 - FOF: Fat’s, Oils and Grease: From the Pan to the Can
 - Personal Training on Customer Self Service Web Portal Information

Community Resources & Information

EGLS Community Pitch-ins

The Ednor Gardens - Lakeside Community Association has scheduled the below dates and locations for Community Pitch-ins. The Department of Public Works will provide a rolloff dumpster from 8am - 12 noon.

- Saturday, Mar 25 @ Chestnut Hill Ave & Monterey Rd
- Saturday, June 17 @ Tivoly Ave & Oakridge Rd
- Saturday, September 23 @ Chestnut Hill Ave & Monterey Rd
- Saturday, December 2 @ Tivoly Ave & Oakridge Rd

Trash & Recycling

West of The Alameda

7. Trash – Tuesdays
8. Recycling – Thursday

East of The Alameda

9. Trash – Wednesday
10. Recycling – Friday

Schedule bulk trash collection via 311 app or calling 311.

Street Sweeping Schedule

- Odd sides of the street – 3rd Wednesday of the Month
- Even side of the street – 4th Wednesday of the Month

If you would like to request a customized cardboard sign for your street's exact sweeping day, which you can display to remind your neighbors or visitors to move their car, please call 311 to make the request.

Retrofit Baltimore by Civic Works

Retrofit Baltimore, a program of the nonprofit Civic Works is your community resource to make your home more comfortable, healthy, and energy-efficient while saving money on your utility bills with a whole-house energy upgrade. The Retrofit Baltimore Solar Co-op can also help you take control of your utility costs and save up to 20% on the cost of going solar. Your personal Retrofit Energy Advisor will walk you through each step of the process and connect you with a vetted and screened contractor. Call [410-929-6139](tel:410-929-6139) or visit www.retrofitbaltimore.org to learn more and sign-up!

311 Baltimore

Baltimore 311 enables real-time collaboration with citizens, 'deputizing' mobile users to become the city's eyes and ears. Citizens report potholes, graffiti, and other issues from anywhere in the city using their mobile phone.

Download the app for your phone or go online: <http://www.baltimorecity.gov/311-services>.

Elected Representatives

Baltimore City District 14

- Councilwoman Mary Pat Clarke marypat.clarke@baltimorecity.gov (410) 396-4814

Maryland District 43

- Delegate Curtis S. (Curt) Anderson curt.anderson@house.state.md.us (410) 841-3291
- Delegate Maggie McIntosh maggie.mcintosh@house.state.md.us (410) 841-3407
- Delegate Mary Washington mary.washington@house.state.md.us (410) 841-3476
- Senator Joan Carter Conway joan.carter.conway@senate.state.md.us (410) 841-3145

MD's 7th Congressional District

- Representative Elijah Cummings' Baltimore City Office (410) 685-9199

Maryland Senators

- Senator Benjamin Cardin's Baltimore Office (410) 962-4436
- Senator Christopher Van Hollen, Jr. (202) 224-4654

BYLAWS
OF
EDNOR GARDENS – LAKESIDE COMMUNITY ASSOCIATION

ARTICLE 1 – NAME

SECTION 1. This organization shall be known as The Ednor Gardens – Lakeside Community Association [hereinafter the Association]

ARTICLE 2 – OBJECTIVE

SECTION 1. The objective of the Association shall be to enhance the livability of our neighborhood by working to create an inclusive, beautiful, safe and healthy environment.

ARTICLE 3 – OFFICE

SECTION 1. The Association's principal office shall be at P.O. Box 7204 Baltimore MD 21218. The Executive Committee may designate another location at its discretion.

ARTICLE 4 - BOUNDARIES

SECTION 1. The boundaries of the Association shall be the area encompassed by Ellerslie Ave at E 33rd Street north to Argonne Drive, east to The Alameda, south until merge with Loch Raven Blvd, north to Roundhill Rd, east to Hillen Rd, south to E 33rd Street and west to Ellerslie Ave.

ARTICLE 5 – FISCAL YEAR

SECTION 1. The fiscal year shall begin on January 1st and end on December 31st or such other dates as may be required by law.

ARTICLE 6 – MEMBERSHIP

SECTION 1. The term of membership shall coincide with the Association fiscal year regardless of the date on which membership dues are paid. New Members may join at any time by submitting a membership form and paying annual membership dues. Existing Members can renew at any time by submitting a membership form and paying annual membership dues. Existing Membership will not lapse until the first membership meeting of the year at which time Members have the opportunity to renew membership.

SECTION 2. Membership in the Association shall be open to all persons aged sixteen or older residing within the boundaries, as defined in Article 4 above, of the Association and upon payment annual membership dues.

SECTION 3. Any non-resident person, or persons, owning property or operating a licensed business or non-profit institution, within the area encompassed by the Association, and in conformity with the objective of the Association, may designate one representative to become a Member of the Association upon payment of the annual membership dues.

SECTION 4. Membership dues are \$15 per household and must be paid annually. In the event of hardship, at the request of the Treasurer, the Board may excuse a Member from paying dues.

SECTION 5. Each Member must be listed on the Membership form for their residence and shall have one vote. There shall be no proxy voting.

SECTION 6. A Member may terminate a membership if the Member sends written notice to the Board of Directors of the President. A membership will automatically be terminated if a Member does not meet the Membership Requirements.

SECTION 7. Membership shall entitle Members to participate in the programs of the Association, elect the Board of Directors of the Association, adopt and amend these Bylaws and vote on those issues referred by the Board of Directors for a Membership vote.

ARTICLE 7 – BOARD OF DIRECTORS

SECTION 1. Roles: The management of the Association shall be vested in a Board of Directors (hereinafter, “Board”).

SECTION 2. Board Composition: There shall be no more than 15 persons and no less than 5 persons. There shall be the following positions: President, Vice President(s), Treasurer, Secretary, Sergeant at Arms, Ednor Gardens Representative, and Lakeside Representative. There may be any such Assistant Treasurers and/or Assistant Secretaries as the Board may see fit.

SECTION 3: The Directors shall have the authority and responsibility delegated by the Board as follows:

- a. The President shall preside at and conduct all meetings of the Members and the Board of Directors. The President may sign all contracts and agreements in the name of the Association after the Board has approved them, serve as the representative of the Association in meetings and discussions with other organizations and agencies, and otherwise perform all of the duties that are ordinarily the function of the office, or that are assigned by the Board.
- b. The Vice-President(s) shall perform the duties of the President if the President is unable to do so or is absent; perform such other tasks as may be assigned by the Board and, at the request of the President, assist in the performance of the duties of the President. In the event that the office of the President becomes vacant, the first Vice-President shall automatically become President.
- c. The Secretary shall keep accurate records and minutes of all meetings of the Association; make available copies of the minutes of the previous meeting and distribute them in advance of each meeting; cause to be delivered all notices of meetings to those persons entitled to vote at such meetings; maintain the minutes of the Association and a current listing, with contact information, of the Directors and Members; and maintain a current membership roster and make such roster available at all meetings where votes may be taken.
- d. The Treasurer shall oversee the deposit of funds of the Association into the proper accounts of the Association; the recordation of all receipts and disbursements from such account or accounts; the preparation of the books and records of the finances of the Association; the preparation of financial reports of the accounts for each Board meeting; and the preparation and filing of all end of year financial reports and federal and state tax reports.
- e. The Sergeant at Arms shall maintain the order of all meetings of the Members and the Board of Directors, at the direction of the Presiding Officer.
- f. The Ednor Gardens Representative shall serve as a liaison to the Board of Directors for the area within the Association boundaries which is west of Loch Raven Boulevard, including sharing communications from the Board to residents within that area as well as representing the concerns of those residents in all meetings of the Members and the Board of Directors.
- g. The Lakeside Representative shall serve as a liaison to the Board of Directors for the area within the Association boundaries which is east of Loch Raven Boulevard, including sharing

communications from the Board to residents within that area as well as representing the concerns of those residents in all meetings of the Members and the Board of Directors.

- h. Other Officers holding positions created by the Board shall perform such duties as may be specified by the Board or by Officers given authority over them.

SECTION 4. Directors are individuals duly elected annually by the General Membership (see Article 6) of the Association and each Director shall hold office for a term of one year or until a successor is duly elected. No person shall serve more than four consecutive full terms in the same position on the Board of Directors. All Board Members shall hold their office until their successors are duly elected and qualified, unless that Board Member resigns or is removed.

SECTION 5. Board Leadership: By virtue of his or her office, the President of the Association shall function as Chairperson of the Board of Directors.

SECTION 6. Board Meetings: Meetings of the Board shall be held at least quarterly and may be scheduled more often by the President.

SECTION 7. Board Quorum & Decision Making: Fifty percent of Directors shall constitute a quorum for the transaction of business.

SECTION 8. Vacancies: A majority of the remaining Directors, whether or not sufficient to constitute a quorum, may fill any vacancy resulting from any cause.

SECTION 9. Absences & Removal: A Board Member may be removed from the Board if he or she misses more than three Board meetings during the course of the fiscal year without providing advance notice of such absences to the Board. A Board Member may be removed for other reasons by a majority vote of the entire Board of Directors.

SECTION 10: Resignation: A Director may resign only by submitting a written resignation to the President or to the other Directors, if the resigning Director is the President. All resignations shall be noted in the minutes of the Board meeting next occurring after the resignation.

ARTICLE 9 - ELECTIONS

SECTION 1. Overview of Procedures: Directors shall be elected by the Members as defined in Article 6. The elections process includes four basic steps, namely: 1) Nomination of candidates; 2) Selection of candidates; 3) Presentation of candidates; and 4) Voting.

SECTION 2. Nomination of Candidates: Nomination of candidates is coordinated by the Nominating Committee. The Chairperson of the Nominating Committee should open the call for nominations at the start of the fourth quarter of the fiscal year. He or she should publicize the call for nominations through as many media as possible, including, but not limited to, the Association newsletter.

Any Member may submit nominations. Nominations may be submitted in writing, electronically and/or verbally, at any time from the date on which the call for nominations opens, up to and including the day of the Annual Meeting as described in Article 10 Section 1. Nominations may be accepted from the floor on the day of the Annual Meeting.

SECTION 3. Selection of Candidates: The Nominating Committee also coordinates selection of the eligible candidates. In order to give Members a choice when electing their Officers for the coming year, the Nominating Committee should try to provide multiple candidates for each position.

The first step in the selection process is to evaluate the eligibility of each nominee. The second step in this process is to evaluate the qualifications of the nominees for the particular office. The final step in this process is to establish the willingness of the nominee to stand for election. Nominees who are found to meet basic eligibility and qualification criteria, and who have also affirmed their willingness to stand for election, will be considered eligible candidates.

SECTION 4. Presentation of Candidates: The Nominating Committee will present candidates to the Board before the end of the fiscal year. The list candidates will include each nominee's name and the position for which the nominee wishes to be considered. If time permits, the list of candidates will also be published in the newsletter.

SECTION 5. Voting: Voting shall take place during the Annual Meeting. Members are entitled to vote in elections so long as they are in good standing with the Association. Paper ballots displaying the name of, and the office sought by, each candidate shall be provided. Members entitled to vote shall indicate their selection directly on the ballot. In the event that there is a nomination from the floor on Election Day, space will be provided on the ballot so that a candidate's name may be written in. Each Member may only vote for one candidate for each position.

Ballots shall be cast in person at the Annual Meeting. Members entitled to vote will place their own ballots into the Ballot Box. The Ballot Box shall be examined by the General Membership before voting starts, and remains in full view of the Members during the entire voting procedure.

Ballots shall be counted by the Nomination Committee. The candidate who has received the majority of the votes cast shall be declared elected to the position.

ARTICLE 10 – MEETINGS

SECTION 1. Annual Meeting: The Annual Meeting shall be held in the month of January of each year or at such time as soon as practical thereafter as determined by the Board.

SECTION 2. Membership Meetings: Meetings of the Membership shall be held every other month starting in January on the third Tuesday of that month, in the months of January, March, May, July, September, and November. Meetings may be scheduled more often by the President.

SECTION 3. Board Meetings: Meetings of the Board shall be held at least quarterly and may be scheduled more often by the President.

SECTION 4. Special Meetings: Special Meetings of the Board or Membership shall be held at any time when called by the President or by at least three Directors. Businesses transacted at Special Meetings shall be confined to the purpose(s) of the meeting stated in the notice of the meeting.

SECTION 5. Notice of Meetings: Notice of meetings shall be in writing and delivered at least 5 days and not more than 30 days before the date of the meeting to all persons entitled to vote. Notice of a Special Meeting shall state the purpose(s), note that it is a Special Meeting, and may be given orally or in writing; notice of a Special Meeting must be given at least 48 hours prior to the meeting time.

SECTION 6: Voting/Quorum: Except as otherwise provided in these Bylaws, decisions shall be by vote of a majority of those present and eligible to vote at any meeting at which there is a quorum. A majority of the total number of Directors of the Association shall constitute a quorum at Board Meetings. Seven Members, not including the Directors, shall constitute a quorum at Membership Meetings. Each person eligible to vote shall have one vote. Votes may be cast only in person except as provided in Article 10 Section 7.

SECTION 7. Remote Participation: Directors may participate in Board Meetings and vote on matters discussed therein by means of conferencing telephone, video conference or similar communication equipment by means of which all persons participating in such meeting can hear each other at the same time. Participating by such means shall constitute in person presence of the Board member at the meeting.

ARTICLE 11 – COMMITTEES

SECTION 1. The Board may create such committees with such powers as it deems wise to have. The President shall appoint persons to chair and serve on those committees, including persons who are not Directors or Members of the Association. Committees shall report at least quarterly to the Board.

ARTICLE 12 – COMPENSATION

SECTION 1. The Directors of the Association shall serve without compensation for their services. They may be reimbursed for expenses reasonably incurred on behalf of the Association.

ARTICLE 13 – AMENDMENTS

SECTION 1. These Bylaws may be amended by a majority vote of the Members provided the proposed amendment(s) has (have) been submitted to the Members in writing with written notice of the meeting to decide on the proposed amendment(s) at least 5 days prior to the meeting date.

ARTICLE 14 – NONDISCRIMINATION

SECTION 1. The Association, Directors, Members and persons served by the Association shall be selected in a non-discriminatory manner with respect to age, sex, race, color, national origin, gender, sexual orientation and political or religious opinions or affiliations.

Adopted by the Membership the _____ day of _____, 20____.

I, the undersigned being Secretary of the Association, hereby certify the above is a true, complete and accurate copy of the bylaws adopted by the Membership.

Secretary

Date



NorthEast Citizens Patrol
5807 Harford Road
Baltimore, Maryland 21214
Phone : 410-444-2100
Email: mikehilliard@harbel.org
Website: www.necop.com

HOW TO DECREASE THE LIKELIHOOD OF BEING A ROBBERY VICTIM

- **A traffic light is a good visual of how alert you should be in public and private places**
 - Green:
 - You are relaxed and not particularly aware of your surroundings
 - Example: Sitting in your den or living room with the house locked up watching a Ravens or Orioles game.
 - Yellow:
 - You are alert and aware of your surroundings. You know who is in front, beside, and behind you.
 - ***You should be at this state of alertness whenever you leave your home***
 - You cannot be at this state of alertness if you are talking on a cell phone or listening to an I-Pod, as you are concentrating on your conversation or the music and not your surroundings. Also both cell phones and I-Pods are items often stolen by thieves.
 - Red: You are in a high state of alertness your adrenalin is flowing
 - Your adrenaline is pumping. You are very alert.
 - You would be at this state of alertness whenever you are under attack or afraid.
- **If you are attacked**
 - Make every attempt to flee
 - Scream and yell to draw attention to yourself and what is happening
- **Other robbery prevention tips**
 - One of the items most frequently taken recently in street robberies is smart phones, particularly I-Phones. Thieves tend to target individuals using smart phones in public. This is occurring for several reasons:
 - Smart phones are easily resold, as the previous users information can be deleted and the phone reprogramed for another number and user.
 - Victims using smart phones are not paying attention to their immediate environment. They are paying attention to their smart phone, and are easy prey.
 - Smart phones may contain information that enables the thief or another person to instigate an identity theft against the victim.
 - When you are in public, particularly on a public street, try to refrain from using your smart phone. Try to only use smart phones when you are in a relatively secure area such as: your office, a restaurant, or your home. When not in use, consider securing your cell phone on your person in a pocket or some type of holster.
 - People using their cell phones while sitting in their cars have been targeted as robbery victims. Try to refrain from using your cell phone while sitting in a parked vehicle.
 - Try to shop, go out in the evenings, or attend events with friends.
 - Criminals are less likely to commit a crime amongst a group of people.
 - Try to move about in well lighted areas.
 - As you approach someone look them in the eye and say hello. This tells the person I see you and I can describe you later if I need to.



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Phone : 410-444-2100
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- Be aware of your surroundings, and if you become suspicious of someone seek a safe haven in a public area, business, or the home of someone you know.
- Carjacking Prevention
 - To prevent being a victim of a carjacking, keep your car doors locked when you are operating your car.
 - Do not offer rides to or pick up people you do not know. They could potentially be carjackers.
 - Do not provide rides for hire if you are not a licensed cab, sedan, Uber, or Lyft service. This is called hacking, and it is illegal. People hacking have been victims of carjacking.
 - Always lock your vehicle when leaving it, this will prevent someone from entering an unlocked vehicle and carjacking your vehicle when you return to it.
 - If you are sitting in a parked vehicle, ensure the windows are up, the doors are locked, and the vehicle is running so that you can make a quick exit.
 - When returning to your vehicle, move as quickly as possible and immediately get into your vehicle and leave. Try not to loiter near your vehicle talking to other people.
 - If your car is struck from the rear, stay in the car. Keep your doors locked. Call the police. Wait for their arrival
- If your car is struck from the rear in a poorly lighted or remote area, drive to a well-lighted area. Call the police. Await their arrival.

When arranging to meet for online purchases such as those via Craig's List

- Meet in a public spot preferably where there are surveillance cameras or a larger number of witnesses around
- Do not bring cash with you – suggest paying with a certified check
- Do not allow the seller into your vehicle
- Tell a friend or family member where you are going and consider having them accompany you

Ednor Gardens – Lakeside Community Pitch-in & BBQ

Saturday, March 25

Chestnut Hill & Monterey Rd (Community Garden)

Community Cleanup/Pitch-in: 8am – 12pm

Community BBQ @ 12:30pm



The following cannot be placed in the roll-off: Building Materials (must be taken to one of Baltimore's five legal dumping locations, call 311 for locations), Household Appliances & Tires (must be scheduled to be picked up on your regular bulk trash day call 311 to schedule), Tire Rims (should be taken to a Junk Dealer), Household Hazardous Waste.

Additional Community Pitch-in Dates:

Saturday, June 17 @ Tivoly Ave & Oakridge Rd

Saturday, September 23 @ Chestnut Hill Ave & Monterey Rd

Saturday, December 2 @ Tivoly Ave & Oakridge Rd

Interested in volunteering as a group or on a group project? Email Shane via President@ednorgardenslakeside.org for additional information.



PROPOSED LOCALLINK 53



DRAFT

Route	53				
Type	LocalLink				
	Select Trips			All Trips	
From	SHEPPARD PRATT / HILLENDALE			HILLENDALE	
To	NORTH AVENUE LIGHT RAIL			NORTH AVENUE LIGHT RAIL	
Span	Weekday	4:00am-1:00am		4:00am-2:00am	
	Saturday	6:00am-11:00pm		4:00am-2:00am	
	Sunday	6:00am-11:00pm		4:00am-2:00am	
Frequency (Minutes)	Weekday	Early	60	30	
		AM Peak	30	15	
		Midday	40	20	
		PM Peak	30	15	
		Evening	60	30	
		Late Night	60	35-65	
	Sat	Day	60	30	
		Other Times	60	30-60	
	Sun	Day	60	30	
		Other Times	60	30-60	
Rail Stations Served	Metro	-		-	
	Light Rail	North Avenue		North Avenue	
	MARC	-		-	
CityLink Transfers		Green, Red, Gold, Silver		Green, Red, Gold, Silver	
Points of Interest Served		Sheppard Pratt Hospital, Towson Town Center, Goucher & Taylor, Morgan State University		Goucher & Taylor, Morgan State University	
Current Routes		3, 36		3, 36	
Description		LocalLink 53 will largely replace the current 36 line between North Avenue and Northern Parkway and the current 3 line between Taylor Avenue and Sheppard Pratt Hospital. Passengers traveling to downtown will be able to transfer to the CityLink Green along Loch Raven Boulevard/Kirk Avenue, the CityLink Red, CityLink Silver, and LocalLink 51 in Towson and on North Avenue, the Light RailLink at North Avenue Station, or the CityLink Silver at 33rd Street. This would force 1,300 transfers (2,700 boardings and 1,400 alightings). Most trips from downtown on this route will short turn at Goucher & Taylor. Select trips will continue to Sheppard Pratt Hospital.			



Maryland Department of Transportation



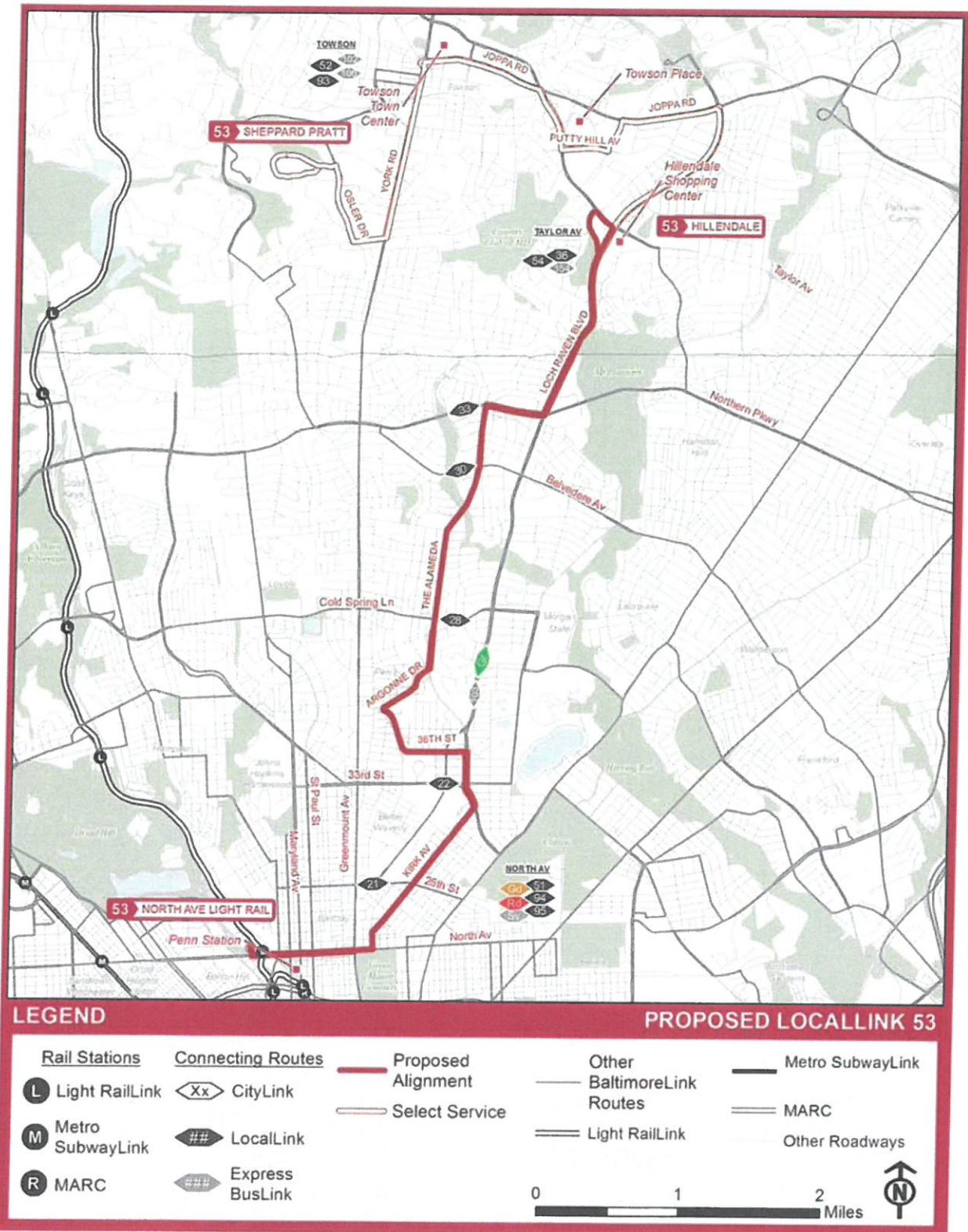
LINKING YOU

BALTIMORE





PROPOSED LOCALLINK 53

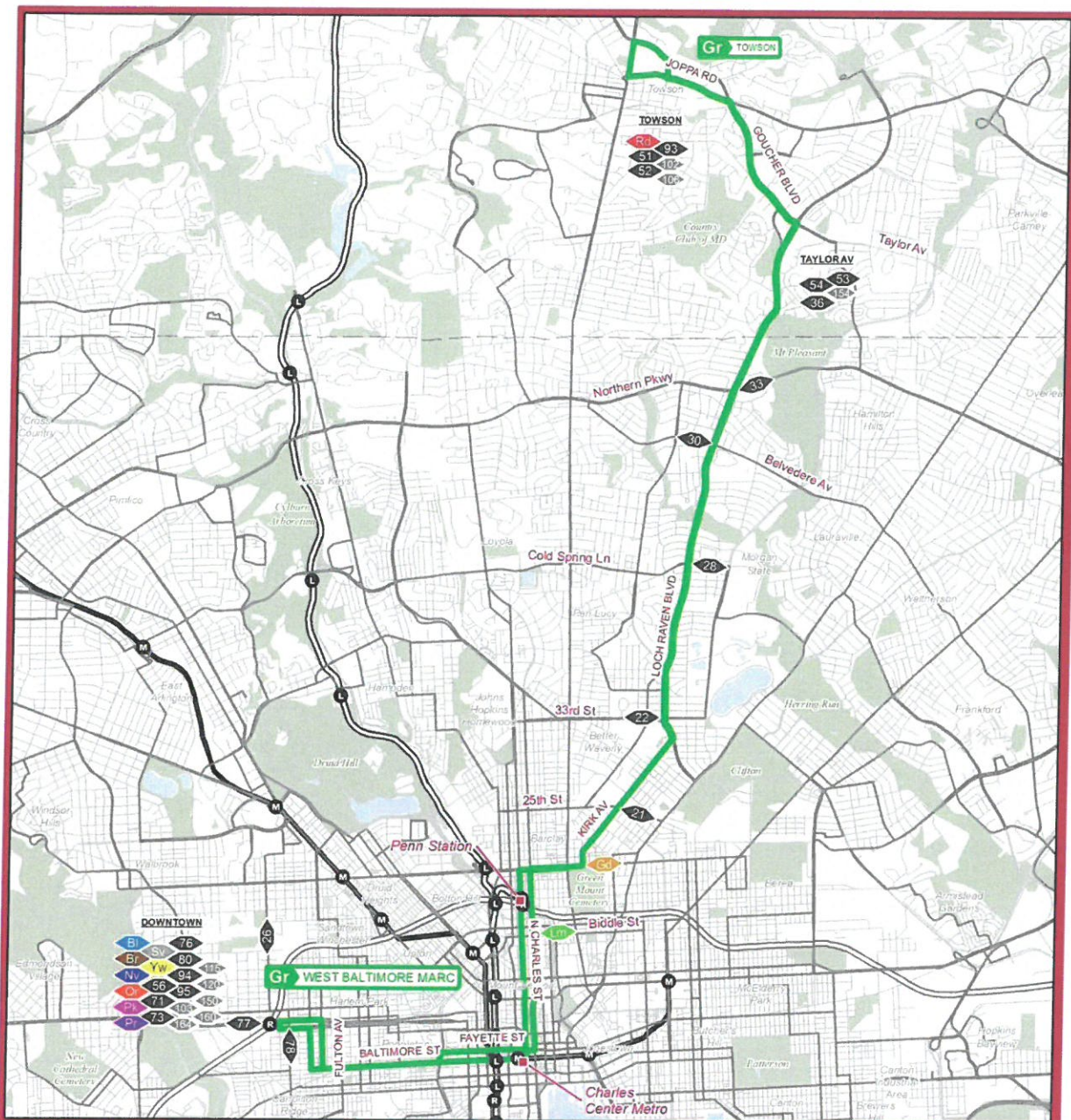


**DRAFT**

Route	Green				
Type	CityLink				
From	W. BALTIMORE MARC				
To	TOWSON				
Span	Weekday		24 Hours		
	Saturday		5:00am-3:00am		
	Sunday		5:00am-2:00am		
Frequency (Minutes)	Weekday	Early	30		
		AM Peak	10		
		Midday	15		
		PM Peak	10		
		Evening	20		
		Late Night	30		
	Sat	Day (8:00am-8:00pm)	15		
		Other Times	60		
	Sun	Day (8:00am-8:00pm)	30		
		Other Times	60		
Rail Stations Served	Metro	Charles Center			
	Light Rail	University Center/Baltimore Street, Penn Station			
	MARC	West Baltimore, Penn Station			
CityLink Transfers		All			
Points of Interest Served		Towson Town Center, Goucher & Taylor, Morgan State, University of Baltimore, UMD Medical Center			
Current Routes		3, 20, 36			
Description		CityLink Green largely replaces the current 3 line between Towson and downtown, however it would operate via Goucher Boulevard between Joppa Road and Loch Raven Boulevard and via Kirk Avenue and North Avenue between 33rd Street and Charles Street. There is higher ridership on Kirk Avenue to downtown than on 33rd Street. It would also extend to West Baltimore MARC primarily via Baltimore Street, Fulton Avenue, and Monroe Street. Current 3 line service to Sheppard Pratt and on Joppa Road east of Goucher Boulevard and Loch Raven Boulevard north of Goucher Boulevard would be provided on LocalLink 53.			



PROPOSED CITYLINK GREEN



LEGEND

Rail Stations	Connecting Routes	Proposed Alignment	Other
L Light RailLink	Xx CityLink	Green Line	Light RailLink
M Metro SubwayLink	## LocalLink	Other BaltimoreLink Routes	Metro SubwayLink
R MARC	### Express BusLink		MARC
			Other Roadways



Healthy Neighborhoods in Central Baltimore

Purchase and Renovation Loan

Eligible Borrowers must use this loan to make improvements to the property in conjunction with the purchase. The loan carries a fixed interest rate that's always **1% below the 60-day Fannie Mae rate**

but in no event less than 4%. After contributing 3% of the purchase price from their own funds, buyers may borrow the balance of funds needed to buy and renovate the home, as much as 110% of the after-rehabilitation appraisal of the property. **No private mortgage insurance** is required. Design assistance from an architectural firm **is available at no cost** to help buyers plan improvement and review contractor proposals.



Refinance and Renovation Loan

Eligible Borrowers must also use this loan to make improvements to the property in conjunction with the purchase. The loan carries a fixed interest rate that's always **1% below the 60-day Fannie Mae rate but in no event less than 4%.** After contributing 3% of the purchase price from their own funds, buyers may borrow the balance of funds needed to buy and renovate the home, as much as 110% of the after-rehabilitation appraisal of the property. **No private mortgage insurance** is required. Design assistance from an architectural firm **is available at no cost** to help buyers plan improvement and review contractor proposals.

Home Improvement loan

The borrower must be the owner-occupant of the home. Current residents may borrow between \$5,000 and \$20,000, and the loan must be used for home renovation only, including some visible exterior improvements. The interest rate is always **1% below the prime rate but in no event less than 4%.** The loan term is 10 years.

Matching Grant

All recipients of Healthy Neighborhoods loans are eligible to receive up to a \$10,000 matching grant to help with renovations, as long they meet the income guidelines.

Block Projects

Improve your block's curb appeal while getting to know your neighbors. Healthy Neighborhoods could provide up to \$5,000 for a block improvement project that will enhance your neighborhood's appearance. Limited to target blocks, and all projects must have a 20 year life span.



For more information, please contact,
K.C. Kelleher
Healthy Neighborhoods Outreach Coordinator
kkelleher@strongcitybaltimore.org
978-578-7667

Strong City Baltimore Healthy Neighborhood Target Blocks

Barclay-Old Goucher

E 22nd Street: 200 through 400 blocks
W 24th Street: 1 through 17 blocks
N Calvert Street: 2000 through 2034 blocks
Guilford Avenue: 2001 through 2037 blocks
Guilford Avenue: 2201 through 2250 blocks
Maryland Avenue: 2300 through 2530 blocks

Waverly

33rd Street (East): 600 through 800 blocks
34th Street (East): 600 through 800 blocks
35th Street (East): 500 through 800 blocks
Avon Avenue: 3200 block
Chestnut Hill Avenue: 600 & 700 blocks
Ellerslie Avenue: 3300 through 3700 blocks
Frisby Street: 3200 block
Gorsuch Avenue: 600 through 900 blocks
Homestead Street: 600 through 900 blocks
Melville Avenue: 600 through 800 blocks
Westerwald Avenue: 3200 block

Remington

27th Street (West): 200 & 300 blocks
W 28th Street: 300 through 521 blocks
30th Street (West): 300 block
31st Street (West): 200 & 300 blocks

Hampden Avenue: 2700 & 2800 blocks

Howard Street (North): 2700 & 2800 blocks

Huntingdon Avenue: 2600 through 3000 blocks

Lorraine Avenue (West): 200 & 300 blocks

Miles Avenue: 2900 through 2953 blocks

Remington Avenue: 3000 block

Remington Avenue: 2800 block

Charles Village

E 26th Street: 2 through 56 blocks
26th Street (East): 300 block
E 27th Street: 3 through 42 blocks
W 27th Street: 1 through 126 blocks
27th Street (East): 300 block
28th Street (East): 300 block
29th Street (East): 300 block
Barclay Avenue: 3000 through 3200 blocks
Calvert Street: 2200 through 2800 blocks
Guilford Avenue: 2300 through 2900 blocks
Ilchester Avenue: 300 block
Lorraine Avenue (East): 300 block
Maryland Avenue: 2700 through 2753 blocks

Maryland Avenue: 2800 block

St. Paul Street: 2600 through 2800 blocks

Whitridge Avenue: 300 block

Whitridge Avenue: 400 through 455 blocks

Ednor Gardens-Lakeside

33rd Street (East): 1200 through 1400 blocks

33rd Street (East): 1500 through 1700 blocks

35th Street (East): 1200 through 1700 blocks

36th Street (East): 900 through 1500 blocks

37th Street (East): 900 block

Andover Road: 900 through 1100 blocks

Chestnut Hill Avenue: 900 block

Delverne Road: 3600 through 3800 blocks

Ednor Road: 3600 through 3900 blocks

Elkader Road: 3600 through 3800 blocks

Fernley Road: 1500 block

Greendale Road: 1500 block

Kennewick Road: 1500 block

Kimble Road: 3600 through 3900 blocks

Loch Raven Boulevard: 3600 through 3900 blocks (ODD only)

McKewin Avenue: 900 block

Medford Road: 1500 block

Monterey Road: 3700 & 3800 blocks

North Hill Road: 900 block

Oakridge Road: 1500 block

Rexmere Road: 3600 through 4000 blocks

The Alameda: 3300 through 3500 blocks

Tivoly Avenue: 3500 block

Tivoly Avenue: 3900 block

Tunlaw Road: 1500 block

Upshire Road: 1500 block

Windemere Avenue: 1700 block

Yolando Road: 3600 through 3900 blocks





Baltimore Homeowner Incentives

The city is waiting for you. See if you qualify for any incentives.

..If you attend a Buying Into Baltimore Fairs and City Living Starts Here Tours

City Living Starts Here Tours are scheduled 4 times per year. The 30 awarded homebuyers that attend the TrolleyTour, execute a sales contract within 10 days and has placed their contract in the lottery pool, has an opportunity to receive a \$5,000 award towards closing costs if their name is chosen. Also, the first 10 awarded homebuyers that attend the City Living Starts Here Tours event receive \$5,000 towards closing costs.

Benefits:

\$5,000 down payment and closing cost assistance.

..if you are an employee of the City of Baltimore

All active employees of Baltimore City's agencies and quasi agencies working for a minimum of 6 months who are buying a home within city limits are eligible.

Benefits:

\$5,000 towards a down payment (amount is subject to change) and closing assistance with no annual income limits.

.. if you are moving into or renovating a vacant home.

An eligible vacant to value property has to have been vacant for at least 1 year with a "Vacant Property" Notice issued by Baltimore City. The 1 year criteria can be evidenced by Baltimore Housing's Office of Home Ownership.

Benefits:

\$10,000 towards down payment and closing cost assistance

..if you are a first time homebuyer

The Community Development Block Grant homeownership program is eligible to individuals at 80% AMI and are first time homebuyers. This loan is forgivable after 5 years.

Benefits:

\$5,000 in assistance



.. if your employer participates in the Employer Matching Program (Live Near Your Work)

The City will match the employer's contribution up to \$1,500, netting the employee \$3,000 toward the purchase of their home. The employee must occupy this property as their primary residence.

Benefits:

Up to \$3,000 in down payment and closing costs

Do you qualify for tax incentives?

..if you live in a newly constructed dwelling (permit issued after 10/1/1994)

You could be eligible for a 50% credit in the first year through a 10% credit in the fifth year. Owner must apply within 90 days of closing and title transfer.

..if you live in a Rehabilitated Vacant Dwelling

You could be eligible for a 5 year reduction in assessment increase due to rehab. There is a 100 percent credit in first year to 20 percent in the fifth year of your property tax. Homes must have been vacant and abandoned for ATLEAST one year.

.. if you are renovating your home

You could be eligible for a 5 year reduction in increases due to improvements completed. Must have your home inspected before improvements and after to qualify for a 100 percent credit in first year to 20 percent in the fifth year.

..if your home is in a historic district

You could be eligible to maintain the tax assessment at level before any renovations. Your home must be listed on the City landmark and national register of Historic Places. Over a 10 year period, you could receive a 100 percent tax credit on increased value due to renovations done to the historical property while maintaining traditional details.

There are numerous ways you can save money by owning a home in Baltimore. For more information about homebuying incentives and tax credits, contact:

Ross Hackett, Customer Outreach and Event Manager at Live Baltimore or K.C. Kelleher, Healthy Neighborhoods Outreach Coordinator at Strong City Baltimore.



STRONG CITY BALTIMORE

10TH ANNUAL NEIGHBORHOOD INSTITUTE

COMMUNITY BUILDING CONFERENCE



YOU'VE GOT THE POWER

WORKSHOPS DEDICATED TO BUILDING
COMMUNITY STRENGTH TAUGHT BY
RESIDENTS, LEADERS, AND **ACTIVISTS**



8:30 AM - 3:30 PM, SATURDAY, APRIL 29, 2017

BALTIMORE DESIGN SCHOOL, 1500 BARCLAY ST. BALTIMORE, MD

**TO REGISTER AND FOR MORE INFORMATION, VISIT
WWW.STRONGCITYBALTIMORE.ORG**

 facebook.com/StrongCityBalt

 [@StrongCityBalt](https://twitter.com/StrongCityBalt)

MAYOR'S SPRING CLEANUP



Join Mayor Catherine E. Pugh and spring into action by registering for the annual Spring Cleanup. The cleanup will occur on April 29, 2017, from 9 a.m. to 1 p.m.

Communities wishing to participate should call 311 to register and confirm their designated pick-up point. Clean neighborhoods mean a better Baltimore for everyone.



**SATURDAY
APRIL 29,
2017**



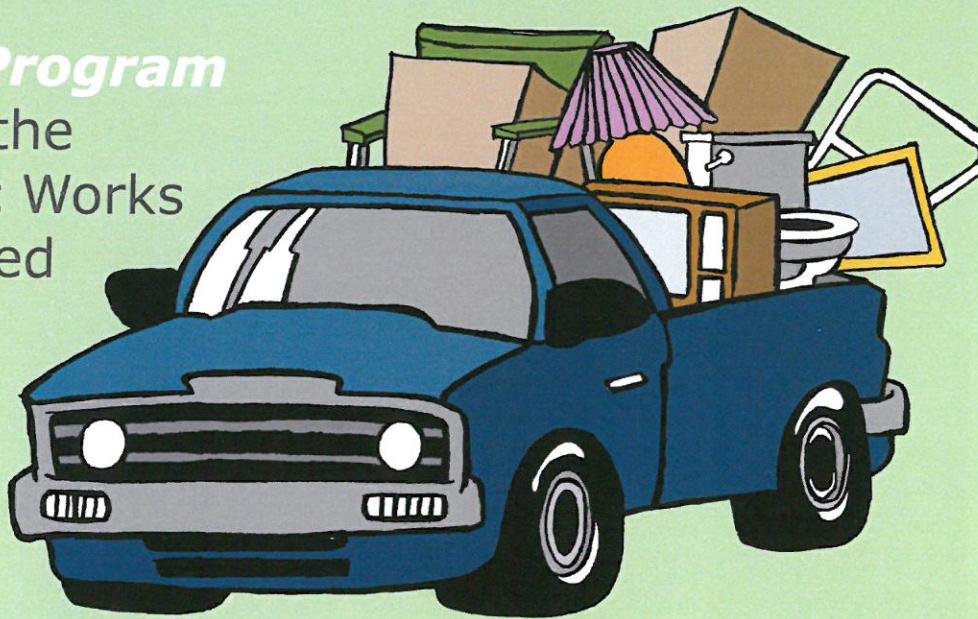
Catherine E. Pugh
Mayor



SMALL HAULERS PROGRAM *F.A.Q.*

The Small Hauler Program

is an initiative of the Department of Public Works to provide unpermitted small haulers an opportunity to dispose of their waste and apply for a City permit.



HOW DO I APPLY?

Bring the registration form for each truck to Environmental Inspection Services at 1001 East Fayette Street, Baltimore MD 21202. Registration must include the weight of the vehicle.

Pay the required fee at our customer service counter: \$100 for each truck over 7000 lbs., \$35 for each truck 7000 lbs. and under. Office hours are Monday through Friday 8:30 a.m. to 4 p.m.

Ninety-day permits are also available for a pro-rated fee.

Haulers can learn more about permits at health.baltimorecity.gov/waste-hauler-license.

WHAT LOCATIONS ARE PART OF THE SMALL HAULER PROGRAM?

5030 Reisterstown Road, Monday through Saturday, 7 a.m. to 5 p.m.

6100 Quarantine Road, Monday through Saturday, 8 a.m. to 4 p.m.

WHY DO I NEED A PERMIT?

You need a waste hauler license if you contract with others for the collection, transportation, or disposal of solid waste; or engage in the collection, transportation, or disposal of solid waste. If someone pays you to collect, transport and dump their trash, you need a permit.

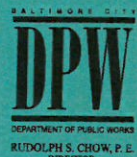
WHY SHOULD I GET A PERMIT?

By having a small hauler's permit, you will be allowed to use our locations at the Northwest Transfer Station and the Quarantine Road Landfill. The disposal fee is \$20 per load up to 7,000 lbs. For loads over 7,000 lbs., it is then \$3.38 per 100 lbs. over 7,000 lbs.

**For more information on
Small Hauler Permits Call
410-396-4428**



Catherine E. Pugh
Mayor



RUDOLPH S. CHOW, P.E.
DIRECTOR

Clean Drain Campaign



HELP THE
HUNGRY



PROTECT
YOUR
PIPES



AND CLEAN UP THE CITY AT:
WWW.CLEANDRAINCAMPAIGN.ORG

It's as easy as...

- 1 Visit www.CleanDrainCampaign.org between March 16th and April 16th, 2017
- 2 Pledge to put used cooking fat, oil, and wipes in the trash, not in your pipes
- 3 Assign your pledge to a food pantry, which will receive cash donations!

With generous support from Walmart, Mom's Organic Market, Ridge to Reefs, Interfaith Partners for the Chesapeake, and Lori A Lilly Environmental Solutions



Clean Drain Campaign Pledge Drive Instructions

Welcome to the Clean Drain Campaign! We're excited about your participation in the inaugural year of this program! Below you will find detailed instructions for running the Clean Drain Campaign at your food pantry or church. If you have any questions about these instructions, please do not hesitate to contact Lori Lilly at lorililly@gmail.com or 503-791-8405. **Please note:** if you have not done so already, please send Lori a copy of your IRS tax exempt status documentation.

Step 1. Know what the Clean Drain Campaign is. The Clean Drain Campaign is a public awareness campaign whereby Baltimore residents pledge to dispose of grease and wipes in the trash and not down the drain. In exchange for each pledge, our sponsors will donate cash to a participating food pantry (you!). We have \$6,000 in cash + a \$75 MOMs gift card to distribute to 10 pantries. Visit the Clean Drain Campaign web-site for more information about the problem of grease and wipes in sewer pipes, how residents can help with solutions as well as for campaign details:

<http://www.cleandrainscampaign.org/>

Step 2. Market the Campaign. Cash donations will be distributed to participating pantries based on a proportion of the total pledges received and assigned to each pantry. So the more pledgers identify your pantry as a recipient, the more cash you will receive! We will be providing you with promotional materials, listed below, that you can use to help market the campaign and get pledges assigned to your pantry. **Please note:** although we will provide you with some paper materials for this campaign, our strong preference is to run the pledge drive electronically. What you will receive from us:

- Sample Print/Email Article for Participating Organizations (attached)
- Sample Announcement to Read During Service, if applicable (attached)
- Sample Facebook Posts for Participating Organizations (attached)
- Clean Drain Campaign flier (5 print copies/organization) – to be dropped off at your location ~3/1
- Paper pledge cards (~100/organization) – to be dropped off at your location ~3/1
- Fats, Oils and Grease educational fliers – to be dropped off at your location ~3/1

Step 3. Implement the Campaign pledge drive. The pledge drive will officially be open from 3/16-4/16/2017. Encourage your members to visit the Clean Drain Campaign website <http://www.cleandrainscampaign.org/> and electronically pledge to properly dispose of grease and wipes in the trash. You may wish to consider having a laptop or other electronic device set up at a convenient location to encourage your membership to make a pledge. Pledgers can assign the cash donation for their pledge to your organization at that time. Paper pledges can also be accepted. Your organization must keep all of the paper pledges consolidated at your location until the pledge drive is over.

Step 4. Paper pledge data entry. If you collected paper pledges during the pledge drive, we are requesting that you enter each pledge into the electronic database at the conclusion of the drive and then mail the pledges themselves to the Baltimore City Department of Public Works, 200 Holiday St., Baltimore, MD 21202. You can also enter paper pledge data as you go here: bit.ly/cdc-data-entry.

FOG: Fats, Oils & Grease

From the Pan to the Can

WHAT IS FOG?

FOG refers to fats, oils and grease from food preparation and kitchen clean up. Significant sources of FOG include:

- Meat fats
- Cooking oil
- Food scraps
- Sauces, salad dressings and mayonnaise
- Lard, shortening and butter
- Dairy products

WHY DOES FOG CAUSE PROBLEMS?

When FOG is discharged into the sanitary sewer, it solidifies and sticks to the walls of the pipe. Eventually FOG buildup can block the line, causing sewer back-ups resulting in:

- Clogged drains and/or toilets
- Sewage back-ups into your home
- Discharge of raw sewage to the environment
- Expensive cleanup and replacement of damaged property
- Higher sewer charges
- Odors
- Potential public health risks

BEST PRACTICES

DO!

- Pour cooled cooking oil into garbage or covered container
- Scrape food scraps into the garbage or compost bin and wipe dishes free of fats, oils and grease
- Clean grease spills with absorbent material and then dispose of it in the garbage

DON'T!

- Discharge FOG down drains, sinks, or storm grates
- Scrape food scraps into the sink
- Run water over greasy dishes

GREASE MYTHS

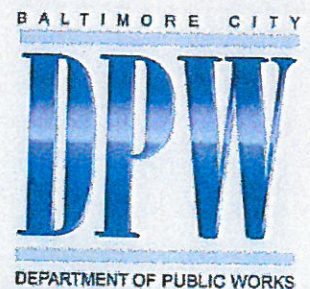
It is alright to let FOG go down the drain if...

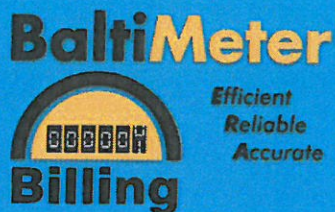
...I run hot water. No. The grease may eventually cool and solidify in the sewer pipe.

...I use the garbage disposal. No. The garbage disposal only grinds up larger items before discharging them to the sewer system. The garbage disposal does not eliminate the FOG from these items. Compost food scraps or dispose of them in the household garbage as appropriate.

...I chase it down with dish soap. No. Most dish soaps break up grease, but the soap will eventually lose its effectiveness, causing the grease to solidify in the sewer system.

**For more information, visit
publicworks.baltimorecity.gov**





Personal Training on Customer Self Service Web Portal

Baltimore has a new water billing service that includes major improvements in billing and data access through the new Customer Self Service web portal.

The portal allows water bill customers to actively monitor their water usage, in hourly increments, for early detection of leaks, dripping faucets, or any breaks in the service line or interior pipes. Better information allows customers to make better decisions when it comes to conserving water and saving money.

The Baltimore City Department of Public Works (DPW) will offer personalized training to help customers use the online portal. **TRAINING IS BY APPOINTMENT ONLY.**

Training sessions will be held from **10:00 a.m. until 1:00 p.m.** on the following Saturdays:

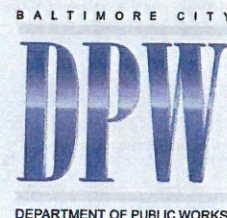
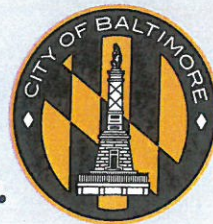
April 1	- Pratt Library, Orleans Branch, 1303 Orleans Street
May 6	- Pratt Library, Govans Branch, 5714 Bellona Avenue
June 3	- Pratt Library, Brooklyn Branch, 300 E. Patapsco Avenue
July 22	- Pratt Library, South East Anchor, 3601 Eastern Avenue
August 12	- Pratt Library, Reisterstown Rd. Branch, 6310 Reisterstown
September 9	- Pratt Library, Herring Run Branch, 3801 Erdman Ave.
October 14	- Pratt Library, Hamilton Branch, 5910 Harford Rd.
November 8	- Pratt Library, Northwood Branch, 4420 Loch Raven Blvd.
December 16	- Pratt Library, Pennsylvania Avenue Branch, 1531 W. North Ave.

Note: Customers will need the activation code they received in the mail to log in for the first time. To obtain a code send an email request to dpw.billing@baltimorecity.gov.

For more information or to schedule an appointment, please contact Larry Nunley, DPW Community Liaison, at 410-396-8966 or email Larry.Nunley@baltimorecity.gov.

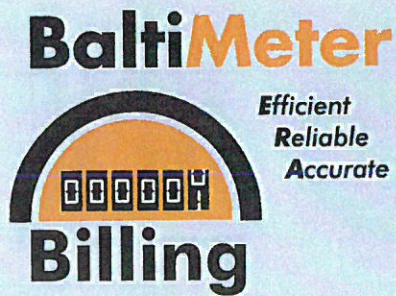
Fact Sheet

***Baltimore's water billing system is in for an upgrade.
Here's what you need to know about BaltiMeter Billing.***



- In October of this year, the Department of Public Works (DPW) will implement BaltiMeter Billing. This new water and sewer billing system is part of an investment to modernize the City's infrastructure and ensure DPW's goal of an efficient and reliable billing service long into the future.
- The current 1980s-era billing system is outdated and does not produce a customer-friendly bill format. BaltiMeter Billing offers customers an easy to read bill, clearly showing how much water is used, how much money is owed, and other useful information.
- In addition to a new bill format, the billing cycle will change from quarterly to monthly. Monthly billing makes it easier for customers to manage household budgets, detect leaks sooner, and find opportunities to adjust household water usage.
- Monthly bills will now only be based on how much water you use, not a minimum, and will clearly show each cost your bill covers. Including the fixed cost you already pay for account management and infrastructure investment.
- As water conservation initiatives have grown and the importance of customer service through different channels has been emphasized, most water utilities are moving to monthly billing and the inclusion of fees for administration and infrastructure.
- An Account Management Fee helps pay for the cost of administering your account, and an Infrastructure Fee helps pay for the cost of upgrading our aging pipes and plants. Under the old billing system, these fixed costs were included in the quarterly water and sewer rates.
- The Stormwater Fee and Bay Restoration Fee will also be billed in monthly amounts, rather than quarterly.
- The conversion to the modern BaltiMeter Billing system provides customers the ability to see daily household water and other account information online. Each property owner will receive an individual password to log in to their secure online account.
- By having more information regarding their water consumption, customers will have more control over their water usage and expenses.
- Please view the "Understanding Your New Water Bill" document on the website for an example of what your bill will look like.
publicworks.baltimorecity.gov/waterbilling





Frequently Asked Questions

How is the billing system related to the new meter I received?

The new meters are outfitted with technology that can collect and transmit hourly and daily usage data.

Customers can use this information to make better decisions about water consumption and conservation.



Will financial assistance programs still be available?

Yes. Programs for low-income senior citizens and other customers will remain available to City customers. City or County customers who need help to catch up on bills will still be able to apply for payment plans. In fact, DPW is expanding options for payment plans.

What happens to my current payment plan?

Customers on payment plans will see more detailed information about their payment plan on their monthly water bills.

Will I be able to pay my bill online?

Yes. Customers who wish to pay their bill online may do so by going to Baltimore City's Bureau of Revenue Collections website at <http://cityservices.baltimorecity.gov/paysys/>

Will I have the same account number?

No. Your account number will change and you will see this new number on your first monthly bill. You will need this account number to pay your bill.

Will I be charged for late payments?

Yes. Customers must make a payment by the due date on the bill to avoid a late fee.

Am I able to receive my bill electronically?

Not at this time. You will be able to view your bill online through the customer portal. Customers will still be mailed paper bills.



What other improvements are being made for customers?

- Replacing or rehabilitating at least 15 miles of water mains each year to improve reliability
- Rebuilding our sewer system to reduce overflows and backups
- Upgrading our wastewater treatment plants to even better protect our environment
- Improving our finished water reservoirs to protect our high-quality drinking water
- Implementing programs and projects to reduce the volume and improve the quality of stormwater runoff

***Easier to Read
Easier to Pay***

Contact:

**DPW.Billing@baltimorecity.gov
or 410-396-5398**

PublicWorks.BaltimoreCity.gov