

**Residential Advisory Council (RAC)
Board Meeting Minutes
Monday, October 17, 2022 | 5:30 p.m. via Teams**

Attendance

DPW Staff: Yolanda Winkler, Carmellita Green, Jamilah Johnson, Jason Mitchell. Director, Richard Luna, Deputy Director, Audree Jones-Taylor, Chief of Staff, Yvonne Moore-Jackson, Acting Bureau Head and Latoya Curtis, Chief Business Strategy Officer

RAC Members Present: Lois Freeman, Ed Yelochan (Ad Hoc), Vinnie Ustach (Ad Hoc), Howard Hughes, John Czczulin, Jessica Morgan, Rosalind Griffin, Crystal Parker, Mary Disharoom, Haydee Rodriguez, Angela Cole, Dantwan Broady, Peggy Jackson-Jobe and John Rocky Dunn

Yolanda opened the meeting at 6 p.m. with the introduction of the agenda with a focus on Solid Waste and Water Billing to provide RAC members a better understanding of the operations and introduced Director Mitchell.

Director Mitchell welcomed the RAC members and introduced the Executive Leadership Team (ELT), Richard Luna, Deputy Director; Audree Jones-Taylor, Chief of Staff; Yvonne Moore-Jackson, Acting Bureau Chief of Solid Waste; and, LaToya Curtis, Chief of Water Billing.

Opening Remarks: Director Jason Mitchell

Director Mitchell gave a synopsis of the critical discussion items. Facts about DPW services and Water Utility were discussed briefly as a follow-up to last month's meeting. It was noted that we are the 9th biggest public water provider in the country.

What Do We Do?

DPW services prioritize public health and environmental qualities. To meet our goals of maintaining a flourishing Baltimore, here are some examples of the services we offer:

- Protection against waterborne diseases
- Safe sources of drinking water
- Rat abatement
- Chesapeake Bay protection
- Streams and harbor restoration

Overview of Bureaus - Solid Waste: Acting Bureau Head, Yvonne Moore-Jackson

The Bureau is responsible for cleaning public rights-of-way, collecting and disposing of mixed refuse and recyclables generated by residents and visitors, boarding vacant and nuisance

properties, cleaning and mowing vacant lots and nuisance private properties, and other solid waste services.

These essential services contribute to the goal of improving public health, safety, economic development, and overall quality of life of Baltimore City residents, customers, and visitors.

Important Contacts and Services:

- Bulk Trash/Street Sweeping/Alleyway Cleaning: Yolanda Cason
- Waste Diversion: Sophia Hosain
- Routine Services Facilitator: Jerome Ragsdale
- Marine Operations, Property Management: Michael Lucas
- Northwest Transfer Station: James Woods

Q & A Solid Waste

Jessica Morgan: I am aware that we have a major backlog on the trash cans and recycling cans that the City provides. At this point, are we looking to reorder? Since the backlog is heavy, can the residents get their cans at some point, or at least be able to put the call in to request the cans.

Yvonne Moore-Jackson (DPW): Yes. The trash cans have been ordered. We have a tentative date of the end of November to begin receiving the first delivery. Right now, we have 35-gallon cans available. If someone wants to get the 35-gallon can in the meantime while waiting for the 65-gallon, they can just call in and let us know. We can get those delivered. We have received the order of recycling bins. We are fully stocked regarding recycling bins.

Jessica Morgan: Okay. And, just one last well, I had several residents stop me and inquire about getting paid to clean the City. I know the City provided resources to CHUM as a pilot. I'm not sure, but I hadn't heard anything regarding whether it ended or if the pilot would continue in other neighborhoods. It's been about a year or so now, but I wanted to know where we were or what was the result of that? And, if it is something that would be continued or did it stop or what's the case?

Yvonne Moore-Jackson (DPW): The pilot is still going on. Mark Washington is the person that's in charge of that pilot and the CHUM area. He has a crew that cleans the neighborhood and it is still going on. The City has a new program that's coming out called Clean Corp. It's very similar to this pilot where some neighborhoods will be able to get paid for providing neighborhood cleaning services that supplement DPW salaried services. So far, the pilot has been very successful. DPW-SW work very closely with him to make sure that anything that they are unable to do gets done. They are not cleaning everything. They may clean an alley or two a day. And, if they come across bulk items or things that they can't handle, they let us know and we will provide collection services.

Jessica Morgan: OK, I'll yield the floor at this point. Thank you.

Howard Hughes: A couple questions. At the residential drop off locations, what can actually be dropped off? Is Sisson Street the only place you can drop off tires you find in the backyards and some of the dumping areas?

Yvonne Moore-Jackson (DPW): You can drop off tires at any of the residential drop off centers. You can also put up to four tires out with your trash.

Howard Hughes: Okay. And, the other question was regarding the green dumpsters for residential clean-ups, we've already had three clean-ups and the fourth one is coming up. We have an issue in our area because the citizens don't actually get up and come out until around 9am or 10am. By that time, the cans have been dropped off. I usually get a call around 6:30am that they've already dropped the dumpster off. You know, by the time 12pm arrive, we're just getting citizens to really come out and clean the community. Is there any way that we can suggest a time or more importantly, how does it work for drop off times?

Yvonne Moore-Jackson (DPW): When you request a dumpster to get there at 9am, most people request their dumpsters at 9am, our drivers start at 6am dropping off dumpsters to ensure request is met by 9am. If we wait until 9am, you may not have it until later that day, so we deliver it early. We are going to make sure you have four (4) hours to use the dumpster. From the time that you requested, if you requested at 9 am, we should be back to get it at 1 pm or close to 1 pm. It is going to be based on available drivers that we have that day to drop off dumpsters.

Howard Hughes: My last question was about the compost. Have you considered providing compost buckets or compost rolls-offs for individual citizens to have or are you just showing residents how to compost?

Yvonne Moore-Jackson (DPW): If you register for the GROW Center and /or show up at the Center, they'll show you how to compost. One of the things that you get is a bucket, but we don't have buckets to give out to every resident.

Howard Hughes: Okay.

Yolanda Winkler (DPW): Alright, Mr. Hughes. Thank you. Dr. Griffin.

Rosalind Griffin: I have a specific concern and I don't know whether this is appropriate to mention. Taking care of gutters, the ones on Northern Parkway going west on Jones Falls, there's a lot of shrubbery getting out into the roadway. The gutters are filled and frequently when you drive during a heavy rain, that area floods. I have submitted online request and I'm just asking; do you have any idea about how that is handled, because that's a potentially dangerous situation. The shrubbery ends at about Pimlico Rd. I'm asking about remediation of that particular situation.

Yvonne Moore-Jackson (DPW): I would have to send someone out there to look at it. If I'm imagining what you're talking about, you're talking about near 83.

Rosalind Griffin: Yes, going toward Pimlico Road. The gutters and the shrubbery are jetting out into the curb lane.

Yvonne Moore-Jackson (DPW): Yeah. So that actually is the responsibility of Recs and Parks and if it's a gutter that's clogged, we will handle that on our water side with who handles the cleaning of the gutters. I'll have somebody take a look up there and see if we can get that gutter cleaned. But the actual cleaning and cutting of shrubbery and trees, that's Rec and Parks, we don't cut any trees. I'll take that as an action item. Is it a storm drain that's clogged?

Rosalind Griffin: Yes.

Yvonne Moore-Jackson (DPW): Okay. I'll take that as an action item.

John Czeczulin: I was a little bit late so I'm not sure. First off, is this the first presentation or is there going to be another one after this? Is this just about trash and recycling?

Yolanda Winkler (DPW): Yes. This is a solid waste presentation and there is another presentation afterwards on water billing.

John Czeczulin: OK, cool. I have multiple questions. I'm also a member of the Green and Clean Committee of Downtown Partnership and one of the things we continually discuss is how we can get the message out there about anti-littering, proper trash disposal, more recycling. My question is what is being done to teach children and other people at a young age the importance of keeping your area clean and what happens when it's not clean and cause damages to the Bay and nature in addition to the unsightliness? What type of relationship do you have with the schools? I mean posting videos on the Internet is one thing, but actually going out and addressing and interacting with these students and other members of the community is another.

Yvonne Moore-Jackson (DPW): In the past, we had a school service where people from UMM and DPW liaisons went into the schools to talk to students. I know there are talks to start it up again and I don't know if Audrey or Yolanda want to jump in here. I think Keita was handling that.

Yolanda Winkler (DPW): Yes, I think that Ms. Audree can address that.

Audree Jones-Taylor (DPW): Greetings, I am Audrey Jones Taylor. I am DPW's Chief of Staff. You have great questions and they are perfect to Segway into the Volunteer and Eco Warrior Ambassador programs. Thank you, John, for asking those questions. We are really excited about kicking off a couple of exciting programs within the school district and one of them is our Eco Warriors Ambassador program. That program is up and running now. We are currently in 19 schools as it kicked it off in September. That program does exactly what you're talking about, educating the young folks, getting them engaged and getting them involved. And in fact, it starts with elementary schools and goes all the way up to the high schools. You'll be seeing and hearing a lot more about that program. We're in the process of preparing for a bigger launch to really get people engaged and excited about the program.

John Czczulin: Fantastic. And is there a way to like see what the programs entails and what's taught?

Audree Jones-Taylor (DPW): The overall program, yes, absolutely. We'll get the information for you and I'll have Keita to share that information and Yolanda and Director at the next online presentation to RAC. That would be a great idea and opportunity.

Yolanda Winkler (DPW): Yeah, we'll make it happen.

John Czczulin (Guest): Perfect. I appreciate it.

Yolanda Winkler (DPW): Okay.

Yolanda Winkler (DPW): We'll make it happen, John. Is that all the questions you have for this particular presentation? I think we have one more person. Also, Ms. Peggy Jackson-Jobe has joined us. Thank you, Ms. Peggy, for joining us. Go ahead, John. I'm sorry.

John Czczulin: I did have one more question regarding recycling. What exactly is recyclable? Because it's a pretty open secret. Plastic generally isn't because it's very difficult to recycle, like strawberry containers because they jam up machines. So is it largely paper, glass and metal focused because generally when I recycle, those are the ones that I make sure get into the cart because I know those are very reusable. What does Baltimore do with or how is DPW equipped to deal with plastic?

Yvonne Moore-Jackson (DPW): We have single stream recycling. Some plastics are recyclable and you can go to our website. You'll see the things that we accept and how to recycle. We do not accept plastic bags. Residents are encouraged not to put your recycling out in plastic bags. But some plastic we do accept. That's why I'm directing you to the website.

John Czczulin: Gotcha. My question was more based around the fact generally when plastic is recycled, it gets packaged up, smashed into the cubes and shipped off to somewhere else because there's not really effective ways to recycle plastic.

Winkler, Yolanda (DPW) Yes.

John Czczulin: But that's a big picture thing in terms of the eco world. I appreciate your answer. Thank you.

Yolanda Winkler (DPW): Thanks, John. Thanks so much. Alright, Miss Peggy Jackson-Jobe.

Peggy Jackson-Jobe: I'm sorry, I was muted. Good evening everyone. My question was a follow up to John's first question. How can we get a listing of the schools that are involved in your Eco Warriors' program and if our schools are not listed on your list, how do we get the schools involved? I'm particularly interested in the two schools in Cherry Hill.

Audree Jones-Taylor (DPW): Two things. One, yes, we absolutely can get you a list of the schools that have certainly enrolled and have expressed interest. And, then if you can provide me those two schools that you have an interest in for Cherry Hill, I'll certainly follow up and have Keita Wells reach back out to you and John and give you a high-level overview until we're able to present to RAC.

Peggy Jackson-Jobe: Okay.

Audree Jones-Taylor (DPW): Yes, Awesome.

Peggy Jackson-Jobe: Okay. I thought I heard you say you would send us some information about the curriculum, because then we could help promote it with the principles in the schools for you. Thank you. Sounds like A wonderful program.

Audree Jones-Taylor (DPW): It is. the 11th and 12th graders actually are going to be able to earn credit for it as well. We're really excited. Thank you. And, we will certainly get that information to you.

John Czczulin: Fantastic.

Yolanda Winkler (DPW): Alright. And, I think I see Dr. Griffin hand. Dr. Griffin, did you have another question? I see your hand is still up.

Dr. Rosalind Griffin: I think am okay.

Yolanda Winkler (DPW): Are all hearts and minds clear in terms of DPW solid waste services.

Water Billing: Chief of Billing Strategy, LaToya Curtis

Water Billing focuses on managing the estimated total of residents' water usage. There are over 200,000 meters around Baltimore. Monthly bills are issued with bills arriving around the same time every month. For any resident in need of consumer-friendly services and information regarding Water Billing, an online customer service portal is provided. The Customer Self-Service Portal tracks hourly and daily water usage. Program Alerts act as a notification for unusual usage patterns. Water Billing offers four different utilities including:

- Water-4-All: A 3% consumer discount is applied to water billing.
- BH2O Assistance Program
- Low-Income Water Assistance Program: Cooperates with low-income families and/or residents. Property ownership of a City residence is required to be considered eligible.
- Payment Plans

A visual comparison of City and County water billing was displayed on-screen during the meeting. This aids consumers' understanding of the components of a County Bill vs. City Bill

Q & A Water Billing

LaToya Curtis (DPW): I know you hear a lot about Baltimore County paying less for their water, but their bill is structured quite differently than ours. If you look at the diagram for Baltimore City, we pay the account management fee infrastructure charge, water, sewer and stormwater consumption fee and the Bay Restoration fee. The County does not pay account management or infrastructure fees. They pay for water consumption, but they do not pay sewer charge. They also pay the stormwater Bay Restoration fee, metropolitan service fee and a front foot assessment. It's not really less expensive in the County. The bill is just structured differently.

Yolanda Winkler (DPW): And, what that means is basically, Baltimore County captures the cost of the sewer in their property tax bills on the back end. And, not in their water bills. Just for clarity. All right. Are there any questions? Jessica, go right ahead.

Jessica Morgan: I thank you. Ms. Curtis. Director Curtis, thank you for the presentation. There is an overwhelming number of questions regarding disputing a water bill. How many times can a water bill be disputed based on its accuracy, or the lack thereof? Second, once it has been disputed, there's an automated type of response that is sent, correct? And, it may or may not be related to the issue of water specifically such as low water pressure. These are just a few of the issues I have encountered. I guess the bigger issue I am trying to overcome is how can residents get pass some of these pre-populated answers and actually get help based on the guidelines provided in the dispute paperwork and what can they do to dispute it with a person so that can actually walk through the process and speak based on conversations that may have been had with a representative. I am speaking based on my own personal issue that I'm still in limbo with resolving.

LaToya Curtis (DPW): Okay, I think I understood you. The way the process works is we have a customer service representative that works with residents whether in person through the Walk-In Center or the Call Center in our Correspondence Unit to assist you with water bill issues. If you are sharing questions/concerns by email, we often will respond through email if that is how the communication reached us. If you need to speak with somebody in your e-mail, you can say hey, can somebody pick up the phone and call and this is the time I'm available. We take and make calls from the Correspondence Unit. And as far disputes not being handled timely, if you could send me those, I would love to look into the ones that people have reported to you and I will have my Escalations Wrap-up team handle those expeditiously. The account hold will be able to speak with a representative.

Jessica Morgan: Okay.

Yolanda Winkler (DPW): And so just for everyone. If you have follow-up questions or if you're going to send information that you need to us to look into and investigate, please send it to Carmellita and me. That way we can follow it all the way through and ensure that you get a response as it relates to those particular issues. Thank you.

LaToya Curtis (DPW): We have put a lot of resources together to train our staff over the last year since Director Mitchell and I came on board. We put a lot of time and effort into making sure staff are trained and getting the tools that they need to be successful so that we can service our customers better. I apologize, you know we've had some challenges in the past, but I hope you will trust us because we are putting in the work so that we have satisfied customers. That is our goal. We want to be best in class and we will be best in class.

Jessica Morgan: Awesome. Thank you for that. That's all I have. Thank you.

LaToya Curtis (DPW): You're welcome.

Yolanda Winkler (DPW): Thank you, Ms. Morgan. We're going go to Dr. Griffin followed by Mr. Dunn and then Mr. Czezulin.

Rosalind Griffin: Thank you for your presentation. My question relates to the income- based assistance. Do individuals also have counted in their income a savings bank account or anything of that nature? Or is it just the income that they report that they're living on at the time because an individual may have, \$10,000 in the bank somewhere that is not being considered?

LaToya Curtis (DPW): It's the income that you receive annually and just so everybody's aware, DPW administer the discount programs, but eligibility is decided by our Community Action Partners (CAP) Centers. Our Community Action Partner Centers request the documents and review them and make the determination on eligibility.

Yolanda Winkler (DPW): Did that answer your question, Dr. Griffin?

Rosalind Griffin: I just want to ask one other question. Is there an application process that explains the documents needed and if they must include their saving? I don't think I'll be eligible for assistance.

Yolanda Winkler (DPW): I think Dr. Griffin, you are asking if the application process requires the sharing of all income sources, correct? If they have a savings account, no, they're not required to show us what they have in their savings account, only the income that they have from a business or partnership.

Rosalind Griffin (Guest): OK, thank you. How can you access the application? Is it online?

LaToya Curtis (DPW): Yes.

Yolanda Winkler (DPW): It is online and we can I can put that link in the chat and I can also have Carmellita to send that directly to you.

Rosalind Griffin: Thank you. I've been talking with people about the program and they were uncertain as to what income would be counted in terms of determining their eligibility since they don't receive SNAP or any of those kinds of programs.

Yolanda Winkler (DPW): Okay. Carmellita will send it out to everyone because I'm sure everyone knows someone who could possibly qualify. Thanks. Alright Dr. Griffin. Mr. Dunn.

J. Rocky Dunn: Hello everyone. We're getting a lot of very comprehensive information about resources and programs that both Solid Waste and the Water Departments have on the books and would like more participation. And, I can just say from a neighborhood improvement association, most people don't know all of this information and they're very impressive and they cover a lot. I really want to get a copy of this presentation, so I have it and I would recommend that the City and with your guys direction obviously send all the improvement association presidents' copies of just what you're going over because people do not know many of this information. The City has a lot of gaps between the everyday citizen and 311.

And, they're not really aware of the scope or depth of many of the resources and programs. I complement all of those I have heard from so far, but particularly Ms. Moore-Jackson and Ms. Curtis, you have a lot that you are responsible for. I'm interested in a whole lot of stuff and being helpful in seeing in my zip code and community be aware of these things. One of the things that jumps out at me because we've done this in the past is the dumpster days.

The Improvement Association I belong to, when I was on their Board, we used to have dumpster days. We call it in, put it in our newsletter and had the City deliver the gigantic dumpster twice a year, and it was well received by the neighbors. The other thing I wanted to know, and I'd like to you to speak to Ms. Moore-Jackson is the street sweepers. How many vehicles does the City or DPW own? Who decides where they go? Can they be requested? Again, good job with all you are endeavoring to do and that's all I have to say for now.

Yolanda Winkler (DPW): Okay. Thank you. One of the things that I met with my team about today on the Strategic Alliance side is to look at services that DPW provide and how we can provide a guide. I spoke with my liaisons to get a good idea as to what is it you think the community leaders know and what is it they don't know. Thank you, Mr. Dunn, for sharing that because it's two documents that I would like for us to produce that I'll talk to communications about and that's a Cleaning Guide and a Service Guide.

J. Rocky Dunn: Very good.

John Czczulin: Alright, so I've got several items I'm going to start with the most pleasant and work my way up to the inferno part. Water Distribution, 3200 Belair Rd, water main break. I'm going to try and say it as nicely as possible. The first one is I completely agree with what was just said and I've told this to my green and clean group as well that not a lot of positive stuff comes out of Department of Public Works that people notice. They only pay attention to stuff that goes wrong and all this stuff that's being shown here would be great to just make like a blog post or something that's then shared across other social media sources. I would be nice to get it out there in a more aggressive way because I'll show you a thread about someone picking up your water payment billing.

Getting the positive news out there more frequently and more broadly would be a great step for the Department I feel.

Yolanda Winkler (DPW): Okay.

John Czeczulin: Everyone remembers the bad stuff. You have to constantly reaffirm the good stuff.

Yolanda Winkler (DPW): I agree.

John Czeczulin: The second part is. This is related to billing, but unfortunately it didn't come up too much in what was presented, I'm the President of a condominium. The last five years of water billing has risen dramatically from \$34,000 a year in 2019 to a projected \$52,000 this year. That's across just four years. I'm wondering where all these drastic increases are coming from because every year we keep raising from \$34K to \$42K to \$48K to \$52K.

LaToya Curtis (DPW): I'm sorry.

John Czeczulin: That because we don't have individual metering. It comes out of the fees from the building, the condo fees and it's making the place expensive and undesirable in comparison to individual housing around us.

LaToya Curtis (DPW): One thing I can say is that we've seen this across the pandemic. A lot of people's water bills have increased and we attribute this to a lot of people being at home and using more water. If you feel like your building's water bill is not accurate and you want us to review it, we can schedule a meeting. We do that often with communities to see if there's something wrong.

John Czeczulin: Yeah.

LaToya Curtis (DPW): It could just be the usage has just gone up because we had the lowest increase in rates in 20 years, maybe even longer than that. I think it was in the 80s the last time we had a rate increase this low.

John Czeczulin: Gotcha. I have to get access to all the bills.

Yolanda Winkler (DPW): Right. And one of the things you might want to do John, is living in a condominium request usage by unit. MY mom lives in a Condo and every year, I have to request on her behalf how much she was charged for water because of how drastically they keep in increasing the condo fee. Look at that assessment and how it's divided up because I saw that some of the people who have been there the longest, fees were increasing quicker than those who hadn't been there that long.

John Czeczulin: Yeah, ours is split by square footage and that's it. Ironically, it doesn't take that into account. I lived in 10 Light Street earlier and it took that into and how many people were on the lease. If someone had one person in the apartment versus someone that had two, they were

charged more because it balanced out. I'm trying to work on that. The part that was concerning is just the increase. Although yes, it would make sense over the pandemic. People staying home would be using more. But most of it comes from the sewage part of our building. The water is about a third and then the sewage is 2/3 of it.

But, I'd be happy to meet and see if there's something that's like maybe a big leak somewhere we're not aware of. I'd be happy to meet.

LaToya Curtis (DPW): Have you signed up for the Customer Self-Service s Portal. In real time, you can see the usage.

John Czczulin: I'm not sure of because we have a management company WPM that handles the actual payment of the water bill.

John Czczulin: And I know they're still using check because they scan it in and send it every month of what they've done for the budget. I will inquire about that.

Yolanda Winkler (DPW): Yeah.

LaToya Curtis (DPW): Yeah, that might be something you want to consider because it'll give you live updates. If something looks funny, we you can take a look at it too and check units.

John Czczulin: Yeah, when you were saying that earlier, I thought that was pretty good idea.

LaToya Curtis (DPW): We recommend property managers do quarterly checks to make sure that your toilets in the units are not running and that you don't have visible leaks that you can see and fix cheap and quickly.

John Czczulin: Yeah, the previous boards got it and it's challenging going back because the building was built in 1985. It's 40 years old almost. Trying to enforce cleaning your laundry vents has been difficult. But anyway, uh, moving on to the next topic and this is the one I'm very passionate about, very intense about. I apologize in advance. I'm sending you a link in the chat that an acquaintance of mine sent me. This is a post on the Baltimore Reddit about the water payment system and how horribly its coded. I don't know what went wrong and who was approved to do this, but looking at the header, there are multiple things wrong with how this system was set up and how it was coded and how it's done. Off the bat you can see that it's generated by an application configured to use a test address with Gmail that is picked up by the queue and then it's queued by SMTP which is not good. You do not want your local host transferred to yet another local host inside, so it's doing double duty for no reason. The header picks it up as spam mail and it goes straight to spam.

LaToya Curtis (DPW): I'm sorry.

John Czczulin (Guest): In addition, it looks like it was built in a free to play environment by someone, basically a Squarespace that was made for it. Yeah, there's like carousel at the bottom

from what was the test image from the where the vanilla one would be before it is customized. My question is, who's in charge of this and how can I help to fix this?

LaToya Curtis (DPW): I'm not sure if this helps. How long ago was this?

John Czeczulin: This was 4 days ago.

Jason Mitchell (DPW): This is the new payment system I think.

LaToya Curtis (DPW): I was saying this because I know there have been some improvements. The actual payments are not handled by the Department of Public Works. It's handled by the Department of Finance. They handle all payments. We are just responsible for the metering and the billing.

LaToya Curtis (DPW): Posting and all that is handled by the Department of Finance.

Jason Mitchell (DPW): Correct.

LaToya Curtis (DPW): However, I do know they updated the e-mail address. Once you make your payment and enter an e-mail address, you know you get a confirmation e-mail. They updated it to a different e-mail account which was a couple days ago. Maybe. It sounds to me like this might be the issue they resolved.

LaToya Curtis (DPW): However, you were very technical and what you were stating, I'm not 100%.

John Czeczulin: Yeah, basically.

Yolanda Winkler (DPW): We can send this over to Finance.

John Czeczulin: I want to get involved with helping with IT because I have a very strong IT background and I know the City struggles with the basics regarding technical literacy.

John Czeczulin: From the ransomware attack to OS versions being very behind, it doesn't even have autopay setup.

Jason Mitchell (DPW): Yolanda, this may be a great opportunity to connect with the project manager for our Paymentus and just have a discussion and share your findings so that they'll be aware from a customer standpoint. That's something offline we can help do.

Yolanda Winkler (DPW): Yeah, it is. Thank you. I'll share.

John Czeczulin: Gotcha. And if you scroll through the comments, that's some negativity, just like general stuff, but there is very informative commentary as well.

Jason Mitchell (DPW): Yeah

Yolanda Winkler (DPW): OK.

John Czczulin: Obviously, there's stuff where people are just upset about it and I just wanted to bring it to your attention that it's.

There's a big website called Reddit, and there's different subreddits like there's a Philadelphia subreddit, a Raven subreddit, a food subreddit, pets, dogs. There's one for Baltimore, and people post stuff here. And, I like coming here because people post articles from different news sites. They post things about what's going on in the City like hey, I'm moving to the City. It's a good community forum that I'm monitor fairly often because of the other positions that I hold.

Yolanda Winkler (DPW): Okay. Well, thank you for sharing this, we'll start monitoring it too.

John Czczulin: Fantastic. I appreciate it.

Yolanda Winkler (DPW): Thanks for sharing and I'll do just as Director Mitchell said share with the Finance Department and the project manager and make sure we figure out what's going on and get back to you. Thanks for sharing that and thank you for sharing this resource because I wasn't aware of this resource.

John Czczulin: Well, you can see by the header that they know their stuff. You know what we're known for? Old Bay Natty Bo crabs. It's all over the place. There's stuff like hey, I visited your City. It was great. I love it. Hey, I'm visiting the City. What should I do?

Yolanda Winkler (DPW): Yeah, I see it has 134,000 members and 394 that's online right now.

John Czczulin: And you just click on that little R slash Baltimore up there with the arrow above that. And, it'll take you back to the main page and it refreshes every day.

Yolanda Winkler (DPW): Okay, I will view this daily. Thank you.

John Czczulin: Like you can see right now, they have a pin thing right there for curbside dining. It's a lot of community feedback you can get without even having to poll people. But like I said, most of the stuff that shows up is negative because people don't focus on positive.

Yolanda Winkler (DPW): Alright, I don't see anyone else with any questions. I'll ask if there are any questions about either presentation. Thank you, Acting Bureau Head Yvonne Moore-Jackson. And thank you, Chief Latoya Curtis, for your presentations. And if there aren't any questions, then we will close out with the Director with closing remarks. And thank you all again for your patience.

Jason Mitchell (DPW): No, no, thank you. I know it was again a lot of information that we shared, but we want to make sure that everyone gets kind of an overview on DPW. So, as we start rolling our sleeves up at the next meeting to start really doing some of the work. I just want to thank you all for taking the time out of your, I'm sure super busy afternoon. We really do appreciate that. I also want to let the RAC know that this weekend the Mayor is hosting his Fall

Cleanup. It starts this weekend. We are doing a press event to kick that off and then going to be really doing a lot of work with the Mayor. We do want to invite our RAC members to be at the press conference and kick off. If you all are available, please reach out to Yolanda and her team so that you can meet us in-person and our Mayor.

We have some T-shirts that our team will be wearing. We want to make sure that we have your size so that you can wear it too, but more importantly just another way for us to engage as we begin to do this work and get some good feedback from boots on the ground. With that, if you are interested, we'll give you some information and make sure that you know where to go and how we're coordinating it. I think it's just another great opportunity for RAC and DPW to be out there on the street. I just want to thank you all for your time. I'm looking forward to our agenda for next meeting because we're going to really start rolling up our sleeves. We have a lot of things going on in communications and illegal dumping that we're really going to have to unpack and really share. As you just mentioned John, really making sure that we get the word out as fast as possible. We're going to need your help. We're excited about that. Again, thank you all for a great time and I hope you will have a great evening. I'll see you soon.

Yolanda Winkler adjourned the meeting at 7:30 p.m.