

COG QUARTERLY



Baltimore Metropolitan Council



COMMITTED TO THE CUSTOMER

A year ago, Harford County's process to acquire a building permit or dog license would take days, weeks or months. The county's new permit center streamlines the process, making business run faster and more efficiently.

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ENERGY EFFECTS

Strategic purchasing means maximum savings for many in our region when temperatures drop.

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COMMUTING AND THE CAPITAL

BMC and partners testify in support of House Bill 1012, which would increase tax credits for commuter benefits.

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SNOW WAY OUT

The intensity of January's Winter Storm Jonas made us take a look back at another historic Baltimore blizzard.

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Highlighting BMC's Regional Coordination
www.baltometro.org

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COG Quarterly is a digital publication of the Baltimore Metropolitan Council. For more information, please email staff at

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COG Quarterly, as a digital publication, intends to be interactive. So when you see text that is **blue and bold**, it contains a hyperlink to more information for you. Click away!

For more information:



Baltimore Metropolitan Council



@BaltoMetroCo

BMC kicks off 2016 as national player with regional focus

As the last of the snow melts and the temperatures begin to rise again, we are excited to share this spring edition of *COG Quarterly*, the Baltimore Metropolitan Council's interactive digital magazine. Now in our third issue, we are proud to bring you a snapshot of the great work going on both here at BMC and in our member jurisdictions across the region.

This year is off to a fantastic start. Our staff has participated on national panels on housing and economic policy. Director of Transportation Planning Todd Lang and Assistant Director of Transportation Planning Regina Aris were each named to leadership posts within the Association of Metropolitan Planning Organizations, the national advocacy group for organizations such as BRTB. Locally, I was honored to be the keynote speaker at the BWI Business Partnership's March Signature Breakfast, where I shared paths to workforce development and transportation connectivity for households around the airport.

BMC has committed to working with the City of Baltimore on its campaign to reduce pedestrian-involved traffic crashes. The Baltimore Regional Cooperative Purchasing Committee (BRCPC) continued its work to save millions of dollars for local governments through joint energy procurement. And plans to promote Clean Commute Initiatives and Bike to Work Day 2016 are underway.

"Committed to the Customer," our

cover story for this issue, highlights Harford County's new permit center. County Executive and BMC Chair Barry Glassman has put customer service at the forefront with the creation of this new center. By bringing various departments together in one location, improving communications throughout county government, and providing residents and businesses with personalized attention, the county is fulfilling its promise to make Harford County "Maryland's New Center of Opportunity."

Our second feature story, "Carroll County Tourism - A Multi-Million Dollar Industry," explores the sights and tastes of Carroll. With the help of Bonnie Staub, director of Carroll County Tourism, we discover unique spring traditions, Civil War history, festivals, art and farming heritage. We also learn about value-added agriculture and the big impact of small local wineries.

This issue's Ask an Expert Q&A features Elizabeth Kinney, executive director of the Light House, a homeless and transitional housing facility and job-training program based in Annapolis. Kinney shares insights on housing instability and creating opportunities for individuals and families through skills training.

Our Leading Locally section focuses on BMC's advocacy for legislation to expand Maryland's commuter benefits tax credit and By the Numbers provides an overview of the Brookings Institute's Global Cities



Initiative, an effort to grow Baltimore's international export market, supported by the Greater Baltimore Committee (GBC). We hope you find the Spring 2016 issue of *COG Quarterly* to be informative of the work of BMC and our members. Please email us at COGquarterly@baltometro.org with any comments or story suggestions. Thank you for reading.

A handwritten signature in black ink that reads "Michael B. Kelly".

Michael B. Kelly
Executive Director ■



Baltimore region saves millions of dollars in cost avoidance through strategic energy procurement

Historically low energy prices this past winter resulted in a total cost avoidance and savings of **\$5.8 million** for the Baltimore Regional Cooperative Purchasing Committee (BRCPC) electric procurement program and its 23 members for the first six months of FY 2016.

BRCPC - which procures energy for the City of Annapolis, Baltimore City, Anne Arundel, Baltimore, Carroll, Harford and Howard counties, as well as the region’s public schools, community colleges and several other entities - is able to contain average energy costs and remain flexible by using the defined purchasing strategy to buy approximately **80 percent** of the region’s energy in advance at a fixed rate and **20 percent** at spot market rates as needed.

This strategy keeps energy costs from skyrocketing during rising market prices, as was the case in

winter 2014 during the **winter polar vortex**. Likewise, it allows BRCPC to purchase energy when prices are low.

During the first six months of FY 2016, BRCPC purchased 626,200 Mega Watt hours (MWhs) of energy for delivery during FY 2017-2019 at rates 13 percent lower than the prices it paid during FY 2013-2015. This yields a cost avoidance of more than **\$4 million**.

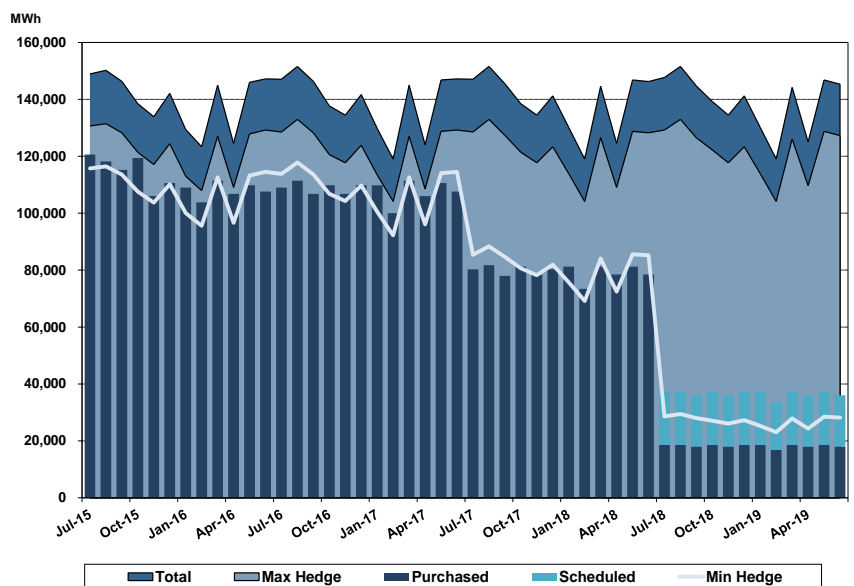
By purchasing approximately 20 percent of its energy on the spot market, BRCPC avoided paying about **\$1.8 million** for the first six months of FY 2016 when comparing actual spot market prices paid to the prior FY 2013-2015 fixed rate prices.

This strategy keeps energy prices from skyrocketing during rate increases, as was the case in 2014 during the winter polar vortex.

BRCPC purchases energy for up to 3 years beyond the current budget period and will continue purchasing energy this spring for delivery through FY 2019 to take advantage of the low energy prices. ■

The **Baltimore Regional Cooperative Purchasing Committee (BRCPC)** achieves millions of dollars in cost savings for member jurisdictions by combining needs into cooperative purchasing contracts, reducing administrative expenses and serving as a forum to exchange resources and technical information.

BRCPC - Pro Forma Electric Hedge Position - June 30, 2016



The above graph shows the amount of energy BRCPC purchased or plans to purchase by means of fixed and spot market rates through FY 2019. This strategy keeps prices from skyrocketing but allows BRCPC to take advantage of historic low rates. Graph: EnerNoc



Local governments partner with BMC to ensure safe drinking water



The Loch Raven, Prettyboy and Liberty reservoirs together provide high-quality water for approximately 1.8 million people in Baltimore City and the five surrounding counties. Photo: BMC

Clean water is expected when turning on a tap in the Baltimore region.

Drinking water system management is increasingly more important and complex as the Baltimore region works to offer the best possible source water available. But there is a difference between merely ensuring legal compliance and delivering the best quality water in the most efficient manner.

The widespread lead contamination affecting the water supply in **Flint, Michigan**, shows the dangerous effects of watershed management problems on public health and welfare. So the growing understanding of water chemistry, and how it affects the consumer, results in more complex and interactive management

needs.

BMC coordinates the **Reservoir Technical Group (RTG)**, which was created by the Baltimore Metropolitan Watershed Management Agreement. The RTG creates a platform upon which the area jurisdictions and the state can cooperate to ensure that the watersheds are managed well. The agreement also expects management to improve with time by adjusting to the ever-changing knowledge and understanding of local water sources.

Compliance is measured at the tap. But the management of source water affects both the end product and every step that water takes from the headwaters stream to the water that comes from the tap.

Ensuring high quality drinking water requires careful management of many variables across the water delivery system.

The **U.S. Environmental Protection Agency (EPA)** requires cost-benefit analyses as part of the regulatory process for drinking water. This effectively makes each step in the process part of the compliance measurement, including watershed management.

The RTG’s efforts are focused on improving that cost-to-benefit ratio through the development of an expanded watershed-wide monitoring program. With the help of the Center for Watershed Protection, the RTG is developing such a plan.

The intent of the effort will ultimately be the collection and analysis of regular and reliable data upon which to base future management. The collected data will be used to develop regular reports that can identify contaminants and trends early enough to improve management practices. The collection of consistent, comparable and reliable data will be used to improve the ability to actively manage the watershed as a resource.

The watershed monitoring program will allow the RTG to manage source water more effectively through better information and knowledge. ■



TRANSPORTATION

Federal agencies approve BRTB’s long-range transportation document, Maximize2040: A Performance-Based Transportation Plan

Federal approval is required for the Baltimore Regional Transportation Board (BRTB) to implement its long-range transportation plan.

The BRTB adopted *Maximize2040: A Performance-Based Transportation Plan* in November 2015. The document allocates approximately **\$54.5 billion** to major roadway and transit projects and programs from 2020 through 2040.

The BRTB adopted and sent the plan and its accompanying air quality conformity document to the **Federal Highway Administration (FHWA)** and the **Federal Transit Administration (FTA)** for review and approval.

In a letter dated January 15, the FHWA

Division Administrator and the FTA Regional Administrator informed the BRTB chair that the agencies had approved *Maximize2040*. The FHWA and the FTA stated in the letter that *Maximize2040* “was developed based on a continuing, cooperative, and comprehensive transportation planning process carried on cooperatively by the Baltimore Regional Transportation Board, the **Maryland Transit Administration (MTA)**, the **Maryland State Highway Administration (SHA)**, and the State of Maryland in accordance with the requirements” of the applicable federal transportation laws.

The letter also stated that the FHWA and the FTA, in coordination with the EPA, determined that *Maximize2040* conforms



to applicable air quality standards. Further, the FHWA and the FTA found that *Maximize2040* meets the requirement for fiscal constraint.

In accordance with federal law, the BRTB must adopt the next update of the region’s transportation plan by **November 2019**.

BMC managers to represent Baltimore region in national planning organization

The **Association of Metropolitan Planning Organizations (AMPO)** named two BMC senior managers to positions of leadership earlier in March.

AMPO appointed Director of Transportation Planning Todd Lang to the Board of Directors, and Assistant Director of Transportation Planning Regina Aris to her third term as chair of the Technical Committee.

Lang will serve as a board member for the next two years. Aris’s term as Committee Chair is for calendar year 2016. Lang and Aris bring more than 50 years of combined transportation planning experience to AMPO’s leadership.

“I am proud to represent the Baltimore region at the national level,” said Lang. “Our region experiences many of the same challenges and opportunities as our counterparts across the



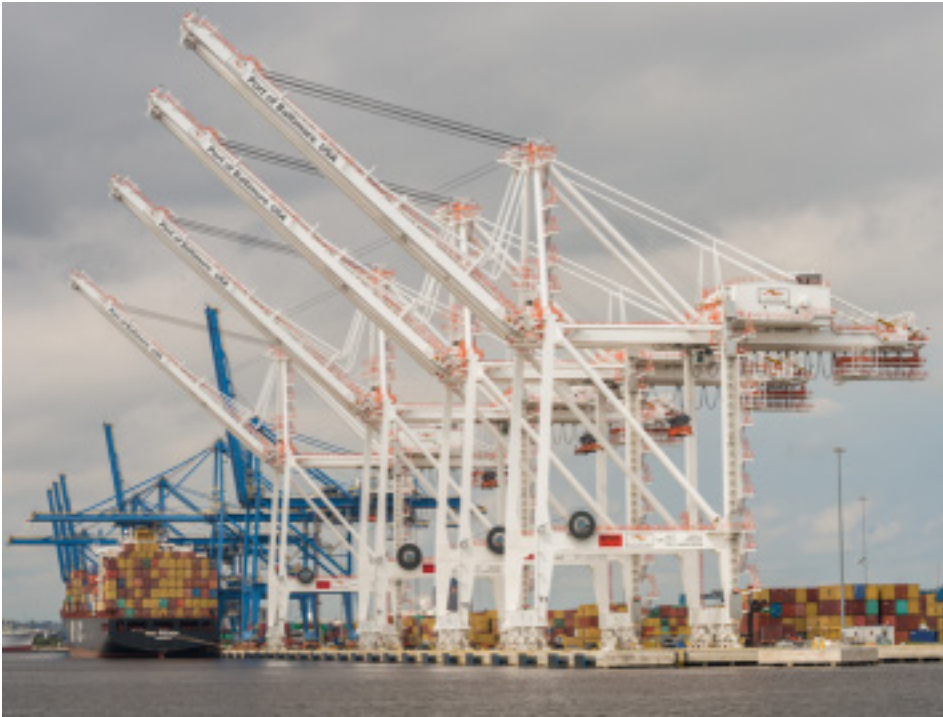
country. We can learn a lot from one another.”

AMPO is a nonprofit, membership organization established in 1994 to serve the needs and interests of metropolitan planning organizations (MPOs) nationwide. AMPO is the transportation advocate for metropolitan regions and works to enhance MPOs’ abilities to improve regional transportation systems.

“AMPO serves as a forum for sharing ideas,” said Aris. “By working together, our committee ensures that MPOs have a strong voice in the development of federal policies and understand how to implement those policies at the regional level.” ■



FAST Act to provide dedicated funding for freight infrastructure



FREIGHT FAST FACTS:

> 307 million tons move through the region annually.

>> The Port of Baltimore received a record-breaking 86,149 TEU containers in August 2015

For the first time in the U.S. Department of Transportation's 50-year history, Congress provided dedicated funding for freight infrastructure.

The **Fixing America's Surface Transportation (FAST) Act**, which includes multimodal freight policy, reflects a robust effort to make available federal resources that meet the nation's current and future needs.

The Baltimore region is Maryland's leading goods movement center. Each year, more than **307 million tons** of freight valued at nearly **\$1 trillion** move over Baltimore's highway, rail, port and airport facilities, serving domestic and international demand for a wide range of products.

Between now and 2030, freight on the region's transportation system is projected to nearly double, with significant percentage increases across the modes and the largest volume increase in truck tonnage. The growth in freight demand, combined with the predicted growth in private vehicle travel, commuter or intercity rail, and passenger air services, will stress the capacity of the region's transportation system.

In 2015, the **Helen Delich Bentley Port of Baltimore** continued its impressive record-setting year at its public marine terminals. In August 2015, the port saw the "most Twenty-Foot Equivalent Units (TEU) (containers) handled in one month" with a record 86,149 TEU containers crossing through the port. This surpasses

the previous single-month record of 79,644 TEU containers, which was set in June 2015.

The BRTB recognizes the importance of integrating freight into the transportation planning process through the **Freight Movement Task Force (FMTF)**. The FMTF's objective is to provide the public and freight stakeholders from all modes a voice in the regional transportation planning process. ■



HIGHWAY SAFETY

City to launch TowardZERO Baltimore pedestrian safety enhancement program



BMC will work with **Baltimore City** in the development and implementation of the TowardZERO Baltimore initiative.

The primary goal of TowardZERO Baltimore is to remind Baltimore City drivers and pedestrians that safety on city streets is serious business and must be addressed. This long-term initiative will move Baltimore TowardZERO pedestrian fatalities and severe injuries and commits the city to reaching this goal by 2030.

Baltimore’s transportation system, comprising a network of pedestrian and bicycle facilities, transit, and roadways, should integrate safely and move people from origin to destination, regardless of who they are, where they are going, or what mode of travel they are using. An average of **12 pedestrians are killed**

and more than **700 are injured** in traffic crashes each year on Baltimore streets. In 2014, Baltimore City experienced a significant high of **16 pedestrian fatalities**. Any fatality on city streets is too many and unacceptable, especially since these tragedies are preventable.

The City of Baltimore’s TowardZERO initiative will implement and expand upon the recommendations within the **Baltimore City Strategic Transportation Safety Plan**, adopted by Mayor Stephanie Rawlings-Blake in 2013. Strategic actions will include targeted engineering and roadway improvements, enforcement, and education, as well as encourage advocacy, partnership and policy changes.

TowardZERO is a bold and important

commitment; it sets achievable and measurable goals and also aligns with state and national goals and policies.

In early 2015, Rawlings-Blake joined the U.S. Department of Transportation’s Mayor’s Challenge for Safer People and Safer Streets, which was a year-long call to action to advance safety and accessibility goals. She also signed a Vision Zero Resolution this past summer at the U.S. Conference of Mayors, declaring that “no one should die or be seriously injured while traveling on our city streets.”

Baltimore City Department of Transportation (DOT) also started a citywide ADA self-evaluation that will help the city identify physical barriers in its pedestrian facilities and ultimately establish a schedule for correcting these barriers. ■

TIME TO ACT!

For more information, contact Betty Smoot, city planner with Department of Transportation, at betty.smoot@baltimorecity.gov or 443-984-4092 or Bala Akundi, BMC principal transportation engineer, at bakundi@baltometro.org or 410-732-0500 x 1019.



BMC joins panel of national leaders at January HUD event



(Above) Harriet Tregoning, principal deputy secretary for HUD; Dan Pontious, housing policy coordinator for BMC; Dace West, executive director of Mile High Connects in Denver; Elizabeth Kneebone, fellow with the Brookings Institution Metropolitan Policy Program; and Antonio Riley, administrator for Region V for HUD, participate in a panel discussion on January 22. Photo: Courtesy of U.S. HUD's YouTube channel

Dan Pontious, housing policy coordinator for BMC, joined experts from six other regions to serve as panelists in January at a housing mobility convening sponsored by the **U.S. Department of Housing and Urban Development (HUD)'s Office of Public and Indian Housing**.

Pontious spoke at the event shortly after BMC, on behalf of the Baltimore region, received a seed grant to begin a **regional project-based voucher (PBV) program** modeled on an existing Chicago effort.

The event served as an opportunity for public housing agencies (PHAs) and metropolitan planning organizations (MPOs) similar to BMC to compare notes with those in other metropolitan areas on

innovative cross-jurisdictional strategies. Other MPOs attending included the **Chicago Metropolitan Agency for Planning** and the **Twin Cities' Metropolitan Council**.

Also participating in the event was the **Baltimore Regional Housing Partnership (BRHP)**, a nonprofit organization that has helped more than 3,000 low-income families find affordable homes in safe communities with good schools in the Baltimore area. As BMC works with participating PHAs to establish the new regional PBV program, BRHP will administer a new regional waiting list for families who wish to participate. BRHP will also provide assistance on budgeting, credit, and tenant rights and responsibilities to any families moving to

a new home through the program who would like to receive it.

The BRHP program and BMC's work with area public housing agencies were both recognized as best practices at the January convening. On a panel moderated by HUD Principal Deputy Secretary Harriet Tregoning, Pontious described how area jurisdictions asked BMC for assistance as they sought to carry out the action plan from their then-draft Analysis of Impediments to Fair Housing Choice for the Baltimore Metropolitan Region (AI). That request, along with HUD's 2011 Sustainable Communities grant to BMC, resulted in Pontious' new housing position at BMC and new collaboration among PHAs. ■



BMC to kick off Clean Commute Initiatives in April; Bike to Work Day set for Friday, May 20

BMC teams up with local and state public transportation and air quality agencies, and private organizations to promote its **Clean Commute Initiatives** each spring and summer.

Air quality in the Baltimore region generally is poorer as outdoor temperatures rise. BMC staff participate in public events throughout the Baltimore region to educate the public about air quality and alternatives to solo driver commutes.

It's estimated that a third of the pollutants that dirty the air come from mobile sources. The intent of the Clean Commute Initiatives is to remind people in the region about the relationship between motor vehicles and air quality, and ask them to consider an alternative to driving alone for at least one day during the summer, when air pollution peaks.

From late spring through early fall, emissions from tailpipes and smokestacks are changed by the heat of the sun into ozone, the region's most serious air pollution concern. Ozone is an irritant. Its effects on children, the elderly and people with chronic health problems can be serious. It can even harm healthy adults, which is why BMC and its partners are working to reduce emissions.

BMC staff members along with volunteers from our partner organizations will talk with people at a number of community fairs and festivals during the season, beginning with **Howard County's GreenFest** on **April 16** and ending with **Carroll County's Fall Festival** in late September. They'll discuss the need to reduce the number of single-occupant



(Above) BMC staff members promote Clean Commute Initiatives during the 2015 Towson Town Spring Festival on May 2-3. Photo: BMC staff

vehicles on our roadways and promote commute options such as riding transit, carpooling, bicycling, teleworking and even walking. Any of these options can help reduce pollution.

Transportation choices may be personal but they ultimately affect everyone. Clean Commute Initiatives encourage employers and employees to give some thought to how they get around. Be a smarter, cleaner commuter!



One of the hallmark events of Clean Commute Initiatives is **Bike to Work Day (B2WD)**, which will take place on **Friday, May 20**.

B2WD is a time to celebrate the bicycle as a serious and responsible means of transportation and an opportunity for novice riders to try two-wheeled

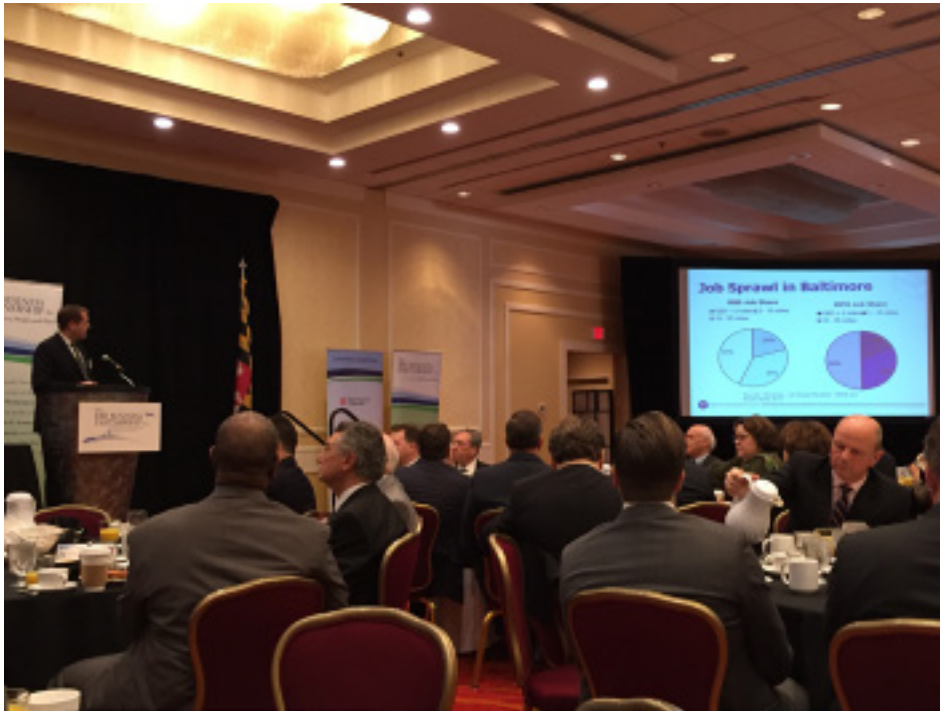
commuting. B2WD is a region-wide effort and will feature more than 30 events in Annapolis, Baltimore City, Anne Arundel, Baltimore, Carroll, Harford and Howard counties.

Beginning very modestly in 1997 with a handful of riders gathering at Baltimore's Inner Harbor, the event has grown considerably ever since. Last year, over 1,550 cyclists took part and more are expected this year.

B2WD 2015 also featured the participation of many of the region's employers, both large and small. Several hosted pit-stops, where riders could grab a bite to eat, have a drink, and chat with other cyclists. Some employers encouraged their workers by offering incentives such as free meals, relaxed dress codes, and contests. Many more supported the effort by contributing cash, services, or prizes. ■



BMC Executive Director highlights need for better access to ladders of opportunity in keynote address



BMC Executive Director Mike Kelly spoke to a crowd of more than 100 about access to middle-skilled jobs at the BWI Business Partnership’s Signature Breakfast on **Thursday, March 17.**

BWI Business Partnership, Inc. is a nonprofit of approximately 200 businesses and government agencies focused on economic development and transportation management in the central Maryland region. The organization’s leadership includes representatives of major local institutions and companies like Miles & Stockbridge P.C., Northrop Grumman, University of Maryland Medical System, BWI Marshall Airport, Parsons Brinckerhoff, McCrone, Inc. and Arundel Mills.

“BWI, Nursery Road and Coca-Cola Drive are major employment hubs for our region. They support thousands of jobs

for families around the area,” said Kelly. “I am glad that organizations like the BWI Business Partnership have made it their mission to support these job centers and focus on ways to connect more workers to these employment opportunities.”

Kelly discussed the three-year planning effort conducted by the Opportunity Collaborative, which included workforce and transportation analyses for the region.

“This work provides valuable context for some of the important issues being debated in Annapolis, and is of real interest to business and government leaders in the area,” said Greg Pecoraro, executive director of the Partnership.

Kelly’s presentation covered the region’s recovery from the recession and compared rates of employment and poverty during a 10-year period.

“The good news is that the Baltimore region has recovered all of the jobs it lost in the recession and has higher employment today than at our pre-recession peak,” Kelly said. “But, when we look behind those numbers, we see that the recession created downward pressure on workers with less education.”

The recession disproportionately affected those with less education and has resulted in a 36 percent increase in individuals living in poverty as compared to a decade earlier, Kelly said.

“What this data tells us is that people with less than a college diploma have been either pushed into lower paying jobs or out of the workforce,” he said. “Middle-skilled jobs are the key to stability.”

Middle-skilled jobs are careers accessible to individuals with a high school diploma plus some post-secondary education or training. These positions generally pay a family-supporting wage – approximately \$22 an hour, Kelly said.

“Transportation is also a barrier to employment,” said Kelly. “Workers in the BWI area without a car have very few options to get to their job.”

Regionally, 25 percent of individuals seeking work cite lack of transportation or difficulty using the transit system as an obstacle to finding and keeping a job, Kelly said.

“BMC’s analysis of transportation challenges around the BWI area echoes the anecdotal evidence we have heard for years,” said Pecoraro. “We look forward to working with our members and organizations like BMC to connect more employees to jobs in our area.” ■

Q&A with Elizabeth Kinney



Light House is an Annapolis-based shelter and homeless prevention support organization established in 1989 with the mission to empower people as they transition toward self-sufficiency. What are the most important factors that must be addressed to successfully empower the residents?

People experiencing homelessness have all experienced trauma of some sort. In addition, the experience of being homeless is traumatizing in and of itself. Our job is to create a safe space to meet people where they are and begin to rebuild their trust and self-worth. Empowerment begins in the context of healthy relationships, with oneself and at the Light House, with an advocate whose work is to mirror strengths, build motivation and challenge patterns of behavior that do not serve a resident well. Based on these assessments and client goals, we will build a “success plan” that drives action steps to move people forward. While we have a broad array of services to offer, real empowerment begins with an experience of positive change leading to the hope that it is truly possible to create a future that reconnects people to long lost dreams.

Ask an Expert showcases an innovator in the Baltimore region who is at the pulse of his or her industry. Elizabeth Kinney, executive director of the Light House, a homeless prevention support center, spoke with us about the importance of local partnerships for her work.

You have been involved with the Light House for more than 20 years as a volunteer, a board member, and now as the executive director. What is it about the program that drives your commitment to its work?

My commitment to the Light House is sustained by three things. First, my deep faith is rooted in the simple mandate to feed the hungry and serve the poor. I am called to the work - what a privilege. Second, to be witness to people being transformed by love and service is such an honor. The work is rich and demanding, and full of joy and great challenges. Finally, I am so proud of the staff. They work tirelessly every day with the most vulnerable people in our community and they do their work with grace and love. I am inspired every day.

The homeless and working poor face numerous and complex barriers to employment, ranging from physical and mental health issues to every day challenges like childcare and transportation. What does Light House do to help residents overcome those barriers? How does the Building Employment Success Training Program (B.E.S.T.) fit into this goal?

Addressing the barriers to success means addressing issues in mental health, health, substance abuse, criminal background, credit history, family support, transportation, childcare and often even basic identification needs. The work of identifying the issues is done by our dedicated case management team; the

solutions look different for every client. In-house programs are as varied as anger management or addictions counseling and are coupled with support from many community resources.

The BEST students, half residential and half from the community, are given case managers and the same support as other Light House participants. In addition, BEST students are given daily soft skills classes to accompany their rigorous skills training. Because we define success as sustainable independent housing, we must create sustainable income to pay for that housing. BEST students graduate with skills that we know employers are looking for, giving them a much better chance at getting a job quickly. More than 80 percent of our graduates are employed.

In 2013, Light House received a \$45,000 demonstration grant through the Opportunity Collaborative to help expand B.E.S.T., to create B.E.S.T. Catering. More than two years later, what are the successes and challenges of the program?

We just opened “The BEST Catering Cafe at MD Hall” last week! We will open “The Light House Bistro” at 206 West Street in Annapolis this fall. The Bistro take-out business will also be run by our Catering division. We continue to grow. BEST Catering changes lives one meal at a time. The graduates of the BEST training program have the opportunity to cook and serve for any number of events, receiving advanced training and wages that supplement their other work.

We are so grateful for The Opportunity Collaborative grant that helped create and grow our thriving BEST Catering program.

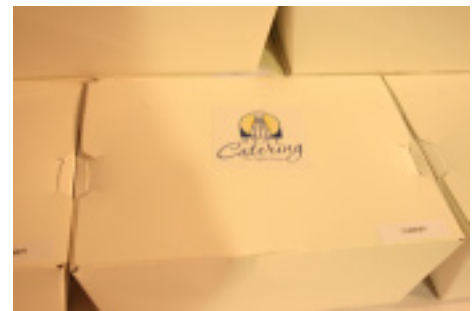
Light House works with a wide network of partners - businesses, foundations, government, area congregations, civic groups, schools, other nonprofit agencies, clubs, organizations and individuals - in the Anne Arundel community. What does this network mean for your organization and the work that you do?

Our work would not be possible without our network of partners. First of all, we are 87 percent privately funded and each and every contribution means we can keep our doors open and continue to run life changing programs. Also, our partnerships help prevent duplication of services. If an organization is doing a piece of the work required to keep people on our “conveyor belt” to independence, we want to work with them to provide additional resources for all the people we serve, whether residents or community clients. From our “Tooth Fairy Club” (dentists providing care), to our landlord partners, to the agencies such as the **Chrysalis House and Corrections**, who send clients to our programs, this engagement is what makes the Light House such an extraordinary example of what is possible when a community creates a net of support. We are tremendously grateful for every donation of time, money and efforts on behalf of those we serve.



How does local government help to support your goals and initiatives, particularly when it comes to fair and affordable housing for your residents?

We are part of the Anne Arundel County and **Annapolis Coalition to End Homelessness**. This collaboration of local governmental agencies and service providers has added a new level of effectiveness. We receive funding through the city Emergency Services Grant (ESG) and Community Development Block Grants (CDBG). We get grants from the city and historically from the county, all public sources adding up to **13 percent** of our operating budget this year. Our county housing agency, HCAAC, has increased the vouchers available for the most vulnerable and this helps so many people be able to move into housing. The solution to homelessness is housing. We need more affordable and fair housing for our homeless neighbors. The homeless are the highest utilizers of every public system from the Health Department to the police and hospital emergency rooms. The national average of cost to the taxpayer of one homeless client is between **\$1,500 and \$2,500 per month**. That is between



\$20,000 and \$30,000 dollars per year. If fair market rent is **\$1,200 per month** for a one bedroom apartment. Housing is less expensive than homelessness! ■

Carroll County tourism — A multi-million dollar industry



Reenactors and historians will gather at Westminster for the Corbit's Charge Civil War Encampment on June 25-26. Photo: Contesy of Carroll County

From Civil War history to farming heritage, the arts, festivals and flavorful local products, Carroll County offers a host of activities for families and adults alike.

Local businesses, nonprofits and government have each staked their claim to Carroll's multi-million dollar tourism industry and they are working hard to continue its growth.

"Tourism is an essential part of our county's economy," said Bonnie Staub, director of **Carroll County Tourism**.

According to the **Carroll County Department of Economic Development**, tourism infuses **\$54 million** into the local economy. Of this number, Carroll's tourism industry generates **\$6.8 million a year** in government revenues from visitors, said Staub.

"We host guests from all over the

Mid-Atlantic," Staub said. "They're attracted to our Civil War and farming history, arts, wine and festivals. Spring is a fun time to visit."

Tourism gets sweet with the opening of the **PEEPshow** at the Carroll Arts Center at the end of March. Despite its name, this event is fun for the entire family. The PEEPshow is a competition among enthusiasts of PEEPS marshmallow candies to create unique artwork made entirely of the sugary treats.

"People make all kinds of sculptures out of those things," Staub said. "I've seen Bart Simpson, black eyed susans, bee hives, monkeys, Maryland flags, even a life-sized ninja turtle."

Now in its ninth year, the PEEPshow draws upwards of **25,000 guests** annually. This year's event will run from **March 25 to April 6**.

Carroll County also draws in tourists with a passion for American history.

The **Carroll County Visitor Center**, located at 210 East Main Street in Westminster, offers a variety of maps and brochures to the interested sightseer. Among these are self-guided tours entitled "Carroll County, Maryland: Roads to Gettysburg," which details the movements of 60,000 Confederate and Union troops along 25 points as they maneuvered to the site of the seminal battle of the war in Adams County, Pennsylvania.

"Carroll is a great place to rediscover Maryland's rich Civil War history," said Staub.

On **June 25 and 26**, reenactors and historians will gather at Westminster for the **Corbit's Charge Civil War Encampment**. Visitors experience soldiers in Union and Confederate uniforms, hear the crack of black

powder rifles and smell the smoke of the tinsmith's fire, according to Staub.

"It's powerful," said Staub about the Encampment. "Many people forget that Maryland was a state divided by the war. It's a beautiful tribute to our past."

Carroll County offers an impressive collection of barn quilts. These enormous pieces of art hang on the exterior of barns across the county and offer a free self-guided tour across the countryside. The 22 quilts featured in the county's [Barn Quilt Trail Guide](#) are geometric, colorful, floral and impressively detailed.

"They're gorgeous, but they won't keep you warm at night," Staub said, laughing. "They're actually wood, made to look like a quilt your grandmother or her grandmother might have stitched."

For a glimpse into the life of Maryland farmers in the mid-1800s, the [Carroll County Farm Museum](#), located at 500 South Center Street in Westminster, is another popular destination. Agriculture was the major driver of the county's economy until the late 1800s, when rail lines connected the area to more diversified markets.

"The Farm Museum is a treasure," Staub said. "They host daily tours, an annual Independence Day celebration and even weddings. Things have really taken off there."

The museum features **140 acres** of farm land complete with goats, sheep, pigs, chicken, peacocks and ducks. Reenactors dressed in period attire demonstrate broom making, tin and blacksmithing, quilting, weaving and cooking by a hearth.

"The kids will love the animals and the crafts," said Staub. "Families should visit soon. Admission is free until **April 1.**"

For adult visitors, the Carroll County Farm Museum also hosts the [Maryland Wine Festival](#). Now in its 33rd year, this



Tourist events and attractions such as the Carroll County Farm Museum and Carroll Arts Center's PEEPshow are an essential part of the county's economy. Photos: Courtesy of Carroll County

festival takes place **September 17 and 18.**

"The festival served about **5,000 guests** and featured eight wineries when it began in 1984," said Kevin Atticks, representative of the Maryland Wineries Association. "Over the last three decades, it has grown significantly. This year's event is expected to draw over **20,000 guests** and more than 30 Maryland wineries."

The 2016 Festival will also feature live music, local artisans, and a cheese pavilion with locally-produced dairy products.

"It's called value-added agriculture," said Atticks. "Whether it's cheese, beef, honey, preserves, wine, beer or spirits, local companies are adding value by manufacturing consumable goods from natural agricultural products."

Sales of Maryland wines exceeded **\$31.5 million in 2015**, according to Atticks. Carroll County is home to five wineries that contribute to this big business, as well as several breweries. Carroll also hosts the [Maryland Microbrewery Festival](#), held each fall at Union Mills Homestead in Westminster.



"Local wine and beer aren't just delicious, they're an important segment of the economy," Atticks said. "These companies draw visitors from hundreds of miles to sample their products and learn about their processes. Value-added agriculture means manufacturing jobs, hospitality jobs and distribution jobs."

Carroll County government is also keenly aware of the importance of tourism to its economy and to the County's budget.

"Whether it's history, art, food or drink, there's something for everyone here in Carroll," said County Commissioner Doug Howard. "We're doing all we can to support our tourism market and reach more of our neighbors around the region." ■

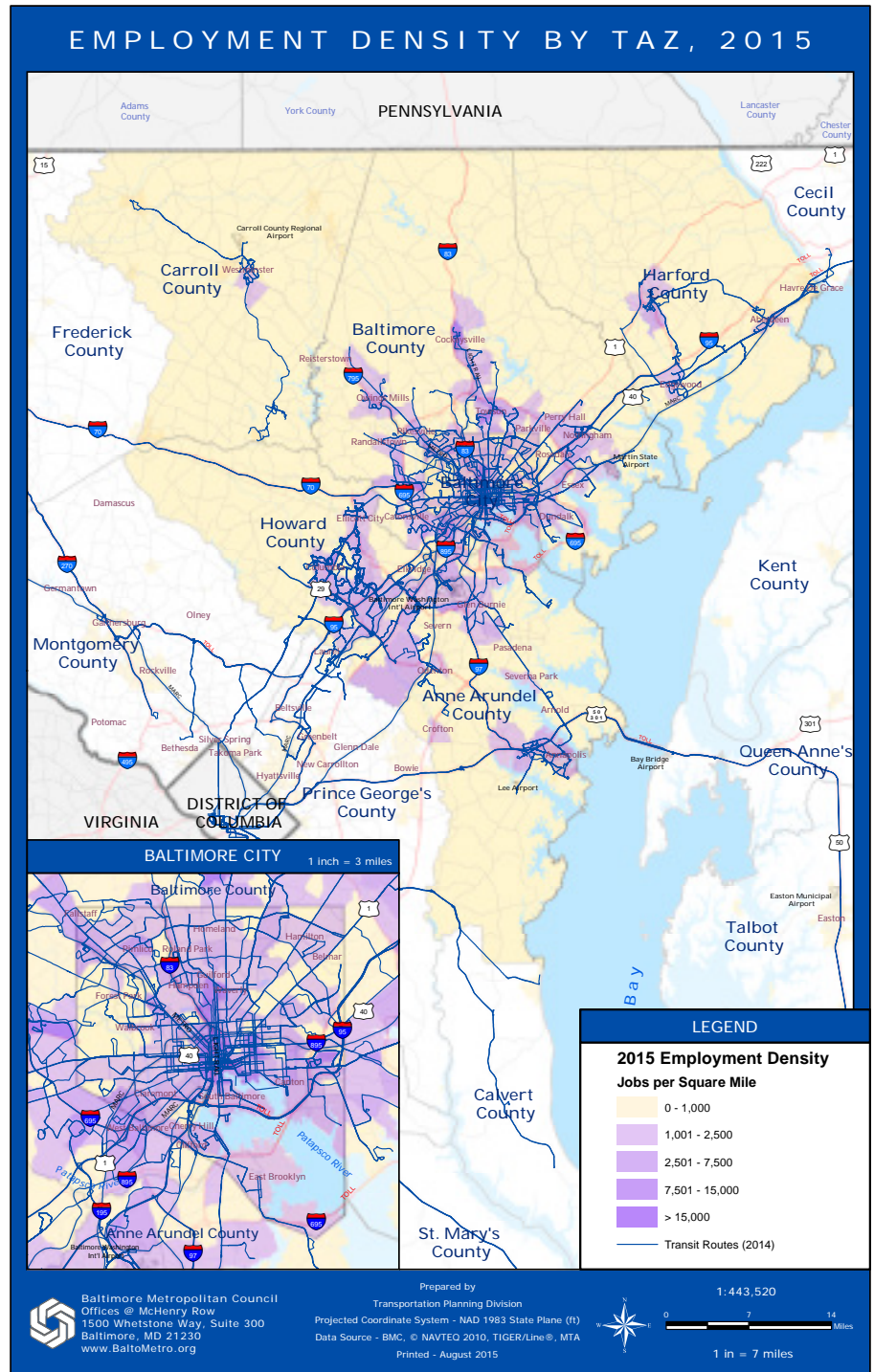
Regional employment density

— A 25-year outlook

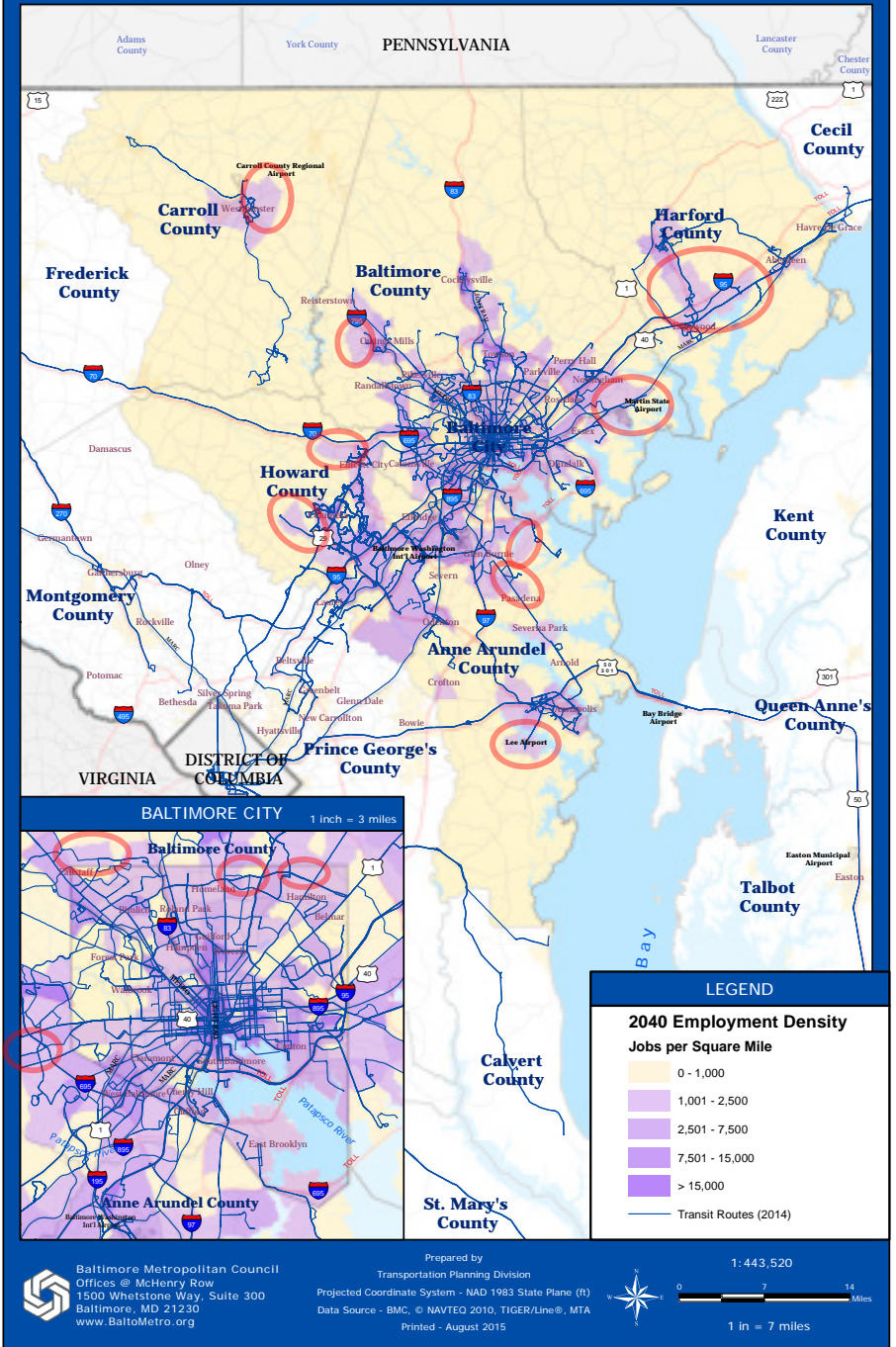
Originally developed to inform BMC's **Transit Needs Assessment**, released in October 2015, the accompanying maps project job density growth by Traffic Analysis Zone (TAZ) between **2015 and 2040**. Taken together with population density projections, employment density informs transit investment needs for our region's future. The red circles indicate the areas of significant new growth (a transition from less than 1,000 jobs per square mile to 1,001+ jobs per square mile) expected in the next 25 years.

Growth Areas:

- Anne Arundel County: Pasadena east of MD 2 along MD 100; Glen Burnie and Curtis Bay along Marley Neck Blvd.; Riva and Edgewater near Lee Airport.
- Baltimore City: Lake Walker, Anneslie, Glen Oaks, and Ramblewood neighborhoods east of York Road and north of Northern Parkway; Harford-Echodale/North Perring Parkway, and North Harford Road neighborhoods north of Northern Parkway between Perring Parkway and Harford Road.
- Baltimore County: Owings Mills west of I-795 and north of MD 26; Middle River near Martin State Airport between US 40 and MD 150; Catonsville west of 695 between Frederick Road and US 40; Pikesville/Wellwood between Park Heights Ave. and Greenspring Ave.
- Carroll County: Westminster east of MD 97 along MD 140 and MD 27
- Harford County: US 40/I-95 Corridor in Abingdon and Belcamp; Bel Air South and Emmorton along MD 24 and MD 924 between US 1 and I-95
- Howard County: Ellicott City west of US 29 between I-70 and US 40; Columbia and Clarksville along MD 32 west of US 29 ■



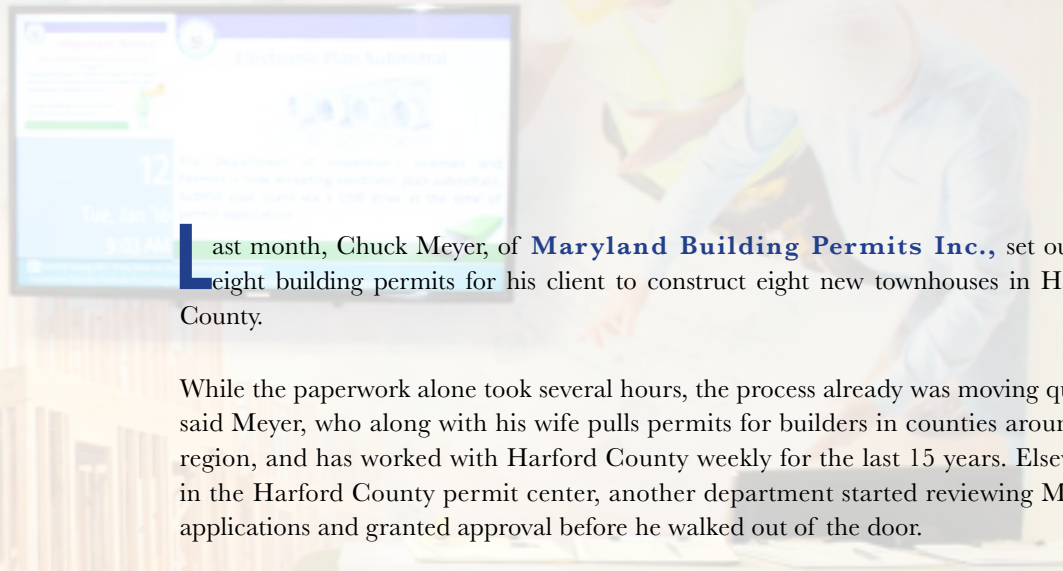
EMPLOYMENT DENSITY BY TAZ, 2040





Committed to the Customer

Harford County's permit center exemplifies how local government can be faster, smaller and better



Last month, Chuck Meyer, of **Maryland Building Permits Inc.**, set out pull eight building permits for his client to construct eight new townhouses in Harford County.

While the paperwork alone took several hours, the process already was moving quickly, said Meyer, who along with his wife pulls permits for builders in counties around the region, and has worked with Harford County weekly for the last 15 years. Elsewhere in the Harford County permit center, another department started reviewing Meyer's applications and granted approval before he walked out of the door.

A year ago, that process would take weeks or months longer, Meyer said. In other counties, it still does.

"The review process is lightening fast. The builders love it. I love it. It really is good," Meyer said. "I certainly save time when I do business in Harford County."

To receive a building permit in Harford County, customers used to have to jump through a series of hoops – running up and down stairs to various departments in the administration building, working with multiple employees in those departments, and then following up to make sure all information was complete and correct.

Now, if a resident wants a permit to construct a deck, employees are repositioned to work together, eliminating some of the logistical headache involved in a project. That relief is thanks to the creation of **Harford County's permit center**, which opened in 2015.

"We're very proud of how the permit center improves our services here," said Harford County Executive Barry Glassman. "Rather than telling folks why we can't do things, we want to configure county government so that we can make it work for you."

The launch of Harford County's permit center is a prime example of what Glassman, who is in his first term as county executive, hopes to achieve throughout the local government. Glassman envisions using better technology to streamline and consolidate services, making them faster, less expensive, more interactive and transparent. In this effort, the county aims to improve the quality of life for those who live, work and do business in Harford.

"It's really changing the customer service culture in the county back to one where we're going above and beyond to make sure that every customer that we deal with is treated fairly and their permit is handled expeditiously," Glassman said.

"We've literally reconfigured county government to make it more accessible to the public. We want it to make sense for the customer."

Before entering public office, Glassman, a life-long Harford County resident, worked for **Baltimore Gas and Electric (BGE)** for more than 25 years. His experience engrained in him the importance of quality

customer service, he said. When he ran for Harford County Executive in 2014, he knew it would be a key point in his campaign.

"One of the common complaints that I heard during the campaign was the difficulty residents experienced getting things moving through the county government," Glassman said. "We are working to shift the focus of local government to customer service, and to put our operations and our employees on a footing where we are focused on providing the best possible service to the residents of the county, who we call our customers."

While Harford County implements the customer service initiative throughout the county government, the permit center is among the Glassman administration's most prominent achievements so far in that regard. Ideally, Glassman would like

I think one of the biggest challenges of any permit center is confusion," Lawder said. "When somebody walks through that door, we're going to get them to the right individual and they're going to sit down and have a one-on-one interaction."

every Harford County employee to receive at least a base level of customer service training, he said.

"One of my goals is for every county employee to have at least some basic exposure and complete discourse in customer service," Glassman said.

The permit center is one of the primary areas where county government interfaces with the citizens it serves, said Paul Lawder, director of Inspections, Licenses and Permits for Harford County. In particular, there are people who may



come in once looking for a dog license or to put a deck on their home, while others are tradespeople or professional builders, some of whom come in every day or every week.

“I think one of the biggest challenges of any permit center is confusion,” Lawder said. “When somebody walks through that door, we’re going to get them to the right individual and they’re going to sit down and have a one-on-one interaction.”

To avoid that initial confusion for the customer, each person who enters the first floor of the Harford County administration building, where they house the permit center, is met with a front desk greeter, Lawder said. That employee will guide the customer to the right permit technician, who will then take the customer’s information, enter it into the system, discuss individual permit plans, fact-check items such as measurements, consult with zoning, add the correct building code information, site plans, construction plans, letters of authorization and contact information.

“We will team you up with someone who will be your guide through the entire process,” he said.

Once a permit application is complete, Harford County scans it into a web-based system from **EnerGov**, which will then send it to all the other agencies required to sign off on that permit, Lawder said.

“If I receive a permit application for a new single-family dwelling, I’m going to need review and get approval from the health department, water and sewer, driveway access, and planning, zoning and building. That information immediately goes to each department and our system talks to everyone simultaneously,” Lawder said. “So each department could review the application before that customer walks out the door.”

The permit center also is an example of Harford County’s efforts to bring services into the 21st century, including posting information online and providing 24/7 customer services to some areas, he said. The upgraded technology provided through the EnerGov system alone speeds

up the permit process.

“The process used to have eight different systems for inputting information and those systems couldn’t talk to each other. What we’ve done behind the scenes is to break down those barriers, those silos, and now we’ve integrated all of that processing into one singular web-based system and streamlined the entire process,” Lawder said. “Some agencies can look right at an application and sign off on it. It doesn’t get lost in the mail. It can’t get lost in the bureaucracy. It’s right there in our electronic system.”

While EnerGov streamlines the whole process internally, Harford County plans to roll out further public-facing phases to better connect customers with the services that they need. The county plans to provide an access portal so that customers can track their own permits through the approval process remotely from their Smartphones or Tablets.

“We’re giving people the opportunity to

Story continues on Pages 20–21





Harford County Executive Barry Glassman envisions using better technology to streamline and consolidate services, making them faster, less expensive, more interactive and transparent. Photos: Courtesy of Harford County

sit at their desks so that they don't have to come out to our office in Bel Air," Lawder said. "We want to provide them with an opportunity to do that at their convenience."

However, those who prefer to go to the permit center to conduct their business

"The marketplace for commercial development and job attraction is very competitive now," Glassman said. "Once we attract a business development, they become our customer. We have to demonstrate that we can get them through the process and get them built on-time."

may do so with a streamlined physical layout, too.

"If you had come here a year ago, you would have to come up to the second floor to apply for your permit, go back downstairs to pay whatever fees were required at the treasury window, and then

come back upstairs with your receipt to finish processing your permit or whatever you were applying for. That wastes the customer's time," Glassman said. "We've taken all of those areas that the public interacts with in our main administrative building and put it conveniently on the first floor."

The permit center is a huge open room with multiple departments working side by side. So not only can the employees see and communicate with each other, but customers can see the employees and workflow as it unfolds, Glassman said.

"We were able to create a modern, open facility there. It was not only creating a better, more modern space, but also consolidating those services into one location," Glassman said. "You can get all of your business done in one location without having to go anywhere else in the building."

By consolidating services into one primary location, Harford County was able to close leases on space rented for some departments, saving a total of \$360,000, Glassman said.

"We were taking a comprehensive look at facilities and now we're using the space

that we have more efficiently,” Glassman said.

Still the improvements to the permit center are part of a larger initiative, Glassman said.

While providing better and faster services improves the quality of life for those living and working in Harford County, it also serves to entice more economic development.

“There is still this degree of competitiveness, although we are very collegial with our surrounding counties and jurisdictions, the marketplace

for commercial development and job attraction is very competitive now,” Glassman said. “Once we attract a business development, they become our customer. We have to demonstrate that we can get them through the process and get them built on-time.”

To compete, Harford County also revived a fast-tracking system for larger multi-million dollar projects such as the building project with **BSC America Auto Auction** or the **Frito-Lay** expansion planned in Aberdeen. The department directors make sure that all of the permitting is done quickly to avoid hiccups in the process for these projects.

“We show them that we can get them through the process,” Glassman said.

Harford County launched its permit center in September 2015. Since then, Glassman has sought out feedback to make sure that customers are satisfied with their experience and the county government can improve the process. Glassman said he routinely sends out surveys to make sure he knows how the county is doing.

“We’ve gotten a lot of positive and constructive feedback,” Glassman said.

In addition to the surveys, Glassman will personally host public brown bag business lunches to learn how to make county services more customer-friendly, he said. Lunches will be held at the first floor conference room next to the permit center beginning in May.

It is through this continued evaluation that Glassman said he hopes Harford County will continue to upgrade services for his constituents, the customer.

“Just like the latest version of your Smartphone, it’s got to be faster, smaller, and provide better service,” Glassman said. “We are processing permits with fewer people, more technology, and efficient space.” ■



(Above) County Executive Barry Glassman cuts the ribbon for the new permit center, which opened to the public in September 2015. Photo: Courtesy of Harford County



BMC supports commuter benefits bill



Del. Cory McCray and representatives from BMC, MDOT, CMTA, BWI Business Partnership, and 1000 Friends of Maryland testify in support of HB1012 on March 2. Photos: BMC

On March 2, Executive Director Mike Kelly appeared before the House Ways & Means Committee in Annapolis to testify in support of House Bill 1012, Income Tax Credit – Commuter Benefits – Eligibility and Credit Amount.

Under current law, Maryland-based businesses that provide commuter benefits to employees such as vanpools, Guaranteed Ride Home, cash payment

in lieu of parking, or MTA fare cards may claim a credit of up to \$50 per employee per month against their income or insurance premium tax for as much as half the cost of providing such benefits.

Introduced by Del. Cory McCray (D-Baltimore City), House Bill 1012 increases the existing business tax credit from \$50 to \$100 per month and expands the number of eligible vanpool vehicles by

decreasing the minimum seating capacity of such vehicles.

“Lack of access to a vehicle is a barrier to employment for many individuals,” said Kelly. “Commuter benefits create alternatives for working families that cannot afford or choose not to own a car.”

In the Baltimore region, more than one in 10 households do not have access to a vehicle. In Baltimore City, three in 10 households do not have a car.

“For workers with cars, traveling on I-95, MD 295, and the Baltimore Beltway during peak hours experience some of the worst traffic congestion in the nation,” said Kelly. “Commuter benefits can decrease the number of vehicles on our roadways, which in turn eases congestion for other drivers and commercial carriers. This decline in vehicle traffic also has an important environmental benefit of reducing carbon emissions.”

The bill was supported by a bi-partisan coalition of advocates, including representatives of the Maryland Department of Transportation, Central Maryland Transportation Alliance, BWI Business Partnership, and 1000 Friends of Maryland. In addition, Harford County Executive Barry Glassman, Montgomery County, Central Maryland Regional Transit, and the Montgomery County Chamber of Commerce each submitted letters of support.

“This bill was one of BMC’s legislative priorities for 2016,” said Kelly. “We are proud to stand with Del. McCray, the House Leadership, the Maryland Department of Transportation and our industry partners to encourage more Maryland businesses to offer these benefits to employees.” ■



Global Cities Initiative

— Growing Baltimore's export market

The *Greater Baltimore Committee* has partnered with *BMC*, the *Baltimore Development Corporation*, *Maryland Department of Commerce* and *Towson University, Regional Economic Studies Institute* to study and develop recommendations to grow the Baltimore region's export market. *The Global Cities Initiative* is a joint effort of the *Brookings Institution* and *JPMorgan Chase* to boost metropolitan economies through international competitiveness. The *Baltimore Metro Export Market Assessment* released October 2015 identifies strengths, challenges and opportunities as we work together to expand our region's share of exports. The final report of the Initiative, including policy recommendations, will be released later in 2016.

Total Export Value, 2014

\$12 billion in exports of goods and services in 2014

This ranks **28** of the largest Baltimore **100** metro regions

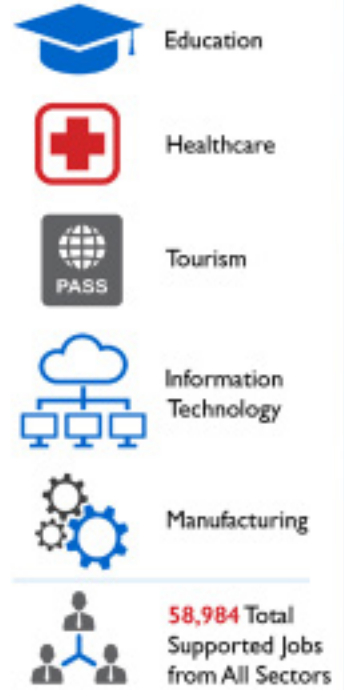
Annualized Export Growth: 2010-2014

1.6% Baltimore Metro Region

81 out of 100 metro regions had higher export growth

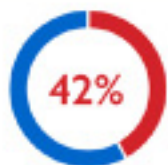
The Region's Exports

Top Industries for Exports

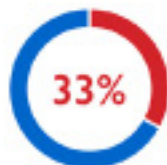


Export Challenges Facing Baltimore Businesses

Key Obstacles to Exporting *



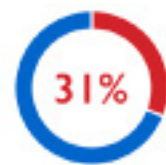
Transportation Costs



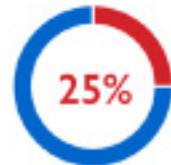
Customs Clearance



Knowledge of Foreign Markets



U.S. Export Control Laws, Reg. Compliance, Licensing, Inspections, Tariffs



Foreign Gov. Regs. and Policies

Top Reasons Companies Do Not Export *

1. Product or service cannot be exported
2. Enough business from local, state and regional markets
3. Unaware which products or services can be exported

*The *Greater Baltimore Metro Export Plan Business Survey* was conducted from May 5-May 29, 2015. The survey was distributed to a list of regional business contacts from all industries and across all jurisdictions in the region.



B'more Involved promotes civic engagement in our region's transportation, planning, environmental justice and equity. This important information is a great way for you to learn more, stay up-to-date on important events, news, and, of course, let you know how you can B'More Involved!



In October, Governor Larry Hogan announced **\$135 million** in investments designed to transform and improve transit throughout the Baltimore region through the Maryland Transit Administration (MTA). The multi-phase plan seeks to create an interconnected transit system, known as **BaltimoreLINK**, and includes a redesign the entire local and express bus systems throughout Baltimore and the addition of 12 new high-frequency, color-coded bus routes to improve connections to jobs and other transit modes.

June 2016 Service Change Proposal & Notice of Public Hearings

MTA is holding a series of public hearings to provide the opportunity to comment on Express BusLink service and changes to existing service, proposed to begin **June 2016**. The remaining BaltimoreLink workshops are as follows:

23 MARCH
Woodlawn Library
 6-8 p.m.
 1811 Woodlawn Drive
 Baltimore, MD 21207

24 MARCH
White Marsh Library
 6-8 p.m.
 8133 Sandpiper Circle
 Baltimore, MD 21236

28 MARCH
Owings Mills Library
 6-8 p.m.
 10302 Grand Central Ave
 Owings Mills, MD 21117

29 MARCH
Whitman, Requardt and Associates, LLP
 4-8 p.m.
 801 S. Caroline Street
 Baltimore, MD 21231

Videos Wanted!

If you're between the ages of 14 and 23, you're invited to enter the **"My Preparedness Story: Staying Healthy & Resilient"** Video Challenge. Send a short video that answers the question, "How are you helping family, friends, and community protect their health during disasters and every day?" Your video could be used to inspire others to help their communities prepare for disasters and emergencies.

28 MARCH
My Preparedness Story
 Submit videos before the March 28 deadline.



BRTB Planning Certification

25 APRIL

Baltimore Metropolitan Council

5-7 p.m.
 The Offices @ McHenry Row
 1500 Whetstone Way, Suite 300
 Baltimore, MD 21230

FHWA and the FTA invite you to join them on **Monday, April 25** to share your thoughts about the regional transportation planning process conducted by the BRTB.

The **public meeting** is part of FHWA and FTA's 2016 Federal Certification Review of the BRTB. The BRTB is the Metropolitan Planning Organization (MPO) for the Baltimore region.

Every four years, FHWA and FTA conduct an on-site review of the BRTB. The purpose of the certification review is to:

- Provide an objective evaluation of the regional transportation planning process;
- Ensure that federal planning requirements are being satisfactorily implemented by the BRTB;
- Provide advice and guidance to the BRTB for ways it can further enhance the effectiveness and efficiency of the planning process and improve the quality of transportation investment decisions;
- Help ensure that the major transportation planning issues facing a metropolitan area are being addressed.

FHWA and FTA also verify that the BRTB will implement previous recommendations for improvement.

B'more Involved with BMC and the BRTB

Transportation affects all of us. By getting involved in the BRTB's planning process, you can help to shape the future.

The BRTB meets regularly to work on regional transportation activities, events, educational campaigns, plans and to vote on key decisions. Public comment also is a vital part of many of these initiatives. We hope to see you at any of our upcoming meetings. Check out our information on [testimony rules and procedures](#), as well as our [guide to making a public comment](#).

Visit www.baltometro.org for a full list of upcoming public meetings. Check the calendar at baltometro.org for variations or weather related cancellations.

6
APRIL

[PAC April Meeting](#)

4 p.m.
The Offices @ McHenry Row,
Whetstone Way, Third Floor,
Baltimore, MD 21230

26
APRIL

[BRTB April Meeting](#)

9 a.m.
The Offices @ McHenry Row,
Whetstone Way, Third Floor,
Baltimore, MD 21230

4
MAY

[PAC May Meeting](#)

4 p.m.
The Offices @ McHenry Row,
Whetstone Way, Third Floor,
Baltimore, MD 21230

24
MAY

[BRTB May Meeting](#)

9 a.m.
The Offices @ McHenry Row,
Whetstone Way, Third Floor,
Baltimore, MD 21230

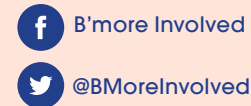
12
APRIL

[Trail Advocacy Forum](#)

4 p.m.
Jefferson Building Hearing Room
(Room 104)
105 West Chesapeake Avenue,
Towson, MD 21204

Baltimore County's Pedestrian and Bicycle Advisory Committee will hold a forum about how community organizations can support the development and maintenance of trail projects. Catonsville Rails to Trails and the Friends of Anne Arundel County Trails will be on hand to discuss how their organizations have been successful in advocating for trail projects.

B'More connected to B'more Involved:



23
APRIL

[Mayor's Spring Clean-Up](#)

Get ready to tackle some spring cleaning in Baltimore neighborhoods by signing up for the Spring Cleanup on Saturday, April 23, from 9 a.m. to 1 p.m. Property owners may receive credits to reduce their Stormwater fee by participating in organized cleanups. Information on how to obtain Stormwater Fee credits will be provided to communities when they call 311 to register for Spring Cleanup.

21
APRIL

[EPA Grant Applications Due](#)

The U.S. Environmental Protection Agency (EPA) issued a [Request for Applications \(RFA\)](#) to fund collaborative, community-based research that will foster better understanding of how ecosystems support human health and well-being. The Integrating Human Health and Well-Being with Ecosystems Services RFA is part of EPA's Sustainable and Healthy Communities (SHC) Research program. Applications are due April 21, 2016.

20
MAY

[Save the Date: Bike to Work Day 2016](#)

More than 30 event locations and 1,500 participants around the Baltimore region!



JANUARY 22-23, 2016 WINTER STORM JONAS



A pedestrian surveys the snow covering Foster Avenue in the Baltimore City neighborhood of Canton after January's Winter Storm Jonas. Photo: Sean Sutherland, Baltimore City resident

Rarely does the Baltimore region, or the Mid-Atlantic for that matter, see snow quite like Winter Storm Jonas, which touched down on Friday, January 22, 2016.

Jonas dropped a historic **29.2 inches of snow**, blanketing the region for days. (Above) Residents of the Baltimore City neighborhood of Canton walk through the middle of the street to get around after the storm.

But Jonas was far from the first blizzard to pummel the region. (Below) St. Paul Street in the Baltimore City neighborhood of Mount Vernon is left uninhabited after the Palm Sunday Snowstorm, a surprise blizzard that brought **22 inches of snow** to the region on March 28-29, 1942. ■

MARCH 28-29, 1942 PALM SUNDAY SNOWSTORM



St. Paul Street looking north from Read Street is snow covered following a storm in March 1942. Photo: Reprinted with permission of The Baltimore Sun Media Group. All Rights Reserved.