
Report of Results of Focus Groups
Conducted for the Midtown Community
Benefits District in June of 2008

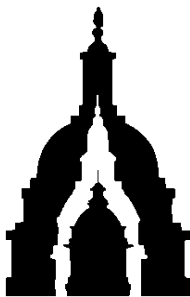
Prepared by:

Dennis McGrath, Research Associate

assisted by

Swati Patel, Graduate Assistant

June 27, 2008



Schaefer Center for Public Policy

University of Baltimore

1304 St. Paul Street

Baltimore, MD 21202

410.837.6188

Context

After meeting with members of the Midtown Community Benefits District's (MCBD) Strategic Planning Committee members and exploring the issues that might be productively discussed in focus groups with residents of the District, a preliminary focus group moderation guide was drafted. This draft was disseminated to Committee members. Based upon the feedback from the Committee, the moderation guide was revised and finalized.

Initially the Committee agreed to have the contractor conduct focus groups, one from each of the neighborhoods which comprise the District. Telephone recruitment for the two most populous neighborhoods (Bolton Hill and Mount Vernon/Belvedere) went well and after more than twenty residents from each neighborhood agreed to participate in the group and recruitment ended. The number of residents that actually participated from Bolton Hill was 12. The number of residents that actually participated from Mount Vernon/Belvedere was 11.

Recruitment from the smaller neighborhoods (Charles North and Madison Park) was initially not as fruitful. After analysis of these early recruitment results it was decided that it was unlikely that there would be a large enough number of residents recruited by telephone from each neighborhood separately to create a productive group discussion. The focus groups scheduled for the two neighborhoods were combined into one date and flyers were added to the recruitment tools. After these measures 11 residents participated in the resulting focus group. The 11 were almost equally divided between residents of Charles North and residents of Madison Park.

The focus group for residents of Bolton Hill was held on June 2, 2008. The focus group for residents of Mount Vernon/Belvedere was held on June 4, 2008. The focus group for the residents of either Charles North or Madison Park was held on June 11, 2008.

The focus group moderation guide detailing the subjects discussed in each group is attached as Appendix A.

Perceptions of General Safety

The first issue discussed in two of the three groups involved perceptions of safety. In one group early questions about the purpose of the focus group led to discussion of another issue. Since spontaneous discussions are often more productive than directed discussions, the moderator let any spontaneous discussions continue before turning the group toward the next issue on the agenda.

In an attempt to avoid any intimation by the moderator that safety was a significant problem, the question addressed perceptions of safety by residents and by others.

Residents were asked:

How safe do outsiders perceive your neighborhood to be? How safe do you feel it is? What things contribute to your feeling of safety?

and if the issues did not come up spontaneously in the discussion the moderator probed for these things that might contribute to feelings of safety:

- ***The number of police officers (on-duty or off-duty)***
- ***Security cameras (Do such cameras cause you concern about privacy?)***
- ***Call boxes on the corner***
- ***Safety patrols (citizens, police officers, paraprofessionals i.e. security officers)***
- ***Lighting (number, intensity)***
- ***Any other ideas***

The responses of **Mount Vernon/Belvedere** residents to the general issue of safety varied.

A resident began the discussion by stating that he personally felt safe, but that outsiders perceive the neighborhood as dangerous.

A resident felt that there has been improvement in the past 16 years, but the perceptions haven't changed. He noted that assaults that have occurred in the daytime in the past few years have contributed to this perception.

A resident who described himself as relatively recently moved into the neighborhood said he felt safer than he has expected he would.

Another resident said that he still sees many car windows that are broken and knows of assaults and sees there are still needles present on the streets though there is less than there used to be

A female resident of the neighborhood felt that there needed to be more control of the people coming out of the late night entertainment establishments. Police presence should be addressed during high volume days (Fridays and Saturdays). She generally feels safe, because she is cautious but more control of these times and days would be better.

A resident expressed concern over repeatedly having his car broken into and the lack of police help or action. He said: "There needs to be more police response."

One resident is a student who lives 5 blocks away from school and generally feels safe, but a few recent incidences (for example, two men held up at gun point on her regular path) make her feel unsafe.

There was some agreement expressed with the view that a cleaner, more attractive environment can contribute to a more safe feeling and that the psychology of the neighborhood could be used to deter crime and the perception of crime.

Specific suggestions included; more lighting on Charles Street (especially between Eager and Read Streets), focusing on continuing to keep graffiti off the walls and stopping vandalizations, encouraging activities that bring people out on the street because residents feel less safe when there are no people around.

The responses from the participants from **Bolton Hill** generally expressed less feelings of safety. Many residents expressed that they did not feel safe. The general feeling was that Baltimore was dangerous and that the city needs to solve larger problems in order for Bolton Hill to be safe.

These residents made a few suggestions. It was suggested that MCBBD provide uniforms to community watchers so that they stand out. Uniforms and a visible presence could deter some people from committing crimes.

A resident asked what MCBBD was doing about obtaining the greater extent of police presence that should be committed to the area. This started a thread that wound through much of the discussion in which many of the participants wished that MCBBD would find a way to advocate for more city services in the neighborhood.

It was suggested that a better job could be done of coordinating among the neighborhood associations to support a citizens on patrol type group and other useful community activities.

One resident suggested that though it may not be MCBBD's job to "police," street cleaning and greening was a part of their mission. The suggestion was made to have the cleaners and other workers function as the eyes and ears of the neighborhoods; they could report suspicious activity.

Another participant disagreed. He brought up that when MCBBD was established, a security team and an escort service were instituted. The resident thought this was a better option than having cleaning crews playing police officers.

In the combined **Charles North and Madison Park** focus group the participants expressed a greater lack of feelings of safety than in the other groups.

When the question of perception of safety was introduced one of the first participants who spoke expressed the opinion that her neighborhood has gotten worse and that she observes more drug activities in Madison Park recently than in the past. A participant said that the recent shootings also contribute to a negative perception.

One said that with more such activity (drugs and other) going on in the neighborhood, the participant feels better driving 1 block at night rather than walking.

Another participant claimed that she, too, did not feel safe. She also mentioned a fire hydrant that was open and running for 4 hours while 2 cops sat outside and did nothing to resolve the issue.

A participant recommended using the “buddy system” where neighbors watch each other as they park and come into their homes so that participants feel a bit safer.

Many expressed that a high priority should be to get police to drive through the neighborhood more often.

Another participant felt that any increased presence in paraprofessionals or participants would be a deterrent to crime.

One participant stated that the other neighborhoods in the district have changed their crime situations over the years and wondered how they had done that. Others expressed the opinion that the other neighborhoods were able to do this because they have had numbers and they have vocalized their needs and wants.

One participant reported that the official police reports show crime down. Other participants expressed their opinion that the statistics did not accurately identify the situation of the neighborhoods as many crimes are not being reported.

When it was suggested that MCBD take the initiative in getting crimes accurately reported there was a little interest in that idea.

A few participants expressed the opinion that a synergy of cleaning, lighting and a visible presence was needed to address the security issues. A few others said that the key thing was police presence. To support this view one participant expressed the opinion that the other communities drive MCBD’s goals, but that Madison Park needs to deal with the crime before it considers beautification. A few continued this thread and said that walking a beat was more effective than police car cruising. Many supported the contention that police presence (even off duty) is more necessary than beautification.

Specific safety issues: The number of police officers (on-duty or off-duty) and safety patrols

As the report of the discussion above shows the issue of police presence came up repeatedly in the general discussion of safety. While some expressed the opinion that there could be substitutes for police presence, many thought that such presence was of key importance. Specifically, the opinions were expressed that there needs to be more police presence around the nightclubs at key times and that the police should respond more quickly to calls. Often the opinion was expressed that foot patrols were better than police cars cruising the neighborhoods, but there was some disagreement about this.

In the **Mount Vernon** focus group participants brought up the possibility of having “safety patrols.” Many residents felt that safety patrols would work and suggested looking at the Downtown Partnership.

In the **Charles North/Madison Park** group there was general agreement that safety patrols were a good idea and should be encouraged. Participants agreed that vigilance, reeducation, and proactive awareness needed to happen among neighbors.

One participant offered the opinion that MCBD or the police alone wouldn’t solve all of the neighborhood’s problems and that there needed to be a more collective effort among the residents. MCBD could help residents be aware of their civic responsibilities by reminding people to call, not to litter, etc. The suggestion was made by another participant in this group that cleaners could play the role of the eyes and ears of the neighborhood. This would eliminate the need for figuring out how to pay for the salaries of additional cops. Another participant mentioned the large costs associated with private security, and that the visibility provided by more police presence would be better.

Specific safety issues: Call boxes

The issue of call boxes was not spontaneously brought up in the general discussion. When asked particularly about call boxes the participants were not enthusiastic. Many had questions about the nature of the call boxes.

Some participants felt skeptical about the use of call boxes during a real emergency. Others said people already had cell phones for that purpose. Some participants used the discussion to reiterate their feelings that greater police presence would make the participants feel safer.

One resident expressed the belief that call boxes in the neighborhood add to the perception that there are problems in the neighborhoods. A few expressed concern over keeping call boxes from being vandalized.

One participant asked whether statistics indicate the effectiveness of call boxes.

Another participant said that he felt no less unsafe than 40 years ago. This participant suggested neighbors be more proactive in neighborhood patrols. The participant felt that the call boxes and a little education could be a possible deterrent.

Specific safety issues: Cameras

The issue of cameras also did not come up spontaneously. When raised, there were a wide variety of opinions expressed on the issue. Many said that they did not know enough about them to have a strong opinion. Some went on to suggest that perhaps some kind of demonstration program could be implemented first.

A **Mount Vernon** resident claimed that he would rather see more policemen on bikes, horses, etc. rather than the cameras. That resident felt that the cameras and technology will not solve the problem of crime.

Another resident responded that perhaps cameras like those in London may not be a bad idea for deterrence; outsiders perpetuate the crime and often victims do not live in the neighborhoods. Suburbanites come into the city and do things they wouldn't do near their homes.

Another resident felt that the cameras give some comfort.

Bolton Hill residents had questions they wondered if the security cameras would have signs or if they would be conspicuous. Some stated that they would not mind the security cameras, while others had issues with the privacy issues and felt that a certain level of liberty would be given up.

A resident brought up the financial implications associated with the cameras. Computers and personnel would be large costs. The resident wanted to know whether there would be a statistical analysis done of the effectiveness of these cameras worked before investing in the bureaucracy and the expensive equipment.

Another resident thought that the cameras would only delay crime and not deter it. In response another resident suggested that one camera be adopted to see how it would work. Some residents expressed the opinion that there was not one single solution to these problems and many things should be tried.

In the **Charles North/ Madison Park** group a few gave their opinion that crimes happen right under the cameras.

One participant argued that issues like additional security personnel and sanitation need to be addressed before cameras. The opinion was also expressed that coordination between the monitor of these cameras and the police would be critical.

A participant suggested a demonstration of the cameras before use because there are a lot of misconceptions about them.

One participant indicated that she was not concerned about privacy with these cameras. Another said he was concerned about property values. Another participant responded that these new cameras were not obvious and should not hurt property values. A participant mentioned that the privacy issues involved with the use of the cameras should not be ignored and that a camera also designates that a neighborhood needs to be watched.

Specific safety issues: Lighting

Lighting was brought up in the general discussion in two of the three focus groups. In the **Charles North/Madison Park** focus group the suggestion was made for more lighting in the area. The participant expressed strong interest that lighting would make a huge

difference with drugs, prostitution, etc. Taller light posts would also be beneficial as the trees cover the lights in the spring and summer. But there was agreement with the statement that “We don’t want to look like Beirut.”

In another group a resident commented on how dark **Bolton Hill** can be during the night, especially in the spring and summer when the leaves are in bloom. The lack of proper lighting leaves the area susceptible to muggings, and other crimes. The resident suggested more Cobra lights.

They also commented that one of the benefits on citizens on patrol groups is that they report lights that are out. Another resident thought that MCBD funds should not be used for projects like street lights and that it should be the city’s job to provide more city lighting.

As reported above, one of the specific suggestions made at the **Mount Vernon/Belvedere** focus group when discussing safety was for more lighting on Charles Street (especially between Eager and Read Streets).

Cleanliness and Beautification Issues

Participants were asked about their satisfaction with other aspects of their neighborhood. Specifically they were asked:

How satisfied are you with how clean your neighborhood is?

How satisfied are you with how attractive your neighborhood is?

In **Mount Vernon/Belvedere** the participants who spoke first felt that rats presented a problem especially in the alleys. One resident felt that the neighborhood was basically clean, but that the vandalism creates some problems with cleanliness.

Some of the residents expressed agreement with the suggestion that there needed to be more public trash cans especially near bus stops. But there was also discussion that the presences of trash cans would cause people to dump more stuff into the public cans that did not belong there.

One resident felt that there was an issue of maintenance of trash cans and especially an issue with getting recycling bins in the city.

One resident expressed his opinion that he was paying a double tax to have trash picked up, but that he still often has to pick up trash himself.

Some asked whether MCBD could help with the bar and restaurants in the neighborhood. They indicated that they felt there was a problem with the trash from the bars and restaurants and spilling over and becoming a problem for homeowners. An example of The Belvedere was brought up, in which a mixed use building of a bar, restaurant, and homeowners were housed in one building. A few participants felt that the owners of

these restaurants need to obey rules and maybe MCBBD can intervene to push these people to comply.

The opinion was expressed that Baltimore City's attempts at trash cleanup is generally poor. It was again suggested that MCBBD serve as a political advocate with the city on behalf of the people.

One resident said that she only sees MCBBD cleaners in the park and intimated that they should have a greater variety of tasks.

When asked specifically about tree wells members of the group noted that now tree wells are nice only when residents themselves are committed to doing something with them. It was said that MCBBD could do a better job of making sure tree wells are watered and taken care of. In this regard there was interest expressed in the "Charles Street Project" and participants were curious about what MCBBD would do once the trees on Charles Street were cut down.

In the **Bolton Hill** focus group the participants generally expressed the view that there are still some issues with cleanliness in the neighborhood. The specific complaints included problems with rats in some dumpster areas, and runoff drains where garbage gets collected and also leads to a rat problem. One resident mentioned the need for the clean-up of some dead trees on her block.

One participant indicated that MCBBD should consider expansion of trash pickup coverage near the cafeteria at MICA.

One participant expressed the opinion that the role of MCBBD should be to coordinate between the city and the neighborhood initiatives. Another resident agreed saying that MCBBD should be a "better liaison" between the city and the neighborhood. Other participants agreed that calling the city to penalize neighbors was not nearly as effective as coordinating with MCBBD. In some areas, neighbors have collected money to clean up the tree wells and have made other contributions in regard to other cleaning issues.

A majority of the participants agreed that more needed to be done to achieve satisfaction with the attractiveness of the neighborhood.

In the **Madison Park/Charles North** group some participants felt that newcomers to the neighborhood and transient residents should be educated on their responsibilities in this area and on the services provided by the city or MCBBD.

A participant mentioned that the tree wells near her residence was being used as a trash can and that the consistent presence of trash cans would really make a big difference. Another participant responded that trash cans would not change behavior. Education and enforcing fines on participants would be a better option.

A participant suggested increased attention to education and reeducation initiatives similar to the old advertisements and initiatives that reminded people not to litter. The

participant brought up Bolton Hill's campaign to discourage illegal dumping and how that may have helped the neighborhood. It was also recommended that public safety and cleanliness education through the schools be started at an early age. One participant noticed that MCBBD seemed to have a larger presence in Bolton Hill.

Addressing difficulties that spillover from adjoining areas

At different times in the discussion participants were asked about the desirability of using MCBBD resources to address difficulties that spillover from adjoining areas. In general the participants favored only a very limited use of resources for these purposes.

Participants were asked;

What things from neighborhoods not in the Midtown Benefits District "spillover" into your neighborhood? How supportive would you be of a plan that would spend some of your benefits district's money to subsidize the use of the benefit district's services into these bordering neighborhoods?

One **Mount Vernon/Belvedere** resident expressed the opinion that until the services are what the residents of MCBBD expect, MCBBD should not be used for neighboring communities. Another participant agreed that funds should not be placed in other neighborhoods, but that a dialogue needs to open up among the neighborhood associations to work together. Another resident interjected that the city should be trying to open up this dialogue and that it isn't the job of MCBBD.

In the **Bolton Hill** focus group many of the participants stated their opinion that MCBBD should continue to do what it already does well instead of spreading themselves too thin. It was suggested that it would unreasonable for MCBBD to try to solve all of these problems.

Early in the **Charles North/Madison Park** focus group a participant expressed his belief that only one side of the alley which adjoins his property is serviced by the MCBBD. This early assertion led to a discussion of the issue of expansion of MCBBD services to outlying areas. Many participants expressed their opinions and there was general agreement that entire alleys should be cleaned. But the participants were not supportive of further expansion of services to other areas.

Priorities

The discussions engendered by the questions above were usually lively and used more time than had originally been allotted to them so there was less time in each of focus groups for a formal discussion of priorities than had been planned. Priorities had been discussed in the context of other issues. In both the formal discussion of priorities and in the earlier discussion some points emerged.

Participants were asked:

If revenue increases the Board of Directors would explore expanding to continuing services or adding new services to help improve the neighborhoods. What things would you think would be most helpful and cost effective?

In two of the groups using the MCBBD budget for advocacy was a priority. When asked about priorities it came up again in Mount Vernon/Belvedere focus group.

In that group the opinion was expressed that transportation should be another focus for MCBBD. By this the participant meant that traffic calming, parking problems, opportunities for parking garages, and pedestrian walk signs at all intersections should all be addressed by MCBBD. A few participants indicated agreement and said that residents feel that through these changes the area would feel like a neighborhood and not just a “pass through.” In this vein several residents indicated that something should be done with the timing of the traffic lights on Charles Street so that people slow down.

Many participants agreed that planting issues should be dealt with by the parks department and that MCBBD should be focusing on other areas.

When asked about other problems in the neighborhood, participants in this focus group gave a few answers. Some residents felt that neighbors were not shoveling snow off of the sidewalks. Other participants indicated that the city’s policies are now data driven and that MCBBD could help ensure the accuracy of reporting so that government action would be better focused

Parking was mentioned as a problem.

In the **Bolton Hill** focus group one resident suggested that the people need to be encouraged to take ownership of their areas. Residents suggested the possibility of having 3 men come once a week for garbage collection instead of 4 men once a month.

Members of the group expressed their opinion that security and escort services should be the top priority along with cleanliness and no one spoke up to dissent from this position. One participant added that providing a more visible leadership should also be a priority.

In the **Charles North/Madison Park** focus group there was time to quickly ask the group’s opinions about the severity of a list of potential problems:

Boarded up/vacant buildings: Participants felt this was a big problem.

Dark alleys: Participants thought this was a big problem.

Graffiti: Participants felt this was not as big a problem

Groups of youth: Many participants felt this was a big problem, but not necessarily gang activity, just youths.

Prostitution: Participants agreed that this was a big problem.

Defecating in the streets: Participants agreed that this was a big problem.

Street solicitation: Generally participants felt that this was not as big a problem and that the solicitors were not aggressive.

Strangers on the street: Participant felt this was a big problem.

-Traffic: Participants agreed that this was not as big a problem, but that more signs for speed limits should be put up.

-Vagrancy/homelessness: Participants agreed that this was not as big a problem.

When asked what should be the focus of any future expenditures of possible additional revenues these participants mentioned:

- Security Cameras
- Expansion of escort program
- Flower planting
- Tree planting
- Street lighting
- Police
- Promoting neighborhood association
- And promoting recycling

Other Issues

In the course of the discussions a few other issues arose that were of concern or interest to the participants.

Advocacy

As explained above, many participants in the groups believed that the MCBBD should be an advocate for the neighborhoods with the cities

Drugs

It was stated by a resident that Mount Vernon sits in the middle of the 2 sides of the city in which drugs are being sold. The opinion was expressed that the city and MCBBD need to work together to shut this down. In response another resident questioned whether the drug issue was a part of MCBBD's mission.

Equity

At a few spots in the discussions there was some concern expressed over how the budget of MCBBD is allocated among the neighborhoods and whether a particular neighborhood is getting its "fair share."

The midtown shuttle gets people off the streets, but more people on the streets will help deter crime. The presence of people will make a difference.

Reporting

One participant stated that the 311 service is too specific as you need a definite street address. Another resident wondered if MCBBD could make reporting these things to the city easier.

Communication

Each group began with a short description of the role of the MCBBD (see Appendix A). In each group some of the participants were eager to learn more about the MCBBD. The moderator answered some of those questions using the official literature of the MCBBD as a guide. Other members of the group also volunteered information. Some residents had received many newsletters and notices of meetings; other residents said they knew very little about MCBBD. Out of these discussions someone in each group suggested that perhaps the MCBBD should be more proactive in presenting itself to the community.

For example, the difference between MCBBD and Mount Royal Improvement Association (MRIA) was cleared up by one participant as some other participants were confused about the two organizations.

In the **Mount Vernon/Belvedere** group the participants suggested that the MCBBD mailings were not reaching all the residents. The suggestion of improving the MCBBD website was also mentioned.

In the other groups it was suggested the MCBBD do more to publicize its services.

Appendix A
FOCUS GROUP DISCUSSION GUIDE
Midtown Community Benefits District

I. Introductions and Ground Rules (about 10 minutes)

Hello, my name is Dennis McGrath and I will be moderating our discussions today. We will be here for about two hours; we will be finished by 8:30 p.m. We are going to talk about your views about your neighborhood and possible ways it might be improved.

My job is to report your views and ideas to the Midtown Community Benefits District. The Midtown Community Benefits District is a citizen-run, neighborhood advocacy and improvement group authorized by voter referendum in 1996 to help make the neighborhoods cleaner, safer and more attractive by supplementing municipal services. Four historic communities comprise the District: Bolton Hill, Charles North, Madison Park, and Mount Vernon/Belvedere.

The efforts of the benefits district are funded by a taxpayer approved property tax surcharge. The surtax is in addition to a property tax bill and is sent separately by the City of Baltimore. More information about the benefits district is available at www.midtowncommunity.org.

The Board of Directors of the midtown Community Benefits District is in the process of developing a strategic plan for the district and is interested in your ideas and opinions about ways to improve your neighborhood.

But first, I'd like to talk a little bit about how these kinds of focus groups work in general.

- The idea behind focus groups is to gather your opinions, so it is important that everyone contribute to the discussion. I don't expect that you will all agree with each other and we want to hear everyone's opinions on these issues. There are no right or wrong answers to the questions that I will be asking. Remember we are not trying to build consensus here. If you have some dissenting opinion we are very interested in hearing them, too.
- In our discussion, you don't need to address your comments to me but please feel free to respond to something that another participant has said.
- We are making recordings of the focus group on videotape and digital audio so that your ideas can be reviewed later and adequately conveyed to the board members. These microphones don't deal well with a lot of voices all the time, so if you could avoid side conversations, it would help. We need to have your consent to this taping on file, so please complete a consent form

- Help yourself to refreshments at any time.

Now I would like each of you to introduce yourself using your first name and tell us where you live, and how long you have been living in, or otherwise connected with the neighborhood. I'll start.

- II. (About 60 minutes or more if necessary) Let's talk about how you see the neighborhood and how outsiders might see it.

How safe do outsiders perceive your neighborhood to be? How safe do you feel it is? What things contribute to your feeling of safety?

- The number of police officers (on-duty or off-duty)
- Security cameras (Do such cameras cause you concern about privacy?)
- Call boxes on the corner
- Safety patrols (citizens, police officers, paraprofessionals i.e. security officers)
- Lighting (number, intensity)
- Any other ideas

How satisfied are you with how clean your neighborhood is?
How satisfied are you with how attractive your neighborhood is?

What do you see as the biggest problems in the neighborhood?

- Probes:
- Parking
 - Boarded up or Vacant Buildings
 - Dark allies or streets
 - Deteriorating border communities
 - Dirty streets or alleys
 - Dog feces
 - Graffiti
 - Groups of Youth
 - Illegal dumping
 - Inadequately maintained properties
 - Lack of landscaping or streetscaping
 - Litter on the sidewalk
 - Personal crime
 - Property Crime
 - Prostitution
 - Rodents
 - Strangers on the street
 - Street vendors/ street solicitations
 - Traffic
 - Vagrancy and homeless people

- III. (About 15 minutes) What things from neighborhoods not in the Midtown Benefits District “spillover” into your neighborhood? How supportive would you be of a plan that would spend some of your benefits district’s money to subsidize the use of the benefit district’s services into these bordering neighborhoods?
- IV. (20 minutes) If revenue increases the Board of Directors would explore expanding to continuing services or adding new services to help improve the neighborhoods. Which of these would you think would be most helpful and cost effective?
- More Police Cameras? (Not the blue light kind, but the kind that are monitored by computer that indicate to a human monitor when a problem might be occurring. (If not asked above--Are you concerned about these cameras and privacy?)
- Call boxes that can be used to report cleaning problems or safety problems or other things?
- Expanding the safety escort program?
- Additional street lighting?
- Increasing the number of trees and the ability of trees to survive?
- Flower planting?
- Additional public trash cans?
- Additional street cleaning?
- V. (Whatever time is left) Are there things other neighborhoods do or things you have heard of that you would like the benefits district to think about trying to apply to your neighborhood?