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Transcript of Public Comment Session

Date: June 10, 2019

Case: Meeting/Montgomery County Department of Permitting Services

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Phone: 888.433.3767

Email: transcripts@planetdepos.com

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1 DEPARTMENT OF PERMITTING SERVICES
2 FOR MONTGOMERY COUNTY, MARYLAND

3 -----x
4 In Re: :
5 PUBLIC COMMENT SESSION :
6 -----x

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8 Recorded Meeting
9 Germantown, Maryland
10 Monday, June 10, 2019
11 7:14 p.m.
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23 Job: 248584
24 Pages: 1 - 63
25 Transcribed by: Sheila Martin

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1 Recorded meeting of Montgomery County
2 Department of Permitting Services at the offices of:

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6 UPCOUNTY REGIONAL SERVICES CENTER

7 12900 Middlebrook Road

8 Germantown, Maryland 20874

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18 Pursuant to agreement, before Michael Pawela,

19 Notary Public for the State of Maryland.

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1 P R O C E E D I N G S

2 MR. ELRICH: Hi. So welcome to number six
3 of six listening sessions. We've been doing this
4 around the county for a while now. We're trying to
5 get feedback from folks in the business community
6 about what's it like going through Montgomery
7 County's processes and what makes us different and
8 particularly what makes us different and worse than
9 anyplace else.

10 We're trying to address concerns people
11 have so we can make sure that our processes are
12 aligned with the processes other jurisdictions have,
13 so we're not doing things in Montgomery County that
14 nobody else does, not requiring things that nobody
15 else requires so that we can kind of create a
16 business atmosphere and a business climate that is
17 more favorable and seen by the community as more
18 receptive to business.

19 So we've been doing this for a while now.
20 When this is all done, when all the -- when all the
21 input both from these meetings but also the written
22 submissions are done, we're going to be going through
23 them, we're going to be looking for what regulations
24 we need to change, whether it's in a regulation or
25 whether it's a code to make sure we address those

1 concerns. We're also going to be looking at building
2 codes to make sure that we are not grandfathering
3 things that other jurisdictions typically
4 grandfather, so we're not making renovations to
5 buildings more expensive than it would be if you were
6 trying to open your business in another jurisdiction,
7 the same kind of building.

8 And the general message is we want to be
9 as friendly and open to doing things here as you
10 would be anyplace else in the DC region. We think we
11 can get there. [inaudible] everybody's going to get
12 like three minutes and we should be able to get
13 through this list. And if you don't want to give --
14 make a verbal comment and if you -- there are some
15 people that have expressed concerns about saying
16 things -- then be free to submit a written comment so
17 we can get your comments that way. We want you to
18 talk to us and give us an idea of what you think you
19 need to see different than what Montgomery County is
20 doing now. So with that, I will let my colleague say
21 a few words.

22 MR. KATZ: Well, thank you and good
23 evening to everyone. Thank you for being here.
24 First off, we should thank Kathy Matthes and the
25 Upcounty Regional Services Center for being -- for

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1 allowing us to be here this evening. They deserve a
2 lot of applause every day, not just tonight, I can
3 tell you. I would like to ask everyone to please put
4 your cellphones on vibrate. And if someone needs an
5 interpreter for Spanish, please let us know. We have
6 someone here who works on County's staff who is happy
7 to assist if someone needs someone to do that.

8 We had said originally that we were going
9 to ask that everybody send in their thoughts by July
10 1st. And everyone has on their chair, you have this
11 and a card. If you wanted to write a comment while
12 you're here this evening, please write it on the
13 paper, we'll certainly take that. If you want to
14 send in a comment after the fact, we certainly will
15 take that as well. You can do that anonymously. But
16 we originally said July 1st. We're saying at this
17 point, you know, it would be nice if you could do it
18 by July 1st. We're not asking you to wait. But if
19 you think of something beyond July 1st, we still need
20 to hear what your suggestions are. So certainly
21 continue to send in and the feedback as well.

22 One of the things that -- on of the first
23 session that we had, someone had told us that they --
24 the first person who spoke said that they wanted to
25 do procurement with the County and that the County

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1 wanted them to fill out a 90-page form. This person
2 was an architect. A 90-page form in order to do
3 business with the County. Marc and I was sitting
4 next to each other, both of us said 'umph' about the
5 same time. And then the next person that spoke said:
6 Well, I would like to fill out the 90-page form. I'm
7 in the landscaping business and you all wanted me to
8 fill out a 300-page form. So that caused more than
9 an 'umph'.

10 And Marc said look, there are certain
11 things that we hope to have really accomplished by
12 the end of the year, the beginning of next year --
13 very early beginning of next year. But there's
14 certain things we're not going to wait long. There's
15 certain things that if we can correct them as we're
16 doing them, then we're going to do them.

17 So Ash Shetty, who's in the back wearing a
18 very dapper bow tie -- I mean, so you can easily
19 figure out who Ash is -- came over to us and said
20 this was the old form and this is the new form. So
21 we are working on it, we've started -- we've had leg
22 -- we've had someone who was in the landscaping
23 business say that they wanted to park their trucks in
24 a heavy industrial area that the County allowed for
25 medium industrial areas to park a truck but not

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1 heavy, which makes some sense. If it was the
2 opposite you could understand it; not in that way.
3 Tom Hucker it's in Tom Hucker's area -- Councilmember
4 Hucker's area and he and I have started -- we've
5 sponsored legislation -- not of it it's gone through
6 yet, but we've sponsored legislation to allow those
7 trucks to be in a heavy industrial areas as well.

8 We are listening. We want to correct what
9 we're doing. We want to make certain that the
10 Montgomery County becomes the best place. Marc keeps
11 saying that we don't want to be the worst, but we
12 want to be the best place to do business in America.
13 Not just in this region; in America. We have many,
14 many people here who are from various departments and

15 I know there's some people and we had this
16 -- when we did this in Silver Spring, when you do
17 enough of these, you don't remember exactly where
18 every comment happened but you remember the comments.
19 That were very concerned that our inspector's were
20 going to go out and get a complaint and shut you down
21 or whatever. We're not going to be doing that. I
22 can tell you. They don't want to do that. They're
23 not doing that. We want to hear how we can correct
24 things or if things are going fine, you can tell us
25 that too. We certainly will take a compliment every

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1 now and then, if you have one.

2 But the fact is, the reason they're in
3 this room is because they too want to hear directly
4 from you what is and what isn't working. And to
5 Marc's point about the three minutes, I will tell you
6 when you have 30 seconds left, and then I'm going to
7 hold up three fingers to say you got three minutes.
8 And please, please finish. We want to hear from as
9 many people as we can and we're going to go right
10 down this place. That's it with that. Are we ready
11 to start?

12 MR. ELRICH: I just have one question.
13 Ash, can we talk about the other legislation or is
14 that ready yet?

15 MR. SHETTY: You're welcome to talk about
16 it.

17 MR. ELRICH: You want him to talk about
18 it? Do you want to explain to people what they're
19 about to send over?

20 MR. SHETTY: Sure.

21 MR. KATZ: Did you notice the bow tie?

22 MR. SHETTY: I guess I was expecting to be
23 going on stage in this. No, I was not expecting
24 this, but I can tell you just like Councilmember Katz
25 just said, from the start of the session we've been

1 listening. I've been attending every one of these
2 sessions standing in the back. One of the things
3 that Marc always promised was some sort of local
4 preference finance program for businesses that are
5 based in Montgomery County. You know, this is a
6 county that you could argue is more expensive to
7 operate in. And so we wanted to make sure that we
8 would level the playing field by having a ten percent
9 reference points program for Montgomery County based
10 businesses.

11 So what this means is that if you were to
12 participate in an IFB, an invitation for bids, and
13 you were within ten percent of the lowest bid, but
14 that lowest bidder was from outside of Montgomery
15 County, then though they were the apparent winner,
16 you would actually be awarded the contract because
17 you would have been within ten percent and the next
18 highest in Montgomery Country.

19 And then, for RFP, so request for
20 proposals, we're going to do something very similar.
21 We're going to have ten percent of the overall score
22 allocated to you if you were Montgomery County based.
23 So if you were competing with a whole bunch of shops
24 that were not based in this county, then they would
25 not get those ten points; you would. And you would

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1 have that advantage for being from here, for paying
2 taxes here, for being local to here. And that is
3 something that we should be ready to hand over to the
4 county council very soon. And that too is something
5 that I'm hoping will become an [inaudible].

6 MR. ELRICH: The short of it is our goal
7 is that if we do business with Montgomery County
8 businesses, we know that money stays in Montgomery
9 County. Your employees, your property taxes, your
10 inventory taxes, all the wonderful ways we extract
11 things, we know that you're going to benefit by
12 keeping this money in the county. But if I give it
13 to a company from Virginia or Pennsylvania, I write
14 them a check. That money is gone. Maybe somebody
15 buys lunch here, but that's about it. So we want to
16 make sure that we get full the value and recognize
17 the value of dealing with Montgomery County
18 businesses. This is a significant change from what
19 we've been doing and legislation will be going over
20 the council very shortly and I fully anticipate that
21 it will be passed. So with that -- okay. So the
22 first person up is Monica Costa.

23 MS. COSTA: Hi.

24 MR. KATZ: You anticipated this.

25 MS. COSTA: I'm on double duty here. I

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1 was just standing by. I was going to be the Spanish
2 interpreter while we were ready. Okay. My name is
3 Monica Costa, I'm the owner of Wilniq Auto Body and
4 Mechanical Repairs in Rockville, Maryland. For the
5 past 17 years, I've been the only black woman owned
6 and operated shop, an auto repair shop. And what I
7 have with the county and I've been certified. I'm
8 not only MDOT certified; I'm now certified with
9 Montgomery County. And it has been a very
10 frustrating process in which I am invited to
11 participate as a minority subcontractor. And once
12 the contract, you know, is won, is awarded, I don't
13 hear from them. I don't -- they didn't care less
14 whether or not, you know, I'm getting work.

15 And even when I go there, I have to bid
16 against all these other companies and in order to win
17 cars, I would have to be lower, I would have to be
18 the cheapest. So it does not feel like really I'm
19 being taken care of in the sense of how much money
20 are we really making out of those deals. There is no
21 -- there is no system in place in which say -- okay,
22 this is -- the contract is really being -- the
23 minority subcontractors are really being taken care
24 of in making sure that we have work.

25 So frustration is very high for me in the

1 process because though on paper it looks really
2 great, I lose staff because, you know -- like, in the
3 auto business, it's like -- it's called flat rate.
4 So if I don't have the volume, then the technicians
5 do not want to stay and work. So I've been in touch
6 with Mr. Ash and also, you know, hoping that he can
7 come and visit. None of the ones before -- I've been
8 17 years in this conversation.

9 Even to the last one, the company who won,
10 is from Virginia, I had said, no, I don't want to
11 participate because it's only on paper. It's not
12 real. And the gentleman said, well, I'll give you my
13 word. We are going to really use your company. And
14 after once they got the -- reward the contract, I
15 went to talk with them and he said, no, I don't need
16 to use you. I have other minorities in the contract.
17 And I was like that was exactly what I said I didn't
18 want to happen. And he said, well, that's just the
19 way it is. So I feel that there is not enough checks
20 and balance to make sure that us, who have been
21 certified and go through those 300 pages, that we are
22 truly being part in and be favored as well. Thank
23 you.

24 MR. KATZ: Thank you and I know Ash has
25 heard you.

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1 MR. ELRICH: Kelly Leonard.

2 MS. LEONARD: Good evening. My name is
3 Kelly Leonard and I love Montgomery County. In 2002
4 -- or since 2002, we've been residents of Montgomery
5 Village -- shout out to Dave Hampton. In 2010 I left
6 a long and successful career at GE Capital to become
7 CEO of Taylor Leonard Corporation, a company I co-
8 founded with my husband Jerome. A certified woman-
9 owned small business, TLC is a training, coaching and
10 business development consultancy. We're members of
11 the Maryland Black Chamber, the Rockville Chamber and
12 Leadership Montgomery.

13 In addition to hosting Montgomery
14 Community Media's Small Business Network, and
15 LinkedIn Local MoCo, I serve on the newly formed
16 Council for advocacy and policy solutions, the
17 Montgomery County Black Business Council, and will be
18 voted on to the board of Worksource Montgomery later
19 this month. I'm sharing all this information to help
20 frame the fact that through the years we've invested
21 in and nurtured relationships within the County's
22 administration, procurement, workforce development
23 and economic development stakeholders who are
24 critical to the County's economic ecosystem.

25 I'm excited to see the current

1 administration's desire to support a growing economy
2 and to provide the business community with platforms
3 like this one to share our experience. And I also
4 appreciate your responsiveness with tweaks to the RFP
5 documentation and things like that. I also
6 appreciate resources like the regional incubators to
7 help startups and then MCEDC to lure and retain large
8 corporations.

9 There are, however, a substantial number
10 of small to medium-sized companies that the County is
11 at risk of losing if they go unsupported and/or
12 ignored. We are the companies who have replied to
13 countless County RFPs only to be told no as we watch
14 companies based outside of the County and even
15 outside of the state win these opportunities.

16 We're also the companies who have crossed
17 into other counties in search of these opportunities
18 only to be told maybe if you relocate here. You see,
19 these other jurisdictions think and buy local first.
20 I'm here today to implore the County officials to
21 change the small business procurement and economic
22 development narrative by instituting, --

23 MR. KATZ: Thirty seconds.

24 MS. LEONARD: -- which you're doing, and
25 more importantly, to Monica's point, enforcing the

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1 local small business preference program. I think the
2 preference points program are -- this new process is
3 a wonderful start. But I can't help but think of
4 Ralph Waldo Emerson who said it best when he penned
5 your actions speak so loud that we cannot hear what
6 you're saying. The time is now for Montgomery County
7 to put its money where its mouth is and to think and
8 buy local first. Thank you.

9 MR. KATZ: Thank you. Not only did you
10 quote Emerson, you did it in under three minutes.
11 That's pretty impressive. Next is --

12 MR. ELRICH: Dr. Valentine.

13 MR. KATZ: Dr. Valentine, please. Yes,
14 please, Dr. Dee Valentine. I realized it was you.

15 DR. VALENTINE: Good evening. I didn't
16 realize I put my name down to speak tonight, but I
17 will go ahead and reiterate what I mentioned at the
18 last business initiative meeting that I attended.

19 I'm Dr. Drena Valentine, I am the Interim
20 Executive Director for the Maryland Black Chamber of
21 Commerce and on behalf of our members, we are excited
22 that the administration has taken not just an
23 interest, but actually doing something about the
24 challenges with the procurement process in Montgomery
25 County. And I mentioned before that Judy Stephenson

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1 had asked me the first time I attended this event
2 Drena, what do you think? And I said well, frankly,
3 I'm skeptical because not only have I, but many of
4 the members of the Maryland Black Chamber of Commerce
5 have been speaking up about the challenges. We've
6 been doing this longer than the administration been
7 in office.

8 However, I've had the opportunity to speak
9 to both you, County Executive Elrich and
10 Councilmember Katz and I am confident and I am -- I
11 am confident and as well as optimistic that there
12 will be positive change. And on behalf of my
13 membership, I want to say again, thank you and that
14 the Maryland Black Chamber of Commerce is here to
15 support this effort as it moves forward. Thank you.

16 MR. ELRICH: Thank you very much.

17 MR. KATZ: Arash Takafor.

18 MR. TAKAFOR: Hi, everyone, my name is
19 Arash Takafor, I'm the owner Downtown Crown Wine and
20 Beer in Gaithersburg. I'm here to tell you about the
21 process of dealing with the Department of Liquor
22 Control and how hard it is to operate a small
23 business in this county under their rule.

24 We simply -- you asked -- you said what's
25 the difference, the main difference between doing

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1 business in the county and other jurisdictions. When
2 it comes to alcohol, I'll tell you. We pay on
3 average 25 percent more for our product. If you want
4 to open up a restaurant or a store in Montgomery
5 County, why would you when you have to pay an unfair
6 markup? You don't have to do that in Virginia. You
7 don't have to do that in Washington DC. You don't
8 have to do that in the rest of state.

9 The County -- since the new director has
10 been appointed, he will tell you that a rosy picture,
11 that everything is great, but it's not. They
12 actually have more control over our business and it's
13 just become harder and harder and harder to deal
14 with. We have to deal with obstacles every day just
15 to get product, okay? Just to get our product for
16 our customers. Some products take one week, some
17 products take six weeks. And so, in other
18 jurisdictions, I get product the next day, okay?

19 I ask you, please, let us operate as small
20 businesses under our own premise, not under a County-
21 controlled liquor board. I mean, it's just -- it's
22 just not working. If you're going to open up a
23 restaurant, or you're going to open up in MoCo with
24 rents already high. If you have to spend -- if you
25 have to pay 25 percent more for, you know, your wine

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1 and your beer, like, how can you make that work in an
2 already difficult environment? Thank you.

3 MR. KATZ: Thank you.

4 MR. ELRICH: Edna Miller.

5 MS. MILLER: I'd like to thank you for
6 this opportunity to speak to you about something that
7 -- I'm trying to start a business. And I think there
8 are a lot of very talented people in the county who
9 would like to start a business. They're not in the
10 incubator list. We're not even on the charts; we're
11 just trying to get started. And there's no real
12 place for us to do business to try and market or to
13 try and selling our goods. I make jewelry, I make
14 collage. And it's just impossible. I have to wait
15 almost a whole year before I can go to participate as
16 a table for one of these bazaars or crafts fair.
17 There should be something more evident in the county
18 where you can go and on a regular basis and try to
19 make your business work. Do you think that could be
20 possible is my question?

21 MR. KATZ: I guess what you're saying is
22 that there's not enough venues. Are you you're
23 looking for table or -- what is --

24 MS. MILLER: There's only one real flea
25 market that's open all year round and that's in

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1 Bethesda. We don't have anything. We have a flea
2 market that comes occasionally to one community or
3 another or church will hold one occasionally at the
4 holidays. But there's no real marketplace for
5 craftspeople to try and sell their goods on a regular
6 basis.

7 MR. KATZ: I don't know as we can do all
8 of that, but let's see what we can do.

9 MS. MILLER: I appreciate it. Thank you.

10 MR. KATZ: Thank you.

11 MR. ELRICH: Christian Garcia.

12 MR. GARCIA: I'm going to submit something
13 written.

14 MR. ELRICH: Okay. Jim Miller.

15 MR. MILLER: I'll be very brief. I've
16 been in county for 49 years. Three times I've gone
17 through the difficult process of building a
18 commercial building. But tonight, I came up with an
19 idea that I hope will take root somewhere in the
20 Montgomery County Public School System. I heard
21 about a school in the south that came up with an idea
22 called Adult Life 101 and they -- they run it for a
23 very short period of time, but apparently the kids
24 really love it and the adults really love it.

25 I'm thinking that it'd be an excellent way

1 to get small business people to come together where
2 possibly guidance counselors could go out and recruit
3 small businesses to come into the classrooms and
4 speak and share maybe how they started their small
5 business and what drives them and what goes into it.

6 Another thing that I feel that kids and
7 maybe never -- that they can see their parents may be
8 struggling with credit issues. And it'd be an
9 excellent place to bring people in from the credit
10 industry to teach what it means to have a credit card
11 and the basics that go along with that. If kids mess
12 up their credit when they're 18, they may have messed
13 up their credit for life and then they pay extremely
14 high rates to get a car loan or -- and never get a
15 chance to buy a house. Thank you.

16 MR. KATZ: Thank you.

17 MR. ELRICH: So that's something that we
18 would -- that's something we'd have to write into the
19 schools and what goes into the curriculum. But I
20 felt Montgomery County -- we can follow up on that --
21 actually was doing financial literacy. I know this
22 is a big program from the comptroller who was big
23 believer that there needed to be financial literacy
24 classes, but we can try to find out what there is. I
25 like the idea of bringing small businesses into

1 classrooms.

2 MR MILLER: Yeah, I would love it too.

3 MR. KATZ: Good.

4 MR. ELRICH: Marilyn Balcombe.

5 MS. BALCOMBE: Hi, my name is Marilyn
6 Balcombe. I'm the president and CEO of the
7 Gaithersburg Germantown Chamber of Commerce or as I
8 say, when I'm here, the Germantown Gaithersburg
9 Chamber of Commerce. I'm going to just bullet some
10 items -- I could talk a lot on all of these, but I'm
11 just going to hit on some of them.

12 Economic development -- we have
13 significant commercial density in the Germantown
14 master plan and we need targeted economic development
15 focus to fulfill the vision of the master plan.
16 White Oak and White Flint have both had targeted a
17 specific support and Germantown needs that same level
18 of commitment. Transportation -- I270. We just had
19 a commitment from the Board of Public Works to move
20 forward with the I270 project. We've stated that we
21 are in agreement with the County in terms of fixing
22 the American Legion Bridge and taking the project all
23 the way up to Frederick. We want to work with you to
24 make sure that that happens.

25 Transit -- we've had a lot of discussions

1 through the years about the difference between the
2 Upcounty and the Downcounty when it comes to transit.
3 People do not live in walking distance to transit
4 options in the Upcounty. We don't have parking
5 facilities near the transit options. And we all know
6 that once people get in their cars, it's easier for
7 them to just skip the transit and keep on driving.
8 We really want -- need for you to understand the
9 difference between the Upcounty and Downcounty in
10 terms of Clarksburg, Damascus, Germantown when it
11 comes to transit options.

12 We continue to hear from our members going
13 through the development process that they need
14 certainty in the process. They need to know how much
15 it's going to cost and how long it's going to take.
16 We still don't have that from the County. We most
17 recently have heard of problems with the inspection
18 process. We've encouraged our members to talk
19 specifically to you about that and I hope they do.

20 We're very happy to see the changes in the
21 procurement process. The system needs to be easier
22 and there needs to be a lot more opportunities for
23 small businesses. There continues to be legislation
24 that does not take business into consideration and
25 the local economy. The most recent, Bill 1219,

1 requiring certain business owners to hire full time
2 janitorial staff regardless of whether they need full
3 time janitorial staff is a good example of the
4 opposite of business friendly. The government should
5 not be able to dictate how many hours a person is
6 required to work --

7 MR. KATZ: Thirty seconds.

8 MS. BALCOMBE: -- and I hope that -- we'll
9 talk much, much longer about that next week.

10 Germantown Town Center. As you're aware,
11 there's no local government in Germantown, which
12 means there's no additional service outside of the
13 county. Even though we're the largest non-municipal
14 area in Montgomery County, we have no urban district
15 such as Bethesda, Silver Spring and Wheaton. Our
16 trees go untrimmed, we don't have flowers in our Town
17 Center. The bricks and the sidewalk are not
18 maintained. So we do need additional services in
19 Germantown. Thank you.

20 MR. KATZ: Thank you.

21 MR. ELRICH: I just want to respond to two
22 things regarding transit. We are meeting with the
23 state [inaudible] back into the plan and we're also
24 actually in more advanced design of the 355 bus rapid
25 transit, both of which will get into populated areas,

1 which we currently don't have. But I don't expect
2 people in the Upcounty to use transit if we're not
3 providing regular transit and buses just don't cut
4 it. So buses that are just driving in congested
5 roads don't cut it.

6 So we're actually working on this and we
7 expect to be able to move forward. The governor, you
8 know, their objection to the court of the cities was
9 the loop. They want us to make a more direct route.
10 We've come up with a more direct route we believe
11 that will meet the state's objections and I think
12 that's important to get moving on that.

13 On the I270 project, if you want to help,
14 you've got to emphasize with the governor to support
15 the bridge and the western side of the Beltway.
16 Because if you do I270 and then leave people with
17 express lanes -- to what? The back of a backup at
18 the American Legion Bridge, or, you know, we looked
19 at the governor's planning for 270 and where they end
20 it, it creates a massive bottleneck going northbound
21 because you take six lanes and drop them down to four
22 is going to be a disaster going northbound. They'll
23 get there faster and [inaudible] some of the lanes
24 disappear.

25 So I have said repeatedly I want to work

1 with the governor. You know, the east side of the
2 Beltway is one issue, but this is an area where we
3 could work within the right-of-way. 270 can be fixed
4 without any house taking or any business taking as
5 long as they don't go crazy with it. But they can
6 get their lanes and they've got to work with us on
7 the bridge and the west side of the Beltway. They're
8 within right-of-way. They don't have to get into
9 people's property. We know there are solutions and
10 for the governor to take the bridge out of the
11 equation isn't really going to help people on 270.
12 So I'm happy to work with you in the Chamber and the
13 other groups to make sure that you have an actual
14 sensible solution to this.

15 MR. KATZ: Carmen. Carmen Larsen. I know
16 you're here. There you are. I saw you walk in.

17 MS. LARSEN: Hi. Hi, I'm Carmen Larsen,
18 I'm the owner of a small business called AQUAS, Inc.
19 I've been in the County since more than I can
20 remember, 40 years or so, and I've been a small
21 business owner since 1991 -- actually, since 1979,
22 but -- in the County. I don't want to repeat some of
23 the things that have already been said, so I'm going
24 to skip to the things that haven't been said that I'm
25 hoping that will resonate.

1 I'm also the president of the Hispanic
2 Chamber of Commerce in Montgomery county and I'm very
3 interested not only in my own business, but also in a
4 lot of other small businesses that we support and
5 that we advocate for in different industries. I
6 wanted to say a couple things. One of them is that
7 in the small business reserve, local small business
8 reserve, a lot of the awards to the local small
9 business reserve that are then required to
10 subcontract out are for very small, like one person
11 jobs, or one and a half people jobs or two people
12 jobs.

13 We've had people, not very many awards,
14 but we've had a couple of awards that businesses have
15 received and have said I'm a small business. I'm a
16 minority small business and I'm required to
17 subcontract out from this one full time person for
18 six months. I'm required to subcontract out 20
19 percent or 25 percent.

20 So some of these things don't make sense
21 and I'd like that to be taken care of okay, because
22 then the unfortunate person who was told that they
23 would be the small business that will be
24 subcontracted to does -- that's part of the reason
25 they don't get anything. So I would like the County

1 to look further about the fact that local small
2 business reserve should accommodate even larger
3 contracts, not just these tiny micro contracts.
4 There are certainly, I think, opportunities to do so.

5 The other thing I wanted to mention is
6 that even though I'm a small business and I am a for-
7 profit, or I try to be a for-profit small business --
8 a lot of us in small business aren't necessarily for
9 profit, even though people think that we are. But in
10 my work in trying to support other small businesses,
11 I have personally, and as a company, laid out
12 thousands, if not tens of thousands, if not hundreds
13 of thousands over the years in supporting the
14 Chamber, okay, with -- and supporting the County and
15 helping doing the outreach personally and with my
16 business. I have skin in the game.

17 MR. KATZ: Thirty seconds.

18 MS. LARSEN: But what I wanted to say is
19 that grants are being treated like contracts and
20 these very small organizations and the Hispanic
21 Chamber of Commerce and the Foundation, who are
22 really trying to get people volunteering to do these
23 things -- when we need funds and we ask the county
24 for funds and we get funds, we end up a lot of times
25 having people who are running that contract, that are

1 really making us do all the work for about a year and
2 then beg for the money to come. And that's not right
3 and it's not helping us help you.

4 MR. KATZ: I did want to point out, before
5 we go to the next speaker, that we do have two
6 delegates in the room. Delegate Lily Qi is here.
7 And Delegate the Pam Queen is here. If I didn't
8 mention anybody else that's in elected office, please
9 throw something at me. And the next speaker is Cheng
10 Tu.

11 MR. TU: Good evening. My name is Cheng
12 Tu. I have been a county resident for 22 years and I
13 started a business about six years ago. Tonight, I,
14 you know, my speech might not be present for lots of
15 government folks, because I run business and -- but
16 it's out of love for this county and also respect for
17 my [inaudible], Sidney Katz.

18 I want to start with a story. So before I
19 start my business, I work for a consulting company.
20 I traveled on the client's account often stay in JW,
21 all these high scale hotel because it's the clients'
22 account. Probably the most expensive steak house
23 every night. It is because it's clients' money,
24 right? So when the government using taxpayers' money
25 -- I actually didn't expect you guys to spend our

1 money very efficiently, right? I just have certain
2 expectation because it's somebody else's money,
3 right? So, by the way, I never have my family stay
4 in JW. After I pick you up, never stay in JW or Ritz
5 Carlton, right? So I don't expect you to spend our
6 money very efficiently, but it has to be at a certain
7 level.

8 What I try to say is always nice to push
9 out those social programs, you know, with love and
10 all these things, but it's our money, right? So at
11 the bottom, I would expect politician to be honest to
12 the taxpayer. So you can say yes, we need to do this
13 to show our love, you know, our fairness, hard and
14 all these, but tell the taxpayer that it's going to
15 cost them extra. I expect politician to have the
16 courage and honesty when you run for campaign, tell
17 the taxpayers that you're going to raise taxes, for
18 example, next year.

19 I probably could bet with you, most likely
20 you're going to raise property tax next year because
21 you cannot sustain this kind of operation. So this
22 is based my profession, which is financial analysis,
23 right? I look at your book.

24 Second point I want to make is, again,
25 maybe different from yours. Based on my experience,

1 I was born and raised in China, came here 24 years
2 ago. So I know what's socialism. You can argue
3 communism looks like. I know what capitalism looks
4 like, right? But what I try to say is, government is
5 not the solution. Government is a problem. So if
6 you want to promote business, reduce the impact from
7 the government, get the government out of our
8 economic process, and we are going to thrive. Trust
9 us. We are free people. We can find solutions to
10 make this county prosper. So thank you.

11 MR. KATZ: Thank you.

12 MR. ELRICH: I've got to say two things.
13 I can't resist. First of all, everybody thought I
14 was going to raise taxes when I got elected. I
15 didn't do it; did I? I tried to make sure we worked
16 within the resources we have. I'm going to continue
17 to try to work within the resources we have and
18 that's why we're focusing on the efficiency of the
19 County government and try to find ways to maximize
20 the output without having to raise taxes to do more
21 things. That is not where I want to go.

22 So I've been pretty straightforward with
23 people about my approach to government that I do
24 think we can do a better job and I'm going to
25 continue to push that. And if I ever decide we need

1 taxes, it'll be a community decision. It won't be my
2 decision alone. I guarantee if people have asked for
3 us to do more things than we have revenues to do and
4 I did not respond to everybody's wish list. I got
5 people mad at me for not responding to everybody's
6 wish list. But the truth is, within the budget, I
7 did what I could within the resources I had.

8 The second thing is, you know, it's hard
9 to take a message that you want the government out of
10 everything when we're constantly being asked what are
11 you going to do about attracting more businesses
12 here? And what are you going to do about making a
13 better business environment for people? If you want
14 me out of everything and let, you know -- are you
15 sure businesses are going to be able to attract
16 people to fill the empty spaces? We have ten or 11
17 million square feet of empty space in Montgomery
18 County.

19 I happen to think we need to do a better
20 job of attracting businesses and trying to find
21 matches for the empty space we have rather than
22 waiting for the market to fill it. Because if the
23 market was going to fill it, it would have filled it
24 already. So I do think there's a role for government
25 and we're trying to -- with this whole process here,

1 we're trying to step away from things that are
2 unnecessary, only do the things that are necessary
3 and build a climate that's more friendly to business.
4 I think that's what most people expect us to do and
5 that's what I'm pledged to do.

6 MR. KATZ: Robin Rice.

7 MS. RICE: Hi, my name is Robin Rice. I'm
8 frequently referred to as the daycare lady. In 1983,
9 I became a childcare provider and Montgomery County
10 severely encouraged the providers to please increase
11 the number of childcare spaces and children that you
12 care for. I decided to participate, and it took me
13 four different properties, nine years, six special
14 exception applications, three quarters of a million
15 dollars to be able to get above what's called family
16 daycare.

17 It's called Robin's Nest, it's in North
18 Potomac. It's for 30 children and it's now being
19 taxed at \$1.3 million for 30 kids. Five years ago,
20 my daughter took over and I decided to try it again.
21 This time, I've done two properties, seven hearings,
22 five -- half a million-dollar budget and I can't get
23 past 12 kids.

24 Montgomery County is down 1200 family
25 daycare providers. We are now about 850 or so. A

1 large family daycare for 12 children that used to be
2 five in the county. Thanks to the delegates and
3 senators, they finally made it financially feasible
4 to do 12 and we've grown to 39 large family daycare
5 centers -- of family daycare providers. We have 450
6 centers in Montgomery County. Most of them are
7 large, most of them are in schools. Most of the
8 schools are just catered to Bar-T and no other
9 private businesses. They've got a monopoly in this
10 County about it.

11 The future with the politicians wanting to
12 do universal Pre-K is going to destroy the small
13 businesses. The accreditation programs are going to
14 hurt the smaller businesses because there's a huge
15 amount of paperwork. It doesn't really help the
16 kids. It's not bad idea; it's just too much
17 paperwork. The Maryland State Department of
18 Education Office of Childcare does not do any
19 enforcement against any legal providers.

20 And one of the requirements in my recent
21 conditional use application was that I have to have a
22 private parking space for every employee even though
23 I proved that it's -- I backup to Shady Grove Road.
24 There's a bus stop there. Half of the people that
25 work in childcare, minimum wage workers, they're

1 young people.

2 MR. KATZ: Thirty seconds.

3 MS. RICE: They can't afford a car and I
4 have to provide a parking space for them, even though
5 they'll take a bus. Can you please explain to me why
6 I have to have a private parking space for every
7 employee for childcare? They don't need it.

8 A lot of my employees turned into teachers
9 because I could afford to hire an extra high school
10 kid, but I can't do that anymore with minimum wage
11 going up as high as it is.

12 Are you going to do anything about
13 changing the zoning text amendment? I can't put a
14 sign on my own property above my six-foot fence. I
15 can't take the six-foot fence down or the hearing
16 examiner is not going to like that. And a compliment
17 is with some difficulties that I've had [inaudible]
18 has been absolutely marvelous to work with.

19 MR. KATZ: Thank you.

20 MR. ELRICH: Just one thing really
21 quickly. We want to expand early childhood
22 education. I do not anticipate this largely being
23 done by the school system. They have a hard enough
24 time with classrooms in order to reduce class size.
25 So I actually expect most of the expansion is going

1 to occur in the private sector. And we are A --
2 number one, this year we're starting to identify new
3 spaces with -- this year we added some -- I think
4 coverage for 400 more children but we've also said
5 we've got a target and identify places where
6 childhood -- childcare can go to.

7 And I've also been talking to people about
8 going to the state to talk about some of the absurd
9 childcare regulations. I mean, you're not the only
10 one that said this. The childcare community in
11 general thinks a lot of this stuff the state requires
12 is unnecessary, onerous, and just makes it overly
13 expensive.

14 MS. RICE: I don't want childcare in
15 commercial zones. I want the category of 13 to 30
16 children to be allowed in this County. There's three
17 of them. No, there's two of them. The people living
18 in the property. Two, for 33 years.

19 MR. KATZ: Thank you. Thank you. Next is
20 Byung Park.

21 MR. PARK: My name is Byung Park. I have
22 a small beer and wine store in Colesville [inaudible]
23 Center [inaudible] that lasted 25 years. My
24 colleague only did -- complained about [inaudible]
25 cooperating about the pricing, so I'm not going to

1 tell about that. But what I want to tell you is we
2 want us equal opportunity of operating our business.
3 As you know, in Montgomery County, traditionally we
4 can't sell the hard liquors. Why we cannot? And
5 then, even the State of Maryland, they told
6 Montgomery County handles the liquor license, but we
7 never heard about that from the DLC. What's going
8 on, know how it goes? So what I need is give us the
9 -- give us the same opportunity to run the business
10 as the DLC does. That's all I want to tell you.
11 Thank you.

12 MR. KATZ: Thank you. And I can tell you
13 that we have people from the Department of Liquor
14 Control. The directors here and other people and
15 they certainly heard you this evening as well.

16 The one person on this, Luna Johnson, did
17 not -- did you want to speak?

18 MS. JOHNSON: Sure.

19 MR. KATZ: Please. You didn't put yes or
20 no, so we couldn't tell.

21 MS. JOHNSON: Oh, sorry. I was late, so I
22 was --

23 MR. KATZ: That's fine.

24 MS. JOHNSON: Hi, my name is -- I go by
25 Luna Johnson and I'm glad that I saw Robin come up

1 here because it brought something up in my mind.
2 Okay, sorry. One of the things I noticed that's
3 unfortunate with the State of Maryland and Montgomery
4 County is that they don't offer short-term childcare
5 vouchers, so there's no sense of security for people
6 who want to open up startup businesses.

7 So you were talking about how there's so
8 many leasing and spaces available. People actually
9 are just going the route of corporate and getting
10 jobs because there's some sort of security for health
11 insurance and for costs for childcare. I have three
12 children and I -- we actually toured her facility and
13 we wanted to take our kids there, but we simply
14 couldn't afford it trying to start up a business and
15 maintaining our mortgage and our car notes and the
16 student loans and all that other good stuff.

17 So it's funny because I applied to get
18 childcare vouchers to help subsidize the cost. And
19 what they told me was -- they said no, sorry. And I
20 quit my job. I was, you know, funk this. I'm going
21 to focus on my business, like, I'm doing this. And
22 so I said hey, I want some help. In order to start
23 my business, I need to do research. I need to do
24 funding and all this. They said, sorry, we can't
25 give you childcare vouchers if you're not working and

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1 if you're not a student. And I said okay, I
2 understand that. How about do you guys offer short
3 term vouchers at least for maybe 30 days or two weeks
4 or something to give me ample time? And they said
5 no. So I said: Fine. Okay. Back to plan B, I've
6 got to get another job.

7 And so I called back again, saying, hey,
8 can I get vouchers to go on job interviews? They
9 said no. I'm like well, how do you expect people to
10 find a job or go back into doing anything if there
11 are no opportunities to cover our childcare cost?
12 And it's like children are our future. We should be
13 encouraged to have children. And granted, me my
14 husband overdid it by having three. At the same
15 time, you know, I don't feel that we should be
16 punished.

17 Like, we should have something -- some
18 sort of opportunity to say, hey, like these are -- or
19 even giving them grants, that -- our local daycares -
20 - grants to accept children for short term times for
21 startup businesses or people who are interim looking
22 for a job or just had a baby. My baby's four months
23 old and it's like people don't give us that
24 opportunity.

25 I was a subcontractor for the government,

1 they literally give us -- was it two months of leave,
2 which is called short term disability, by the way,
3 but anyways. Yeah, it's like we just -- I feel like
4 we need some sort of more support with the childcare
5 subsidy program. It's not where it should be, it's
6 not --

7 MR. KATZ: Thirty seconds.

8 MS. JOHNSON: Thank you -- some recognize.
9 Also, I did want to say this. I really appreciate
10 you guys doing this. Like, this is -- this means a
11 lot. It means that you actually care, because
12 obviously, you're not able to be here with all the
13 businesses, but you're allowing them to voice their
14 opinions and their concerns and I want to say thank
15 you for that. I'm very proud to be in Montgomery
16 County and I'm proud to live here because you guys
17 care. That's it.

18 MR. KATZ: Thank you very much.

19 MR. ELRICH: I want to say two things
20 about childcare that are good, but they're not -- one
21 thing's immediate and one thing's not. The State of
22 Maryland is committed to beginning to subsidize
23 childcare, up to 60 percent of the cost of childcare.
24 It's going to take four years for that to go into
25 effect. So they're raising it every year. I think

1 it started at 15 percent. So eventually, it's going
2 up to 60 percent. That should be a significant
3 change for people.

4 The other thing is the state legislature
5 passed a childcare tax credit and so that wasn't
6 available before or was -- it wasn't available or it
7 was way -- very small before. So there's a new
8 childcare tax credit I guess it will be available
9 next year, in the next tax year. And you'll be able
10 to -- be able to get a credit against your taxes for
11 some of your childcare expenses.

12 I don't know the detail, but it's progress
13 over where we were before and we're going to continue
14 to push to try to get more support. The Kirwan
15 Commission, hopefully, is going to involve more
16 support for early childhood. We made it a priority,
17 we put \$7 million in this year, that -- if I was
18 trying to find money, I told people I would try to
19 find it for childcare because I thought it was one of
20 the most important things we can do and the council
21 supported that. So I hear you and we're going to try
22 to see if we -- what more we can do to be supportive.

23 MS. JOHNSON: Thank you.

24 MR. KATZ: That was everyone on the list.

25 I know there's a couple people that want to have the

1 second rounds. But let's see if there's anyone else
2 in the room that would like to speak and then, if
3 possible, we'll hear from others that have already
4 spoken. We'll go from the front, we'll go there and
5 then -- I think someone over there raised their hand.
6 This lady's first and you'll be next. Please.

7 MS. AGWU-IBEH: Good evening, everyone.
8 My name is Lilian Agwu-Ibeh. I am the founder of We
9 Refuse Abuse Organization. It's a small business.
10 It's a nonprofit advocating against domestic
11 violence. I started this movement -- first, I
12 started it alone and then I was able to get other
13 women to join me. We have been in Montgomery County
14 for the last nine years. We have not been funded; we
15 fund ourselves. It's been really a hardship and the
16 reason I'm here, I understand that these are for-
17 profit business owners.

18 I also am a producer. I received the
19 produce -- production certification from Montgomery
20 County. I did a program and I started a show and
21 I've been trying to find funding and it's a startup.
22 I cannot figure it -- I cannot find it. I did
23 contact the Office of the County Executive by -- I
24 know that I met the County Executive on his way out
25 to a meeting and he asked his chief of staff to try

1 to schedule a meeting to speak to them. Not one
2 person have contacted me. So my question is, is
3 Montgomery County an open door place for everyone or
4 are there specific people that can help?

5 MR. ELRICH: We don't fund startup
6 businesses. That's -- the County is not in that
7 business. Yeah. I imagine you could apply through
8 one of our programs, but generally we're not in the
9 business of doing that.

10 MS. AGWU-IBEH: Right. But that program
11 is what I'm trying to understand. Nobody has given
12 me that information.

13 MR. ELRICH: So you talked to Daniel
14 Koroma and you said --

15 MS. AGWU-IBEH: Yes, I did.

16 MR. ELRICH: Who's on my staff.

17 MS. AGWU-IBEH: Yes, yes. I know Mr.
18 Koroma personality as well.

19 MR. ELRICH: Right.

20 MS. AGWU-IBEH: He was with the other
21 County Executive initially. But Mr. Koroma has not
22 given me any information, so that's why I'm here.

23 MR. ELRICH: I'll see if I can get the
24 information, but I don't think I'd be able to comfort
25 you, because if I were giving money up to startup

1 businesses, I would probably have a line around the
2 building and no money to do it with.

3 MS. AGWU-IBEH: Okay. But at least I can
4 get some resources on how to fund the nonprofit -- I
5 mean, the for-profit. But the non-profit is an
6 issue. I mean, some of my group came to you.

7 MR. ELRICH: So if you do non-profit,
8 there is a grant process. You have to go -- you have
9 to submit a grant and, again, I forget how many
10 grants submissions we got. We didn't even -- we
11 don't have money to even fund all the grants. I
12 mean, there's -- we've probably funded less than half
13 the people who come for grants, because we don't have
14 -- much less than that. We don't have the resources
15 to fund every grant, but did you fill out a grant?

16 MS. AGWU-IBEH: I did fill out a grant.
17 Not this year. Not this year. I didn't fill out one
18 for this year because I had a family crisis which I
19 did contact you guys about.

20 MR. ELRICH: So you're going to have to
21 fill out a grant or request if you want to be
22 eligible for grant funding, but we all said -- this
23 is the first small business Assistance Center we've
24 opened here in this building. So if you're looking
25 for maybe some help and guidance on how to start a

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1 business or resources --

2 MS. AGWU-IBEH: I already started a
3 business, but [crosstalk] --

4 MR. ELRICH: But if you're looking for
5 where resources might be, coming here during the day
6 would probably be a good place. Jenny, are they
7 opened every day?

8 UNKNOWN: We've actually talked.

9 MS. AGWU-IBEH: She knows who I am too,
10 you know me.

11 MR. ELRICH: Thank you.

12 MS. AGWU-IBEH: All right. Thank you very
13 much.

14 MR. KATZ: Thank you. Yes, ma'am.
15 Please.

16 MS. LOHMAN: Thank you for having us here.
17 First of all, I'd like to give a shout out to the
18 Women's Business Center, specifically the one in
19 Rockville. It was through their efforts that my
20 company, Medapptic, a startup that produces medical
21 devices, helped bring in a \$25,000 grant from the
22 National Science Foundation. My name is Cheryl
23 Lohman, I'm the CEO and founder of that company.

24 Four million dollars -- that is the value
25 of one National Science Foundation phase three grant.

1 Four million dollars. Four million dollars for jobs
2 research; \$4 million to make the County shine. Our
3 County has the kinds of things that the National
4 Science Foundation is looking for. Other states give
5 grant writing support to small business this to apply
6 for these grants.

7 Specifically, if my company were based in
8 Northern Virginia, I would have complete grant
9 support writing to submit for one of these grants.
10 In Maryland, none. The chance -- this is not buying
11 a lottery ticket. The chance of getting one of these
12 grants is about one in ten. If you've completed
13 phase zero, which Medapptic has done, 50-50. Six
14 thousand dollars is the cost of a consultant on the
15 market to get this done. Northern Virginia is not
16 the only state that offers these grants.

17 I'd like to see the successful
18 organizations we already have going through here --
19 Women's Business Center in Rockville -- be in charge
20 of trying to get some of this grant support through
21 the entire grant writing process for companies like
22 my own. Thank you.

23 MR. KATZ: Thank you. Do we have anyone
24 else? We have a hand over here, please.

25 MR. CARLISLE: Hi, my name is George

1 Carlisle. I have small business here in Germantown.
2 I am here to talk about two things today. I'd like
3 to talk about the Business Innovation Network. I've
4 noticed recently you have awarded to launch
5 workplaces, some arrangements for them to manage some
6 of your former innovation centers. I would hope that
7 you might reconsider some of that, because they have
8 some expertise, but they do not have expertise in
9 biotech. They already have three key locations. To
10 allow them access to six would allow them an enormous
11 share of the innovation. We have many innovation
12 partners in Montgomery County already who can also
13 help and provide solutions. I encourage you to
14 consider them.

15 The other comment that I would like to
16 talk about today is telecommunications. Years ago,
17 the decision was made to create a DTS department that
18 managed the overall relationships with all the
19 telecom providers for the build out of the telecom
20 network in Montgomery County. Our telecom network is
21 not up to speed. It's great for government, but it
22 is not great for business. Businesses that want to
23 come here see the telecommunications infrastructure,
24 the complexity, the asymmetric services, and they'll
25 go right to Virginia. Can local government do better

1 than a hundred billion a year for corporations that
2 specialize in telecom? I ask you to consider that
3 when you think about and talk about getting a modern
4 broadband infrastructure to attract business. Thank
5 you.

6 MR. ELRICH: I'd actually appreciate it if
7 you'd write us a letter on the telecom part because
8 the County has worked to bring -- I think it's three
9 of the big data lines across the river from the data
10 centers there into Montgomery County. And as I
11 understand it from --

12 MR. KATZ: Ashford.

13 MR. ELRICH: Ashford. Comcast and the
14 other providers, pretty much throughout the County
15 are offering high speed data services now.

16 MR. CARLISLE: Yeah. So -- I'll let you
17 finish. Go ahead.

18 MR. ELRICH: But write me and let me know
19 what we're not getting. But the only thing is --

20 MR. CARLISLE: Let me say this. I want to
21 say congratulations to DTS, because today from NACo
22 they were awarded numerous awards for their hard work
23 and we should recognize that. Going forward, I would
24 hope that we are able to build on that.

25 MR. ELRICH: So just let me know what we

1 need to build on. The other thing about launch
2 services, I am doing my best to unwind that contract.
3 I agree with you; they do not provide the support
4 that I want to see in an incubator. I don't believe
5 our incubators provide support in general. I mean,
6 I've talked to folks in a couple of incubators. They
7 said if they didn't -- weren't confident in what they
8 were doing, they would never succeed because they
9 basically had to do it on their own.

10 And our most -- I will say biotech
11 incubator impressed me. The other two did not
12 impress me. They basically were not providing
13 business support, marketing support. So unless you
14 are confident that you are going to be able to
15 deliver and grow in your -- grow your product,
16 basically, we're just a cheap rental space so they
17 didn't have to go in the market to use more expensive
18 rental space. That's not what an incubator is. An
19 incubator is not cheap rental space. It should come
20 with other supports. I completely agree with you and
21 so I am actively working on it. I share the same
22 concerns you have.

23 MR. KATZ: Any other speakers who hasn't
24 spoken yet? And we can give you two more minutes.
25 Did you have -- you had your hand up too. Two

1 minutes.

2 MS. RICE: Politicians talked about
3 childcare needs to be affordable, we need quality, we
4 need to have more childcare. In Maryland, this is a
5 specific problem has been created by our elected
6 officials and that is the supply and demand is
7 totally off balance by age group. Family daycare
8 providers that go through and get their certificate
9 for eight children, they end up with 40 people
10 wanting their two spaces for infants and they can't
11 find any kids over the age of two to save their life
12 and they go in and add business because of that.

13 We've tried to get the Fire Marshall to
14 allow a third child under the age of 18 months in
15 family daycare and it's never worked. One possible
16 solution is large family daycare for 12 now that that
17 is financially feasible because you have a ratio of
18 four infants with staff, versus eight two-year-olds.
19 It still takes a year to try to fill up your two-
20 year-old spaces.

21 If we can figure out with the County, can
22 you please give me a permit for my large family
23 daycare and allow me to have more than four infants?
24 What do I have to do? I have to get the fire marshal
25 to approve it. What do I have to do? I have to hire

1 somebody, a fire engineer, to tell me what to do.
2 Then, when he tells me what to do, I take it to the
3 Fire Marshall and the Fire Marshall says oh, he's
4 wrong. You have to do this, that and the other
5 thing. Then you do this, that and the other thing
6 and then you find out oh, we made a mistake, you have
7 to do this, that and a third thing.

8 MR. KATZ: Thirty seconds.

9 MS. RICE: It's difficult. That's -- if
10 you want to help childcare, that's one of the things
11 that both the state and the County can do is look at
12 the supply and demand by age group, it's a mess.

13 MR. KATZ: Thank you.

14 MR. ELRICH: So I'll just say we are we
15 are trying to be careful about not setting up a
16 childcare situation where all of the older kids are
17 taking care of separate from the younger kids because
18 people aren't going to survive on ratios of a couple
19 of kids, the one staff support. You'll never be able
20 to charge enough money to make that work.

21 So we're sensitive and this is also why I
22 don't think it's all going to go into schools because
23 it would take away kids who otherwise could be in
24 family daycare and if they wind up in schools then
25 they only have kids under two outside of that, that's

1 -- we're just going to fail in delivering the
2 service. The other stuff, and this is a general
3 issue we've had with some of our code regulations.
4 You should know what you need to do and somebody
5 needs to write out clearly what the requirements are.

6 So we've got people in the room who are
7 listening and we'll have a conversation about making
8 sure that if you have to do something, you should be
9 able to very clearly understand what you need to do;
10 not do it one way and then be told that not what we
11 wanted, you have to do it a different way. But
12 you're not the only business that's had this problem.

13 MR. KATZ: And you get two minutes,
14 please.

15 MR. TU: Thanks. I just want to make some
16 additional comments to -- I'm not -- when I say
17 government is the problem, you know, not the
18 solution, it's not mean that government should
19 completely exit the economic process.

20 What I try to say is get less involvement
21 so make people feel free and less risk to take on
22 business, which is like -- I remember the last day I
23 had my job working for someone else. I didn't sleep
24 that night because I don't know -- that was Friday --
25 I don't know what I'm going to do on Monday, right?

1 That is the -- I know lots of people probably have
2 the same experience. It's hard to start something,
3 right? You got to have the guts and willing to take
4 risks.

5 So what I try to say is government might
6 -- it might be good for small business that
7 government could create this kind of environment.
8 Let the people who want to take risk, take them and
9 reduce certain level of risk perspective.

10 So I want to actually give an example on
11 the tenant and landlord relationship, just as an
12 example. I know this is one of your priority to
13 reduce -- make Montgomery County housing more
14 affordable. So I know that when Montgomery County
15 has the most pro-tenant policy comparing to
16 surrounding jurisdictions except DC. That is right?
17 That's a fair --

18 MR. ELRICH: Tacoma Park.

19 MR. TU: Yes, so I know that when a
20 policymaker push out those revelation policy, they
21 want to protect tenants. I, you know, agree, tenants
22 need to be protected --

23 MR. KATZ: Thirty seconds.

24 MR. TU: Okay. But when you put out so
25 many regulations, it actually increase the risk

1 perspective from the landlord viewpoint. So what
2 they do is they add additional rent to cover the cost
3 of that actual risk. So you can do market research,
4 for example, comparing Montgomery County with
5 [inaudible] and you can see the rent versus market
6 price of the house. Montgomery County is much higher
7 because the landlord want to protect their interest.
8 So that's what -- that's my point.

9 MR. ELRICH: Okay. Thank you.

10 MR. KATZ: Anybody else? Would anybody
11 else -- yes, please. Go ahead. Two minutes.

12 DR. VALENTINE: So again, I want to thank
13 both of you for having the opportunity for business
14 owners to come out and be able to speak to the
15 challenges that they have been having with the
16 procurement process through Montgomery County.
17 Seeing that this is the last of these -- the four
18 business listening sessions, my question -- actually,
19 I have a few questions.

20 I know, it's been mentioned before, but I
21 was hoping that you would take a few minutes to
22 repeat it again, to let us know, remind us what the -
23 - what is the measures of success for what you're
24 doing, number one? And number two, will this be the
25 only opportunity for small businesses to come out to

1 speak to you? We don't want to wait for, you know,
2 this is what's been done and for the administrations
3 to say that oh, yes, this has been a success without
4 business owners coming out to you and say hey, yes,
5 thank you, again, for your effort, or thanks, but
6 we're still having challenges, or the third option of
7 we don't know what you were doing, what you had in
8 mind, but it's not working.

9 So what -- would our opportunity -- again,
10 what are the measures for success and, number two,
11 what other opportunities other than -- I know, Chief
12 Procurement Officer Ash Shetty is going to have an
13 opportunity for business owners to come out and speak
14 to them on a regular basis. But I'm interested in
15 opportunities for business owners to come out and
16 speak to you again after this has gone to place.
17 Thank you.

18 MR. KATZ: Thank you.

19 MR. ELRICH: So Sydney and I can talk
20 about extending the show. We've been asked, for
21 example, by some of the members of the neighboring
22 community that have language issues if we would
23 extend an opportunity for them to come out and I'm
24 open to doing that.

25 I did eight listening sessions and five

1 budget listening sessions this last year. I intend
2 to repeat listening sessions again, and I would
3 allow, you know -- to allow is the wrong word. I'd
4 welcome people from, you know, both the business
5 community and non-business types to come out and
6 speak. I think it's -- it was really valuable for me
7 to do that and it's a good place to -- it would be a
8 good place to hear from people as to whether or not
9 they perceive there's going to be change.

10 I mean, A, I think it's going to take us a
11 little time to write things and to allow change
12 regulation. And second, I've got to say, I've met so
13 many business people, in often the same fields, that
14 there are a finite number of contracts that they go
15 out there. So I don't want anybody who doesn't get a
16 contract to feel that this means you're not listening
17 and not spreading around.

18 What I hope you were able to see is we're
19 going to have data dashboards. We're going to be
20 accountable. So you should see an increase in the
21 number of contracts that go out to small businesses
22 and the number of contracts they go out to minority
23 businesses. You know, I want to see more people
24 becoming primes and not limited to subs. I've been -
25 - I've talked to people whose business experience

1 indicates they should have been primes. They
2 shouldn't be relegated to subs for the big boys.

3 So those are -- those are my goals that I
4 want to see changed. I know that Ash Shetty shares
5 those goals. We're talking the same language. We're
6 really determined to change the atmosphere, climate
7 and performance of the department. So I'll continue
8 to have an open door. I'll continue to meet with
9 people. He will meet with people and we'll get
10 things done.

11 MR. KATZ: And let me just say, this is
12 far from the end of this. I mean, if we could solve
13 this in six months, we should have done this years
14 ago.

15 MR. ELRICH: We should have done it years
16 ago anyway.

17 MR. KATZ: Yeah, we shouldn't have done it
18 years ago anyway; he's right. But first off, when we
19 first started talking about this, when Marc and I
20 started chatting about this, my background is that I
21 was a small businessman. My grandparents started a
22 small store in Gaithersburg and I ran it and it was
23 95 years old. And I ran the store and I was also
24 Mayor of Gaithersburg.

25 And so I love small business and I

1 understand that this is a way we can be successful.
2 This is -- this brings people to a better life. And
3 and to Carmen's idea, you know, not all nonprofit --
4 not all businesses wanted to be a non-profit, but
5 there's days it's not profitable. But there's days
6 it's plenty profitable and that's part of the fun of
7 owning a simple business.

8 What we had first started talking about is
9 that I thought we should have a charrette, have
10 everybody come and sit around a table and figure out
11 what's the next step and, you know, where we should
12 be and all that sort of thing. And then we were
13 going to do these listening tours.

14 Then Marc and I started chatting and we
15 decided we're going to do it the opposite. We're
16 going to do the listening tours, now we're going to
17 do these charrettes. We're going to have people who
18 have heard and, you know, we have to get people a
19 couple days -- we're going to have this -- we're
20 going to have a survey that should be available
21 online on July 22nd, I believe is when we hope to
22 have that.

23 But what we're going to do is continue
24 this. We -- this -- even if we could solve -- and
25 we're not going to solve every problem. I mean, it'd

1 be wonderful if we could, but we're not going to be
2 able to. But even if we could solve every problem,
3 the day that we solve it, there's going to be a new
4 problem that comes up. I mean, let's be realistic.
5 And so, we've got to continue this process.

6 Through the process, I've had many people
7 tell me after, you know, the room -- as we're leaving
8 and what not -- pull me aside and say Sidney, what I
9 really liked about this process more than anything
10 else is the fact that you all are showing that you
11 care. And I can tell you, we're doing more than
12 showing that we care. We do care and we're going to
13 correct a lot of things that we can correct as
14 quickly as we can.

15 The only way we can be successful is to
16 have everybody in this room and beyond be successful.
17 That's what we're here for. So you're going to --
18 thank you. But I can also say, with all sincerity,
19 that you all have been signing in. We have an email
20 list, everybody's going to be kept on the loop, we're
21 going to find out -- and you asked how we're going to
22 find out how people were successful, that's going to
23 be part of the charette process too.

24 We need to make certain that what we're
25 doing is a better way to do things. Just because we

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1 want to do things better, doesn't mean we are. We've
2 got to make certain we're doing things better.

3 I think we're the bewitching hour of 8:30
4 and the people who work in this building, I think
5 wanted us to be finished with the meeting by 8:30.
6 Marc and I -- I always like to speak for him because
7 -- but Marc -- he has nothing else to do so he'll
8 hang around after this. Marc and I will be here for
9 a few minutes if somebody does have something that
10 they didn't want to mention in public. We, you know,
11 you're certainly welcome to send in your emails as
12 well. Thank you all for being with us.

13 MR. ELRICH: I just want to say one more
14 thing. I want you to look at this administration as
15 having an attitude of continuous improvement,
16 because, like Sidney said, we -- I would go a little
17 bit further and say I'm going to fix that everything
18 that's fixable. That which I can't fix, I can't do
19 anything about. There's no reason not to fix the
20 things that you can do something about.

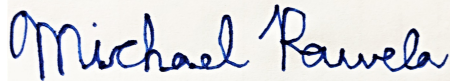
21 But I do believe in creating a culture of
22 continuous improvement. Nobody should ever feel like
23 they got the job done and they're finished. You
24 should always be looking at what you're doing and say
25 can I do it better? That's what we're going to try

1 to bring to the County. That's what we are going to
2 bring to the County and you're going to see a
3 difference in how this government runs. Thank you
4 very much.

5 (The Recorded Meeting was concluded at
6 8:30 p.m.)

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1 CERTIFICATE OF COURT REPORTER - NOTARY PUBLIC
2 I, Michael Pawela, the officer
3 before whom the foregoing proceedings were taken, do
4 hereby certify that said proceedings were
5 electronically recorded by me; and that I am
6 neither counsel for, related to, nor employed by
7 any of the parties to this case and have no
8 interest, financial or otherwise, in its outcome.

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11 _____
12 Michael Pawela, Court Reporter
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I, Sheila Martin, do hereby certify that the foregoing transcript is a true and correct record of the recorded proceedings; that said proceedings were transcribed to the best of my ability from the audio recording and supporting information; and that I am neither counsel for, related to, nor employed by and of the parties to this case and have no interest, financial or otherwise, in its outcome.

Sheila Martin

SHEILA MARTIN
June 17, 2019

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