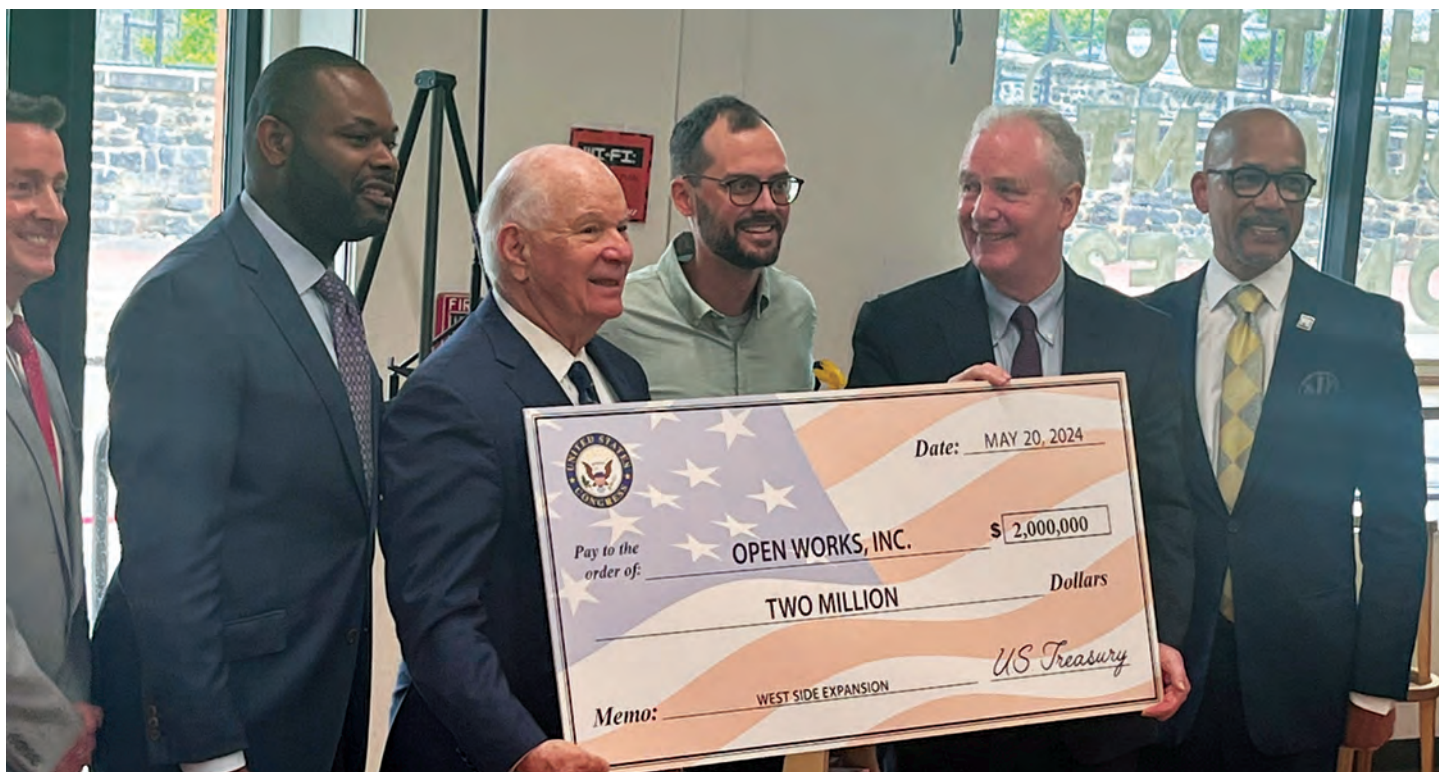


Open Works

2024 ANNUAL REPORT



Letter from the CEO



2024 was a year of preparation, transition, and expansion at Open Works.

We have continued to follow the roadmap laid out in our strategic plan completed in late 2022 by building a strong foundation for expansion. In March, we signed an agreement with Coppin State University to become the anchor partner in our Westside Open Works (WOW) project at Walbrook Mill. In April, we signed an in-kind lease with the CSU College of Business for a pilot makerspace program, announced our first \$4M in capital commits to the permanent location, and released “Making the Future,” the 3rd economic impact study of Open Works by CSU faculty Dr. Ron Williams. As we announced these significant milestones, our outstanding technical team was busy building Virtual Open Works (VOW), a comprehensive wiki-style website documenting all of our operational procedures, policies, impact, and educational content - <https://bit.ly/OpenWorksImpact> - to prepare for growth.



This preparatory work has also led to significant role changes. The Open Works’ board of directors approved a new organizational structure in October, naming Open Works’ Executive Director Will Holman CEO and promoting long-time leaders April Lewis and Laura Cohen to Site Directors. Ana Maria Economou was promoted to Education Director, and we welcomed Josh Russakis as Programs Manager to support her. Last, we hired long-time technician and teacher Kenneth Bland as our new Membership Manager.

Will and Laura also welcomed new additions to their families this summer. We want to extend a deep thank you to Interim Director Sarah McCann, who guided the organization from August through December while other leaders were on family leave.

In the fall, we signed two more significant partnership agreements. In October, 2024, our computer lab became the first outpost of the Pratt Anywhere program. Our computer lab is no longer a membership amenity – with the Pratt’s support, we have taken off the key card

reader and made it free to all! Starting in March, 2025, we will be providing satellite maker programming at the University of Maryland Baltimore Community Engagement Center in Poppleton.

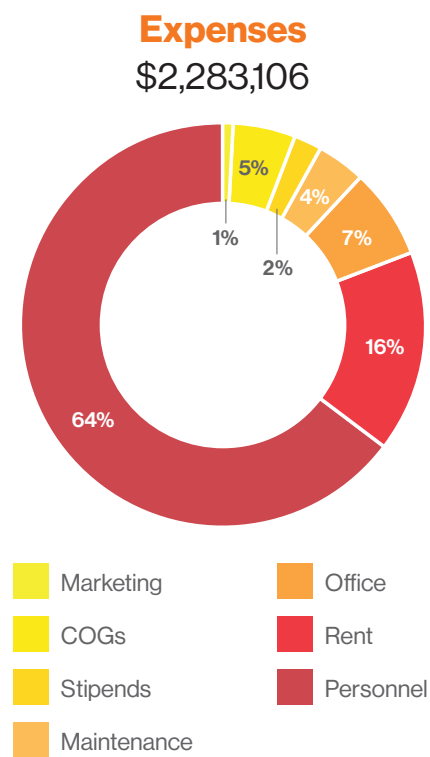
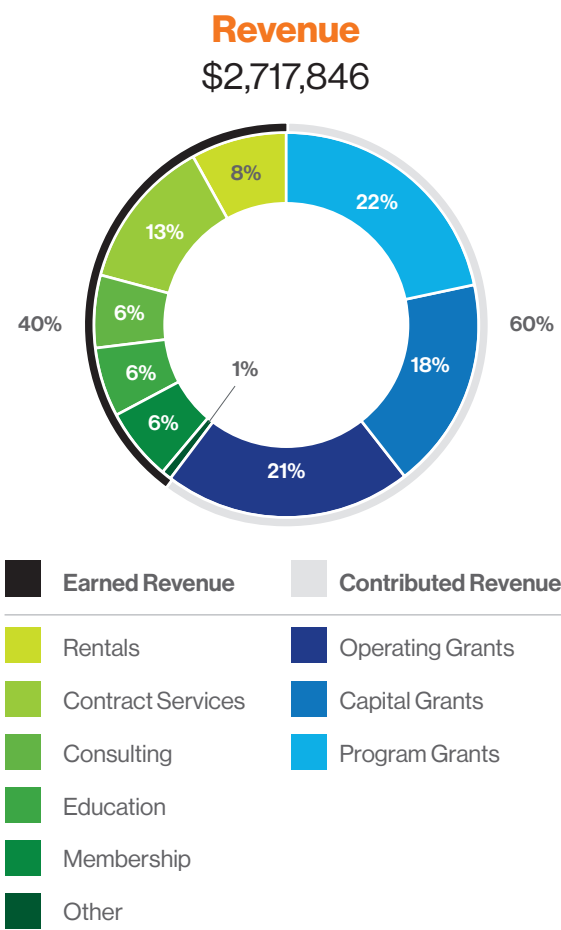
We are incredibly excited to expand our footprint in partnership with so many strong, diverse local institutions. I am very proud of our loyal, long-tenured, and phenomenally talented staff for meeting these big ambitions with grace and professionalism.

You can help support our growth with a donation to the Open Works Future Fund: <https://bit.ly/OWFutureFund>

As always, it is an honor to serve this community and watch it flourish!

Sincerely

Will Holman
CEO



Open Works had another year of strong growth. Membership grew 14% over 2023, finally reaching the same revenue and client numbers we had pre-pandemic. Operating and program grants grew 13% and 17% respectively, reflecting a strong recurrent donor base that believes in our mission and outcomes.

We also raised significant capital funding, including \$3.46M for the permanent westside facility (*not reflected in chart above*) and \$485,000 for improvements to our Greenmount facility, including renovating our lobby and adding solar panels to the building.

Funders

Capacity Building

Bunting Family Foundation
MD Department of Service and Civic Innovation

EnterPRISE Business Competition

Abell Foundation Small Grants Program
M&T Bank Foundation
MD Department of Commerce
PNC Bank Foundation

West Side Pilot Program

MD DHCD
United Way
Stanley Black and Decker
West Baltimore Renaissance Foundation

Solar Station Project

Baltimore Community Foundation
AARP (Community Challenge)

General Operating Support

Aaron Straus and Lillie Straus Foundation
Goldseker Foundation
MD State Arts Council
Robert W. Deutsch Foundation
T. Rowe Price Foundation

Education

Baltimore Civic Fund DEF Rd. 2
CSX
John J. Leidy Foundation
Miles and Stockbridge
Ratcliffe Foundation
Southway Builders Charitable Trust
Transamerica

Capital (east side improvements)

MD State Arts Council Arts Capital Program
MD Energy Administration Resilient MD Program

Capital (Westside Open Works expansion)

Abell Foundation
Office of Sen. Chris Van Hollen
BGE Interconnection Readiness and Deployment of Storage (BIRDS)
MD Office of Statewide Broadband

Individual Donors

70 unique individual donors



The Open Works education department supported 1,348 general adult and 309 youth enrollments this year, including our first classes at the Westside Open Works (WOW) pilot site. Our two workforce development programs, Baltimore Sewn Trades Training and Makers Unite CAD/CNC Training both wound down their final cohorts this year as pandemic-era funding was not renewed. We are so proud to have seen a total of 42 graduates pass through these programs.

In 2025, our education department will be developing a new Digital Fundamentals curriculum to support satellite programming.

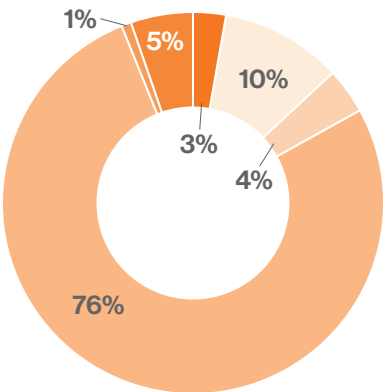
1,348 *Adult Enrollments*

309 *Youth Enrollments*

3,295 *Arrivals (reflects multi-day or week classes like workforce development)*

Enrollments by Type

- Private Programming
- Job Training
- Safety Classes
- Foundations
- Skill/Project
- WOW





Open Works' youth education team was busy (again) this year! We delivered 3 sessions of Teen Maker Shop, for 24 students. In the fall, the WOW pilot site welcomed Maggie Letvin, an MFA candidate at MICA, as a community teaching artist. In December, Maggie kicked off the second major expansion of our teen programming with 10 young people from Urban Oasis, a community group located just to the west of Coppin State University. 2024 was the second school year of our partnership with the Baltimore Youth Architecture and Design Collaborative, which saw 30 young people from Baltimore Design School learn Revit and AutoCAD. For younger learners, we hosted 5 weeks of summer camp, monthly story time with Ms. Abigail, and 4 intergenerational Youth Maker Shop classes. We also welcomed 4 Year of Service participants from Gov. Moore's Department of Service and Civic Innovation as Apprentice Technicians.

In 2024, we are excited to scaffold the growth of our Apprentice Technicians, continue with expanding youth programs to the west side, and explore more full-day summer camp options!

294 *Total youth enrollments*

42 *MakerCamp enrollment*

34 *Teen Maker Shop enrollment*

30 *BYADC Enrollment*

19 *Youth Maker Shop*

168 *In-school time programs*



Membership grew at a steady clip this year, surpassing our pre-pandemic totals for the first time! As of Dec. 31st, Open Works had 409 active membership contracts representing 229 unique people or organizations. Total membership contracts grew by 17% and unique members grew by 38% over 2023 totals.

Membership arrivals are up 28% and studio check-ins were up 34% year-over-year, with a total of 8,601 member arrivals or 25 visits/day.

The Digital Inclusion Fellowship program wrapped up in June, having delivered 80 free one-on-one support sessions to our members over the prior 12 months. New free events, including Game Night, Quilting Club, and 2 co-working days with the Inky Cap Queer Crafting Collective saw attendance of 378.

In 2024, we are excited to continue to grow these free peer-to-peer events that build community and collaboration among our members.

885 *Membership Orientation attendance*

409 *Total autopay contracts as of December 31, 2024*

4,323 *Studio check-ins*

4,279 *Membership check-ins*

550 *Day pass redemptions*

90 *Studio rentals as of December 31, 2024*



The Contract services department has continued its evolution into a community-centered R&D shop this year. Our stellar design and engineering team perfected, constructed, and installed 11 more public benches with solar canopies and integrated wi-fi. Around town, you also might have seen new powder-coated aluminum street banners for Waverly Main Street, new gallery benches at the Walters Art Museum, and a new playscape at Port Discovery Children's Museum, and dozens of Baltimore Beat newspaper boxes – all products of our hard-working community fabrication team.

In 2025, we are looking forward to open-sourcing a number of these projects on our wiki page for download and replication.

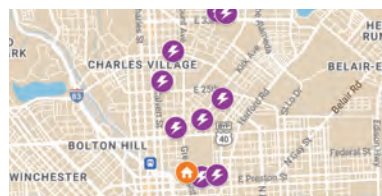
51 2024 total jobs

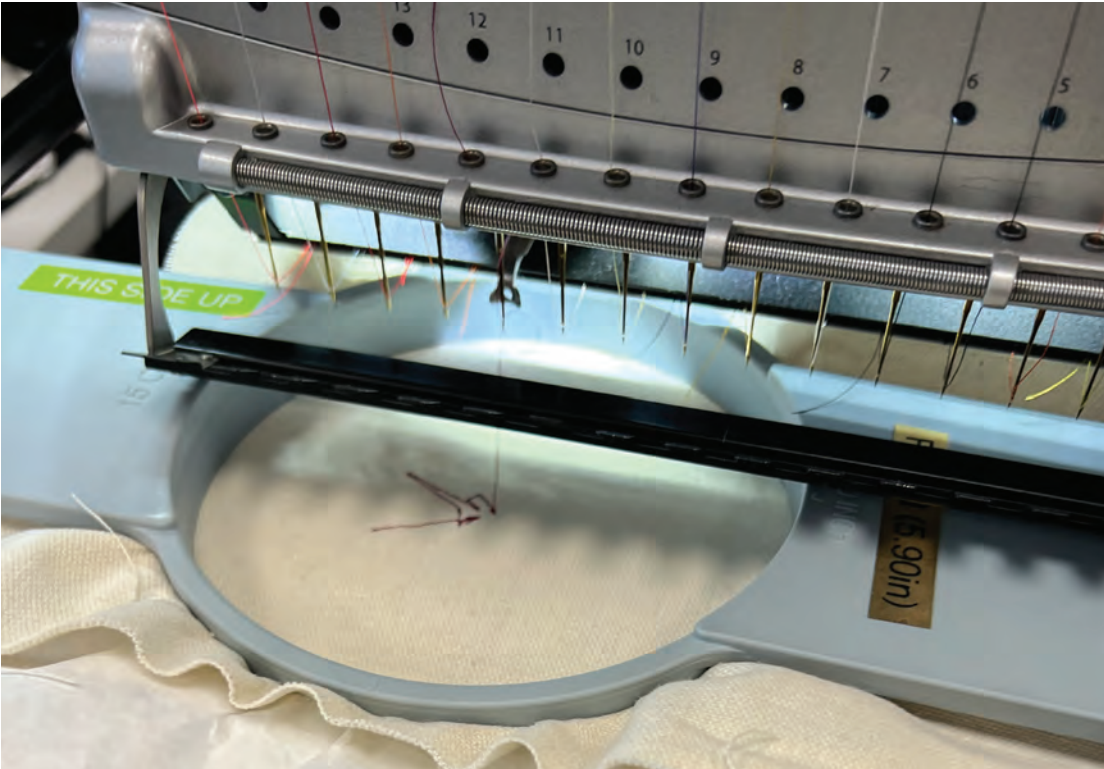
11 Solar stations installed

52% Jobs with repeat clients

Solar Stations

Check out this interactive map of our solar station placements throughout Baltimore!
bit.ly/OWSolarStations





Wiki

All of our shops now have posters with QR codes linking to technical documentation on our wiki. Check out this example from Digital Fabrication!



Every year, we strive for a high standard of operational excellence in our shops, stressing safety, machine uptime, and stocking consumables for classes and open shop. This year, we have continued the huge job of creating and archiving over 400 Standard Operating Procedures (SOPs) on our wiki page – allowing staff and members easy access to high-quality technical information on use, maintenance, and troubleshooting for all of our equipment.

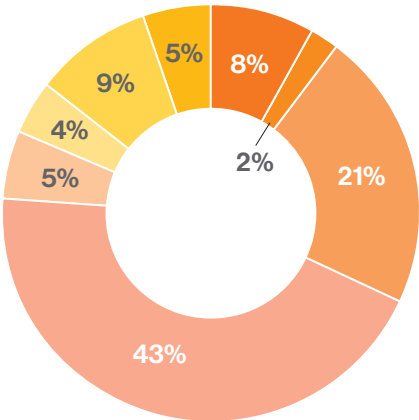
To put our teams' work in context, we saw 5,650 machine reservations this year, a 15% increase over 2023. Our fleet of laser cutters continue to be the most popular machines, with 2,422 total reservations. The CNC quilting machine and direct-to-garment printer saw skyrocketing popularity this year, with triple-digit growth in usage from last year.

And, most importantly, we maintained a PERFECT safety record for the 8th year in a row despite record levels of use.

5,650 2024 total machine reservations

Reservations by Type

- Embroidery Machine
- CNC Quilting Machine
- Spray Booth
- Direct-to-Garment Printer
- Laser Cutter
- CNC Router
- Wood Lathe
- 3D Printing





Checking in on our goals from our 2023 strategic plan authored by Colmena Consulting, we have made significant progress on milestone goals in three main categories: internal operations, westside expansion, and statewide organizing.

Internal Operations

In 2024, we made huge progress on our wiki site, rolled out new benefits for technician staff, extended and across-the-board raises for technicians, teachers, and contractual staff. The board of directors welcomed two new members: Susan DuMont, a principal at Miles and Stockbridge; and Evan Richardson, an associate dean at the School of Architecture and Planning at Morgan State University.

As mentioned above, we also expanded staff with new apprentice technicians, a MICA teaching artist placement, and roles shifts among leadership staff. We are now roughly halfway through our staff transitions towards a fully two-site operation, and will continue to raise capacity-building funding to grow the team in 2025.

Westside Expansion

The Westside Open Works (WOW) project hit many major milestones in 2024. We raised \$5.4M in capital funding with our partners at BARCO, including support from Sen. Van Hollen's office, the West North Avenue Development Authority, BGE, the Abell Foundation, and the Office of Statewide Broadband. In June, BARCO completed paperwork to purchase the site at 2636 W. North Avenue. In September, we hired local firm PL.KL to lead the architectural process.

Under the leadership of Westside Site Director April Lewis, our satellite makerspace located on the 1st floor of the Coppin State University College of Business, held 12 classes and events with 63 participants. April also co-organized a Black Friday pop up shop in collaboration with BLK ASS Flea that welcomed over 50 vendors and 400 guests to the CSU campus. Check out our website for spring classes and events!

Statewide Organizing

In April, 2024, Open Works hosted the inaugural Maryland Maker Meetup. The first day was virtual programs, and the second day was phenomenal bus tour of 8 local makerspaces punctuated by lunch on site at Open Works. After the conference, Open Works CEO Will Holman co-chaired the steering committee, which worked throughout the summer and fall to draft bylaws.

In 2025, we hope to formally incorporate with the state and spin the Maryland Makerspace Association out as an independent organization. We'd like to extend a big thank you to Leanna Frick of the Station North Tool Library and Ulisses Santamaria of the DMV Petri Dish for co-organizing the steering committee.

Thank You!



Open Works Staff

Big thank you to all of the folks who helped make Open Works happen this year! A special and enduring THANK YOU to Ms. Sharmane Herron, who retired at the end of 2024 after 8½ years of service as a technician, teacher, and main attraction of our sewing program. We are so grateful for the light you have shed on our community, Ms. Sharmane!

Leadership

Will Holman, CEO
April Lewis, Westside Site Director
Laura Cohen, Eastside Site Director
Sarah McCann, Interim Director
Zach Adams, Contract Services Manager
Tiersa Sullivan, Office Manager
Riggs Marietta, Shop Manager
Ana Maria Economou, Education Director
Josh Russakis, Programs Manager
Kenneth Bland, Membership Manager
AB Brackett, Shift Supervisor

Contract Services Technicians

Annabel Alpers
Joe Bates
Chima Ezenwachi
Dom Pere

Community Technicians

Brian Albert
Jonathan Bury
Oliver Charles
Erin Davis
Sharmane Herron
Angel Light
Jennifer Masterson
Jordan Ross
Diosi Smith

Apprentice Community Technicians

Dayon Carter
Taeveon Carter
Tela Downing
Mason Nance

Support Staff

Nefer Khar Purvis
Eboni Yahudah
Kenny Nisley

Maker Fellows

Lindzor Parker
Aliana Grace Bailey
LaQuida Chancey
Josh Russakis
MC Carey

Open Works Board of Directors

Linda Gilmore, *Chair*
Lauren Kelly Washington, *Vice Chair*
Pam Gray, *Treasurer*
Matthew Youssef, *Secretary*
Stephanie Chin
Susan DuMont
Danielle Laurenceau-Gooden
Leon Pinkett III
Charlotte Phillips
Evan Richardson
Audrey van de Castle
Dr. Ron Williams

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Sun: 12 – 5 PM

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