

F R O M	NAME & TITLE	Steve Sharkey, Director	CITY of BALTIMORE M E M O	
	AGENCY NAME & ADDRESS	Department of Transportation (DOT) 417 E Fayette Street, Room 527		
	SUBJECT	City Council Bill 21-0010R		

TO: Mayor Brandon M. Scott
TO: Health, Environment & Technology Committee
FROM: Department of Transportation
POSITION: **Support**
RE: Council Resolution – 21-0010R

DATE: 3/2/21

INTRODUCTION – Informational Hearing - Getting on the Same Page: Clarifying 311 Services’ Approach to Resolving Requests

PURPOSE/PLANS – For the purpose of inviting representatives from 311 Services, the Department of Public Works, the Department of Transportation, the Department of Housing and Community Development, the Department of Recreation and Parks, the Office of the City Administrator, the Baltimore Development Corporation, BGE, and the Mayor’s Office of Performance and Innovation to appear before the City Council to discuss how to improve the status classifications within the 311 to make them better understandable, more transparent, and more reliable for the citizens of Baltimore.

COMMENTS – Council Resolution 21-0010R calls on the Department of Transportation (DOT) to join representatives from 311 Services, the Department of Public Works, the Department of Housing and Community Development, the Department of Recreation and Parks, the Office of the City Administrator, the Baltimore Development Corporation, BGE, and the Mayor’s Office of Performance and Innovation in appearing before the City Council to discuss the City’s 311 Service Request System.

Baltimore City DOT operations are strongly tied to the City’s 311 Service Request System, with numerous agency divisions being responsible for and overseeing a variety of service request categories:

Transportation Engineering & Construction (TEC) Division

Division Service Request Categories: 3

Division Description: DOT’s TEC Division manages the engineering design and construction administration of capital improvement projects (CIP) for the agency. Division 311 service requests include alley & footway complaints and reconstruction. Street repairs and road resurfacing projects that exceed the capabilities of DOT’s Maintenance Division are rerouted and assigned to the TEC Division.

Right of Way (ROW) Division

Division Service Request Categories: 2

Division Description: The Right of Way Division provides right-of-way permits, special events permits, street vendor licenses, minor privileges, easements and other agreements that allow usage of the City’s roads, alleys, and sidewalks. Division 311 service requests include right-of-way permits as well as street & mobile vendor licensing complaints.

Automated Traffic Violation Enforcement System (ATVES) Division

Division Service Request Categories: 2

Division Description: DOT's ATVES Division manages Baltimore City's automated red light, speed, and truck camera program. Division 311 service requests include ombudsman review of automated camera citations as well as requests for new automated camera locations.

Conduit Division

Division Service Request Categories: 3

Division Description: The Conduit Division is responsible for the operation, maintenance and construction of Baltimore City's over 700 mile underground municipal conduit network. The 311 service request assigned for this agency is tied to conduit repairs. Depending on the nature of repairs required, this request can at times be referred to other entities including the Baltimore City Department of Public Works or private companies such as Veolia.

Maintenance Division

Division Service Request Categories: 27

Division Description: The Maintenance Division is responsible for managing Baltimore's network of over 72,000 street lights (in partnership with BGE) as well as road maintenance and facility repairs to our city's infrastructure. DOT's Maintenance Division is comprised of ten sections and an internal milling & paving operation. With over 27 SR options, the Maintenance Division handles a variety of different citizen generated requests including snow removal on city streets, potholes, crosswalk repainting, street light repairs and more. Depending on the nature of repairs required, Maintenance Division inspectors work to determine whether or not requests have been properly assigned. The reassignment of SRs from the Maintenance Division to the TEC Division or Baltimore Gas & Electric is a common occurrence.

Safety Division

Division Service Request Categories: 3

Division Description: The Safety Division provides transportation enforcement services to Baltimore City residents, businesses, and visitors to ensure safe traffic flow and curbside parking availability. Division SRs are primarily focused on parking related complaints and violations, such as the city's 48 hour parking rule and bus lane enforcement.

Traffic Division

Division Service Request Categories: 12

Division Description: The Traffic Division is responsible for providing an efficient and safe flow of vehicular, pedestrian, and bicycle traffic. Division SRs include requests for new crosswalks, new traffic signals, new signage, traffic calming, traffic studies, and changes to individual traffic signal timing. The Traffic Division works with a variety of other DOT Divisions, including ATVES, Maintenance and TEC to successfully close out various citizen generated requests.

Towing Division

Division Service Request Categories: 1

Division Description: The Towing Division is responsible for removing abandoned and illegally parked vehicles. The unit also operates the city's impound lot and manages the storage and disposal of thousands abandoned vehicles annually. Citizens can call 311 to have DOT's Towing Division remove abandoned vehicles.

AGENCY/DEPARTMENT POSITION – The Department of Transportation foresees no immediate direct fiscal or operational impact resulting from the advancement of Council Resolution 21-0010R. The Department of Transportation **supports** Council Resolution 21-0010R.

If you have any questions, please do not hesitate to contact Liam Davis at Liam.Davis@baltimorecity.gov or at 410-545-3207.

Sincerely,

Steve Sharkey
Director