

Brandon M. Scott
Mayor



Veronica P. McBeth
Interim Director

REIMAGING THE SAFETY DIVISION
BALTIMORE CITY
DEPARTMENT OF TRANSPORTATION

LAND USE AND TRANSPORTATION COMMITTEE: BALTIMORE CITY
TRANSPORTATION OPERATIONS AND OVERSIGHT HEARING

February 13, 2025

Agenda

- I. Mission and Goals
- II. Staffing
- III. Technology Improvements
- IV. Data Driven Strategic Enforcement
- V. Next Steps



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Goal

The goal of this service is to:

- improve public safety,
- promote commercial activity, and
- ensure smooth traffic flow.



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Reimagining the Safety Division

Technology
Enhancements

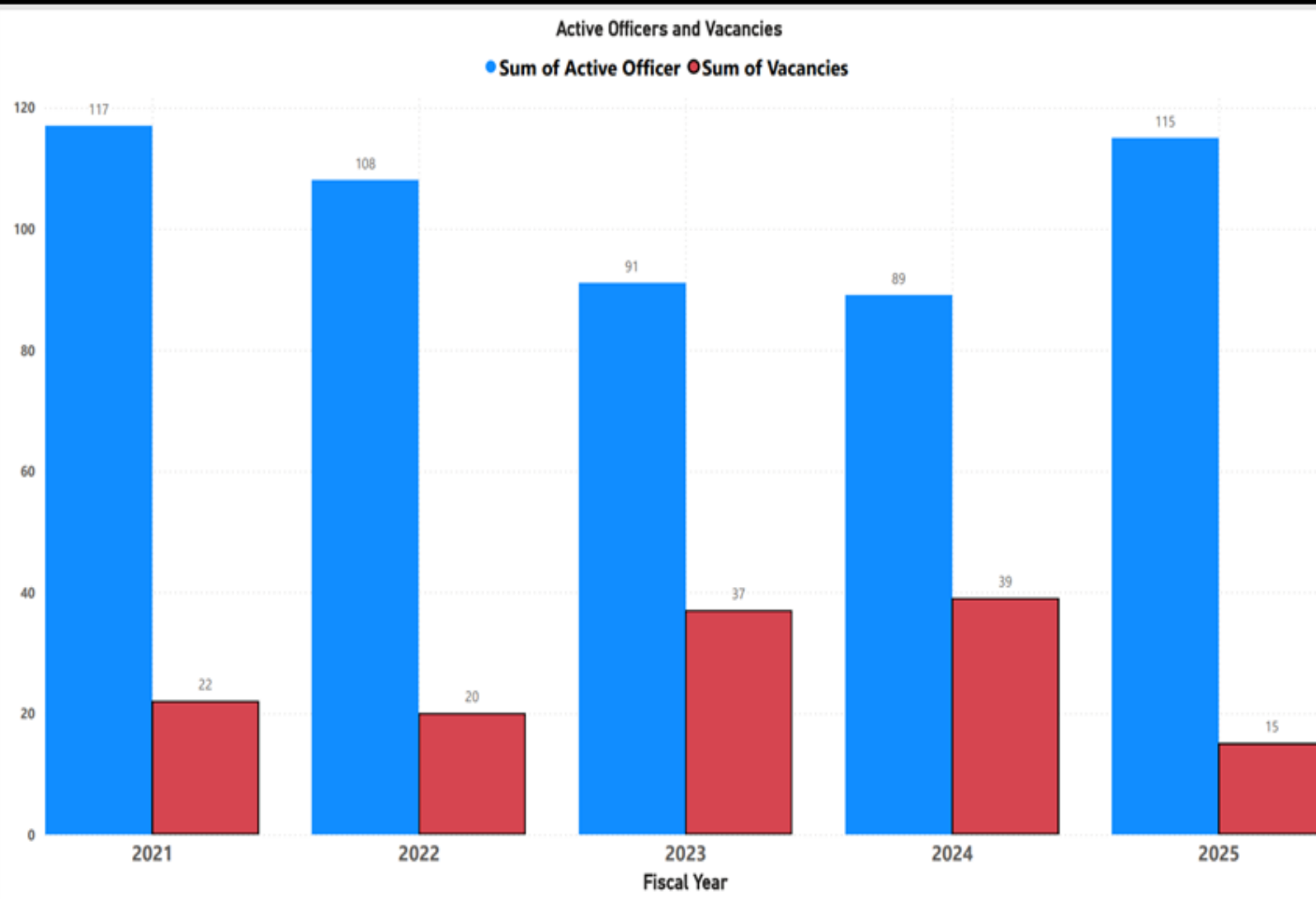
Cross Functional
Deployment of
Assignments

Data Driven
Approach



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Staffing



1. Hiring fair in September 2024
2. Removed prior TEO experience requirement
3. Filled 27 of 28 TEO vacancies

Year	Active Officers	Vacancies
2021	117	22
2022	108	20
2023	91	37
2024	89	39
2025	115	15



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24 Hour Staffing



Improved Compliance



Nightly Parking Enforcement



Reduced Traffic Congestion



Better Utilization of Resources

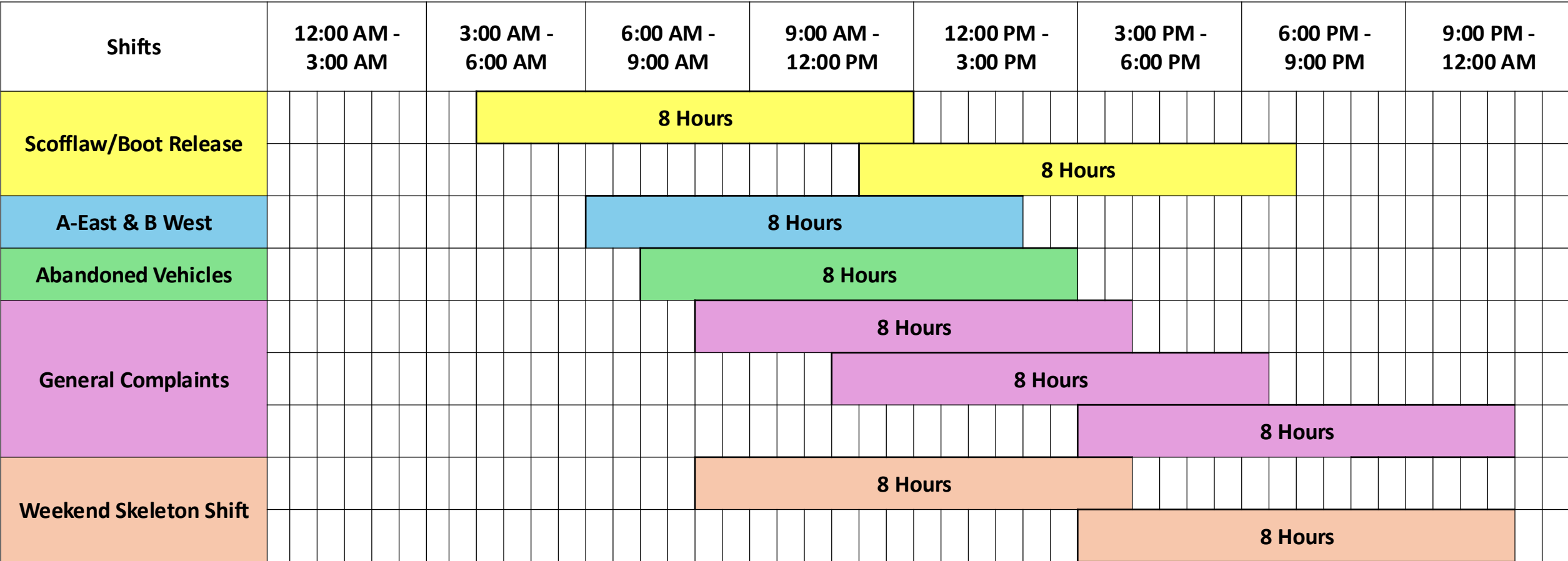


Increase in Revenue



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Old Shifts Visualized



New Shifts Visualized

Shifts:	12:00 AM - 3:00 AM	3:00 AM - 6:00 AM	6:00 AM - 9:00 AM	9:00 AM - 12:00 PM	12:00 PM - 3:00 PM	3:00 PM - 6:00 PM	6:00 PM - 9:00 PM	9:00 PM - 12:00 AM
12 AM - 8 AM	8 Hours							
6 AM - 2 PM			8 Hours					
12 PM - 8 PM					8 Hours			
6PM - 2 AM	8 Hours						8 Hours	

Shift Ideology

Current Schedule Ideology

- Scofflaw & boot release:
 - 4 am – 12 pm
 - 11 am – 7 pm
- A- East & B- West: 6am – 2pm
- Abandoned vehicles: 7 am – 3 pm
- General complaints:
 - 8 am – 4 pm
 - 10:30 am – 6:30 pm
 - 3 pm – 11 pm
- Weekend skeleton shift:
 - 8am-4pm
 - 3pm- 11pm

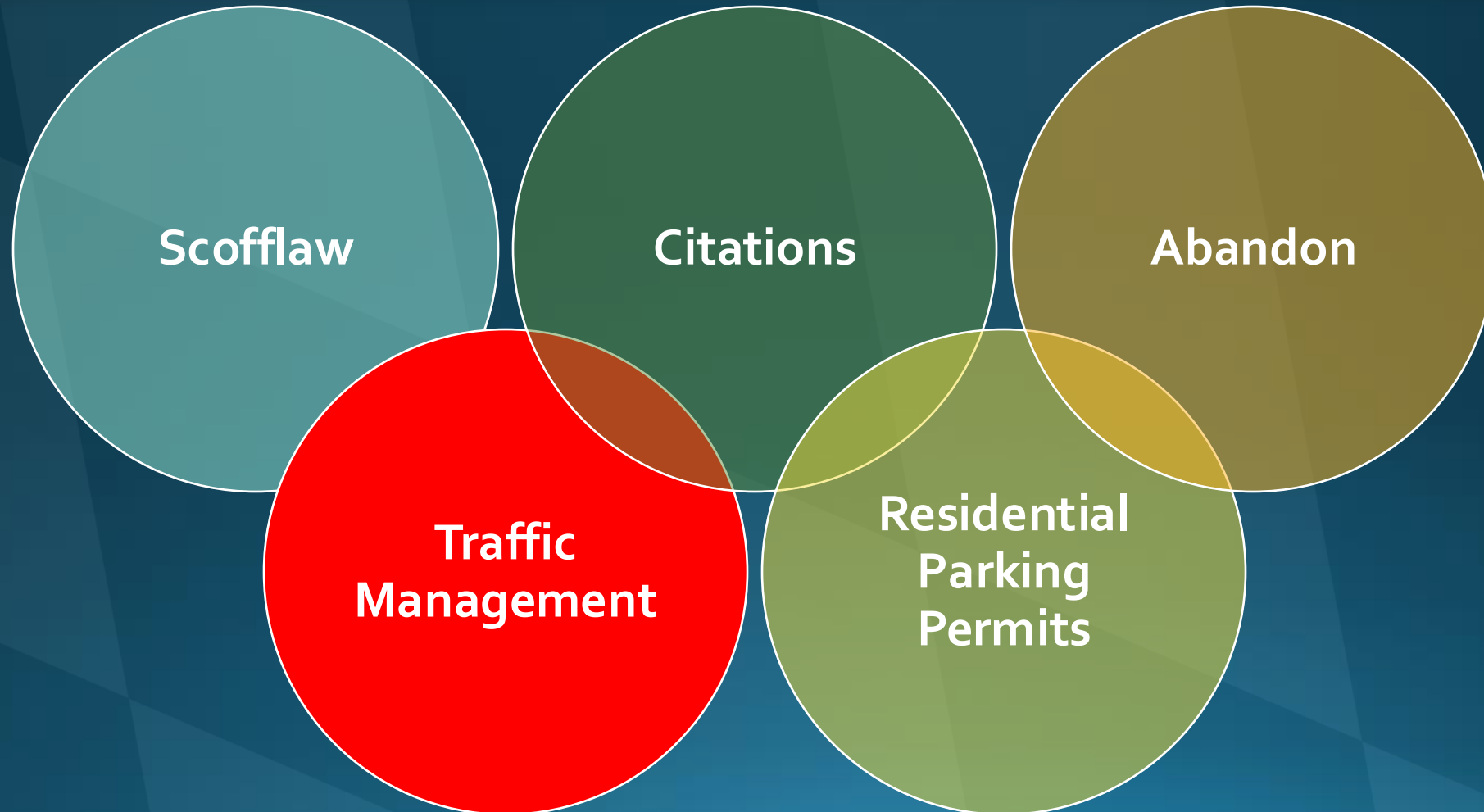
Proposed Schedule Ideology – 2 Hour Overlap

- Crossing guards, peak hour traffic and parking restrictions, street sweeping, and disabled parking:
 - 6 am – 2 pm
 - 12 pm -8 pm
- Nightlife, scofflaw, commercial vehicles, RPP zones, and targeted enforcement:
 - 6 pm – 2 am
 - 12 am – 8 am
- Weekend staffing will reflect demand



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Cross Functional Deployment of Assignments



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Technology Enhancements

Utilizing License Plate Readers (LPRs) – expected to roll out the first quarter of this calendar year

- Expanding the use of LPR technology to enhance traffic enforcement, monitor high-risk vehicles, and support investigations.
- Integrating LPR data into broader safety strategies, providing valuable insights for parking compliance.
- Increase citation volume with technology implementation, effectively improve public safety and compliance.



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Unified/Single Enforcement SR

Ongoing Parking Enforcement

- Parking Complaint SR (Resolution Estimate: 1 Calendar Day) - Updated to Accommodate No Tags and Expired Tags Violations
- 48 Hour Parking Complaint / Abandoned Vehicle SR (Resolution Estimate: 5 Days)
- Assessing Feasibility of Creating / Combining into a Single Service Request Complaint while Maintaining Expectations & Communication to Requester



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Strategic Approach

Proactive Measures

- Data-Driven Deployment
- Weekly Heat Mapping
- Preventive Enforcement
- Traffic Management

Reactive Measures

- 311 Response
- Event Management
- Incident Investigation
- Emergency Response



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Data Driven Deployment

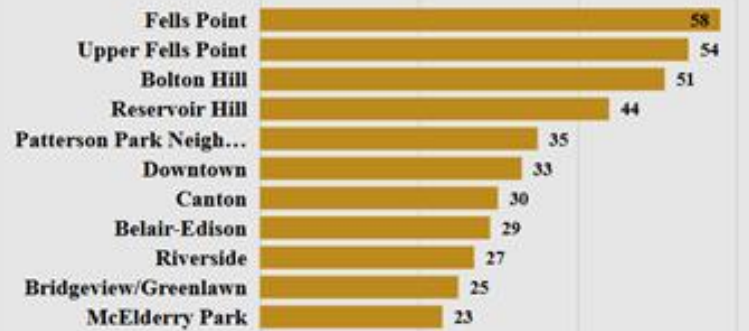
Filter Parking Complaint SRs

11/29/2024 @ 12/31/2024

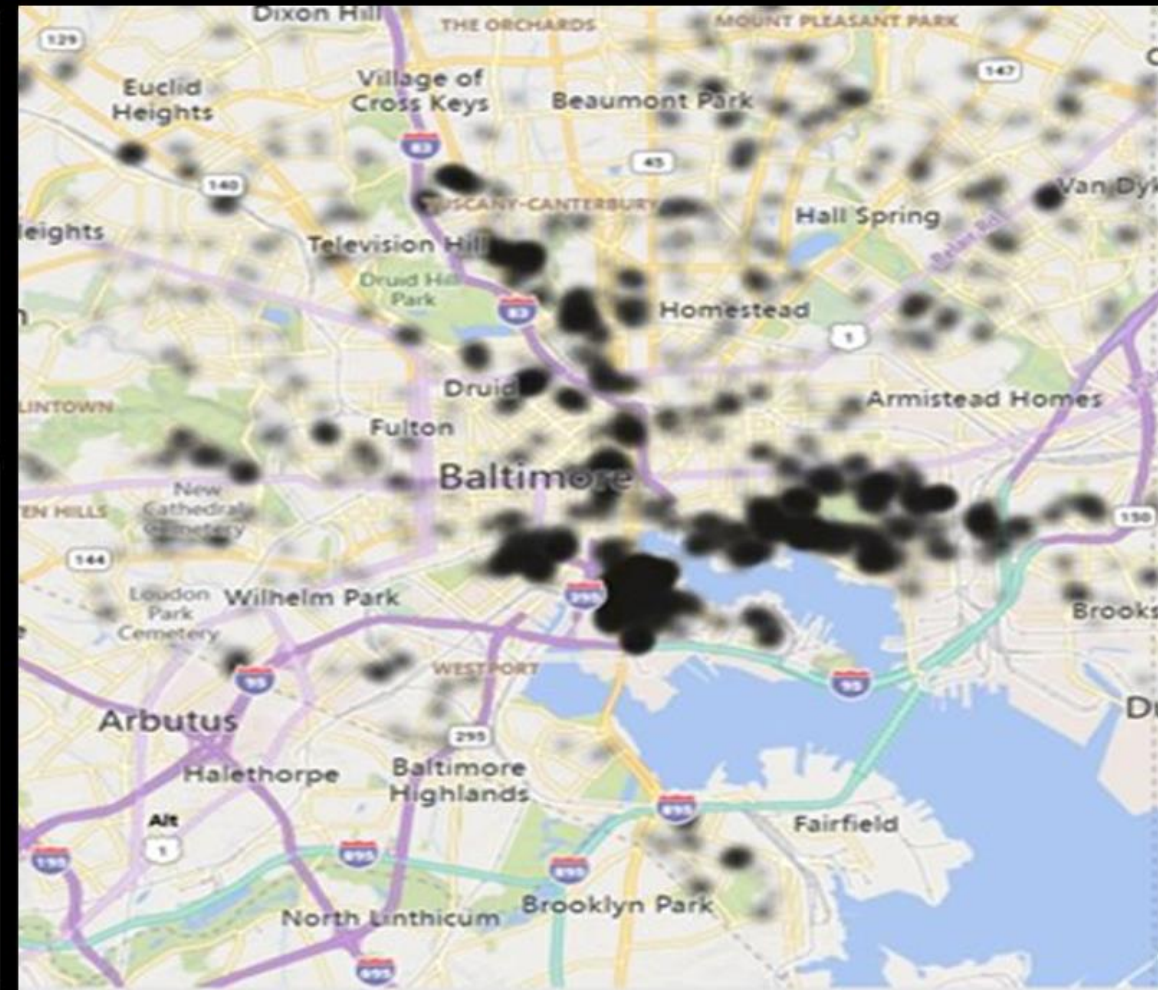
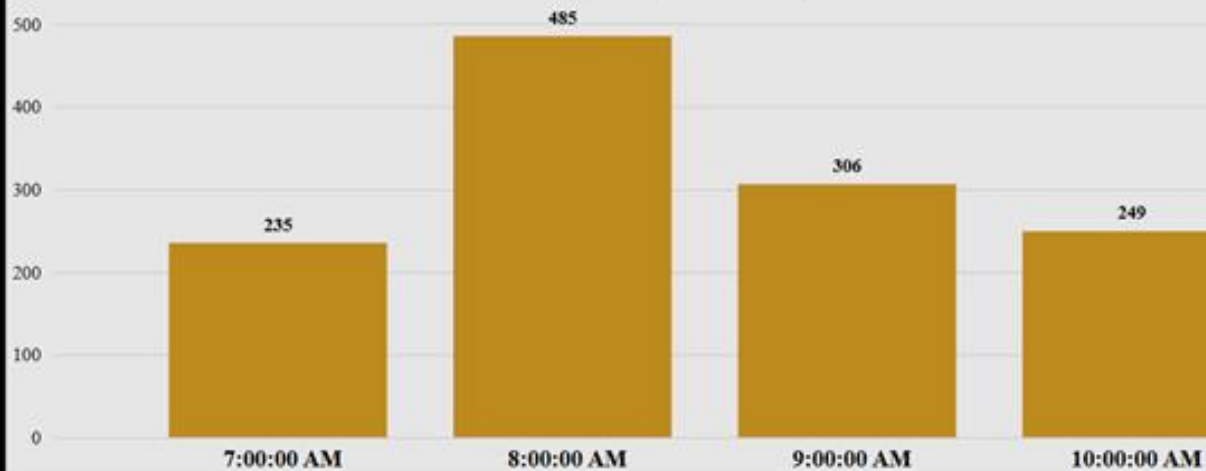
Filter by Hour of Day

- 0:00:00 AM
- 7:00:00 AM
- 8:00:00 AM
- 9:00:00 AM
- 10:00:00 AM
- 11:00:00 AM

Parking Complaint SRs by Neighborhood



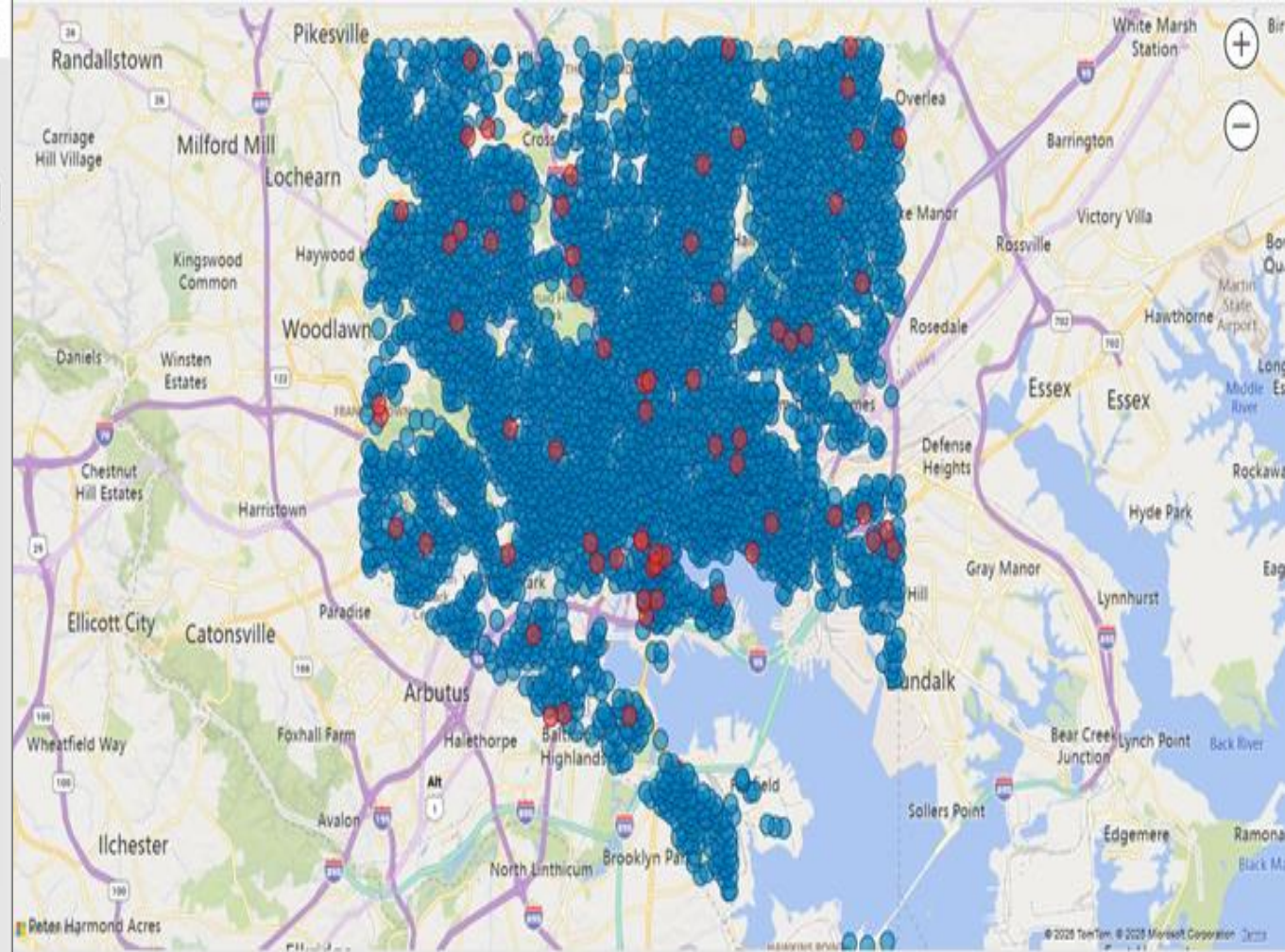
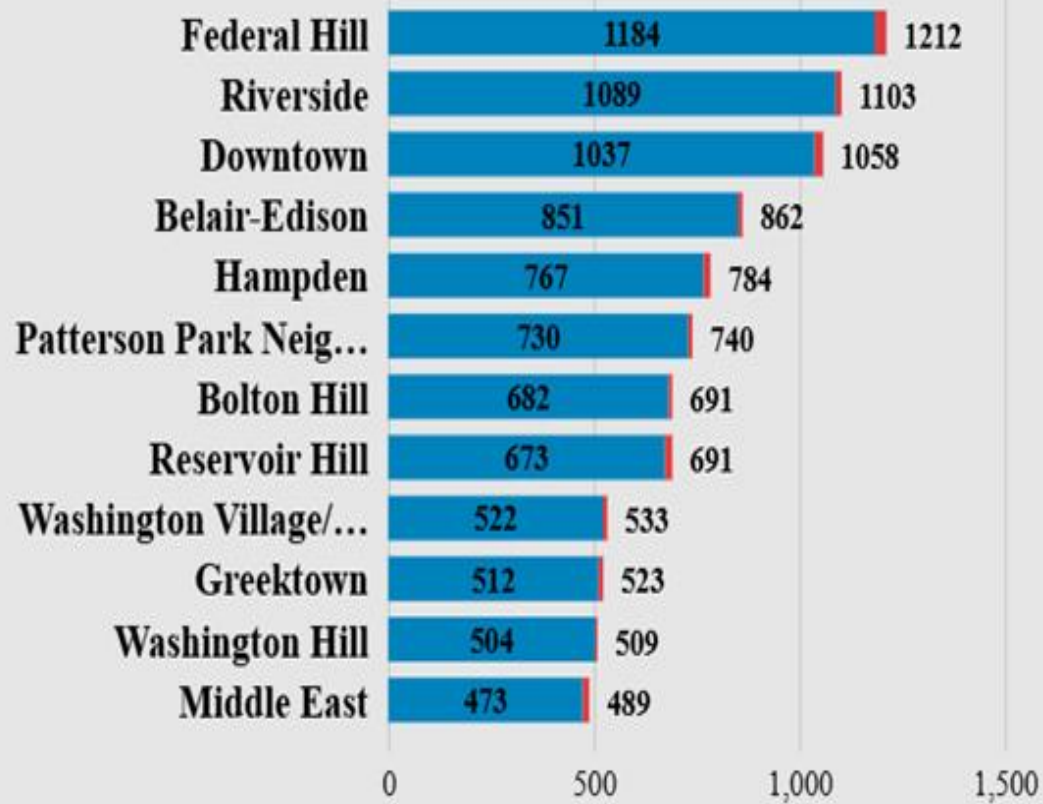
Parking Complaint SRs by Hour



Data Driven Deployment

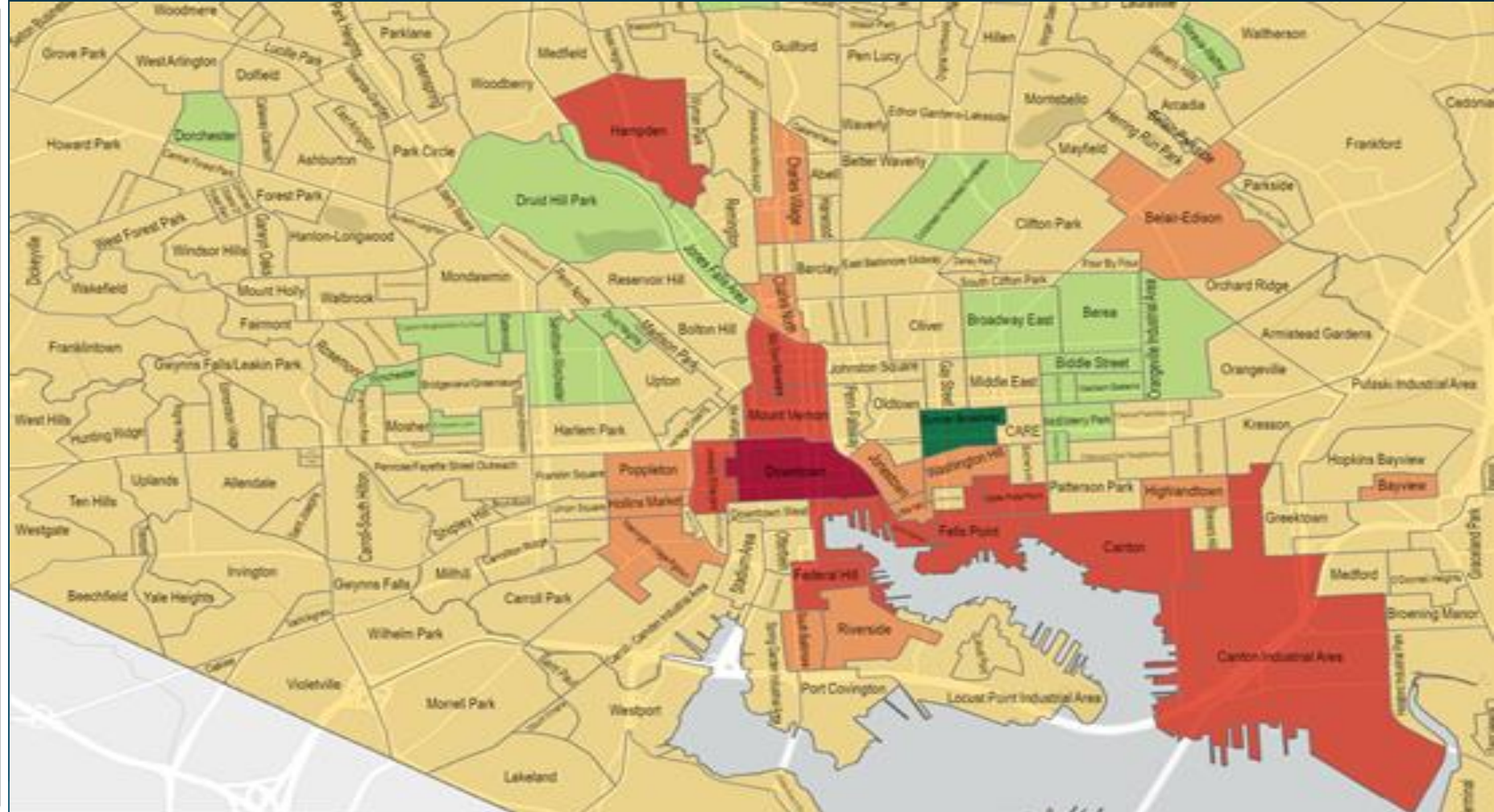
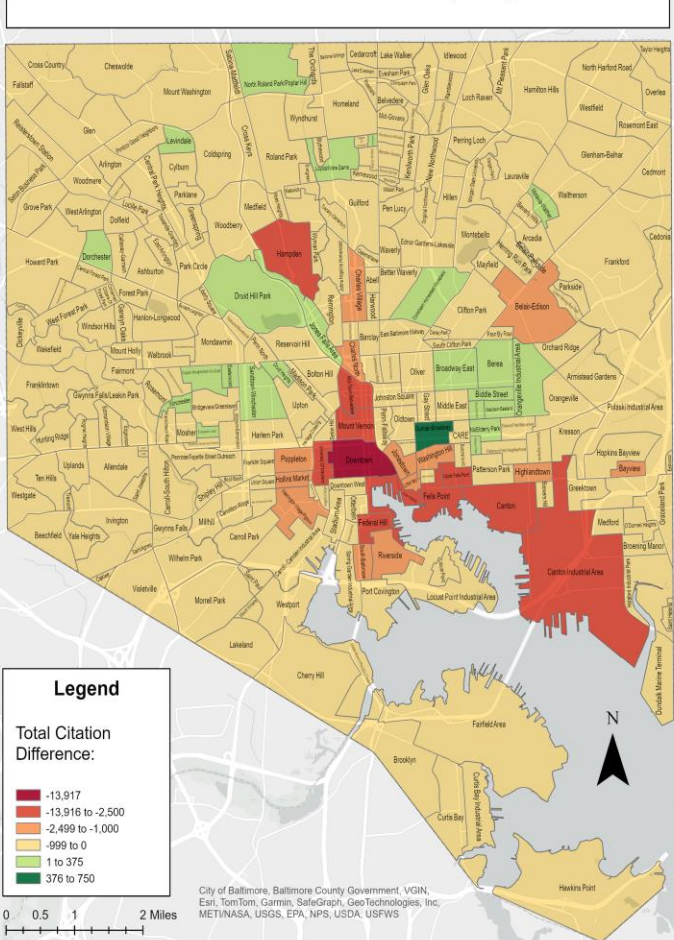
Parking Complaint SRs by Neighborhood

SLA ● Met ● Missed



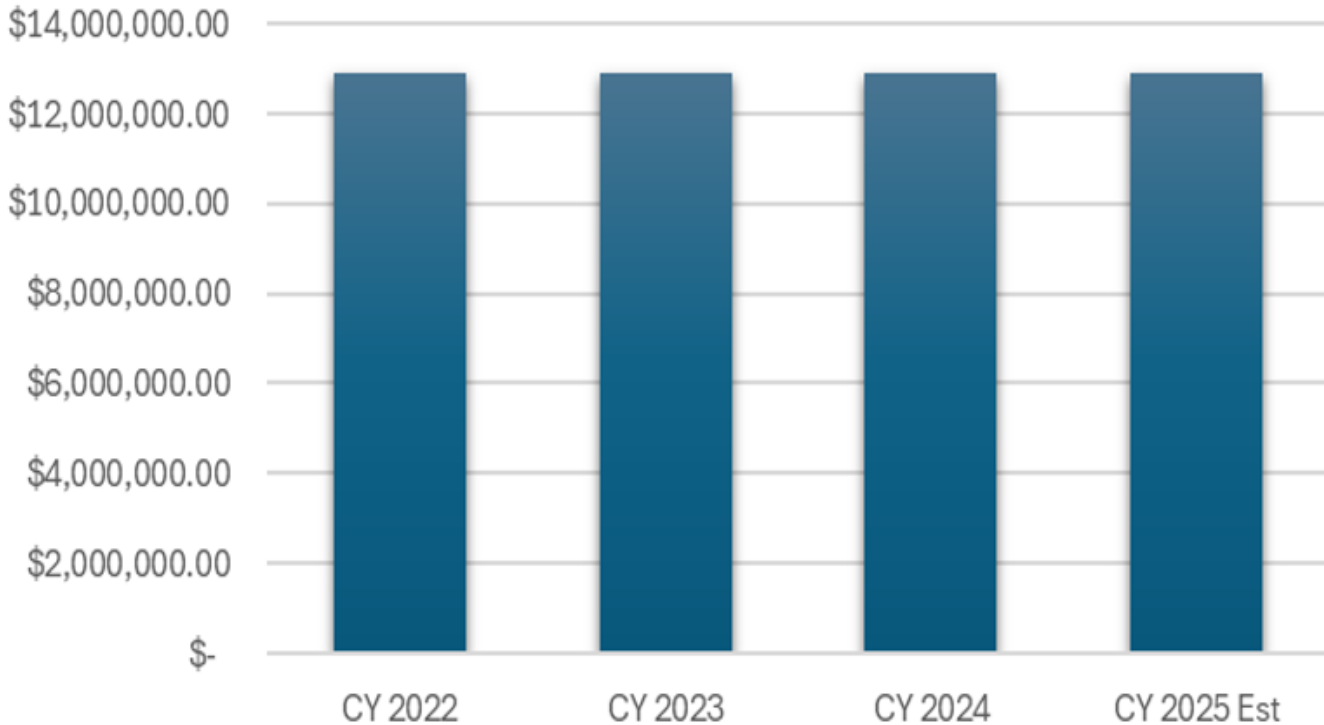
Heat Map Strategy

Total Citation Difference 2024 & 2022 by Neighborhood



Impact of Citywide Events

Sample Special Event Cost Per Year



Number of TEOs	24
Average # of Citations Per Hour	16.33
Number of Hours Per Game	7
Average Cost Per Citation	\$ 58.06
Number of Games	81
Cost Per Year	\$ 12,901,880.90

Cost Per Hour (Fully Staffed)	\$ 6,636.77
Cost Per Game	\$ 159,282.48
Cost Per Year	\$ 12,901,880.90



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Next Steps

- Roll out of cross training program
- Real-time digital dashboards and heat map integration
- Implementation of a virtual centralized command center to monitor field officers
- Leverage the use of AI
- Consistent monitoring of best practices and technology enhancements



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