


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 19-0163R		

TO: Mayor Bernard C. "Jack" Young
TO: Budget & Appropriations Committee
FROM: Department of Transportation
POSITION: Support
RE: Council Bill – 19-0163R

DATE: 10/22/19

INTRODUCTION – Informational Hearing: “Closed Means Closed” - 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, and the Department of Housing and Community Development, the Department of Recreation and Parks, BGE, and the Mayor’s Office of Performance and Innovation to appear before the City Council to discuss the effectiveness of 311 resolving complaints and referring tasks to other agencies.

COMMENTS – As the agency responsible for Baltimore City’s roads, footways, alleys and city-owned right-of-way, the Baltimore City Department of Transportation (DOT) is heavily impacted by citizen initiated service requests via Baltimore City’s 311 system. Currently, there are 55 unique service request options that are specifically linked to Baltimore City DOT. The fifty-five service requests are assigned to individual Divisions within Baltimore City DOT based on the nature of the request for service. To date, there are roughly 11,500 open service requests assigned to Baltimore City DOT. A breakdown by Division is provided below:

Transportation Engineering & Construction (TEC) Division

Division Service Request Categories: 3

Division Open Service Requests: 6461

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 Open Service Requests: 0

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. DOT’s Youth Snow Program related SRs are categorized under the ROW Division due to sidewalks being in the public right-of-way.

Automated Traffic Violation Enforcement System (ATVES) Division

Division Service Request Categories: 2

Division Open Service Requests: 150

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: 1

Division Open Service Requests: 1

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 Open Service Requests: 1945

Division Description: The Maintenance Division is responsible for managing Baltimore's network of over 72,000 street lights 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 striping, 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 Open Service Requests: 491

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 Open Service Requests: 1035

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 Open Service Requests: 0

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.

Youth Senior Snow Program

Program Service Request Categories: 3

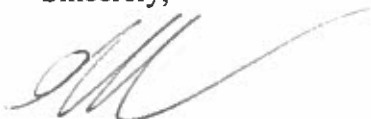
Program Open Service Requests: 1257

Program Description: DOT's Youth / Senior Snow Program provides Baltimore City senior citizens the opportunity to register their property to have snow removed on their sidewalks by Baltimore City youth. Baltimore City youth who register and participate receive a stipend for their services. To date 739 city seniors and 518 city youth have registered to participate in the program for the 2019 / 2020 winter season.

AGENCY/DEPARTMENT POSITION – The Department of Transportation **supports** City Council Resolution 19-0163R.

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

Sincerely,



Steve Sharkey
Director

