

BALTIMORE, MARYLAND

## Baltimore Manages Right-of-Way Coordination with Ease

Baltimore is a vibrant city, rich in education, healthcare, business, arts, sports and much more. The City's deep harbor and central location for inland distribution have made it a major port of commerce for more than two centuries.

### CITY PROJECTS \$900,000 IN ANNUAL SAVINGS

As Baltimore continues to grow, City engineers are challenged to manage thousands of infrastructure projects, street incidents and events that take place each year. Until recently, infrastructure projects were managed the "old-fashioned" way – with long, face-to-face meetings followed by a battery of emails and phone calls that often led to additional meetings. Still, despite the time and effort put into this process, oversights could occur – and when they involved street cuts, those oversights were costly.

Division Chief III Margaret B. Martin notes, "We had too many meetings and not enough pertinent information. It was all static data with no way to visualize what was really happening in a specific location. When a colleague introduced me to this option, I immediately knew this was the solution we needed. Accela offers true dynamic infrastructure coordination with easy web access; it's an intuitive design, so the learning curve was very short; our data is secure; and best of all, it's affordable."

Baltimore turned the corner from simply coordinating conflicts between infrastructure projects – alone a huge achievement. The team can now proactively review projects during monthly utility coordination meetings, opening up collaborative opportunities. "We are at the point now where participating entities are able to accommodate shifting project schedule phases for better infrastructure coordination," says Margaret. "Recently, the City had a major road resurfacing effort that was postponed so that Baltimore Gas & Electric could replace a gas line. BGE was then able to save the cost of resurfacing the road because Baltimore DOT came in immediately behind the gas work to repave the whole road."

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*"The amount of savings we've realized in such a short time really shows how this solution provides immediate, measurable benefits."*

**Margaret B. Martin**, PE, Division Chief III, Department of General Services

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### Population

622,104

### Challenge

Need for improved coordination to reduce impacts in the public right of ways

### Solution

Accela Right of Way Management

### Results

Improved coordination of project plans

Enhanced stakeholder engagement

Reduced the number of street cuts and increased the life of the pavement

Informed and engaged citizens with access to detour maps on the web

Projected \$900,000 in annual savings



# Identifying opportunities in the right of way

## EXTENDED ECOSYSTEM OF USERS MAXIMIZES EFFICIENCIES AND SAVINGS

The City brought in an ecosystem of users, including the Departments of Public Works, Transportation and General Services, along with area utilities including BGE, Veolia Energy (Trigen-Baltimore) and Verizon. Combined, these entities have uploaded more than 1,500 projects into the right-of-way database. As a result, the City and its ecosystem partners have avoided hundreds of costly conflicts, while also uncovering opportunities for acting proactively to improve project efficiencies and realize cost savings.

Based on an analysis of key factors such as conflicts and opportunities, Baltimore has realized \$390,000 in paving cost savings. The City projects a total cost savings of over \$900,000 per year as a result of using the solution. BGE has realized similar paving cost savings of \$380,000, with a projected annual cost savings reaching over \$1 million.

## MAP-BASED COORDINATION ENHANCES QUALITY OF LIFE

Another way the City of Baltimore has extended the value of map-based coordination is by looking beyond infrastructure projects to street events, street incidents and permit management. As the City quickly discovered, by visually managing all street activities, Accela helps ensure order in the right of way throughout Baltimore's streets, ultimately affecting quality of life for the City's residents and visitors.

The Under Armour Baltimore Marathon attracts thousands of runners and spectators each year in downtown Baltimore. To ensure a successful and safe race, the City and event organizers must carefully map out a course that avoids construction zones and provides detours to accommodate ongoing traffic. This process involves several participants drafting a detour route online. "Coordinating an event like a marathon is challenging all by itself, but this was our first year where we were able to provide a detour route and show the public how to get around, as well as in and out of the route's 'island,' with a graphical map," recalls Margaret. "In developing the detour route, we discovered that the marathon's detour ran straight into Morgan State University's homecoming parade! We would never have realized the conflict had it not been for seeing it on the Accela map."

This information was extended to the public by making the detour map available on the City's website. "With this solution's public view capabilities, we were able to take the detour map and post it on our website very quickly and easily. This was a very valuable service for the public. And for the first time, we had no traffic complaints on Marathon day."

The City is expanding its use of the solution to include street incidents and enable better communication among agencies. "We are constantly exploring new ways to take advantage of map-based coordination," she adds. "I see Accela as a real game changer in how municipal infrastructure construction can be managed more efficiently and effectively."

## About Accela

Accela provides cloud-based productivity and civic engagement solutions to more than 2,200 government agencies worldwide. The Accela Civic Platform includes solutions for asset management, citizen relationship management, environmental health, finance and administration, land management, legislative management, licensing and case management, recreation and resource management, right of way management, and utility billing. More than fifty percent of America's largest cities use the Accela Civic Platform. The Company is headquartered in San Ramon, California, with offices in San Francisco, New York, Boston, Portland, Melbourne and Dubai.

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## Learn more

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