CIVIC INNOVATORS IMPACT REPORT 2019-2020

CIVIC INNOVATORS

The goal of the Civic Innovators Program is to contribute human capital from the private sector to help solve our city's biggest challenges. Partnering with staff from city agencies, pro bono business volunteers leverage their technical knowledge on strategic projects leading to innovative solutions to critical issues.

PROJECT OVERVIEW: GOALS

In the pilot project, Civic Innovators worked with staff from the Baltimore Police Department in conjunction with the Department of General Services to transform its fleet management practices.

The Baltimore Police Department was seeking to strengthen the processes and administrative policies to ensure that fleet assets are effectively utilized.

Public-private sector teams focused on reducing fleet cost and increasing accountability.

The broader impact is to:

- Build public trust by demonstrating good management practices
- Improve morale with consistent vehicle assignment
- Reduce crime with visible use of take-home vehicles
- Incentivize officers who live in the city

Our Partners:

COMCAST

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M&T Bank

T. Rowe Price

The Mayor's Office, Baltimore Corps and the T. Rowe Price Foundation launched the Civic Innovator pilot program in Fall 2019 and it ran through Spring 2020.

"It was very encouraging to see how public and private could work so well together. The collaboration and dedication of both sides was inspiring."

- Business Volunteer

PROJECT OVERVIEW

CIVIC INNOVATORS

9 CORPORATIONS

4 MONTHS

4 CROSS-COLLABORATIVE TEAMS

24 PARTICIPANTS
- 15 BUSINESS VOLUNTEERS DONATED THEIR EXPERTISE
- 9 CITY STAFF PARTICIPATED

1,245 TOTAL VOLUNTEER HOURS GIVEN DURING PROGRAM
- AVERAGE OF 83 HOURS DONATED BY EACH BUSINESS VOLUNTEER

$95,000 COST SAVINGS TO THE CITY
- FAIR MARKET VALUE OF PRO BONO WORK
- EMPLOYEE TIME VALUED AT AN AVERAGE OF $76 PER HOUR BY COMPANIES

CIVIC
INNOVATORS

BPD FLEET UTILIZATION PROGRESS

Based on the Civic Innovators Program work groups' extensive research and recommendations to optimize BPD Fleet Utilization the following changes are in progess:

1 Collaborative and Proactive Decision-Making

BPD and DGS started bi-weekly Fleet meetings. Creating regular dialogue has helped bridge the communications gap and led to informed decisions on vehicle repairs and costs.

2 Long-Term Cost Savings

BPD is working to replace a large portion of its aging fleet, while simultaneously reducing the number of leased and rental vehicles.

3 Optimum Fleet Efficiency and Safety

The BPD is working with DGS to identify a vendor who will provide telematics for all departmental vehicles. Incorporating telematics supports data-driven, preventative maintenance and reduces overall operational costs.

4 Data-Informed Strategy

A fleet management metric was integrated into the weekly Comstat process. Incorporating these metrics into Comstat creates an accountability model and visibility into fleet availability to respond when critical incidents occur.

5 Incentivize City Officers

BPD is revising the Take-Home Vehicle Policy in response to feedback from officers.

6 Reduce Crime With Visible Take-Home Vehicles

The Personal Patrol Vehicle Program is expanding to improve morale and visibility in the community.

"The outside business partners brought the city agencies together and forced the hard questions."

- City Staff

"This project proved that government and private industry have similar issues and need to come together more often to find solutions."

- Business Volunteer

PARTICIPANT EXPERIENCE

CIVIC INNOVATORS

89% *This experience was meaningful for me*

My professional skills contributed to the project **90%**

95% *I learned something new by engaging with other volunteers, including business or city employees*

I had an overall positive experience participating in the Civic Innovators Program **84%**

85% *I would recommend my colleagues to participate in this program in the future*

I feel that this project is well positioned for making an impact in Baltimore **85%**

100% AGREE *The Civic Innovators Program should continue beyond the BPD fleet management pilot project*

Percentages reflects those who responded Agree/Strongly Agree.
Response Rate of 79% is inclusive of both city employees and business volunteers.

"I was able to leverage my professional skills, which immediately complimented the team to get to a comprehensive goal. I appreciated the open minded collaboration of all team members, as I learned a lot from others."

- Business Volunteer