

CASE STUDY

Parking Authority of Baltimore

TIBA and Precision Technology Solutions (PTS) Help the Parking Authority of Baltimore City Modernize 12 Municipal Sites in Downtown Baltimore.



OVERVIEW

After more than 20 years on a legacy parking system, the City of Baltimore Parking Authority recognized the need for a modern, centralized platform that could support a diverse portfolio of garages, event-driven demand, and outsourced operations.

GOALS

The goal was to reduce payroll, simplify validations and subscriptions, and deliver a better experience for both operators and parkers—without disrupting daily operations.



CUSTOMER NAME:

Parking Authority of Baltimore City



TIBA DISTRIBUTOR:

Precision Technology Solutions



LOCATIONS (12):

12 Garages across Baltimore, MD



VERTICAL:

Municipal

The Challenges and The TIBA Solution

TIBA was selected to deliver a scalable, future-ready solution backed by proven local implementation expertise.

CHALLENGE

- 01 20-year-old legacy system could no longer support a modern parking operation.
- 02 Event parking required staffed, cash-based prepayment.
- 03 Validations and subscriptions were fragmented across sites and operators.
- 04 Congestion during peak nights and weekends.
- 05 Need for reliable installation and long-term support.

TIBA SOLUTION

- 01 Cloud-hosted SPARK platform delivered a scalable, centralized system.
- 02 SPARK eValidations eliminated cash-based prepayment, reduced staffing needs, and protected revenue.
- 03 SPARK unified all validation and subscription workflows in one platform.
- 04 X60 series PARCS equipment, synced with SPARK, processed prepaid validations quickly at entry.
- 05 Precision Technology Solutions (PTS), a local implementation partner, ensured on-time delivery and ongoing service.

The Results - What Changed

With TIBA's SPARK platform in place, the Parking Authority of Baltimore City transitioned to a more modern, centralized parking operation designed to perform at scale. The new system enabled greater operational control, improved efficiency across sites, and laid the foundation for long-term flexibility and growth.

RESULTS AT A GLANCE

- Centralized management across 12 municipal garages
- Faster transaction processing at entry
- Improved validation tracking and reporting
- Cloud-based system ready to scale and evolve

EXECUTION THAT MADE THE DIFFERENCE

Precision Technology Solutions (PTS) provided the local expertise needed to bring the project to life, delivering installation on time, within budget, and with minimal disruption. Their ongoing responsiveness ensures the Parking Authority continues to receive dependable support long after go-live.

SOLUTIONS HIGHLIGHTS:

- SPARK Parking Management Platform
- X60 PARCS Equipment
- eValidations SPARK module

"All of the information we need to access is in SPARK and it's pretty intuitive and easy to follow. After one training session, it was pretty easy to manage the basics."

"PTS has been responsive; they've been a good partner. Cameron [Bell] gets back to us very quickly."

David Morgan,
Division Manager,
Parking Authority of Baltimore City



WANT TO LEARN MORE?

If you'd like to learn more about how to upgrade your current operations, Visit tibaparking.com or www.precisiontimesystems.com

