The Maryland Department of Transportation (MDOT) is innovating new ways of doing business, making services easier to use, driving organizational performance toward exceeding national benchmarks, offering customers more useful information, reaching a broader market, and ensuring people and products are getting to places safer, faster, and cheaper. It's all part of MDOT's rising reputation for responsiveness to customers and its commitment to customer service.

MDOT TOP 10 2016 ACCOMPLISHMENTS
In 2016, MDOT State Highway Administration (MDOT SHA) resurfaced 1,360 lane miles of Maryland roads. Investments are being made throughout MDOT to include motor vehicle systems, transit, highways, toll facilities, and key projects at the Helen Delich Bentley Port of Baltimore and Baltimore Washington International Thurgood Marshall Airport.

Governor Hogan and Secretary Rahn are strong proponents of providing exceptional customer service and transportation solutions to those who live and travel throughout the State of Maryland. Governor Hogan’s commitment to making government more responsive sparked the launch of his “Customer Service Promise,” which now provides a platform for citizen feedback.

In January 2016, MDOT launched a customer-focused performance management system called the “MDOT Excellerator.” This comprehensive performance-driven program, utilizing tangible improvements, includes performance drivers and process teams throughout the organization who focus on delivering results every quarter. For additional details on MDOT performance, check out the MDOT Excellerator program at: www.mdot.maryland.gov.

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Supporting Maryland Business

A new automated hauling permit system, called Maryland One, is a state-of-the-art, first-in-the-nation automated truck permit system for state, toll and Baltimore City roads, which eliminates the final vestiges of manual paper processing and turns the process from days and weeks to just hours. It saves thousands of hours and truckers $6 million in fees annually, which is clearing the path for growth in businesses that rely on Maryland’s highway infrastructure. During the first six months of the Maryland One program, overweight/oversized trucks crossed 2,378,885 bridges under 50,756 permits. With automated permits, the trucking industry is getting permits faster and saving millions in fees.

In 2016, the MDOT Mass Transit Administration (MDOT MTA) conducted more than 200 public meetings and incorporated more than 2800 comments from citizens as part of the process of building a better transit system for the Baltimore region. As part of Governor Hogan’s dedication to transforming transit, the new BaltimoreLink Transit System will provide more connections to key job centers, link key MDOT transit systems, create a network of 12 high-frequency, color-coded routes, improve on-time performance and reliability, assign dedicated bus lanes, equip buses with signal priority devices, and improve bike facilities. In fact, for the first time in Baltimore’s history, the 2016 launch of the new ExpressLink provides direct sub-urb-to-suburb connections. Dedicated bus lanes are now in place in downtown Baltimore to help improve on-time performance and relieve city congestion. The newly launched Commuter Bus line began carrying passengers from Baltimore to Harford County’s largest employer, Aberdeen Proving Ground. BaltimoreLink is a strategic key in positioning Baltimore as a growing and prosperous city.
Record Response to Winter Storm Jonas

From January 22-24, 2016, parts of Maryland saw over 38 inches of snow fall over three days. This historic blizzard, named Winter Storm Jonas, blanketed much of the Mid-Atlantic and Northeast U.S. and virtually all of Maryland with heavy snow, extreme winds, and nearly zero visibility. Baltimore City recorded its largest ever snowfall. The snowfall volume, combined with the immense area of the storm, made response and recovery efforts all the more challenging. MDOT did what it does best—it got to work. MDOT SHA and the Maryland Transportation Authority (MDTA) reached bare pavement in an average of one day and 21 hours following the historic winter storm: a 12% improvement in clean-up compared to the blizzard of January 2010. MDOT MTA had all service up and running within 96 hours. And, the Baltimore-Washington International Thurgood Marshall International Airport (BWI) was the first airport in the region to open after the record snowfall.

Purple Line: The Largest Transit Project in State History

On March 2, 2016, Governor Hogan instructed MDOT to move forward on the long-awaited Purple Line light rail project. The Purple Line is a 16.2 mile, 21-station, east-west light rail transitway between Montgomery and Prince George’s Counties. The light rail project will support major activity centers in Bethesda, Silver Spring, Takoma-Langley Park, College Park/University of Maryland, and New Carrollton. In addition to these five centers, another 16 stations serve residential communities, commercial districts, and institutional establishments among these major activity centers.

Through negotiations, the Hogan administration reduced the state’s portion of the overall costs of the Purple Line by more than $550 million. The Purple Line is expected to open for service in the spring of 2022.

Innovative Relief of Congestion on I-270

In July of 2016, Governor Hogan and Transportation Secretary Rahn announced a $229.6 million plan to reduce congestion along the heavily traveled I-270 corridor. The Hogan Administration announced the $100 million I-270 Innovative Congestion Management project, a first-ever approach to bringing the best and brightest engineering minds together to seek innovative solutions to moving traffic. MDOT will select the winning proposal based on a design that, Secretary Rahn says, “will move the most vehicles, the fastest and the farthest. Governor Hogan’s commitment is to finding the best ideas that offer real solutions.” MDOT will award the project in the spring of 2017.

Passenger Count Soars at BWI Marshall

Baltimore Washington International Thurgood Marshall Airport (BWI) was the first airport in the region to open after the record snowfall. The airport handled a record 1.23 million international passengers to its non-stop flights in March and further proof that Maryland is Open for Business.

The Most Productive Port in the Nation

For three years in a row, the Journal of Commerce named the Helen Delich Bentley Port of Baltimore (Port) the most productive port in the nation. The Port of Baltimore’s public marine terminals set several cargo records in 2016. For the first time, new records were set for general cargo (10 million tons), containers (538,848 units), and imported cars (418,651). The Port led the nation with an average of 71 container moves per hour per berth. The Port of Baltimore welcomed its first container ship to arrive through the newly expanded Panama Canal. The Evergreen Ever Lambert arrived in Maryland carrying approximately 8,400 20-foot long containers after transiting through the Panama Canal. Governor Hogan said, “The Port continues to be one of Maryland’s leading economic generators and further proof that Maryland is Open for Business.”