MDOT will not compromise on our commitment to continually improve the safety and security of our customers and partners in everything we do.

RESULT DRIVER:
Sarah Clifford
Maryland Transportation Authority (MDTA)
PERFORMANCE MEASURE 3.1
Number of Crimes Against Persons and Property Committed at MDOT Facilities

This measure includes all Part I offenses and select Part II offenses as defined in the FBI Uniform Crime Report (UCR). The UCR is a national standard used by law enforcement for the collection and comparison of crime data nationwide. Part I offenses include homicide, forcible rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft and arson. Part II offenses are less serious offenses including other assaults, vandalism, disorderly conduct, and other sex offenses.

The following charts show a comparison CY2016, CY2017, and partial reporting for Q1 CY2018, for Part I and Part II crimes. The charts are listed in three categories; MTA, MAA, and the remaining TBUs combined.

Law enforcement reviews this data on a weekly and bi-weekly basis for resource allocation and targeted enforcement activities. The data is also used to determine areas of security concern.
Provide a Safe and Secure Transportation Infrastructure

PERFORMANCE MEASURE 3.1
Number of Crimes Against Persons and Property Committed at MDOT Facilities

Chart 3.1.1: Part I Crimes CY2018

<table>
<thead>
<tr>
<th>Quarter</th>
<th>MTA</th>
<th>MAA</th>
<th>All other TBUs</th>
<th>2016 Total</th>
<th>2017 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>89</td>
<td>75</td>
<td>59</td>
<td>94</td>
<td></td>
</tr>
<tr>
<td>Q2</td>
<td>88</td>
<td>79</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q3</td>
<td>98</td>
<td>68</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q4</td>
<td>107</td>
<td>87</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q1 Total: 94

Chart 3.1.2: Part II Crimes CY2018

<table>
<thead>
<tr>
<th>Quarter</th>
<th>MTA</th>
<th>MAA</th>
<th>All other TBUs</th>
<th>Total 2016</th>
<th>Total 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>6</td>
<td>54</td>
<td>5</td>
<td>65</td>
<td></td>
</tr>
<tr>
<td>Q2</td>
<td>92</td>
<td>140</td>
<td>142</td>
<td>164</td>
<td>168</td>
</tr>
<tr>
<td>Q3</td>
<td>178</td>
<td>159</td>
<td>142</td>
<td>164</td>
<td>168</td>
</tr>
<tr>
<td>Q4</td>
<td></td>
<td>168</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q1 Total: 65
PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

Behind every number is a person, a family, and a community changed forever.

MDOT strives to increase motorist safety by reducing traffic crashes that result in serious injuries and deaths. One key measure is tracking the number of fatalities on all roads and analyzing specific causes and related trends. Maryland’s Strategic Highway Safety Plan (SHSP), administered by the MDOT MVA’s Maryland Highway Safety Office (MHSO), is our roadmap driving us Toward Zero Deaths. Its goal is to reduce the number of traffic fatalities 50 percent by 2030 from the 2008 baseline (592 fatalities) using behavioral and engineering safety strategies. Drivers remain the single most important safety feature inside a vehicle.

In 2014, the number of fatalities (443) was the lowest since 1948; but in 2015, the State experienced a 17.6 percent increase in highway fatalities (521), the largest single-year increase in 30 years. Although the number of highway deaths remained steady in 2016 (522), preliminary analysis indicates that traffic fatalities across the State increased in 2017.

The total number of deaths on our nation’s highways also is increasing – by 5.6 percent in 2016 to 37,461 fatalities and by 8.4 percent from 2014 to 2015. The National Highway Traffic Safety Administration (NHTSA) attributes some of the cause to relatively inexpensive gasoline, a sharp increase in vehicle miles traveled (VMT) and an improved economy. VMT in Maryland increased by two percent from 2016 to 2017. This increased exposure, coupled with risky driving behaviors and a failure to use seat belts, is believed to be a significant reason for the increasing number of highway fatalities in Maryland.

Maryland’s preliminary 2017 crash data also indicates:

- An increase in bicyclist fatalities from 2016.
- An increase in pedestrian fatalities from 2016. One in five traffic deaths is a pedestrian.
- An increase in traffic fatalities in work zones from 2016, which may be linked to changes in crash reporting.

Early crash data for the first quarter of 2018 shows a preliminary decline in both fatalities and VMT compared to the same timeframe in 2017.
PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

Maryland’s SHSP (2016-2020) establishes six specific emphasis areas along with long-term goals and mid-range reduction targets to help save lives on Maryland roads. The five-year plan was developed by a diverse group of partners and stakeholders representing all 4-Es of highway safety (Engineering, Enforcement, Education and Emergency Medical Services). Emphasis Area Teams (Aggressive Driving, Distracted Driving, Impaired Driving, Occupant Protection, Highway Infrastructure Safety, and Pedestrian and Bicycle Safety) are comprised of a broad range of safety officials and stakeholders who design action plans for implementing the SHSP’s strategies. These teams meet regularly to gauge progress and determine what changes need to be made to better implement the safety strategies.

The SHSP is managed by an Executive Council of high-ranking officials responsible for public and highway safety. This group meets semi-annually to review overall progress and to discuss possible amendments to the plan as necessitated by changing dynamics. The SHSP is administered by the MDOT MVA’s Maryland Highway Safety Office (MHSO).

Chart 3.2.1: Annual Comparison of All Fatalities CY2014-CY2018 (YTD)
PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

Chart 3.2.2: Annual Comparison of All Fatalities CY2014-CY2018
Provide a Safe and Secure Transportation Infrastructure

TANGIBLE RESULT DRIVER:
Sarah Clifford
Maryland Transportation Authority (MDTA)

PERFORMANCE MEASURE DRIVER:
Kelly Melhem
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:
To track trends in the number of persons killed in motor vehicle crashes per vehicle miles traveled (VMT).

FREQUENCY:
Annually (in April)

DATA COLLECTION METHODOLOGY:
MDOT SHA collects VMT data based on highway counts on roadways across the State. Fatality data is collected by the Maryland State Police (MSP) through its Automated Crash Reporting System (ACRS). The MDOT Maryland Highway Safety Office (MHSO) collects the data from these two agencies.

NATIONAL BENCHMARK:
National Highway Fatality Rate of 1.18 in 2016.

PERFORMANCE MEASURE 3.3
Maryland Traffic-Related Fatality Rate (Highways)

Behind every number is a person, a family, and a community changed forever.

The annual fatality rate is a measure of the number of persons killed in a traffic-related crash for every 100 million VMT on all roads in the State.

Maryland’s traffic-fatality rate compares favorably to the national fatality rate. While the U.S. fatality rate never has dipped below one death per 100 million VMT, Maryland’s rate has remained below one for the past eight years and dropped slightly from 0.91 in 2015 to 0.89 in 2016.

This slight decrease corresponds with the continued rise in Maryland’s VMT and the consistent number of traffic deaths between 2015 and 2016. Maryland’s 2016 fatality rate remained below the national rate of 1.18.

Historically, as the nation’s and/or State’s economy grows, people tend to drive more, increasing both the State’s VMT and a person’s risk for being in a crash. Since VMT is more difficult to influence, decreasing the number of traffic fatalities is the best opportunity to lower the fatality rate.
PERFORMANCE MEASURE 3.3
Maryland Traffic-Related Fatality Rate (Highways)

Chart 3.3.1: Traffic-Related Fatality Rate, Maryland vs. National Benchmark CY2011-CY2016
PERFORMANCE MEASURE 3.4
Number of Traffic-Related Serious Injuries on all Roads

Behind every number is a person, a family, and a community changed forever.

The number of traffic-related serious injuries is a count of persons sustaining an incapacitating injury in a crash. It is determined by a responding police officer investigating the crash and gathered from the injury severity code entered on the crash report.

Following a significant 10-year decline, the number of serious injuries on Maryland roadways in 2016 increased by 16 percent. Preliminary 2017 crash data indicates a slight increase in the number of serious injuries, while early first quarter data from 2018 (369 serious injuries) shows a preliminary decline from the same period in 2017 (629 serious injuries).

Striving to minimize crashes that result in serious injuries serves to reduce a motorist’s risk for suffering life-altering consequences. Maryland’s SHSP, described in Performance Measure 3.2, is based on the Toward Zero Deaths approach to reduce the number of fatalities and serious injuries from traffic crashes by 50 percent by 2030. The SHSP brings together federal, state and local partners to help reach this goal by reducing impaired, distracted and aggressive driving; improving pedestrian, bicyclist and motorcyclist safety; reaching 100 percent seat belt use; and engineering safer roads.

Since serious injuries are defined differently from state to state, there is no national benchmark.
PERFORMANCE MEASURE 3.4
Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.1: Annual Comparison of All Serious Injuries CY2014-CY2018 (YTD)

<table>
<thead>
<tr>
<th>Year</th>
<th>Bike</th>
<th>Ped</th>
<th>Driver/Passenger</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>71</td>
<td>361</td>
<td>2,621</td>
</tr>
<tr>
<td>2015</td>
<td>51</td>
<td>320</td>
<td>2,224</td>
</tr>
<tr>
<td>2016</td>
<td>65</td>
<td>419</td>
<td>2,679</td>
</tr>
<tr>
<td>2017</td>
<td>78</td>
<td>475</td>
<td>2,627</td>
</tr>
<tr>
<td>2018</td>
<td>5</td>
<td>63</td>
<td>301</td>
</tr>
</tbody>
</table>
PERFORMANCE MEASURE 3.4
Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.2: Annual Comparison of All Serious Injuries CY2014-CY2018

Q1 Q2 Q3 Q4 Annual VMT

Vehicle Miles Traveled (In Millions)

Number of Serious Injuries

Year

2014 2015 2016 2017 2018

0 500 1,000 1,500 2,000 2,500 3,000 3,500

593 571 463 629 369

809 704 57,314 58,974 907

842 562 1,058 709

56,400 57,314 58,974 60,118

55,000 56,000 57,000 58,000 59,000 60,000 61,000

0 500 1,000 1,500 2,000 2,500 3,000 3,500 4,000 4,500 5,000 5,500 6,000 6,500 7,000 7,500 8,000 8,500 9,000 9,500 10,000 10,500 11,000 11,500 12,000 12,500 13,000 13,500 14,000 14,500 15,000 15,500 16,000 16,500 17,000 17,500 18,000 18,500 19,000 19,500 20,000 20,500 21,000 21,500 22,000 22,500 23,000 23,500 24,000 24,500 25,000 25,500 26,000 26,500 27,000 27,500 28,000 28,500 29,000 29,500 30,000 30,500 31,000 31,500 32,000 32,500 33,000 33,500 34,000 34,500 35,000 35,500 36,000 36,500 37,000 37,500 38,000 38,500 39,000 39,500 40,000 40,500 41,000 41,500 42,000 42,500 43,000 43,500 44,000 44,500 45,000 45,500 46,000 46,500 47,000 47,500 48,000 48,500 49,000 49,500 50,000 50,500 51,000 51,500 52,000 52,500 53,000 53,500 54,000 54,500 55,000 55,500 56,000 56,500 57,000 57,500 58,000 58,500 59,000 59,500 60,000 60,500 61,000 61,500 62,000
TANGIBLE RESULT DRIVER:
Sarah Clifford
Maryland Transportation Authority (MDTA)

PERFORMANCE MEASURE DRIVER:
Kelly Melhem
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:
To track trends in the number of persons seriously injured in motor vehicle crashes per VMT.

FREQUENCY:
Annually (in April)

DATA COLLECTION METHODOLOGY:
MDOT SHA collects VMT data based on highway counts on roadways across the State. The serious injury data is collected by the Maryland State Police (MSP) through its Automated Crash Reporting System (ACRS). The MDOT Maryland Highway Safety Office (MHSO) collects the data from these two agencies.

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 3.5
Maryland Traffic-Related Serious Injury Rate (Highways)

Behind every number is a person, a family, and a community changed forever.

Maryland’s serious injury rate is based on a measure similar to the fatality rate (number of persons seriously injured annually in a traffic-related crash per 100 million VMT).

After a 33-percent drop in both the number of serious injuries and the corresponding rate between 2008 and 2015, Maryland’s serious injury rate increased from 4.55 in 2015 to 5.36 in 2016. This rate increase corresponds with the increased number of serious injuries between 2015 and 2016, as well as the growing number of VMT in Maryland.

Serious injury or death is not an acceptable consequence of driving. The SHSP contains strategies intended to reduce risky driving behaviors statewide that result in the types of crashes leading to serious injury or death. Engineering advances in safer vehicles and highways, and immediate critical care from emergency medical providers, have contributed significantly to the declines in traffic-related serious injuries (and their corresponding rates) during several recent years.

Since serious injuries are defined differently from state to state, there is no national benchmark.

Chart 3.5.1: Maryland Traffic-Related Serious Injury Rate CY2011-CY2016
**TANGIBLE RESULT DRIVER:**
Sarah Clifford  
*Maryland Transportation Authority (MDTA)*

**PERFORMANCE MEASURE DRIVER:**
Gina Watson  
*Maryland Port Administration (MPA)*

**PURPOSE OF MEASURE:**
To track trends in seat belt use in Maryland and assess how Maryland ranks against the national rate as an indicator of how well seatbelt use is encouraged.

**FREQUENCY:**
Annually (in January)

**DATA COLLECTION METHODOLOGY:**
Observational Survey conducted by MVA Maryland Highway Safety Office (MHSO).

**NATIONAL BENCHMARK:**
Nationwide usage rate provided by National Highway Traffic Safety Administration (NHTSA) reached 90.1 percent in 2016.

---

**PERFORMANCE MEASURE 3.6**

**Maryland Seat Belt Usage Rate**

The use of seat belts by Maryland drivers greatly reduces the severity of personal injury and occupant fatalities in crashes. States such as Maryland with primary and secondary seat belt enforcement laws exhibit higher seat belt usage rates.

Maryland’s seat belt usage rate is collected by an observational survey methodology approved by the NHTSA. The overall seat belt usage rate in Maryland was 92.1 percent for 2017 representing a 1.3 percent increase over the previous year. The MHSO goal for seat belt usage for 2017 was 94.1 percent. The nationwide seat belt usage rate was not available at the time of this analysis.

Maryland will kick off the 2018 Click-It or Ticket seat belt enforcement campaign on May 21, 2018. The campaign involves approximately fifty law enforcement agencies who will join forces for a border-to-border enforcement effort across Maryland.

**Chart 3.6.1: Maryland Seatbelt Usage Rate vs. National Benchmark Rate CY2013-CY2017**

![Chart showing Maryland Seatbelt Usage Rate vs. National Benchmark Rate CY2013-CY2017](image-url)
**PERFORMANCE MEASURE 3.7**  
**Travelers Assisted by MDOT**

The Coordinated Highways Action Response Team (CHART) is a joint effort of MDOT, MSP, and numerous other federal, State and local agencies. CHART provides assistance to disabled motorists and responds to traffic incidents throughout Maryland. In the Baltimore and Washington metropolitan areas, patrols are operated 24 hours per day, seven days per week. In addition to services on highways, the MPA and MAA provide assistance to their customers who experience vehicle issues.

These services provide an added value to MDOT customers who might otherwise need to rely on paid service providers. Customers can access this service by dialing *77 or through the normal 911 emergency dispatch.

For CY2017, MDOT has helped 60,125 disabled motorists. Additionally, CHART provides real-time traffic conditions through its website: [http://www.chart.state.md.us/](http://www.chart.state.md.us/).

**Chart 3.7.1: Number of Assists and Responses CY2018**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>SHA/MDTA</th>
<th>MAA</th>
<th>MPA</th>
<th>2017 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>1,977</td>
<td></td>
<td>17,995</td>
<td></td>
</tr>
<tr>
<td>Q2</td>
<td>20,379</td>
<td></td>
<td>20,511</td>
<td></td>
</tr>
<tr>
<td>Q3</td>
<td>21,751</td>
<td></td>
<td></td>
<td>20,452</td>
</tr>
<tr>
<td>Q4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PERFORMANCE MEASURE 3.7
Disabled Vehicles Assisted by MDOT

Chart 3.7.2: Number of Assists and Responses Q1 CY2016-CY2018

<table>
<thead>
<tr>
<th></th>
<th>Q1 CY2016</th>
<th>Q1 CY2017</th>
<th>Q1 CY2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAA</td>
<td>2,121</td>
<td>1,796</td>
<td>1,977</td>
</tr>
<tr>
<td>MPA</td>
<td>19</td>
<td>24</td>
<td>36</td>
</tr>
<tr>
<td>SHA/MDTA</td>
<td>16,728</td>
<td>16,175</td>
<td>20,511</td>
</tr>
</tbody>
</table>

Chart 3.7.3: MDOT Travelers Assisted Compared to VMT CY2014-CY2017 (YTD)

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Travelers Assisted</th>
<th>VMT (in Millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>56,400</td>
<td>77,865</td>
</tr>
<tr>
<td>2015</td>
<td>57,314</td>
<td>85,562</td>
</tr>
<tr>
<td>2016</td>
<td>58,974</td>
<td>80,089</td>
</tr>
<tr>
<td>2017</td>
<td>60,118</td>
<td>80,577</td>
</tr>
</tbody>
</table>
Provide a Safe and Secure Transportation Infrastructure

**TANGIBLE RESULT DRIVER:**
Sarah Clifford  
Maryland Transportation Authority (MDTA)

**PERFORMANCE MEASURE DRIVER:**
Bud Frank  
The Secretary’s Office (TSO)

**PURPOSE OF MEASURE:**
To track the readiness of MDOT emergency personnel for responding to emergency incidents by ensuring awareness and understanding of the National Incident Management System and Incident Command System.

**FREQUENCY:**
Annually (in October)

**DATA COLLECTION METHODOLOGY:**
Individual TBUs will identify emergency response positions that require NIMS/ICS training and the completion of training.

**NATIONAL BENCHMARK:**
Internal MDOT benchmark is 90 percent of emergency response positions will have completed the required NIMS/ICS training.

---

**PERFORMANCE MEASURE 3.8**
Number of Employees Trained Under National Incident Management System (NIMS)

In 2003, Homeland Security Presidential Directive #5 (HSPD-5) was issued that discussed the management of domestic incidents. Part of Directive #5 was the issuance of the National Incident Management System (NIMS) and the tasking of training individuals in the use of the Incident Command System (ICS). This resulted in the creation of a single-integrated comprehensive approach to domestic incident management, crisis management, and consequence management became a single-integrated approach.

NIMS is a consistent nationwide approach for government agencies at all levels, along with non-government agencies, to work effectively and efficiently in all incidents (all-hazards approach). In HSPD-5 all states were required to adopt and implement the NIMS/ICS protocol. The Maryland NIMS/ICS Strategic Plan was developed in 2004 and identified the need for MD State agencies to adopt NIMS/ICS.

This plan determined that NIMS/ICS was the best tool to use for coordination and control of domestic (MD) incident management activities regardless of the cause, size, or complexity of the incident. It uses a “common operation platform” for all agencies, organizations, or entities, public or private.

TBUs have historically trained their personnel in NIMS/ICS, mainly because most TBUs are operationally oriented and incidents occur in their respective areas of responsibility. Many times they must work with other emergency responders (fire/police/EMS) and private stakeholders or partners that operate on their property or as part of their business model. For many years, the training of MDOT personnel in NIMS/ICS was a reportable item to the Federal Emergency Management Agency (FEMA) on an annual basis. Several years ago, this required annual reporting was discontinued by FEMA, and thus no longer tracked by MDOT.
Provide a Safe and Secure Transportation Infrastructure

PERFORMANCE MEASURE 3.8
Number of Employees Trained Under National Incident Management System (NIMS)

3.8.1: Percent of NIMS/ICS Training (Level 1 and 2) for Required Personnel Completed FY2017

<table>
<thead>
<tr>
<th>Agency</th>
<th>Level 1</th>
<th>Level 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSO</td>
<td>86%</td>
<td>86%</td>
</tr>
<tr>
<td>SHA</td>
<td>36%</td>
<td>59%</td>
</tr>
<tr>
<td>MDTA</td>
<td>50%</td>
<td>87%</td>
</tr>
<tr>
<td>MTA TBU</td>
<td>25%</td>
<td>79%</td>
</tr>
<tr>
<td>MVA</td>
<td>46%</td>
<td>18%</td>
</tr>
<tr>
<td>MAA</td>
<td>79%</td>
<td>84%</td>
</tr>
<tr>
<td>MPA</td>
<td>79%</td>
<td>67%</td>
</tr>
</tbody>
</table>

TSO SHA MDTA MTA MVA MAA MPA
NIMS/ICS Trained Employees

Chart 3.8.1: Percent of NIMS/ICS Training Completed, Level 1 and 2 FY2017

Level 1  Level 2
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Employee safety is a top priority to MDOT. Injuries do occur on the job and work days are sometimes lost as a result. Lost work days reduce the effectiveness of TBUs and are an indirect measure of employee health and welfare.

This measure includes lost work days due to on the job, work-related injuries. Lost work days are not associated with the number of injuries reported. Performance Measure 3.9 factors affecting this measure include varying work conditions and environments, and differing risk profiles among employees across TBUs. The goal of this performance measure is to develop consistent leave coding policies and practices across MDOT’s payroll systems.

This is an annual comparison of CY2017 versus CY2018. Data indicates a CY2017 decrease in the number of lost work days due to injuries. The graphs illustrated for Performance Measure 3.9 illustrates various dimensions of Employee Lost Work Days Due to Injuries such as: results by TBUs, primary type of injuries, union impact and relative costs. The information acquired from these results contribute to specific mitigating lost work days actions. Also, PM 3.9C consists of three measurements; Incidence Rate, Cost of Injury and MDOT Top 5 Injury Events. Incidence Rate allows a TBU to show a relative level of injury regardless of size. Utilizing this measure, a TBU can compare itself versus all other industries within the USA. MDOT Top 5 Injury Events allows TBUs to focus on the tasks that lead to those events. This leads to focused effort on the most meaningful tasks to achieve reductions in injury costs.

Strategies for reducing employee injuries include creation of MDOT TBU Safety Management Programs, a Process Improvement Team, formulation of MDOT-wide recommendations on processes/practices to improve documenting and coding work injury leave; creation of a list of risk mitigation strategies based on types of injuries; identification of strategies for mitigating potential work injury leave abuse and creation of strategy to capture value of lost work days. TBU risk managers meet quarterly to review data, evaluate progress, and develop strategies for emerging risks.
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Chart 3.9.1: Number of Injuries (FROI) Reported MDOT-Wide CY2016-2018

- CY2016:
  - Q1: 348
  - Q2: 380
  - Q3: 373
  - Q4: 348

- CY2017:
  - Q1: 373
  - Q2: 375
  - Q3: 349
  - Q4: 302

- CY2018:
  - Q1: 319
  - Q2: 375
  - Q3: 349
  - Q4: 326
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Chart 3.9.2: Number of Employees Coding LY (Work Injury Leave) by Quarter CY2017-CY2018

Provide a Safe and Secure Transportation Infrastructure
Provide a Safe and Secure Transportation Infrastructure

**PERFORMANCE MEASURE 3.9**
Number of Employee Lost Work Days Due to Injuries

*Chart 3.9.3: Number of Work Injury Leave (LY) Days Used by Quarter CY2017-CY2018*

- Q3 CY2017: 7641
- Q4 CY2017: 6153
- Q1 CY2018: 6040
- TSO: 598.9
- SHA: 582.9
- MDTA: 540.5
- MTA: 264
- MVA: 104.1
- MAA: 113.4
- MPA: 85.4

*Note: Work Injury Leave Codes have been revised and distributed to Risk Managers*

*Chart 3.9.4: MTA Union Lost Work Days Due to Injuries CY2014-CY2018 January - March*

- 2014: 7,641
- 2015: 6,153
- 2016: 6,040
- 2017: 3,850
- 2018: 5,888
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PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Chart 3.9.5: Number of Work Injury Days Used, TSHRS and MTA Union CY2017-CY2018 January - March

![Chart 3.9.5: Number of Work Injury Days Used, TSHRS and MTA Union CY2017-CY2018 January - March](chart1.png)

Chart 3.9.6: Incident Rate by Cumulative Quarter CY2017-CY2018

![Chart 3.9.6: Incident Rate by Cumulative Quarter CY2017-CY2018](chart2.png)
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Chart 3.9.7: Incurred Injury Costs Q1 CY2016-CY2018

<table>
<thead>
<tr>
<th></th>
<th>TSO</th>
<th>SHA</th>
<th>MDTA</th>
<th>MAA</th>
<th>MVA</th>
<th>MPA</th>
<th>MTA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 CY2016</td>
<td>$327</td>
<td>$2,691,234</td>
<td>$490,706</td>
<td>$173,739</td>
<td>$118,089</td>
<td>$347</td>
<td>$3,962,878</td>
</tr>
<tr>
<td>Q1 CY2017</td>
<td>$2,571</td>
<td>$443,601</td>
<td>$852,223</td>
<td>$9,336</td>
<td>$216,251</td>
<td>$1,011</td>
<td>$2,442,304</td>
</tr>
<tr>
<td>Q1 CY2018</td>
<td>$50,749</td>
<td>$205,752</td>
<td>$432,996</td>
<td>$50,749</td>
<td>$92,036</td>
<td>$998</td>
<td>$2,432,867</td>
</tr>
</tbody>
</table>

Chart 3.9.8: Total Incurred Injury Costs CY2016-CY2018

<table>
<thead>
<tr>
<th></th>
<th>TSO</th>
<th>SHA</th>
<th>MDTA</th>
<th>MAA</th>
<th>MVA</th>
<th>MPA</th>
<th>MTA</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBU</td>
<td>$477,346</td>
<td>$5,450,706</td>
<td>$5,152,103</td>
<td>$699,639</td>
<td>$1,286,318</td>
<td>$77,564</td>
<td>$26,800,216</td>
</tr>
</tbody>
</table>

TSO SHA MDTA MAA MVA MPA MTA
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Chart 3.9.9: MDOT Top 5 Injuries by Type Q1 CY2018

<table>
<thead>
<tr>
<th>Type of Injury</th>
<th>Number</th>
<th>Medical Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact with Object or Equipment</td>
<td>88</td>
<td>$23,399.01</td>
</tr>
<tr>
<td>Transportation Incidents</td>
<td>70</td>
<td>$25,005.40</td>
</tr>
<tr>
<td>Slips, trips and falls</td>
<td>65</td>
<td>$44,771.74</td>
</tr>
<tr>
<td>Violence or other injuries by persons or reaction/overexertion animals</td>
<td>17</td>
<td>$9,468.64</td>
</tr>
<tr>
<td>Bodily</td>
<td>26</td>
<td>$15,140.23</td>
</tr>
</tbody>
</table>
MDOT and its TBUs provide many services to the public and has programs in place to ensure the safety and security of its facilities and its customers. MDOT is committed to providing a safe and secure environment to customers which is why measuring unplanned events that may or may not result in injury within enclosed buildings that provide a service to customers (i.e. MVA centers, Stop in Centers) is important.

Although this is an important area for MDOT, it has only been within the past year that TBUs have begun measuring it. After being measured for a year, the risk managers met and re-evaluated how customer incidents and injuries are tracked by the TBUs. A standard definition was determined and agreed upon by all TBUs. To further make sure processes are consistent, the TBUs are working together to put into place standard policies and forms, while educating all staff to report any customer incident and injury they may witness.

Chart 3.10.1: Number of Customer Incidents at MDOT Buildings CY2017-CY2018

<table>
<thead>
<tr>
<th>Quarter/Year</th>
<th>TSO</th>
<th>SHA</th>
<th>MDTA</th>
<th>MTA</th>
<th>MVA</th>
<th>MAA</th>
<th>MPA</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 CY2017</td>
<td>3</td>
<td></td>
<td>27</td>
<td></td>
<td>10</td>
<td></td>
<td></td>
<td>34</td>
</tr>
<tr>
<td>Q2 CY2017</td>
<td>11</td>
<td></td>
<td>31</td>
<td></td>
<td>7</td>
<td></td>
<td></td>
<td>48</td>
</tr>
<tr>
<td>Q3 CY2017</td>
<td>58</td>
<td></td>
<td>20</td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td>72</td>
</tr>
<tr>
<td>Q4 CY2017</td>
<td>50</td>
<td></td>
<td>29</td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td>60</td>
</tr>
<tr>
<td>Q1 CY2018</td>
<td>50</td>
<td></td>
<td>25</td>
<td></td>
<td>15</td>
<td></td>
<td></td>
<td>71</td>
</tr>
</tbody>
</table>
PERFORMANCE MEASURE 3.10
Number of Customer Incidents at MDOT Facilities

Chart 3.10.2: Number of Customer Incidents per 100,000 Customers Visited CY2017-CY2018

Chart 3.10.3: Number of Customer Incidents at MDOT Buildings CY2017-CY2018