

TANGIBLE RESULT #8

## Be a Good Neighbor



As the owner of statewide transportation facilities, MDOT must work to find solutions that work for customers and are sensitive to our neighbors.

**RESULT DRIVER:**

Simon Taylor

*Maryland Aviation Administration (MAA)*

**TANGIBLE RESULT DRIVER:**

Simon Taylor  
Maryland Aviation Administration  
(MAA)

**PERFORMANCE MEASURE DRIVER:**

Anthony Crawford  
State Highway Administration (SHA)

**PURPOSE OF MEASURE:**

To ensure that MDOT maintains attractive and clean facilities with amenities benefiting their neighbors.

**FREQUENCY:**

Annually (July)

**DATA COLLECTION METHODOLOGY:**

This will be assessed through an internal assessment and satisfaction survey developed by staff with neighbor input including cleanliness, appearance, operations, access, and safety at our facilities.

**NATIONAL BENCHMARK:**

N/A

## PERFORMANCE MEASURE 8.1

### Percent of MDOT Facilities that Meet or Exceed Our Neighbor's Expectations

Attractive, efficient, and safe operations of MDOT facilities directly affect the surrounding neighbors and communities. MDOT values relationships with neighbors and is committed to ensuring the Department meets or exceeds their expectations. MDOT engaged neighbors through a survey and outreach to better understand the impact its facilities have on communities and how the Department can be a better neighbor.

Neighbor Satisfaction Surveys were completed in FY2018 for 40 primary MDOT operating facilities. TBUs developed improvement plans to address neighbor concerns identified in the surveys. These improvement plans will be implemented throughout FY2018-FY2019 to ensure our neighbors' expectations are met.

Areas of focus include grounds maintenance, screening, noise, and traffic operations. The Neighbor Satisfaction Surveys will be repeated upon completion of the improvements; and the results will be used to further refine MDOT's efforts to meet or exceed our neighbors' expectations.

MDOT is also conducting the second round of Internal Facility Assessments for our primary operating facilities. Utilizing GIS technology, TR 8.1 Assessment Teams are visiting facilities Statewide to conduct the assessments. These assessments ensure that we are meeting or exceeding our own standards by evaluating each facility's overall appearance and cleanliness.

## PERFORMANCE MEASURE 8.1

Percent of MDOT Facilities that Meet or Exceed Our Neighbor's Expectations



## TANGIBLE RESULT DRIVER:

Simon Taylor  
Maryland Aviation Administration  
(MAA)

## PERFORMANCE MEASURE DRIVER:

Priya Iyer  
Maryland Transit Administration (MTA)

Terri Whitehead  
Maryland Vehicle Administration  
(MVA)

## PURPOSE OF MEASURE:

To assess the percent of our Administrative Buildings that meet or exceed ADA compliancy mandates, to ensure access to our administrative buildings by all.

## FREQUENCY:

Annually (in April)

## DATA COLLECTION METHODOLOGY:

Data on the number of owned and occupied administrative buildings along with the number of administrative buildings that are ADA compliant are tallied and reported by each business unit on a yearly basis.

## NATIONAL BENCHMARK:

N/A

## PERFORMANCE MEASURE 8.2

### Percent of MDOT Facilities that are ADA Compliant

Compiling and charting data for seven (7) TBUs on the percent of their administrative buildings that are owned and occupied daily that meet or exceed ADA mandates is essential to MDOT's customers and more importantly to MDOT's neighbors to ensure everyone can visit MDOT facilities. Data collected will help to inform each TBU on how and where to focus their resources to meet ADA compliancy and make our administrative buildings more accommodating to all our customers and neighbors.

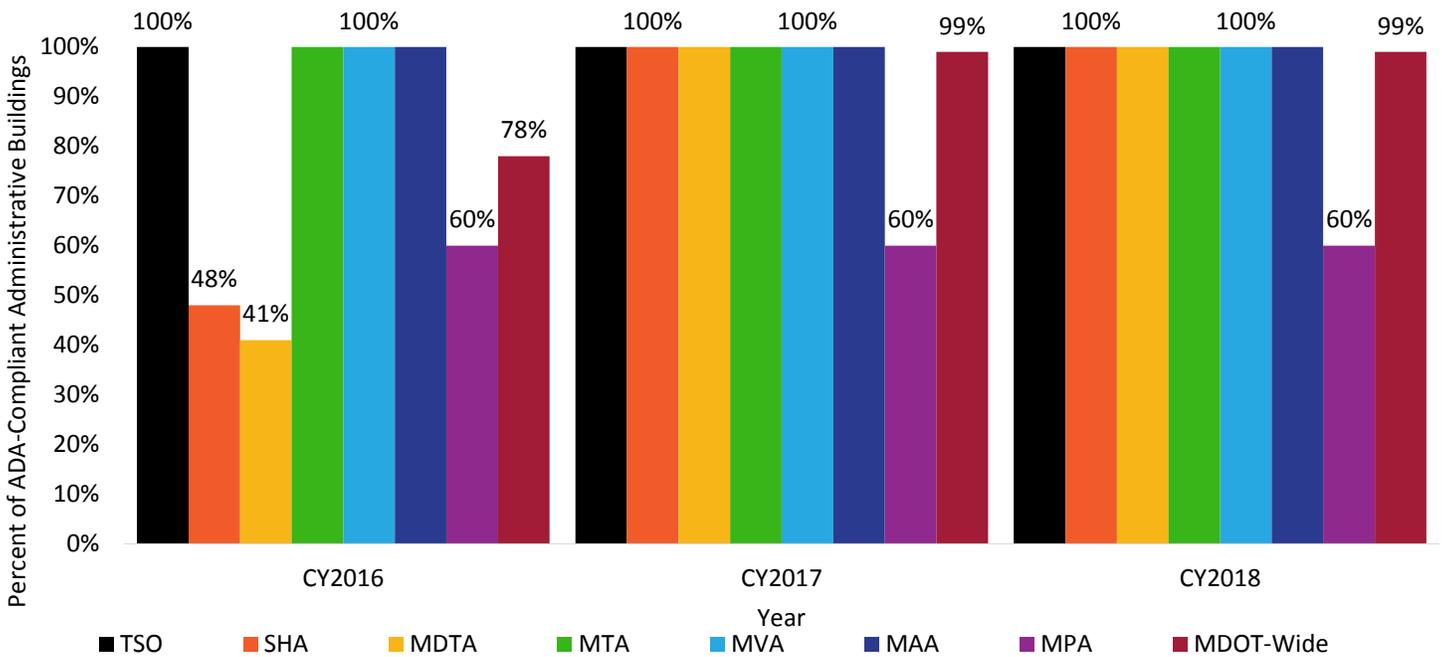
MDOT owned properties include several different elements that meet or exceed the ADA requirements. Our report is related to administrative buildings only, that are owned and occupied daily.

- A. For the 2017 reporting each TBU provided self-reported data on the percent of owned and occupied administrative buildings that are ADA Compliant. Data was used to individually rate each TBU:
  - 1. TSO - 01 owned and occupied; 01 compliant = (100 percent)
  - 2. SHA - 33 owned and occupied; 33 compliant = (100 percent)
  - 3. MDTA - 12 owned and occupied; 12 compliant = (100 percent)
  - 4. MTA - 16 owned and occupied; 16 compliant = (100 percent)
  - 5. MVA - 33 owned and occupied; 33 compliant = (100 percent)
  - 6. MAA - 61 owned and occupied; 61 compliant = (100 percent)
  - 7. MPA - 05 owned and occupied; 03 compliant = (60 percent)
  - 8. MDOT WIDE – 161 owned and occupied; 159 compliant = (99 percent)
  
- B. The 2018 report verified the self-reported data collected to identify any change. No change reported from 2017 to 2018.

## PERFORMANCE MEASURE 8.2

### Percent of MDOT Facilities that are ADA Compliant

Chart 8.2.1: Percent of Administrative Buildings that are ADA Compliant by TBU CY2016-CY2018



**TANGIBLE RESULT DRIVER:**

Simon Taylor  
Maryland Aviation Administration  
(MAA)

**PERFORMANCE MEASURE DRIVER:**

Jill Lemke  
Maryland Port Administration (MPA)

Melissa Bogden  
Maryland Transportation Authority  
(MDTA)

**PURPOSE OF MEASURE:**

Understand how many property damage claims are being made by neighbors against MDOT TBU's and how satisfied the customer is with how the claim was handled.

**FREQUENCY:**

Annually (in January)

**DATA COLLECTION METHODOLOGY:**

Maryland Treasurer's Office records on State department property damage claims.

**NATIONAL BENCHMARK:**

N/A

## PERFORMANCE MEASURE 8.3A AND B

### Number of Property Damage Claims and Percent of Customers Satisfied with How Their Property Claim was Handled

Measuring the number of property damage claims by neighbors adjacent to MDOT facilities informs each TBU where extra awareness can keep claims from occurring.

In March 2017, this measure was added to TR 8. After requesting information on claims submitted by neighbors from the Treasurer's office and then each TBU, the data showed there were few instances of property damage being filed by neighbors. The vast majority of claims were "slip and falls" or a special circumstance such as a mailbox being knocked over by a snow plow in western Maryland.

The initial performance measure did not include claims like rocks hitting windshields while a road is being milled prior to paving. In mid-June, a decision was made to expand the measure to all property damage claims, which will include but is not limited to rocks in windshields, side swipes on parked (or moving vehicles) by TBU vehicles, and possible water contamination issues from salting the roads in the winter.

Further investigation has found that these types of property damage claims are extremely rare and the cost impact to MDOT and the TBU's is negligible.

**TANGIBLE RESULT DRIVER:**

Simon Taylor  
Maryland Aviation Administration  
(MAA)

**PERFORMANCE MEASURE DRIVER:**

David Seman  
The Secretary's Office (TSO)

**PURPOSE OF MEASURE:**

Tracking instances of traffic violations will enable MDOT to better assess its impact on communities and contribute to improved public safety.

**FREQUENCY:**

Quarterly

**DATA COLLECTION METHODOLOGY:**

Traffic violation data provide individual TBU fleet managers.

**NATIONAL BENCHMARK:**

N/A

## PERFORMANCE MEASURE 8.4

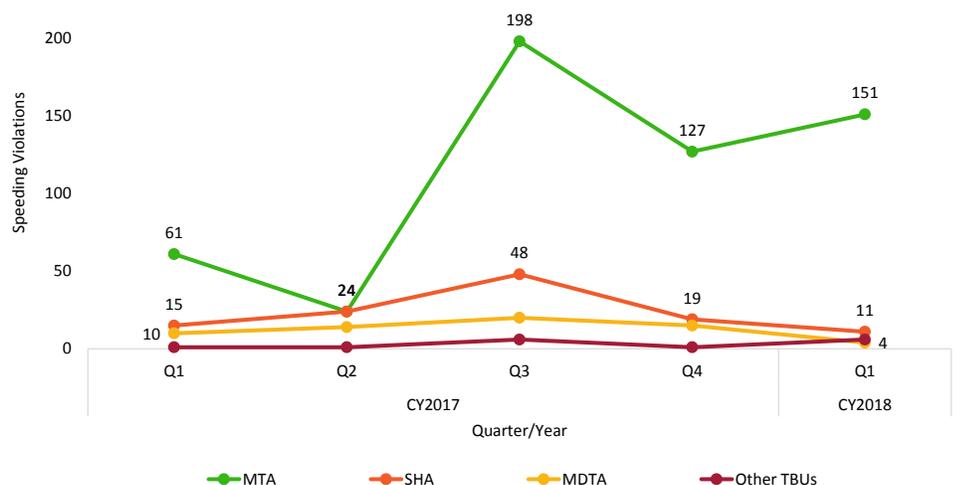
### Number of Traffic Violations While Driving a State Vehicle

Tracking vehicle citations by TBU will give MDOT the ability to strengthen driver education training and direct corrective action. This will show that MDOT employees care about public safety by reducing instances of violations. MDOT's mission is to ensure safe and dependable modes of transportation to the community and lead by example.

Although data collection for this measure continues to improve, the initial analysis of available data shows that MTA and SHA, TBUs with the largest vehicle fleets in MDOT, account for the majority of all traffic violations, including speeding and red light running. MDOT also collects data on parking and other violations and will report findings after they have been verified for accuracy.

To improve MDOT's understanding of traffic violation patterns and trends, TBUs will work toward a more standardized collection and reporting method. More accurate reporting will help MDOT to limit risk, ensure safe performance of MDOT's fleet vehicles, and keep the public and MDOT employees safe during daily operations.

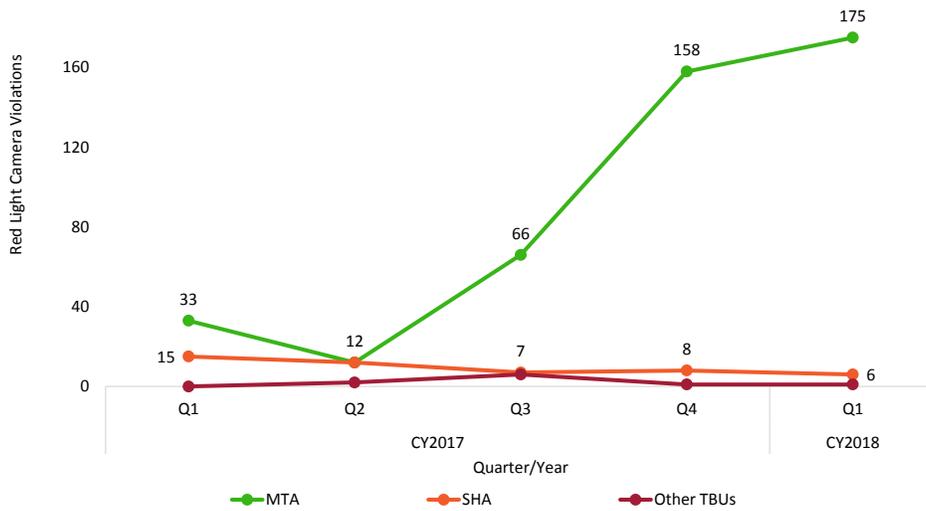
**Chart 8.4.1: Speeding Violations by TBU CY2017-CY2018**



## PERFORMANCE MEASURE 8.4

### Number of Traffic Violations While Driving a State Vehicle

**Chart 8.4.2: Red Light Camera Violations by TBU CY2017-CY2018**



**Chart 8.4.3: All Other Traffic Violations by TBU CY2017-CY2018**

