TANGIBLE RESULT #3

Provide a Safe and Secure Transportation Infrastructure

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)

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

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

PURPOSE OF MEASURE:
To track crime trends and adjust strategies/staffing/ response to protect customers, employees, and State property.

FREQUENCY:
Quarterly

DATA COLLECTION METHODOLOGY:
MTA Police and MDTA Police will report directly to Measure Driver. SHA and MVA will compile information and also report directly to Measure Driver. Measure Driver will report to Project Management Team.

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 3.1

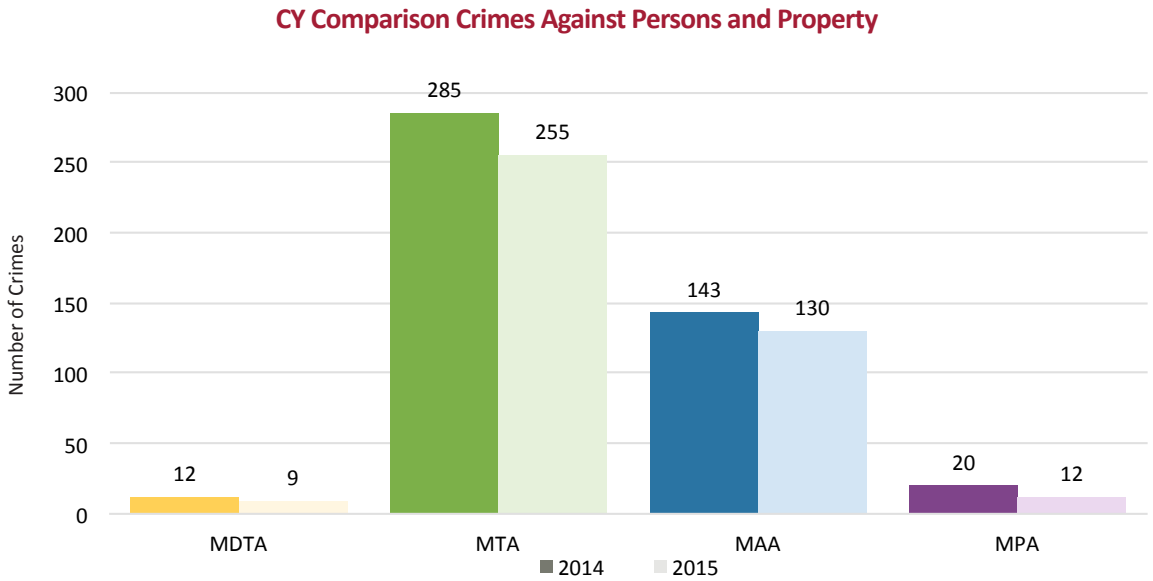
Number of Crimes Against Persons and Property Committed at MDOT Facilities

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 include less serious offenses including other assaults, vandalism, disorderly conduct, and other sex offenses.

This reporting will show first and second quarter reporting for Calendar Year 2016 for each of the Transportation Business Units.

PERFORMANCE MEASURE 3.1

Number of Crimes Against Persons and Property Committed at MDOT Facilities

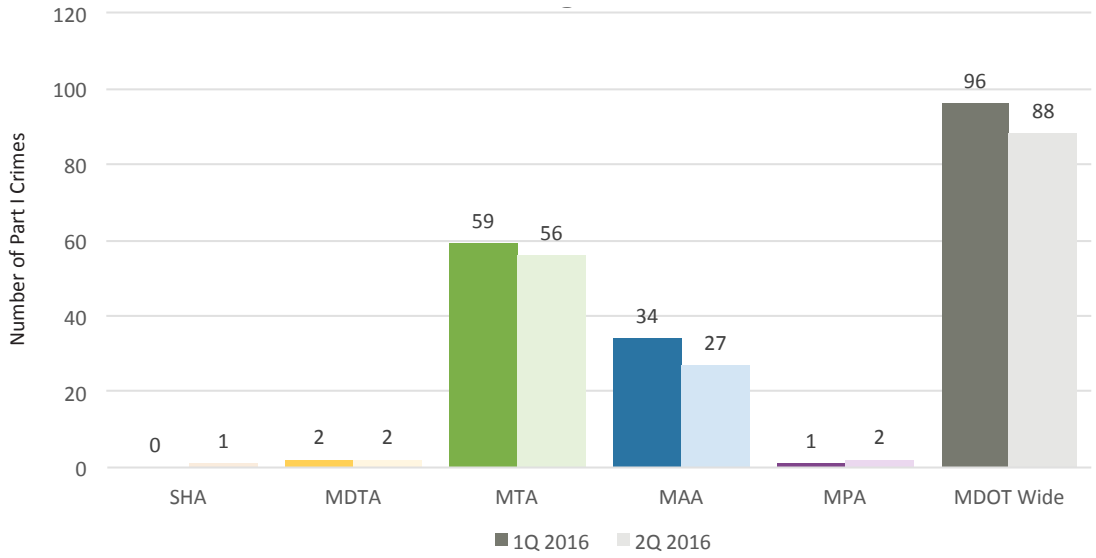


NOTE: SHA and MVA did not collect data during this reporting period

PERFORMANCE MEASURE 3.1

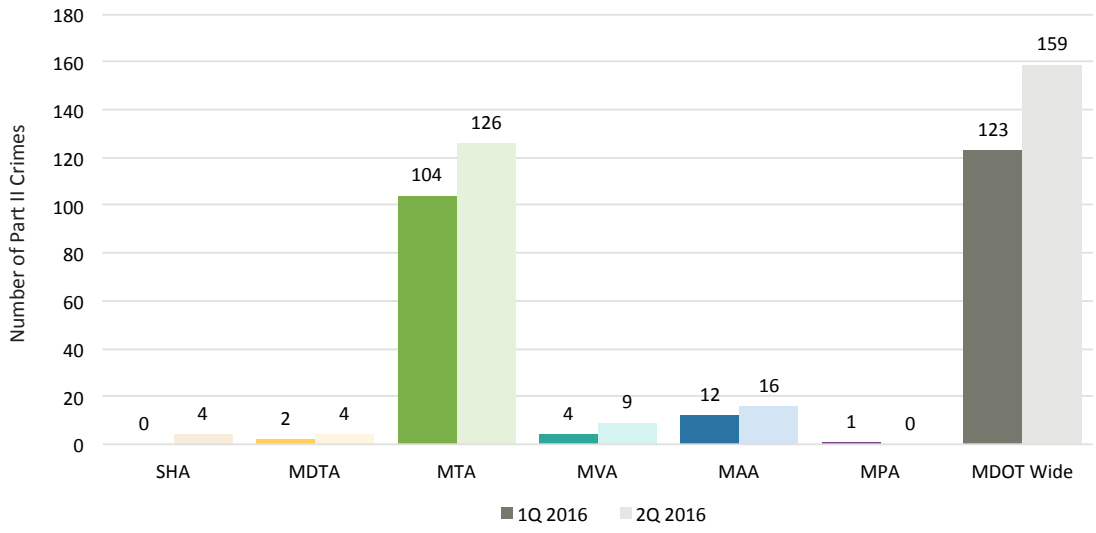
Number of Crimes Against Persons and Property Committed at MDOT Facilities

CY Comparison Part I Crimes Against Persons



NOTE: MVA did not collect data during this reporting period

CY Comparison Part II Crimes Against Property



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

PERFORMANCE MEASURE DRIVER:
Thomas Gianni
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:
To track quarterly and annual trends in the number of persons killed in motor vehicle crashes.

FREQUENCY:
Quarterly

DATA COLLECTION METHODOLOGY:
Based on Collected Police Data submitted to MSP through Automated Crash Reporting System (ACRS).

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

MDOT strives to implement programs that will increase driver safety by reducing traffic-related crashes that result in both serious injuries and death. One key measure is to track the number of fatalities on all roads and analyze related trends. Maryland's Strategic Highway Safety Plan (SHSP) is a comprehensive set of emphasis areas and strategies designed to reduce highway fatalities and serious injuries through the implementation of behavioral and engineering safety countermeasures. It is based on the "Toward Zero Deaths" approach to reduce fatalities by 50 percent by 2030 from the 2008 baseline of 592 fatalities. Interim goals include 475 in 2015 and 387 in 2020.

Over the past decade, there has been a significant decrease in Maryland highway fatalities. In 2014, the number of fatalities (443) was the lowest since 1948. Unfortunately this trend was reversed in 2015 with a 17.6 percent increase in highway fatalities (521); the largest single-year increase in 30 years. During the first two quarters of 2016 this trend in Maryland appears to be following the same course as the previous year with a similar number of highway deaths.

This alarming increase has also been experienced nationally as the total number of deaths on our nation's highways increased by 7.2% to 35,092 fatalities in 2015, the larger single increase in 50 years. The National Highway Traffic Safety Administration attributes some of the cause of this increase to relatively inexpensive gasoline, a sharp increase in miles driven and an improved economy.

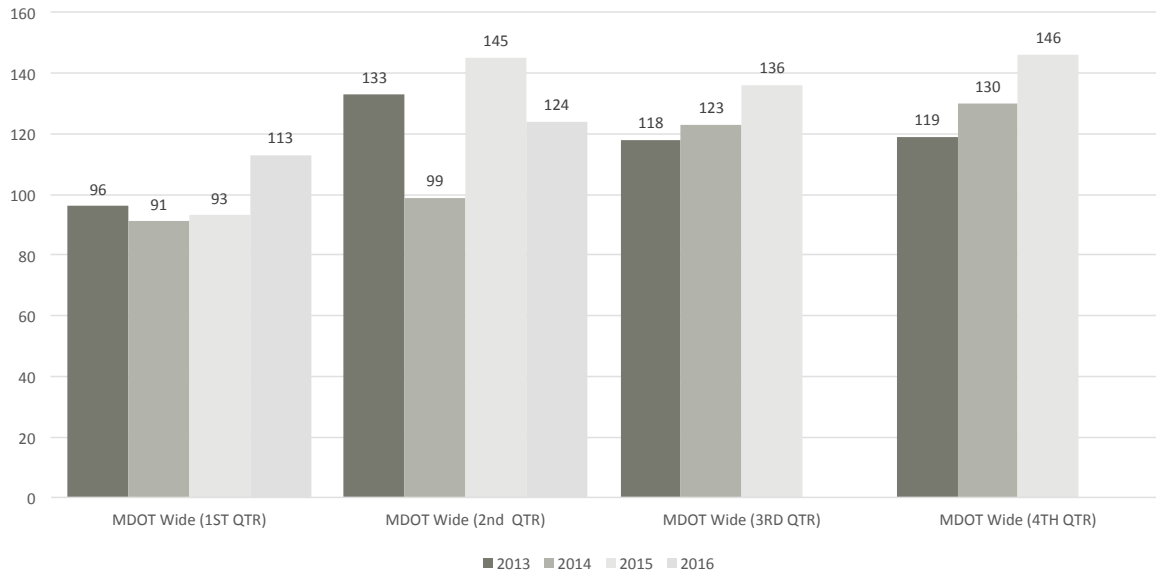
According to U.S. DOT calculations, Maryland had the largest increases in Vehicle Miles Traveled (8.1 percent) from March, 2015 to March, 2016. Although the complete analysis of 2015 data remains incomplete, increased exposure (more miles driven) may have been a significant reason for the increase in highway fatalities.

Bicyclists typically account for approximately one percent of all fatalities annually. Bicycle fatalities hover around five to six per year. Bicycle deaths in 2015 were double the annual average (12).

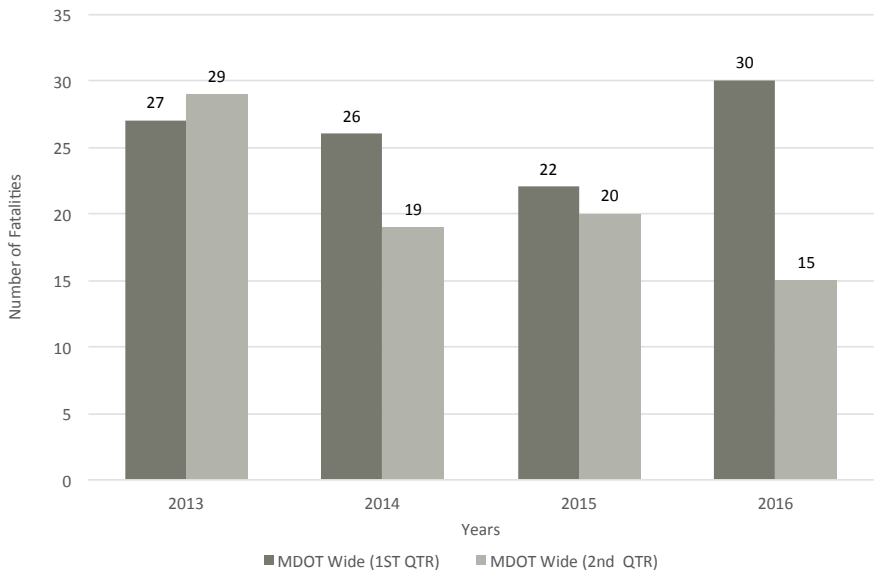
Pedestrian deaths typically account for approximately 20 percent of all traffic-related fatalities. Pedestrian fatalities consistently measure approximately 100 per year. Analysis of pedestrian fatal crashes indicates that a majority of those pedestrians were in a place where a driver would not expect them to be (e.g., not in a crosswalk). Despite a substantial increase in total highway fatalities in 2015, pedestrian crash deaths went down very slightly (99 in 2015) from the previous year and is tracking at about the same number for the first two quarters of 2016.

PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

Comparison Traffic Related Fatalities on All Roads

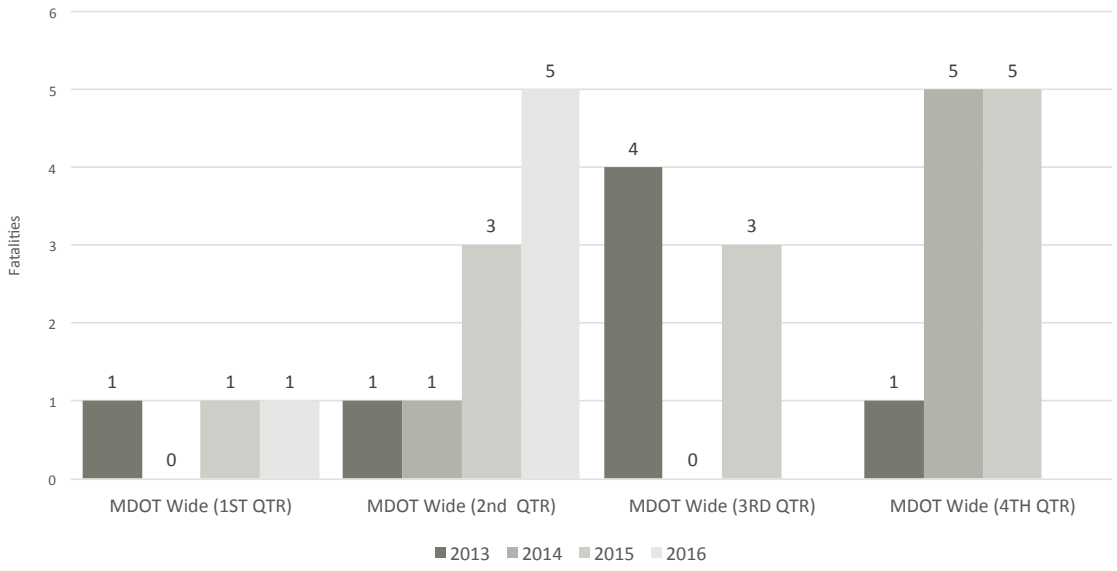


Quarterly Comparison Traffic Related Pedestrian Fatalities on All Roads

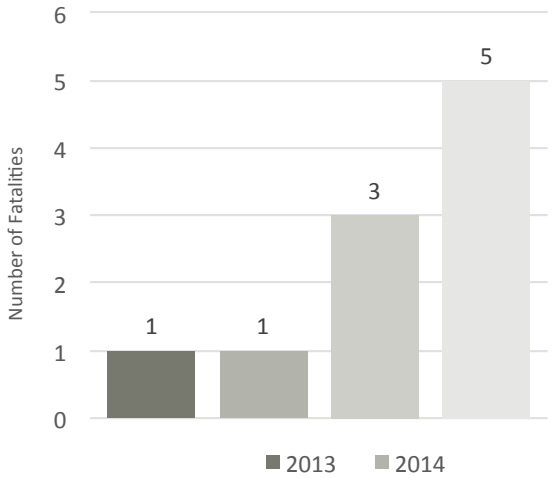


PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

CY Comparison Traffic Related Bicycle Fatalities on All Roads



2nd Quarterly Comparison Traffic Related Bicycle Fatalities on All Roads



NOTE: 2016 data is through first 2 Qtrs as of August 31, 2016

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

PERFORMANCE MEASURE DRIVER:
Thomas Gianni
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 January)

DATA COLLECTION METHODOLOGY:
Traveled (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 Maryland Highway Safety Office (MHSO) collects the data from these two agencies.

NATIONAL BENCHMARK:
National Highway Fatality Rate of 1.07 in 2014

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

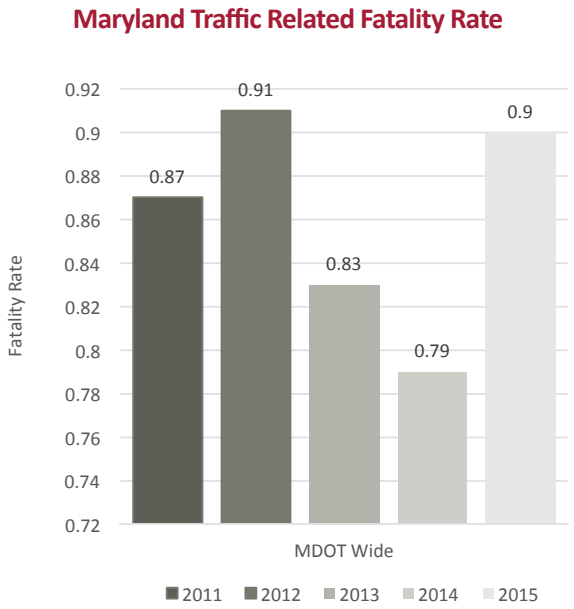
Maryland's fatality rate compares favorably to the national fatality rate. While the U.S. fatality rate has never dipped below one death per 100 million vehicle miles traveled (VMT), Maryland's rate has remained below one percent for the past six years. The rate has also trended downward for the past three years. Maryland's SHSP is a comprehensive set of emphasis areas and strategies designed to reduce highway fatalities and serious injuries through the implementation of behavioral and engineering safety countermeasures. It is based on the "Toward Zero Deaths" approach to reduce fatalities (and the associated fatality rate) by 50 percent by 2030 from the 2008 baseline of 592 fatalities.

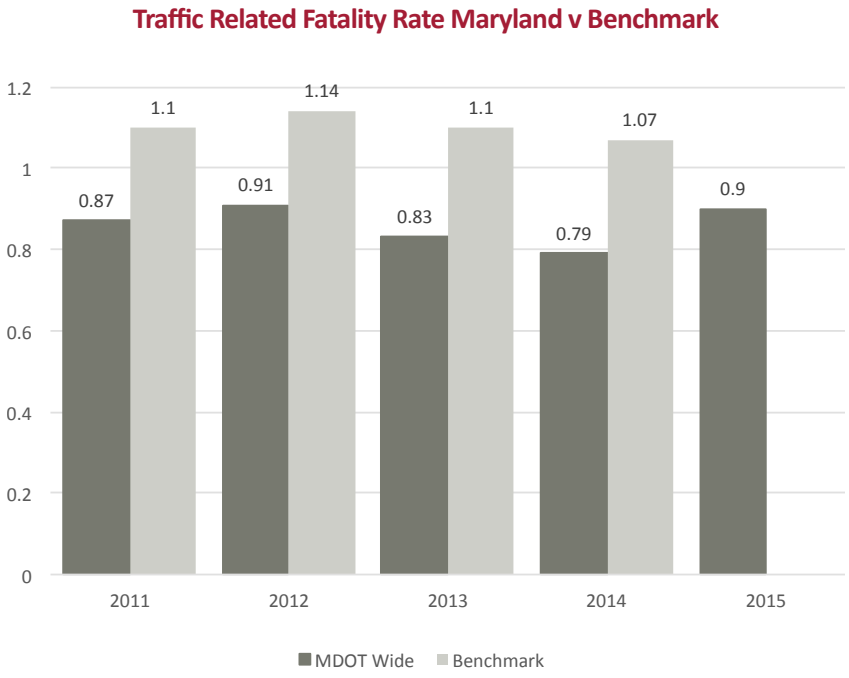
The fatality rate is affected by two distinctly different measures a) the number of persons killed in a traffic-related crash, and b) the amount of VMT in the state. The fatality rate is a ratio of the persons killed for every 100 million VMT.

While behavioral and engineering efforts may affect the number of persons killed annually, the VMT is most affected by the state of the economy. Historically, as the nation's and/or the 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. Opportunities to lower the fatality rate are best achieved by decreasing the number of traffic-related fatalities, as VMT is more difficult to influence.

PERFORMANCE MEASURE 3.3

Maryland Traffic-Related Fatality Rate (Highways)





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

PERFORMANCE MEASURE DRIVER:
Thomas Gianni
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:
To track quarterly and annual trends in the number of persons seriously injured in motor vehicle crashes.

FREQUENCY:
Quarterly

DATA COLLECTION METHODOLOGY:
Based on Collected Police Data submitted to MSP through Automated Crash Reporting System (ACRS).

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 3.4
Number of Traffic-Related Serious Injuries on all Roads

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. Maryland's SHSP is based on the "Toward Zero Deaths" approach: to reduce fatalities by 50 percent by 2030 from the 2008 baseline. Serious Injury Goals have been set with a similar methodology. Interim Goals include 2015: 3,945; and 2020: 2,939.

Over the past 10 years there has been a significant decrease in traffic-related serious injuries, including a 33 percent decline since 2008. After a slight rise in crash related serious injuries in 2014 (to 3,053 from 2,961 in 2013), preliminary data indicates another significant decrease in the number of serious injuries reported in 2015 (2,602).

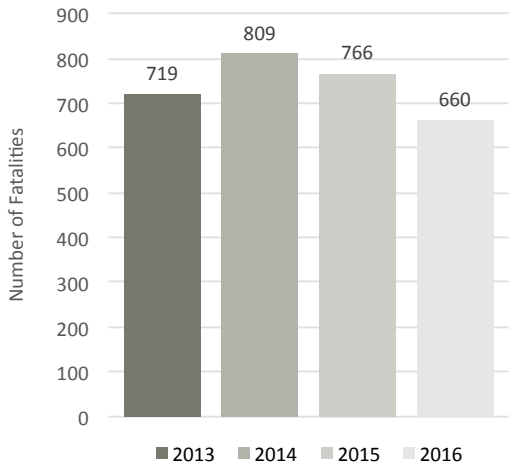
Through the first two quarters of 2016 preliminary data seems to indicate that while the number of fatalities in 2015 and 2016 have increased significantly, serious injuries have either stayed relatively the same or continued the downward trend. With the institution of new electronic crash reporting in 2015, epidemiologists are working to determine if this downward trend is valid or an anomaly of the reporting itself.

Since fatality data is only a small portion of the entire crash picture in Maryland, serious injuries, and their frequency, help to provide more robust data in determining crash trends across the State. Additionally, striving to minimize crashes that result in serious injuries serves to reduce a motorist's risk for suffering their accompanying life-altering consequences.

Since serious injuries are defined differently from state-to-state there is no national or common benchmark.

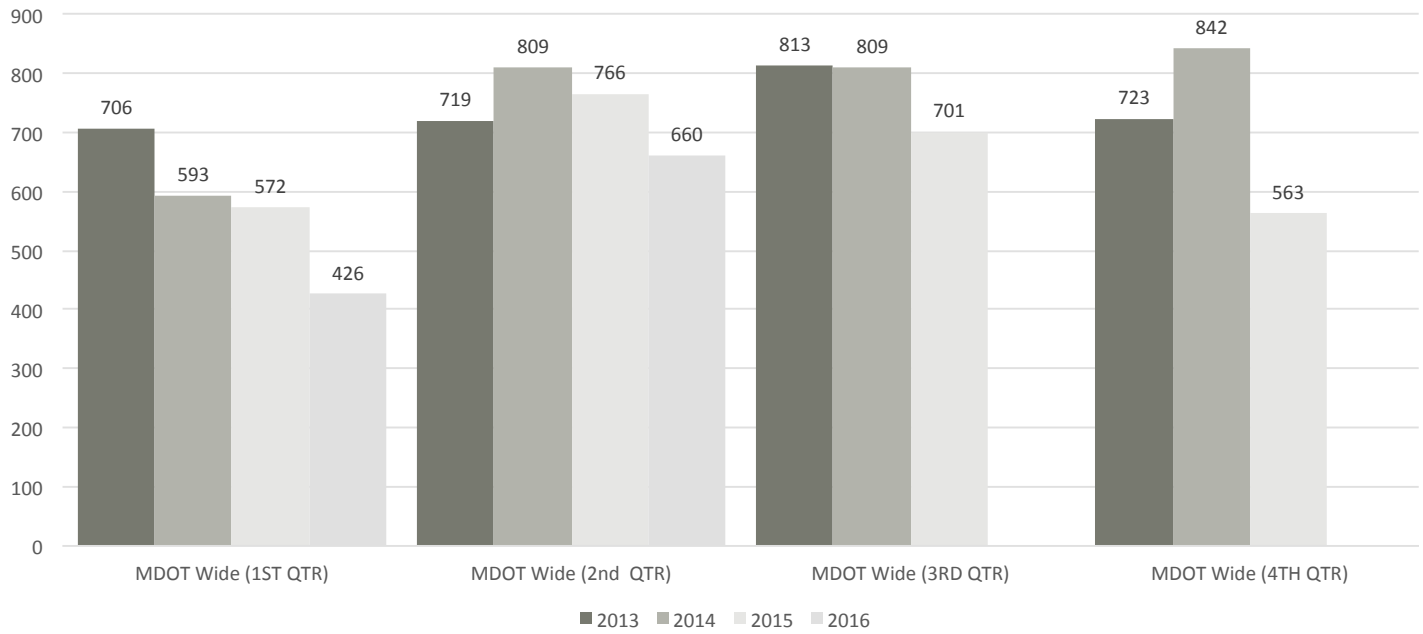
PERFORMANCE MEASURE 3.4
Number of Traffic-Related Serious Injuries on all Roads

2nd Quarterly Comparison Traffic Related Serious Injuries on All Roads



NOTE: 2016 1st 2 quarters of data as of August 31, 2016

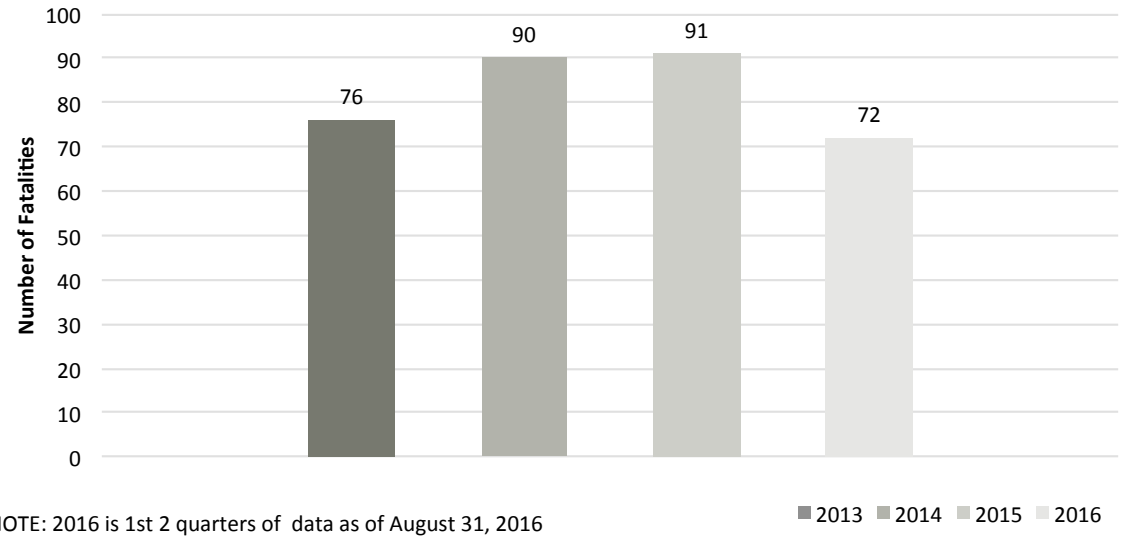
Comparison Traffic Related Serious Injuries on All Roads



PERFORMANCE MEASURE 3.4

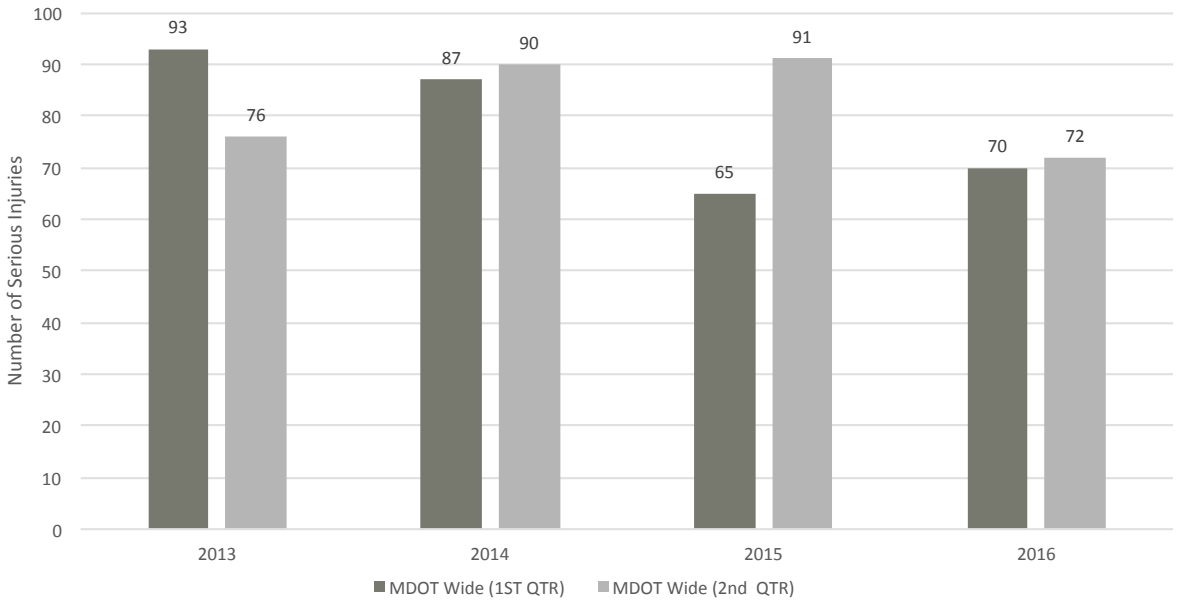
Number of Traffic-Related Serious Injuries on all Roads

2nd Quarterly Comparison Traffic Related Pedestrian Serious Injuries on All Roads



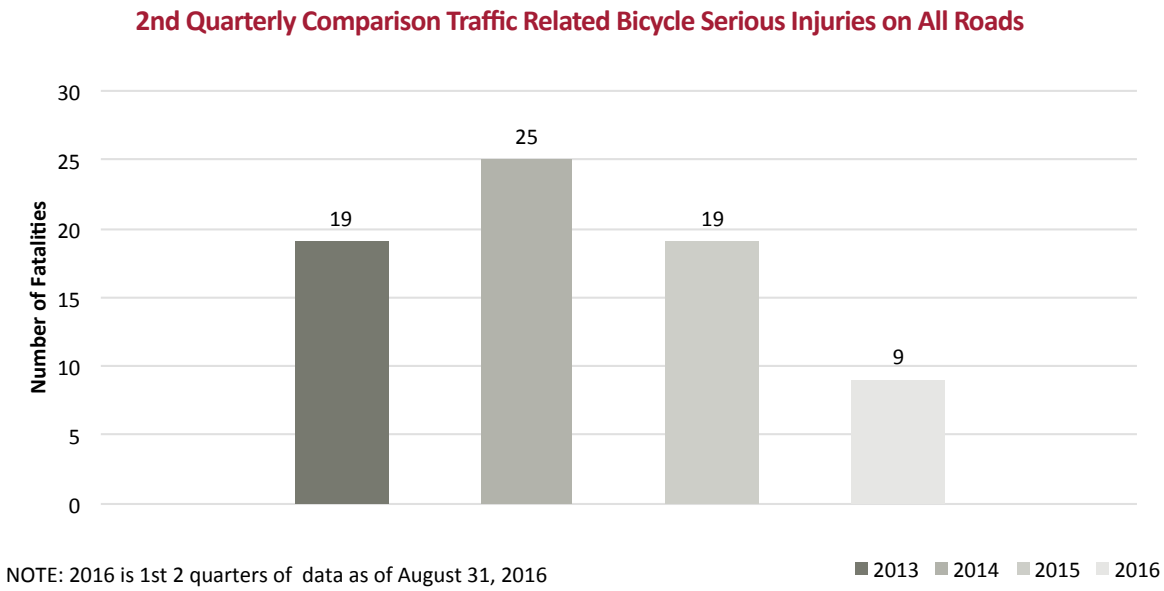
NOTE: 2016 is 1st 2 quarters of data as of August 31, 2016

Pedestrian Serious Injuries Quarterly Comparison 1st and 2nd Quarter

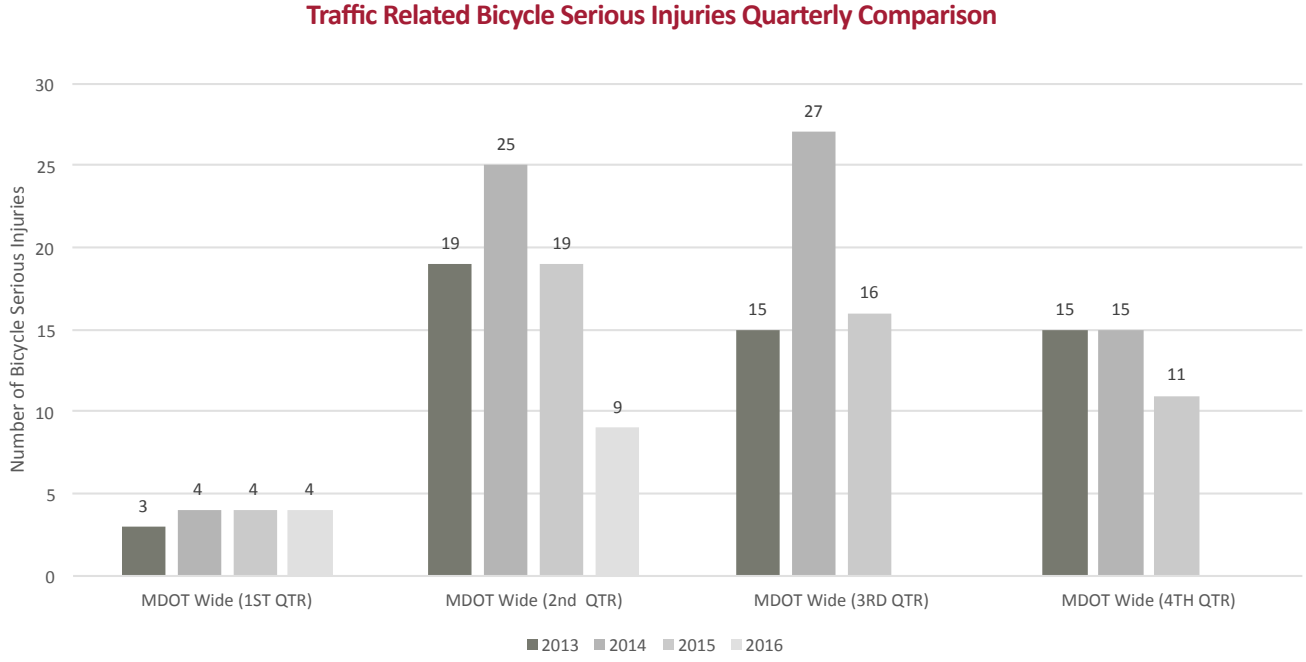


PERFORMANCE MEASURE 3.4

Number of Traffic-Related Serious Injuries on all Roads



NOTE: 2016 is 1st 2 quarters of data as of August 31, 2016



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

PERFORMANCE MEASURE DRIVER:
Thomas Gianni
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 January)

DATA COLLECTION METHODOLOGY:
State Highway Administration 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 Maryland Highway Safety Office (MHSO) collects the data from these two agencies. The rate is based on persons seriously injured in crashes per 100 VMT.

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 3.5

Maryland Traffic-Related Serious Injury Rate (Highways)

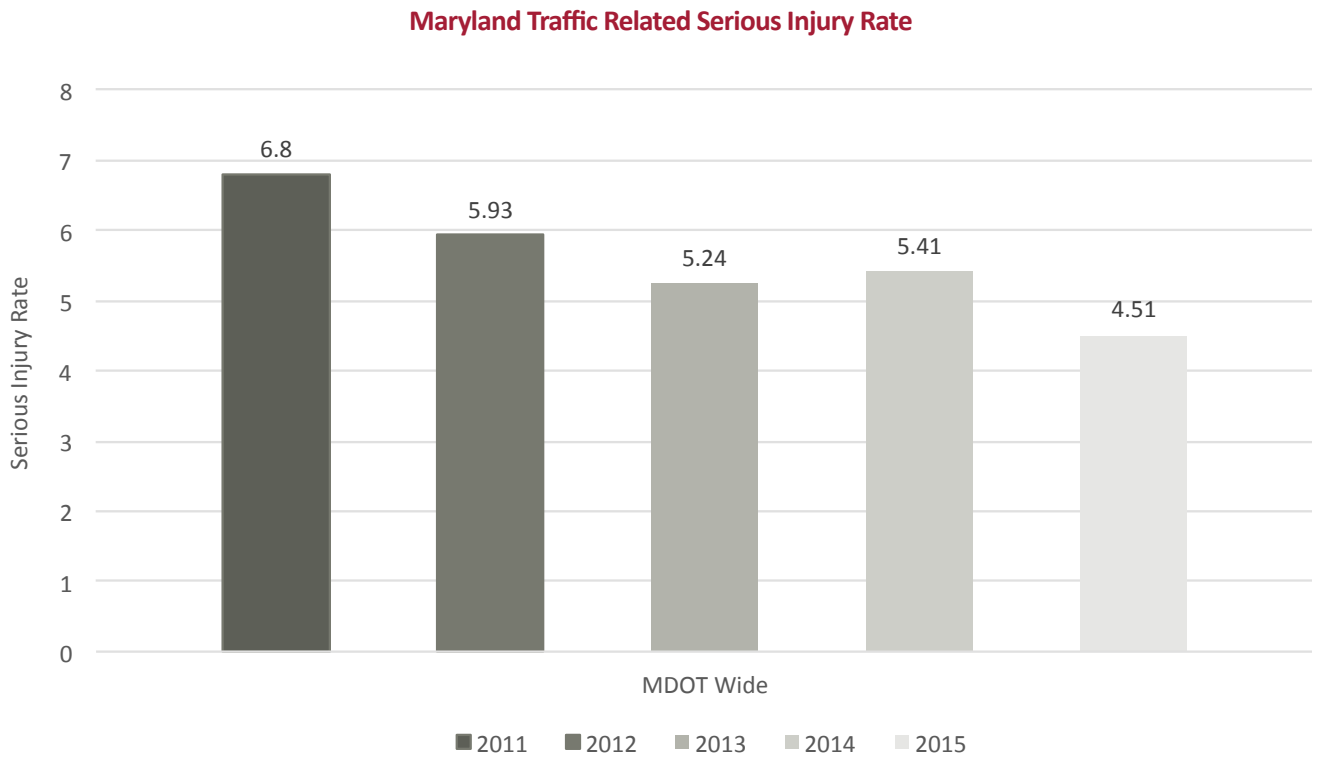
Maryland's serious injury rate is based on a similar measure as the fatality rate (number of persons seriously injured in a traffic-related crash per 100 million VMT). Over the past seven years both the number of serious injuries and the corresponding rate have dropped dramatically, by over 33 percent. The SHSP is based on the "Toward Zero Deaths" approach, and Serious Injury Rate goals have been set with a similar methodology. The SHSP interim goal for the Serious Injury Rate is 5.21.

The serious injury rate is determined by the same measurements used to determine the fatality rate: VMT and number of persons seriously injured in a traffic-related crash.

As engineering advances have resulted in safer vehicles and safer highways, it might be expected that a reduction in fatality rates would result in an increase in the serious injury rate. Over the past several years this has not been the case in Maryland, as both the number of traffic-related fatalities and serious injuries (and their corresponding rates) have declined significantly.

PERFORMANCE MEASURE 3.5

Maryland Traffic-Related Serious Injury Rate (Highways)



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 rate provided by National Highway Traffic Safety Administration (NHTSA) reached 88.5 percent in 2015.

PERFORMANCE MEASURE 3.6
Maryland Seat Belt Usage Rate

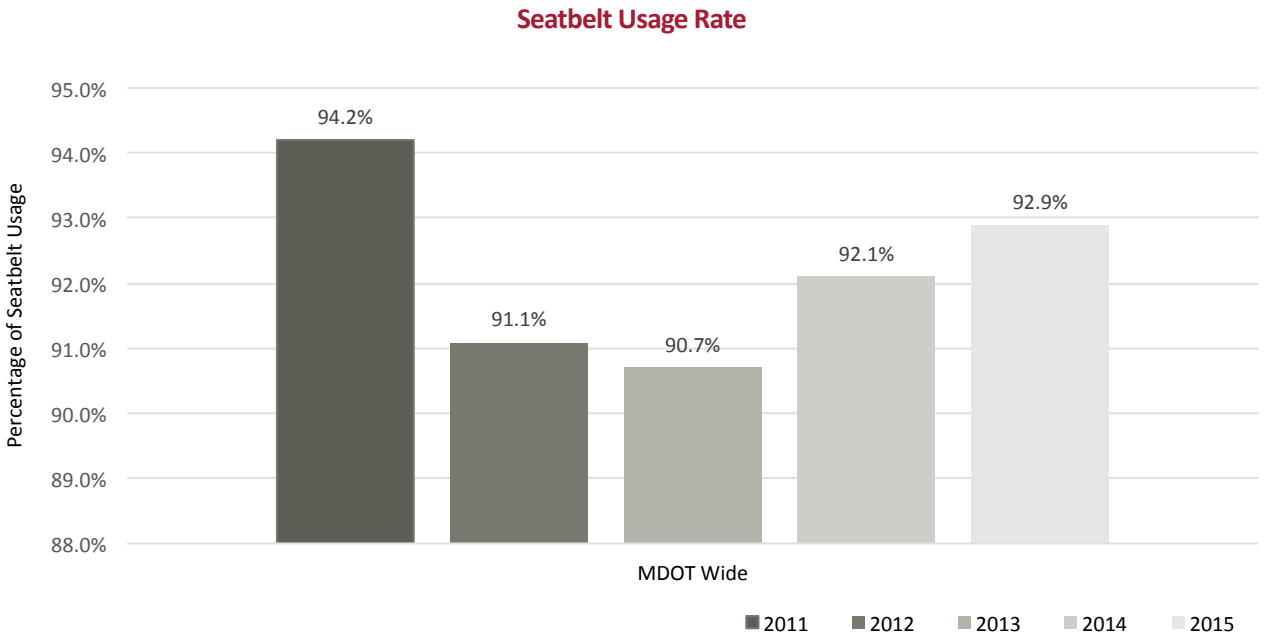
The use of seat belts greatly reduces the severity of personal injury and occupant fatalities in crashes. States with primary and secondary seat belt enforcement laws exhibit higher seat belt usage rates.

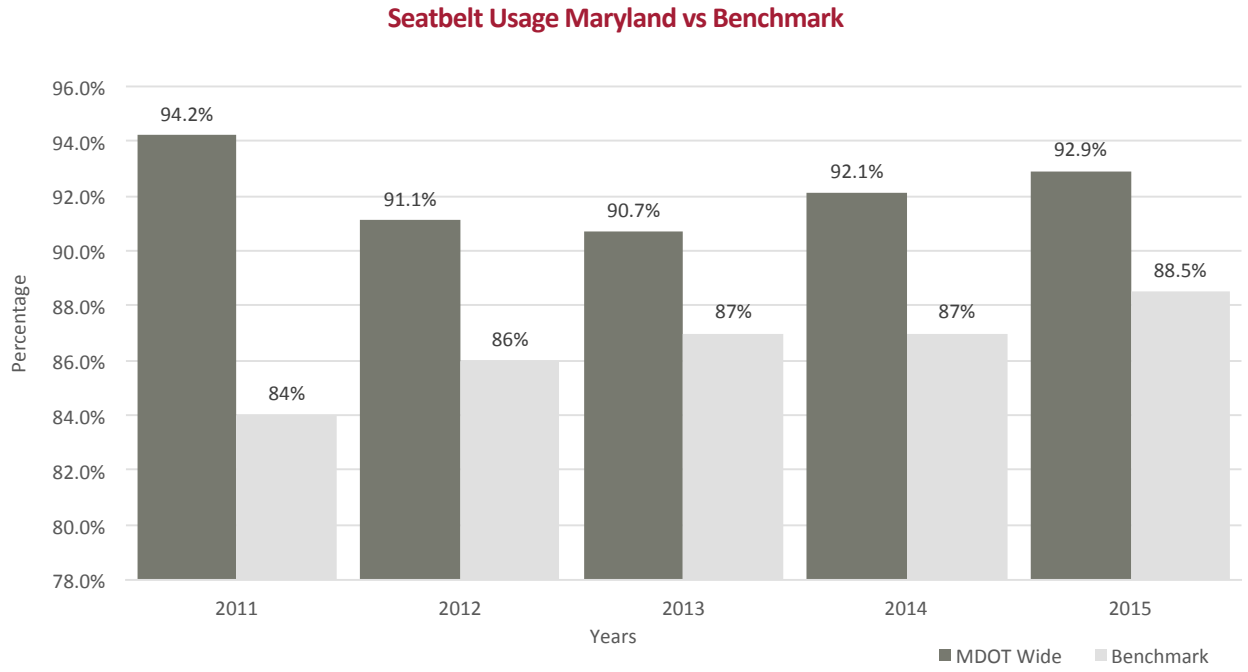
Maryland's seat belt usage rate is collected by an observational survey methodology approved by the NHTSA. Maryland's 2015 seat belt usage rate was 92.9 percent in comparison to the national rate of 88.5 percent.

The Maryland Highway Safety Office goal for seat belt usage for 2015 was 92.7 percent.

Seat belt use in Maryland has shown an increase for 2014 and 2015 following a two-year negative trend in 2012 and 2013, which was impacted by National Highway Traffic Safety Administration's (NHTSA) newly implemented uniform survey criteria in 2013. The established new uniform criteria for surveys include more stringent survey design requirements.

PERFORMANCE MEASURE 3.6
Maryland Seat Belt Usage Rate





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

PERFORMANCE MEASURE DRIVER:
Cedric Ward
State Highway Administration (SHA)

PURPOSE OF MEASURE:
To track and assess the performance of MDOT's incident management programs to respond to customer needs while traveling.

FREQUENCY:
Quarterly

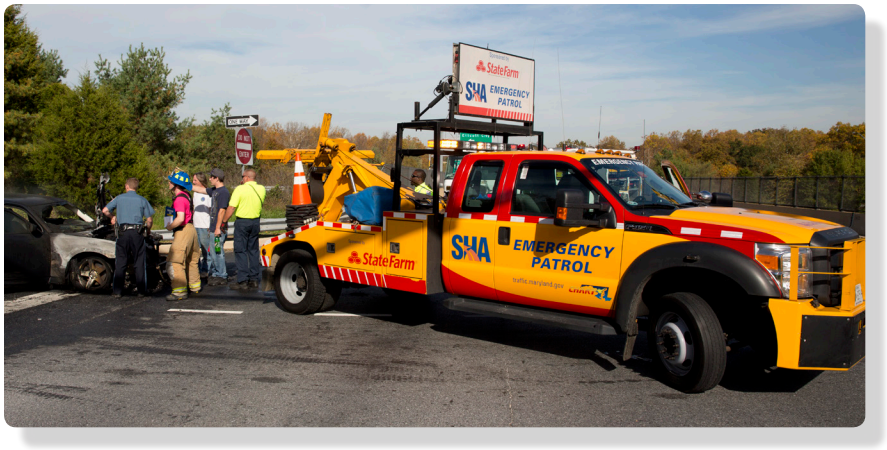
DATA COLLECTION METHODOLOGY:
Data is collected from centralized reporting to CHART for roadway data. MPA and MAA data are collected individually.

NATIONAL BENCHMARK:
N/A

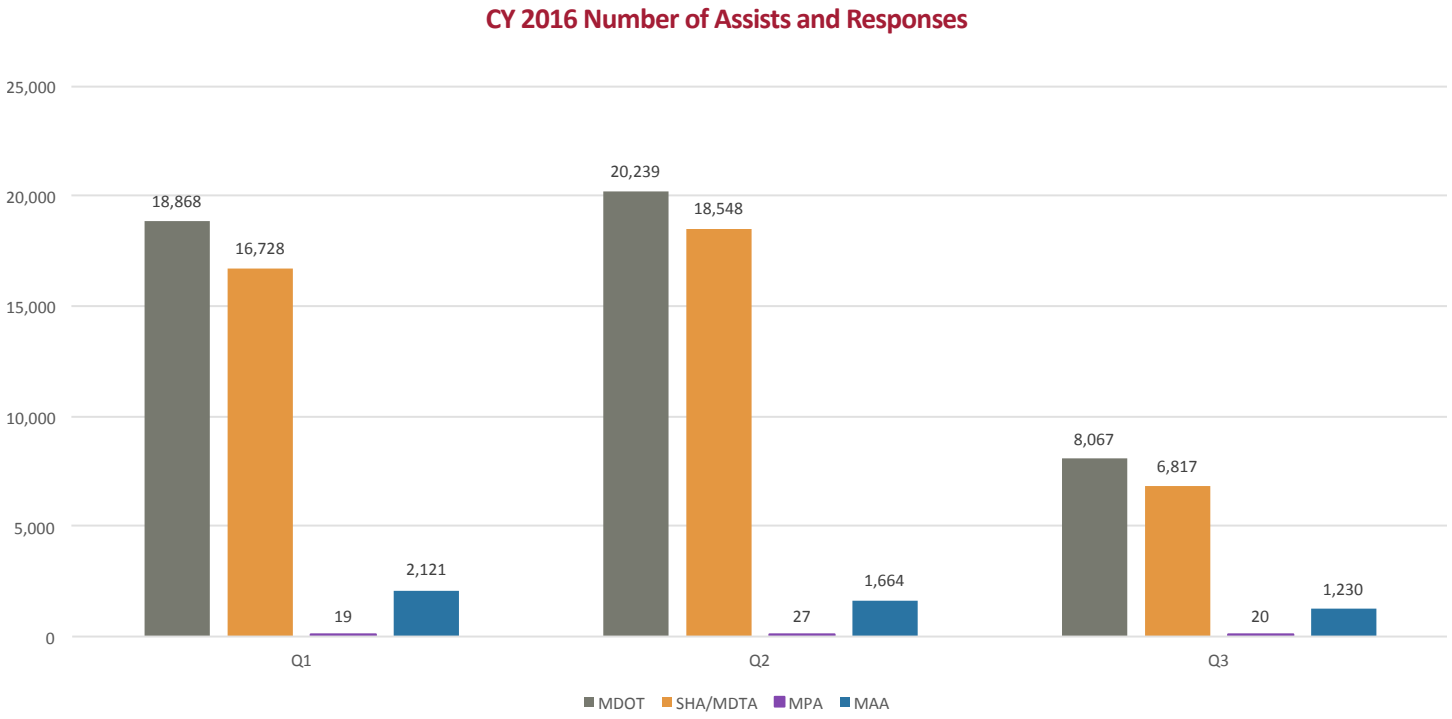
PERFORMANCE MEASURE 3.7
Disabled Motorist Assisted by MDOT

The Coordinated Highways Action Response Team (CHART) is a joint effort of MDOT, the Maryland State Police, 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 twenty-four 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 otherwise may need to rely on paid service providers.

As of 2016, MDOT has helped 47,174 disabled motorists. We saw an increase in assists and responses between first and second quarter for MDOT wide. Additionally, CHART provides real-time traffic conditions through its website: http://www.chart.state.md.us/.



PERFORMANCE MEASURE 3.7
Disabled Motorist Assisted by MDOT



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

PERFORMANCE MEASURE DRIVER:
Cedric Johnson
Maryland Aviation Administration (MAA)

PURPOSE OF MEASURE:
To track injury reporting trends at MDOT TBUs.

FREQUENCY:
Quarterly

DATA COLLECTION METHODOLOGY:
Collected by Chesapeake Employers' Insurance (formerly Injured Workers Insurance Fund (IWIF)) and sent to agencies as a report.

NATIONAL BENCHMARK:
N/A

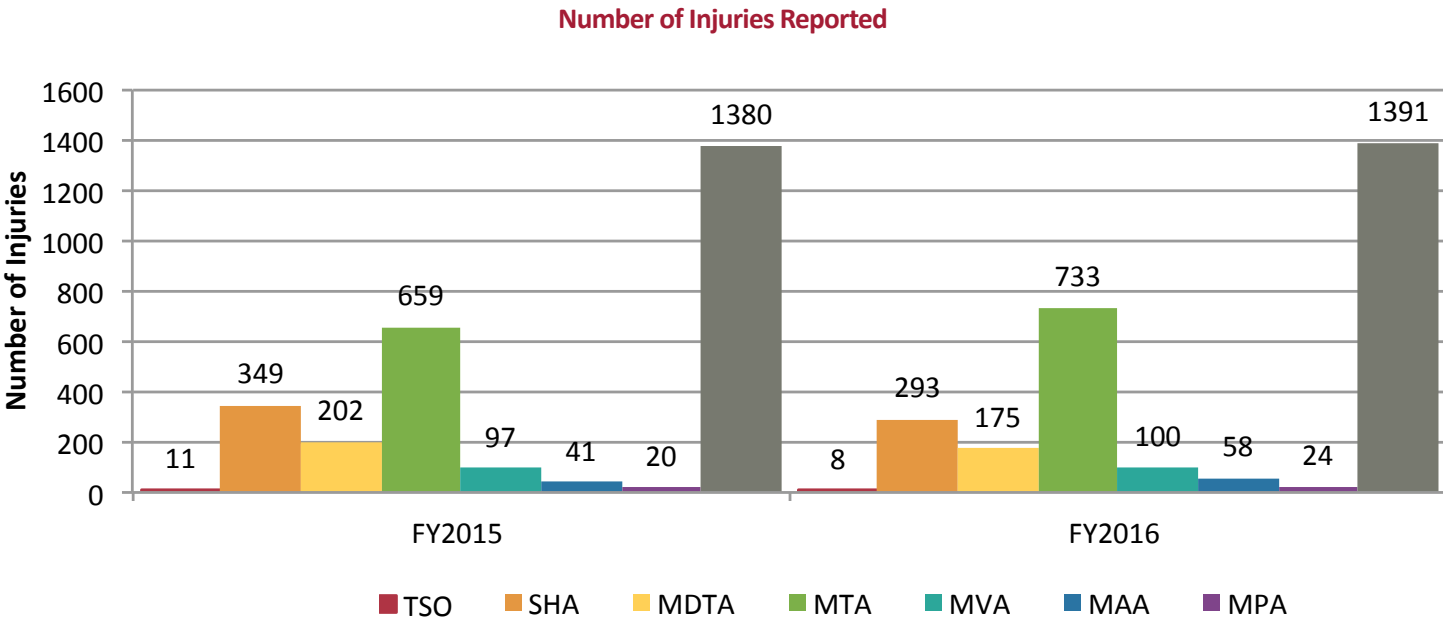
PERFORMANCE MEASURE 3.8

Number of Employee Injuries Reported (First Report of Injury)

This measure includes all first reports of injury (FROI) to the Chesapeake Employers' Insurance (formerly Injured Workers Insurance Fund (IWIF). This is an annual comparison of FY2015 versus FY2016. The overall number of injuries is essentially unchanged. The data from the injury reports are used for analysis and the development and implementation of risk mitigation strategies and employee training programs. Strategies for reducing employee injuries include the timely submission of injury reports.

PERFORMANCE MEASURE 3.8

Number of Employee Injuries Reported (First Report of Injury)



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

PERFORMANCE MEASURE DRIVER:
Cedric Johnson
Maryland Aviation Administration (MAA)

PURPOSE OF MEASURE:
To track, trend, and mitigate lost work days.

FREQUENCY:
Quarterly

DATA COLLECTION METHODOLOGY:
Data is collected through multiple MDOT timekeeping systems.

NATIONAL BENCHMARK:
N/A

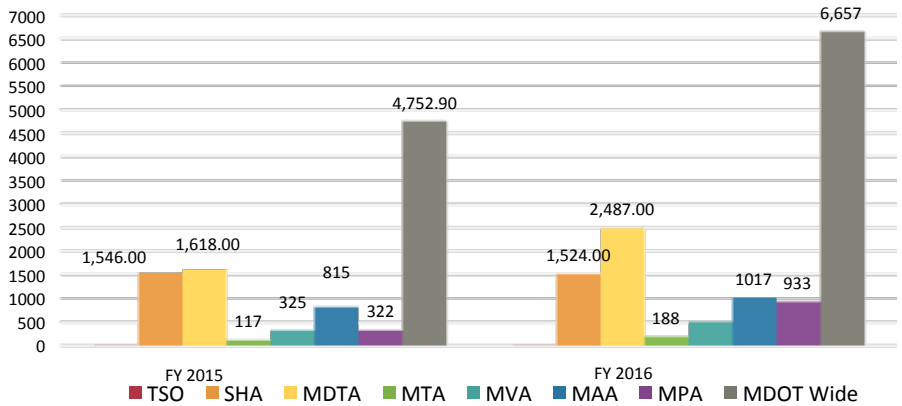
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Employee safety is a top priority to MDOT. However, 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. Safety practices such as personal protective equipment, safety training, and safety policies are employed to reduce employee injuries and lost work days.

This measure only includes lost work days due to on the job, work-related injuries. Note that lost work days are associated with the number of injuries reported in Performance Measure 3.8. Factors affecting this measure include varying work conditions and environments, and differing risk profiles amongst employees across TBUs, as well as inconsistent leave coding policies and practices across MDOT's payroll systems.

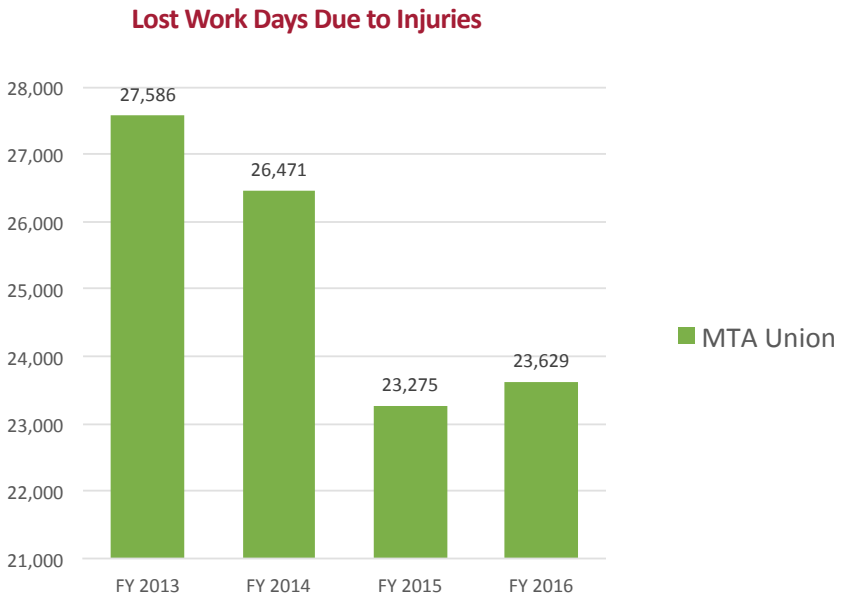
An annual comparison of all TBUs for FY 2016 versus FY 2015 reflect significant increases during the current fiscal year. It is important to note that there are varying work environments, inconsistent employee injury leave policies and two (2) separate payroll systems.

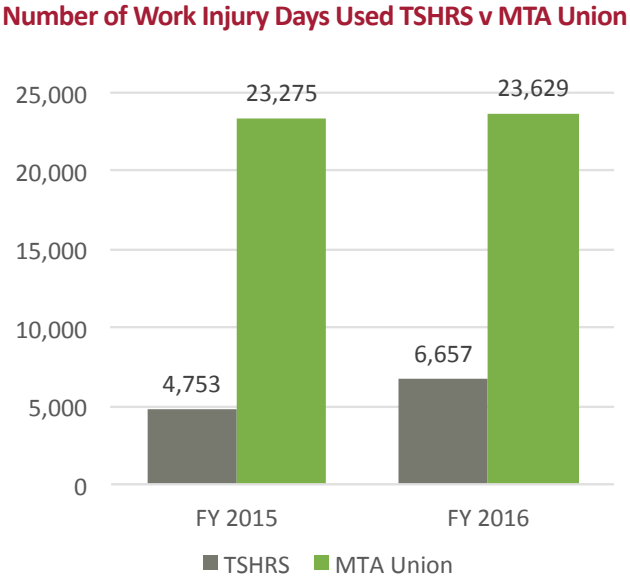
Number of Work Injury Days Used



PERFORMANCE MEASURE 3.9

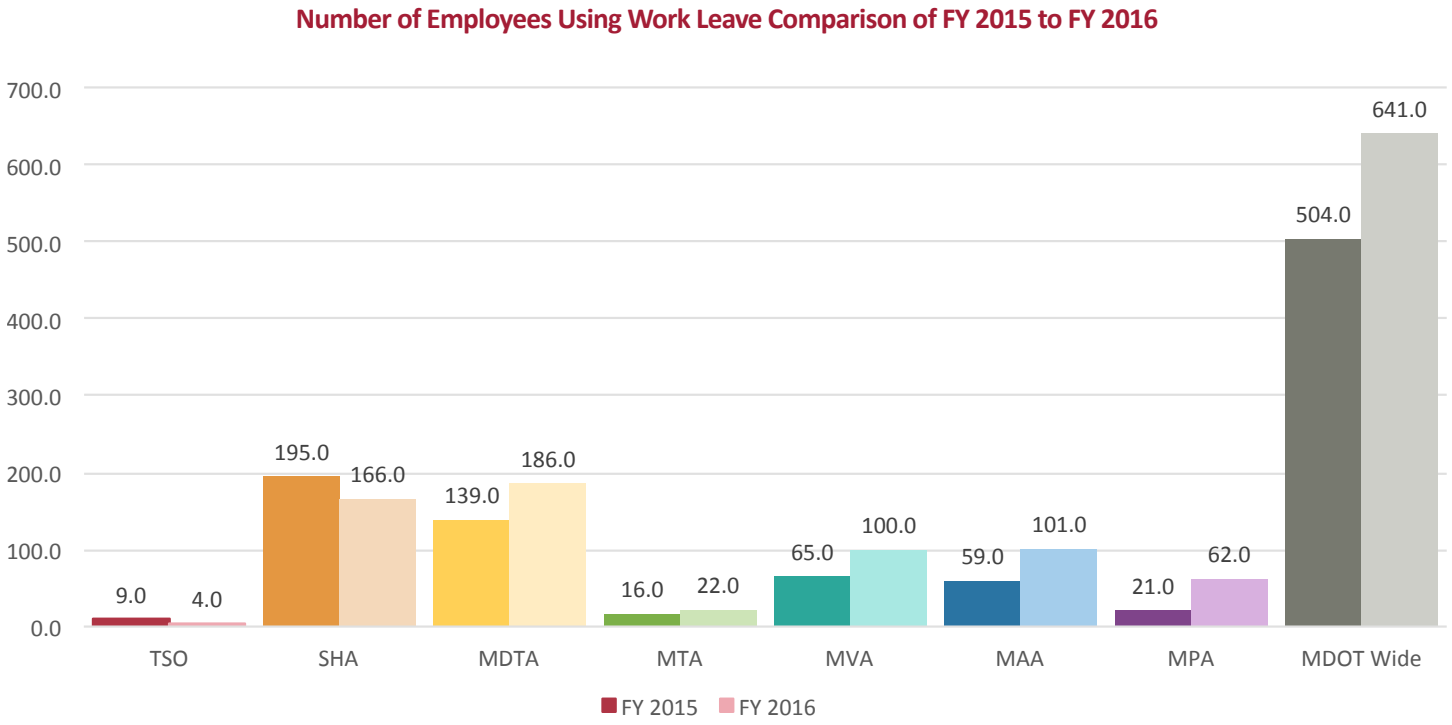
Number of Employee Lost Work Days Due to Injuries





PERFORMANCE MEASURE 3.9

Number of Employee Lost Work Days Due to Injuries



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

PERFORMANCE MEASURE DRIVER:
Phil Thomas
Maryland Transit Administration (MTA)

PURPOSE OF MEASURE:
To track customer incidents within MDOT facilities where customers are rendered a service to ensure our customers that MDOT facilities are safe for our customers.

FREQUENCY:
Quarterly

DATA COLLECTION METHODOLOGY:
TBUs track using their existing processes and report to the driver via phone or email.

NATIONAL BENCHMARK:
N/A

PERFORMANCE MEASURE 3.10
Number of Customer Incidents at MDOT Facilities

MDOT has programs in place to ensure the safety and security of its facilities and its customers. This is still a new measure and we are working with each TBU to ensure that customer incidents are being tracked. This measure has allowed for some TBUs to implement new programs and processes to ensure customer incident tracking is occurring. An example is identifying and tracking the number of incidents at MDOT facilities where we conduct business. Identifying and tracking incidents and associated trending offers data for the basis of implementing corrective actions; thereby reducing hazards and minimizing risk for MDOT and our customers.

It is important for MDOT to provide customers safe areas and facilities to complete their day to day transportation needs. MDOT understands the importance of mitigating and reducing all hazards.

PERFORMANCE MEASURE 3.10

Number of Customer Incidents at MDOT Facilities