

TANGIBLE RESULT #8

Be a Good Neighbor



As the owner of statewide transportation facilities, MDOT must work with our neighbors to find solutions that work for our 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)

Dennis Simpson
Maryland Transportation Authority
(MDTA)

John Trueschler
The Secretary's Office (TSO)

PURPOSE OF MEASURE:

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

FREQUENCY:

Annually (April)

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:

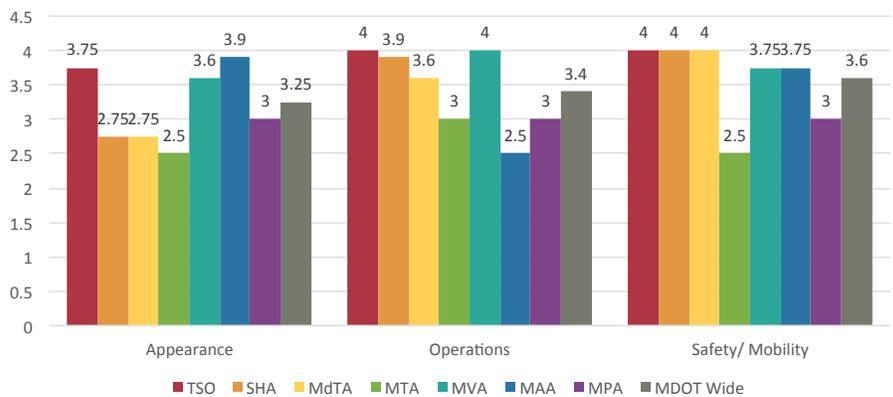
N/A

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 the relationships we have with neighbors and is committed to ensure the Department meets or exceed their expectations through an internal self-assessment and neighbor satisfaction survey. MDOT will be one of the first to engage our neighbors through staff outreach to better understand what impact facilities have on communities and how the Department can be a better neighbor.

MDOT Facilities Assessment Ratings for Appearance, Operations, and Safety/Mobility



TANGIBLE RESULT DRIVER:

Simon Taylor
*Maryland Aviation Administration
(MAA)*

PERFORMANCE MEASURE DRIVER:

Michael Phennicie
*Maryland Aviation Administration
(MAA)*

Kathy Broadwater
Maryland Port Administration (MPA)

PURPOSE OF MEASURE:

To expand and strengthen community outreach programs to continuously improve relationships with neighbors.

FREQUENCY:

Quarterly & Annually

DATA COLLECTION METHODOLOGY:

Data on the number of outreach activities is tallied and reported by each business unit on a quarterly basis. A team of data drivers from each unit meets quarterly with the PM Driver to review the submitted data and discuss types of activities and lessons learned.

Satisfaction surveys are tallied after each event and overall results reported annually.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.2A AND B

Level of Satisfaction with Educational/Civic Outreach Efforts with Our Neighbors: Number of Educational/Civic Outreach Efforts; Satisfaction with the Educational/Civic Outreach Efforts

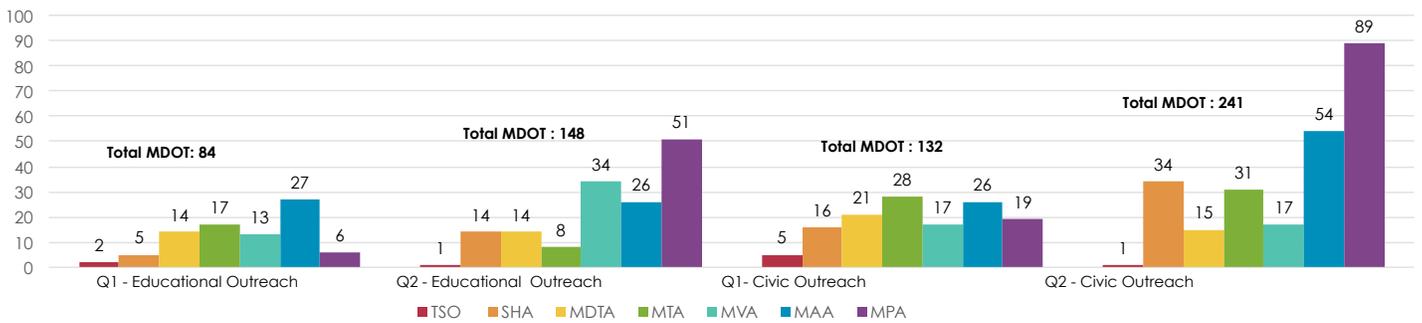
Being a good neighbor requires opportunities for shared experiences and face-to-face interactions. Community outreach programs can vary greatly in topic, size, and scope, particularly across the various MDOT business units. These diverse activities establish good relationships, the sharing of information, and ultimately spread good will throughout the community.

By documenting the number, scope, and level of satisfaction with these activities, and sharing experiences with one another, each transportation business unit can expand and enhance its community outreach efforts while maintaining and strengthening relationships with those Marylanders who live in close proximity to our various transportation facilities.

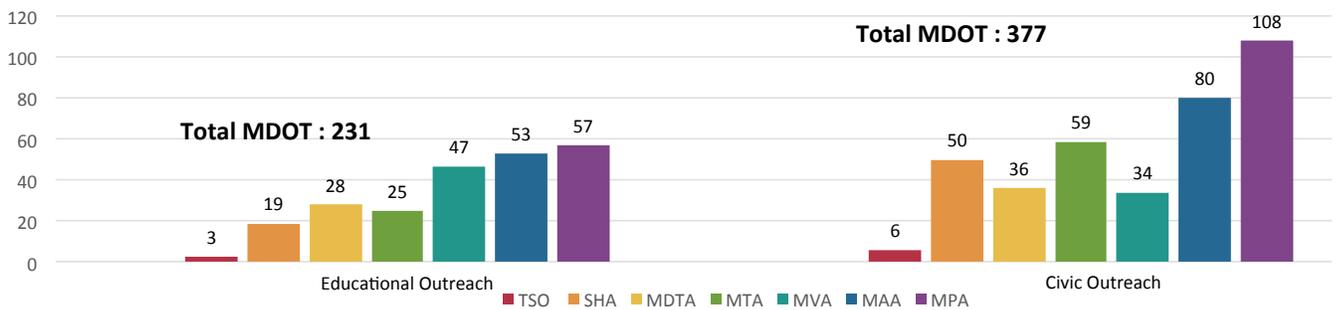
PERFORMANCE MEASURE 8.2A AND B

Level of Satisfaction with Educational/ Civic Outreach Efforts with Our Neighbors: Number of Educational/Civic Outreach Efforts; Satisfaction with the Educational/Civic Outreach Efforts

**Educational and Civic Outreach Efforts
Calendar Year 2016 First and Second Quarter Outreach Efforts**



**Educational and Civic Outreach Efforts
Calendar Year 2016 First and Second Quarter Outreach Efforts**



TANGIBLE RESULT DRIVER:

Simon Taylor
Maryland Aviation Administration
(MAA)

PERFORMANCE MEASURE DRIVER:

Jim Hoover
Maryland Transit Administration (MTA)

PURPOSE OF MEASURE:

To assess the percent of facilities that meet or exceed ADA accessibility mandates and to ensure access to our facilities by all.

FREQUENCY:

Annually (in April)

DATA COLLECTION METHODOLOGY:

Data on the number of owned and occupied facilities along with the number of facilities that are ADA compliant are tallied and reported by each business unit on an annual basis.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.3

Percent of MDOT Facilities that are ADA Compliant

Compiling and charting data for seven business units on the percent of facilities/buildings that are owned and occupied that meet or exceed Americans With Disabilities Act (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 business unit across MDOT on how and where to focus resources to meet ADA compliance and make facilities more accommodating to all of customers and neighbors who visit facilities.

A. Percent of owned and occupied facilities/buildings that are ADA Compliant:

Each Tangible Business Unit is rated individually:

1. TSO – 01 owned and occupied; 01 compliant = (100 percent)
2. SHA – 56 owned and occupied; 27 compliant = (48 percent)
3. MDTA – 27 owned and occupied; 11 compliant = (41 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 – 78 percent compliant

MDOT owned properties include several different elements that should meet the ADA requirements. The first report is related to buildings only. Additional elements such as bus stops, rail platforms, parking lots, rest areas, bike/walking paths, and many other elements will be added to the performance measure in future reports.

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