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)
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 such as other assaults, vandalism, disorderly conduct, and other sex offenses.

The following charts show a comparison between Q1 2016 versus Q1 2017 for Part I and Part II crimes involving the 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 CY2017

Chart 3.1.2: Part II Crimes CY2017
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 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) 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 50 percent by 2030 from the 2008 baseline of 592 fatalities. The interim fatality reduction target for the most recent update of the SHSP is 394 in 2020.

Following a decade-long period of significant decreases in traffic-related fatalities, this trend unfortunately has begun to reverse. 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 highway deaths remained steady in 2016 (522), these numbers are still far greater than those of previous years as well as established reduction targets.

These increased numbers of highway deaths over the past two years also have been experienced nationally as the total number of deaths on the nation’s highways increased by 7.2 percent to 35,092 fatalities in 2015 and is projected to rise another 6 percent in 2016. The National Highway Traffic Safety Administration (NHTSA) attributes some of the cause of these fatality increases nationally to relatively inexpensive gasoline, a sharp increase in miles traveled and an improved economy.

Preliminary analysis of 2016 data in Maryland indicates Vehicle Miles Traveled (VMT) increased by nearly 2 percent an increase of more than one billion miles driven. For the 1st quarter of 2017 VMT increased at record rates. This increased exposure, coupled with risky driving behaviors and a failure to use seat belts, are believed to be significant reasons for the increase in highway fatalities in Maryland.
PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

Bicyclists typically account for approximately 1 percent of all fatalities on Maryland’s highways annually, or on average, about five or six bicycle fatalities every year. This average has escalated significantly in the past two years. There were 11 bicycle fatalities in 2015, and in 2016, 16 bicyclists lost their lives, comprising more than 3 percent of all traffic-related fatalities on Maryland highways. Additionally, in the 1st quarter of 2017 there have already been 4 bicycle fatalities, an increase of 3 from the 1st quarter of 2016.

Pedestrian deaths typically account for approximately 20 percent of all traffic-related fatalities and consistently measure approximately 100 per year. In 2016, 111 pedestrians lost their lives in traffic-related crashes and in Q1 2017 of 2017 there have been as many pedestrian deaths as during the same period in 2016.

Maryland’s SHSP is a five year plan (2016-2020) that establishes six specific emphasis areas along with long-term goals and mid-range reduction targets. The plan was developed by a diverse group of partners and stakeholders from across the state representing all 4-Es of highway safety (Engineering, Enforcement, Education and Emergency Medical Services). The emphasis areas (Aggressive Driving, Distracted Driving, Impaired Driving, Occupant Protection, Highway Infrastructure Safety, and Pedestrian & Bicycle Safety) involve 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 that comprises the highest 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 made necessary by changing dynamics. The SHSP is administered by MDOT’s Maryland Highway Safety Office.
Provide a Safe and Secure Transportation Infrastructure

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

*Chart 3.2.1: Annual Comparison of All Traffic-Related Fatalities CY2013-CY2017*

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>116</td>
<td>119</td>
<td>133</td>
<td>96</td>
<td>454</td>
</tr>
<tr>
<td>2014</td>
<td>121</td>
<td>130</td>
<td>99</td>
<td>91</td>
<td>440</td>
</tr>
<tr>
<td>2015</td>
<td>136</td>
<td>146</td>
<td>146</td>
<td>93</td>
<td>641</td>
</tr>
<tr>
<td>2016</td>
<td>141</td>
<td>141</td>
<td>127</td>
<td>113</td>
<td>622</td>
</tr>
<tr>
<td>2017</td>
<td>123</td>
<td></td>
<td></td>
<td></td>
<td>123</td>
</tr>
</tbody>
</table>

*Note: The chart shows the annual comparison of traffic-related fatalities from CY2013 to CY2017, with Q1, Q2, Q3, and Q4 representing the first, second, third, and fourth quarters of each year, respectively.*
PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

Chart 3.2.2: Annual Comparison of All Traffic-Related Fatalities CY2013-CY2017 (Q1)
PERFORMANCE MEASURE 3.2
Number of Traffic-Related Fatalities on All Roads

PM 3.2.3: Q1 Comparison of Traffic-Related Fatalities CY2014-CY2017

<table>
<thead>
<tr>
<th>Year</th>
<th>Traffic</th>
<th>Peds</th>
<th>Bike</th>
<th>VMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>13,221</td>
<td>26</td>
<td>65</td>
<td>0</td>
</tr>
<tr>
<td>2015</td>
<td>13,084</td>
<td>22</td>
<td>70</td>
<td>1</td>
</tr>
<tr>
<td>2016</td>
<td>13,619</td>
<td>30</td>
<td>82</td>
<td>1</td>
</tr>
<tr>
<td>2017</td>
<td>14,670</td>
<td>30</td>
<td>89</td>
<td>4</td>
</tr>
</tbody>
</table>

Vehicle Miles Traveled (in millions)
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:
Travel (VMT) data based on highway counts on roadways across the state. Fatality data is collected by the MSP through its ACRS. The Maryland Highway Safety Office (MHSO) collects the data from these two agencies.

NATIONAL BENCHMARK:
National Highway Fatality Rate of 1.12 in 2015.

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

The fatality rate is a measure of the number of persons killed in a traffic-related crash for every 100 million Vehicle Miles Traveled (VMT) on all roads in the State. Through the use of automated highway counters, the VMT is determined monthly by SHA and is compared annually to the number of traffic-related fatalities to determine the rate.

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 seven years. Although this rate had been trending downward, it increased in 2015 to .91 fatalities per 100 million VMT.

This increase corresponds with the significant increase in traffic-related fatalities in Maryland in 2015. Preliminary analysis of 2016 data in Maryland indicates VMT increased by nearly 2 percent, an increase of more than one billion miles driven. Despite these increases, Maryland’s 2015 rate remained below the national rate of 1.12.

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. 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)

Chart 3.3.1: Traffic Related Fatality Rate Maryland vs. National Benchmark CY2011-CY2015

Provide a Safe and Secure Transportation Infrastructure
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 ACRS.

NATIONAL BENCHMARK:
N/A

Provide a Safe and Secure Transportation Infrastructure

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 and serious injuries from traffic-related crashes 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. Strategies for reducing the crashes that cause both fatal and serious injuries are contained within the six main emphasis areas of the SHSP.

Over the past 10 years there has been a significant decrease in traffic-related serious injuries, including a 42 percent decline during a seven year period from 2008 to 2015. In 2016 however this reduction trend was reversed with a 16% increase of 422 more reported traffic-related serious injuries. This increase aligns with a similar increase in highway fatalities and a significant increase in Vehicle Miles Traveled (VMT) across the State.

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

Chart 3.4.1: Annual Comparison of All Traffic-Related Serious Injuries CY2013-CY2017

Provide a Safe and Secure Transportation Infrastructure
PERFORMANCE MEASURE 3.4
Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.2: Annual Comparison of All Traffic-Related Serious Injuries CY2013-CY2017 (Q1)
PERFORMANCE MEASURE 3.4
Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.3: Q1 Comparison of Traffic-Related Serious Injuries CY2014-CY2017
Provide a Safe and Secure Transportation Infrastructure

**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:**
SHA collects VMT data based on highway counts on roadways across the state. The serious injury data is collected by the MSP through its ACRS. The MHSO collects the data from these two agencies. The rate is based on persons seriously injured in crashes per 100 million 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 measure similar to the fatality rate (number of persons seriously injured in a traffic-related crash per 100 million VMT). Over the past eight years, both the number of serious injuries and the corresponding rate have dropped dramatically by more than 33 percent. The SHSP is based on the Toward Zero Deaths approach, and serious injury rate targets have been set using a similar methodology.

The SHSP contains strategies intended to reduce risky driving behaviors that result in the types of crashes leading to death or serious injury. By addressing and ultimately eliminating these severe crashes, all motorists can enjoy traveling Maryland’s roadways without the fear of being killed or seriously injured. Death or serious injury is not an acceptable consequence of driving.

As engineering advances have resulted in safer vehicles and highways, and as emergency medical services continue to provide immediate critical care, the numbers of traffic-related serious injuries (and their corresponding rates) have declined significantly in the last several years. Even in 2015, when traffic-related fatalities increased significantly, the number of traffic-related serious injuries and its corresponding rate continued to decline.
PERFORMANCE MEASURE 3.5
Maryland Traffic-Related Serious Injury Rate (Highways)

Chart 3.5.1: Maryland Traffic Related Serious Injury Rate CY2011-CY2015

<table>
<thead>
<tr>
<th>Year</th>
<th>Serious Injuries per 100M VMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>6.8</td>
</tr>
<tr>
<td>2012</td>
<td>5.87</td>
</tr>
<tr>
<td>2013</td>
<td>5.24</td>
</tr>
<tr>
<td>2014</td>
<td>5.41</td>
</tr>
<tr>
<td>2015</td>
<td>4.55</td>
</tr>
</tbody>
</table>
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 MHSO goal for seat belt usage for 2017 is 94.1 percent.

Maryland will continue to be a strong supporter of the Click-it or Ticket campaign with incorporation of dynamic public awareness programs. In addition, law enforcement agencies will continue to be educated on the importance of seat belt enforcement.

Chart 3.6.1: Maryland Seatbelt Usage Rate vs. National Benchmark Rate CY2013-CY2016
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 Motorists 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 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 the 2017 calendar year, MDOT has helped 17,995 disabled motorists. Additionally, CHART provides real-time traffic conditions through its website: http://www.chart.state.md.us/.

Efforts are underway to advertise and award the next phase of Closed Circuit Television Cameras (CCTV) and Dynamic Message Boards (DMS) to further assist with traffic monitoring, incident detection, and providing motorists with information to avoid delays and congestion.
PERFORMANCE MEASURE 3.7
Disabled Motorists Assisted by MDOT

Chart 3.7.1: Number of Assists and Responses CY2017

Number of Assists and Responses

Q1 Q2 Q3 Q4

16,175 18,846 20,244 21,538 19,461

0 5,000 10,000 15,000 20,000 25,000

Provide a Safe and Secure Transportation Infrastructure
PERFORMANCE MEASURE 3.7
Disabled Motorists Assisted by MDOT

Chart 3.7.2: MDOT Travelers Assisted Compared to VMT Q1 CY2014-CY2017

Provide a Safe and Secure Transportation Infrastructure

<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>13,221</td>
<td>15,000</td>
</tr>
<tr>
<td>2015</td>
<td>13,084</td>
<td>15,500</td>
</tr>
<tr>
<td>2016</td>
<td>18,846</td>
<td>16,000</td>
</tr>
<tr>
<td>2017</td>
<td>17,995</td>
<td>16,500</td>
</tr>
</tbody>
</table>

MDOT Assists | VMT (in Millions)
Provide a Safe and Secure Transportation Infrastructure

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 Injured Workers Insurance Fund (Chesapeake Employers’ Insurance is for private companies) 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 is used for analysis and the development and implementation of risk mitigation strategies. This is the starting point data source for maintaining a safe work environment.

This measure includes all First Reports of Injury (FROI) to the Injured Workers Insurance Fund (Chesapeake Employers’ Insurance is for private companies). This is a 3rd quarter comparison of FY 2016 versus FY 2017. Data indicates a decrease during FY 2017 in the number of employee injuries reported.

Strategies for reducing employee injuries: Creation of MDOT TBU Process Improvement Team, formulate MDOT-wide recommendations on processes/practices to improve documenting and coding work injury leave; create a list of risk mitigation strategies based on types of injuries; identify strategies for mitigating potential work injury leave abuse; and create 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 3.8
Number of Employee Injuries Reported (First Report of Injury)

Chart 3.8.1: Number of Injuries (FROI) Reported - 3rd Quarter

Q3 FY2017

<table>
<thead>
<tr>
<th>TSO</th>
<th>SHA</th>
<th>MDTA</th>
<th>MTA</th>
<th>MVA</th>
<th>MAA</th>
<th>MPA</th>
<th>MDOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>68</td>
<td>42</td>
<td>172</td>
<td>18</td>
<td>9</td>
<td>2</td>
<td></td>
<td>314</td>
</tr>
</tbody>
</table>

Q3 FY2016

<table>
<thead>
<tr>
<th>TSO</th>
<th>SHA</th>
<th>MDTA</th>
<th>MTA</th>
<th>MVA</th>
<th>MAA</th>
<th>MPA</th>
<th>MDOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>68</td>
<td>39</td>
<td>188</td>
<td>33</td>
<td>12</td>
<td>6</td>
<td></td>
<td>348</td>
</tr>
</tbody>
</table>

Number of Injuries

Chart 3.8.2: FY2017 Q3 Reporting Speed

<table>
<thead>
<tr>
<th>TSO</th>
<th>SHA</th>
<th>MDTA</th>
<th>MTA</th>
<th>MVA</th>
<th>MAA</th>
<th>MPA</th>
<th>Same Day</th>
<th>1-3 Days</th>
<th>4+days</th>
</tr>
</thead>
<tbody>
<tr>
<td>242</td>
<td>60</td>
<td>120</td>
<td>90</td>
<td>36</td>
<td>34</td>
<td>75</td>
<td>107</td>
<td>220</td>
<td>75</td>
</tr>
</tbody>
</table>

Number of Reports
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 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.

This is a Q3 comparison of FY 2016 versus FY 2017. Data indicates a FY 2017 decrease in the number of lost work days due to injuries.

Strategies for reducing employee injuries are affiliated with PM 3.8 and are as follows: Create a MDOT TBU Process Improvement Team, formulate MDOT-wide recommendations on processes/practices to improve documenting and coding work injury leave; create a list of risk mitigation strategies based on types of injuries; identify strategies for mitigating potential work injury leave abuse, and create a 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: Q3 FY2017 Number of Employees Coding LY (Work Injury Leave)
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Chart 3.9.2: FY17 Q3 Number of Work Injury Leave (LY) Days Used
PERFORMANCE MEASURE 3.9
Number of Employee Lost Work Days Due to Injuries

Chart 3.9.3: MTA Union Lost Work Days Due to Injuries FY2013 - FY2017 July-March

- **FY2013**: 21,551
- **FY2014**: 21,031
- **FY2015**: 17,502
- **FY2016**: 16,976
- **FY2017**: 15,154

Chart 3.9.4: Number of Work Injury Days Used TSHRS and MTA Union FY2016-FY2017 July - March

- **FY2016**: 5,302
- **FY2017**: 4,201.9

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>TSHRS</th>
<th>MTA Union</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2016</td>
<td>5,302</td>
<td>16,976</td>
</tr>
<tr>
<td>FY2017</td>
<td>4,201.9</td>
<td>15,154</td>
</tr>
</tbody>
</table>
**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 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

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**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. TBUs provide many services to the public. 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.

This is still a new measure and MDOT is working with each TBU to ensure that customer incidents are 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. Identifying and tracking incidents and associated trends offers data for the basis of implementing corrective actions; thereby reducing hazards and minimizing risk for MDOT and customers.
PERFORMANCE MEASURE 3.10
Number of Customer Incidents at MDOT Facilities

Chart 3.10.1: Number of Customer Incidents at MDOT Buildings CY2017