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:

Anthony Crawford
State Highway Administration (SHA)

TANGIBLE RESULT DRIVER:
Anthony Crawford
State Highway Administration (SHA)

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 its neighbors and commits to meeting or exceeding their expectations. MDOT engaged neighbors through a survey and outreach to better understand the impact its facilities have on communities and how the agency can be a better neighbor.

MDOT just completed the second round of Internal Facility Assessments this Spring. The assessments ensure we are meeting or exceeding our own standards by evaluating each facility's overall appearance and cleanliness.   Each facility was rated on a scale of 0-Very Poor to 100%-Very Good for overall appearance and cleanliness. The TBU's 2018 results ranged from 79% to 96%, resulting in an average of 87%. This is slightly higher than the 2016 average of 85%.

The most significant improvements were reflected in the facilities' landscape features and the organization of equipment and materials. Areas identified as opportunities for improvement include perimeter fence/screening, facility signs, and facility flags.   As a result of the recent assessment, MDOT SHA replaced all worn flags prior to the July 4th Independence Day Holiday.

Facility Improvement Plans are currently being implemented to address the assessment and survey results. Areas of focus include overall facility appearance, perimeter fence/screening, noise reduction, and improved traffic operations.   MDOT TBUs continue to expand our neighbor outreach by attending community meetings and hosting open house events.

MDOT will continue to use the results of the neighbor surveys, internal facility assessments, and feedback from the community to ensure we continue to meet or exceed our neighbor's expectations.

PERFORMANCE MEASURE 8.1

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

Chart 8.1.1: Internal Facility Assessments by TBU, CY2016 and CY2018
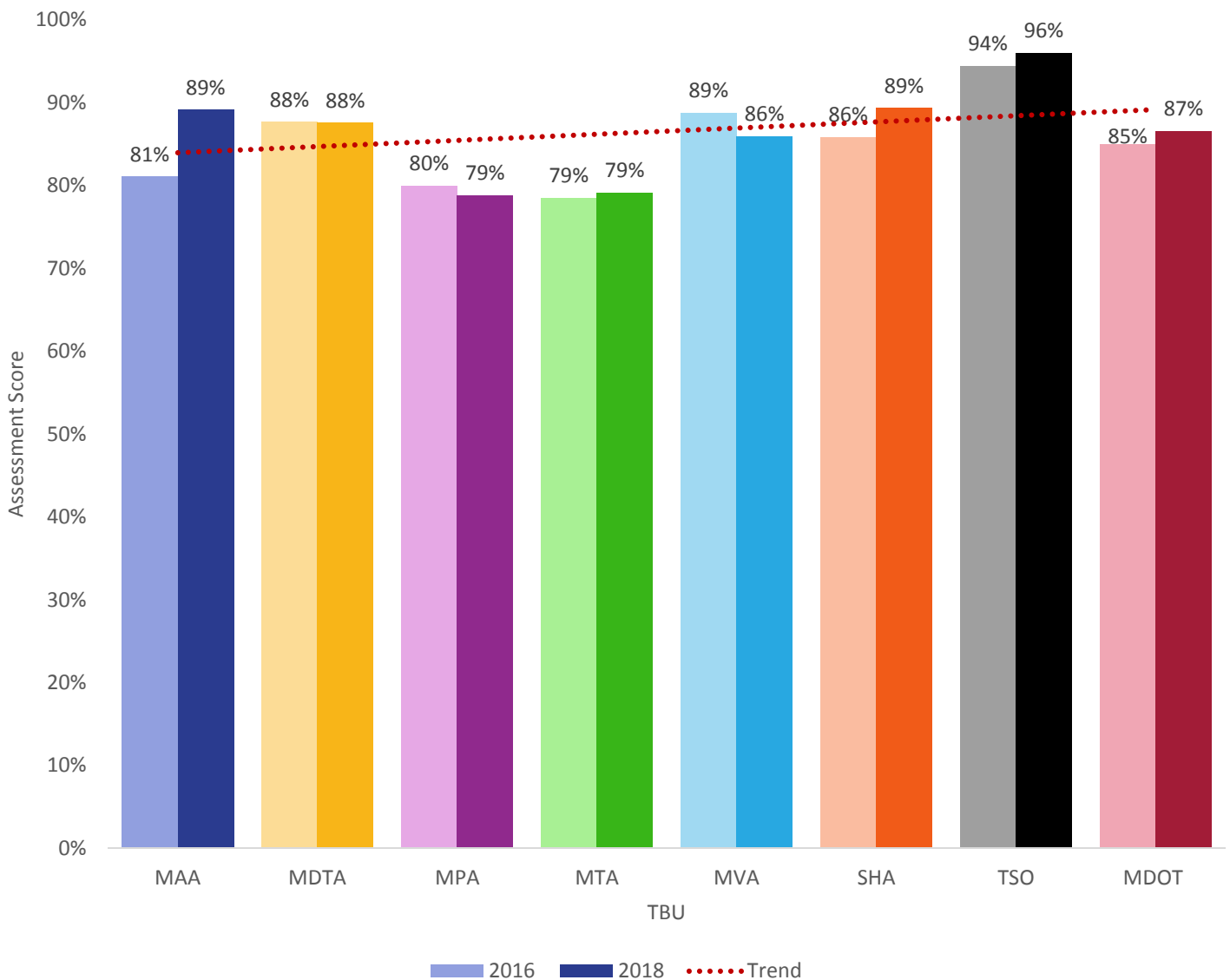
MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

PURPOSE OF MEASURE:
To assess the percent of our administrative buildings that meet or exceed ADA compliancy mandates, to ensure access 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 compliance 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
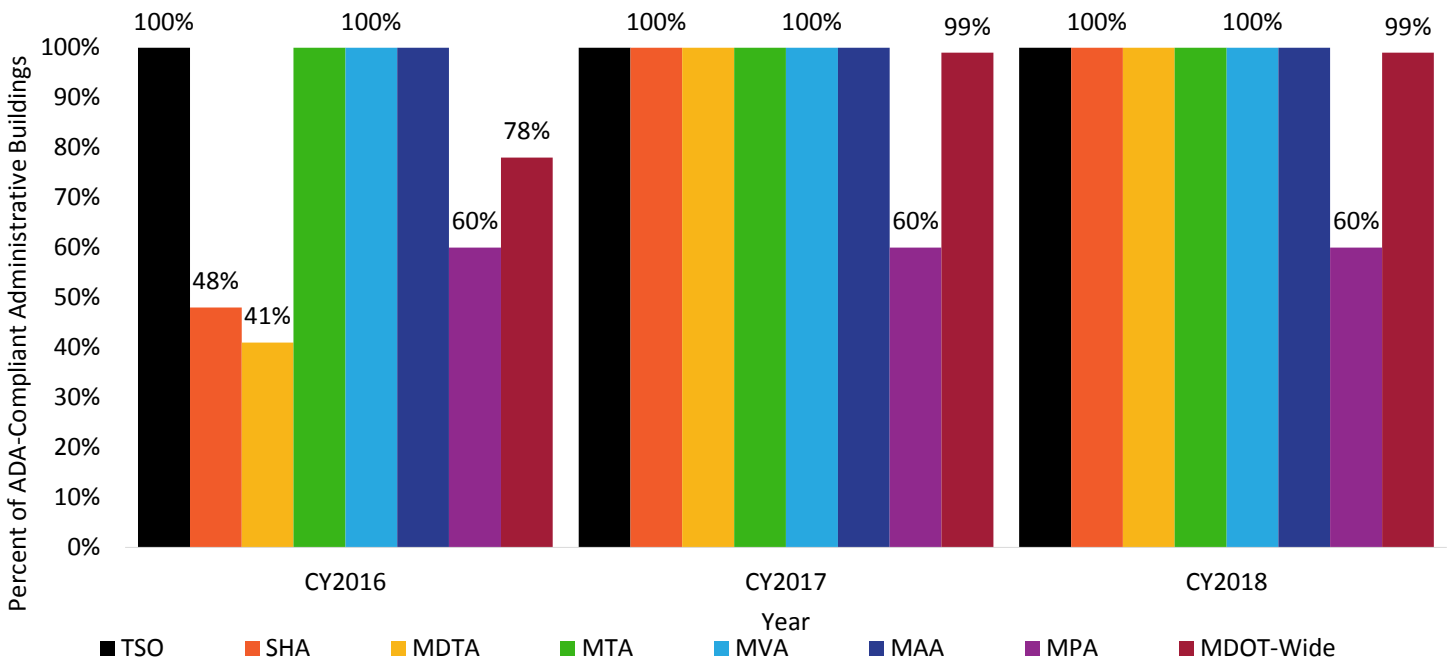
PURPOSE OF MEASURE:
Understand how many property damage claims are being made by neighbors against MDOT TBU's and how satisfied the customer is with how the claim was handled.

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.

Be a Good Neighbor

TANGIBLE RESULT DRIVER:
Anthony Crawford
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:
David Seman
The Secretary's Office (TSO)

PURPOSE OF MEASURE:
Tracking 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.

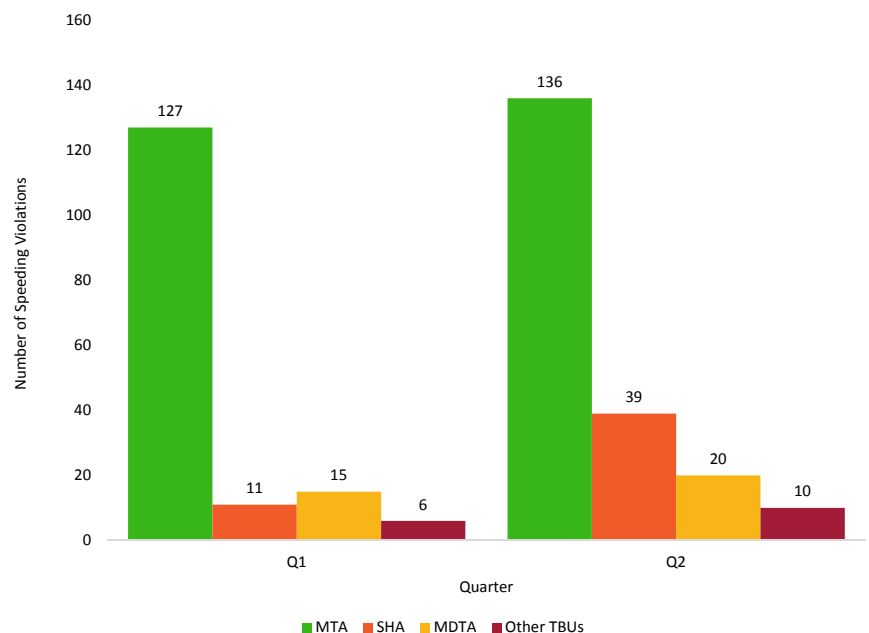**NATIONAL BENCHMARK:**
N/A

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 CY2018

Chart data — Number of Speeding Violations by Quarter:

Quarter	MTA	SHA	MDTA	Other TBUs
Q1	127	11	15	6
Q2	136	39	20	10

PERFORMANCE MEASURE 8.4

Number of Traffic Violations While Driving a State Vehicle
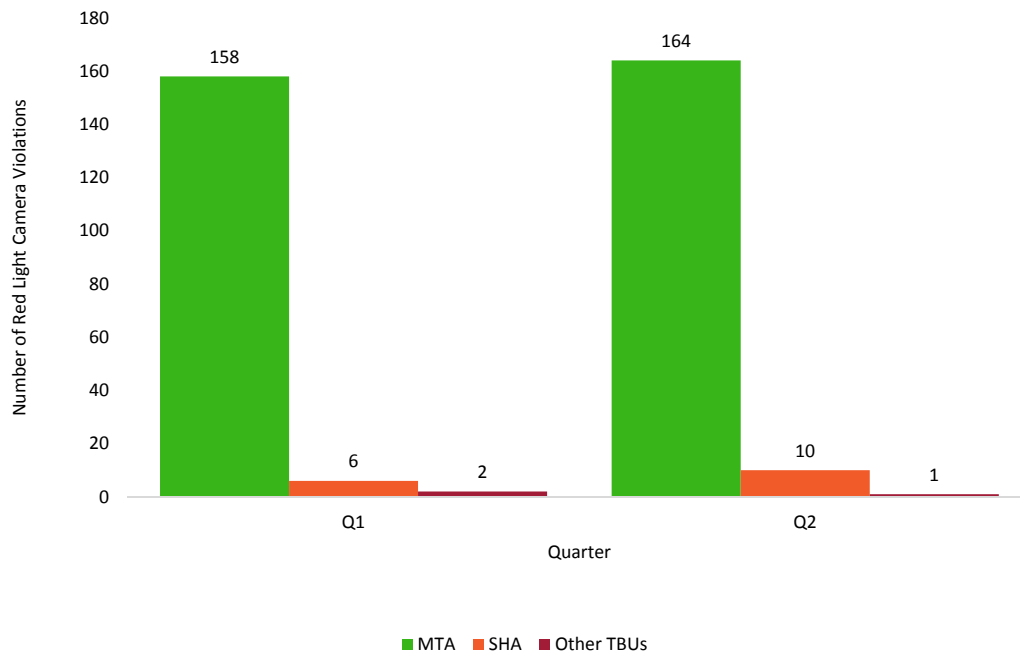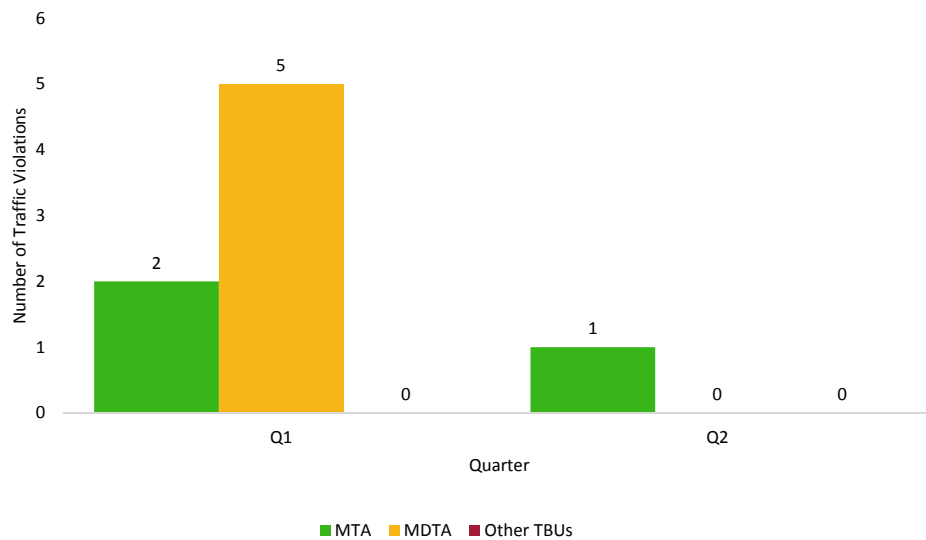
Chart 8.4.2: Red Light Camera Violations by TBU CY2018

Chart 8.4.3: All Other Traffic Violations by TBU CY2018

PURPOSE OF MEASURE:
To track participation in the Maryland Charity Campaign by TBU.

FREQUENCY:
Annually (in July)

DATA COLLECTION METHODOLOGY:
Solicit annual participation data from the Maryland Secretary of State and MDOT Combined Charity TBU Coordinators.

NATIONAL BENCHMARK:
Participation in the Federal Combined Charity Campaign was 10.7% in 2016.

PERFORMANCE MEASURE 8.5
Charity Campaign Participation

Maryland Charity Campaign gives us an opportunity to make a lasting impact on our neighbors and our communities. Like our great state, the Maryland Charity Campaign offers rich variety and provides us many reasons to be Maryland Proud." — Governor Larry Hogan, 2017 MCC Video Message

The Maryland Charity Campaign (MCC) is a workplace charitable giving program that offers State Employees and Retirees the opportunity to contribute to charities using the convenience of payroll deduction. The campaign is co-chaired by the Governor and Lt. Governor, and is managed by the Maryland Secretary of State.

The participating charities serve the citizens of Maryland, the United States, and people of other countries in a variety of ways. Donating through the Maryland Charity Campaign provides meals to the hungry, services to the disabled, funds to research disease, technology to clean the environment, and many other worthwhile causes. State employees are asked to donate each fall, and in 2017 raised nearly 3 million dollars through the Maryland Charity Campaign.

Each fall, pledge cards and the Maryland Charity Campaign Agency Guide and Directory are distributed to all State employees and retirees. This card enables donors to specify their charitable organization(s) and their desired monetary contribution as well as the method in which they choose to contribute (payroll deduction, cash, check, or charge).

PERFORMANCE MEASURE 8.5
Charity Campaign Participation

Chart 8.5.1: MDOT-Wide Percent of Charitable Goal Raised CY2015-CY2017
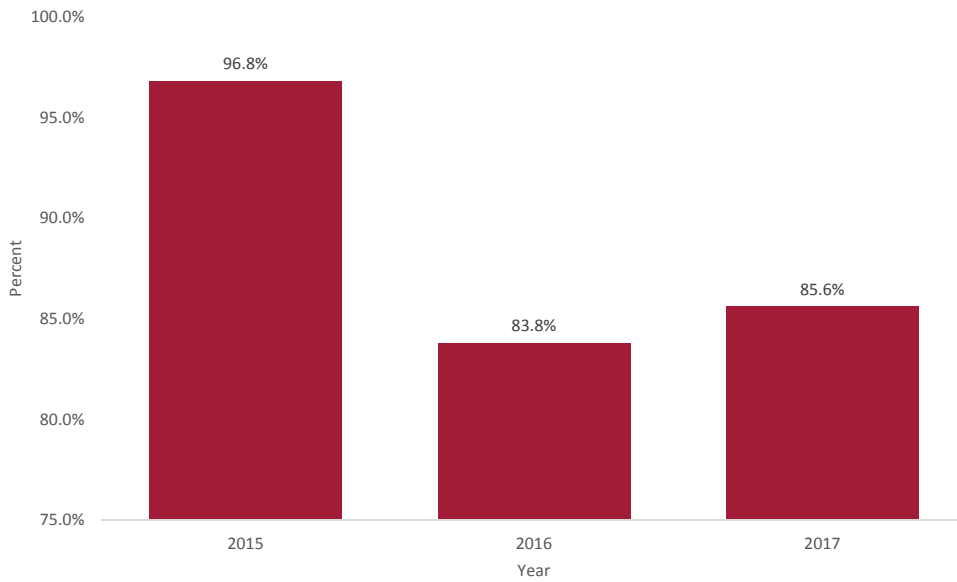

Chart 8.5.2: MDOT-Wide Employee Participation Rate in Charity Campaign CY2015-CY2017