

TANGIBLE RESULT #7

Be Fair and Reasonable to Our Partners



MDOT will provide an easy, reliable procurement experience throughout the system.

RESULT DRIVER:

Betty Conners

State Highway Administration (SHA)

Be Fair and Reasonable to Our Partners

TANGIBLE RESULT DRIVER:

Betty Conners
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Angela Martin
Maryland Aviation Administration (MAA)

PURPOSE OF MEASURE:

To track MBE participation achieved on contracts within MDOT.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MDOT TBUs report the data on a quarterly basis to Governor's Office of Minority Affairs (GOMA) and MDOT. The information will be provided by MDOT from that report.

STATE BENCHMARK:

The state goal/benchmark is 29%.

PERFORMANCE MEASURE 7.1

Percentage of Minority Business Enterprise (MBE) Participation Achieved by MDOT

(Participation is reported quarterly and compiled annually. The State goal is 29% annually.)

MDOT MBE participation for the first two quarters of FY 2016 was 16.90% (MDOT average).

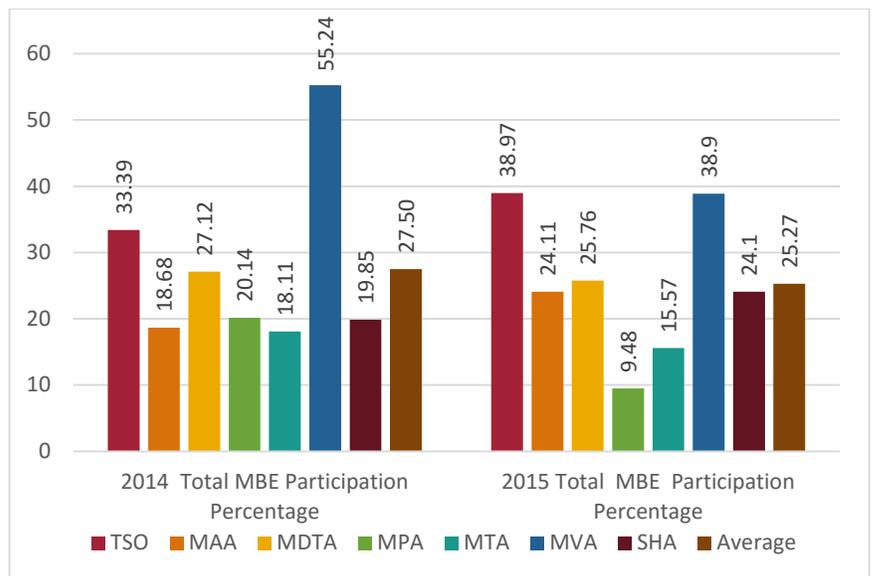
Participation at the TBUs for the first two quarter of FY 2016 ranged from 4.52% to 26.27%

Participation is reported on a quarterly year to date basis

MDOT MBE Participation for FY 2014 was 27.5% (MDOT average)

MDOT MBE Participation for FY 2015 was 25.2% (MDOT average)

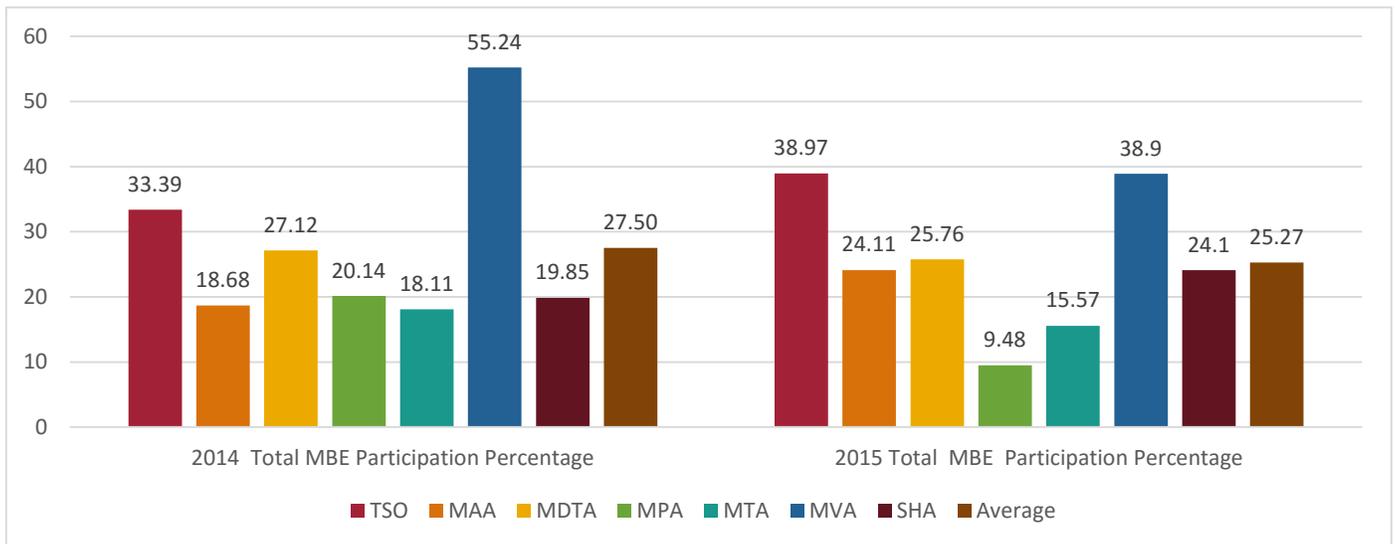
MBE Participation by TBU



PERFORMANCE MEASURE 7.1

Percentage of Minority Business Enterprise (MBE) Participation Achieved by MDOT

MBE Participation by TBU



(Participation is reported quarterly and compiled annually. The State goal is 29% annually.)

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TANGIBLE RESULT DRIVER:

Betty Conners
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Angela Martin
Maryland Aviation Administration (MAA)

PURPOSE OF MEASURE:

To track MBE prime contractor participation achieved on contracts within MDOT.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MDOT TBUs report related data on a quarterly basis to GOMA and MDOT. The information will be provided by MDOT and the TBUs based on that report.

STATE BENCHMARK:

N/A

PERFORMANCE MEASURE 7.2

Number and percent of contracts awarded to MBE firms as the Prime contractor

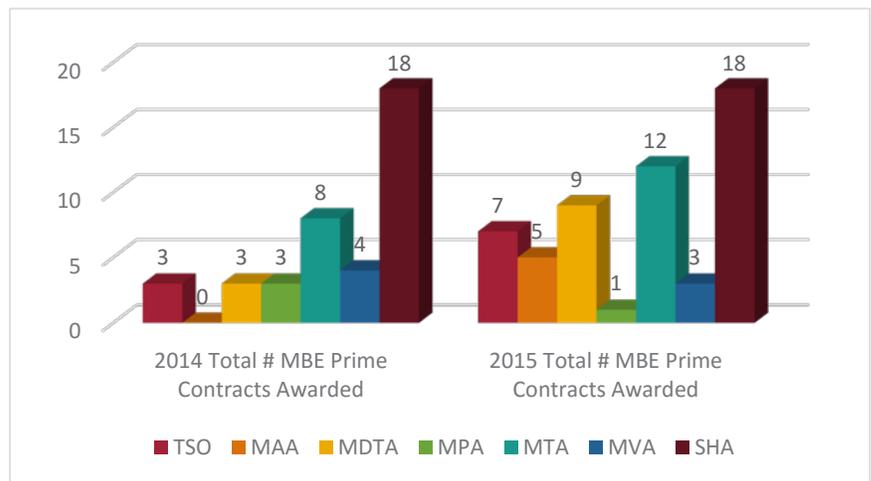
MDOT TBUs report information utilizing a required Governor’s Office of Minority Affairs (GOMA) format.

The current report format counts all MBEs with direct purchases as primes, which inflates the number of prime contractors.

The information reported in this item is the number of MBE prime contractors awarded contracts at /above \$500,000. It does not include small purchases.

The contracts cover a variety of areas including construction, architectural, engineering, maintenance and services.

MBE Prime Contracts Awarded – Number

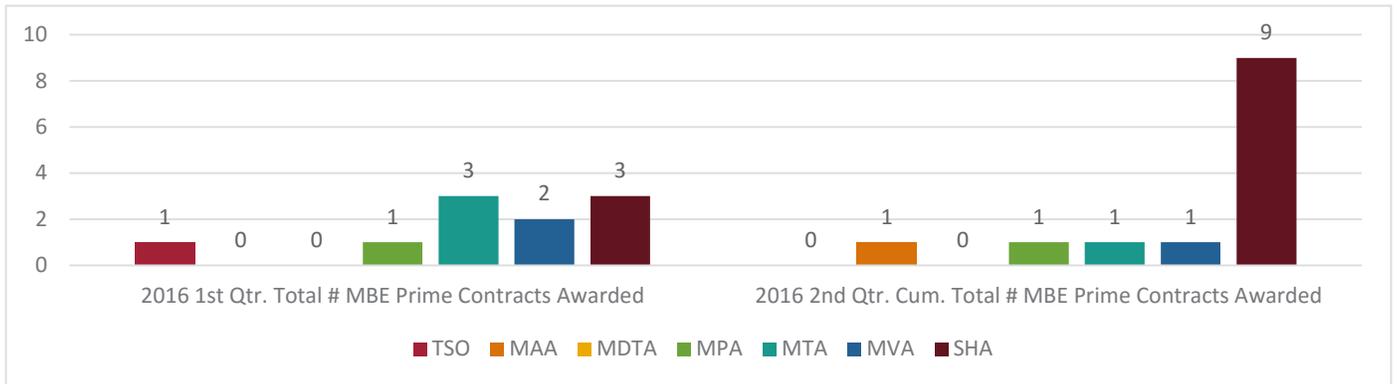


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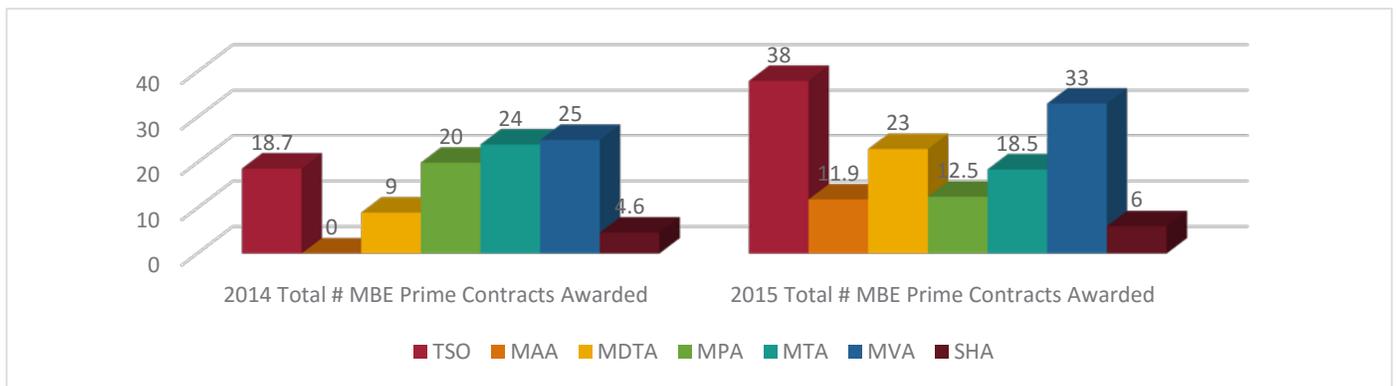
PERFORMANCE MEASURE 7.2

Number and percent of contracts awarded to MBE firms as the Prime Contractor

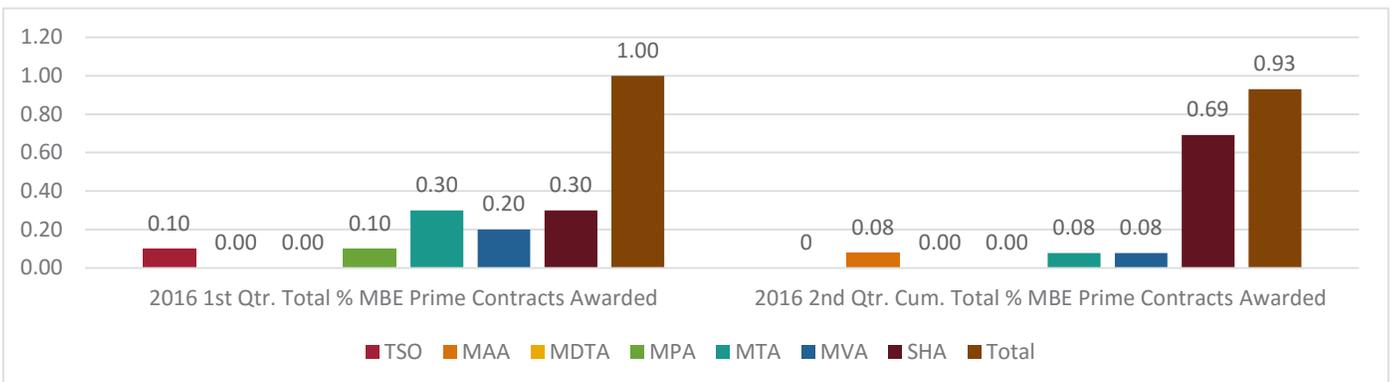
Number of MBE Prime Contracts Awarded



MBE Prime Contracts Awarded – Totals by Percent



MBE Prime Contracts Awarded – Percent by Quarter



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TANGIBLE RESULT DRIVER:

Betty Conners

State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Wonza Spann-Nicholas

Maryland Port Administration (MPA)

PURPOSE OF MEASURE:

Track compliance with State mandate for awarding 10% of MDOT's total fiscal year procurement expenditures to certified Small Business Reserve contracts.

FREQUENCY:

Quarterly, compiled Annually

DATA COLLECTION METHODOLOGY:

SBR goal is calculated quarterly from eligible contracts and expenditure data exported from FMIS, iFMIS and US Bank for Corporate Credit Card data.

STATEWIDE BENCHMARK:

The Governor's Office on Minority Affairs maintains the State's official record of SBR designation and spending across 23 participating agencies, including MDOT's TBUs.

The State's mandate is 10% or better.

PERFORMANCE MEASURE 7.3

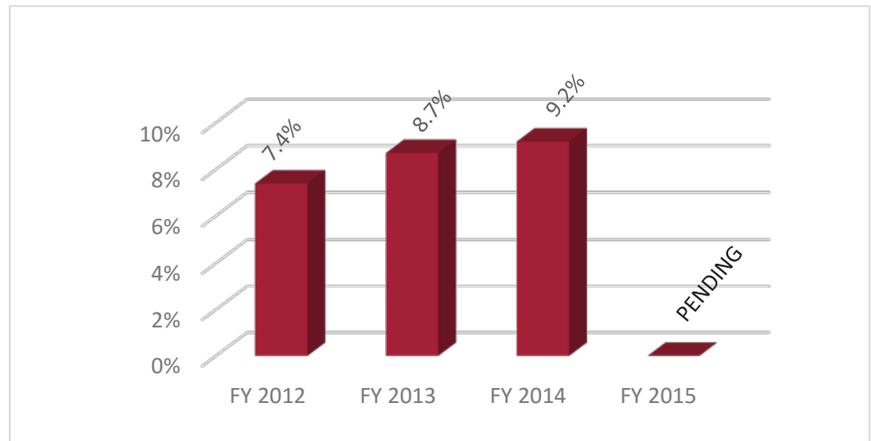
Percent of Payments Awarded to Small Business Reserve (SBR) Contracts.

Maryland's economy is powered by the jobs and innovative resources generated by small businesses. The SBR Program provides small businesses with the opportunity to participate as prime contractors on State contracts and procurements by competing with other small businesses instead of larger, more established firms.

Each TBU is required to participate in the SBR Program by spending at least 10% of their total fiscal year procurement expenditures with qualified small businesses. Since the SBR was established in 2004, the State exceeded the program's 10% goal with the highest achievement of 11.8% in FY2014.

Although MDOT has not yet met the 10% mandate, the percentage of procurement expenditures awarded to SBR firms continues to increase annually.

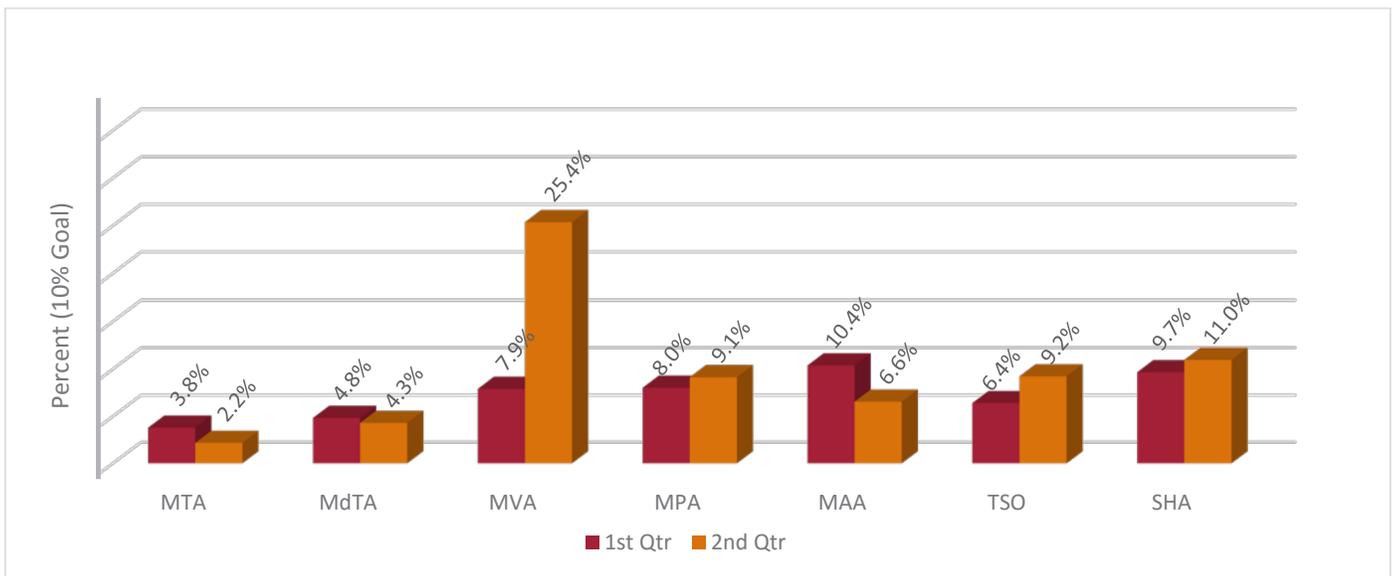
MDOT Annual SBR Achievement Rates



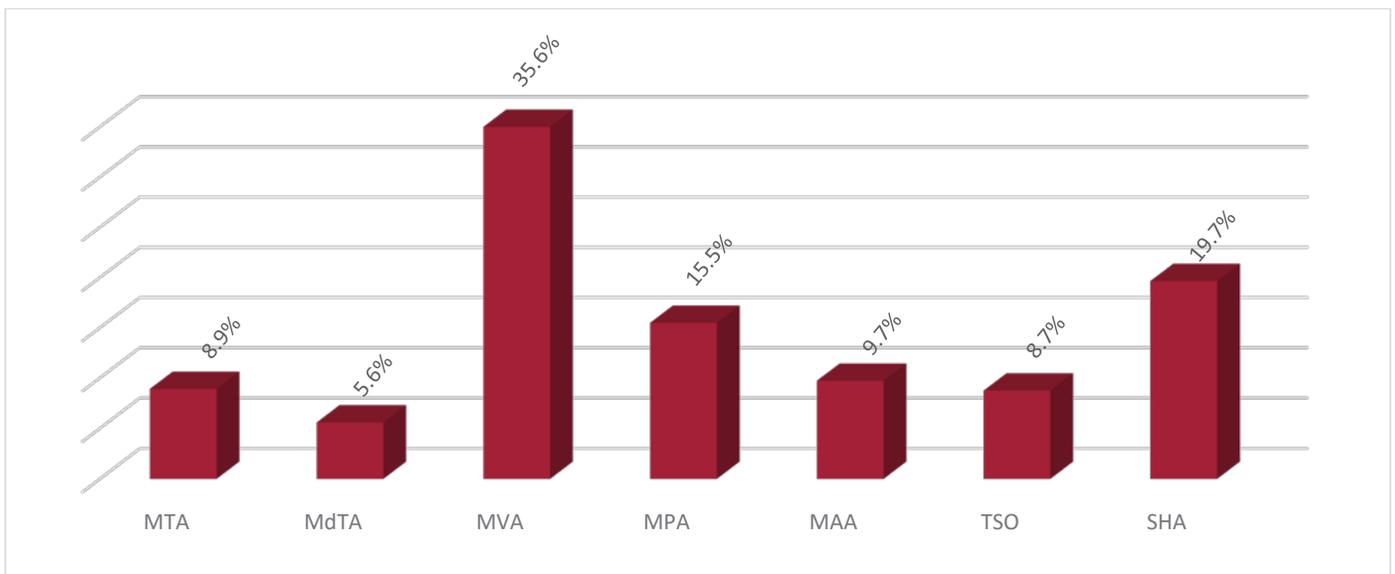
PERFORMANCE MEASURE 7.3

Percent of Payments Awarded to Small Business Reserve (SBR) Contracts

FY 2016 Quarterly – SBR % of Payments



FY 2015 Annual – SBR % of Payments



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TANGIBLE RESULT DRIVER:

Betty Connors

State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

William P. Ward

Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:

Track and compare Veteran Small Business Enterprise spend percentage with the statewide goal.

FREQUENCY:

Quarterly and Annually

DATA COLLECTION METHODOLOGY:

MDOT

NATIONAL BENCHMARK:

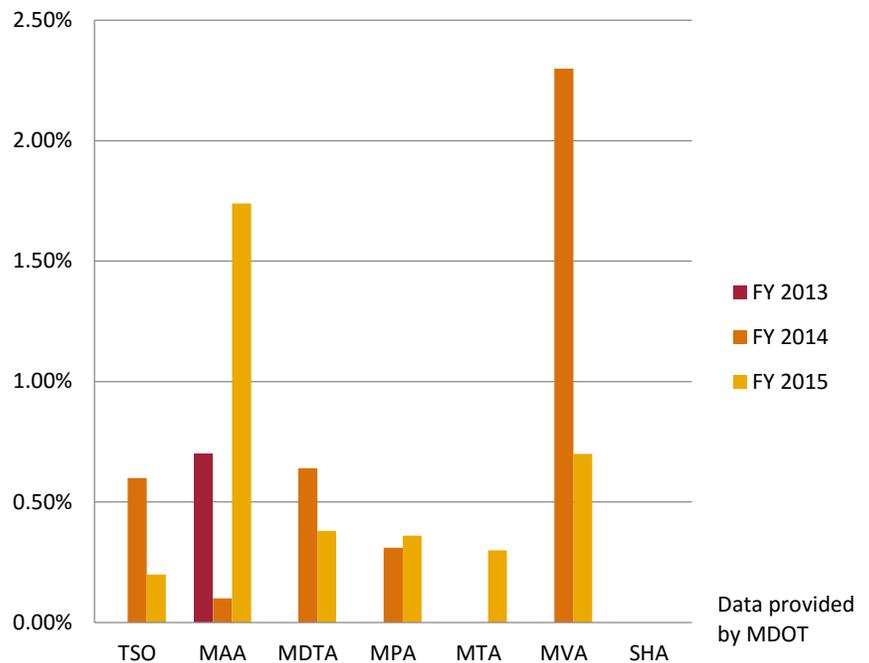
The State's mandate is 1% or better of its total dollar value of procurement contracts.

PERFORMANCE MEASURE 7.4

Percent of Veteran Owned Small Business Enterprise (VSBE) Participation

MDOT considers small business, especially veteran owned small business, to be an important sector of the business community. Procurement opportunities for this business segment are directly linked to the socioeconomic well-being of the State of Maryland. MDOT is committed to attaining the state mandated goal for veteran businesses.

Annual VSBE Percentage FY 2013-2015 by TBU



TANGIBLE RESULT DRIVER:

Betty Connors

State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Donna DiCerbo

*Maryland Transportation Authority
(MDTA)*

PURPOSE OF MEASURE:

To determine the level of satisfaction of MDOT's business partners that attend outreach events, seminars, etc.; and satisfaction with processes MDOT-wide

FREQUENCY:

Quarterly for outreach, etc.;
and Annually for MDOT-wide

DATA COLLECTION METHODOLOGY:

Survey

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 7.5

Level of Satisfaction of Our Business Partners

Tracking business partner satisfaction will allow MDOT to determine how satisfied its partners are with current business processes. Partners include contractors, consultants, vendors, other state agencies, federal, state, and local government, trade associations, commissions, etc. This data can be used to improve those processes that may be ambiguous or cumbersome, and make them user-friendly. It is important that people who avail themselves of this opportunity know that their comments are taken seriously.

In 2015, three business units (MDTA's Office of Civil Rights & Fair Practices (CRFP); TSO's Office of Human Resources (OHR); and TSO's Office of Minority Business Enterprise (OMBE)) conducted business partner surveys. MDTA's CRFP survey was conducted upon completion of an MBE/SBR/VSB Outreach; TSO's OHR survey was conducted upon completion of employee in-house training; and TSO's OMBE survey was conducted on the MBE certification process).

For all of the surveys conducted, data was compiled and analyzed. In the case of MDTA's CRFP, they made improvements to the next outreach event based on suggestions received within the survey results. In the case of TSO's OHR, the information was used to improve employee development programs; and in the case of TSO's Office of MBE, the information was used to assess how customers received information about the programs, determined areas of the state where they need to promote the programs, the value of the information provided at workshops and at certification interviews, and how well they are delivering customer service.

In addition to obtaining the survey information MDOT-wide, a request for transportation department-related survey samples was submitted through the National Institute of Governmental Purchasing (NIGP)'s website "NSite" to NIGP's national, state and local members. No responses have been provided to date.

PERFORMANCE MEASURE 7.5

Level of Satisfaction of Our Business Partners

- **MDTA's Civil Rights and Fair Practices**
Results – Made improvements to next outreach events based on survey comments.
- **MDOT's Office of Human Resources**
Results - Information used to improve employee development programs.
- **MDOT's Office of Minority Business Enterprise**
Results - Information was used to assess how customers received information about the programs, determined areas of the state where they need to promote the programs, the value of the information provided at workshops and at certification interviews, and how well they are delivering customer service.



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TANGIBLE RESULT DRIVER:

Betty Conners

State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Anna Lansaw

The Secretary's Office (TSO)

PURPOSE OF MEASURE:

Number and percent of invoices properly paid to MDOT's partners in compliance with state requirements.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MDOT Finance reports data monthly by TBUs.

NATIONAL BENCHMARK:

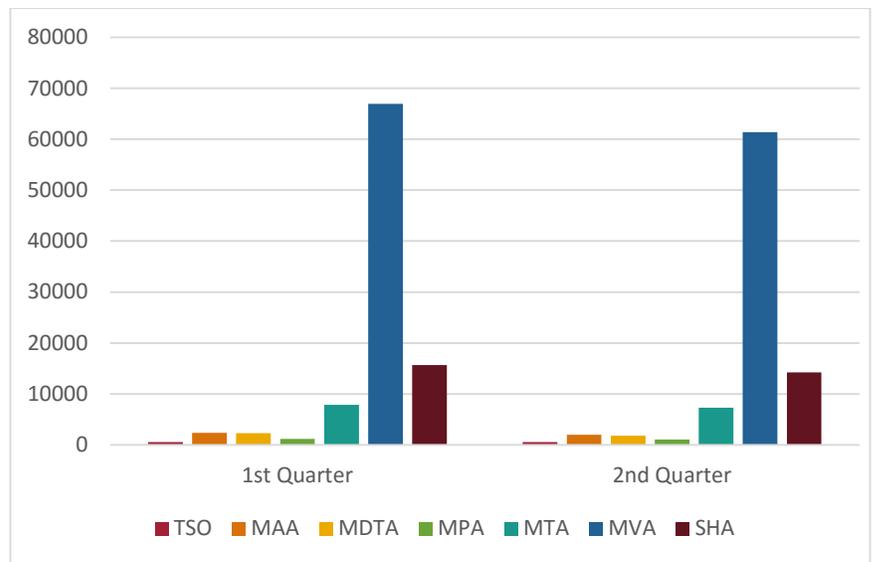
99% paid within 30 calendar days

PERFORMANCE MEASURE 7.6

Number and Percent of Invoices Properly Paid to Our Partners in Compliance with State Requirements

MDOT will treat contractors fairly by promptly paying invoices. Contractors should be able to trust MDOT's TBUs consistency of payment. Percentages have been consistently at or near the national benchmark.

Total Number of Invoices Fiscal Year 2016

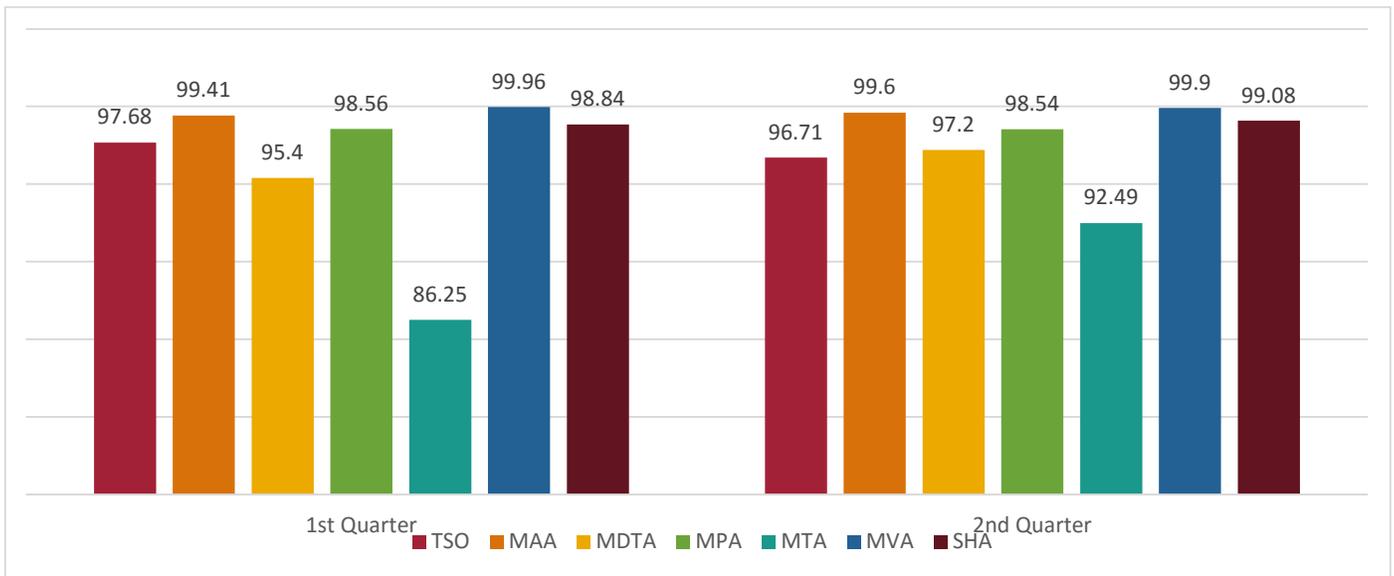


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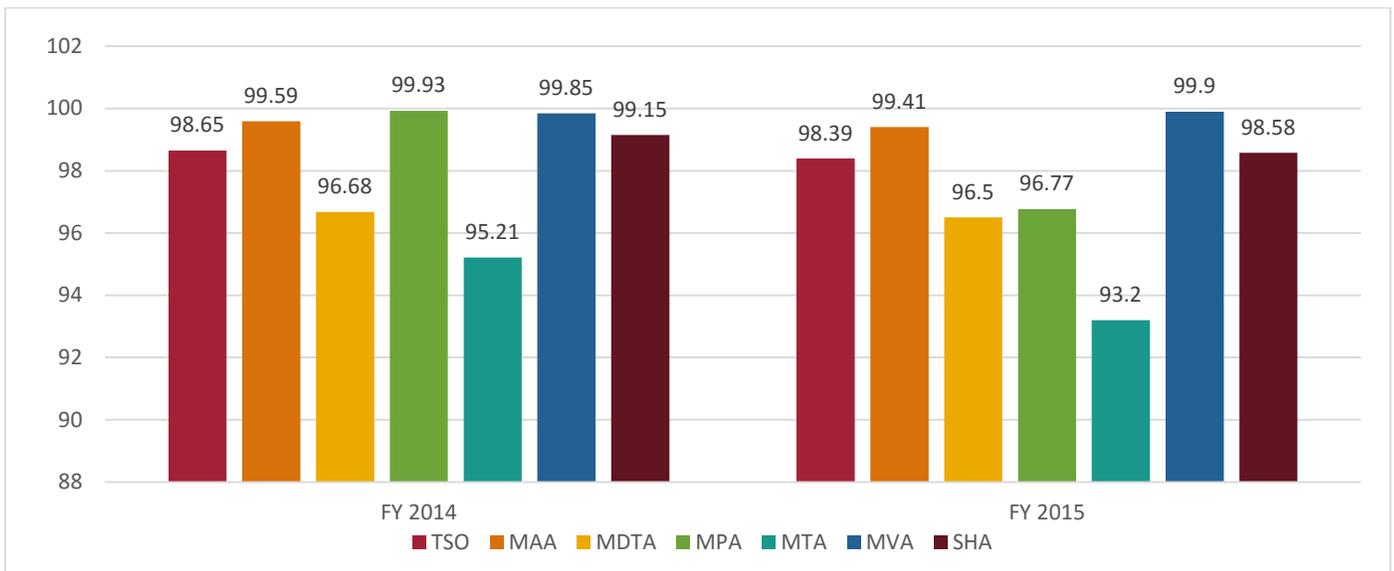
PERFORMANCE MEASURE 7.6

Number and Percent of Invoices Properly Paid to Our Partners in Compliance with State Requirements

FY 2016 Percent Paid Within 30 Days



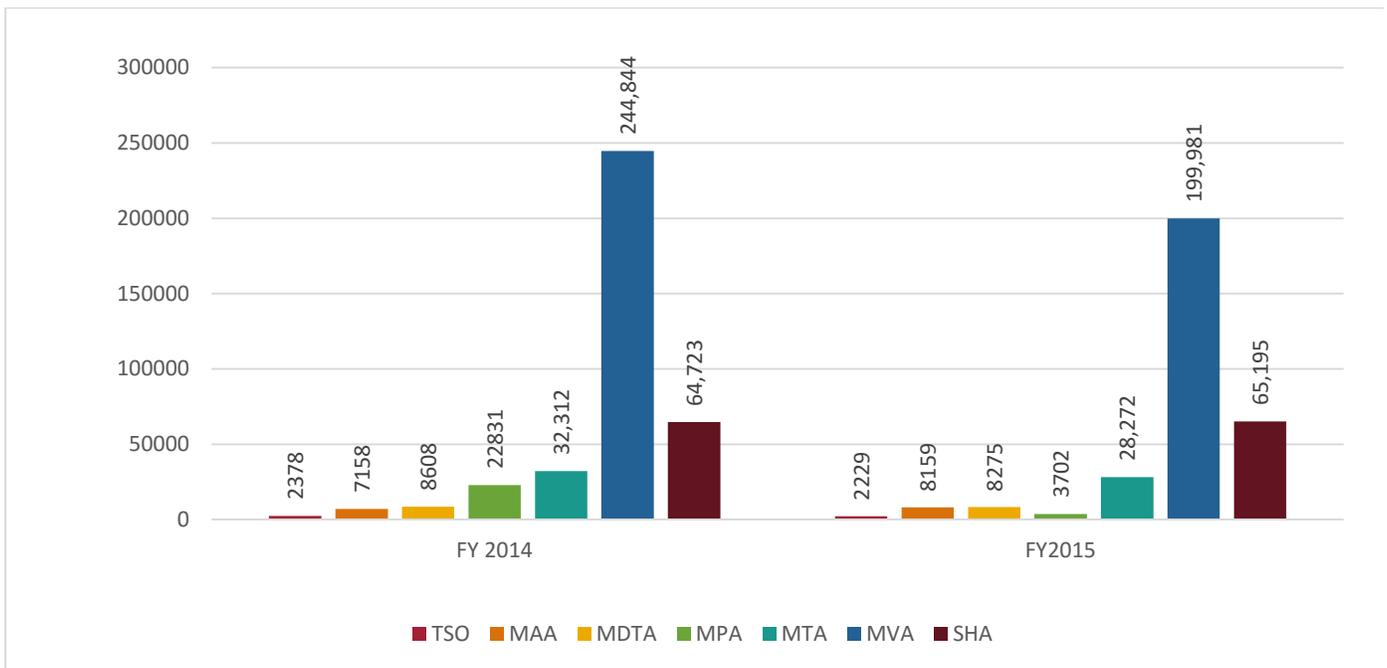
Fiscal Years 2014 and 2015 Percent Paid Within 30 Days



PERFORMANCE MEASURE 7.6

Number and Percent of Invoices Properly Paid to Our Partners in Compliance with State Requirements

Total Number of Invoices Fiscal Years 2014 and 2015



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TANGIBLE RESULT DRIVER:

Betty Conners
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Mike Zimmerman
The Secretary's Office (TSO)

PURPOSE OF MEASURE:

To determine what percentage of protests are legitimate and how MDOT can reduce the number of non-legitimate protests.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MDOT procurement departments

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 7.7

Number of MDOT Procurement Protests Filed and Percent of Protests Upheld by the Board of Contract Appeals

Tracking contract protests will allow MDOT to determine how many protests are being filed without warrant and how many are truly legitimate. This data can be used to create clearer, more concise solicitations for our partners.

Procurement Protests

