

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)

**PURPOSE OF MEASURE:**

To ensure that MDOT maintains attractive and clean facilities with amenities befitting its neighbors.

**FREQUENCY:**

Annually

**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 MDOT facilities.

**NATIONAL BENCHMARK:**

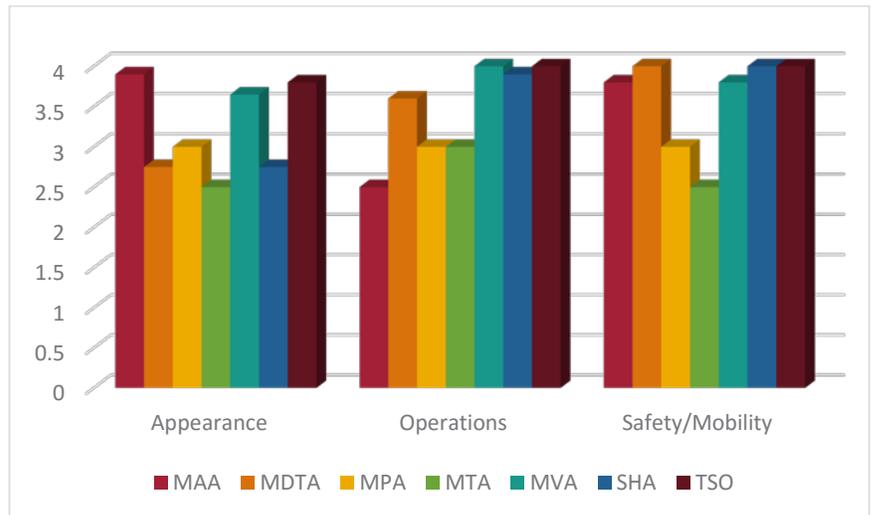
N/A

## 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 impact the surrounding neighbors and communities. MDOT values the relationships it has with its neighbors and is committed to meeting or exceeding their expectations through an internal self-assessment and neighbor satisfaction survey. MDOT will be one of the first to engage its neighbors through outreach to better understand what impact MDOT facilities have on communities and how MDOT 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 DRIVERS:**

Michael Phennicie  
Maryland Aviation Administration  
(MAA)

Kathy Broadwater  
Maryland Port Administration (MPA)

**PURPOSE OF MEASURE:**

To expand and strengthen our community outreach programs

**FREQUENCY:**

Quarterly & Annually

**DATA COLLECTION METHODOLOGY:**

Data on the number of outreach activities is tallied and reported by each TBU 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

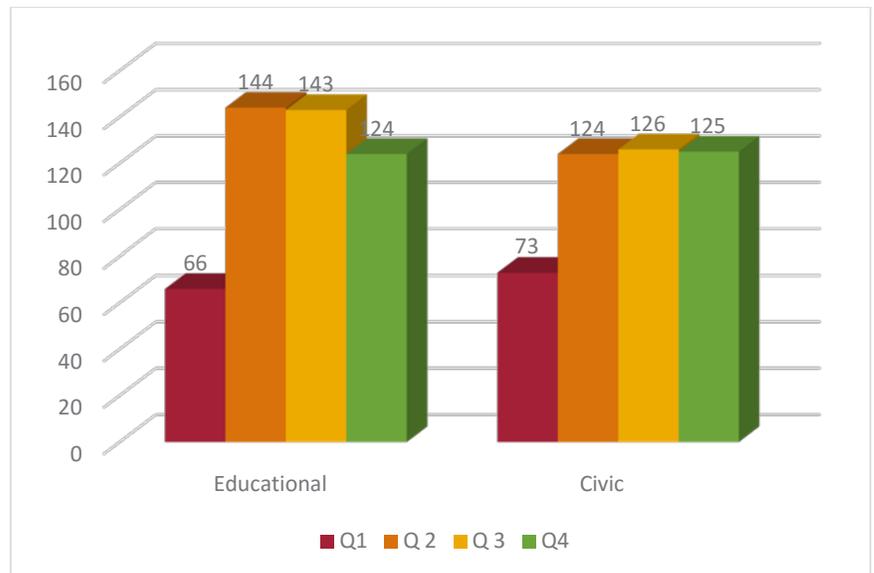
## PERFORMANCE MEASURE 8.2

### Level of Satisfaction with Educational/Civic Outreach Efforts with Our Neighbors

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 TBUs. These diverse activities, however, almost always produce a similar result: establishing good relationships, the sharing of information, and ultimately spreading good will throughout a community.

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

**Calendar Year 2015 MDOT Wide Outreach Efforts**



# Be a Good Neighbor



**TANGIBLE RESULT DRIVER:**

Simon Taylor  
Maryland Aviation Administration  
(MAA)

**PERFORMANCE MEASURE DRIVER:**

Jim Hoover  
Maryland Transit Administration (MTA)

**PURPOSE OF MEASURE:**

To access the percent of MDOT facilities that meet or exceed ADA accessibility mandates.

**FREQUENCY:**

Annually

**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 a yearly basis. A team of data drivers from each business unit meets yearly with the PM driver to review the submitted data.

**NATIONAL BENCHMARK:**

N/A

## PERFORMANCE MEASURE 8.3

### Percent of Facilities that are ADA Compliant

Compiling and charting data for MDOT-owned facilities/buildings that meet or exceed ADA mandates is essential to MDOT's customers and more importantly to MDOT's neighbors. Data collected will help to inform each TBU across MDOT on how and where to focus their resources to meet ADA compliance and make our facilities more accommodating to all customers and neighbors who visit MDOT facilities.

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

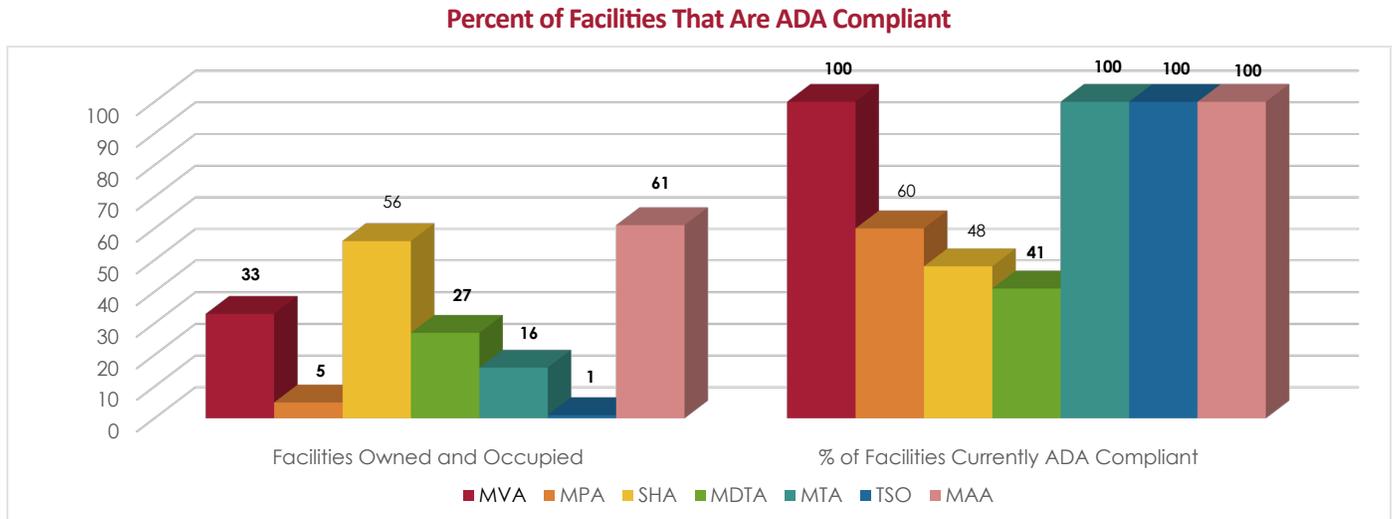
Each Tangible TBU rated individually:

1. MVA 33 owned and occupied; 33 compliant = (100%)
2. MPA 05 owned and occupied; 01 compliant = (20%)
3. SHA – 56 owned and occupied; 27 compliant = (48%)
4. MDTA – 27 owned and occupied; 11 compliant = (41%)
5. MTA – 16 owned and occupied; 16 compliant = (100%)
6. TSO – 01 owned and occupied; 01 compliant = (100%)
7. MAA – 61 owned and occupied; 61 compliant = (100%)

MDOT-owned properties include several different elements that should meet the ADA requirements. This performance measure assesses 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. Data will constantly change due to the rehab of existing buildings and facilities and new construction throughout MDOT.

## PERFORMANCE MEASURE 8.3

### Percent of Facilities that are ADA Compliant



**TANGIBLE RESULT DRIVER:**

Simon Taylor  
Maryland Aviation Administration  
(MAA)

**PERFORMANCE MEASURE DRIVER:**

Natalie Grasso  
Motor Vehicle Administration (MVA)

Phil Dacey  
The Secretary's Office (TSO)

**PURPOSE OF MEASURE:**

To expand and strengthen MDOT's employee involvement in our neighborhoods.

**FREQUENCY:**

Quarterly & Annually

**DATA COLLECTION METHODOLOGY:**

Data will be collected from each TBU that identifies the non-profit charitable organizations being supported and the number of employee volunteers. This data will be reviewed by the data drivers to determine if the organizations can be supported MDOT wide.

**NATIONAL BENCHMARK:**

N/A

## PERFORMANCE MEASURE 8.4

### Number of Employees Volunteering for Non-Profit Organizations

Employee involvement in our communities is important for several reasons. First, it allows MDOT to give back to its neighbors and become a positive influence in the neighborhoods in which they work. Second, it helps to contribute to the personal development, self-esteem and well-being of MDOT volunteer employees.

There are several non-profit organizations that are supported by all the TBUs within MDOT. As well, there are many supported non-profit organizations that are specific to an individual TBU based on the location and the specific need in the neighborhood.

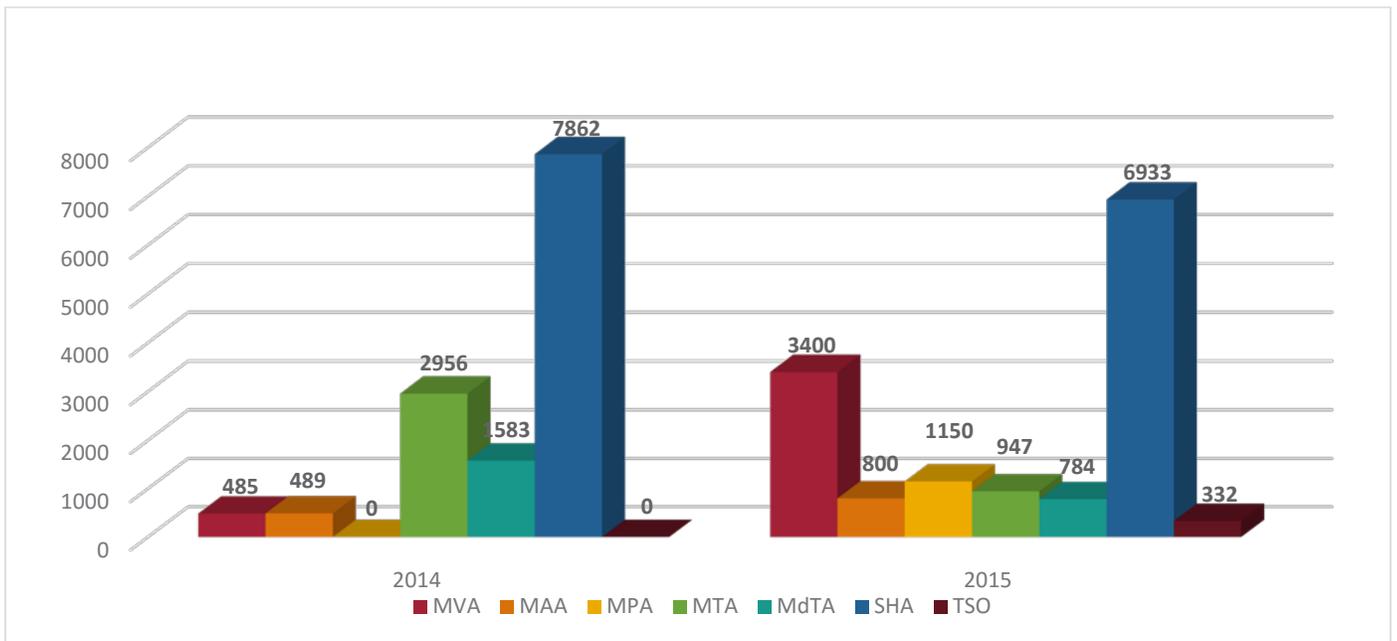
By gathering and analyzing our current volunteer activities, MDOT and its TBUs will have the opportunity to expand and strengthen their employee involvement in local neighborhoods.



## PERFORMANCE MEASURE 8.4

### Number of Employees Volunteering for Non-Profit Organizations

#### Operation Orange Food Drive



#### Red Cross Blood Drive

