MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

QUARTERLY MEETING

March 2, 2020

MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

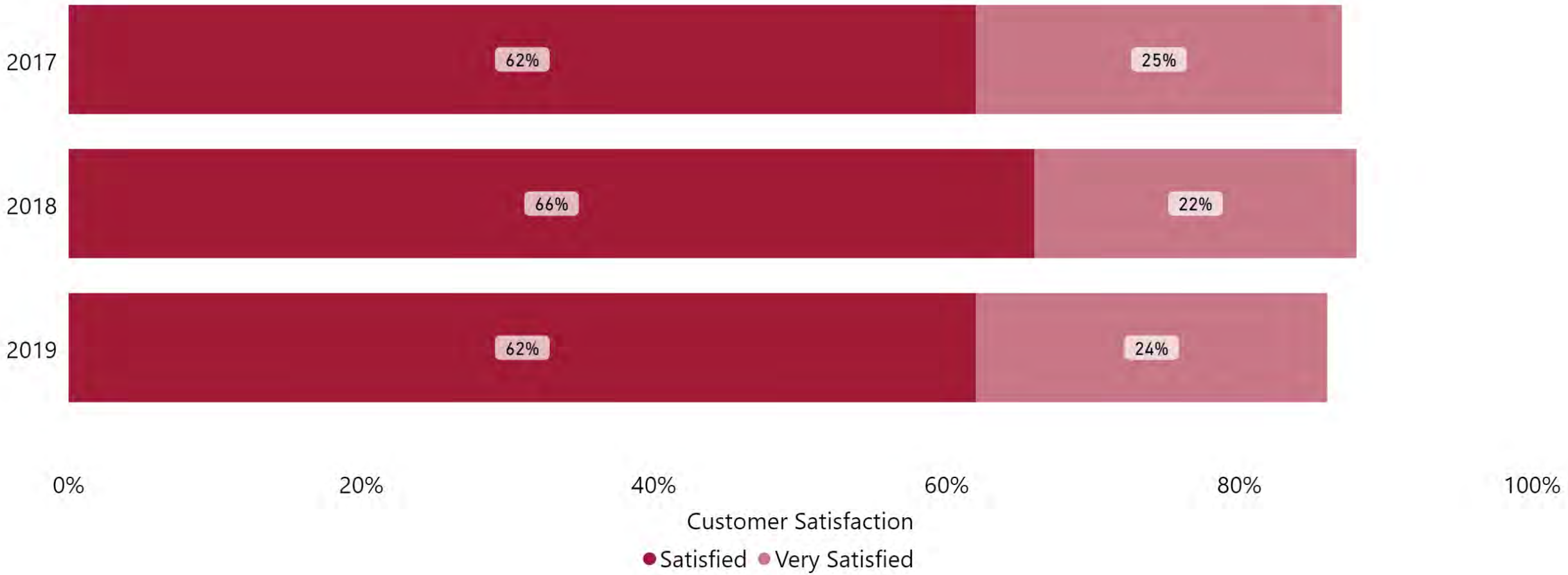
PROVIDE EXCEPTIONAL CUSTOMER SERVICE

TANGIBLE RESULT #1

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.1: Percent of Overall Customer Satisfaction

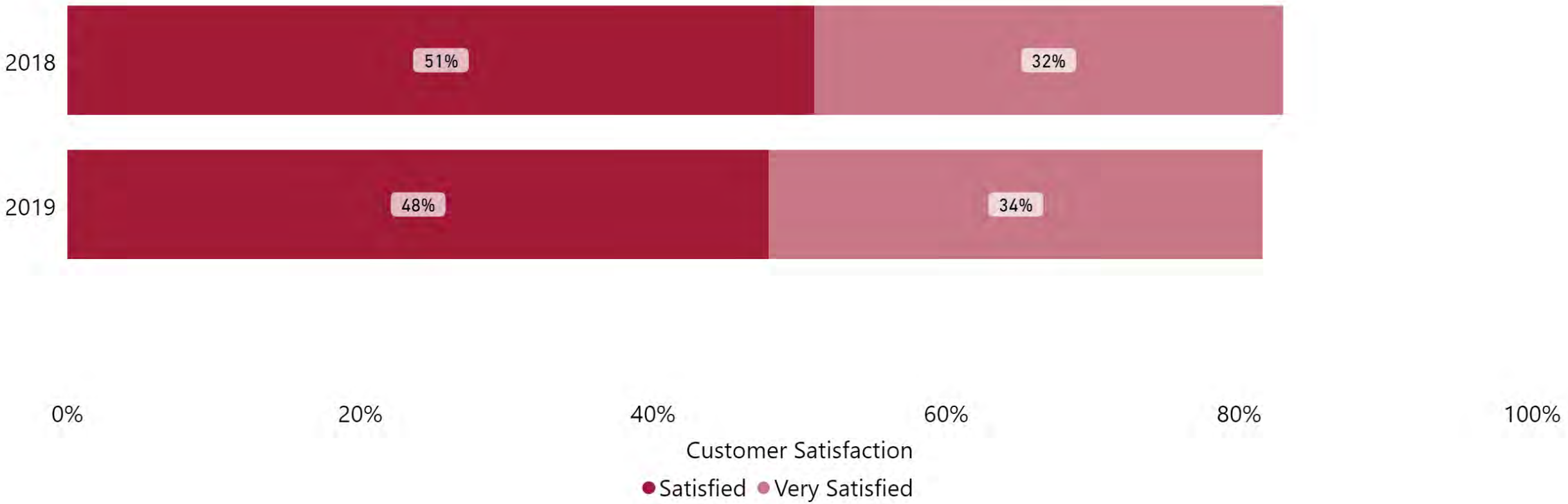
Chart 1.1.1: Overall MDOT Customer Satisfaction Rating for 2019



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.1: Percent of Overall Customer Satisfaction

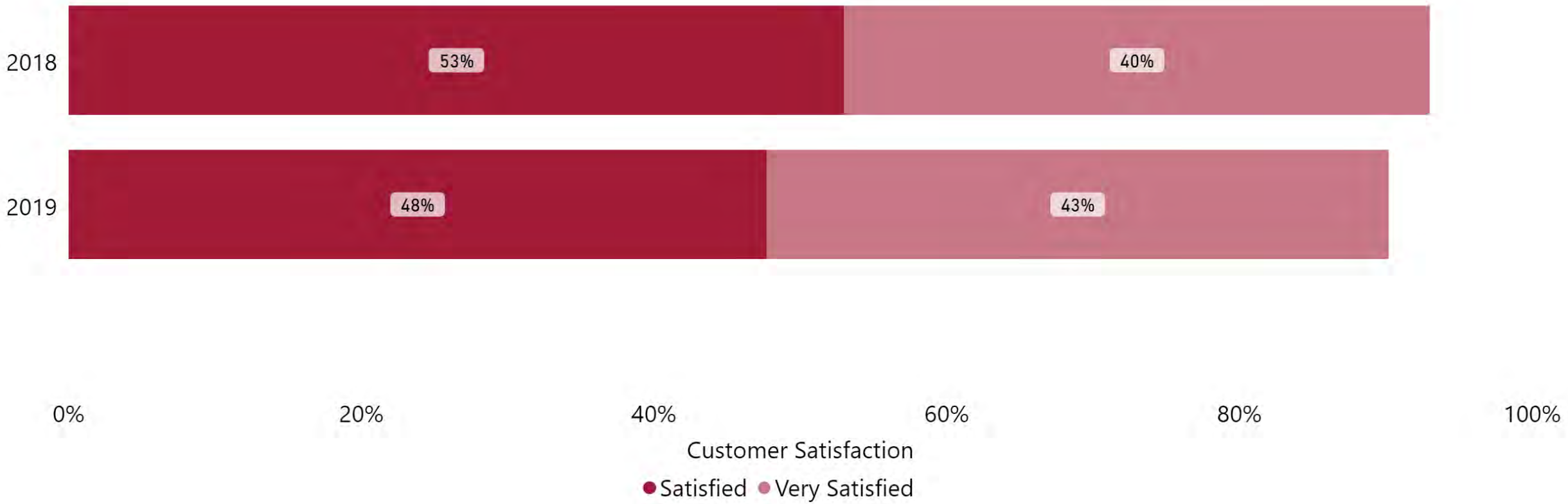
Chart 1.1.2: Overall Customer Satisfaction with Phone Contact MDOT-Wide for 2019



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.1: Percent of Overall Customer Satisfaction

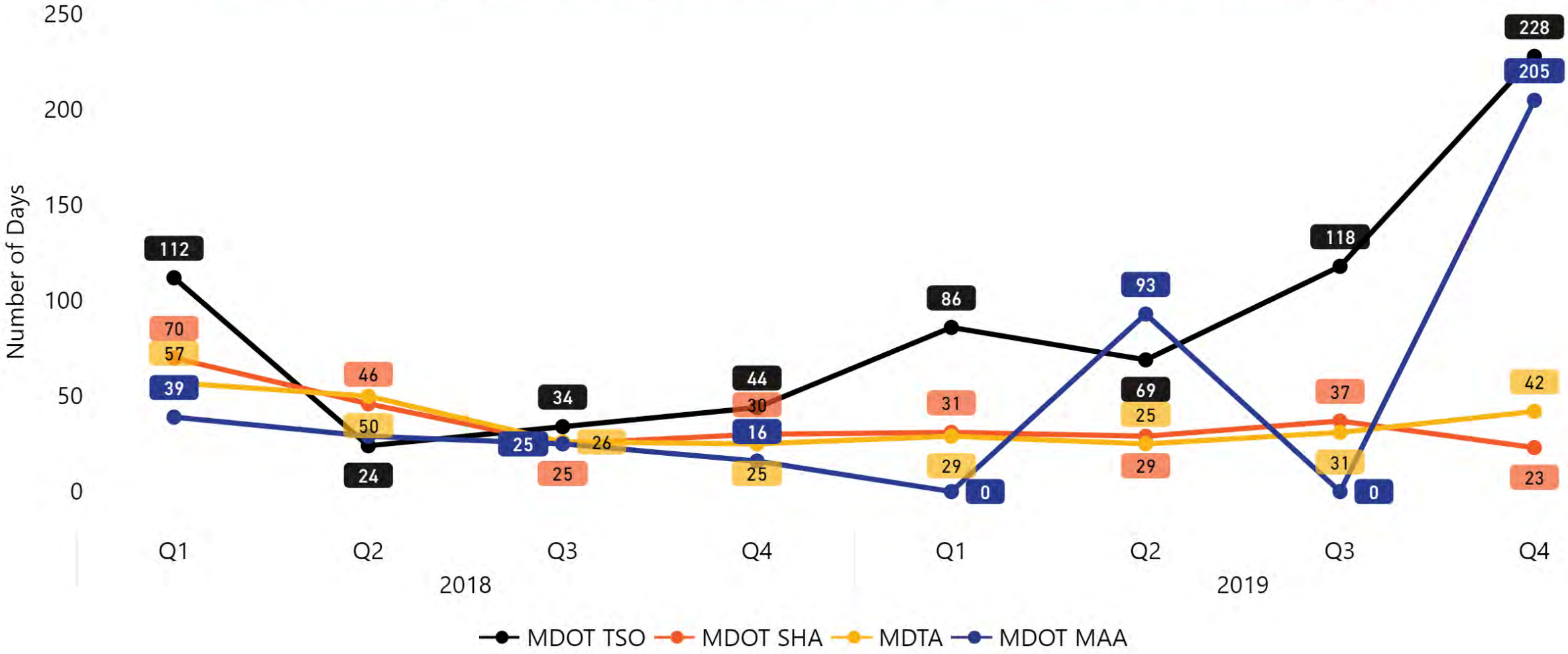
Chart 1.1.3: Overall Customer Satisfaction with Online Services MDOT-Wide for 2019



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.2: Responsiveness to MDOT Customer Correspondence

Chart 1.2A.1: Average Number of Days to Respond to Correspondence in MDOT IQ System by TBU



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

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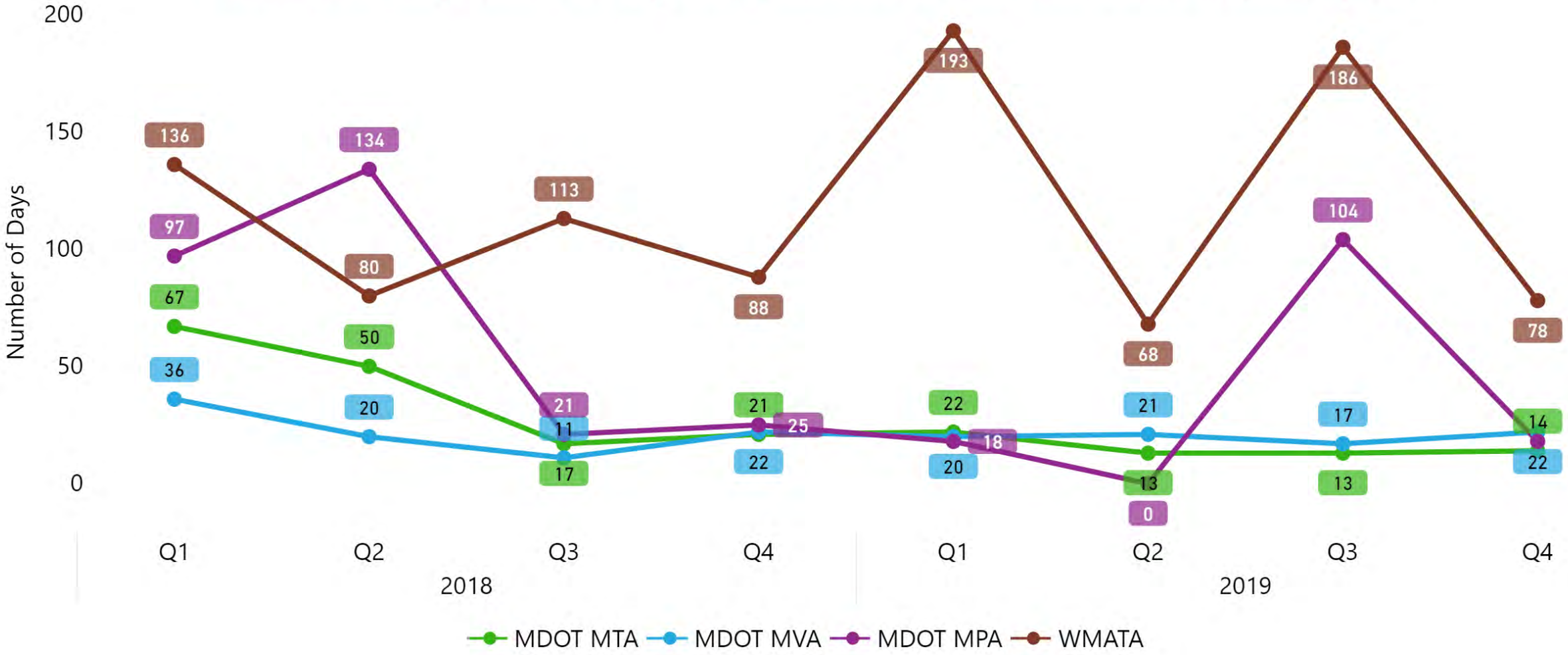
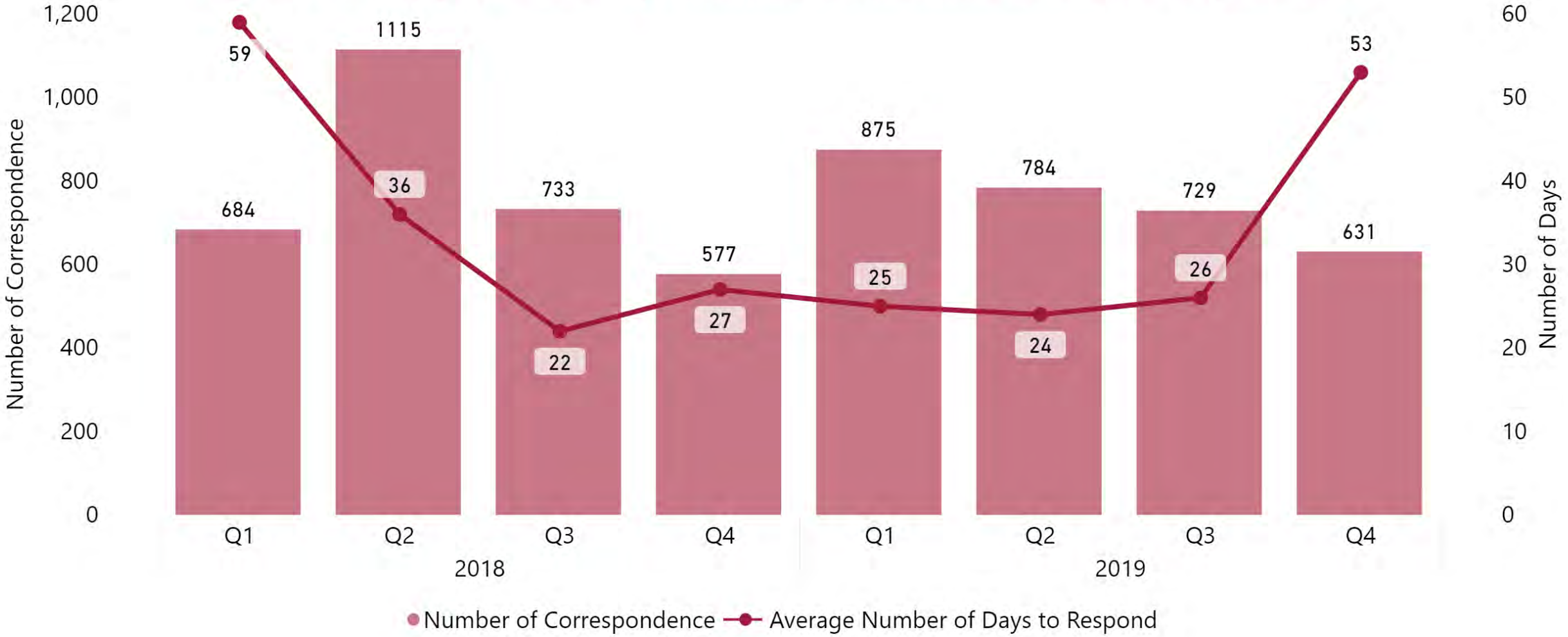


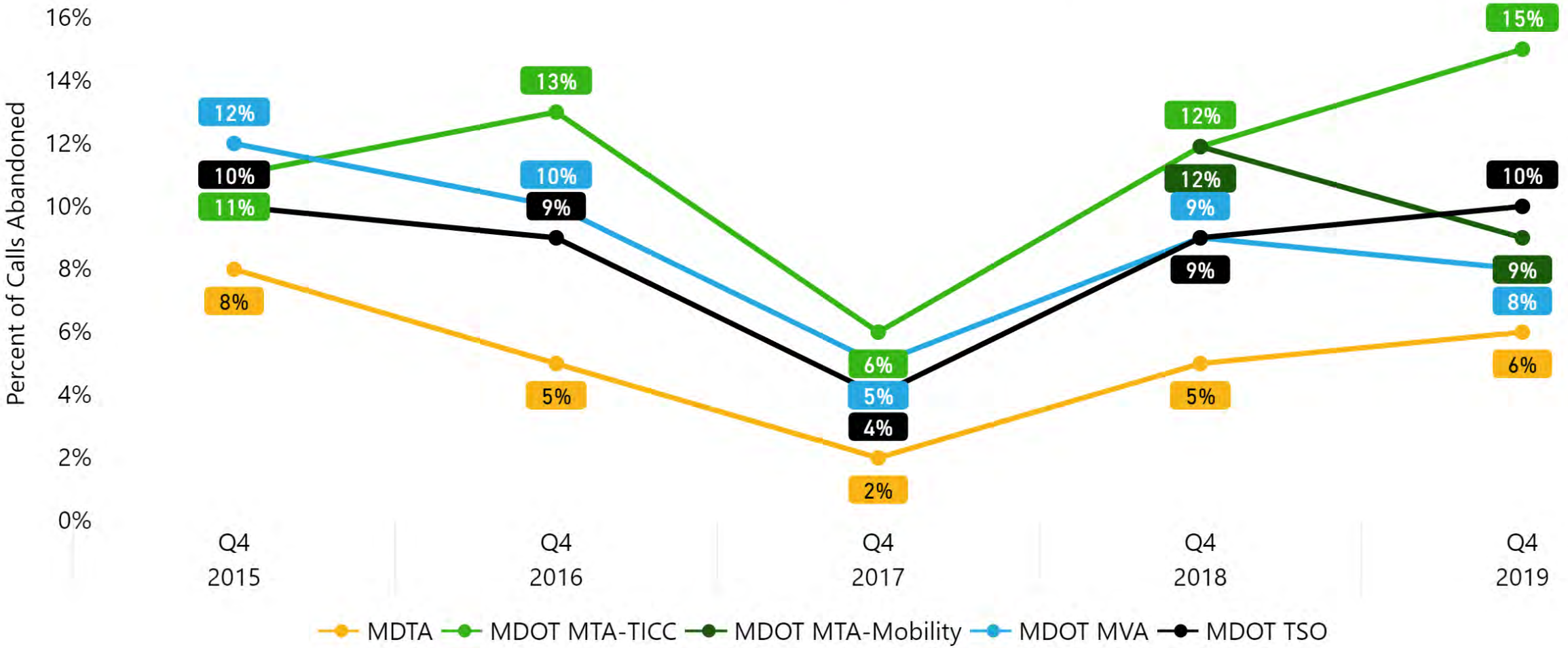
PM#1.2: Responsiveness to MDOT Customer Correspondence

Chart 1.2A.3: Average Number of Days to Respond to Correspondence in MDOT IQ System-Wide



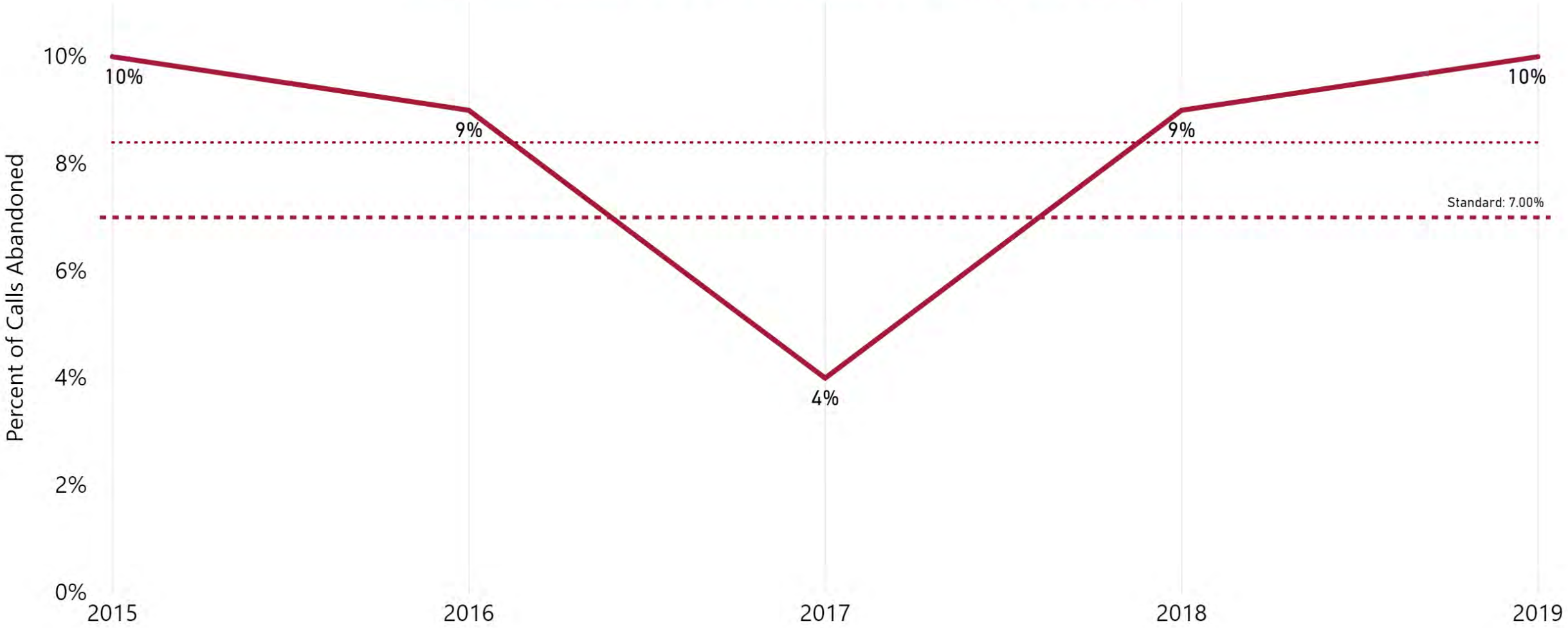
PM#1.3: Customer Satisfaction with Receiving Goods and Services

Chart 1.3A.1: Percent of Calls Abandoned at MDOT Call Centers



PM#1.3: Customer Satisfaction with Receiving Goods and Services

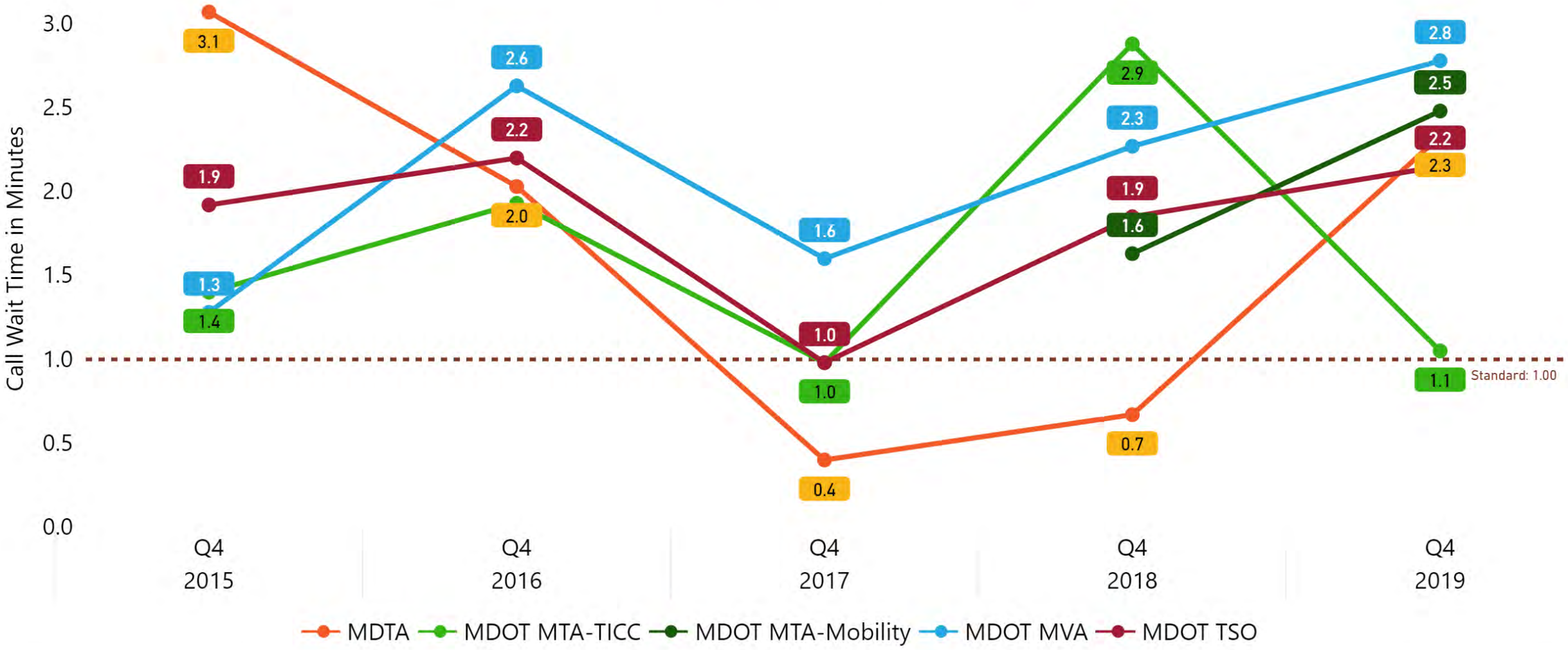
Chart 1.3A.2: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

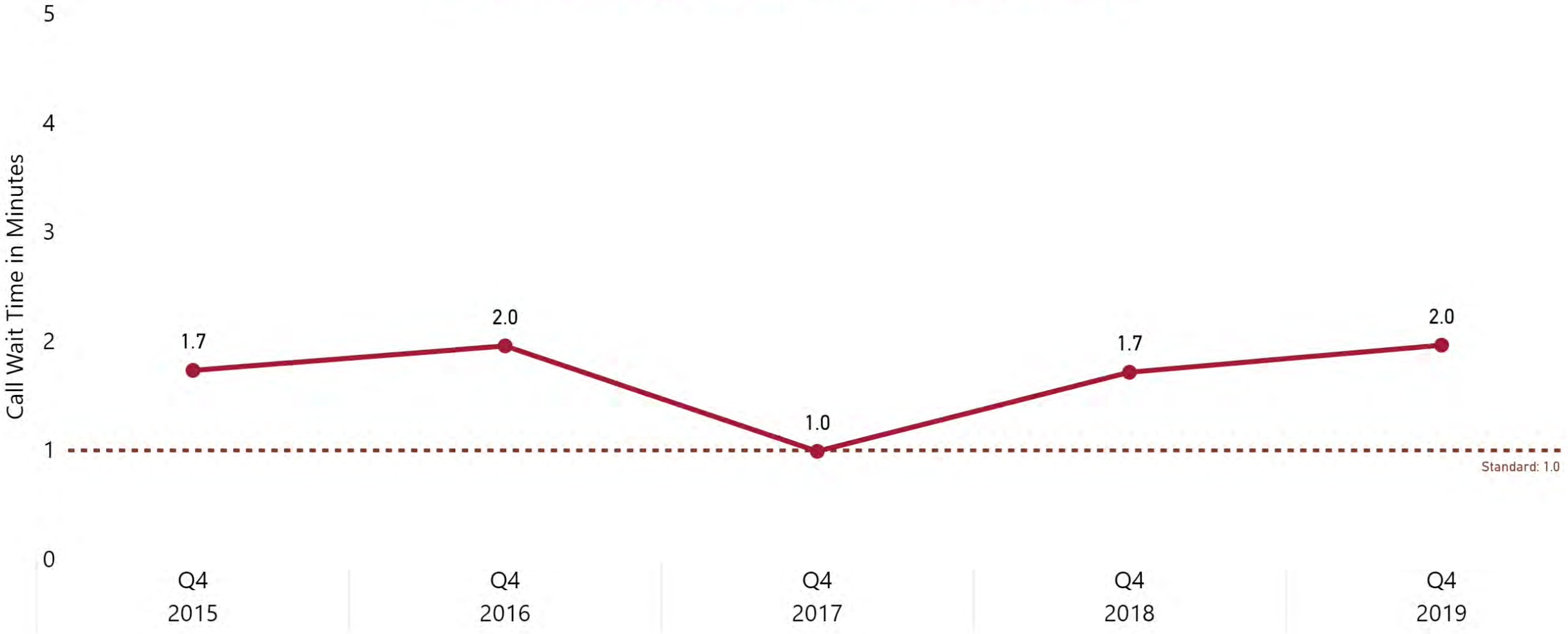
Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

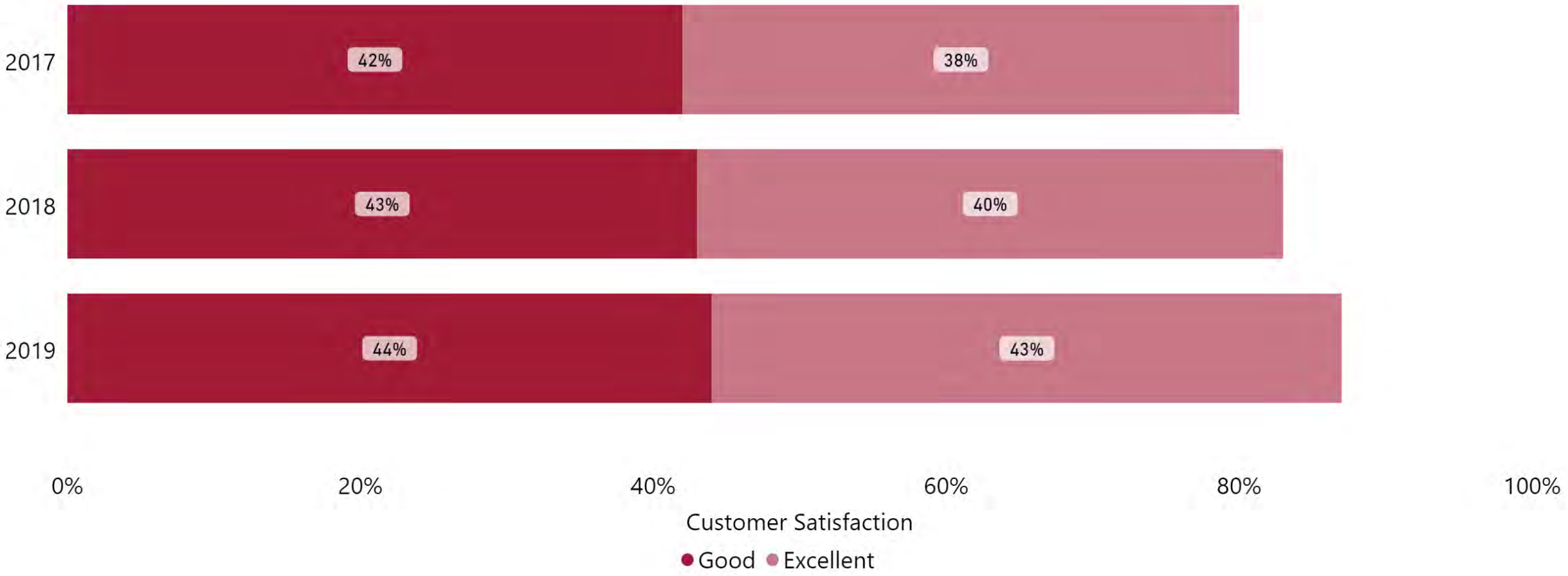
Chart 1.3B.2: Average Call Wait Times at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.4: Customer Satisfaction with Interactions with MDOT Representatives

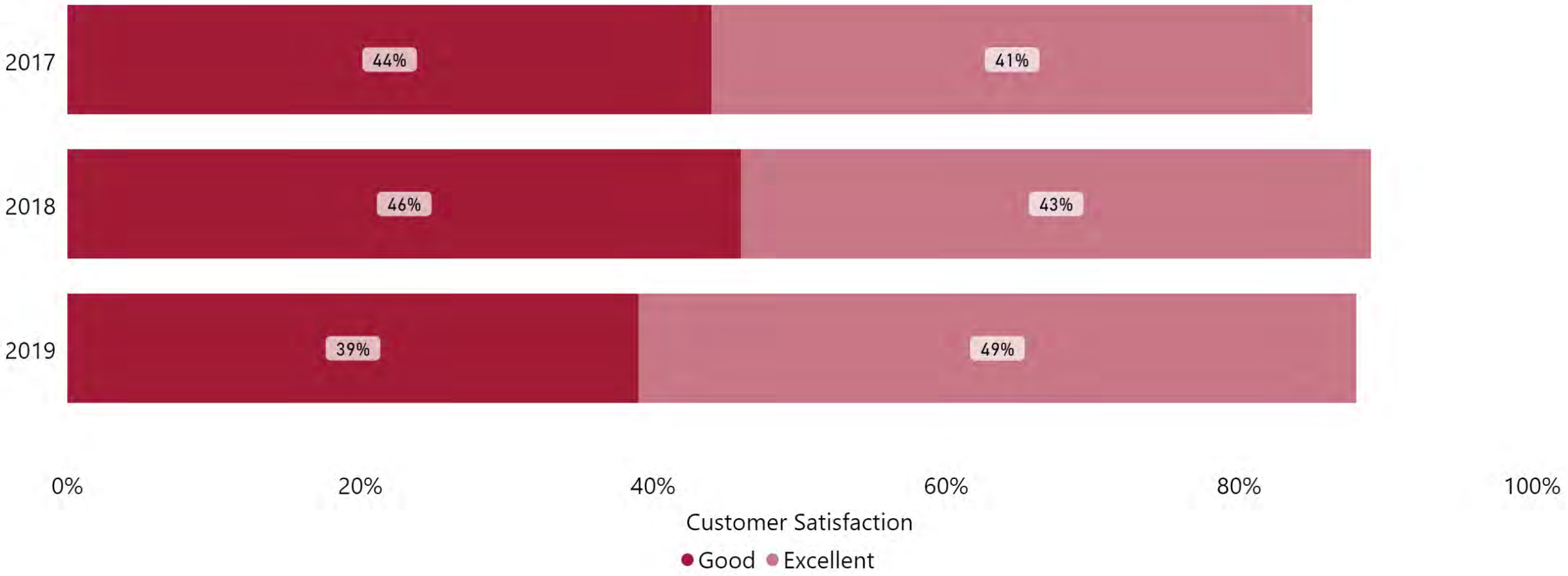
Chart 1.4.1: Customer Satisfaction with MDOT Representatives: Friendliness or Courteousness of Staff



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.4: Customer Satisfaction with Interactions with MDOT Representatives

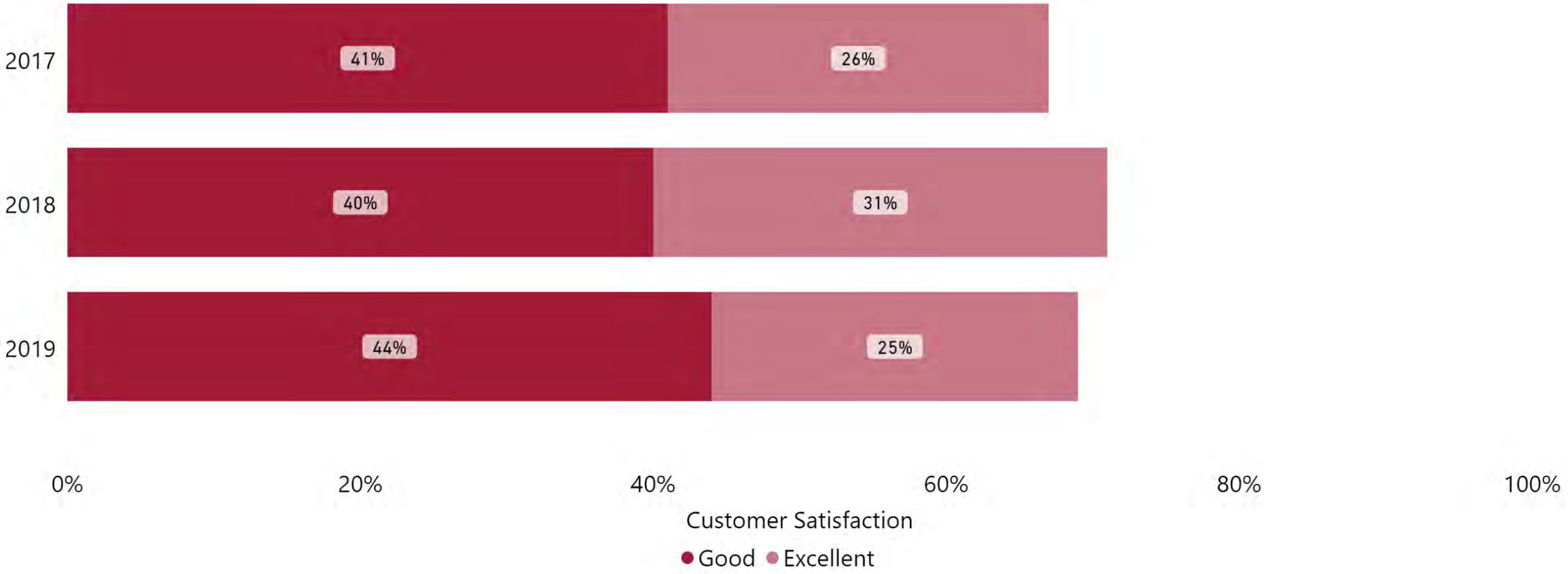
Chart 1.4.2: Customer Satisfaction with MDOT: Thoroughness and Accuracy of Information or Service



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.4: Customer Satisfaction with Interactions with MDOT Representatives

Chart 1.4.3: Customer Satisfaction with MDOT: Timeliness or Speed of the Service Provided



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

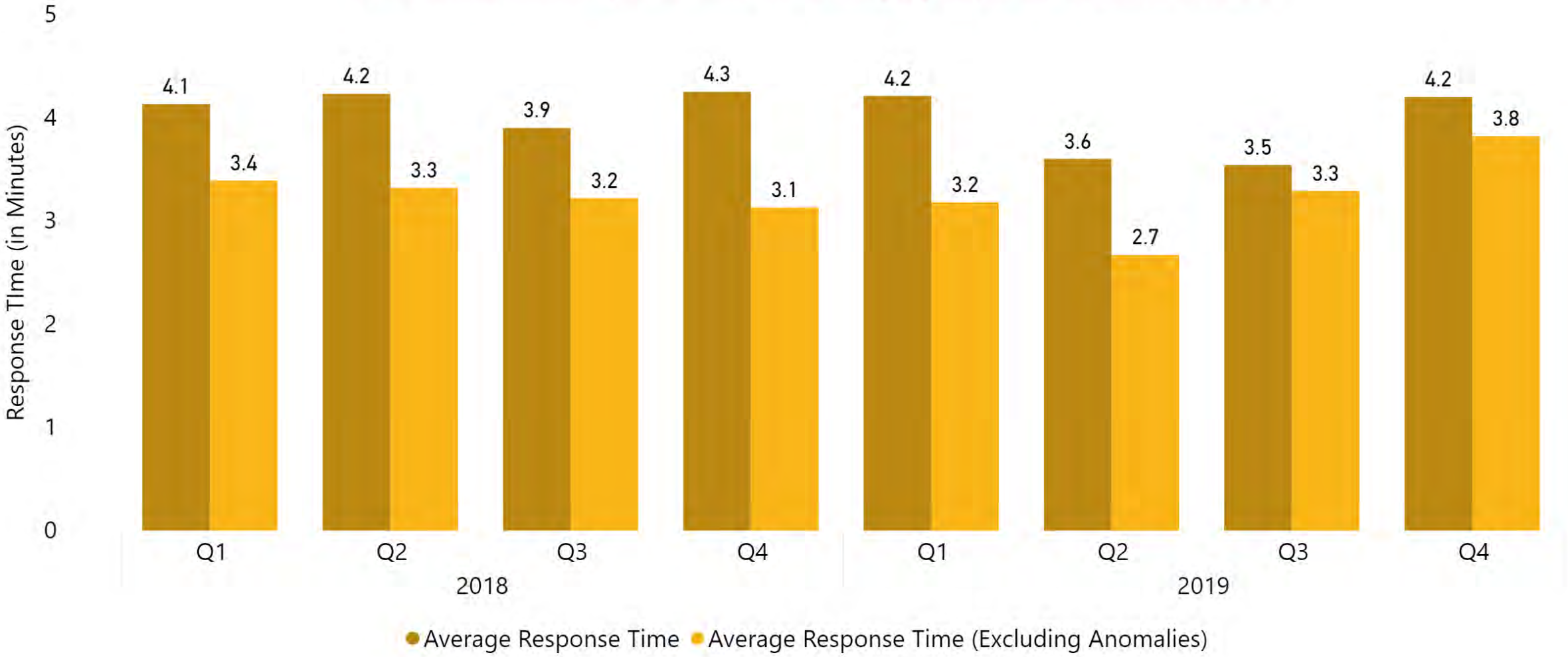
TANGIBLE RESULT #1

TBU SPECIFIC MEASURES

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MDTA 1.1: Response Time for Messaging

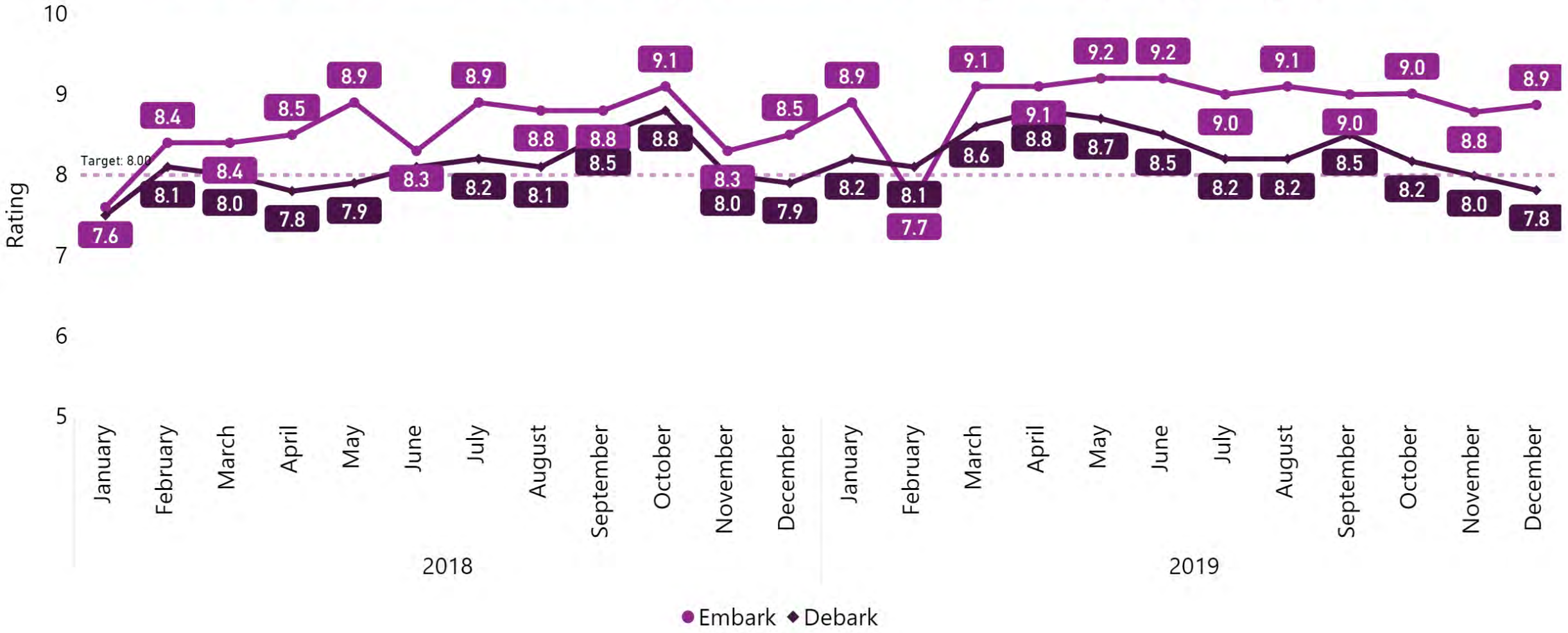
Chart MDTA 1.1.1: Reponse Time for Messaging Unplanned Events/Crashes



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MPA 1.1: Cruise Line Survey's "Terminal Experience" Results

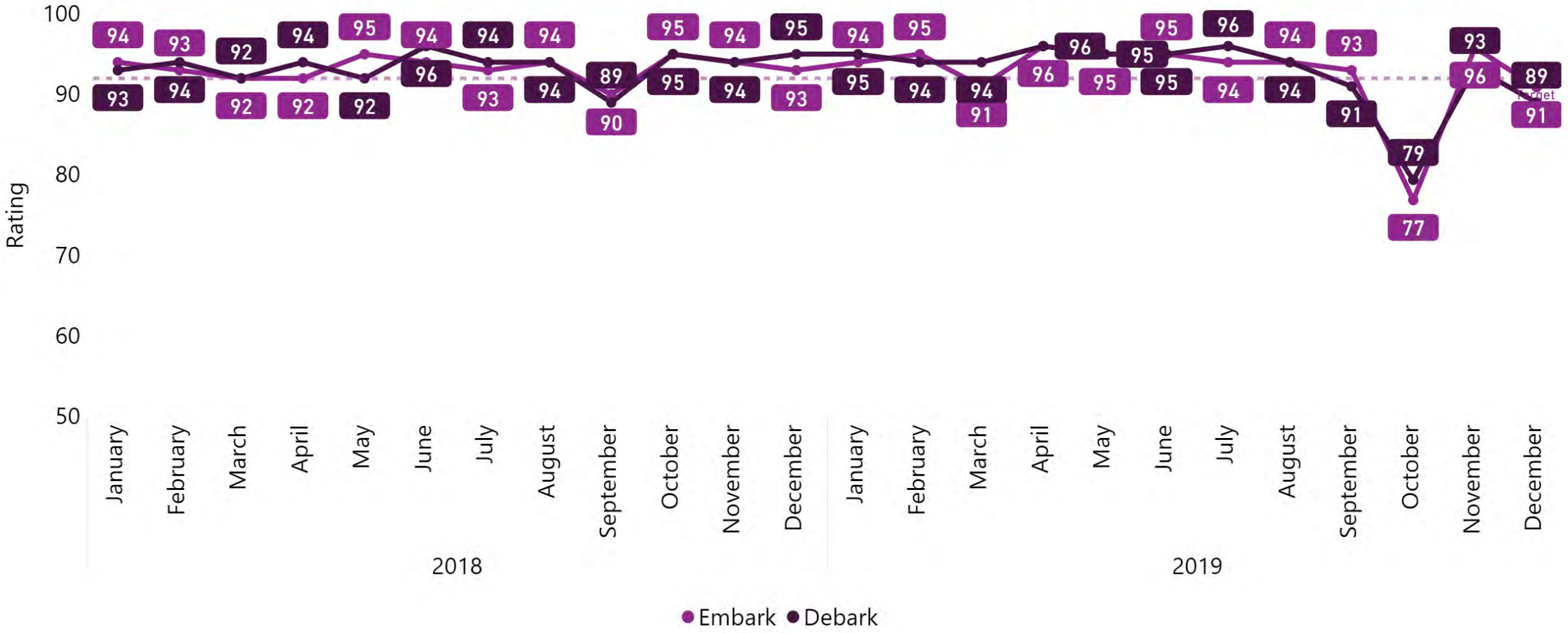
Chart MPA 1.1A: Carnival Cruise Line Passenger Embark/Debark Average Monthly Survey Ratings, (0 to 10)



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MPA 1.1: Cruise Line Survey's "Terminal Experience" Results

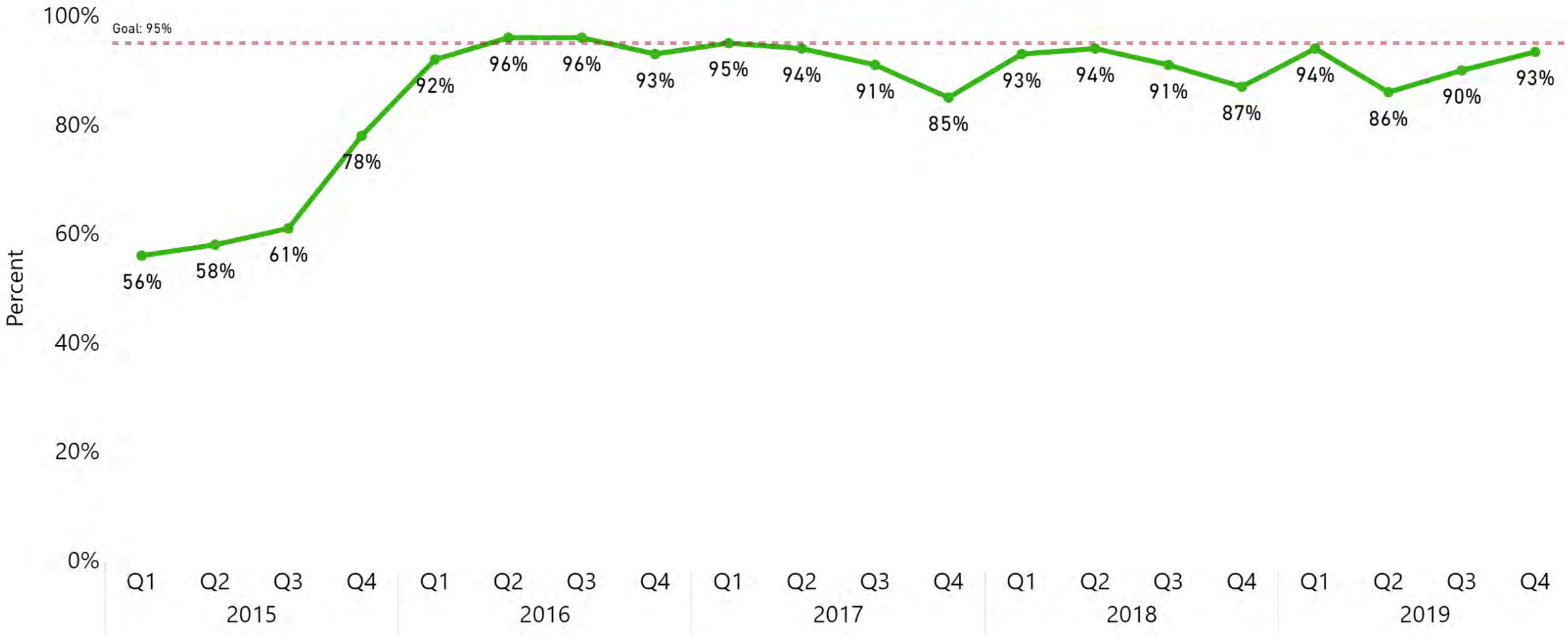
Chart MPA 1.1B: Royal Caribbean Cruise Line Passenger Embark/Debark Average Monthly Survey Ratings, (0 to 100)



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MTA1.2: Customer Feedback Resolution

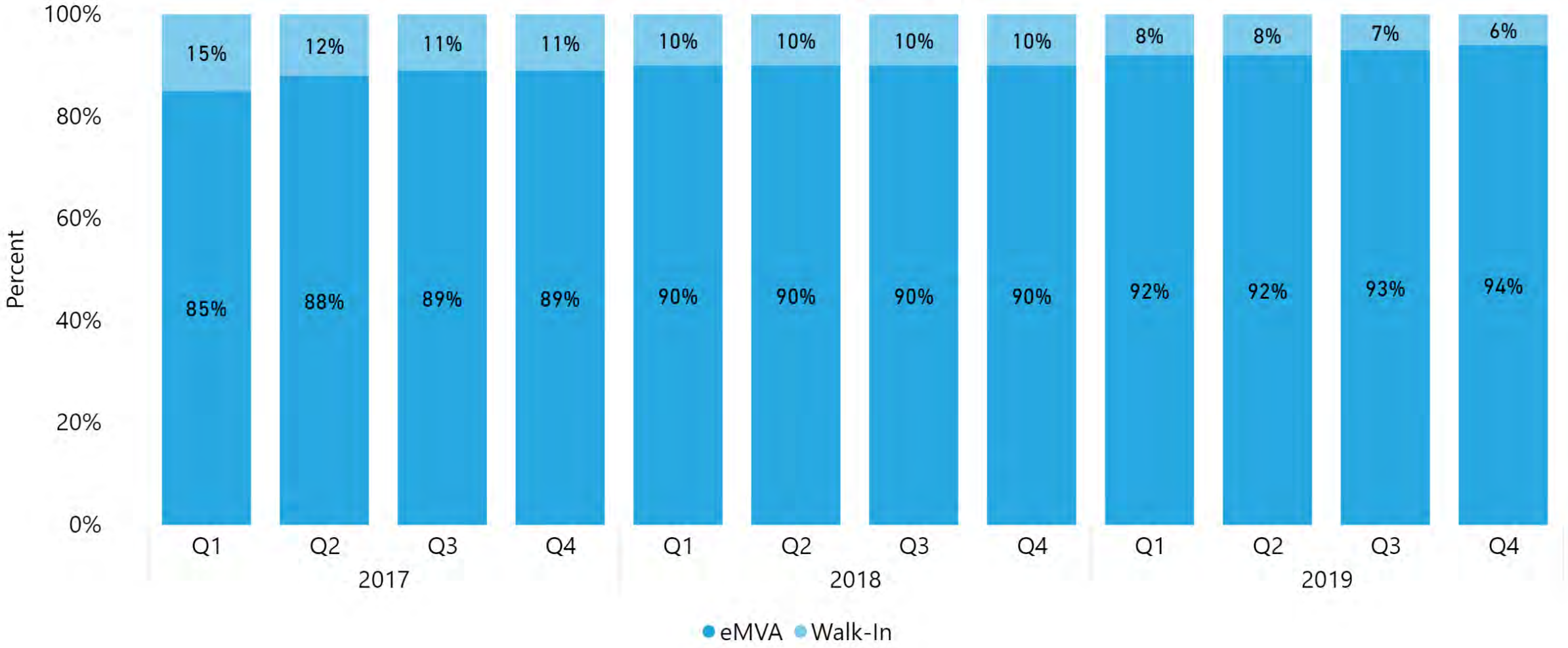
Chart MTA 1.2: Customer Feedback Resolution



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MVA 1.1: Transactions Due to Vehicle Flag

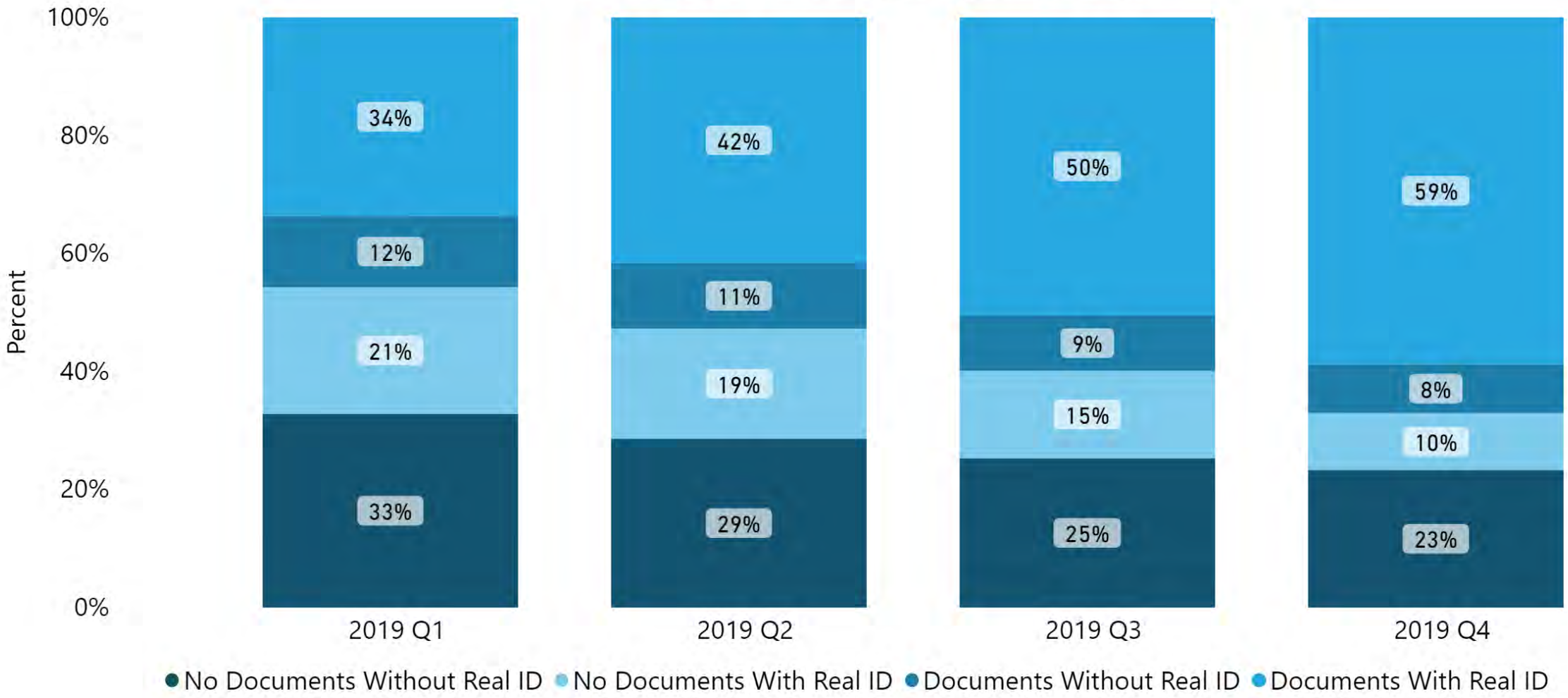
Chart MVA 1.1.1: Vehicle Registration Renewal



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MVA 1.4: Real ID Compliance

Chart MVA 1.4.1: Real ID Compliance Status



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

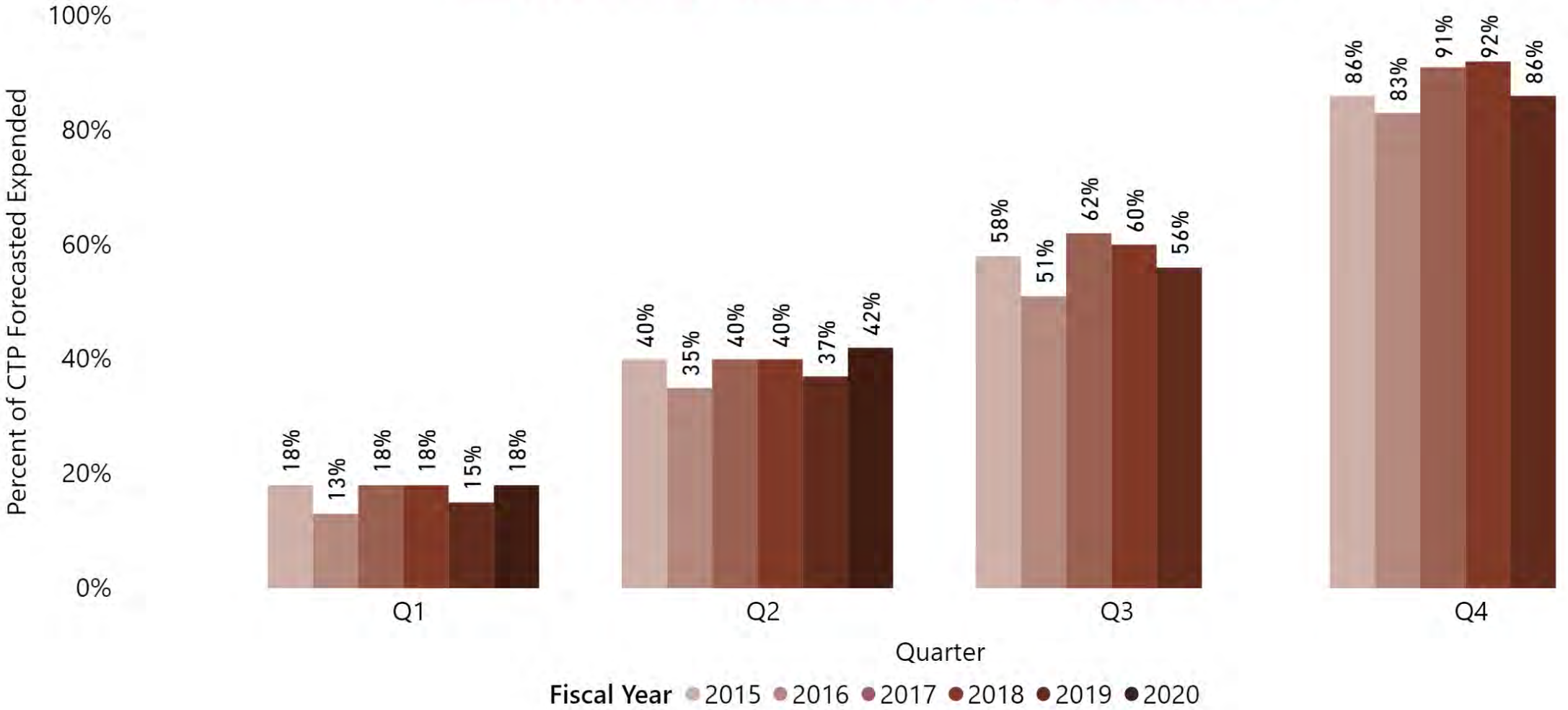
PRESENTING:

USE RESOURCES WISELY

TANGIBLE RESULT #2

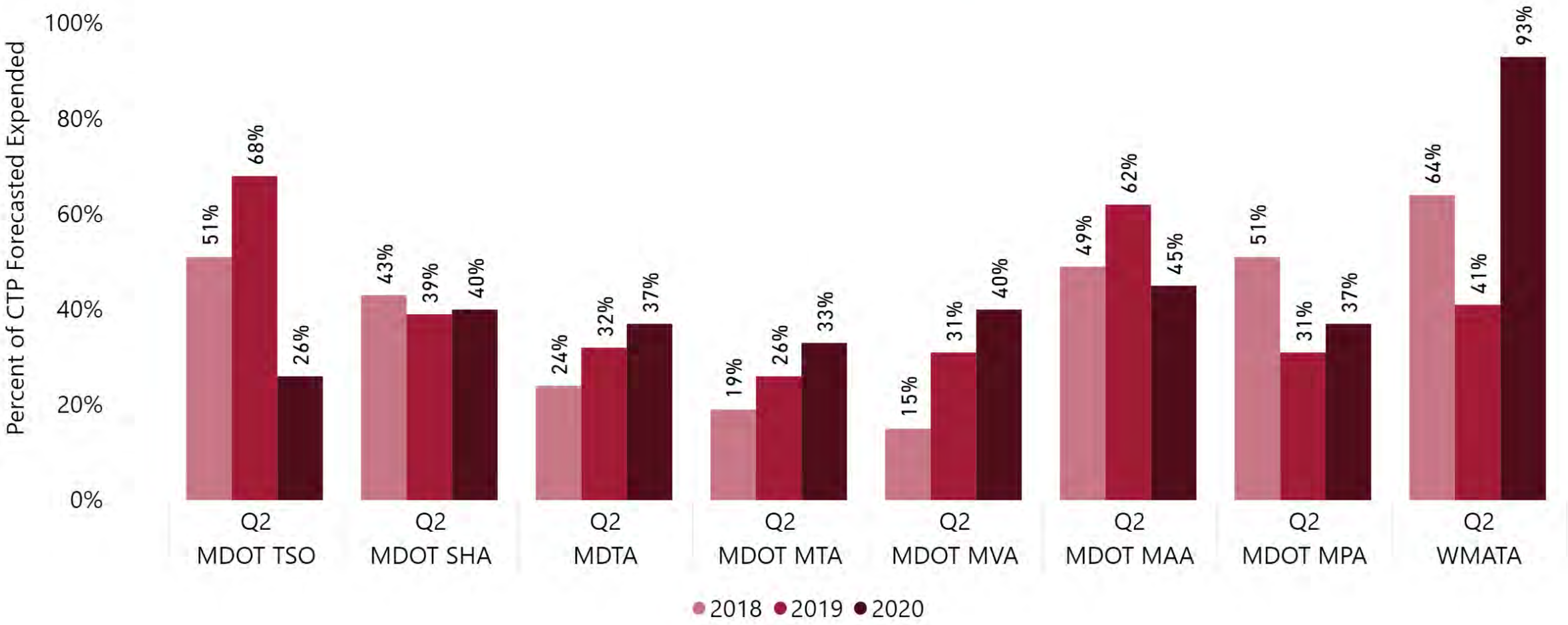
PM#2.1: Percent of Capital Dollars Spent As Programmed

Chart 2.1.1: 6-Year Expenditure Rate Analysis (Federal & State)



PM#2.1: Percent of Capital Dollars Spent As Programmed

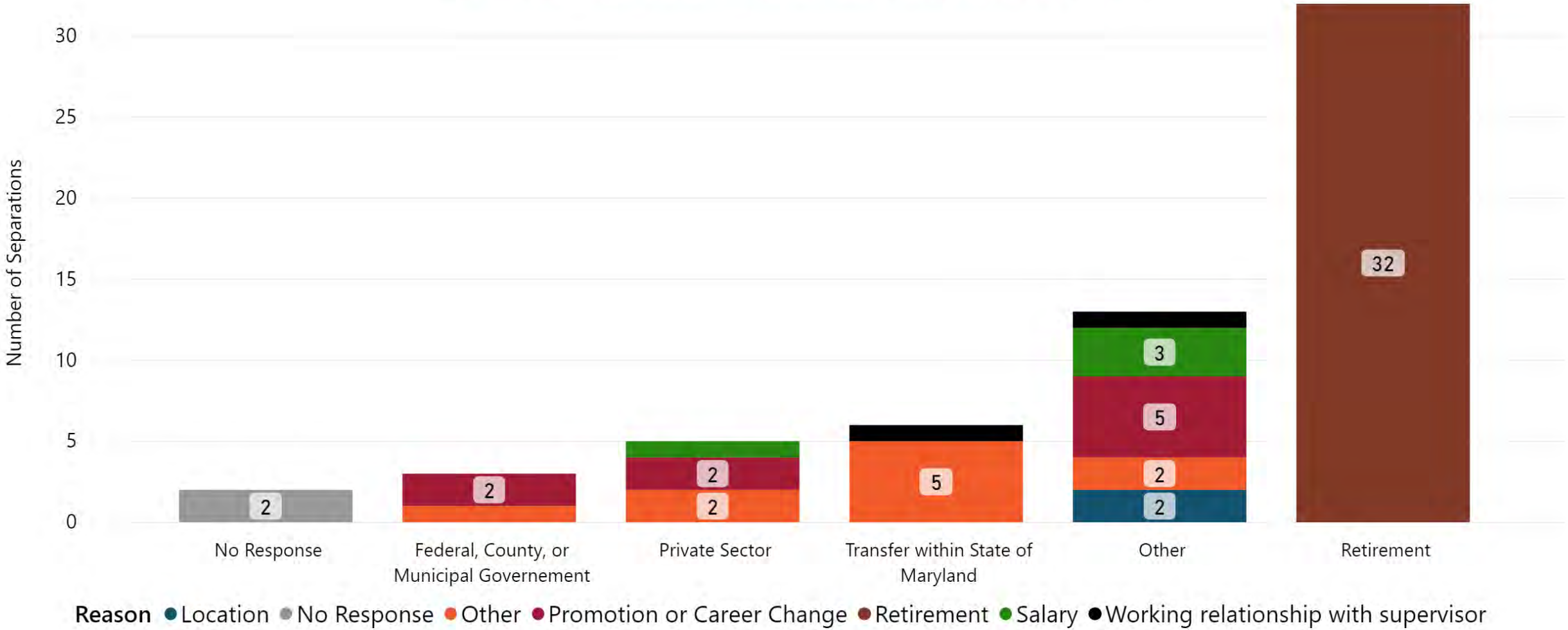
Chart 2.1.2: 3-Year Expenditure Rate by TBU (State/Federal/Toll)



TR#2: USE RESOURCES WISELY

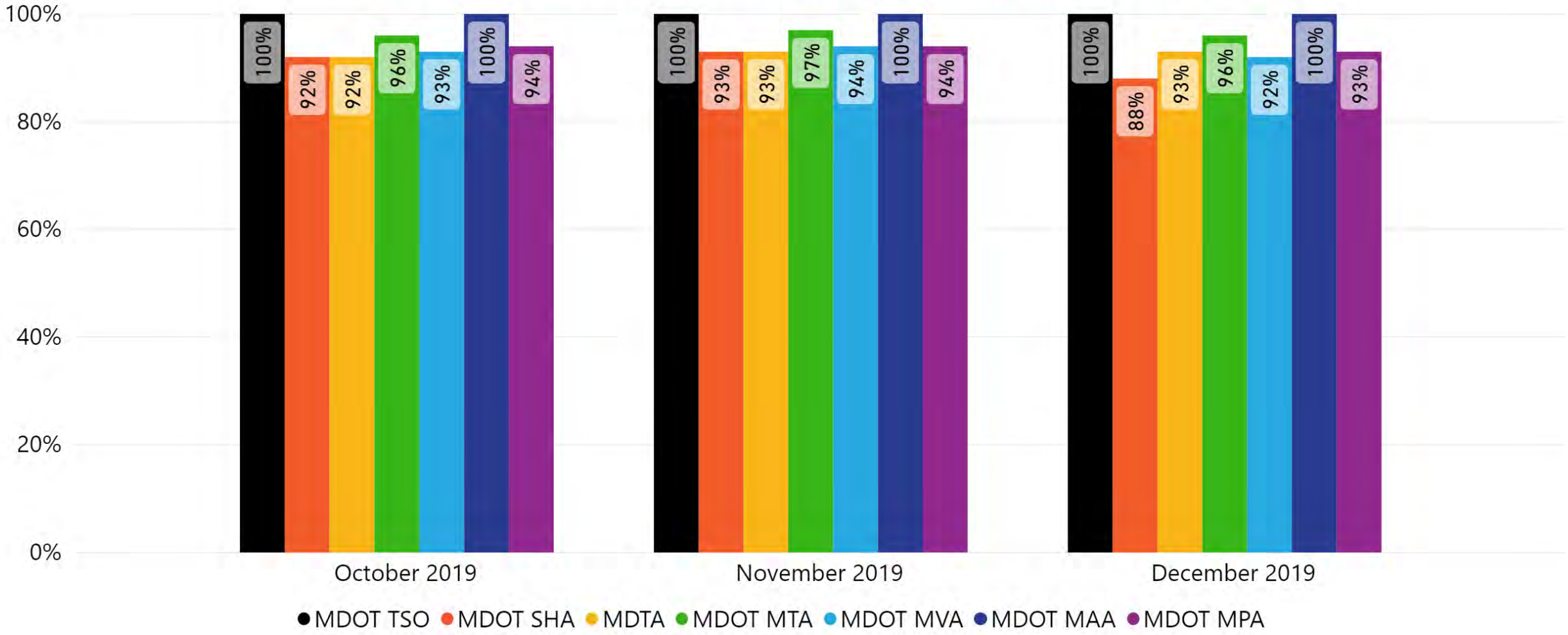
PM#2.3: Employee Turnover Rate

Chart 2.3.2: Separation Reasons MDOT-Wide for Q4 2019



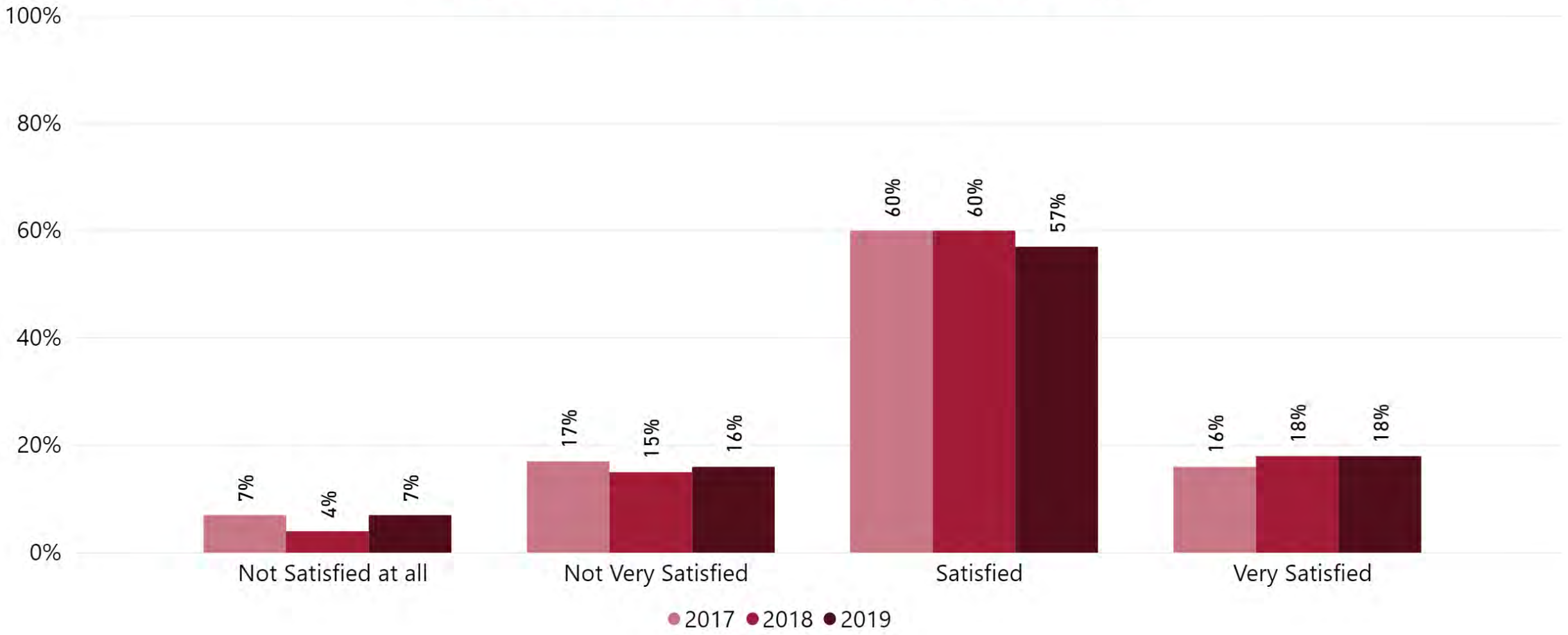
PM#2.6: Managing Capital Assets

Chart 2.6E.1: MDOT Fleet Vehicle On-Time Preventive Maintenance



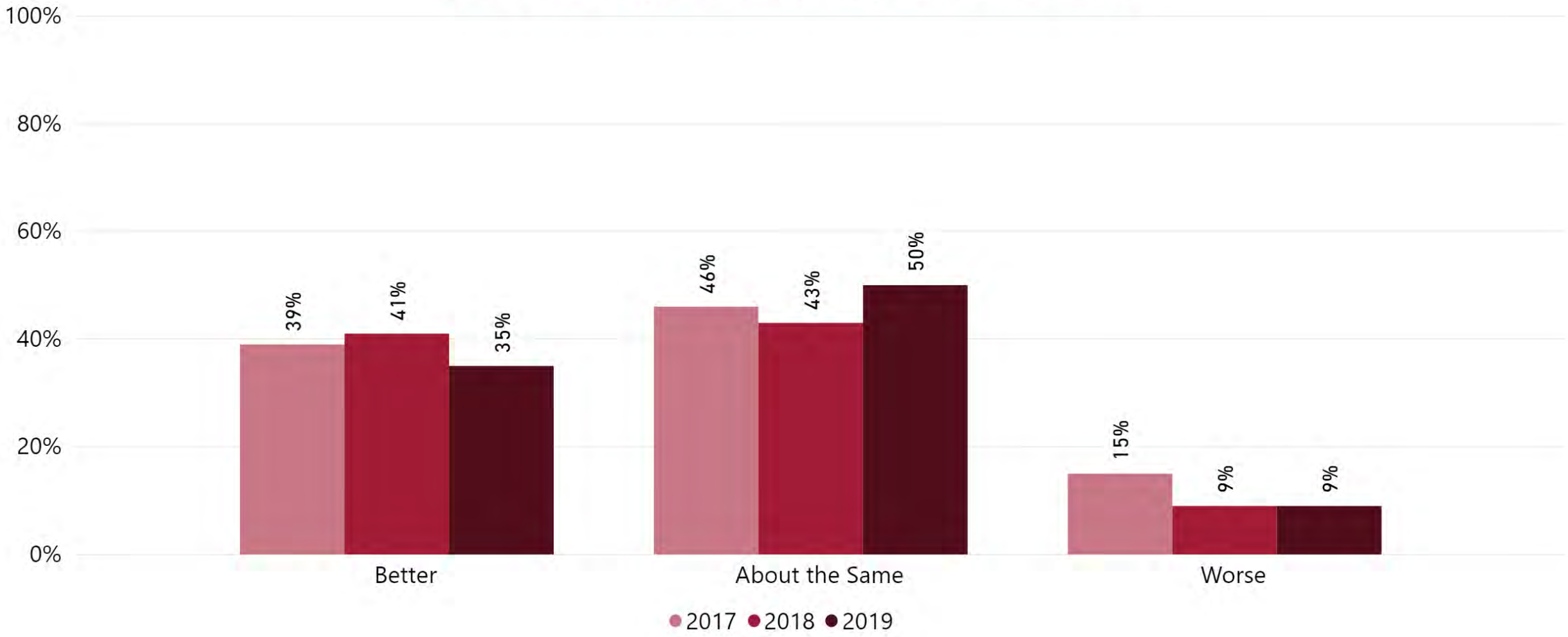
PM#2.6: Managing Capital Assets

Chart 2.6G.1: Satisfaction with Smoothness on State Roads



PM#2.6: Managing Capital Assets

Chart 2.6G.2: Maryland's Roads Compared to Other States



TR#2: USE RESOURCES WISELY

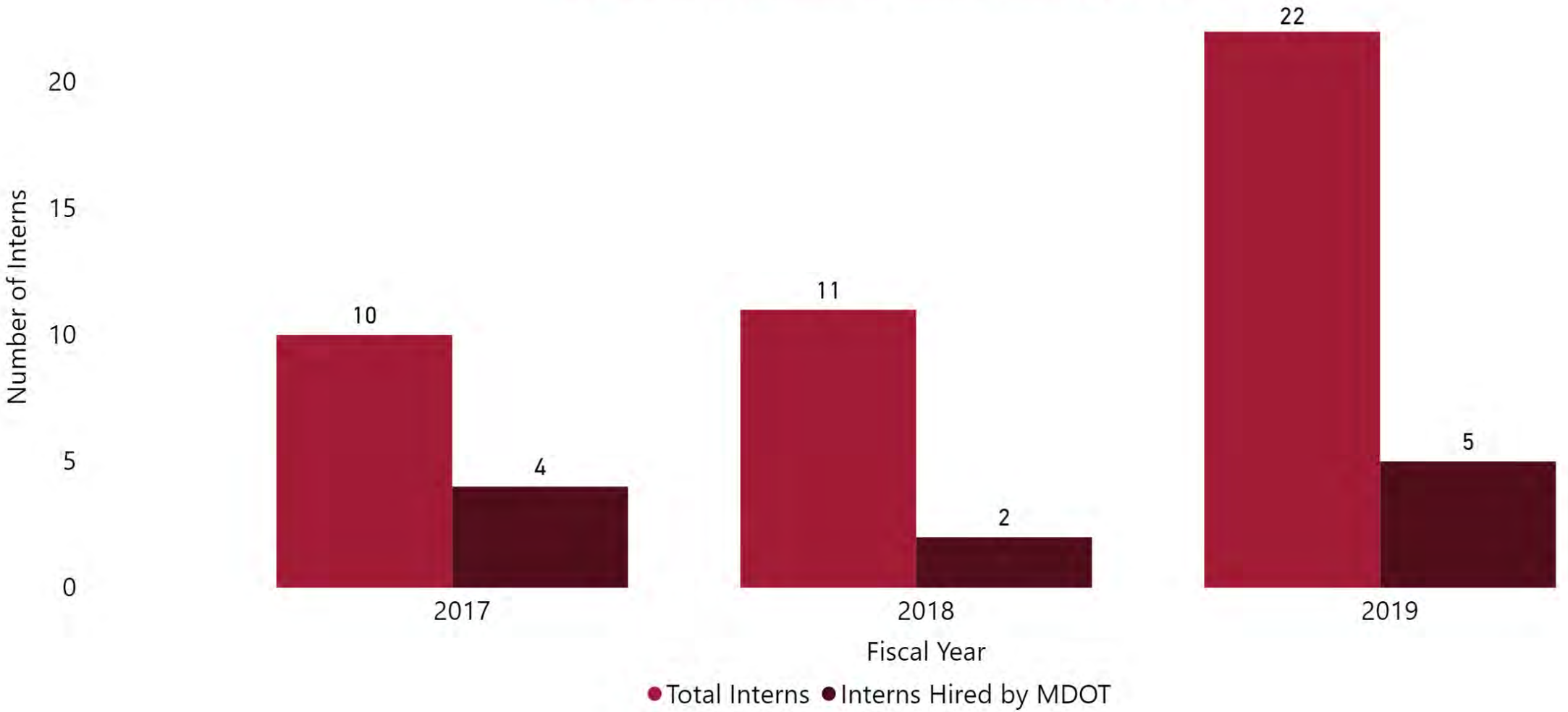
PM#2.9: Number of Legislative Audit Findings and Repeat Audit Findings

Chart 2.9.1: Number of OLA Findings & Repeat Findings by TBU

Year	2013		2014		2015		2016		2017		2018		2019		**Total**	
Findings	OLA	RF	OLA	RF	OLA	RF	OLA	RF	OLA	RF	OLA	RF	OLA	RF	**OLA**	**RF**
MDOT TSO	4	0					3	0					2	0	**9**	**0**
MDOT SHA	10	1					2	0					8	2	**20**	**3**
MDTA			2	1					0	0					**2**	**1**
MDOT MTA					9	1							11	4	**20**	**5**
MDOT MVA			9	2							12	1			**21**	**3**
MDOT MAA	8	0							4	1					**12**	**1**
MDOT MPA					2	0					1	0			**3**	**0**
Total	**22**	**1**	**11**	**3**	**11**	**1**	**5**	**0**	**4**	**1**	**13**	**1**	**21**	**6**	**87**	**13**

PM#2.10: Emerging Workforce: Morgan State University Graduate Internship Program

Chart 2.10.1: Number of Interns Hired by MDOT



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

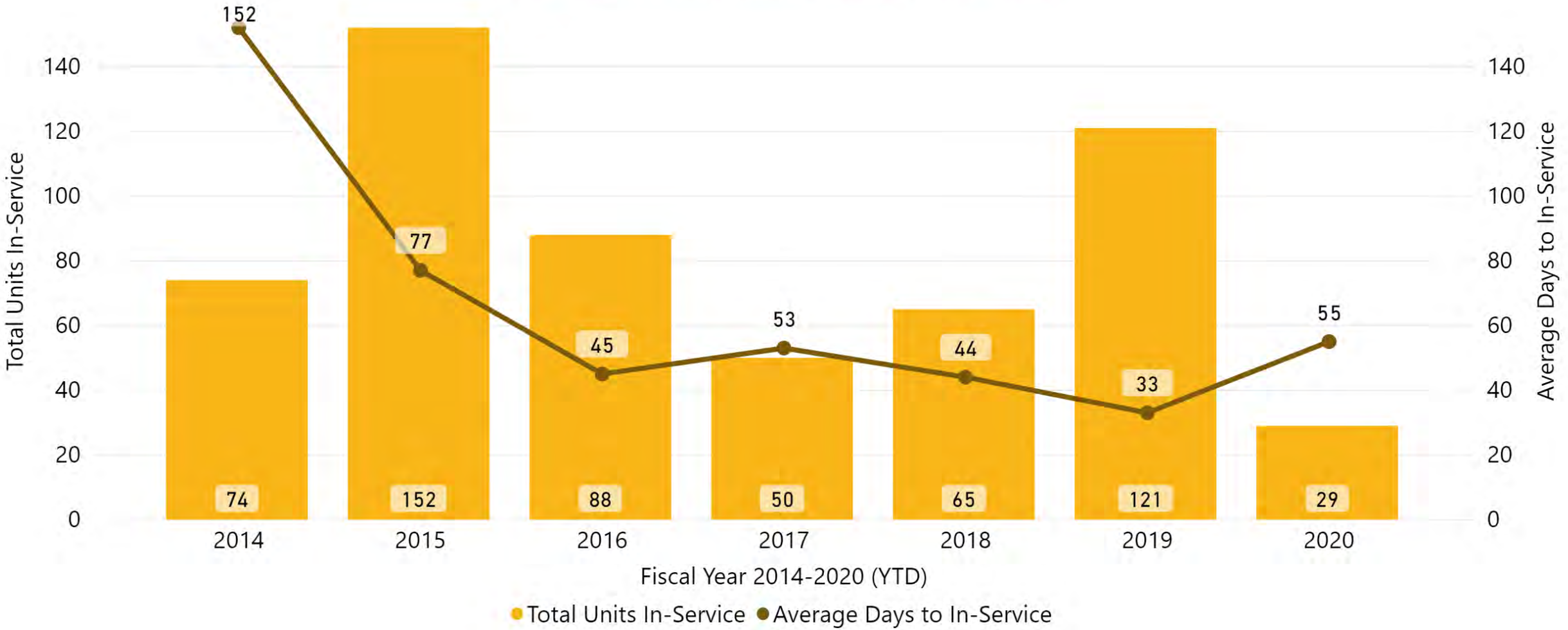
PRESENTING:

TANGIBLE RESULT #2

TBU SPECIFIC MEASURES

PM# MDTA 2.2: Average Days to In-Service

Chart MDTA 2.2.1: Average Days to In-Service



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

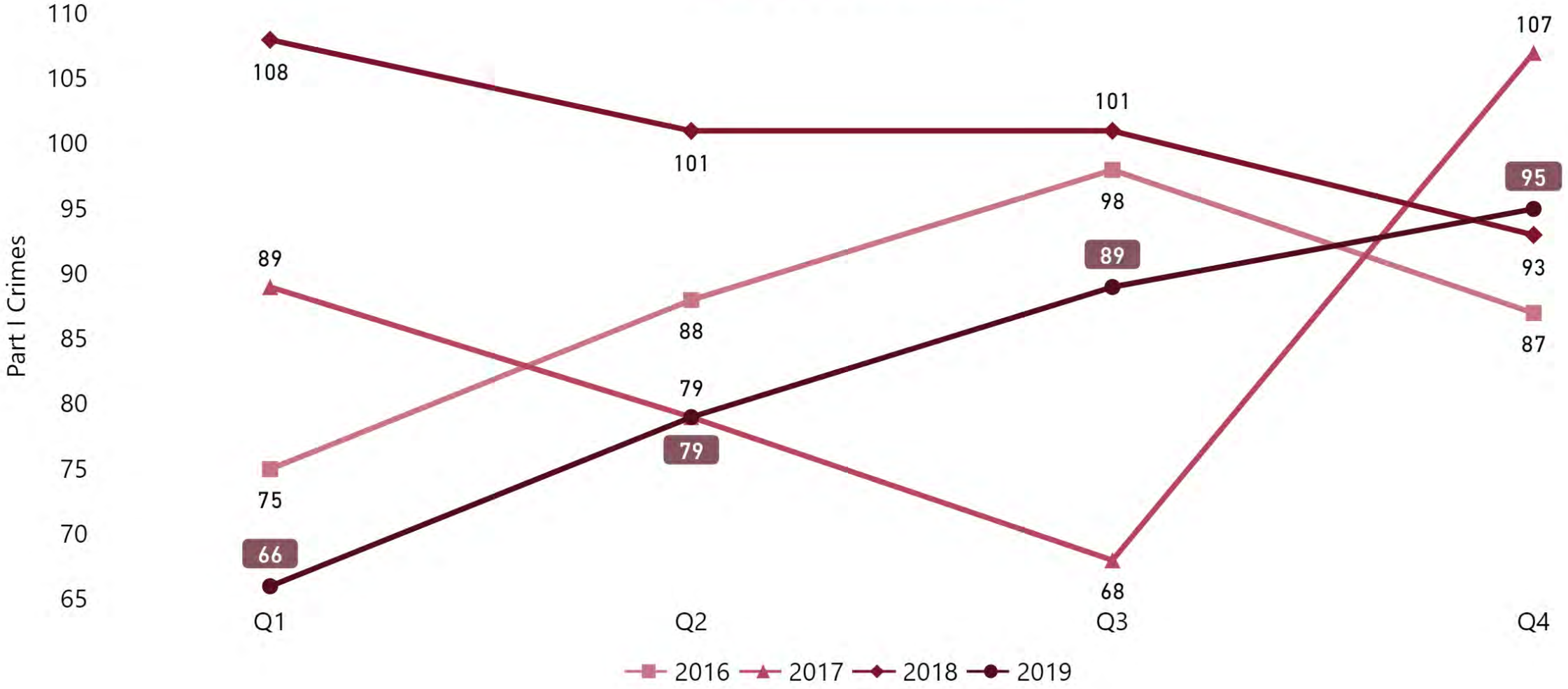
PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

TANGIBLE RESULT #3

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.1: Number of Crimes Against Persons and Property Committed at MDOT Facilities

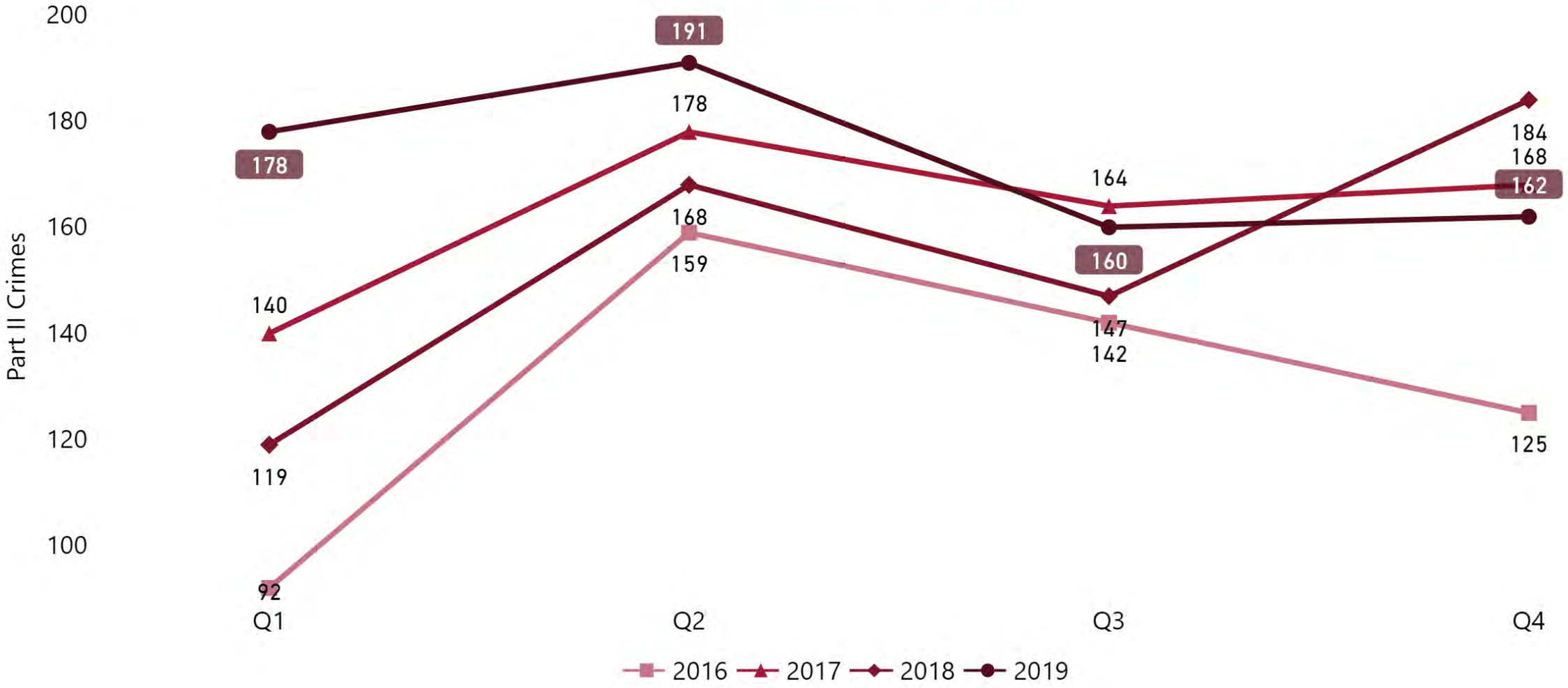
Chart 3.1.1: Part I Crimes



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.1: Number of Crimes Against Persons and Property Committed at MDOT Facilities

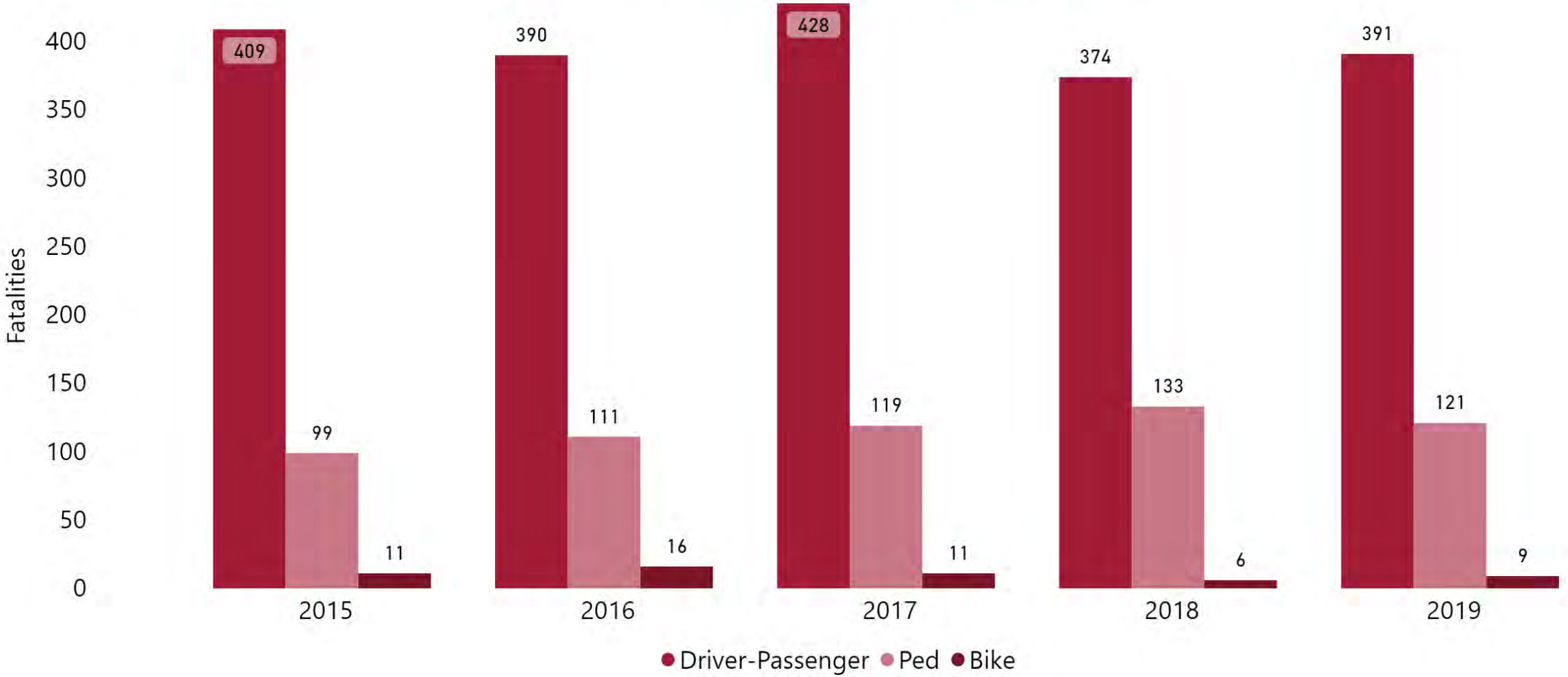
Chart 3.1.2: Part II Crimes



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

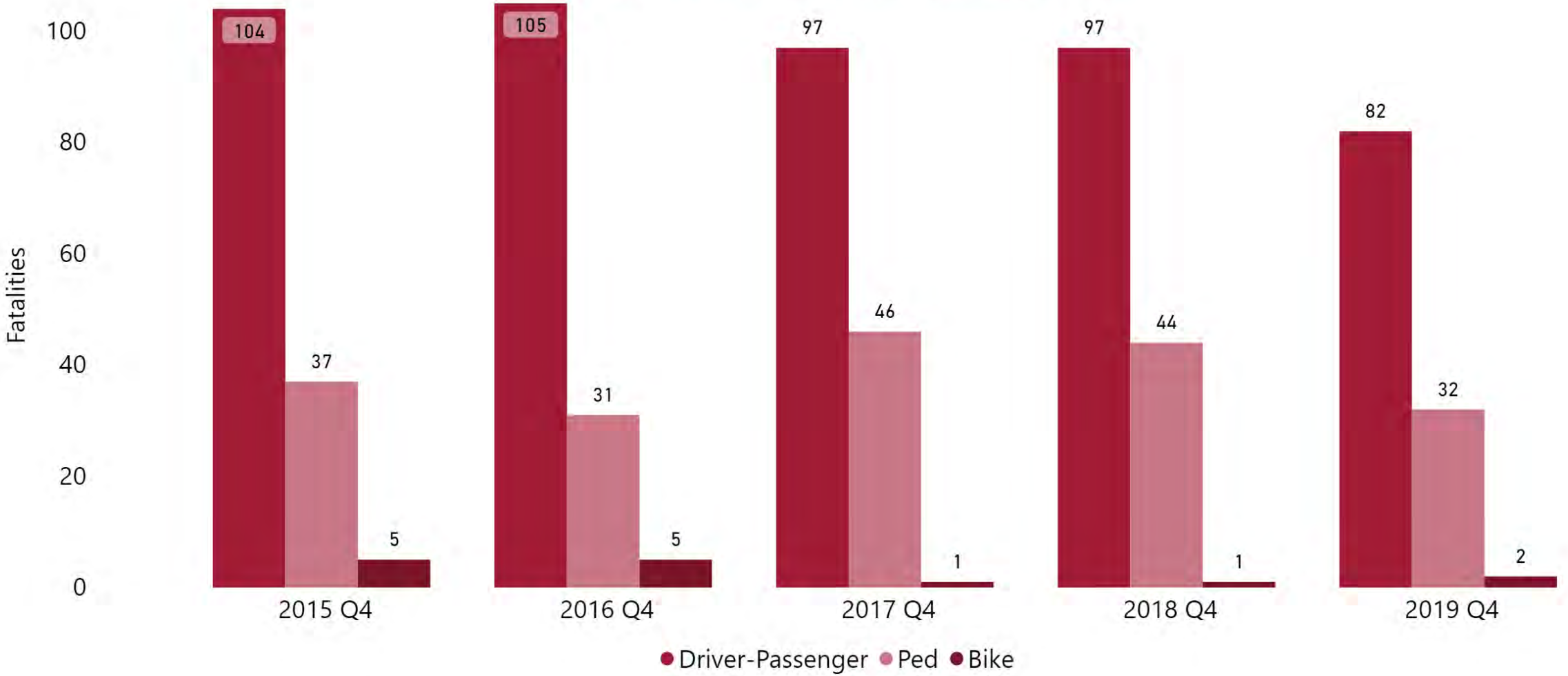
Chart 3.2.1: Annual Comparison of All Fatalities (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

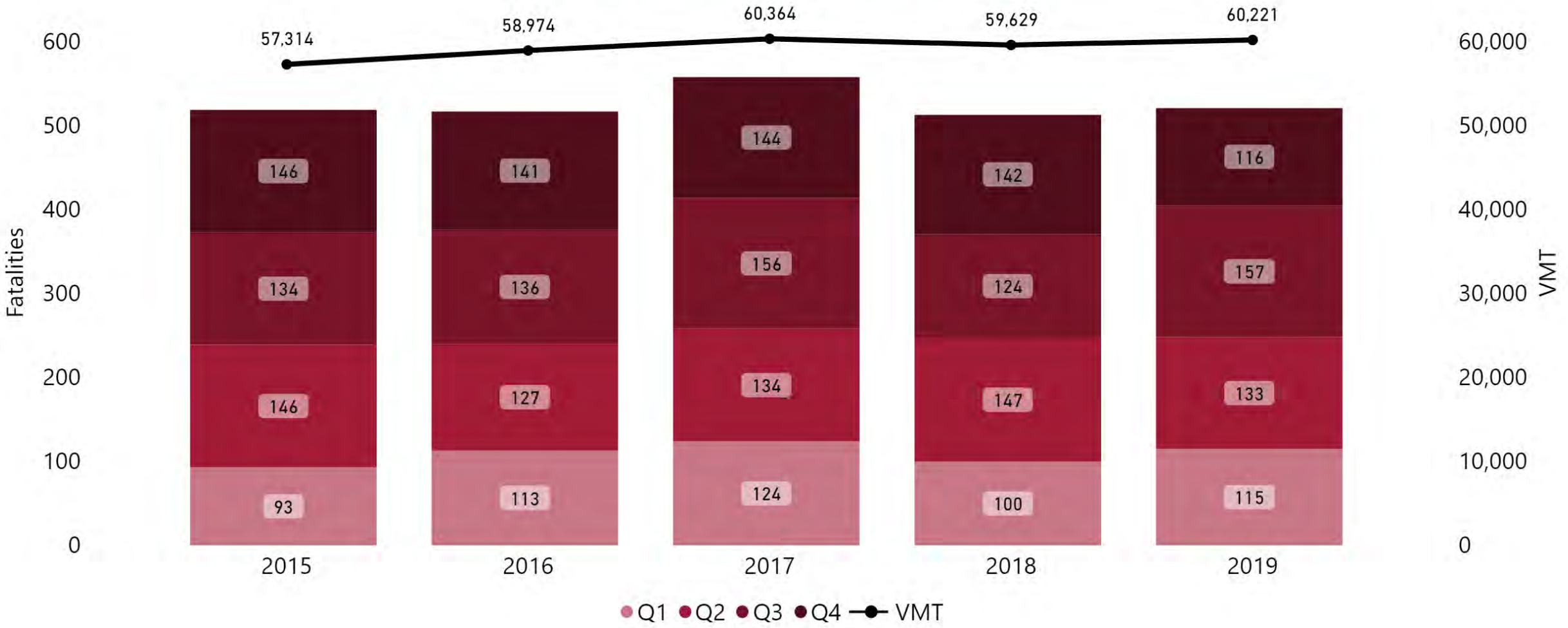
Chart 3.2.2: Comparison of Fatalities for Q4



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

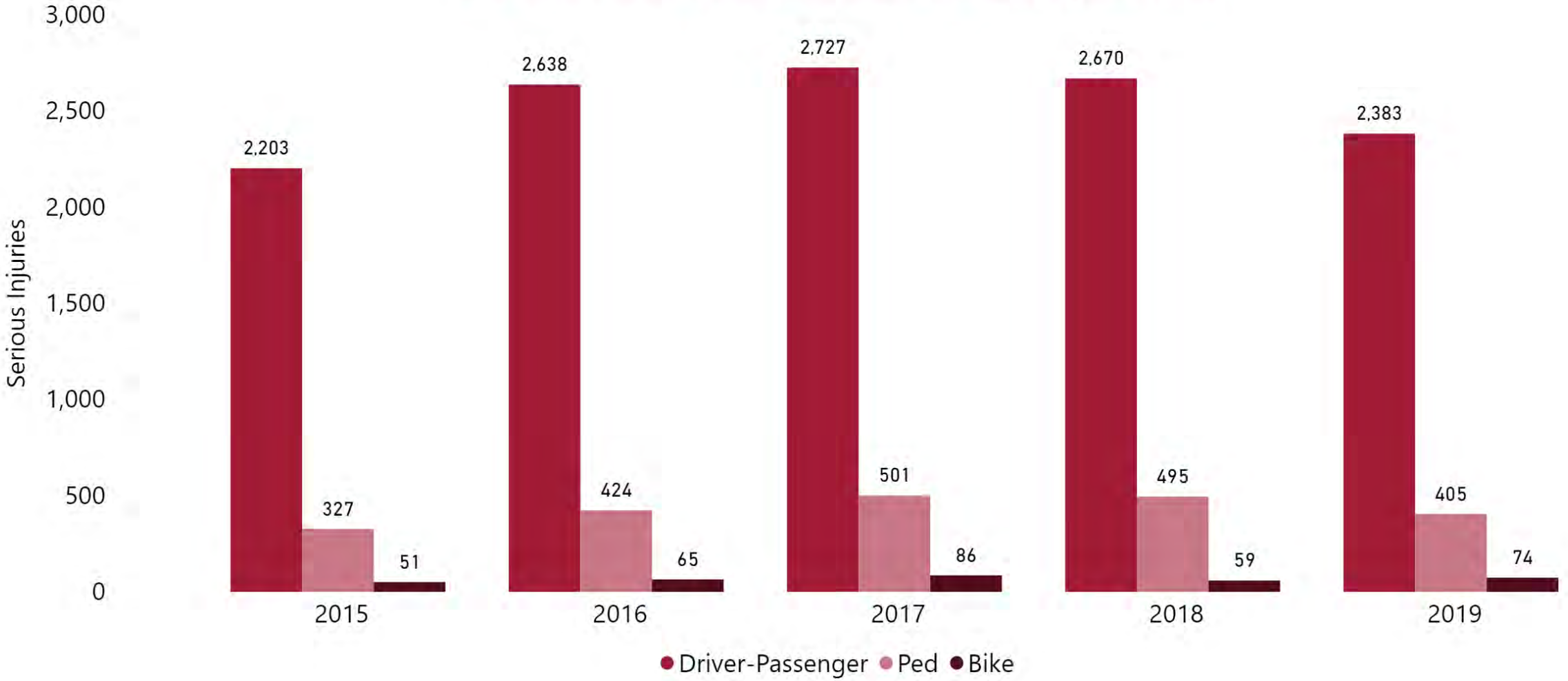
Chart 3.2.3: Annual Comparison of All Fatalities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.4: Number of Traffic Related Serious Injuries on All Roads

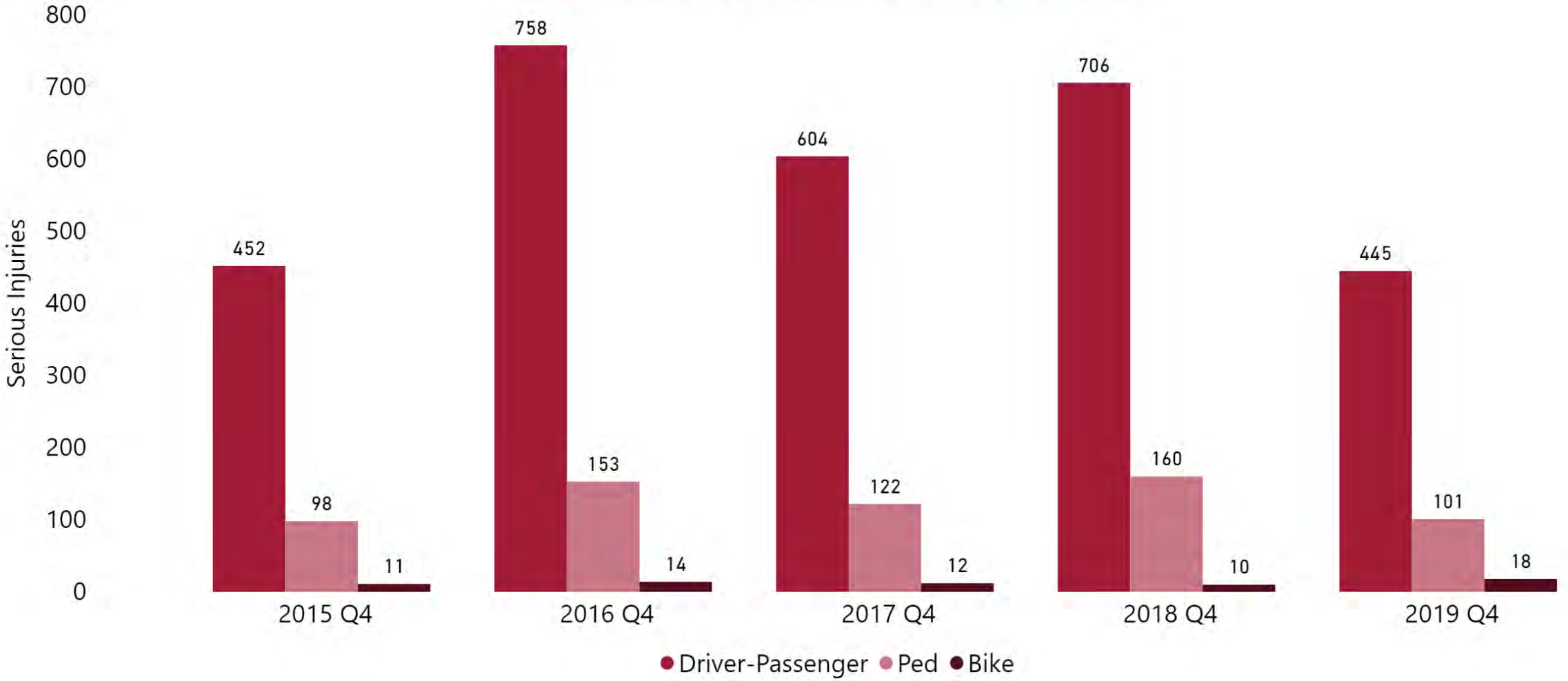
Chart 3.4.1: Annual Comparison of All Serious Injuries (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.4: Number of Traffic Related Serious Injuries on All Roads

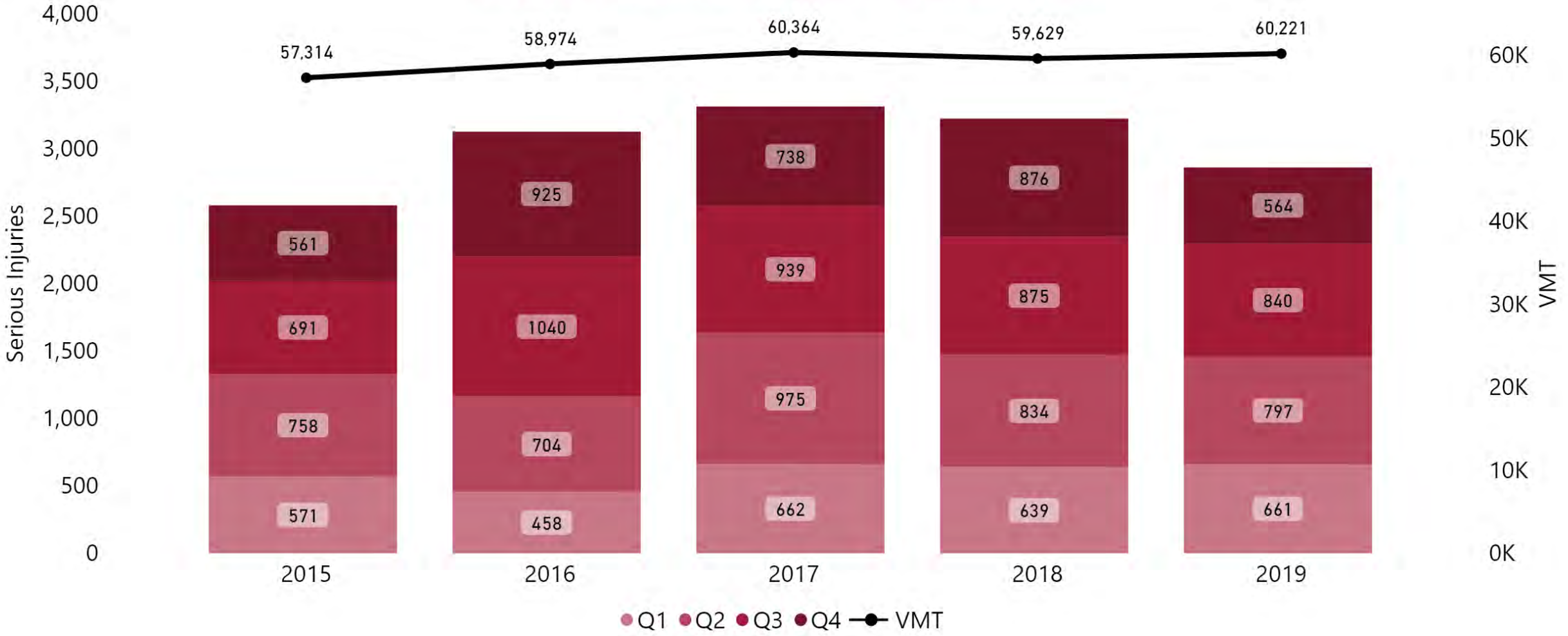
Chart 3.4.2: Comparison of Serious Injuries for Q4



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.4: Number of Traffic Related Serious Injuries on All Roads

Chart 3.4.3: Annual Comparison of All Serious Injuries

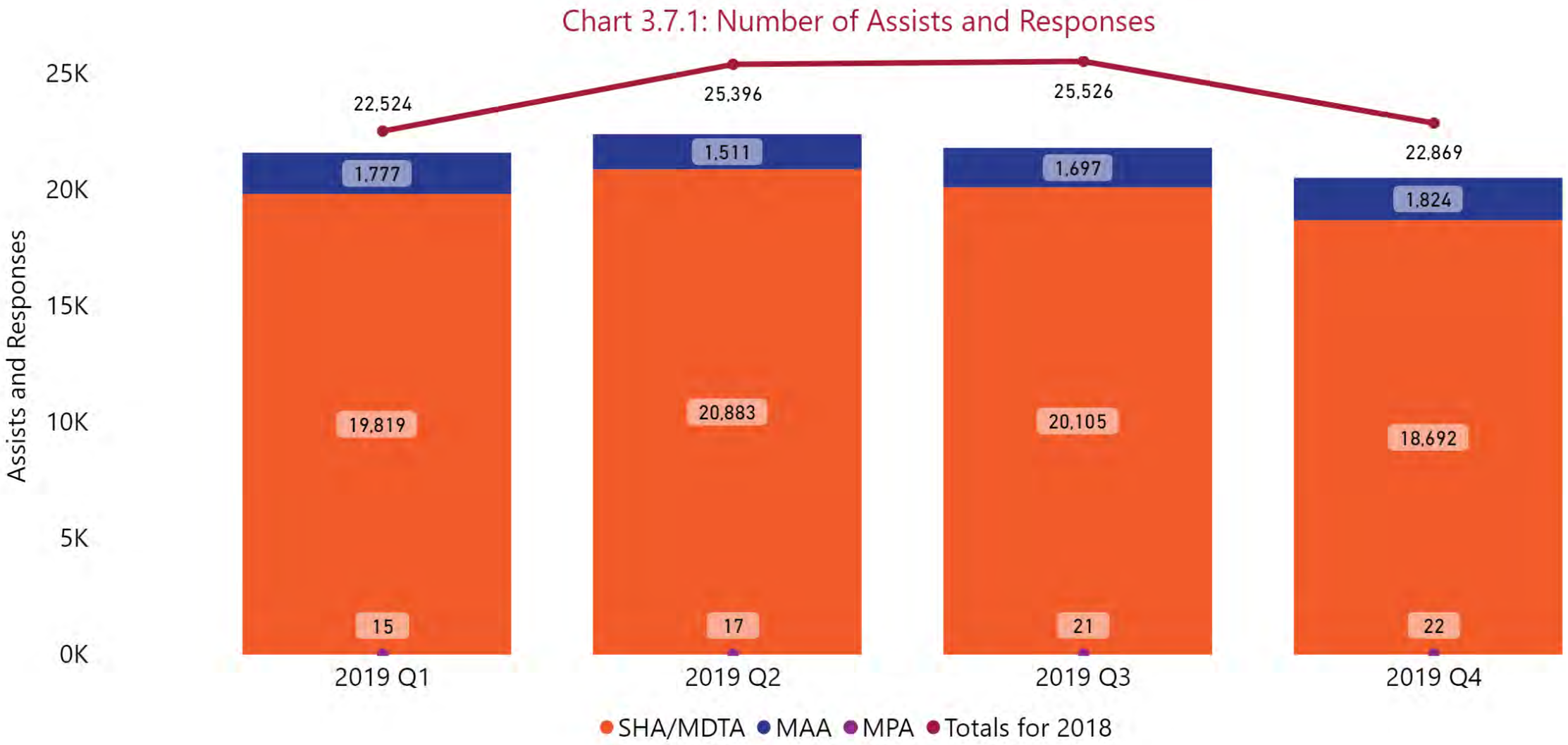


TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

Maryland Strategic Highway Safety Plan Strategies - Highlights Q4 2019

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

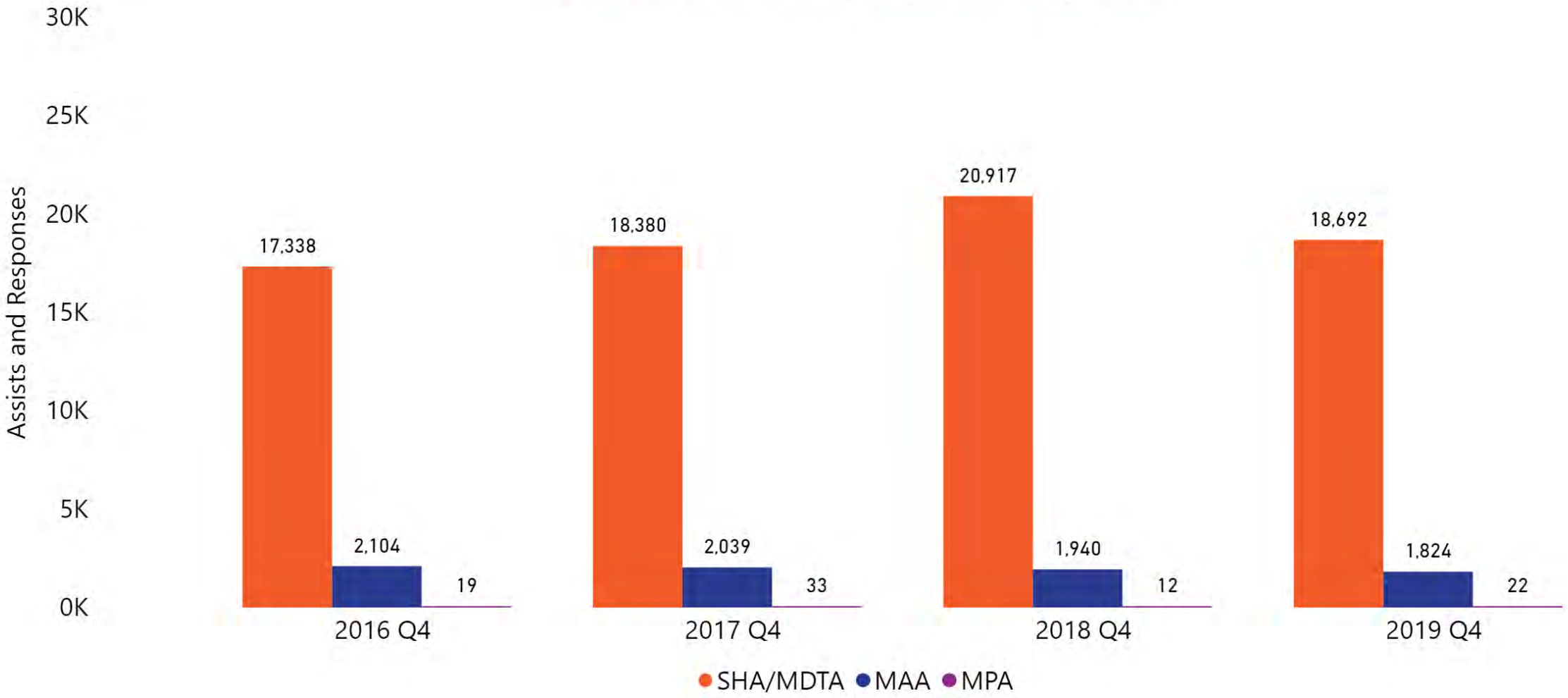
PM#3.7: Travelers Assisted by MDOT



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT

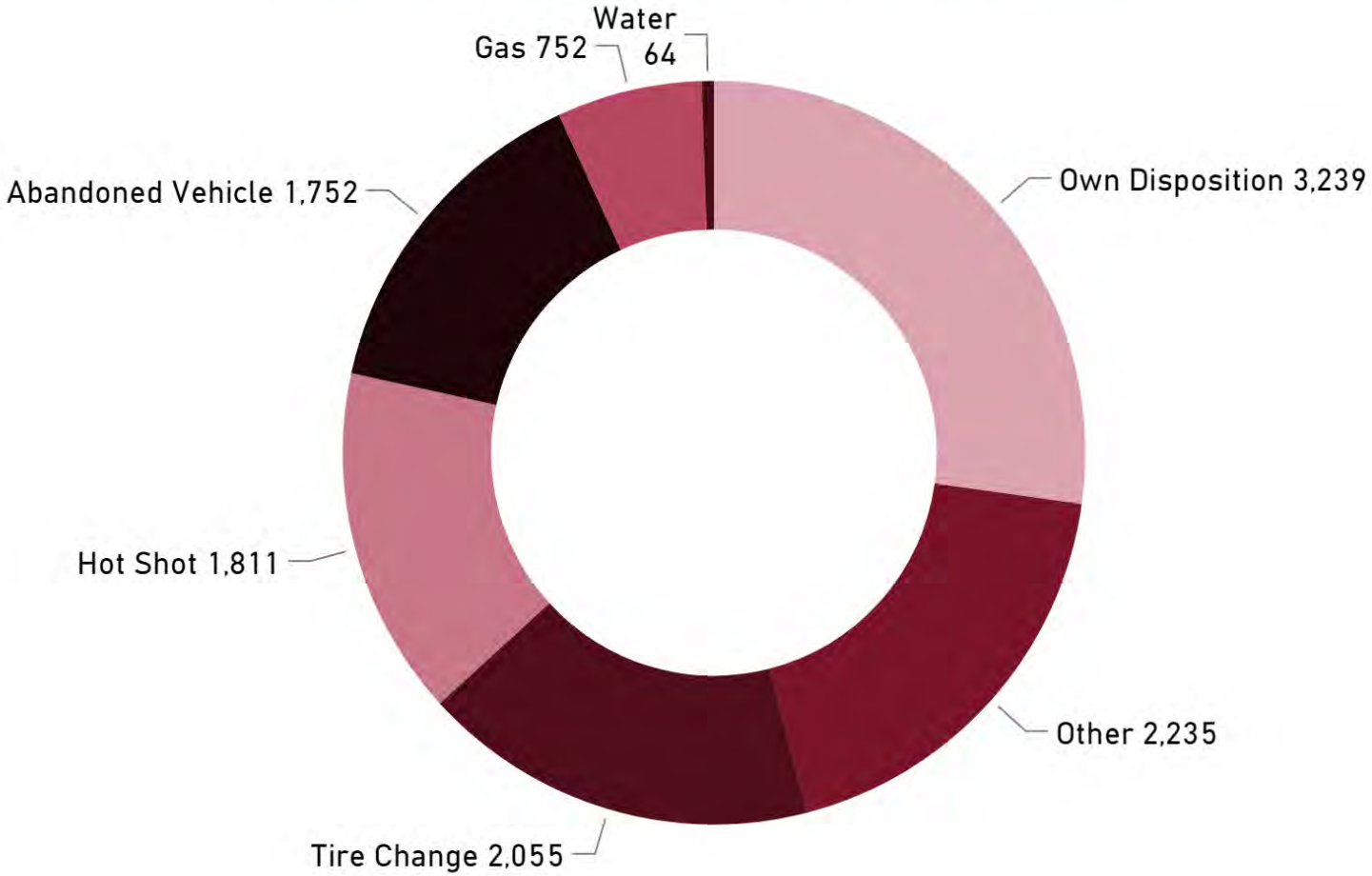
Chart 3.7.2: Number of Assists and Responses



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT

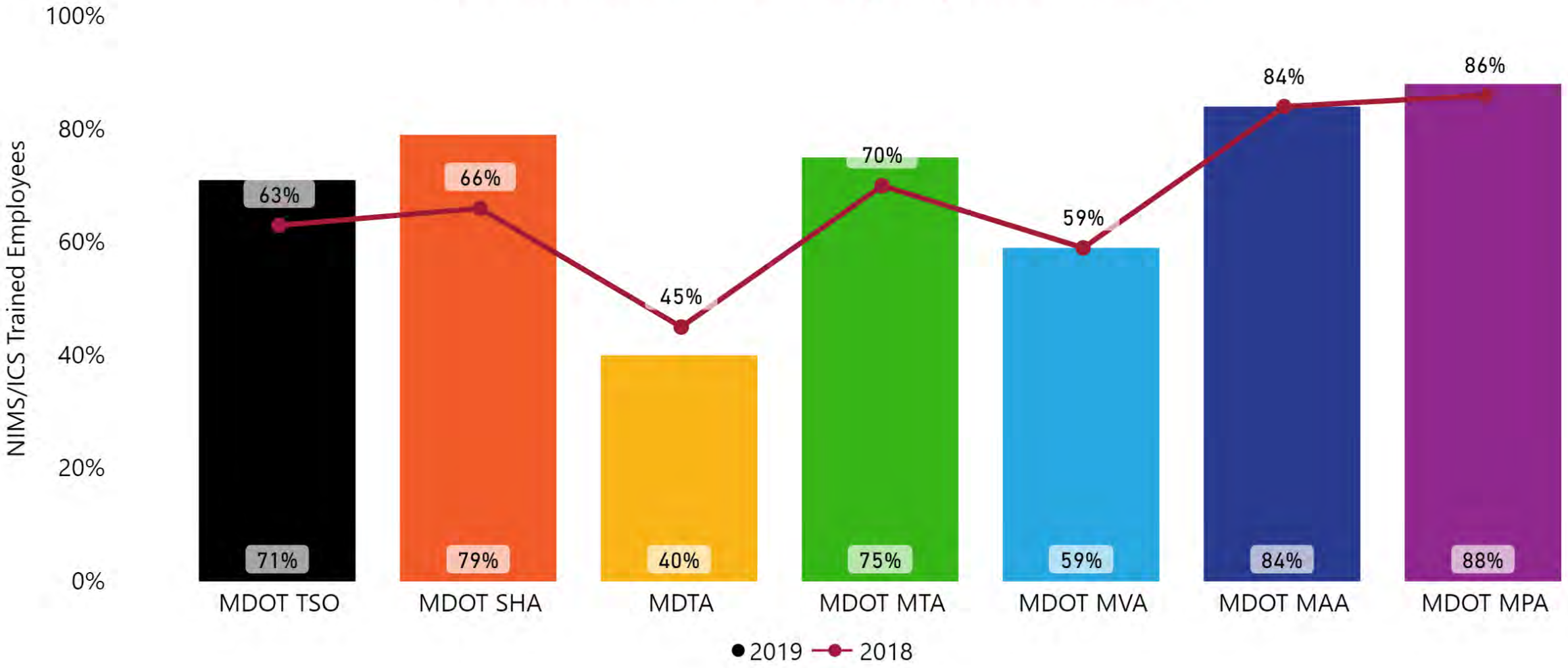
Chart 3.7.3: Roadway Assists by Type for Q4 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.8: Number of Employees Trained Under National Incident Management System (NIMS)

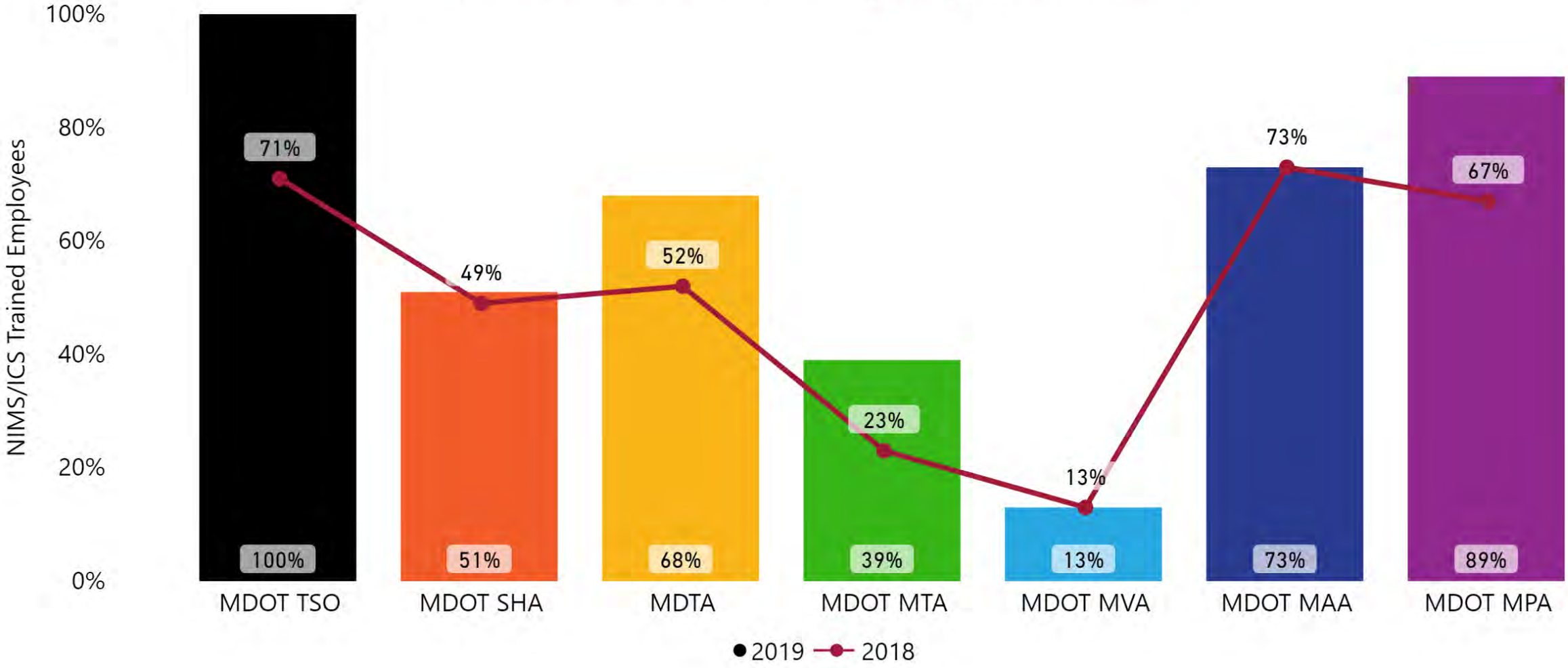
Chart 3.8.1- Level 1 NIMS Training Completed 2018 vs. 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.8: Number of Employees Trained Under National Incident Management System (NIMS)

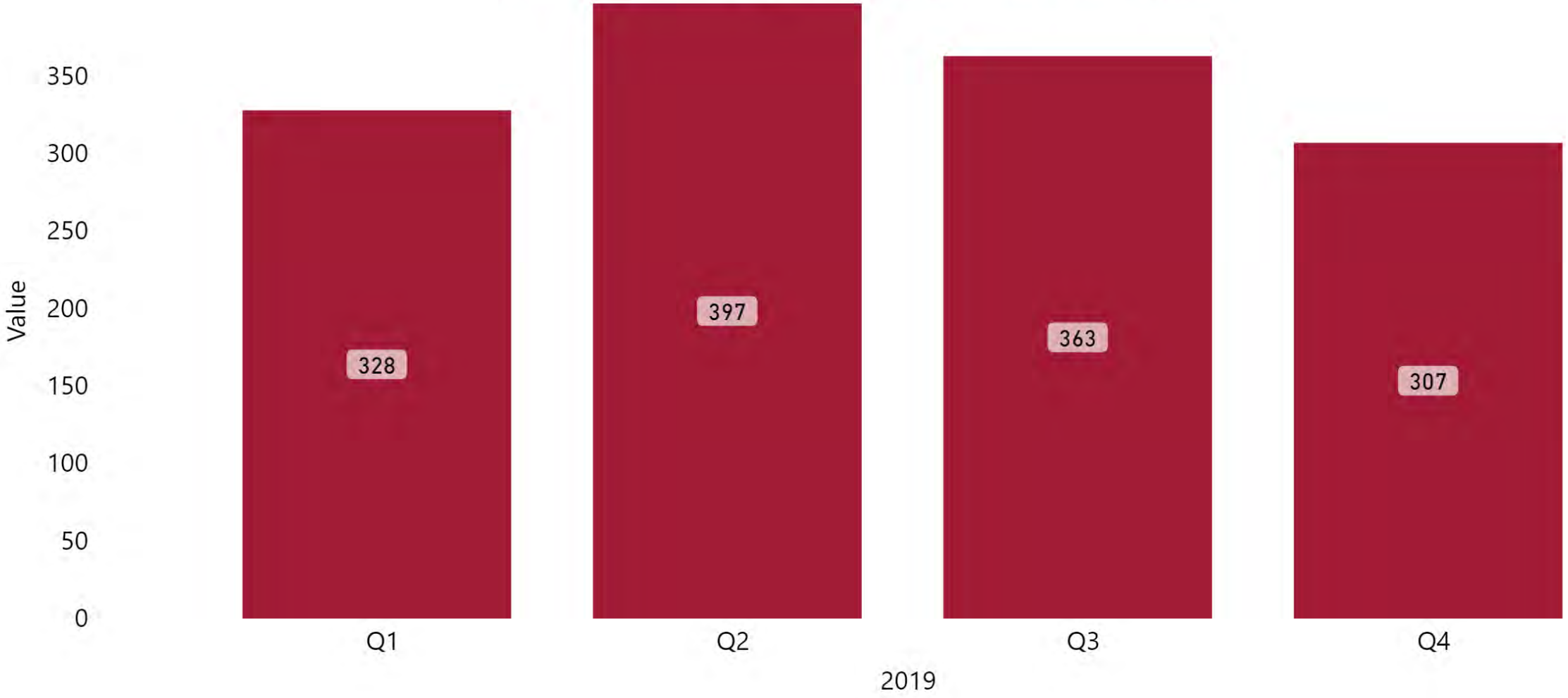
Chart 3.8.2 - Level 2 NIMS Training Completed 2018 vs. 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

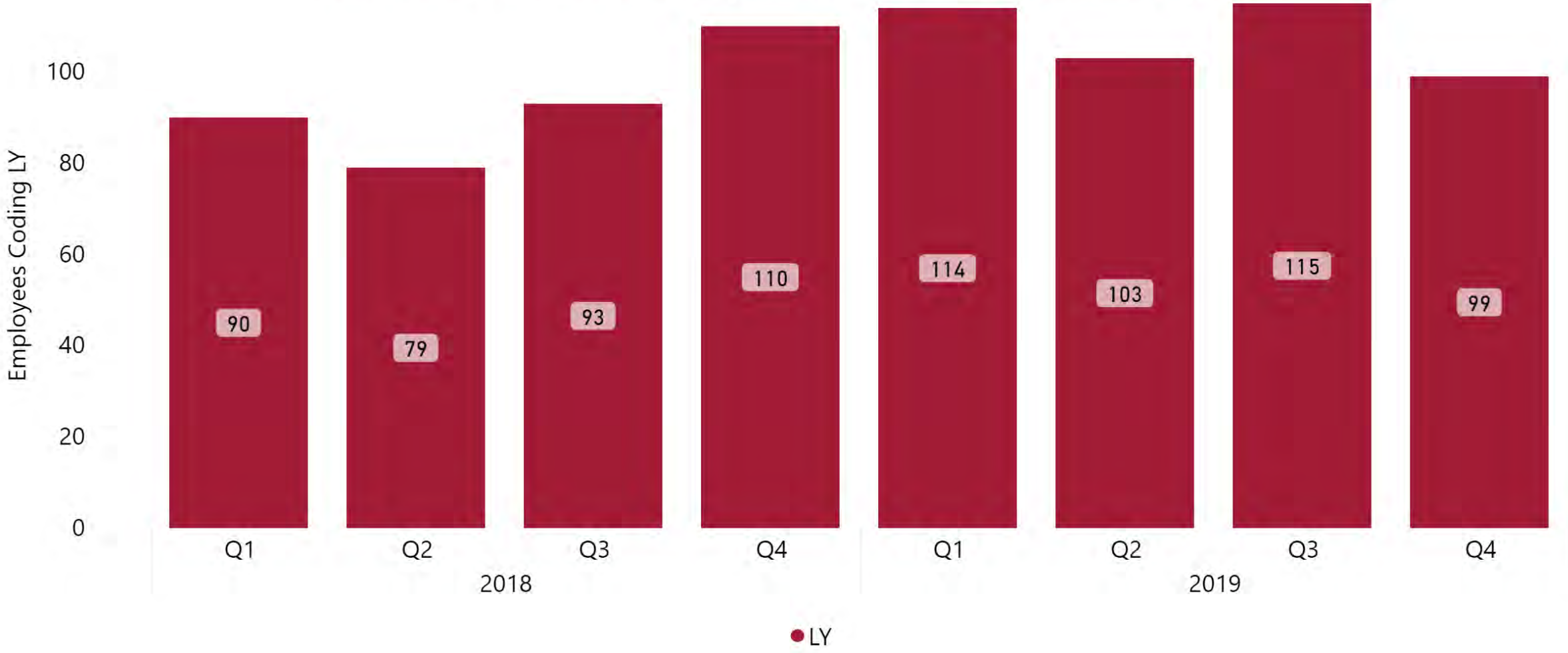
Chart 3.9A.1: First Report of Injuries (FROI) MDOT-Wide



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

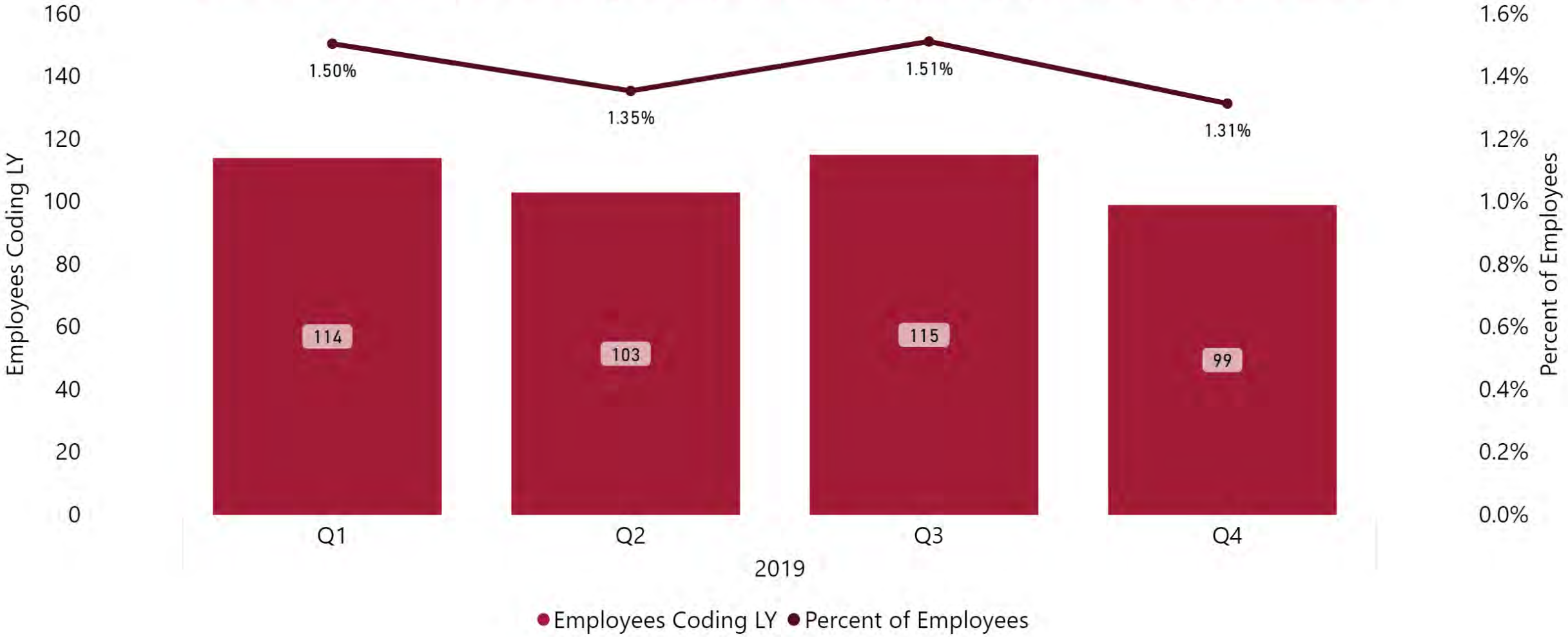
Chart 3.9B.1A: Number of Employees Coding Work Injury Leave (LY) by Quarter



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

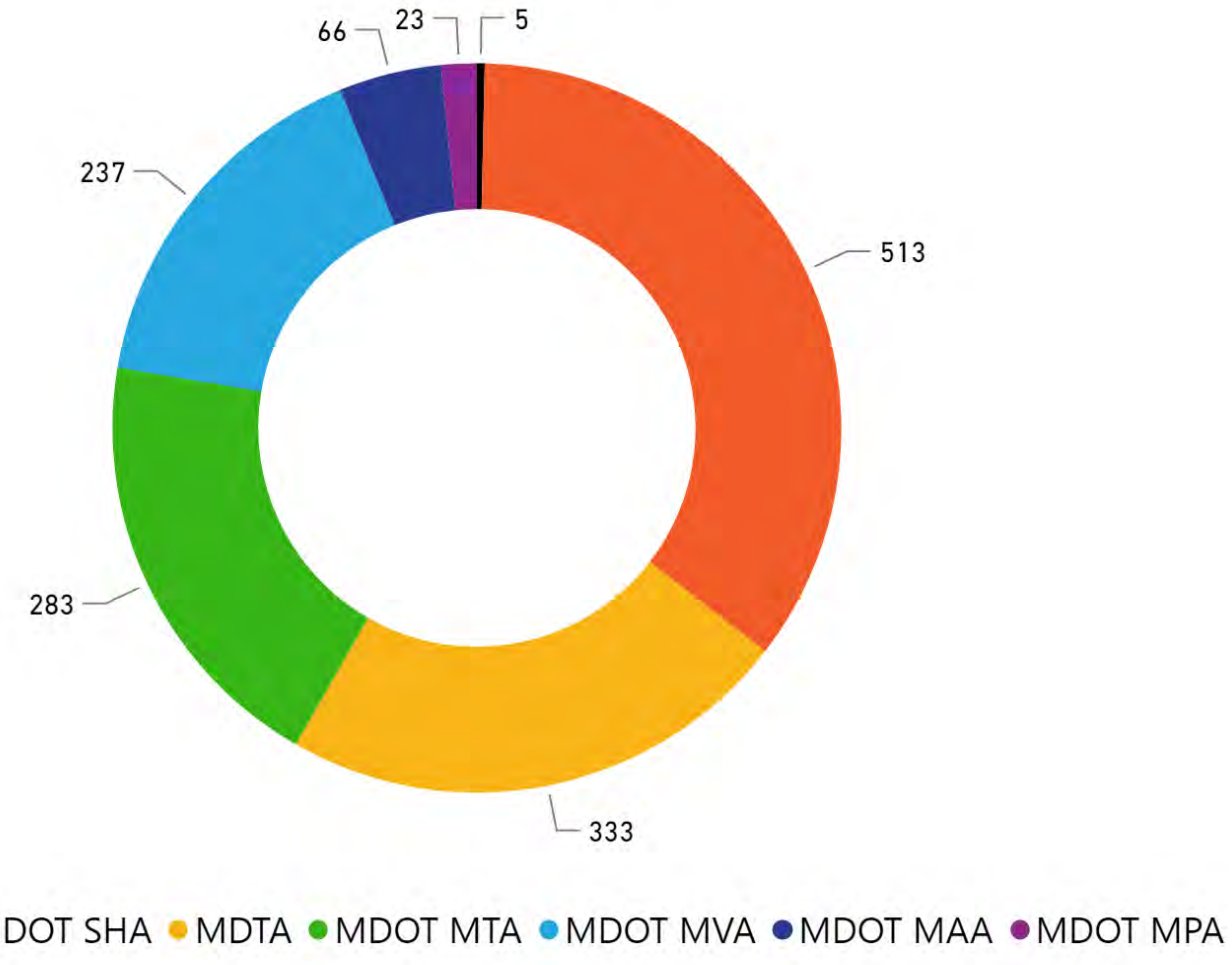
Chart 3.9B.1C: Number & Percentage of Employees Coding Work Injury Leave (LY) by Calendar Year



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

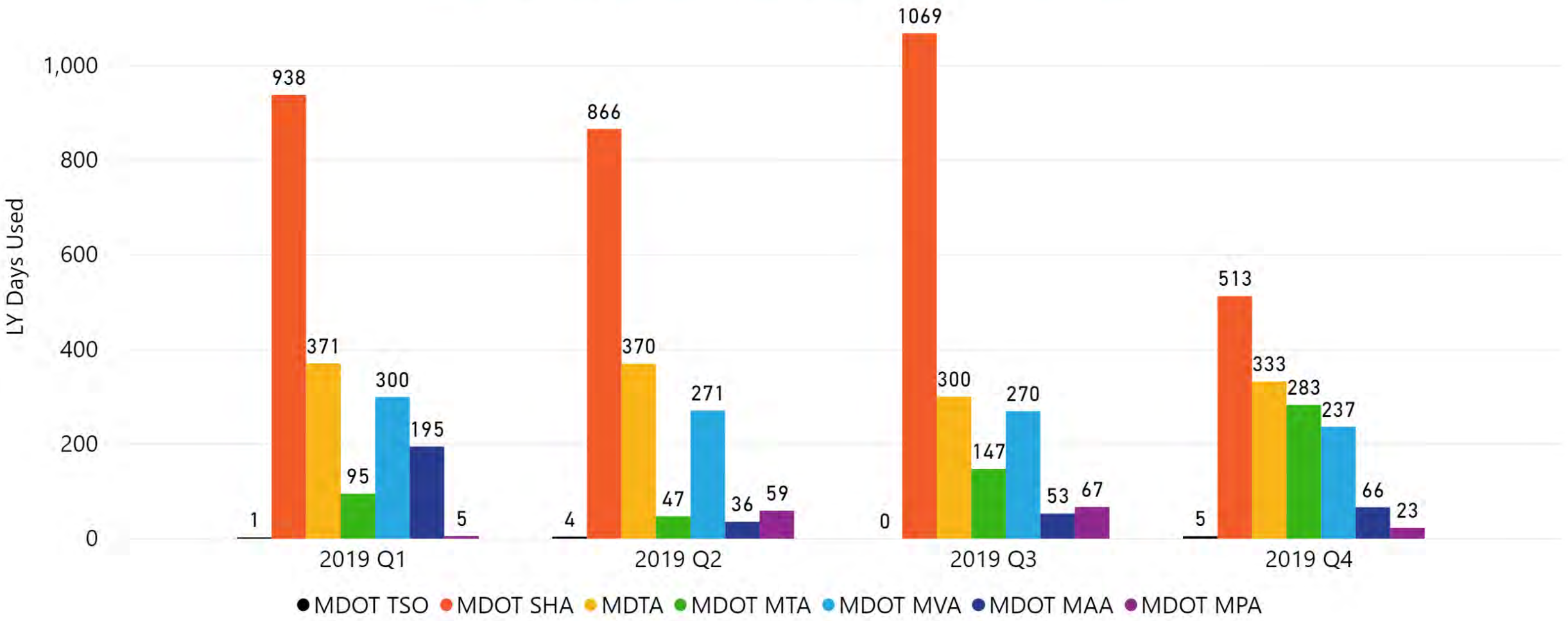
Chart 3.9B.2A: Number of Work Injury Days Used for Q4 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

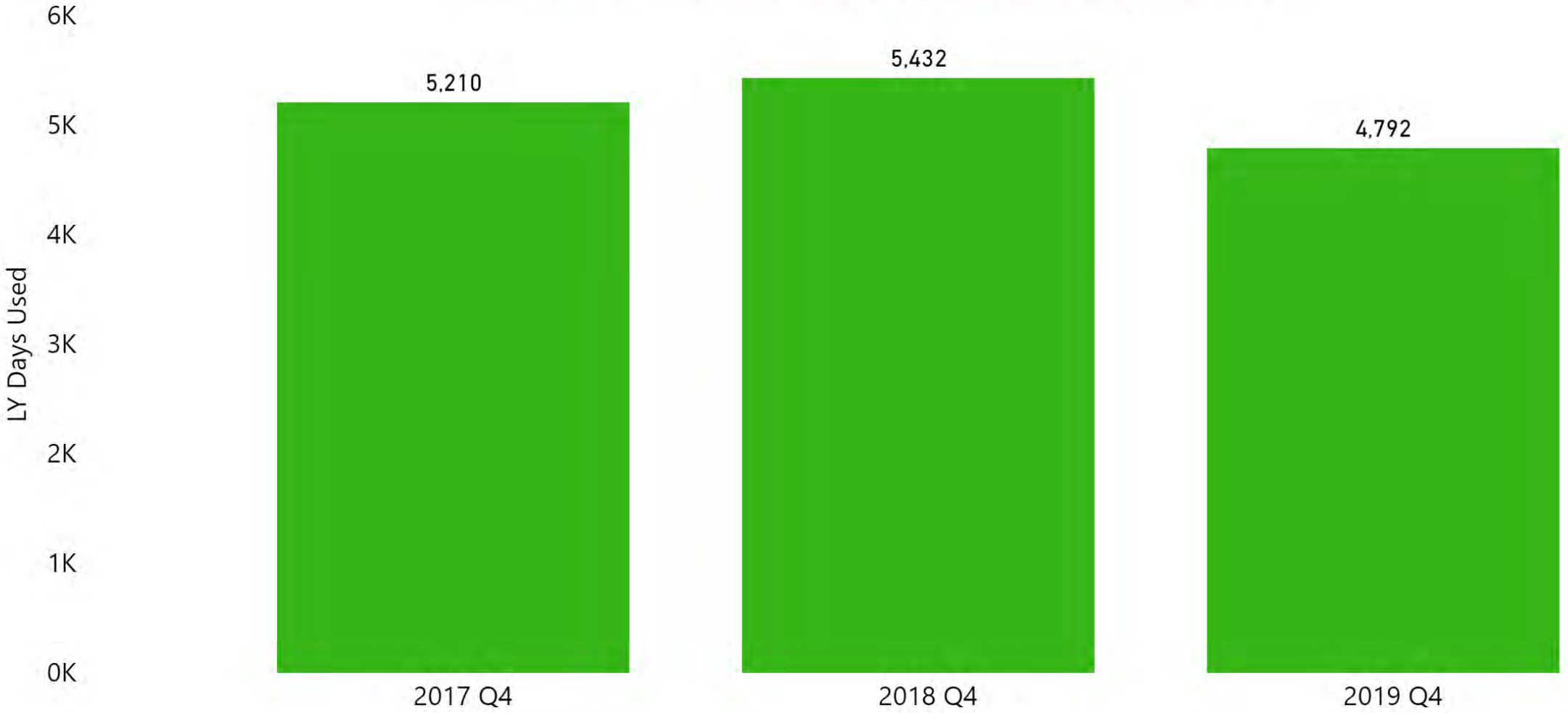
Chart 3.9B.2B: Number of Work Injury Leave (LY) Days Used



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

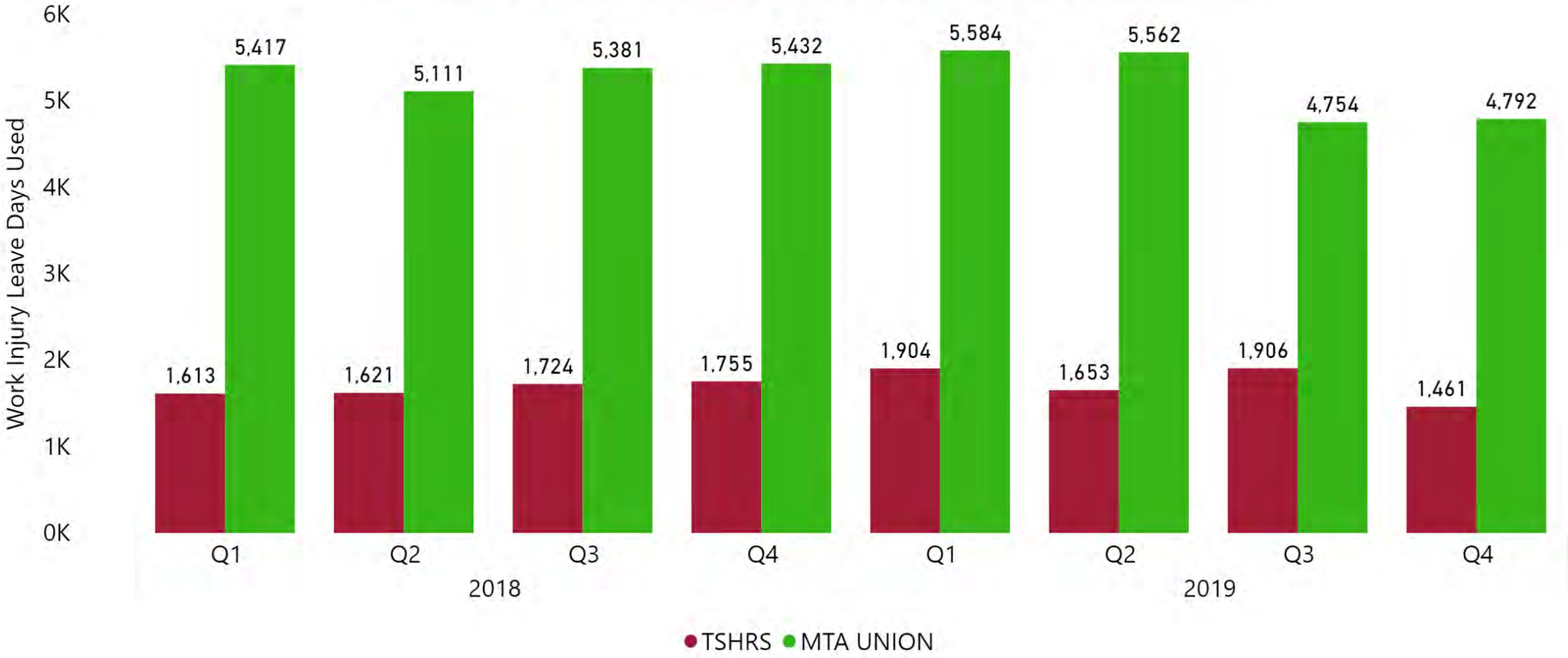
Chart 3.9B.3: MTA Union Lost Work Days Due to Injuries for Q4



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

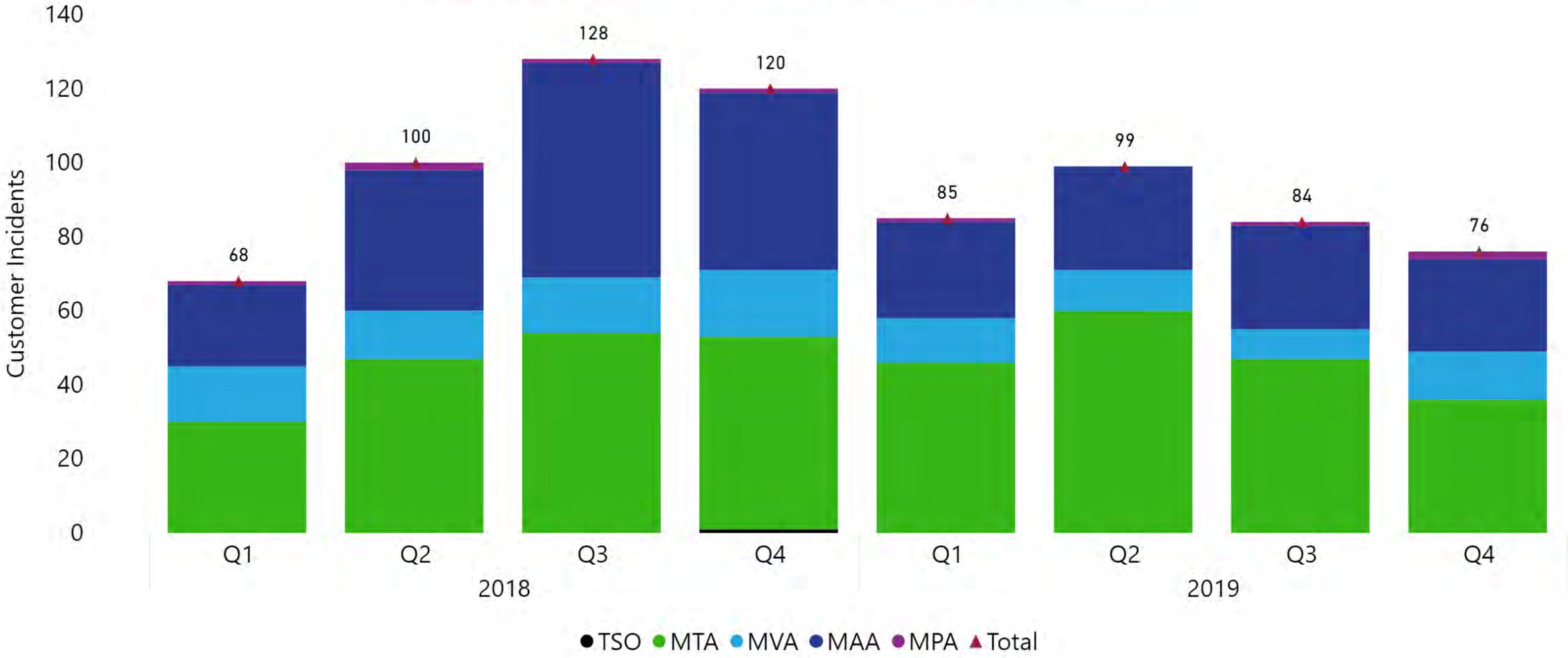
Chart 3.9B.4: Number of Work Injury Days Used, TSHRS and MTA Union



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities

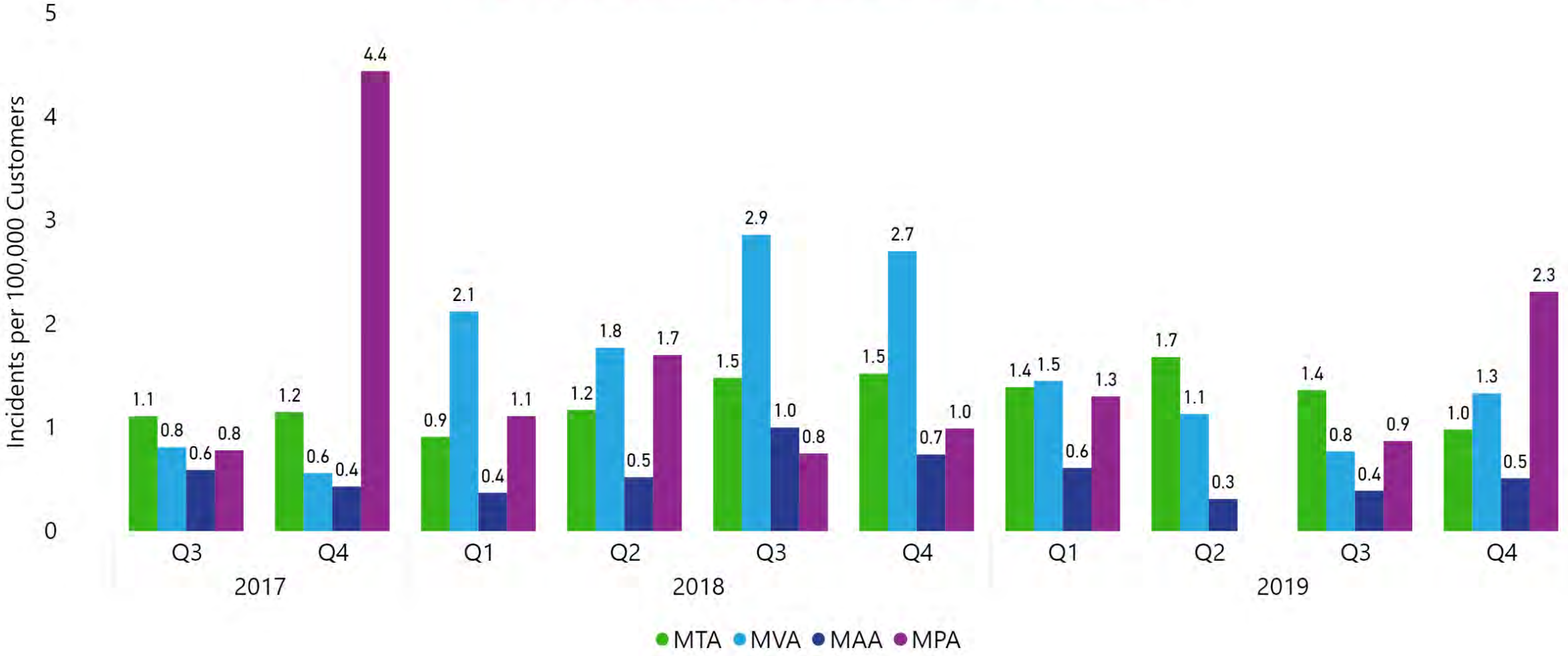
Chart 3.10.1: Number of Customer Incidents at MDOT Facilities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities

Chart 3.10.2: Number of Incidents per 100,000 Customers



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

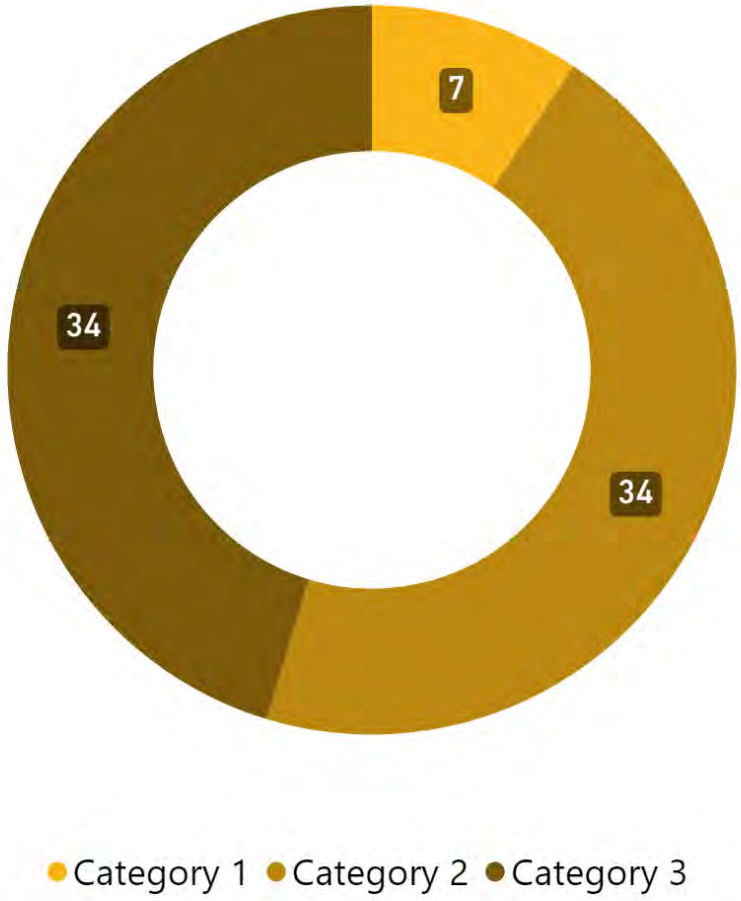
TANGIBLE RESULT #3

TBU SPECIFIC MEASURES

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

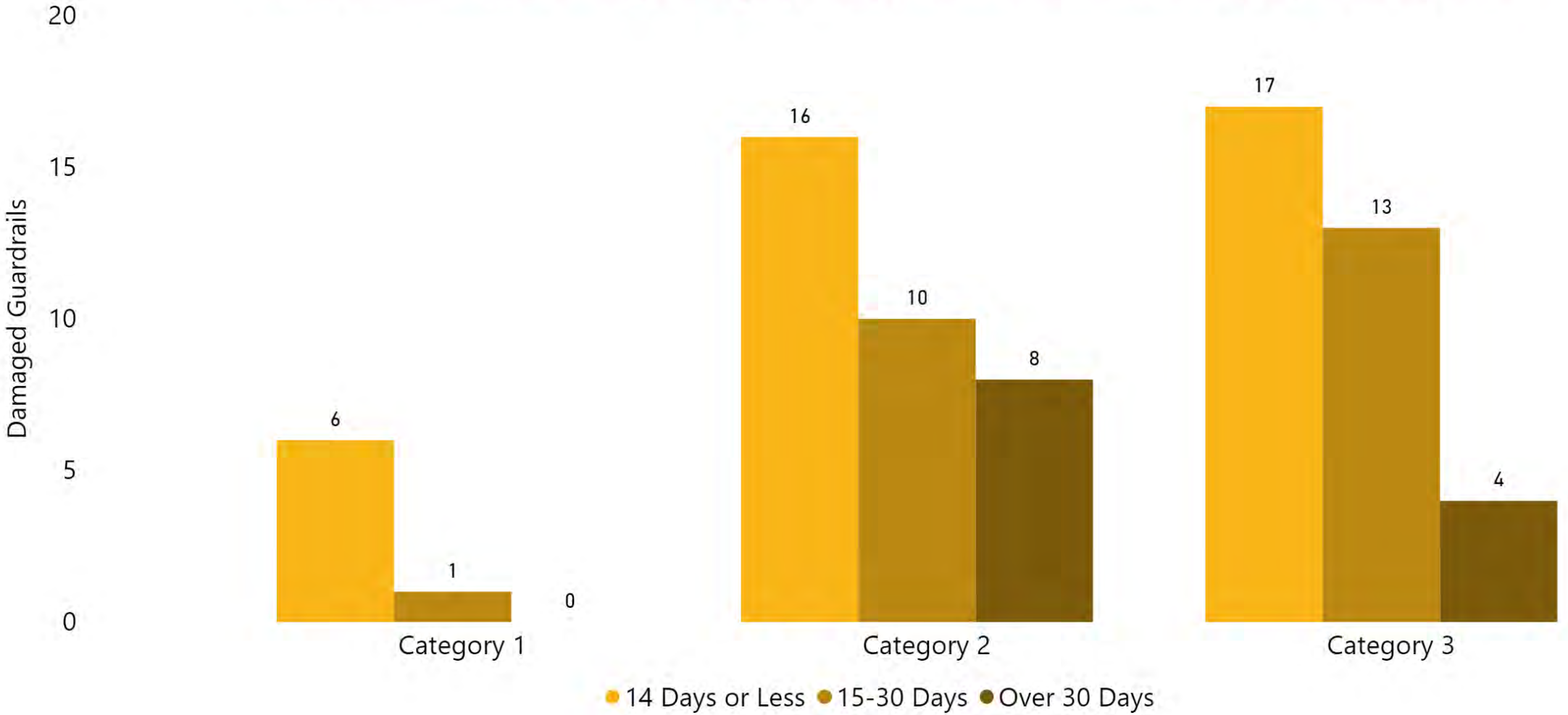
MDTA 3.1.1: Total Number of Hits for Each Guardrail Damage Category for Q4 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

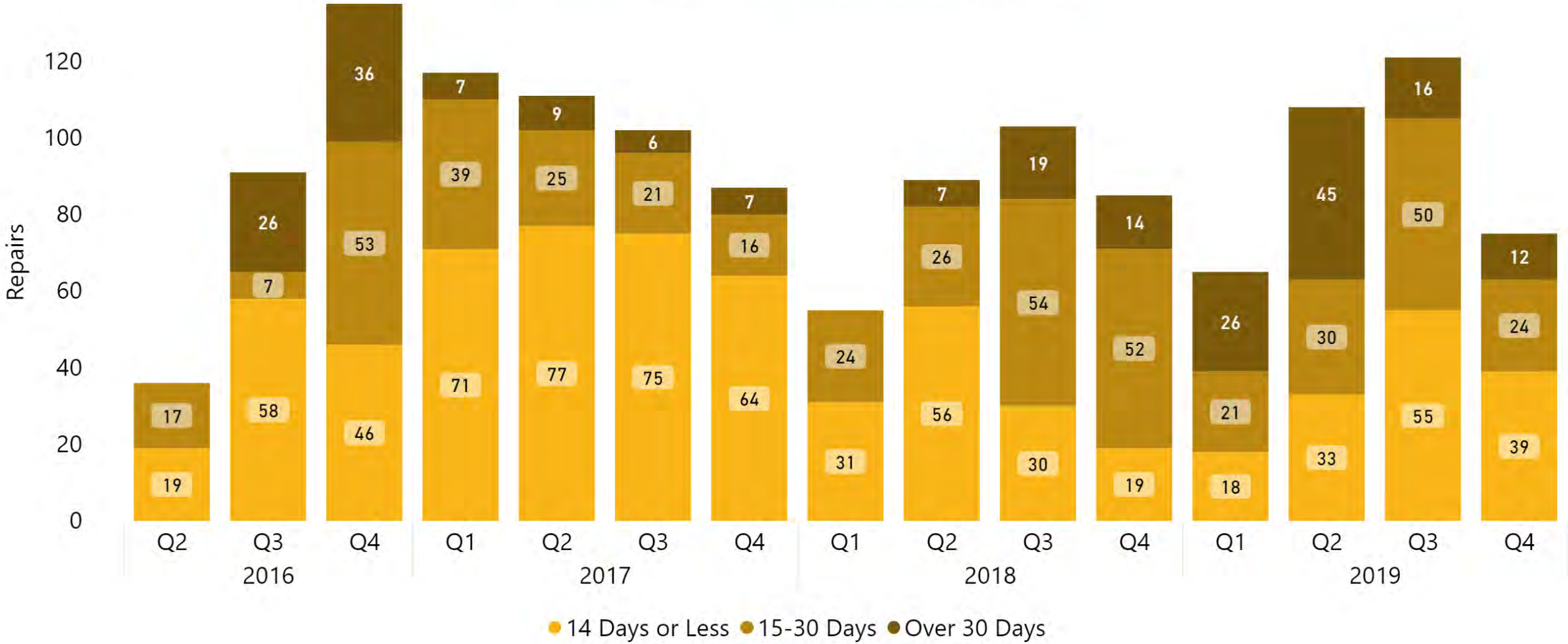
MDTA 3.1.2: Guardrail Damage Category - Days between Notification and Repair for Q4 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

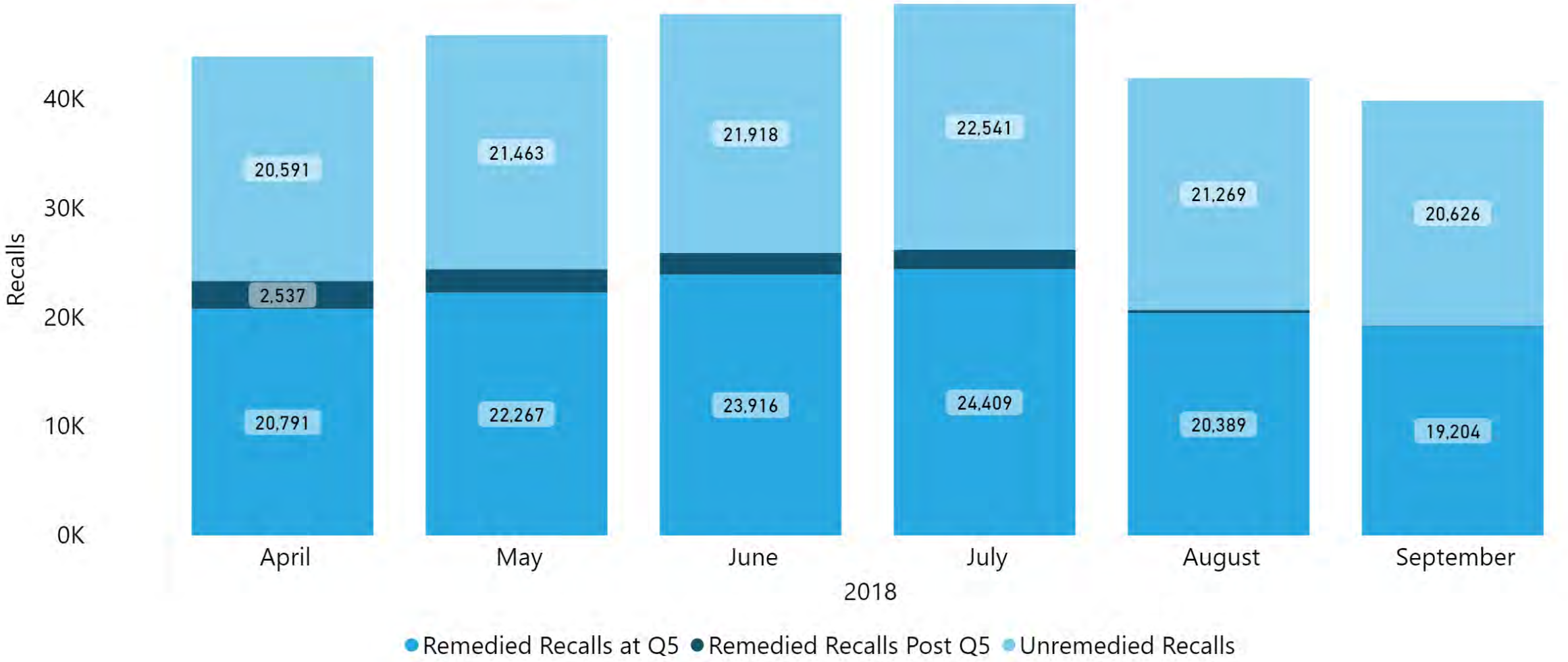
MDTA 3.1.3: Days between Notification and Repair



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

MVA 3.1: Vehicle Safety Recall Compliance

MVA 3.1.1: Maryland Vehicle Safety Recall Status



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

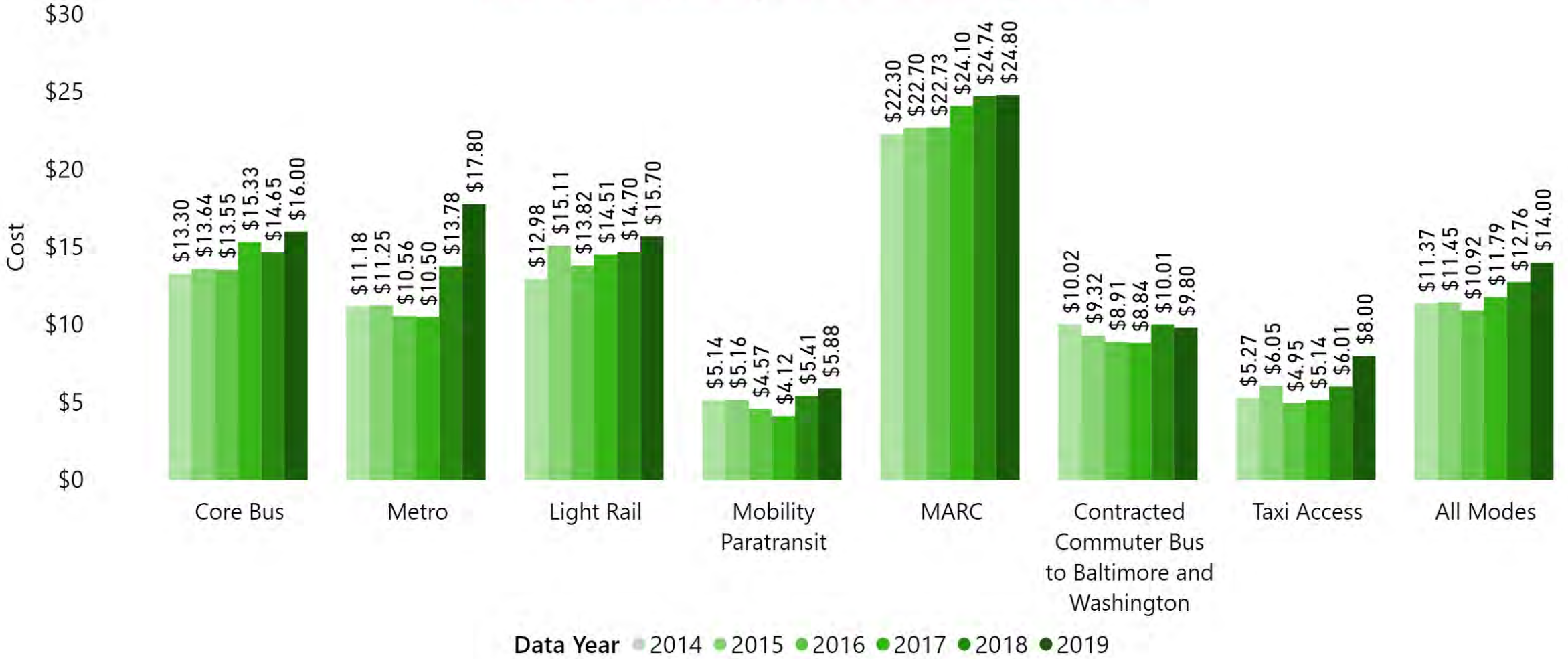
PRESENTING:

DELIVER TRANSPORTATION SOLUTIONS AND SERVICES OF GREAT VALUE

TANGIBLE RESULT #4

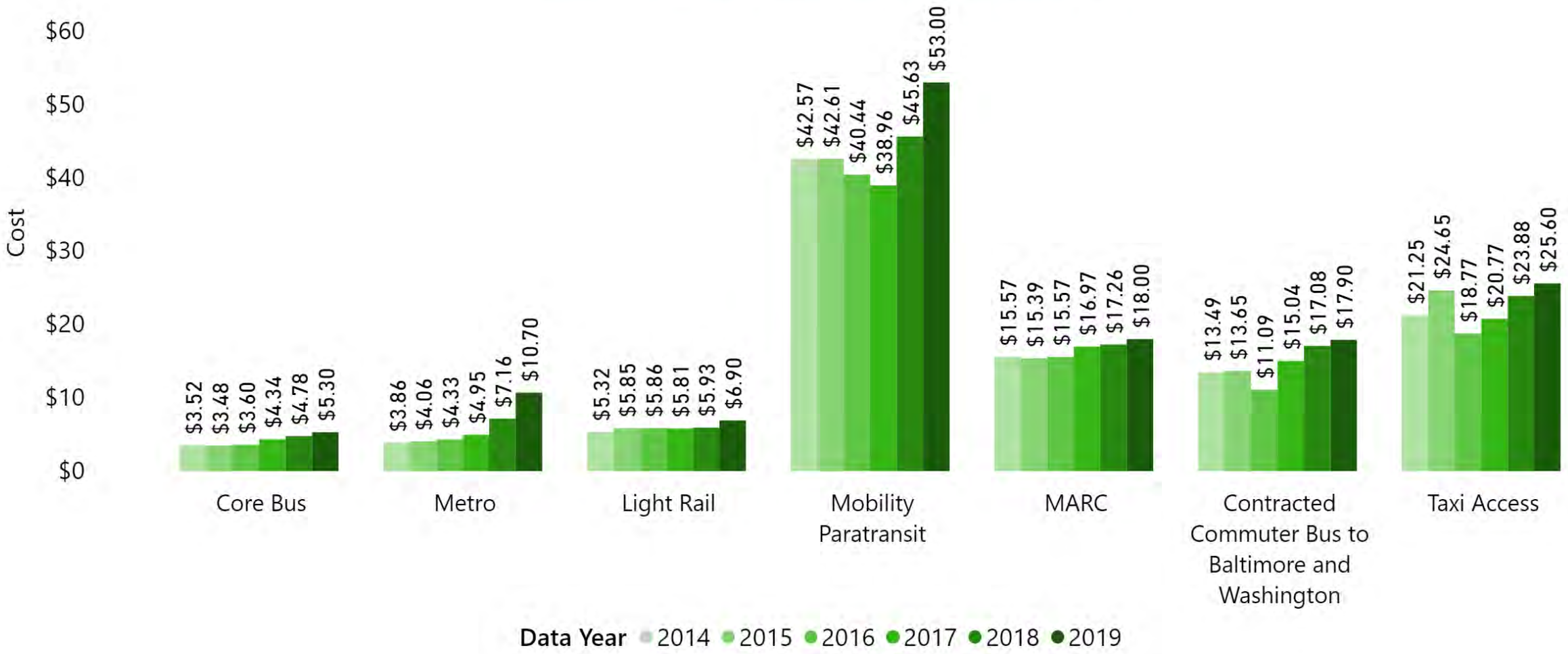
PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4F.1: Operating Cost Per Revenue Vehicle Mile



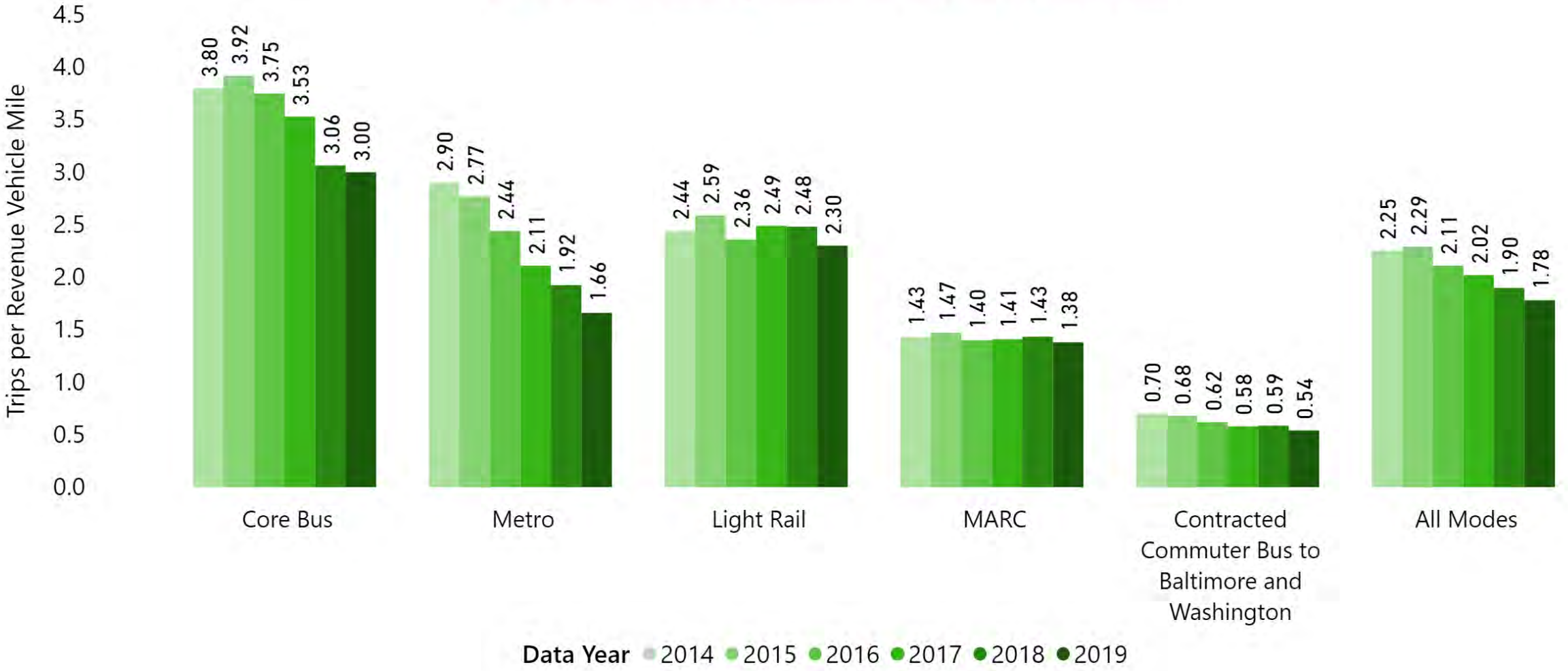
PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4G.1: Operating Cost Per Passenger Trip



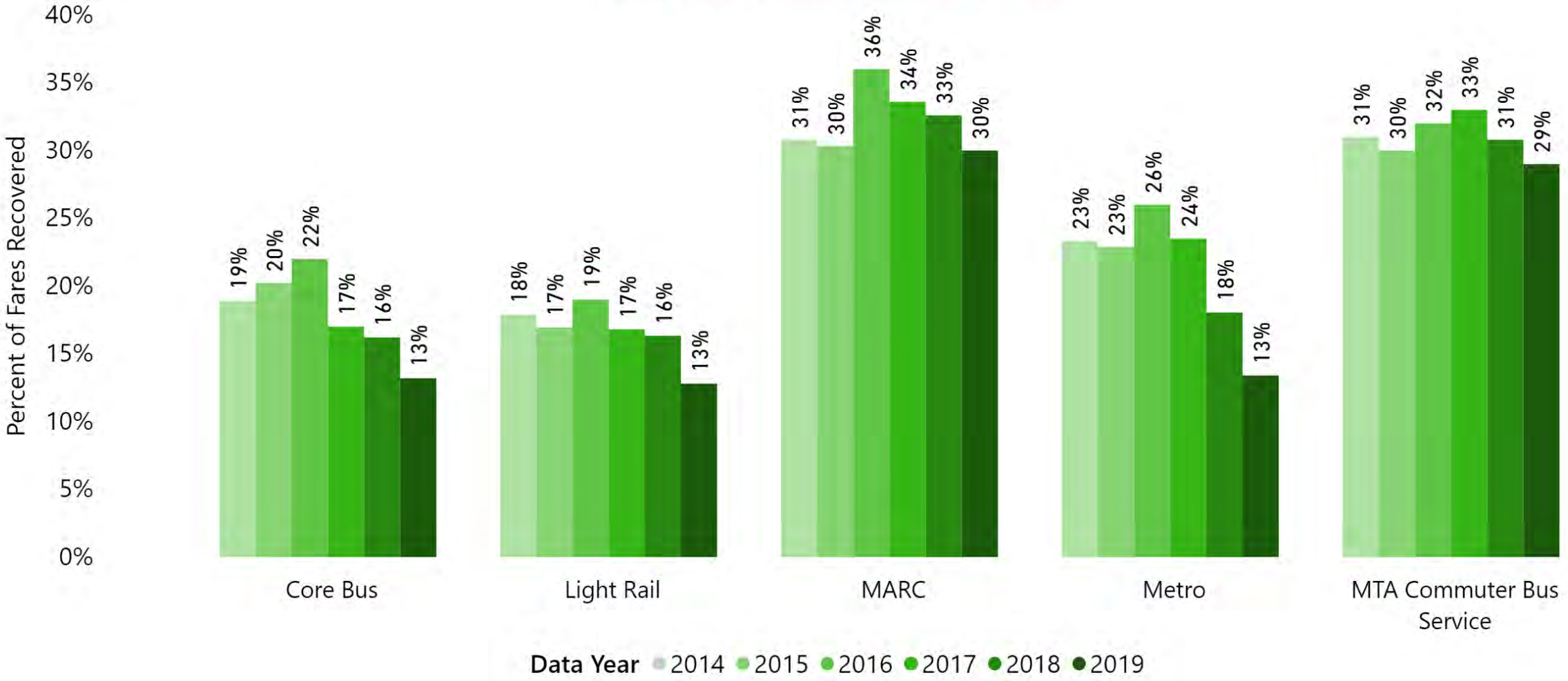
PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4H.1: Passenger Trips Per Revenue Vehicle Mile



PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4I.1: Farebox Recovery Rate

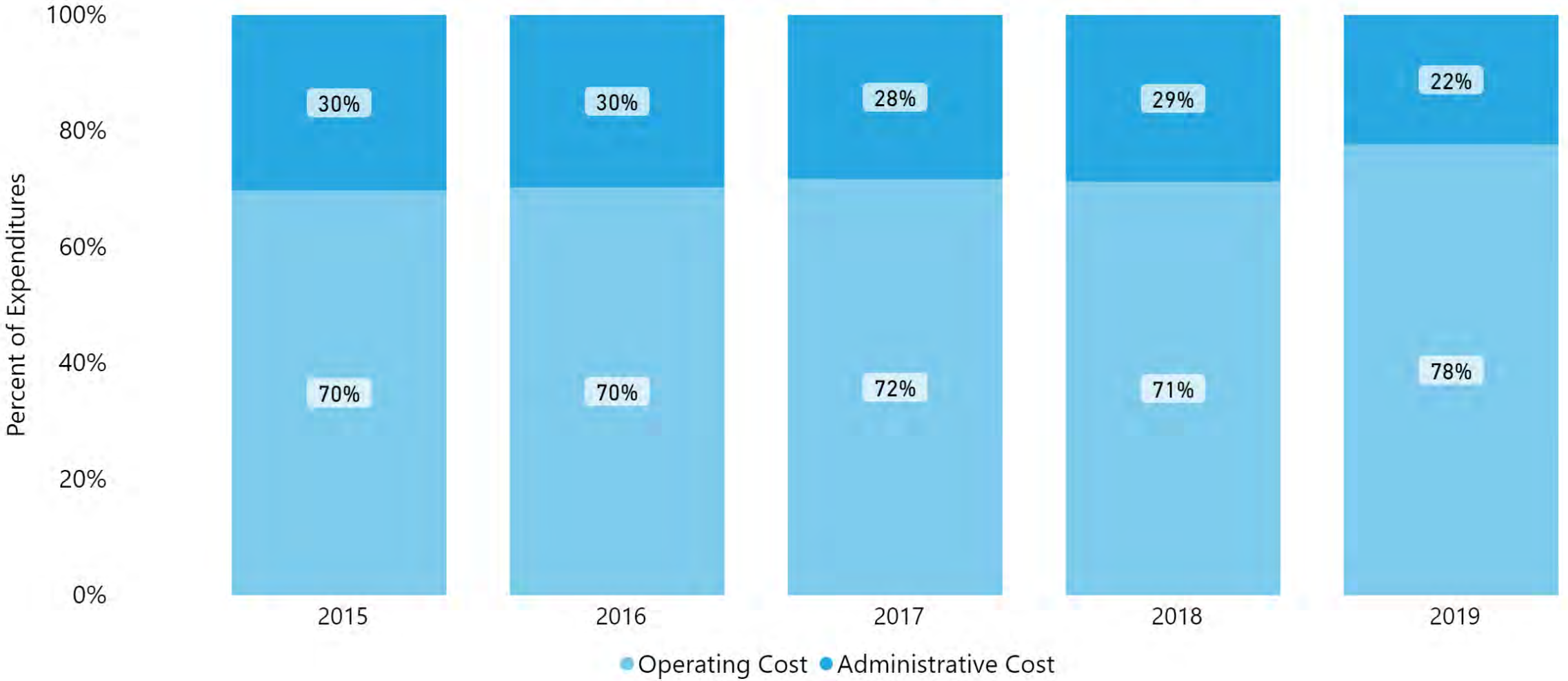


PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4J.1: MVA Operating & Administrative Cost Per Transaction

PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4J.2: MVA Operating Cost vs. Administrative Cost



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

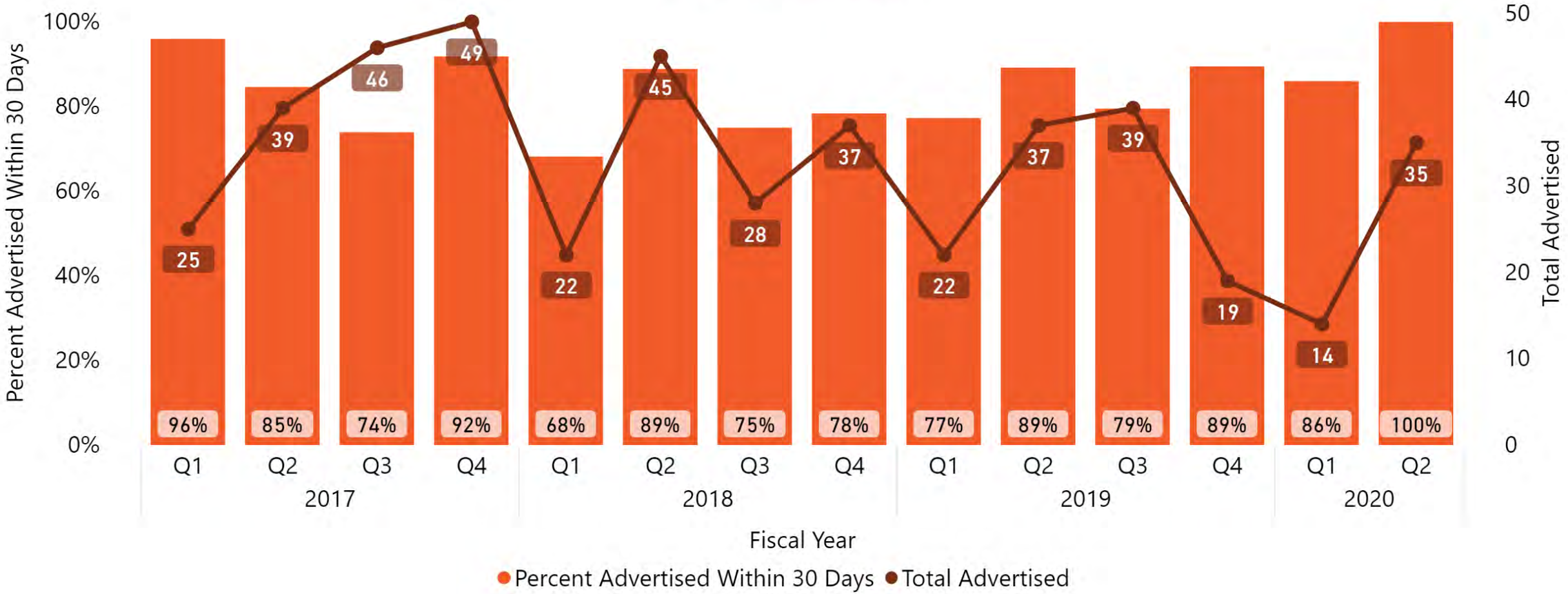
PRESENTING:

TANGIBLE RESULT #4

TBU SPECIFIC MEASURES

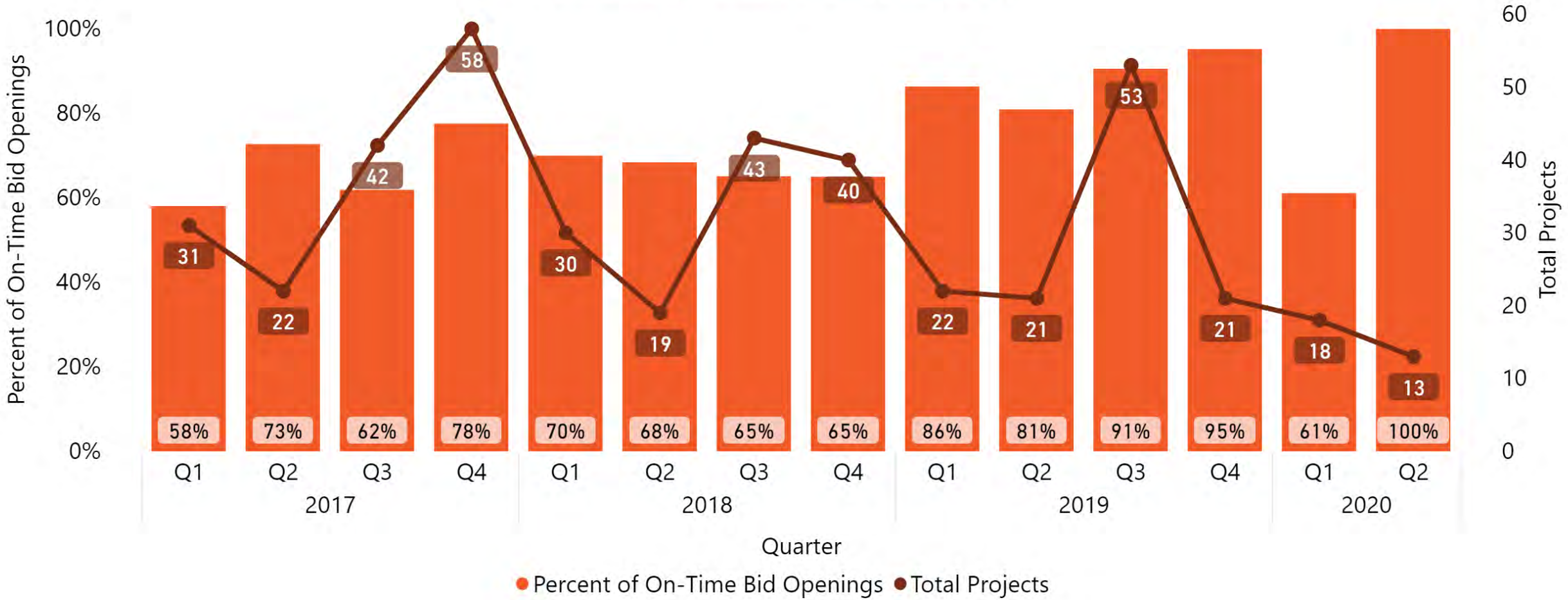
PM# SHA 4.1: Advertisements Within 30 Days

Chart SHA 4.1.1: Percent of Projects (Valued at More Than $1M) Advertised Within 30 Days of the Original Established Financial Advertisement Date



PM# SHA 4.2: Bid Openings On Time

Chart SHA 4.2.1: Percent of Projects (Valued at More Than $1M) with a Bid Opening Date on Target with the Bid Opening Date at the Time of Actual Advertisement Date



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

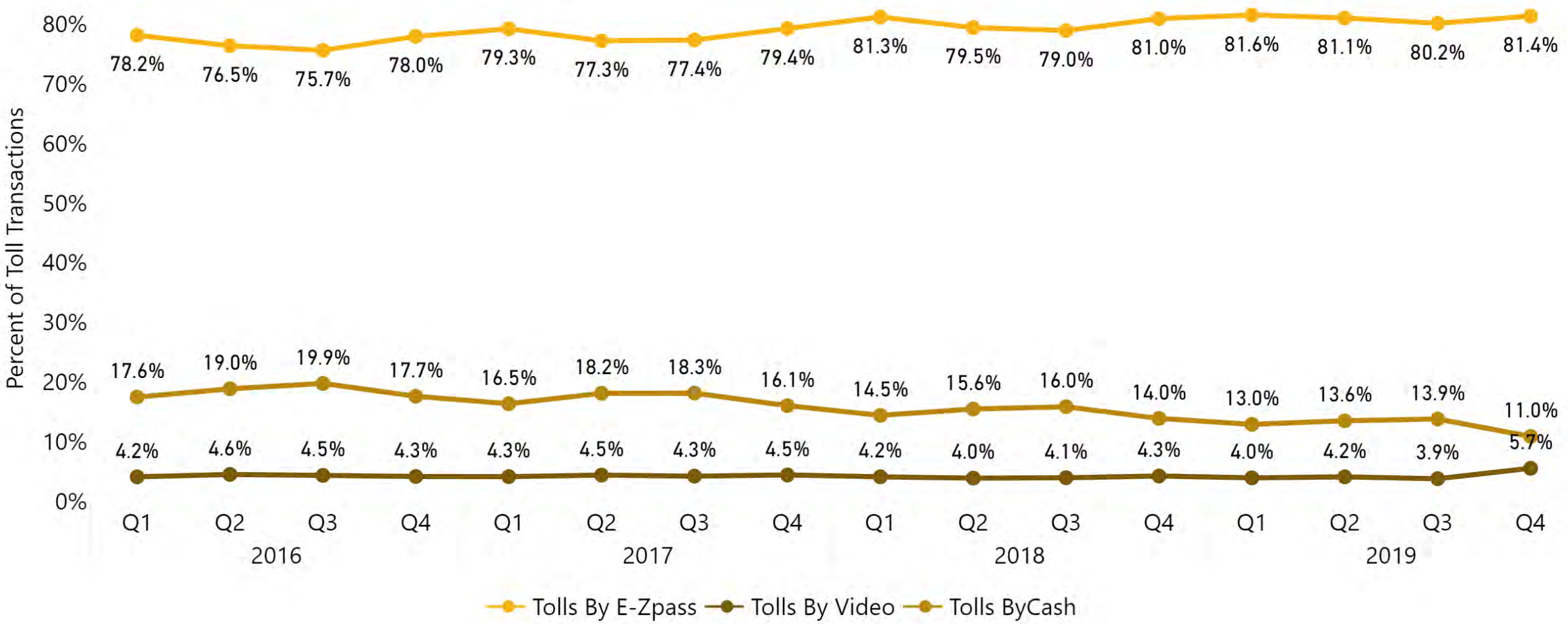
PRESENTING:

PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

TANGIBLE RESULT #5

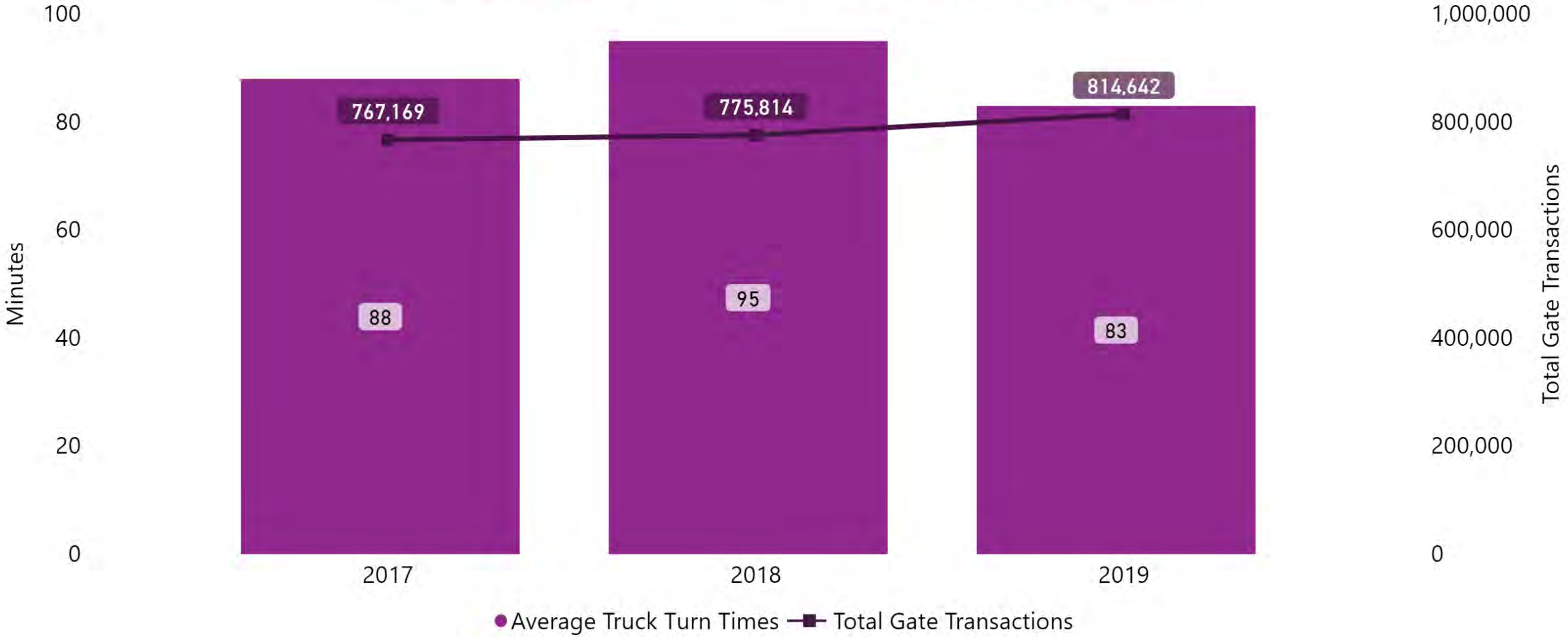
PM#5.1: Reliability of the Transportation Experience

Chart 5.1A.1: Percent of Toll Transactions by Payment Channel for All Mixed Facilities



PM#5.1: Reliability of the Transportation Experience

Chart 5.1B.1: Average Truck Turnaround Time, Seagirt Marine Terminal

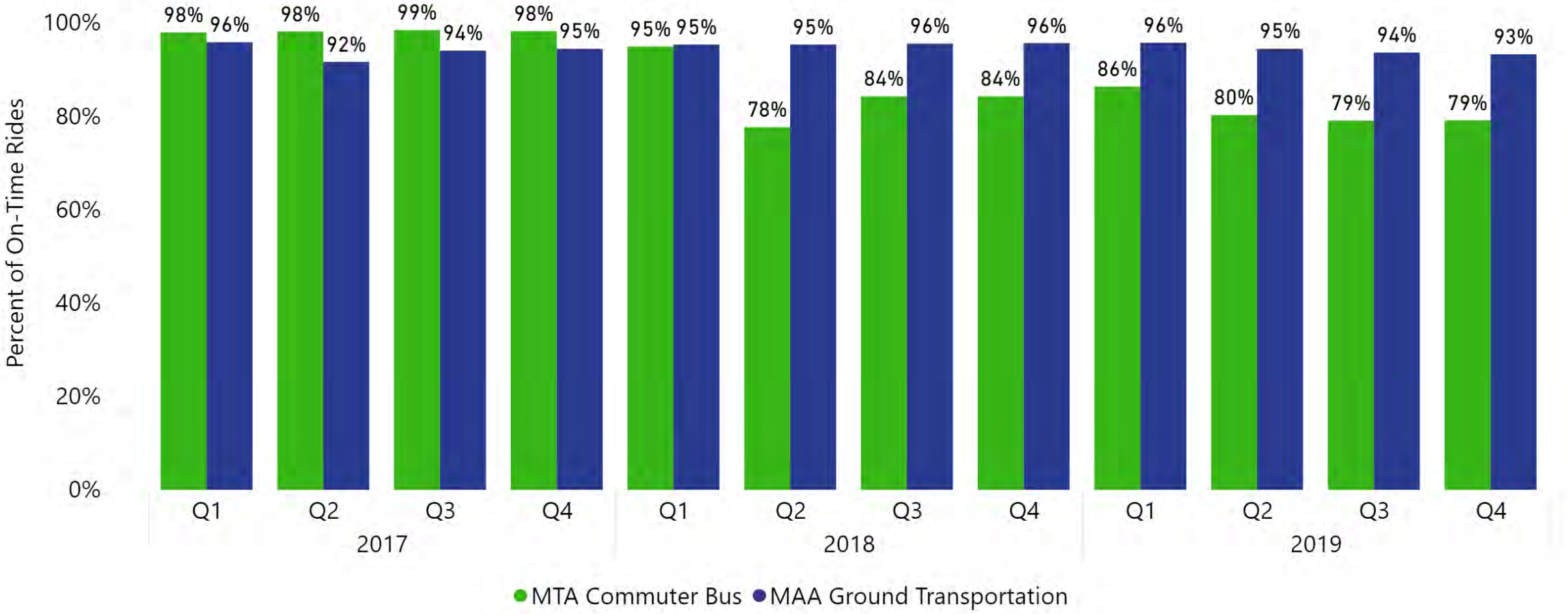


PM#5.1: Reliability of the Transportation Experience

Chart 5.1C.1: Average Wait Time at MDOT MVA Branches

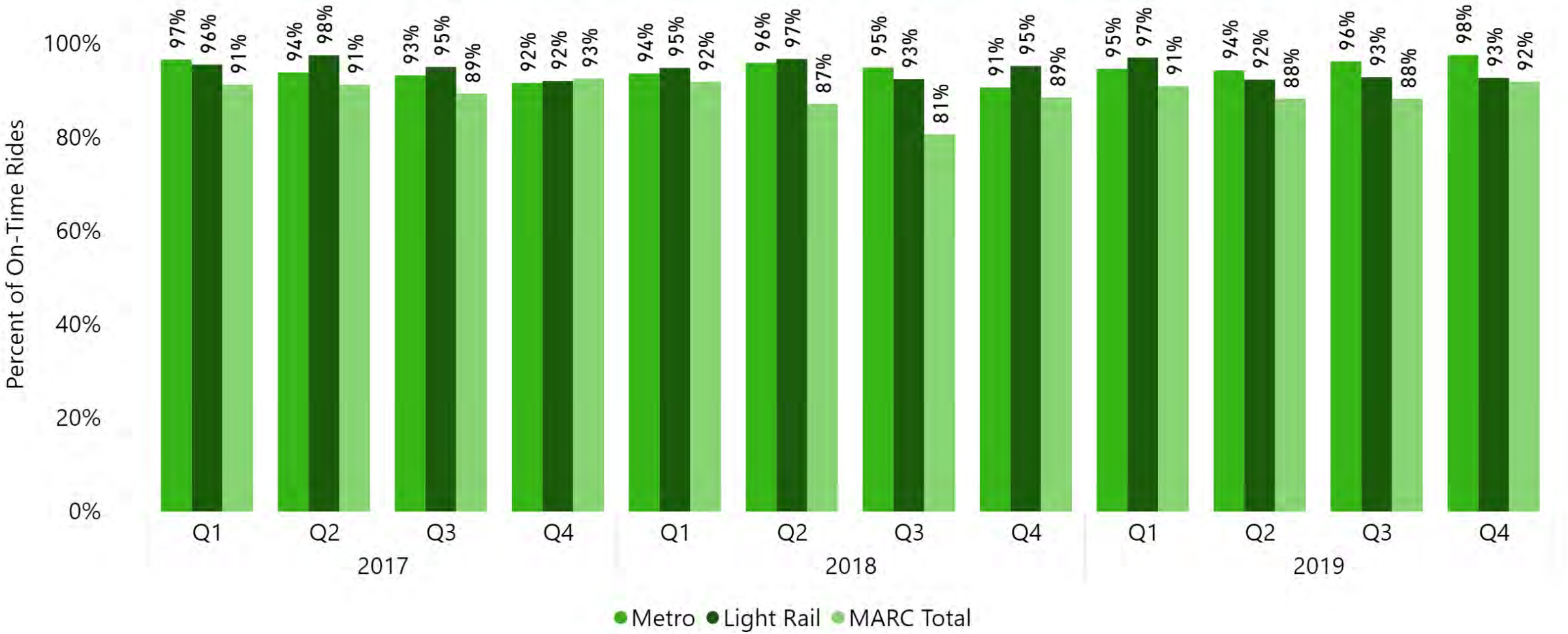
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.1: On-Time Performance of MDOT MTA Commuter Bus & MDOT MAA Ground Transport



PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.2: On-Time Performance of MDOT MTA SubwayLink, Light RailLink, & MARC



PM#5.1: Reliability of the Transportation Experience

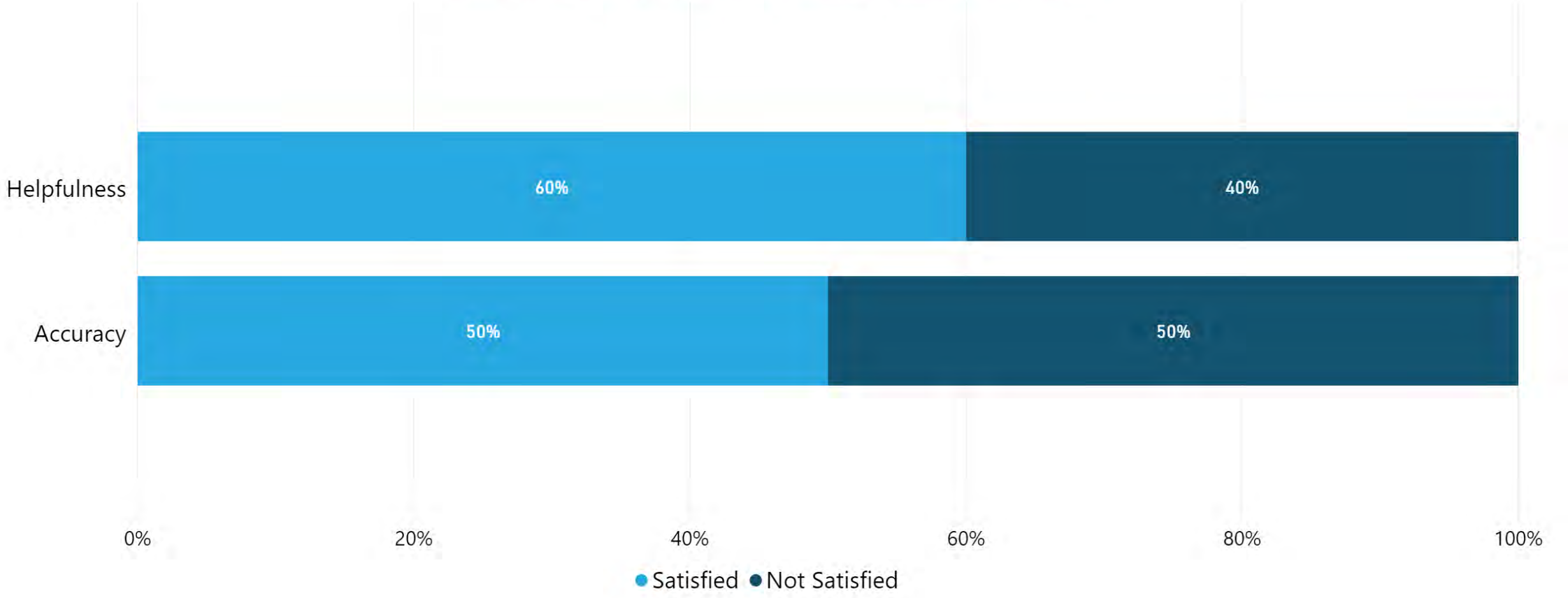
Chart 5.1D.3: On-Time Performance of MDOT MTA Paratransit

PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.4: MTA Core Bus On-Time Performance

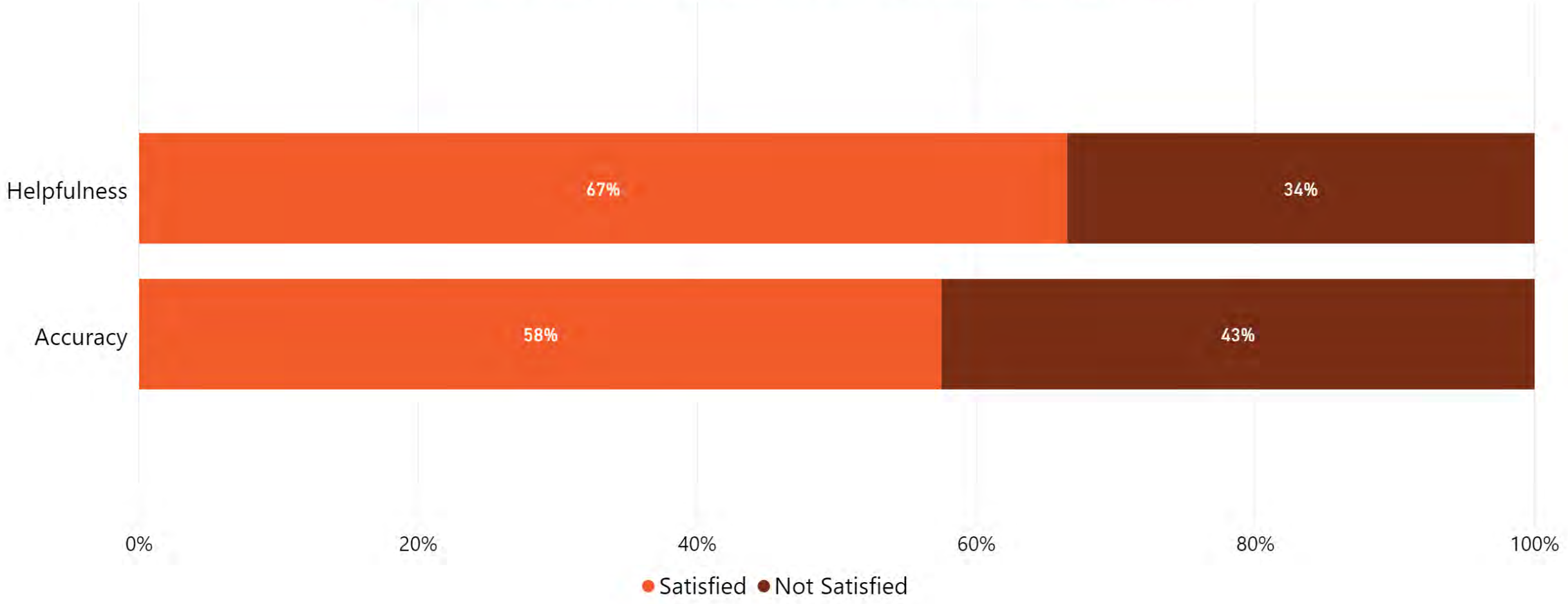
PM#5.4: Customer Satisfaction with Helpfulness and Accuracy of Real-Time Systems Provided

Chart 5.4B.1: MVA Wait Time Website Satisfaction 2019



PM#5.4: Customer Satisfaction with Helpfulness and Accuracy of Real-Time Systems Provided

Chart 5.4B.6: CHART (SHA & MDTA) Customer Satisfaction with DMS



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

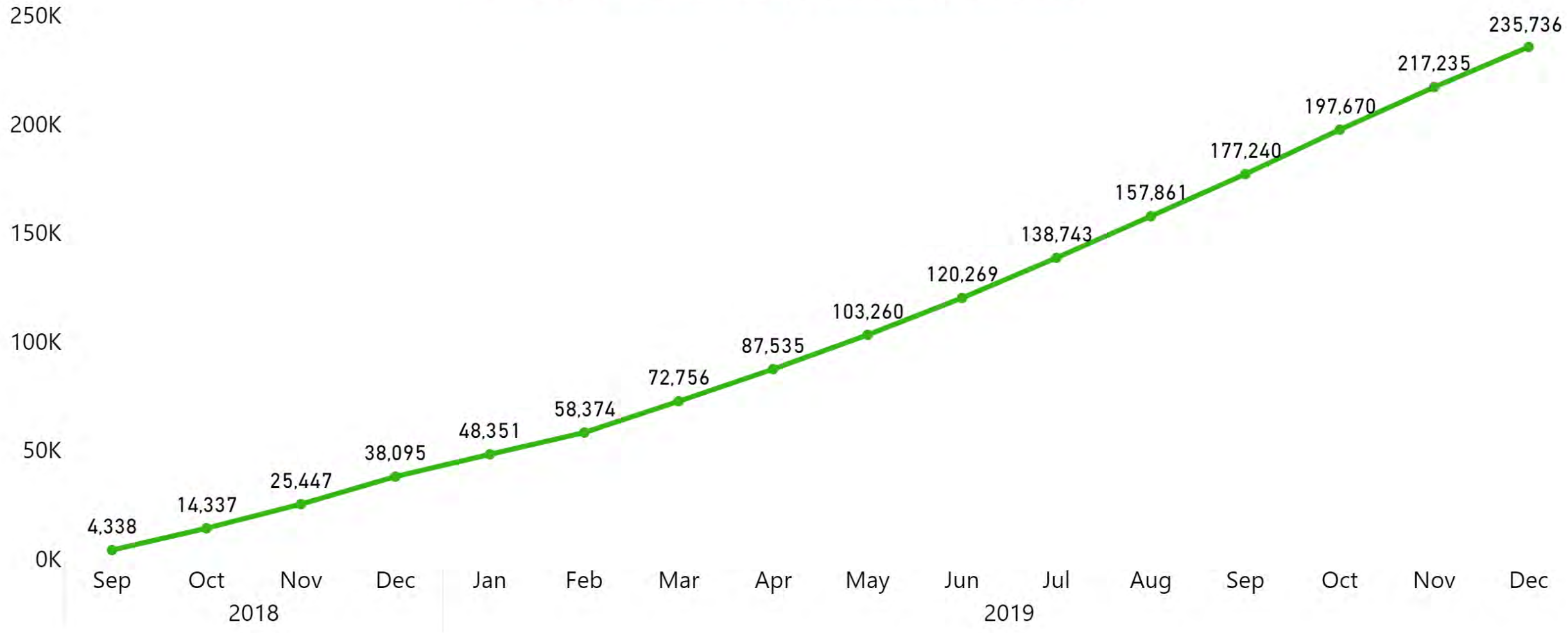
PRESENTING:

TANGIBLE RESULT #5

TBU SPECIFIC MEASURES

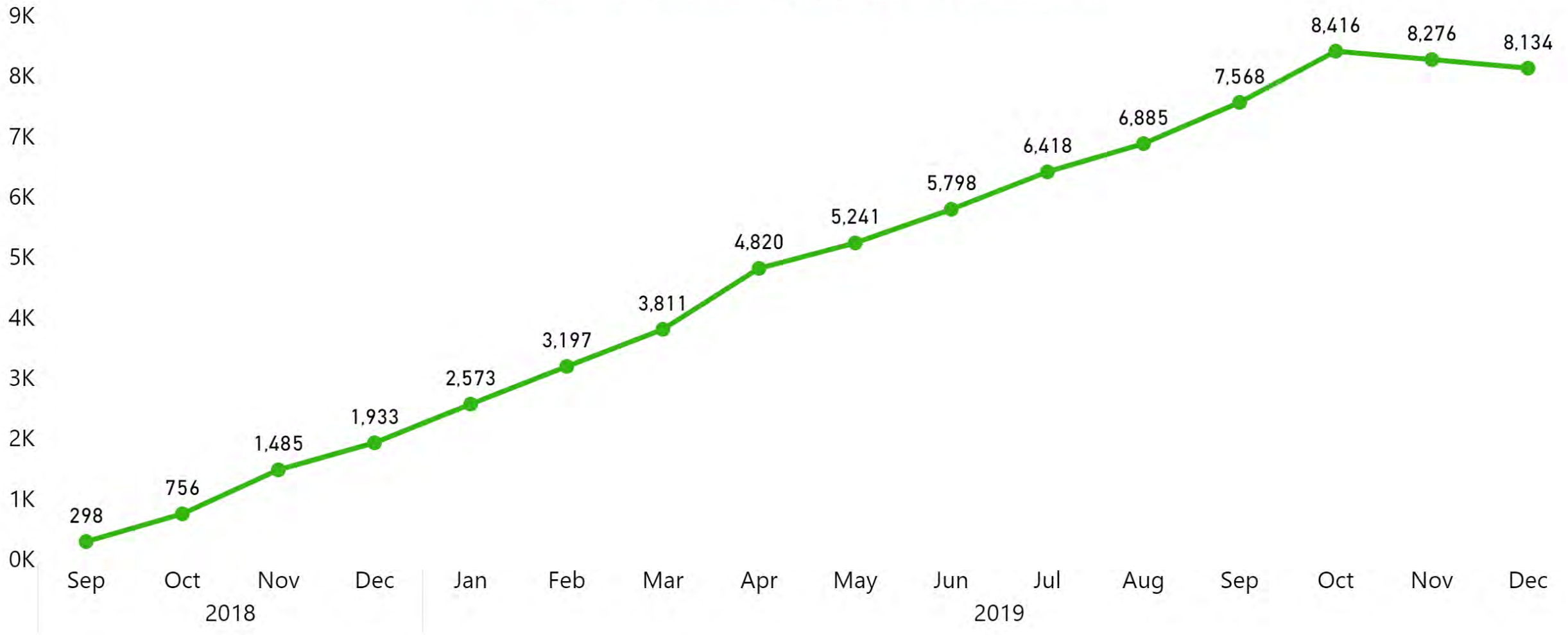
MTA 5.1: CharmPass Downloads

Chart MTA 5.1A: CharmPass Cumulative Downloads



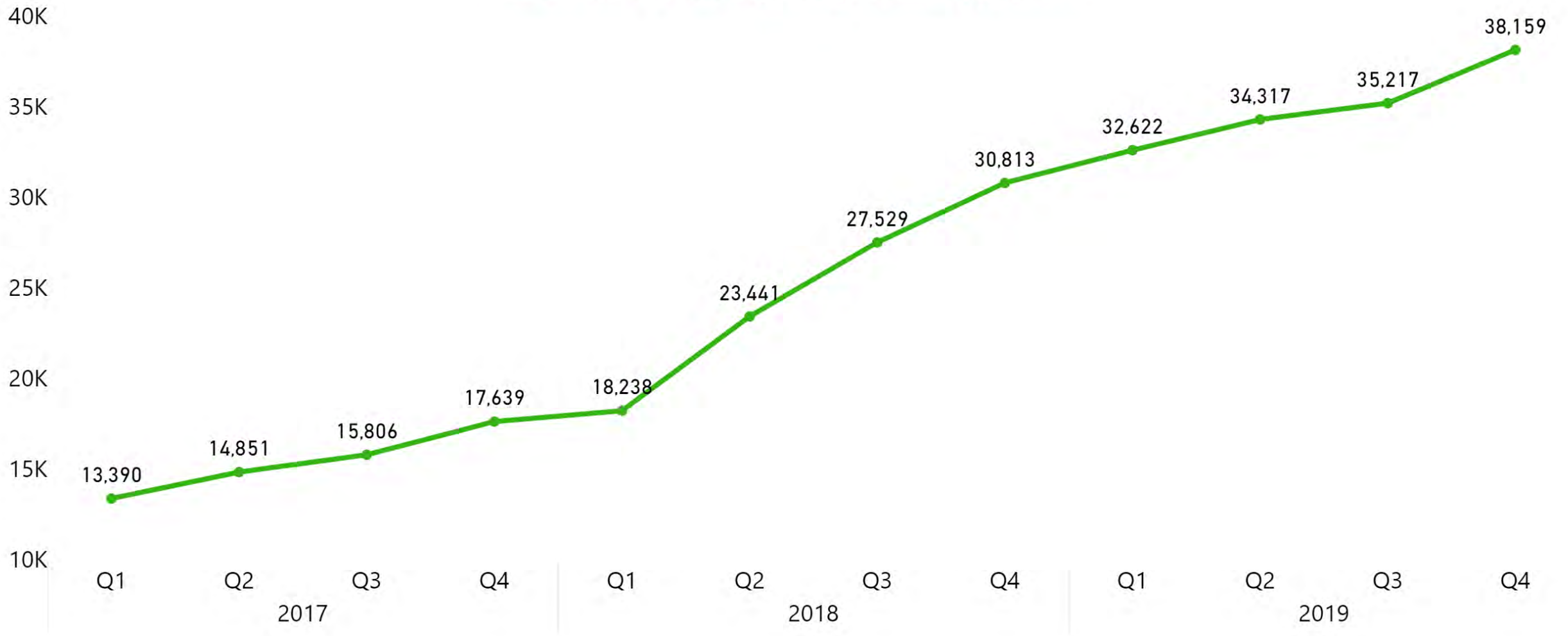
MTA 5.1: CharmPass Purchases

Chart MTA 5.1B: CharmPass Average Daily Purchases



MTA 5.2: Transit App Users

Chart MTA 5.2: Average Daily Transit App Users



MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

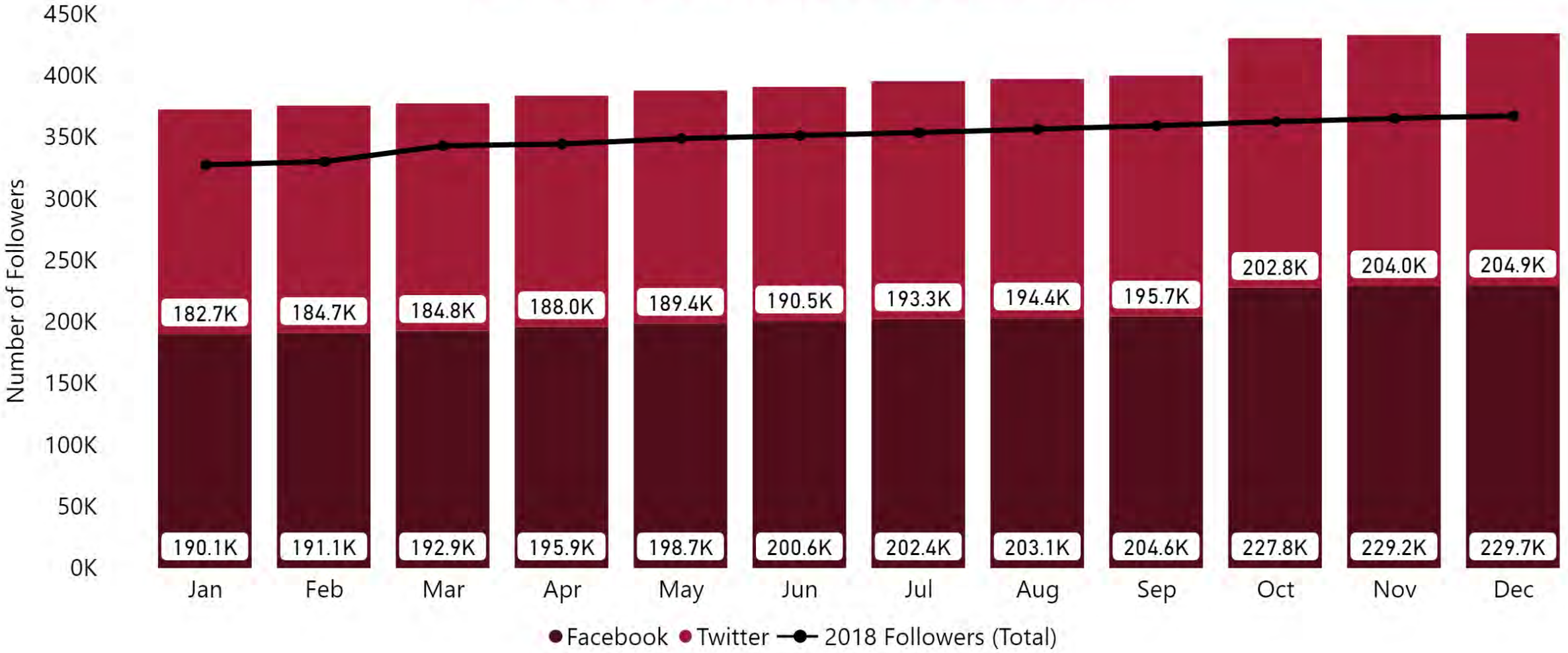
COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

TANGIBLE RESULT #6

TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.1: Social Reach

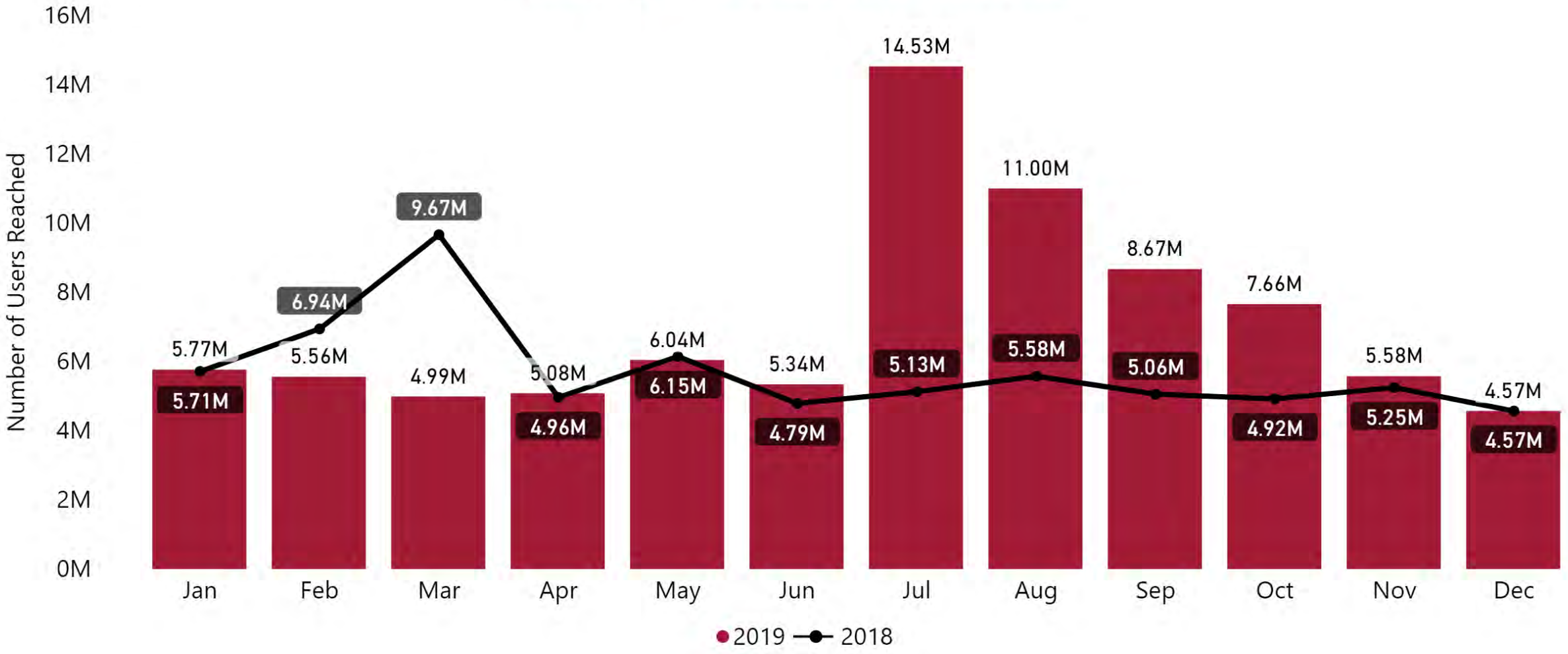
Chart 6.1A.1: Total MDOT Social Media Followers 2019



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.1: Social Reach

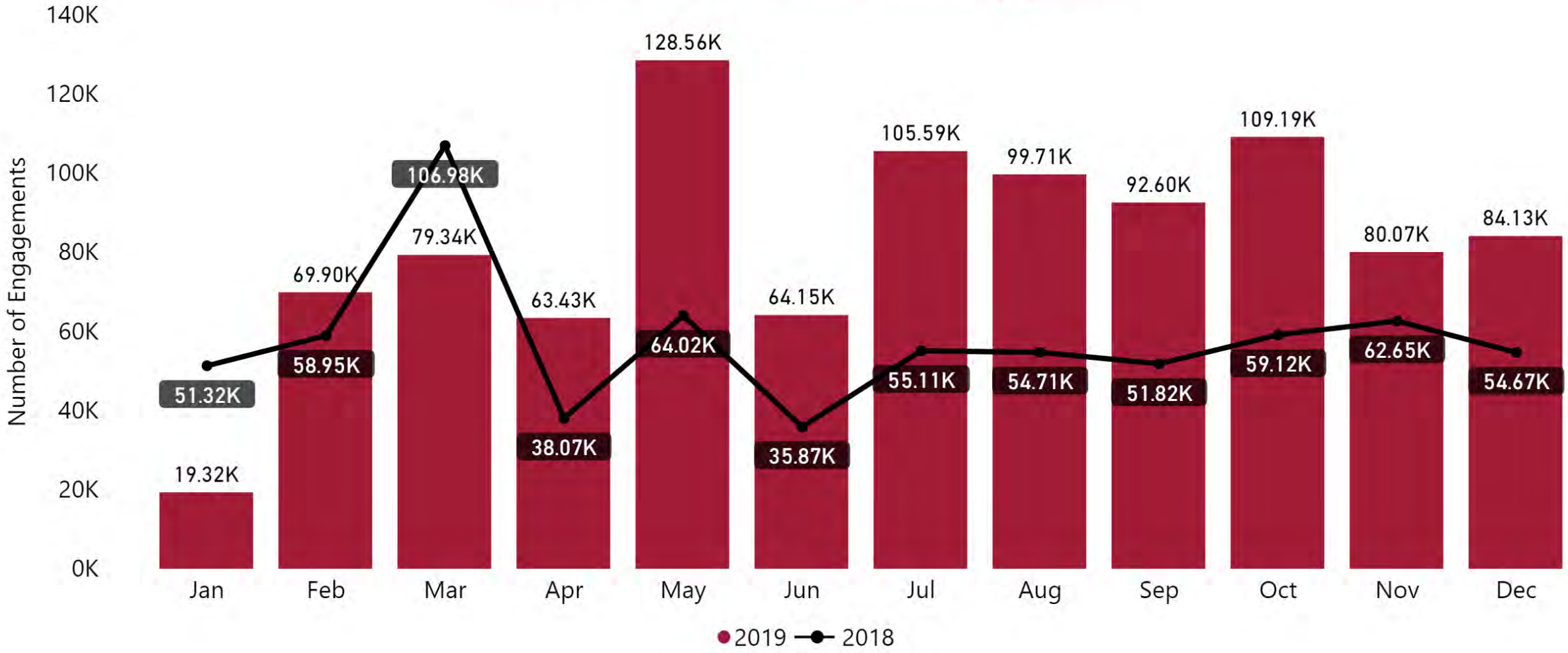
Chart 6.1A.2: Total MDOT Social Media Reach



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.1: Social Engagement

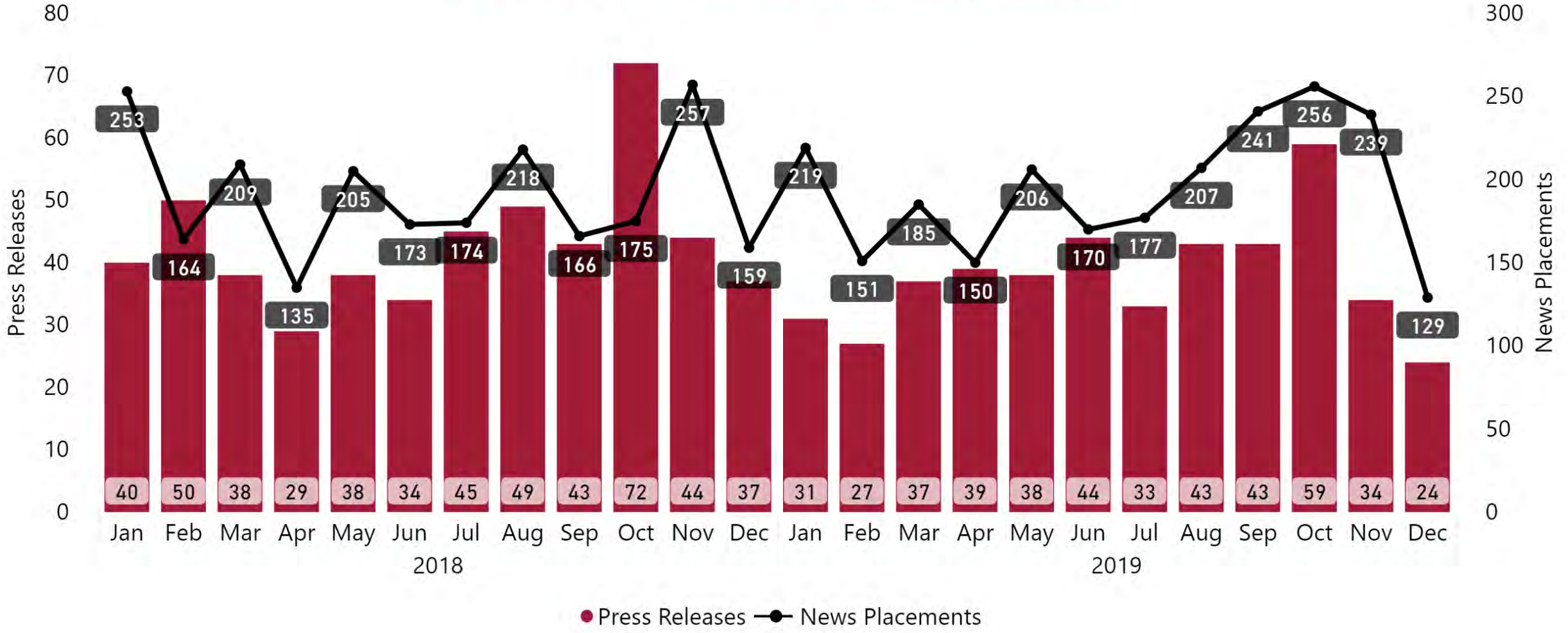
Chart 6.1B.1: Total MDOT Social Media Engagements



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3a: Number of News Stories Generated from Major Releases

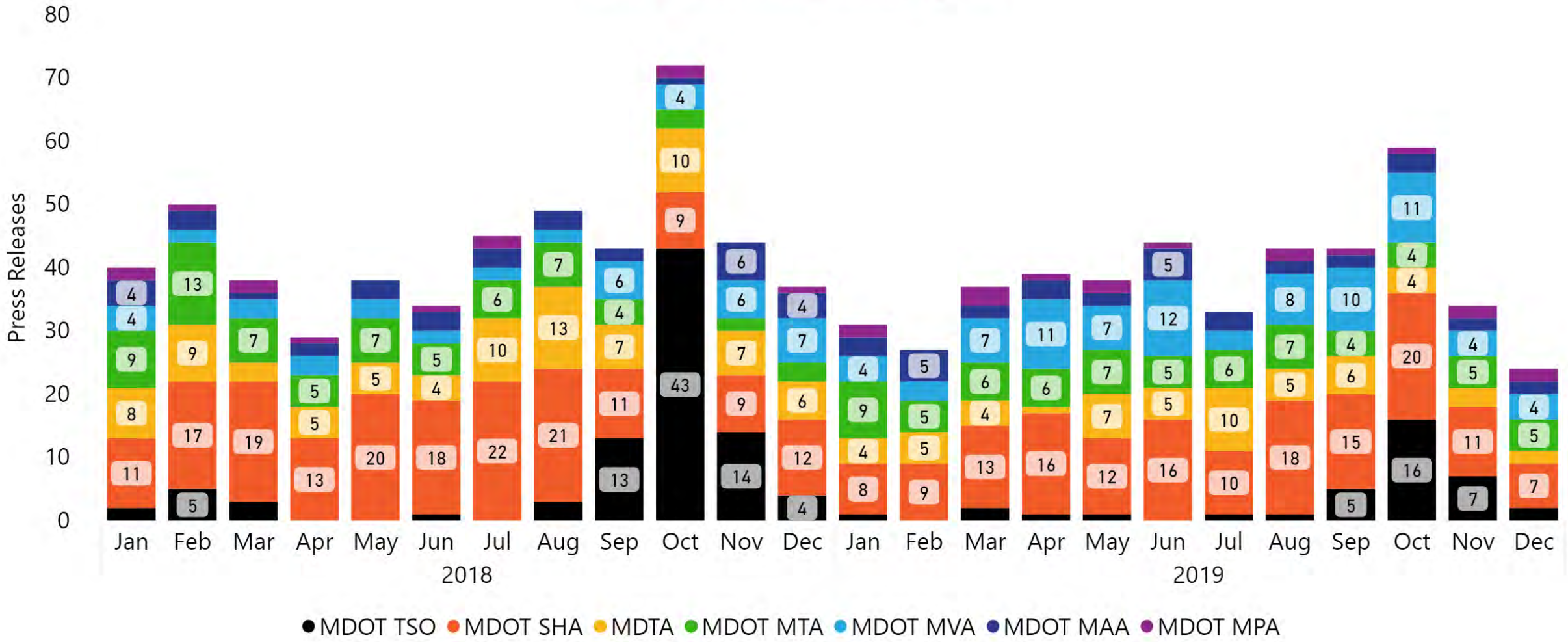
Chart 6.3A.1: MDOT Press Releases and News Placements



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3a: Number of News Stories Generated from Major Releases

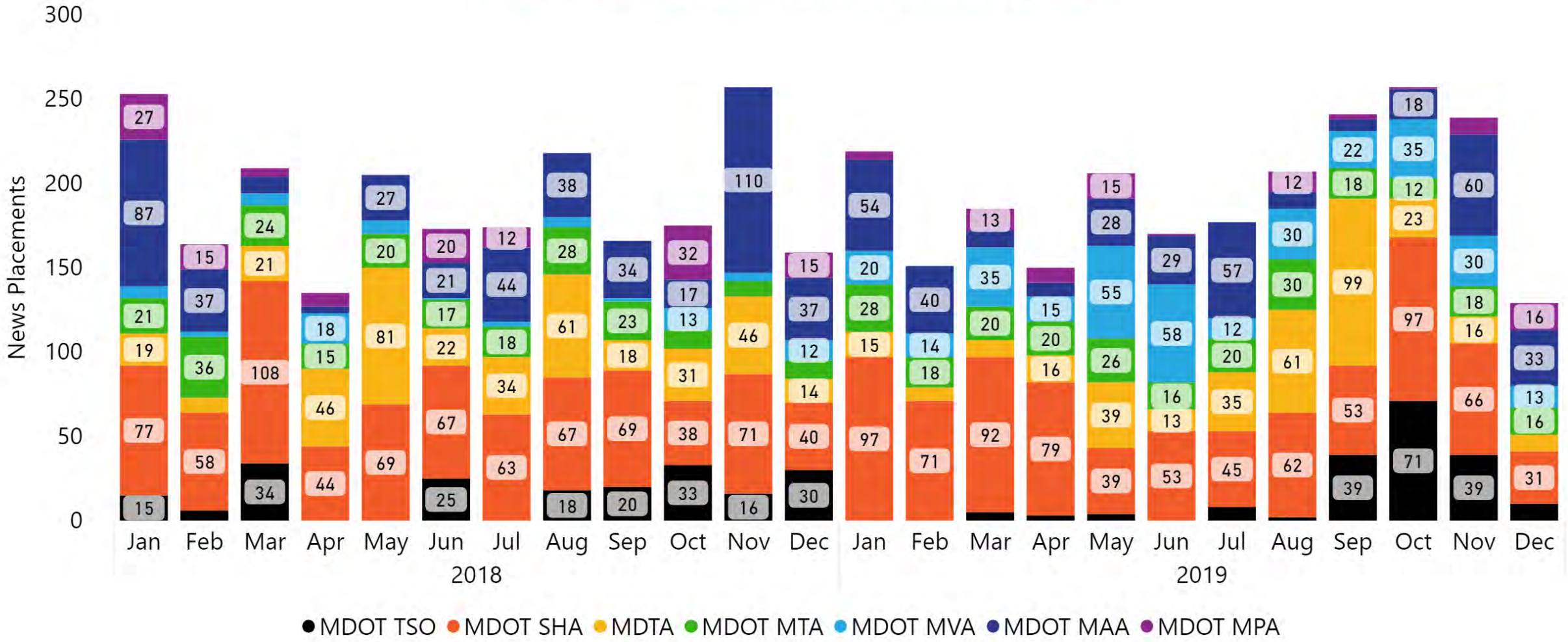
Chart 6.3A.2: Press Releases by TBU



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3a: Number of News Stories Generated from Major Releases

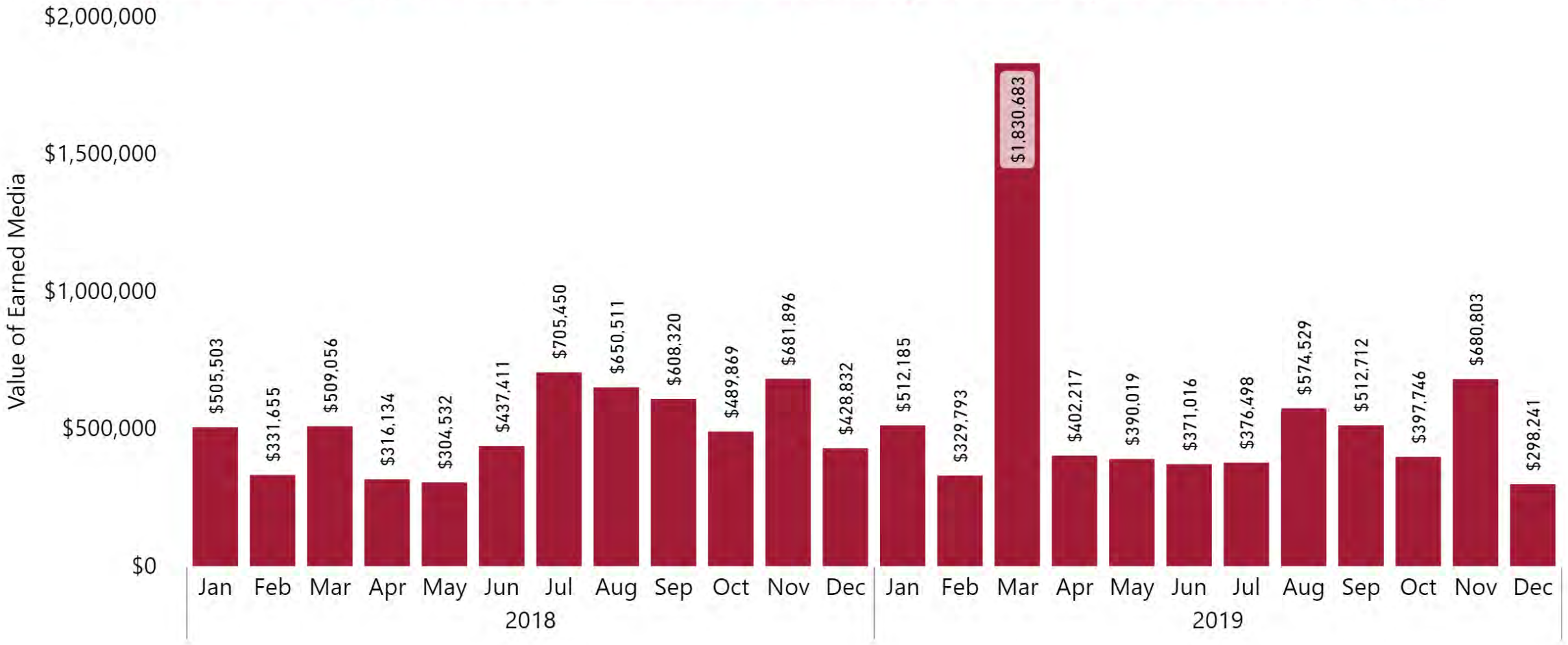
Chart 6.3A.3: Number of News Placements by TBU



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3b: Earned Media Value of Print and Broadcast Coverage Generated by News Releases

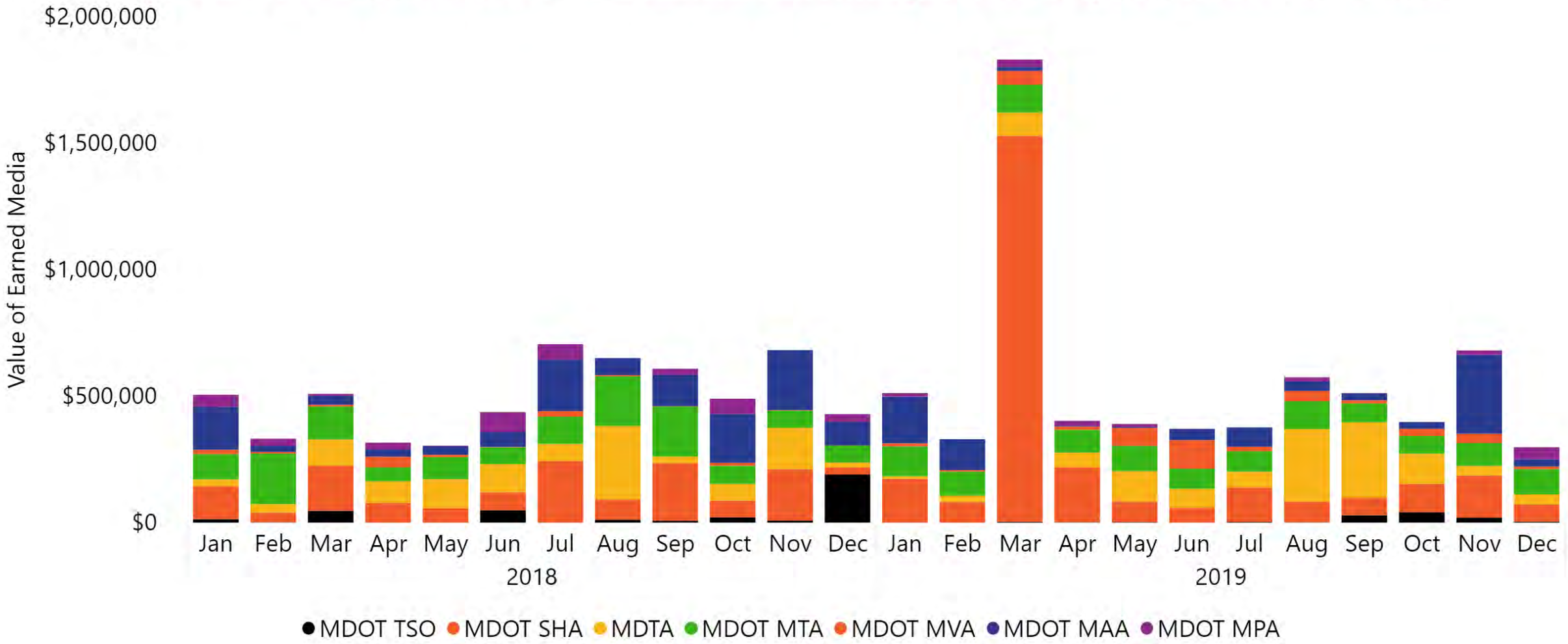
Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3b: Earned Media Value of Print and Broadcast Coverage Generated by News Releases

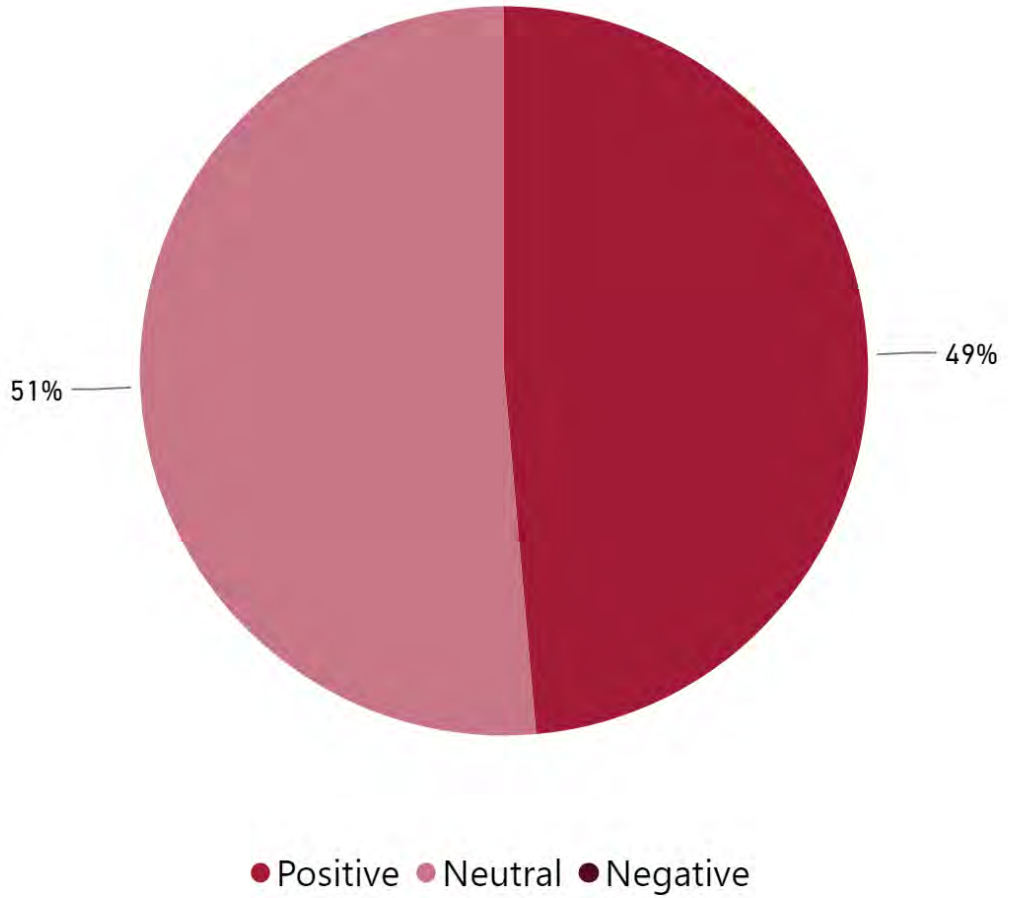
Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone MDOT-Wide for Q4 2019



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone for MDOT TSO

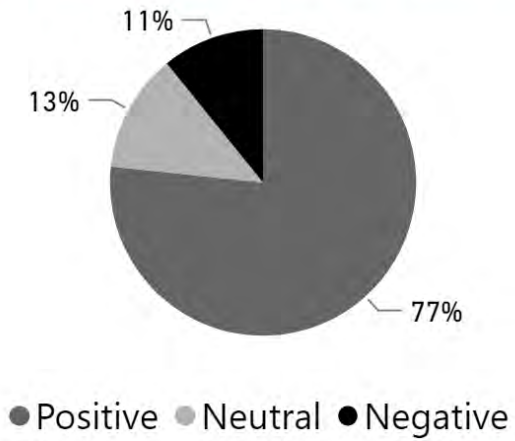


Chart 6.3C.1: News Tone for MDOT SHA

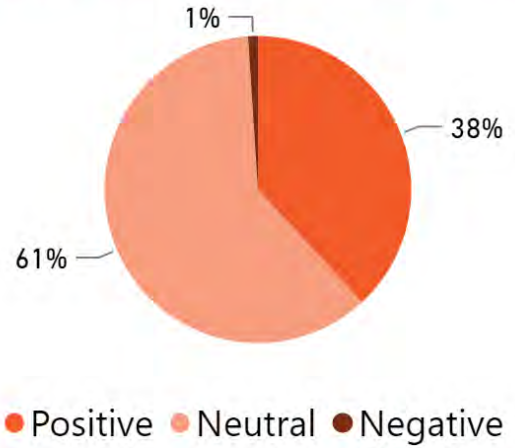


Chart 6.3C.1: News Tone for MDTA

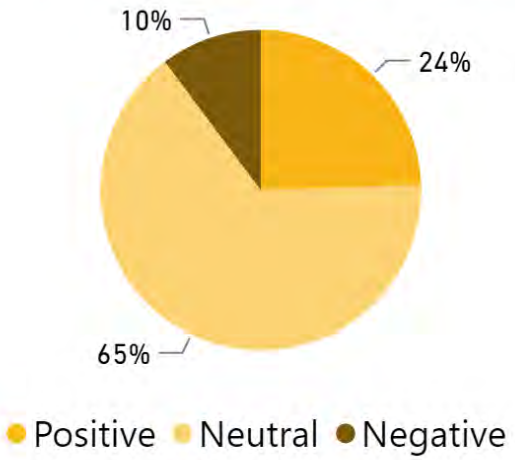
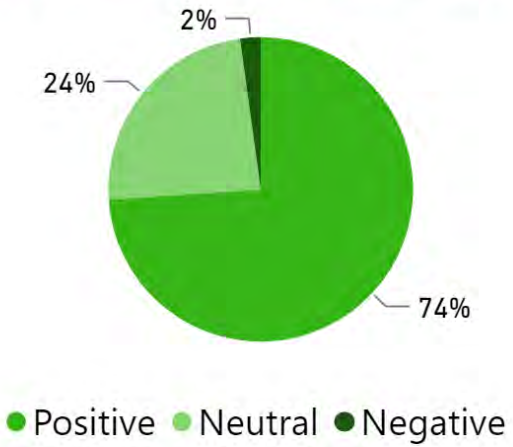


Chart 6.3C.1: News Tone for MDOT MTA



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone for MDOT MVA

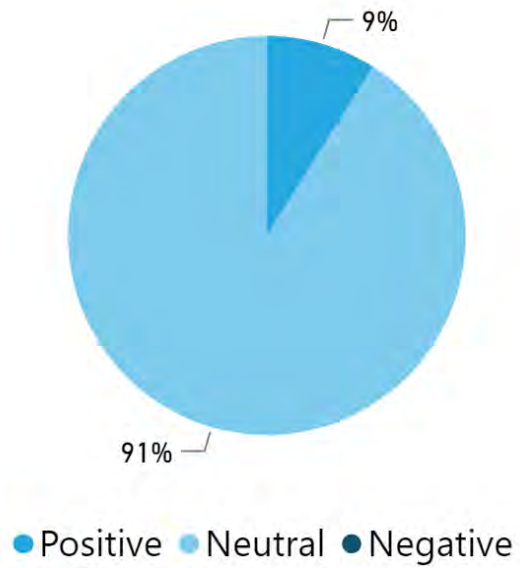


Chart 6.3C.1: News Tone for MDOT MPA

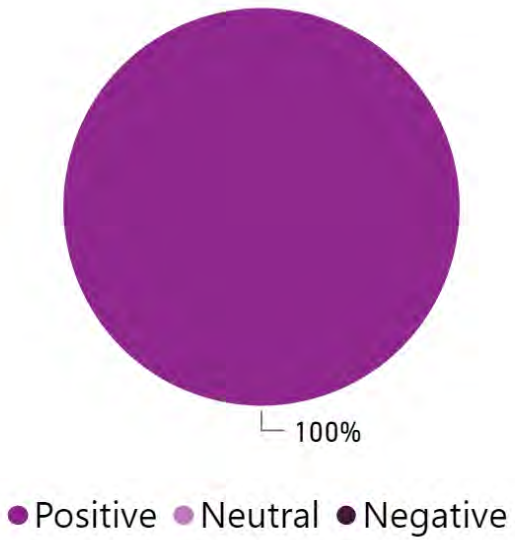
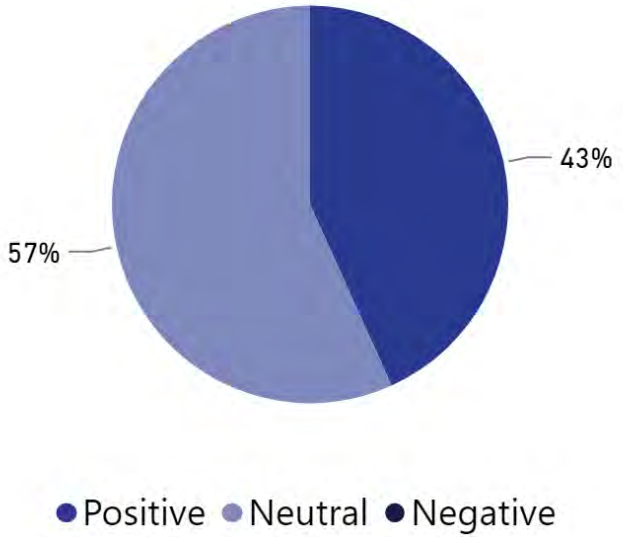


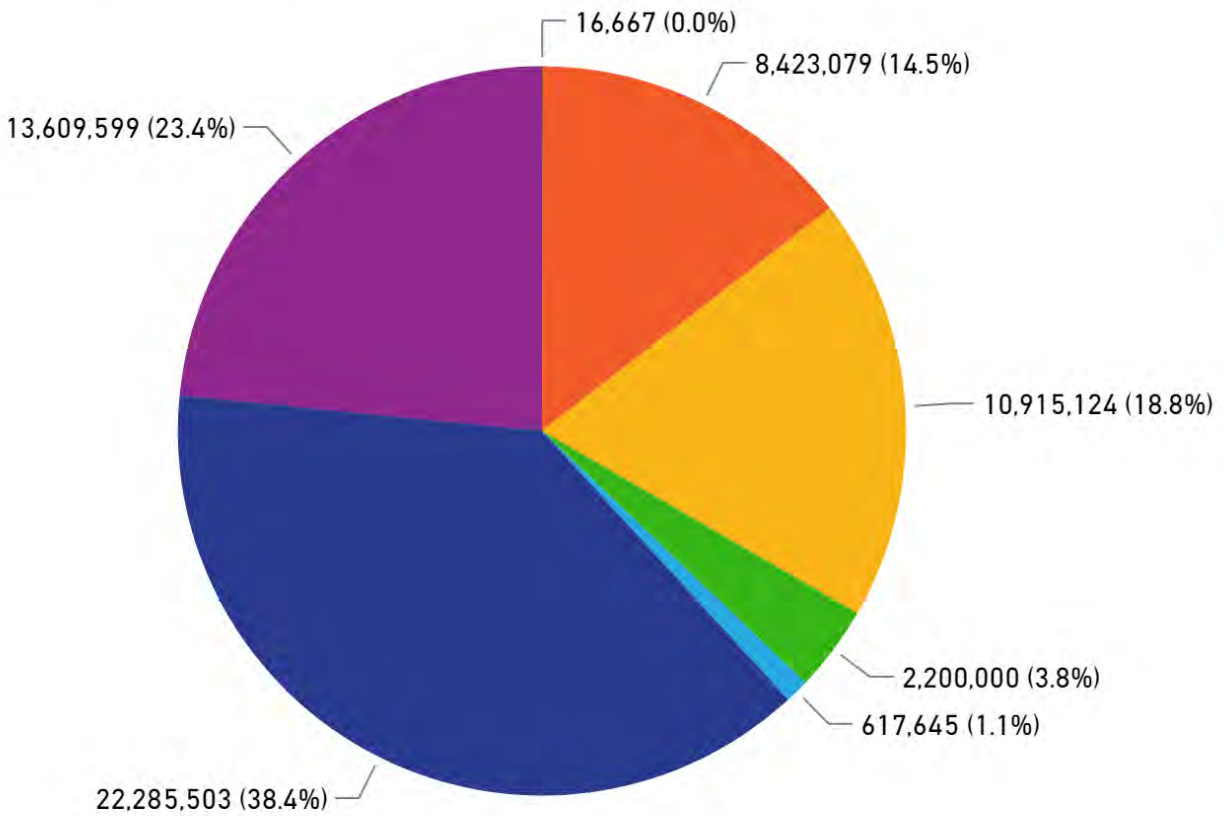
Chart 6.3C.1: News Tone for MDOT MAA



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.4: Proactive Media

Chart 6.4A.1A: Reach of Proactive Pickups for Q3 2019



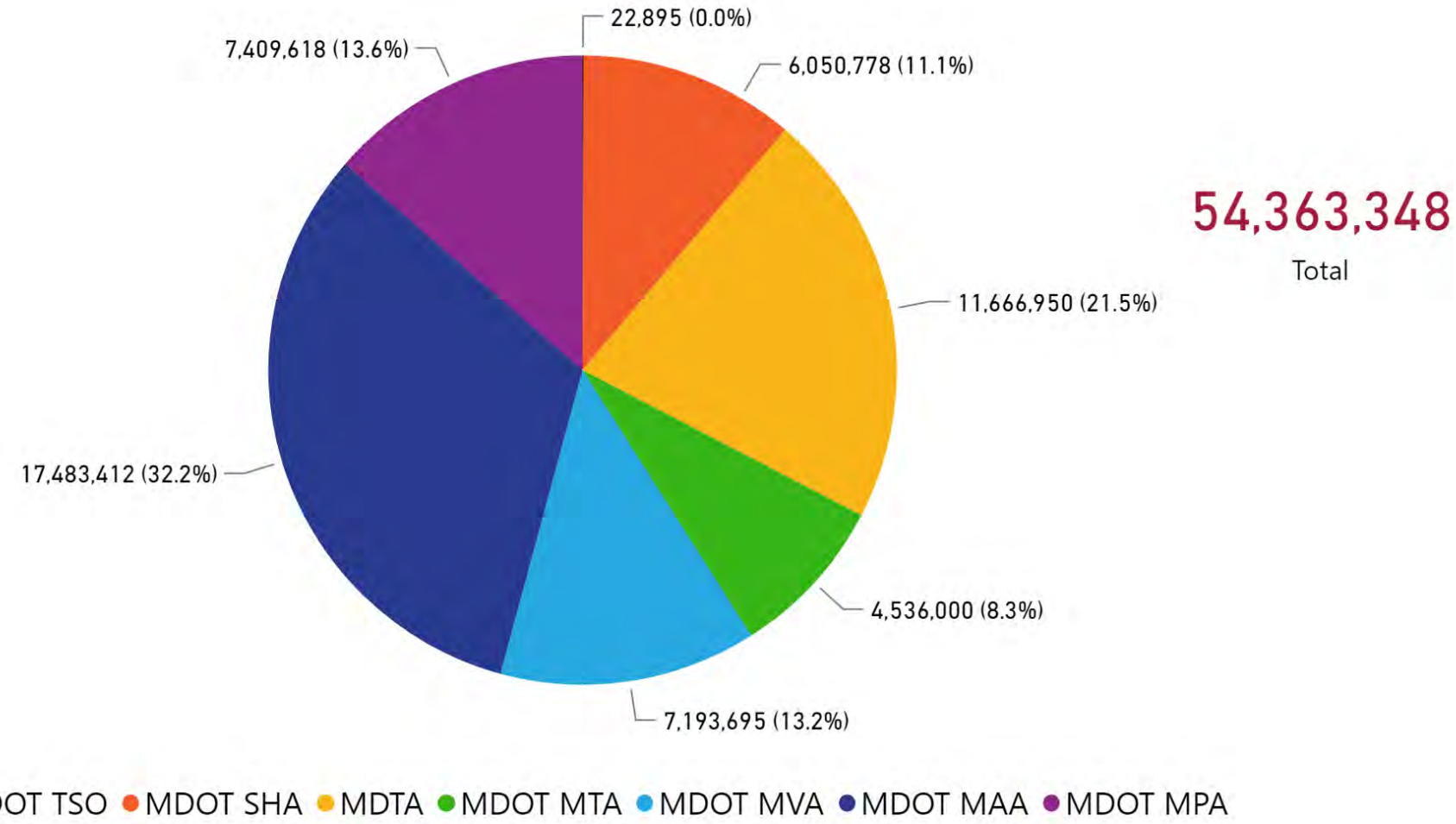
58,067,617
Total

MDOT TSO MDOT SHA MDTA MDOT MTA MDOT MVA MDOT MAA MDOT MPA

TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

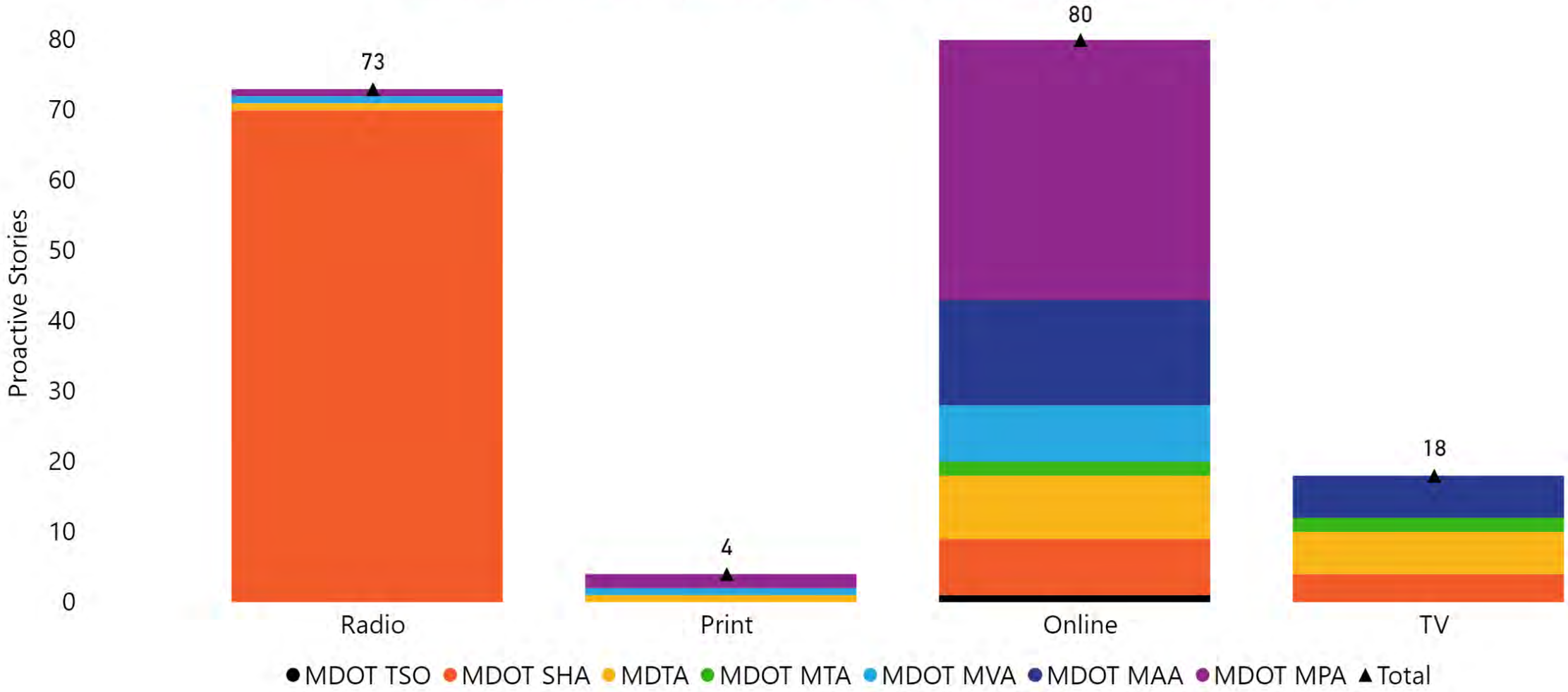
PM#6.4: Proactive Media

Chart 6.4A.1A: Reach of Proactive Pickups for Q4 2019



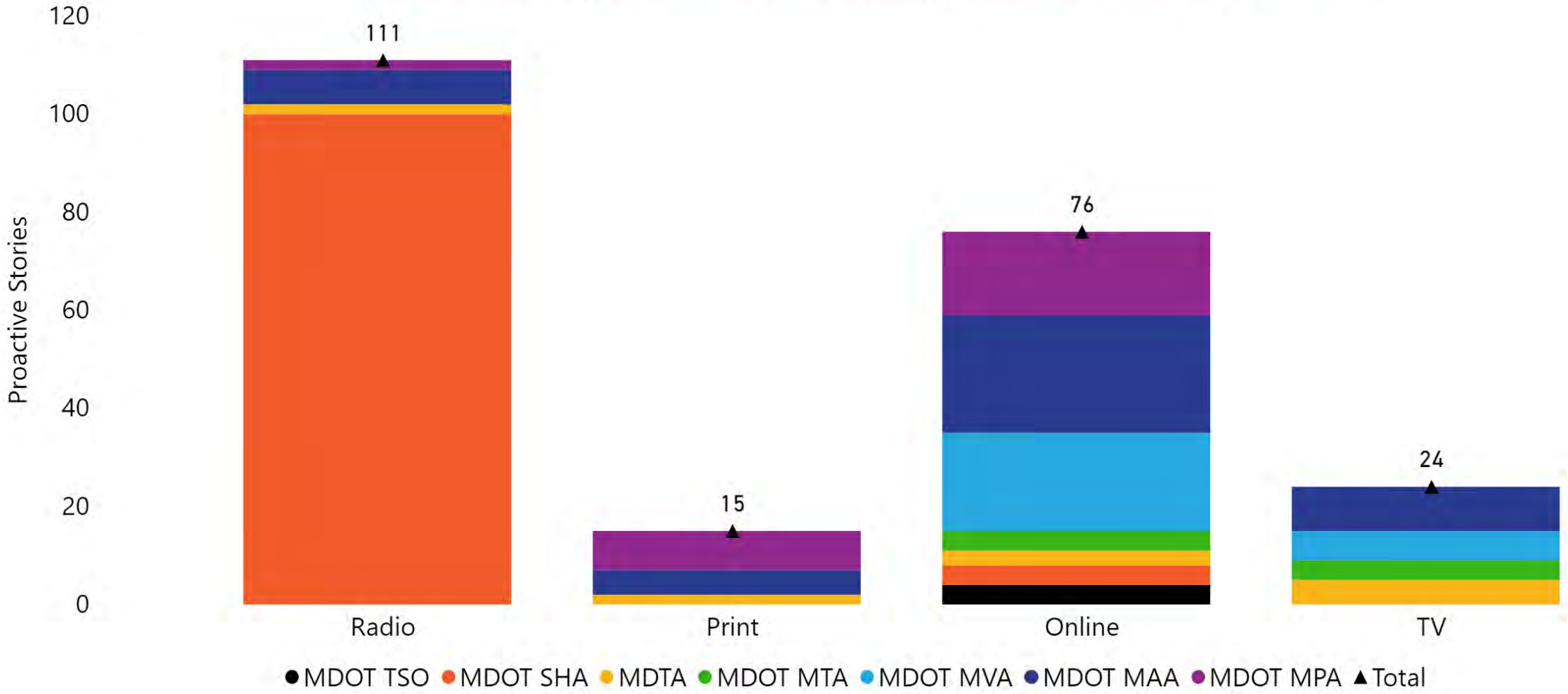
PM#6.4: Proactive Media

Chart 6.4A.2A: Type of Media that Picked Up Proactive Stories for Q3 2019



PM#6.4: Proactive Media

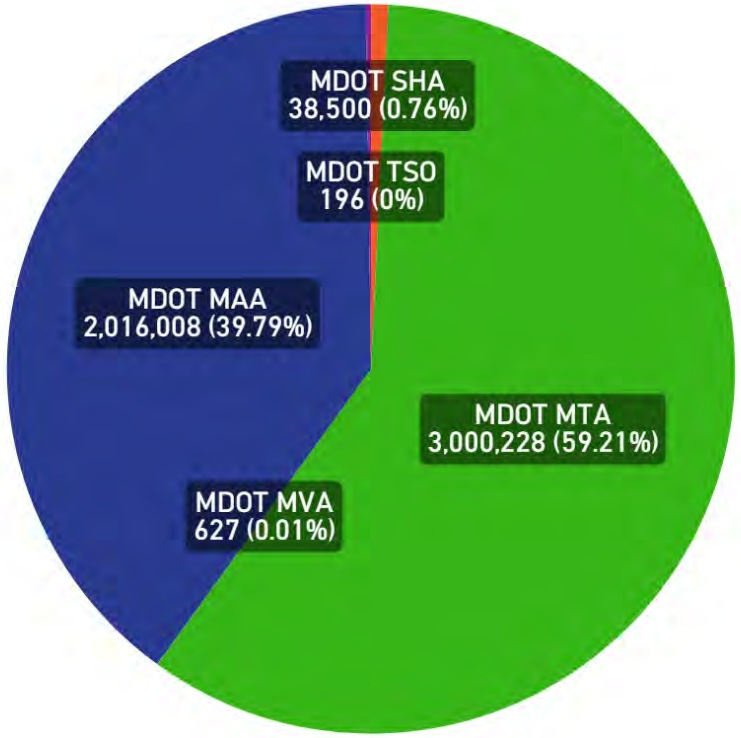
Chart 6.4A.2B: Type of Media that Picked Up Proactive Stories for Q4 2019



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.4: Proactive Media

Chart 6.4B.1A: Reach for MDOT Produced Proactive Content for Q3 2019



5,066,882

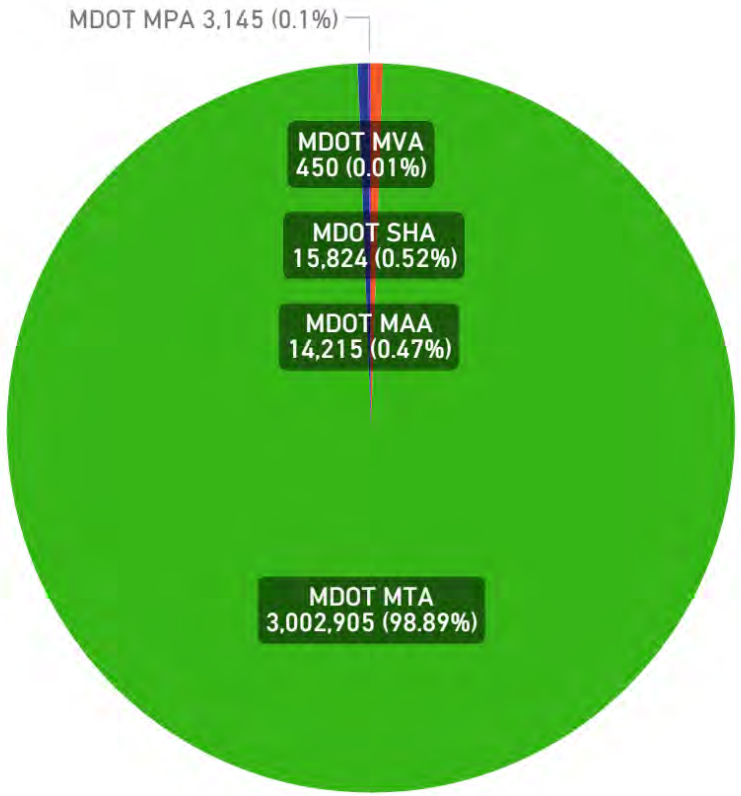
Total

● MDOT TSO ● MDOT SHA ● MDTA ● MDOT MTA ● MDOT MVA ● MDOT MAA ● MDOT MPA

TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.4: Proactive Media

Chart 6.4B.1B: Reach for MDOT Produced Proactive Content for Q4 2019



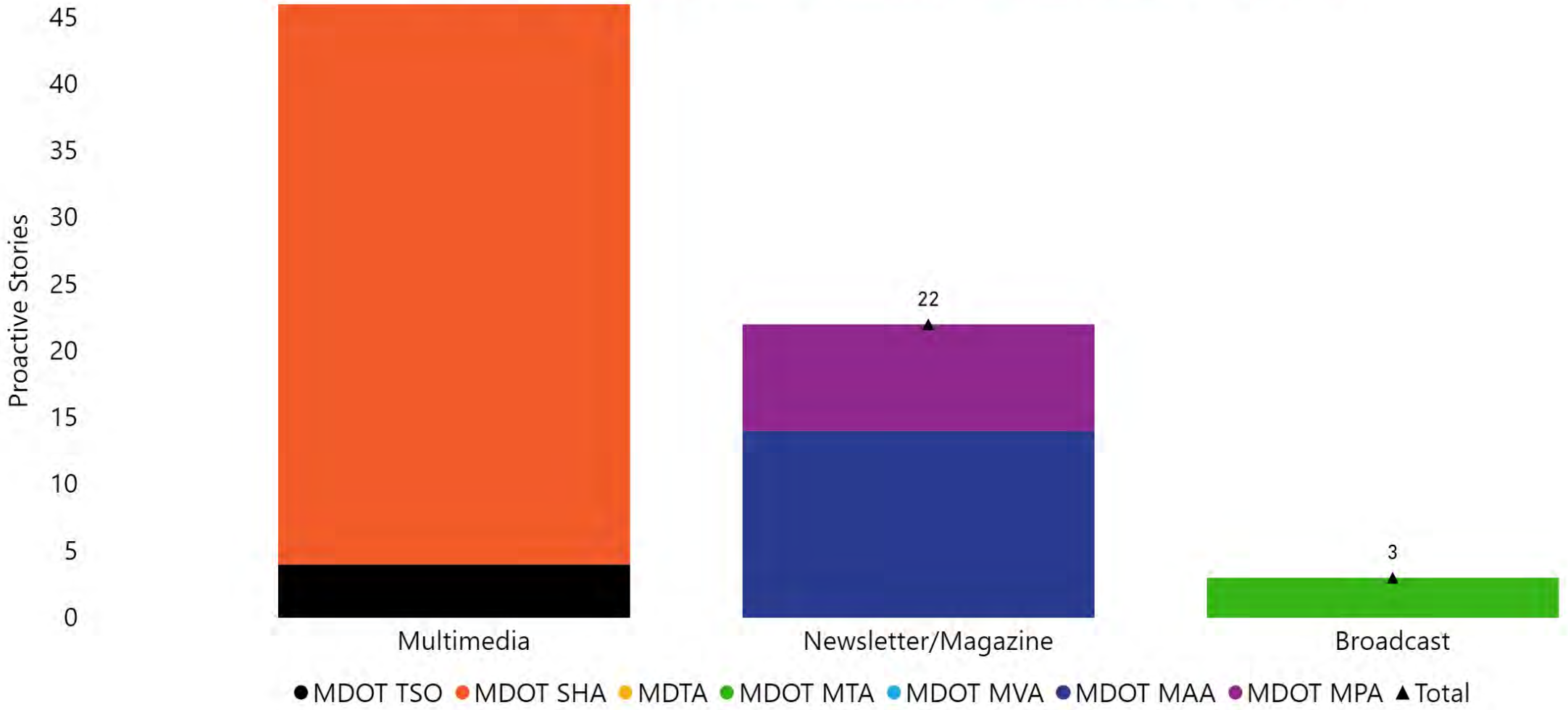
3,036,709

Total Reach

MDOT SHA MDTA MDOT MTA MDOT MVA MDOT MAA MDOT MPA MDOT TSO

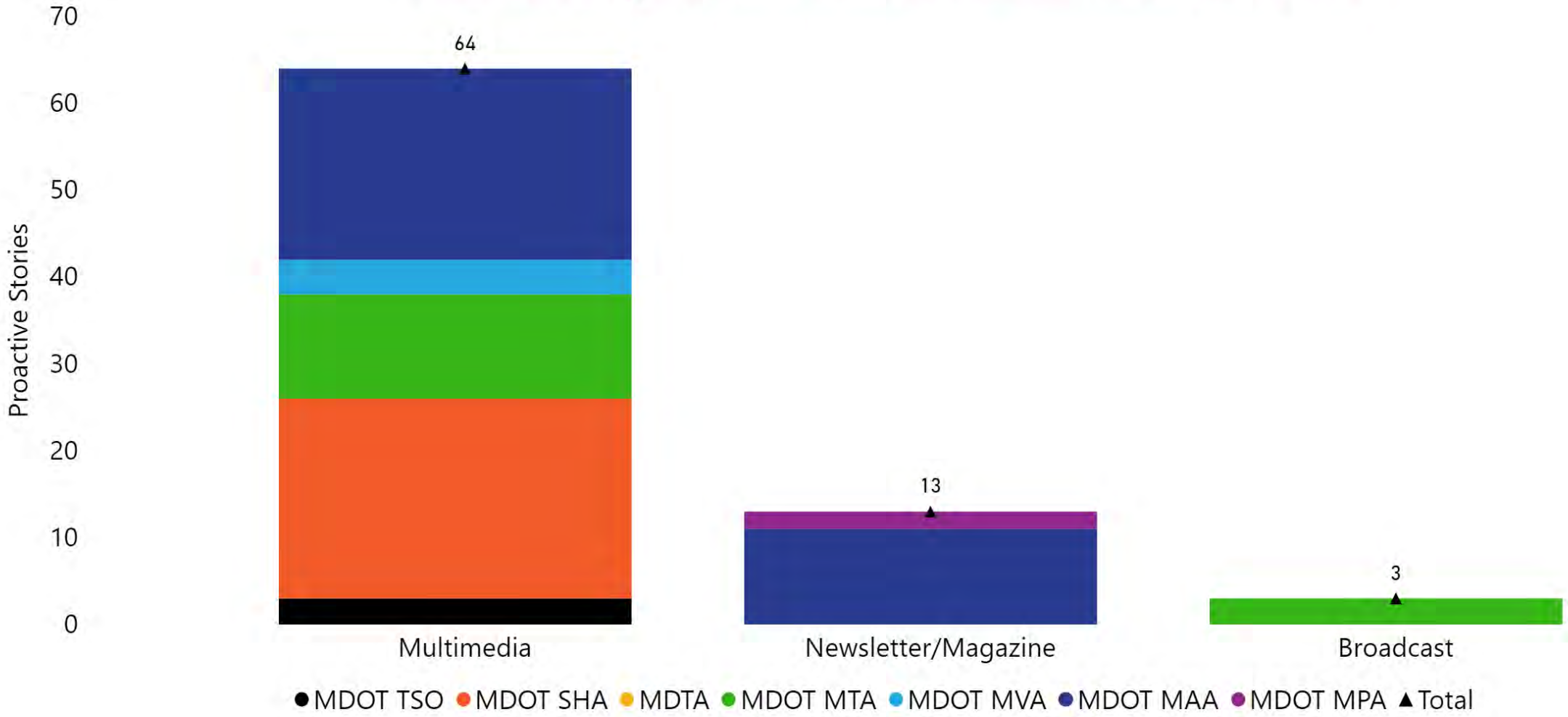
PM#6.4: Proactive Media

Chart 6.4B.2A: Type of MDOT Produced Proactive Content for Q3 2019



PM#6.4: Proactive Media

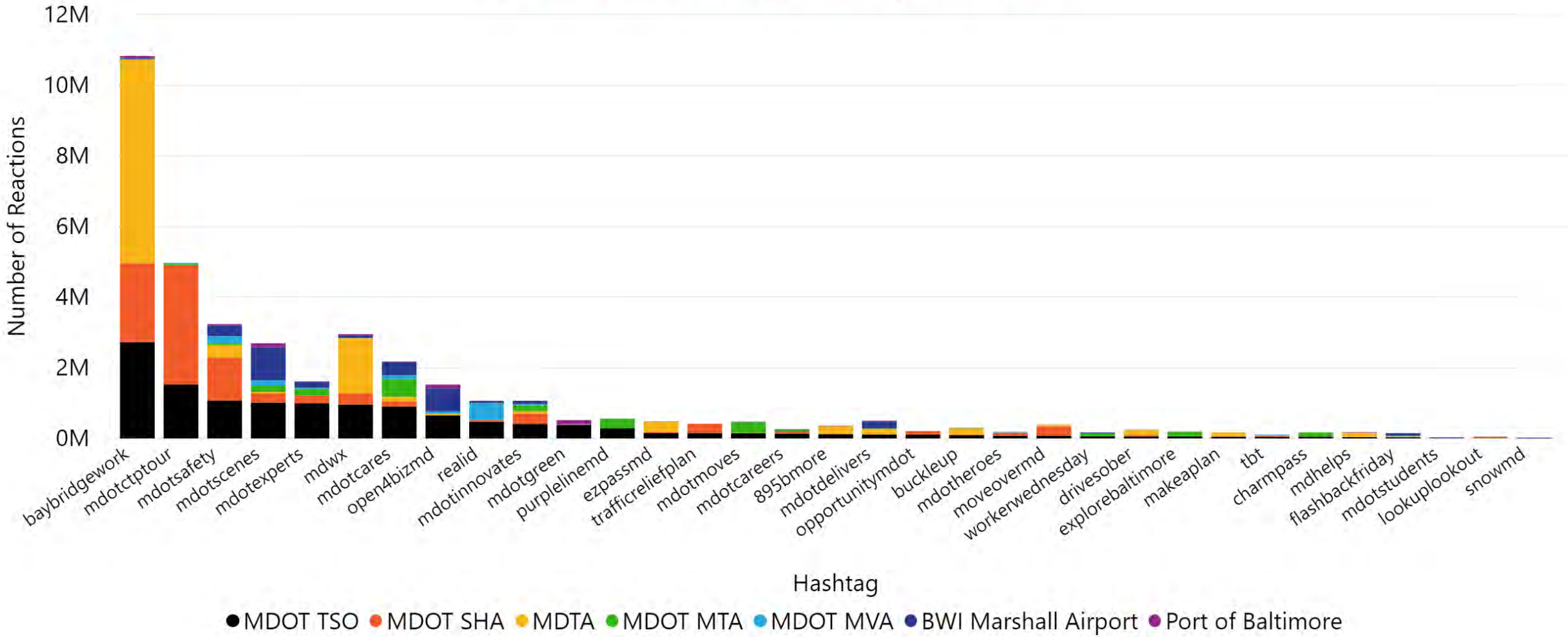
Chart 6.4B.2B: Type of MDOT Produced Proactive Content for Q4 2019



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.4: Proactive Media

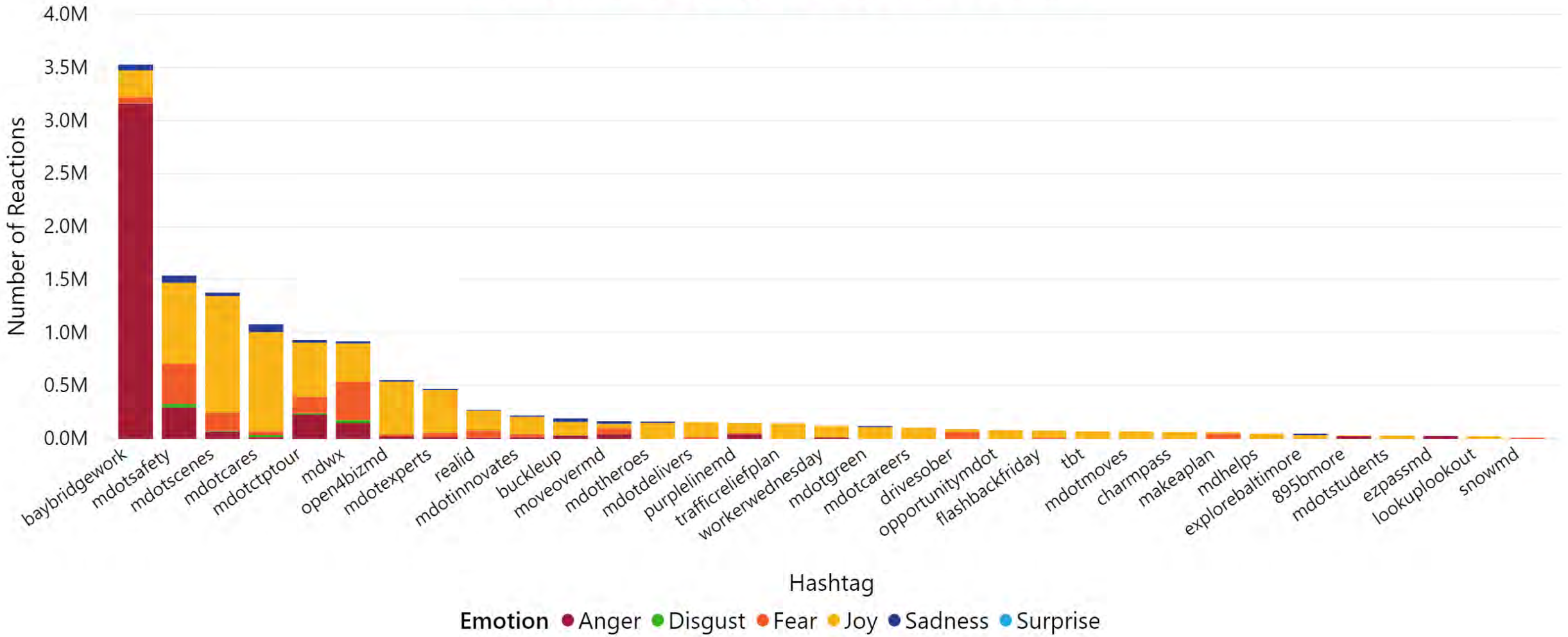
Chart 6.4D.1 - Campaign Reach by TBU Q4 2019



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.4: Proactive Media

Chart 6.4D.2 - Campaign Reach by Emotion Q4 2019



PM#6.4: Proactive Media

Chart 6.4D.3 - Campaigns by Emojis

MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

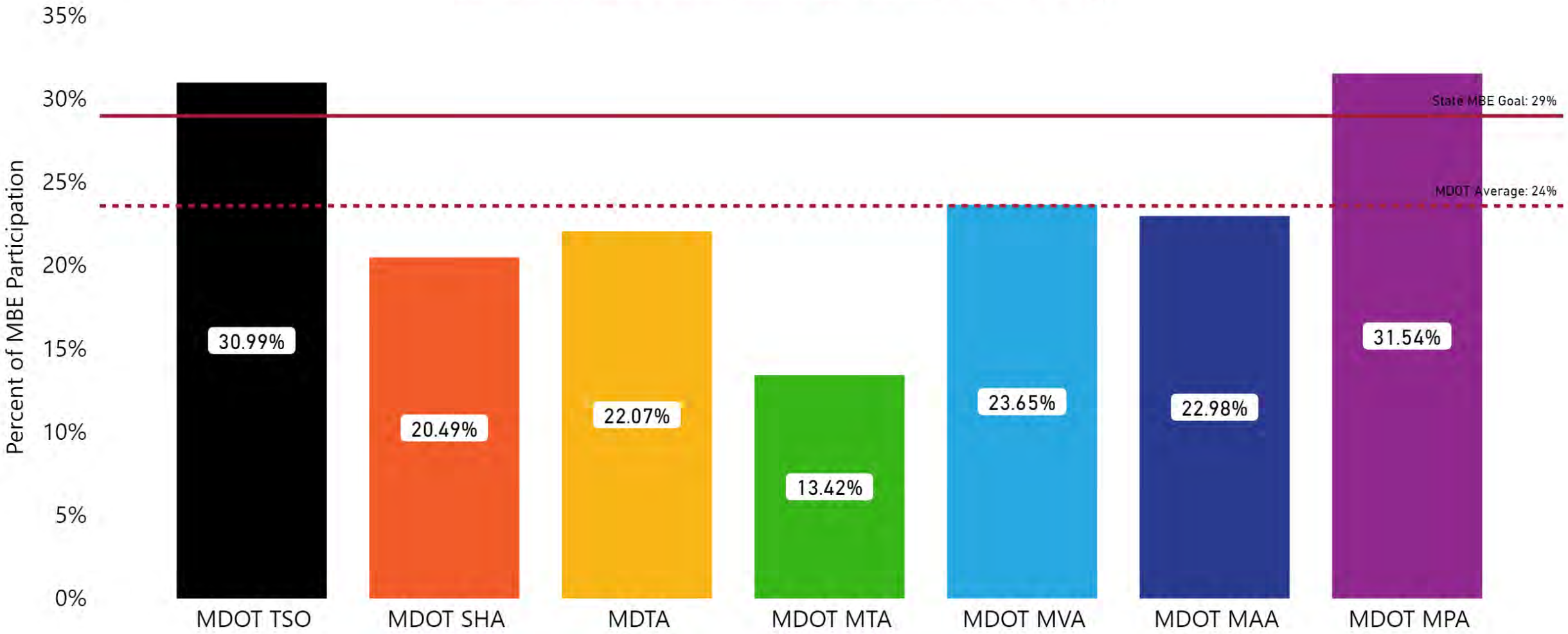
BE FAIR AND REASONABLE TO OUR PARTNERS

TANGIBLE RESULT #7

TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.1: Percent of MBE Participation Achieved by TBU

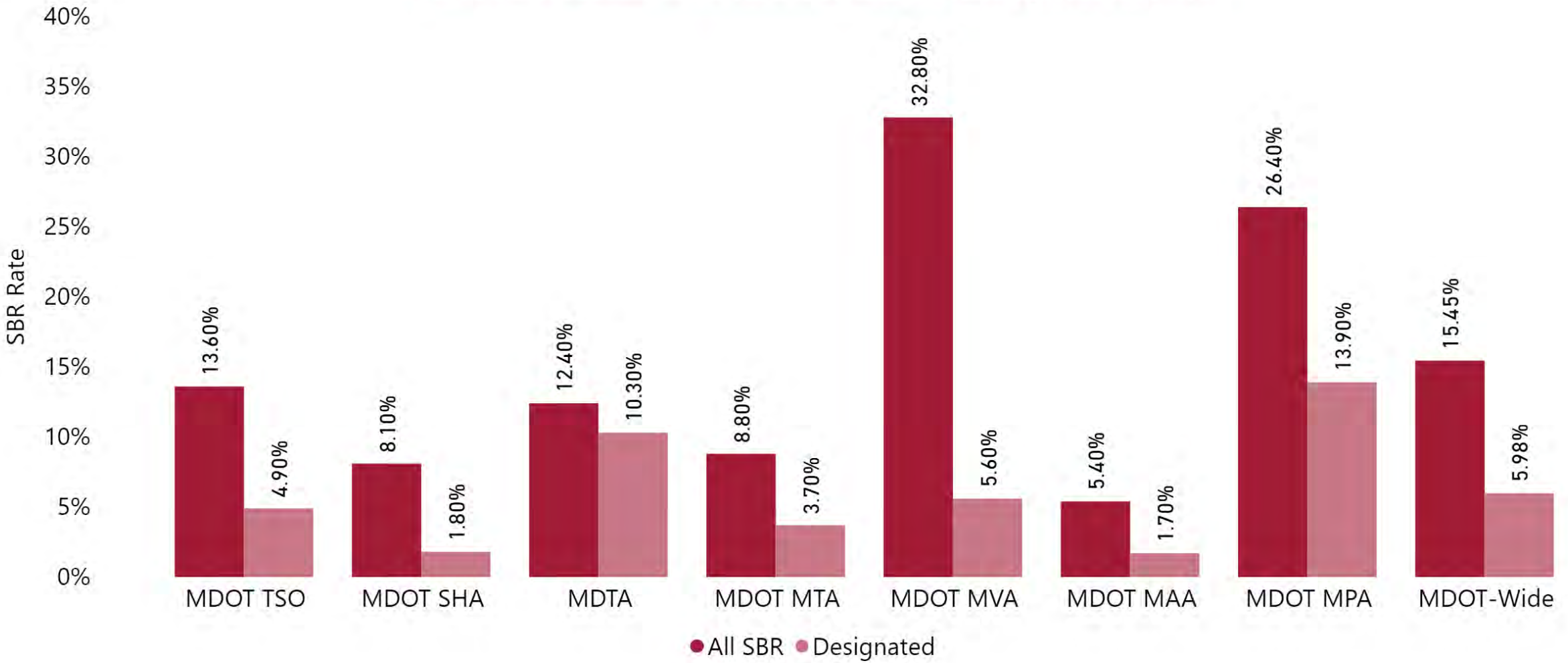
Chart 7.1.1: MBE Participation by TBU for FY 2020 (YTD)



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.2: Percent of Payments Awarded to Small Business Reserve (SBR) Contracts

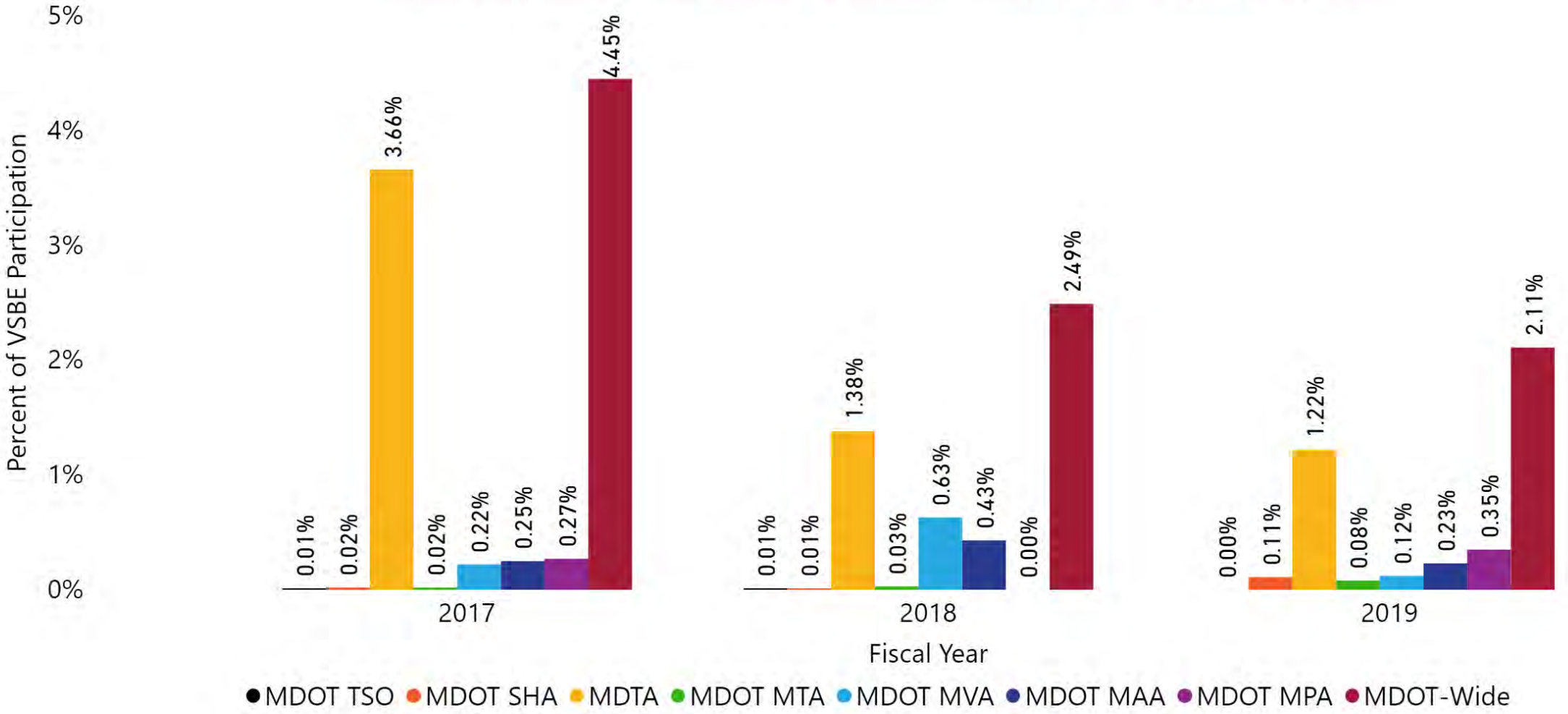
Chart 7.2.1: Annual Small Business Reserve Rate by TBU for 2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.3: Percent of VSBE Participation

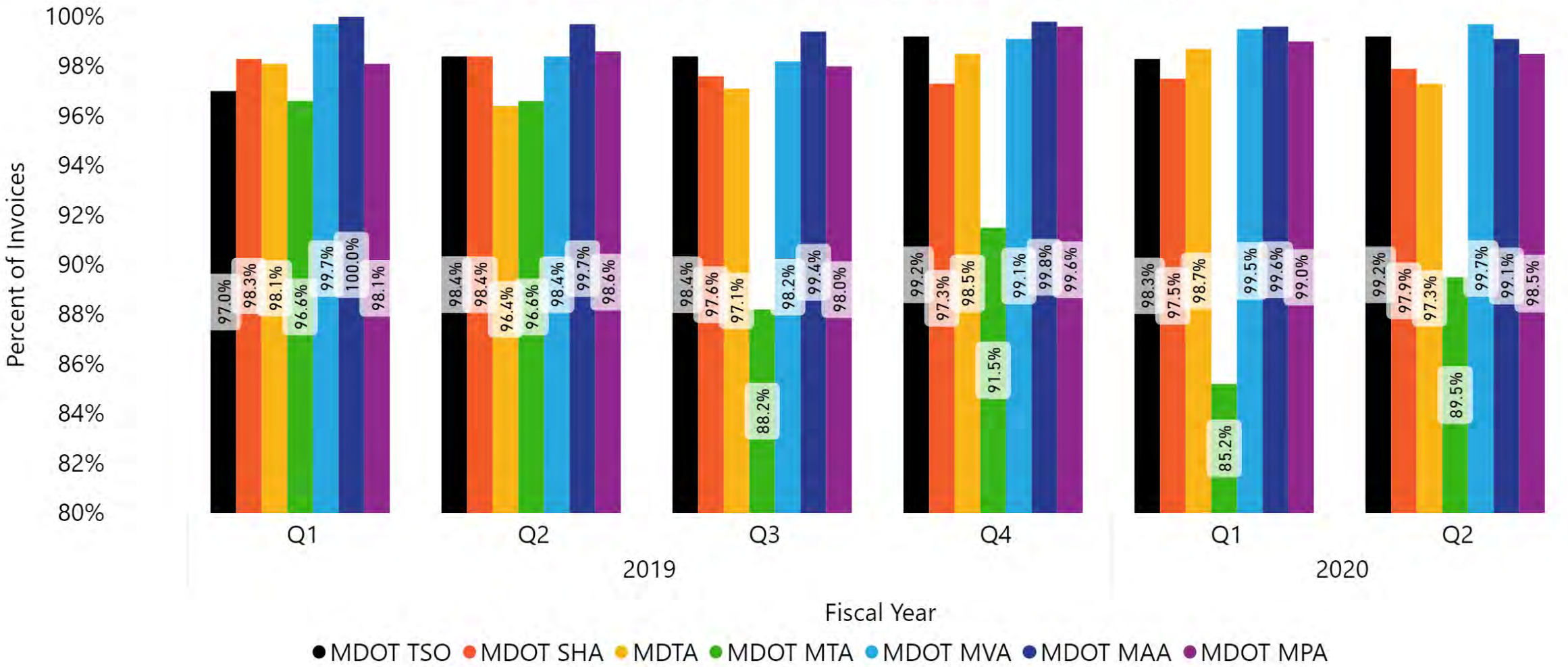
Chart 7.3.1: Veteran-Owned Small Business Enterprise Participation by TBU



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

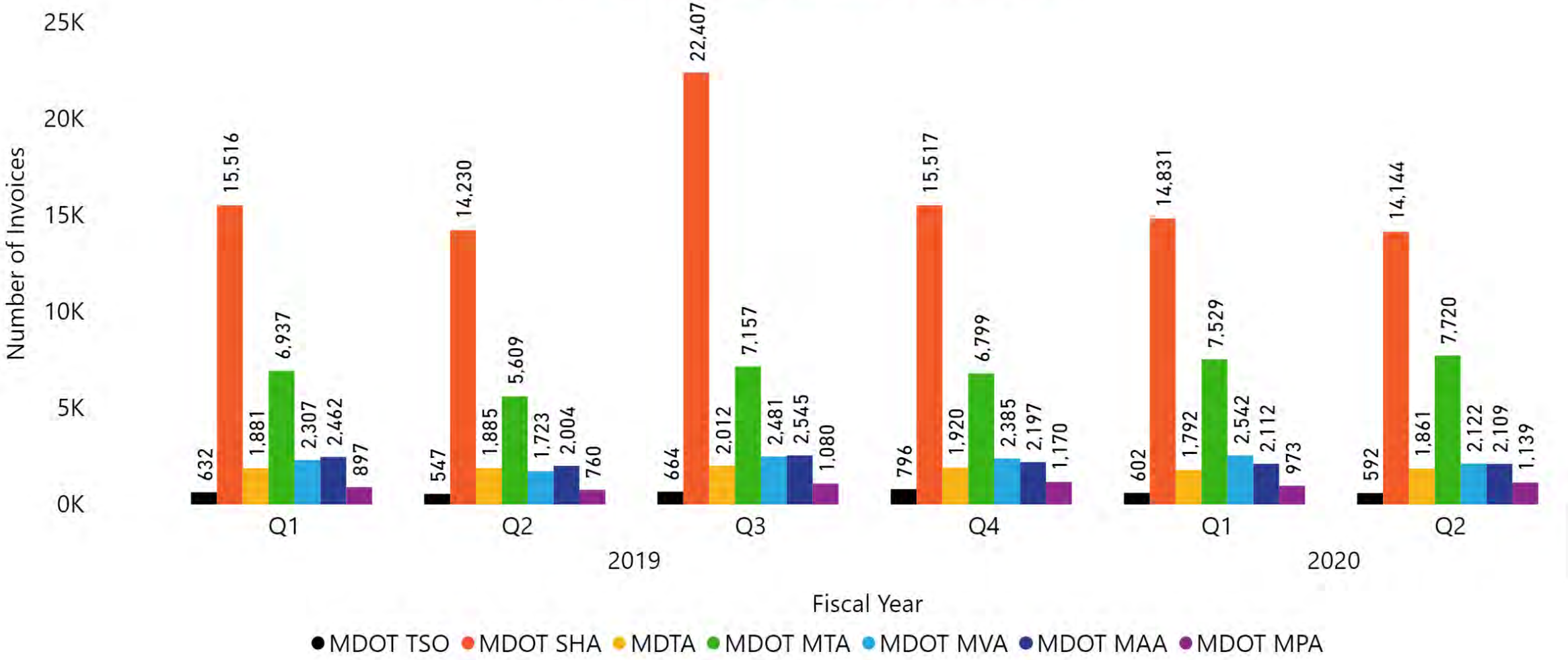
Chart 7.5.1: Percent of Invoices Properly Paid within 30 Days



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

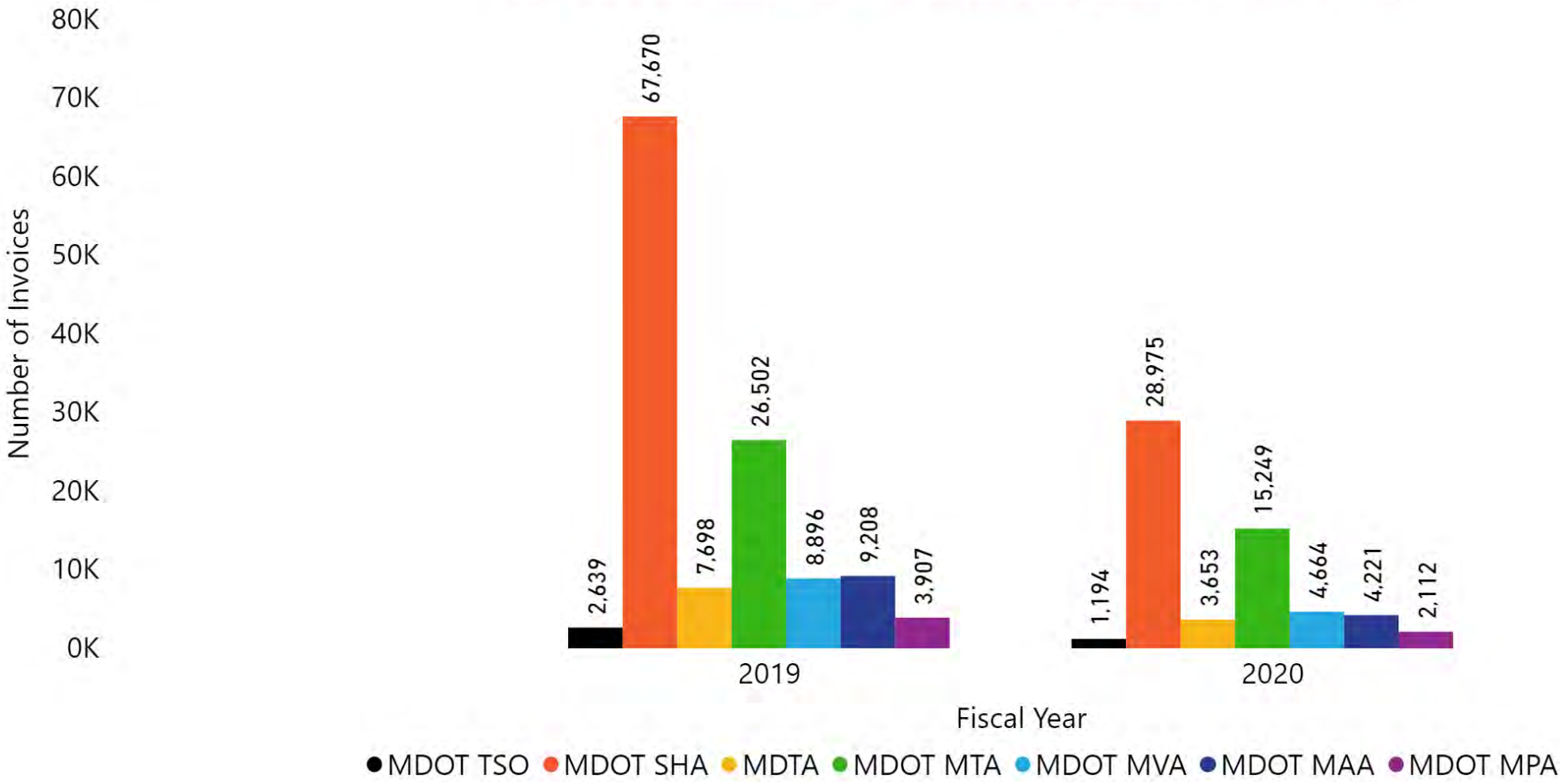
Chart 7.5.2: Total Number of Invoices Paid



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

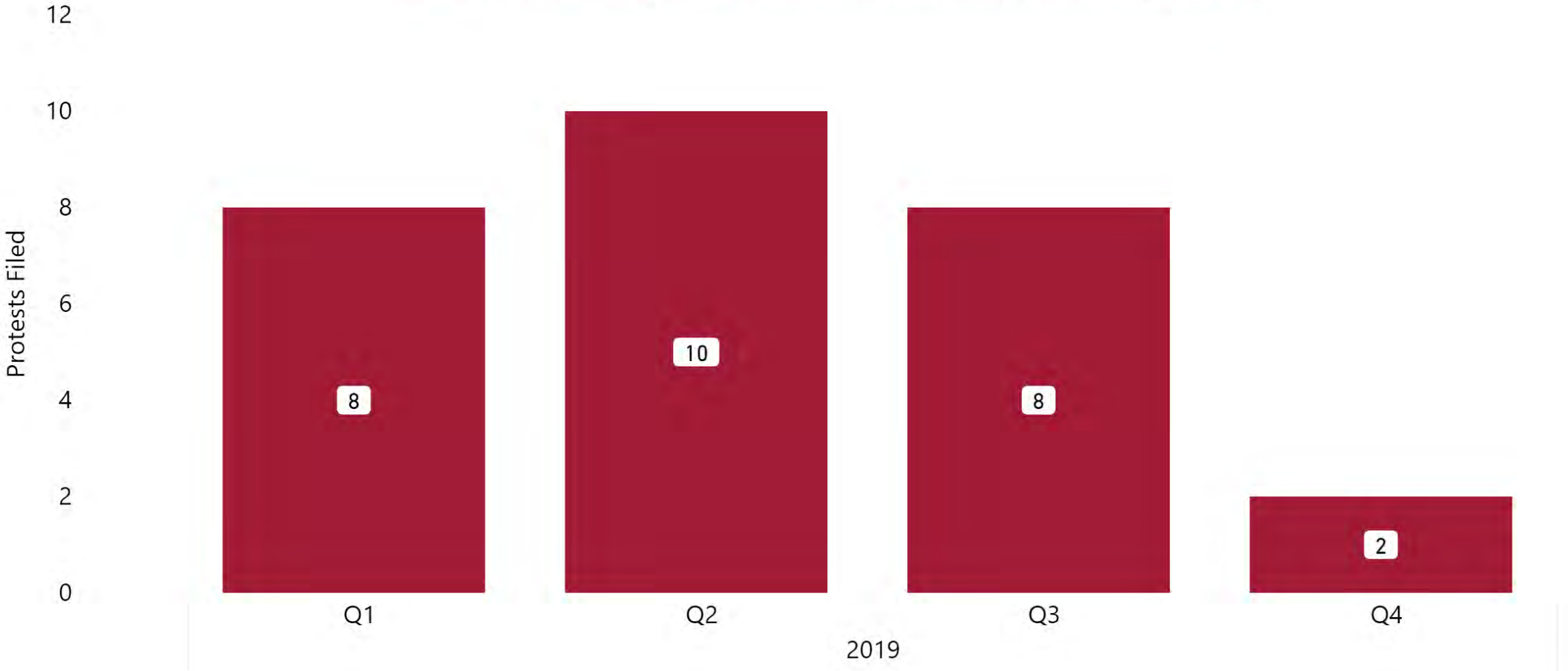
Chart 7.5.3: Total Number of Invoices by TBU 2019-2020 (YTD)



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.6: MDOT Procurement Protests Filed and Upheld by the Board of Contract Appeals

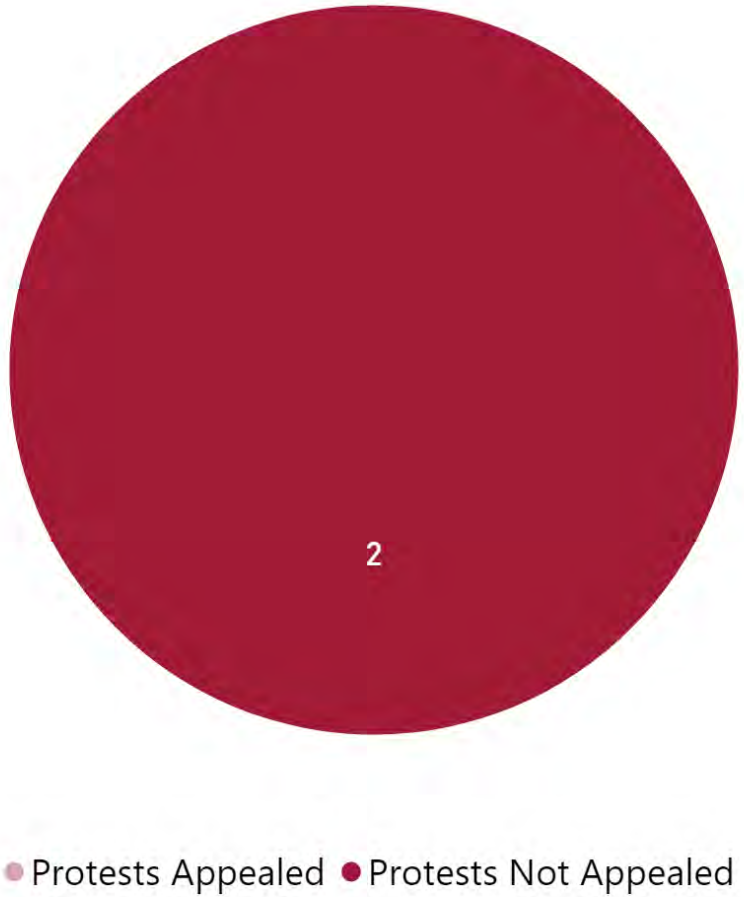
Chart 7.6.1: Running Twelve Month Procurement Protests by Quarter



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.6: MDOT Procurement Protests Filed and Upheld by the Board of Contract Appeals

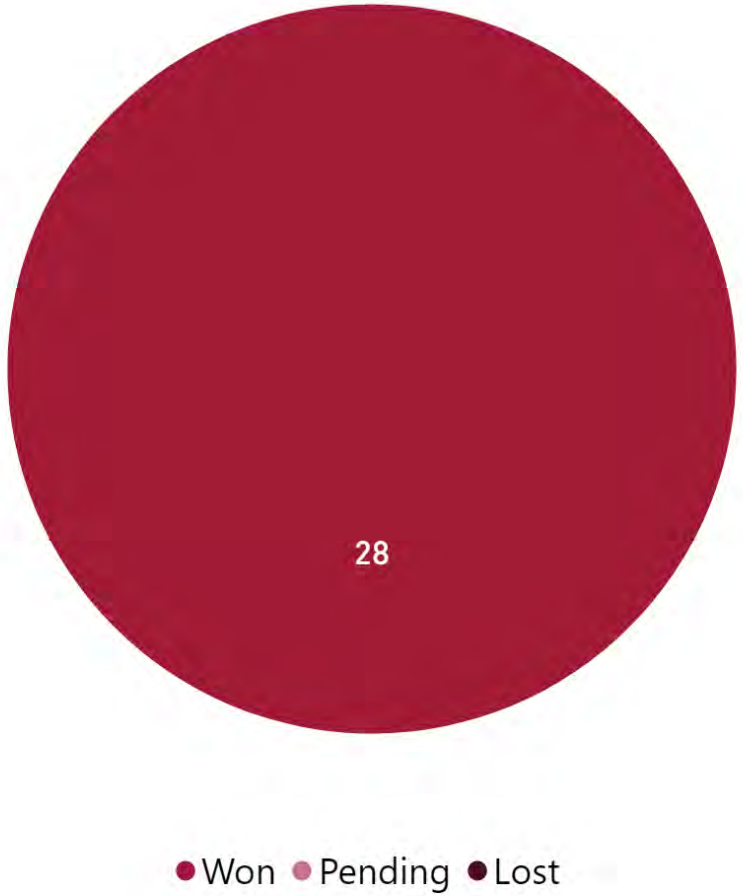
Chart 7.6.2: Protests Appealed/Not Appealed for Q4 2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.6: MDOT Procurement Protests Filed and Upheld by the Board of Contract Appeals

Chart 7.6.3: Protests Won/Pending/Lost 2019



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

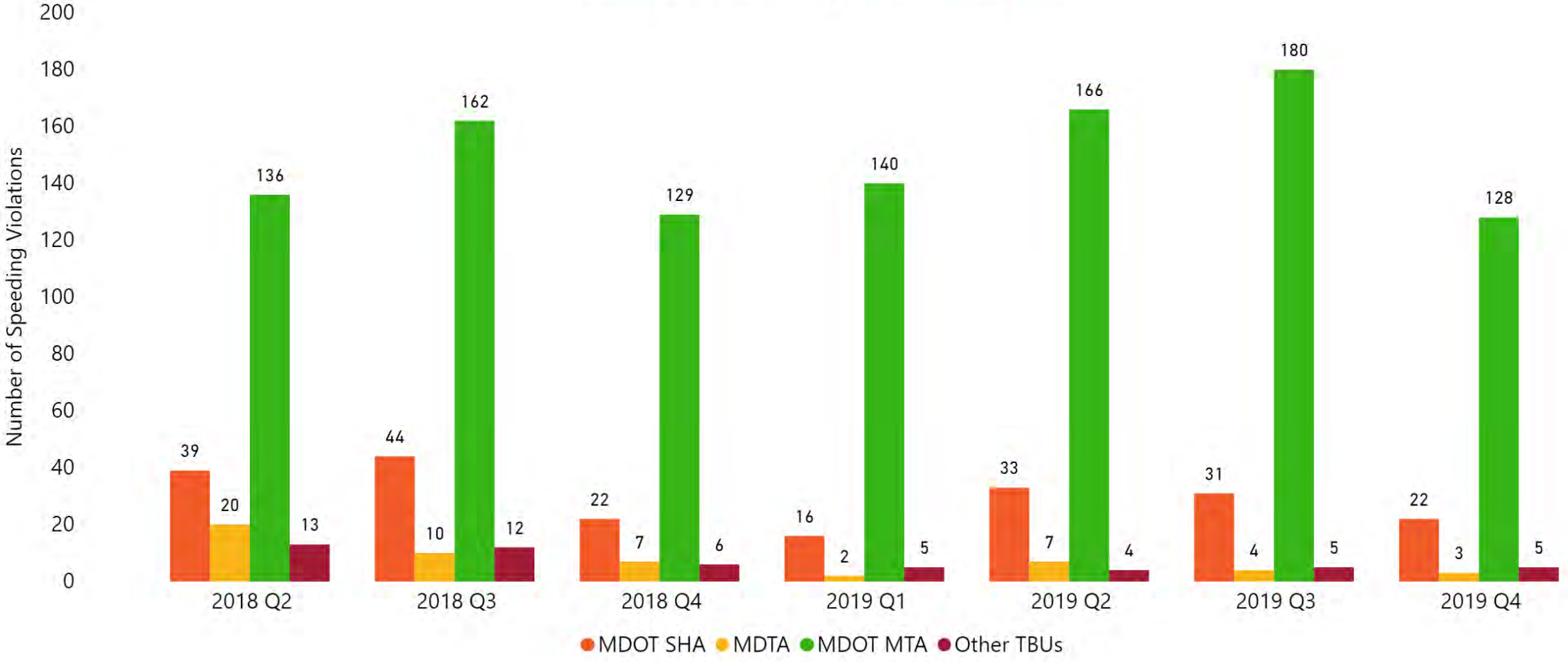
BE A GOOD NEIGHBOR

TANGIBLE RESULT #8

TR#8: BE A GOOD NEIGHBOR

PM#8.3: Number of Traffic Violations While Driving a State Vehicle

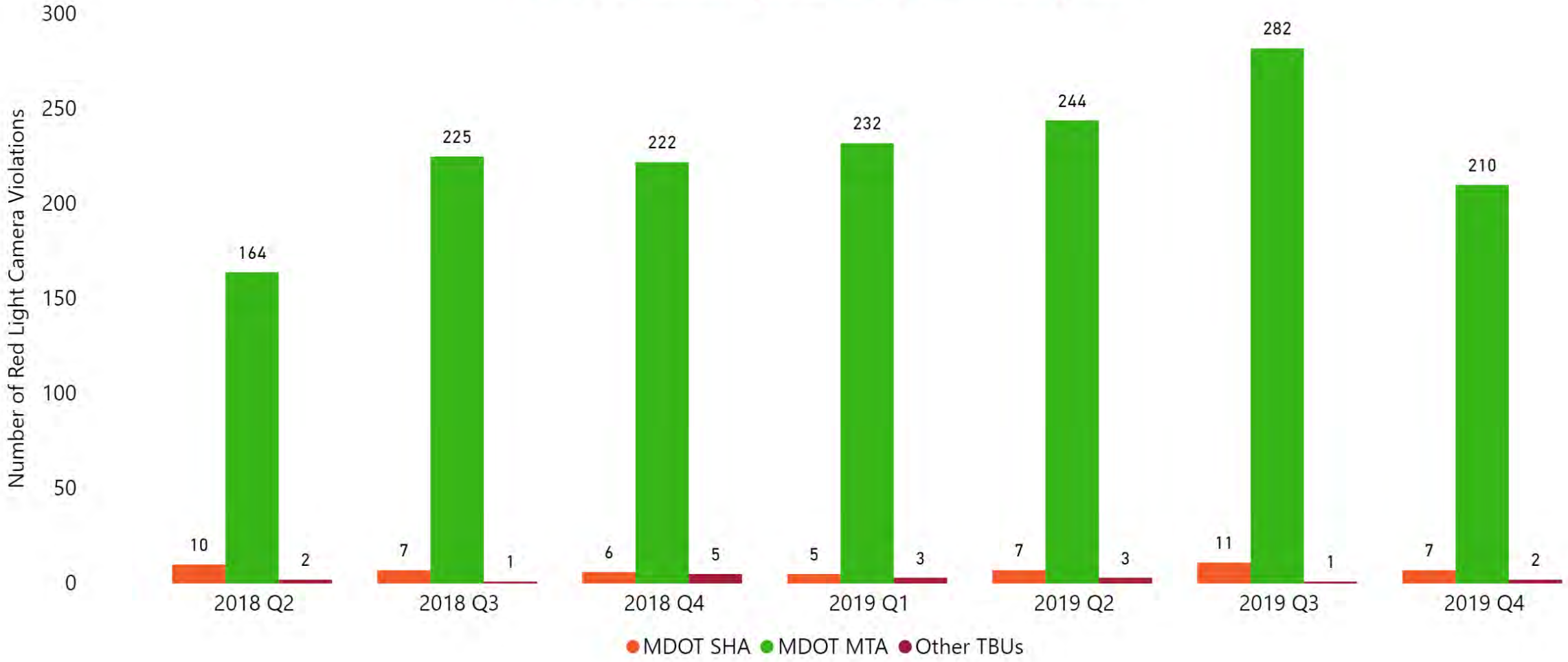
Chart 8.3.1: Speeding Violations by TBU



TR#8: BE A GOOD NEIGHBOR

PM#8.3: Number of Traffic Violations While Driving a State Vehicle

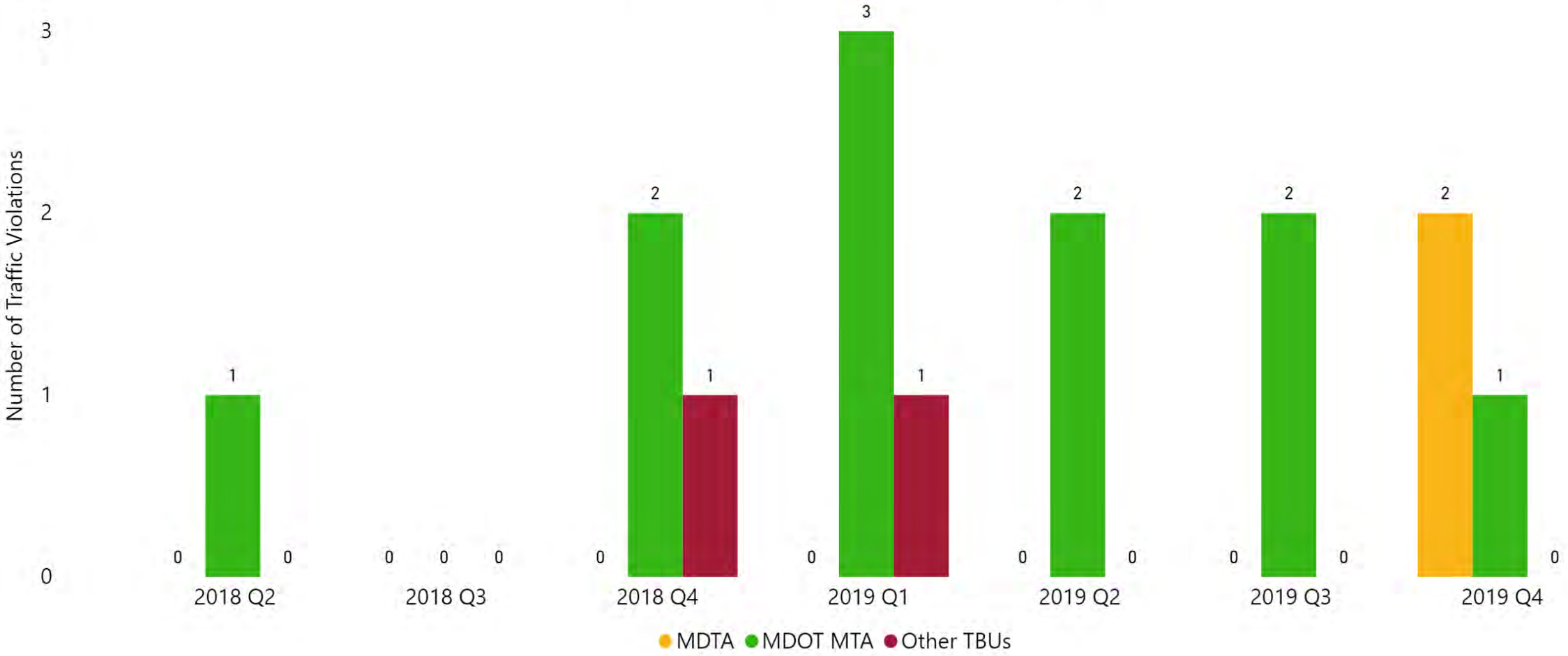
Chart 8.3.2: Red Light Camera Violations by TBU



TR#8: BE A GOOD NEIGHBOR

PM#8.3: Number of Traffic Violations While Driving a State Vehicle

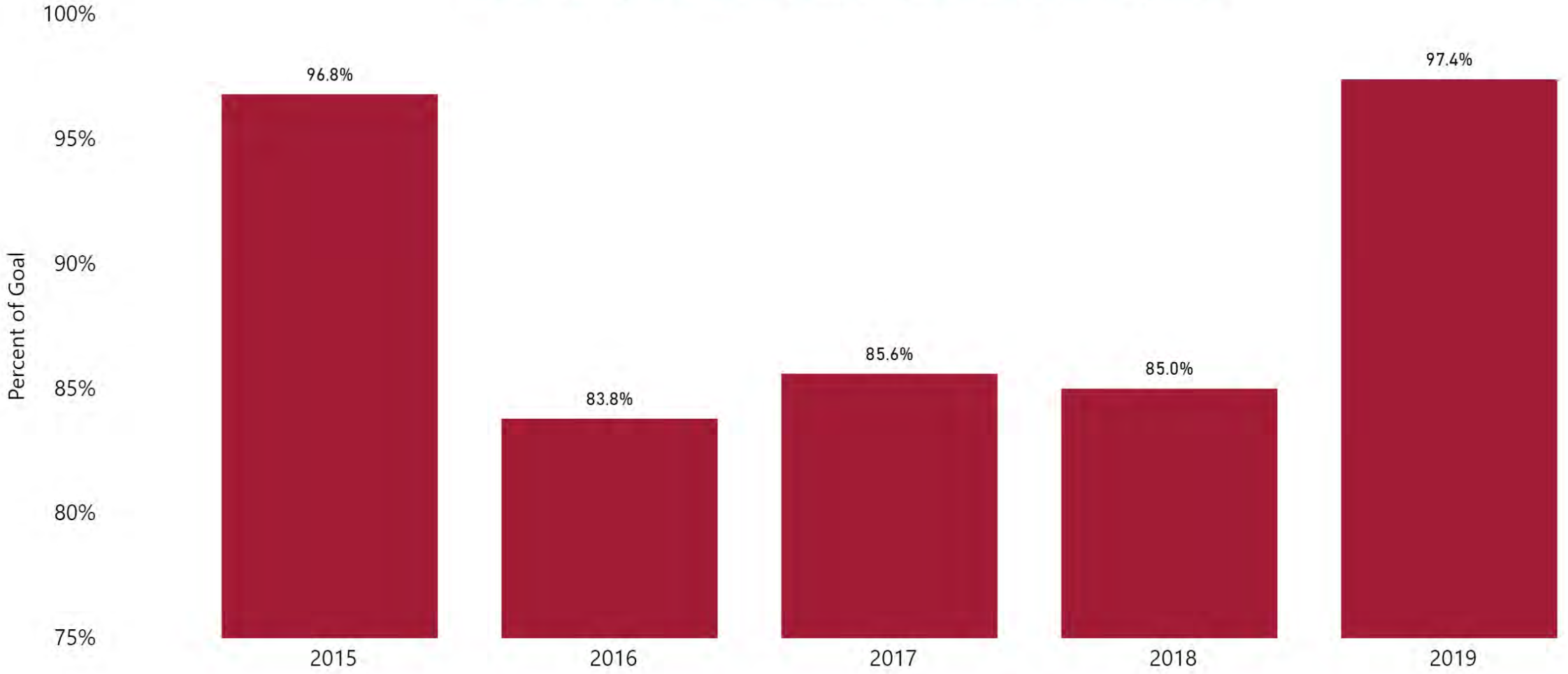
Chart 8.3.3: All Other Traffic Violations by TBU



TR#8: BE A GOOD NEIGHBOR

PM#8.4: Charity Campaign Participation

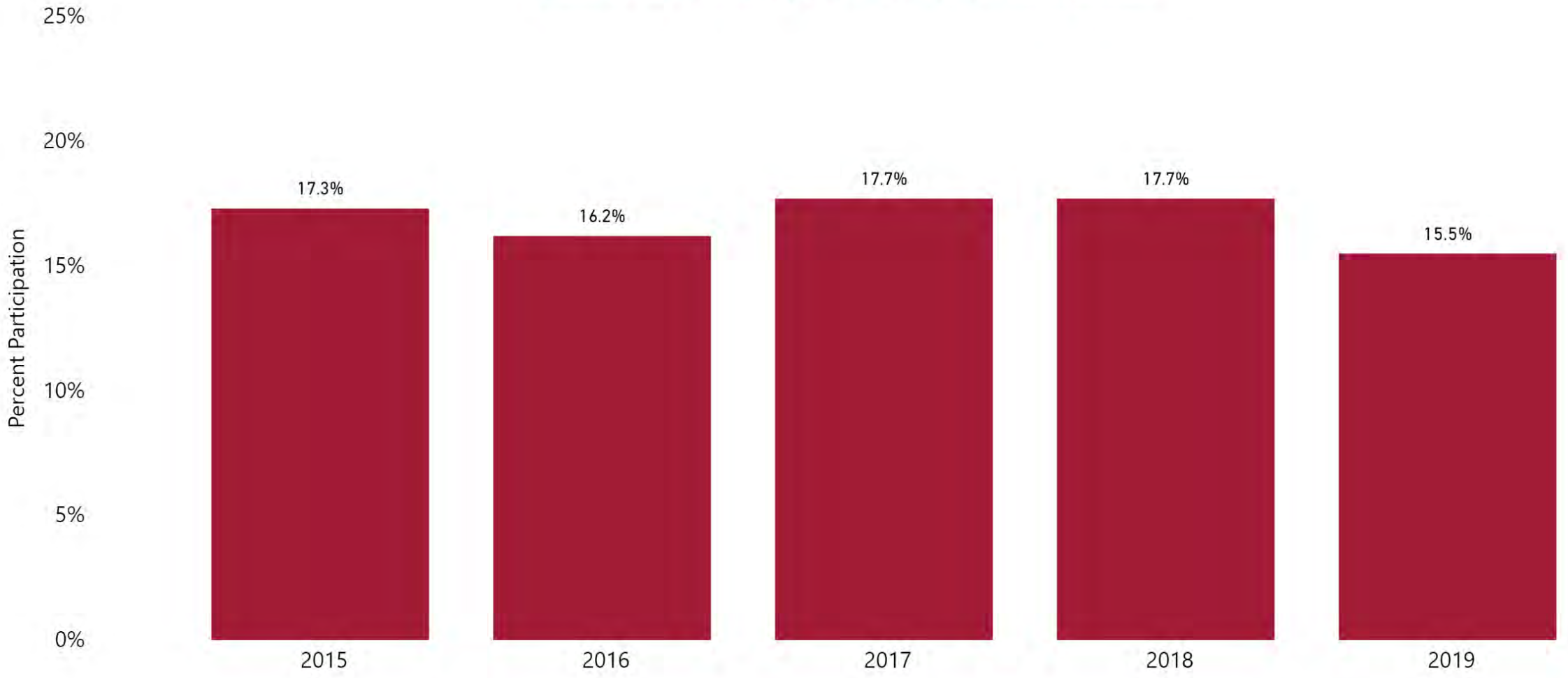
Chart 8.4.1: MDOT-Wide Percent of Charitable Goal Raised



TR#8: BE A GOOD NEIGHBOR

PM#8.4: Charity Campaign Participation

Chart 8.4.2: MDOT-Wide Percent of Participation



MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

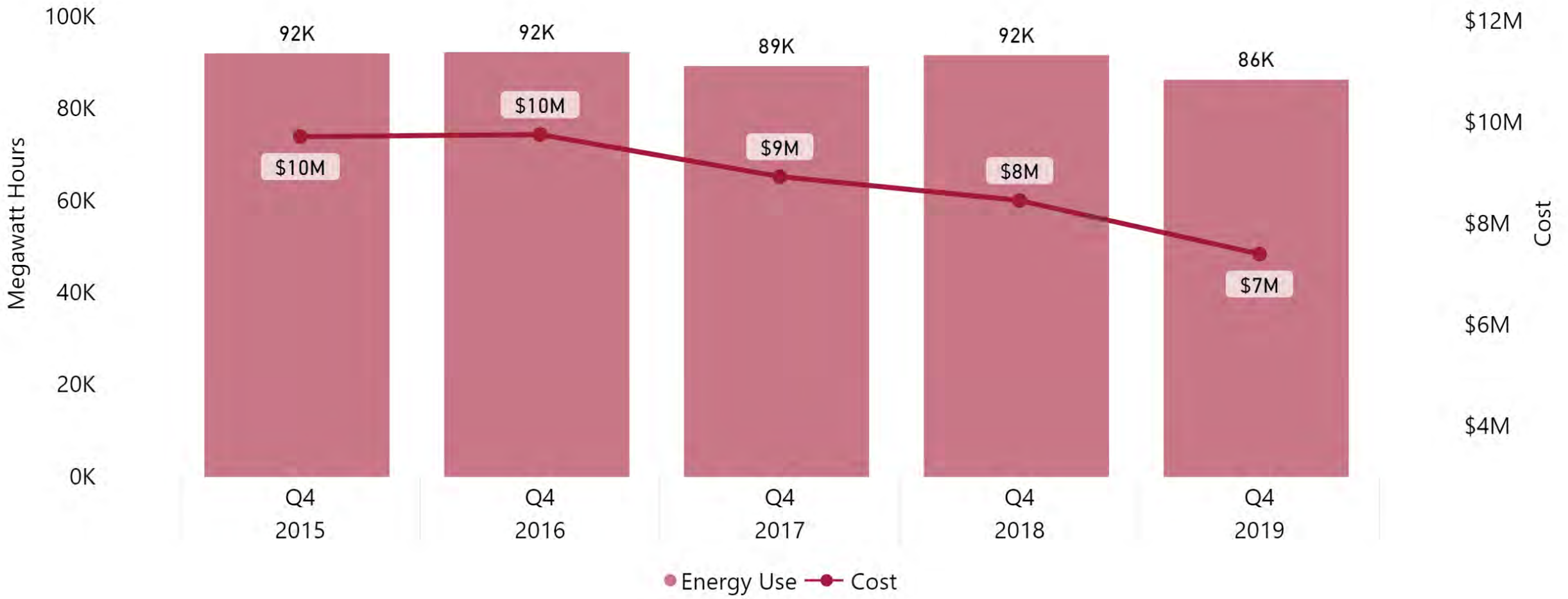
PRESENTING:

BE A GOOD STEWARD OF OUR ENVIRONMENT

TANGIBLE RESULT #9

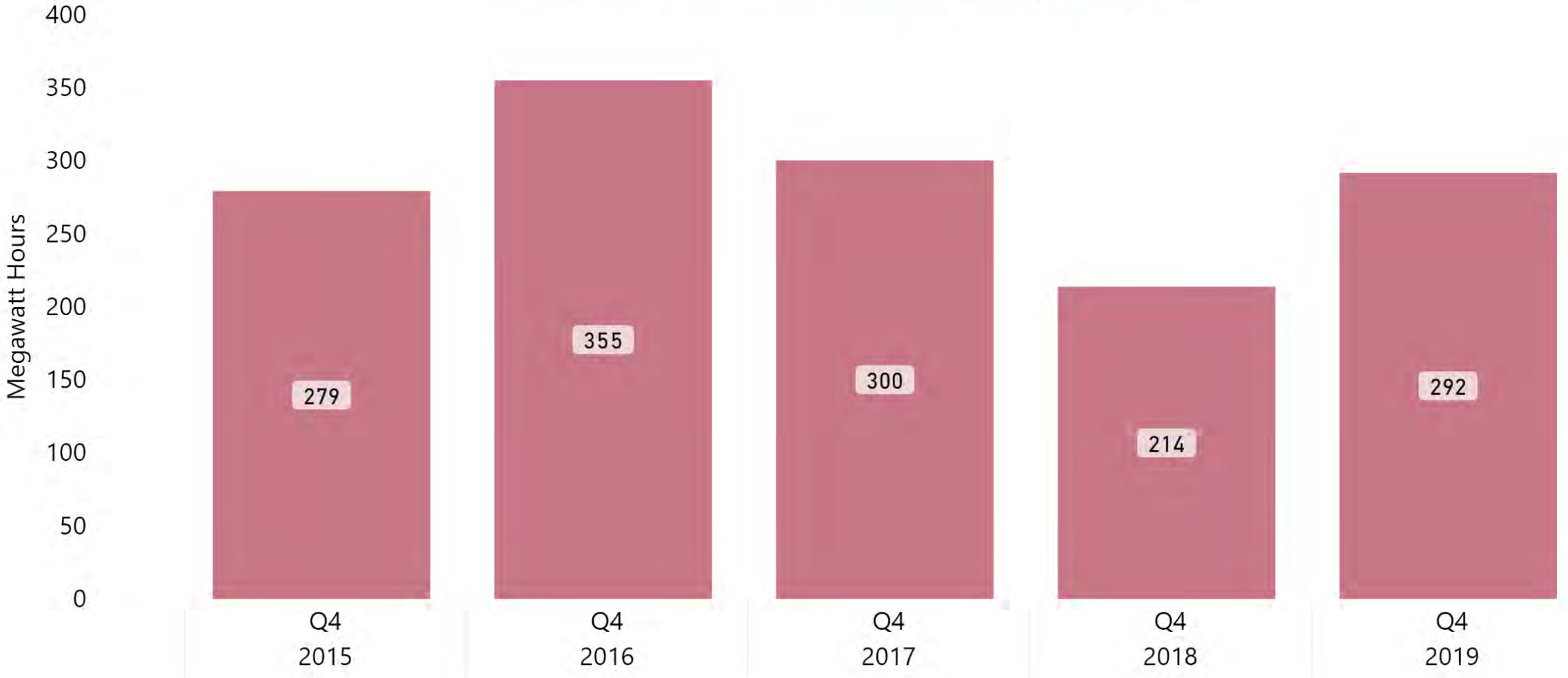
PM#9.3: Energy Management

Chart 9.3C.1: Total MDOT Utility Generated Electricity Use & Cost



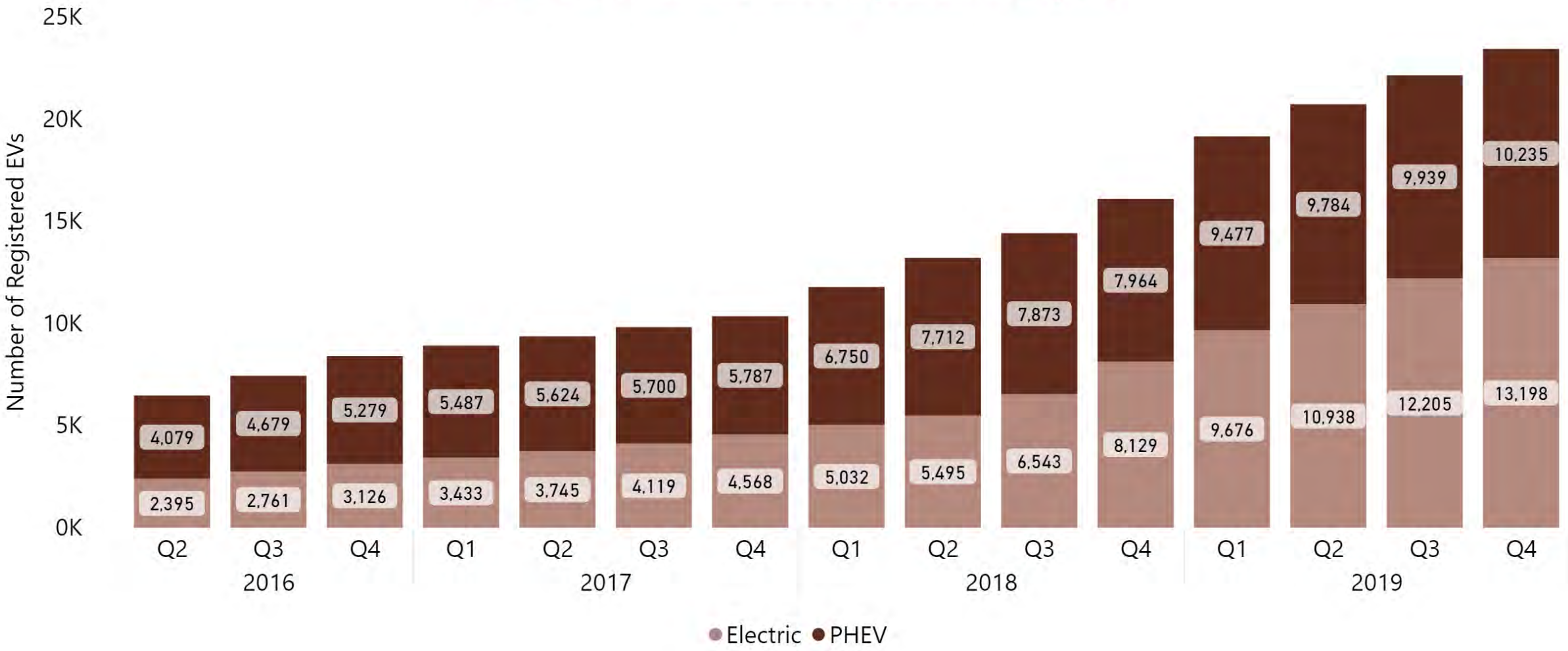
PM#9.3: Energy Management

Chart 9.3D.1: Total MDOT Renewable Energy Generation



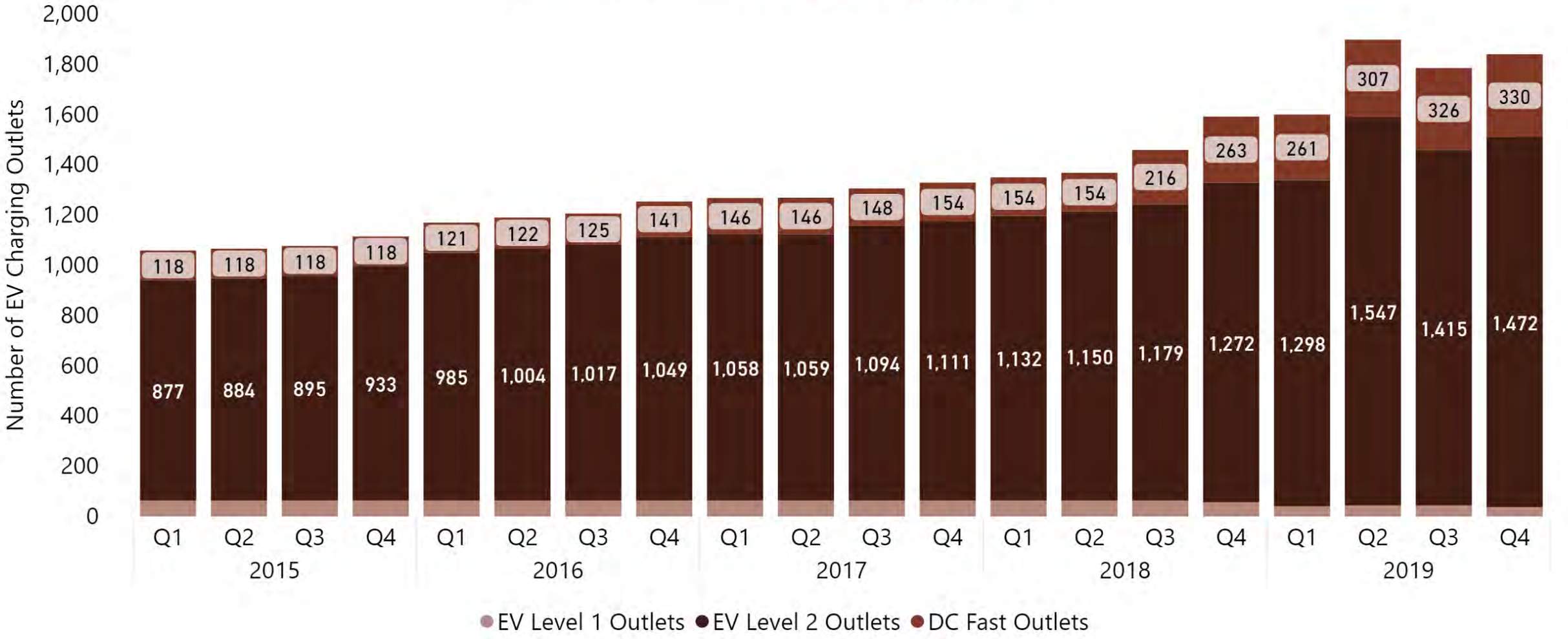
PM#9.4: Air Quality

Chart 9.4A.1: Electric Vehicles Registered in Maryland



PM#9.4: Air Quality

Chart 9.4A.2: Electric Vehicle Charging Outlets



PM#9.4: Air Quality

Chart 9.4B.2: CO2e Emissions from Electricity Use

MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

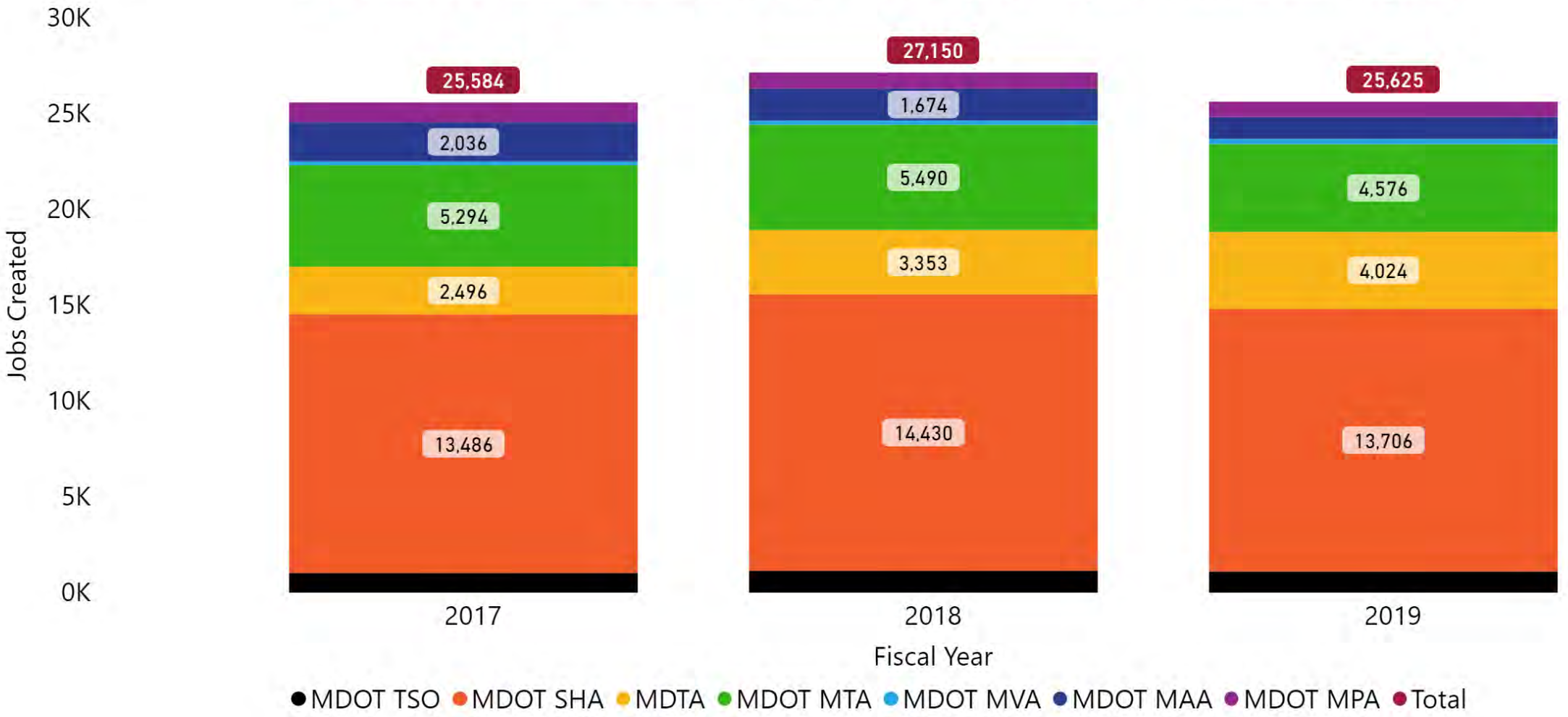
FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

TANGIBLE RESULT #10

TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

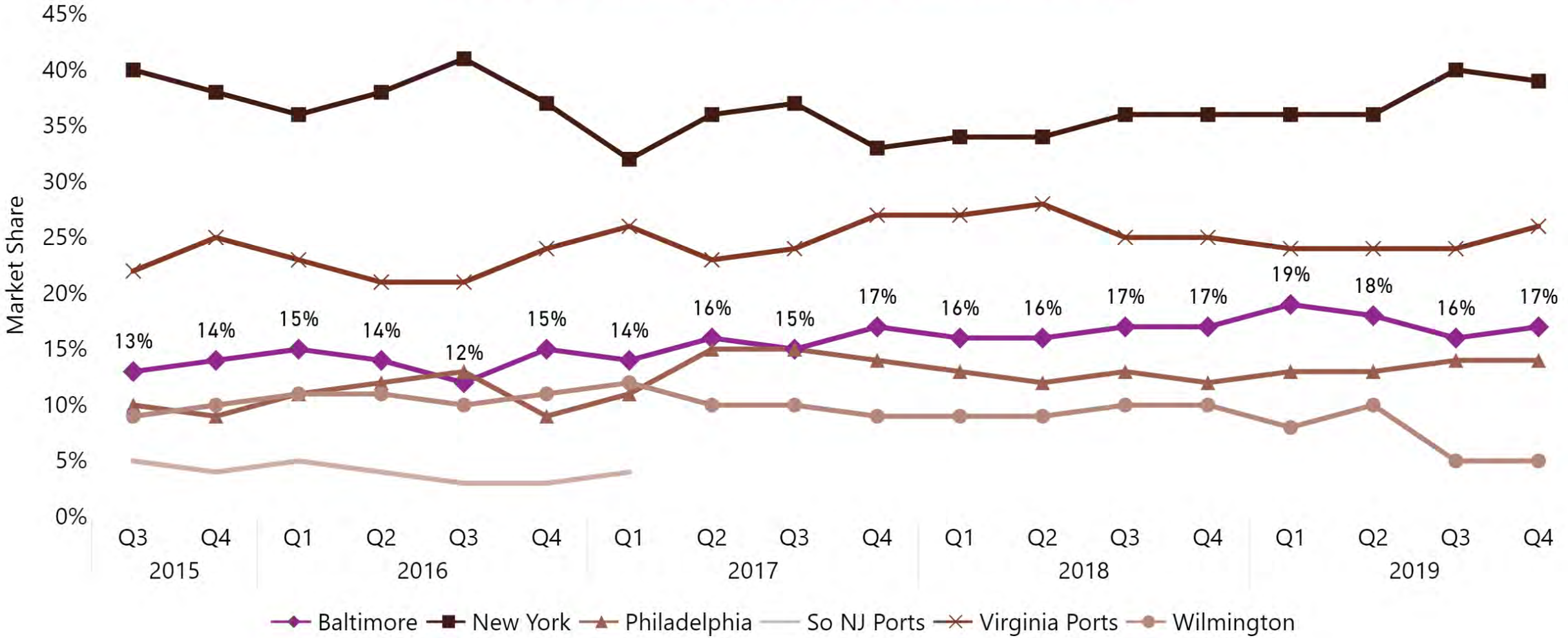
PM#10.1: Economic Return from Transportation Investment

Chart 10.1.1: Estimated Number of Jobs Created by TBU Capital/Construction Programs



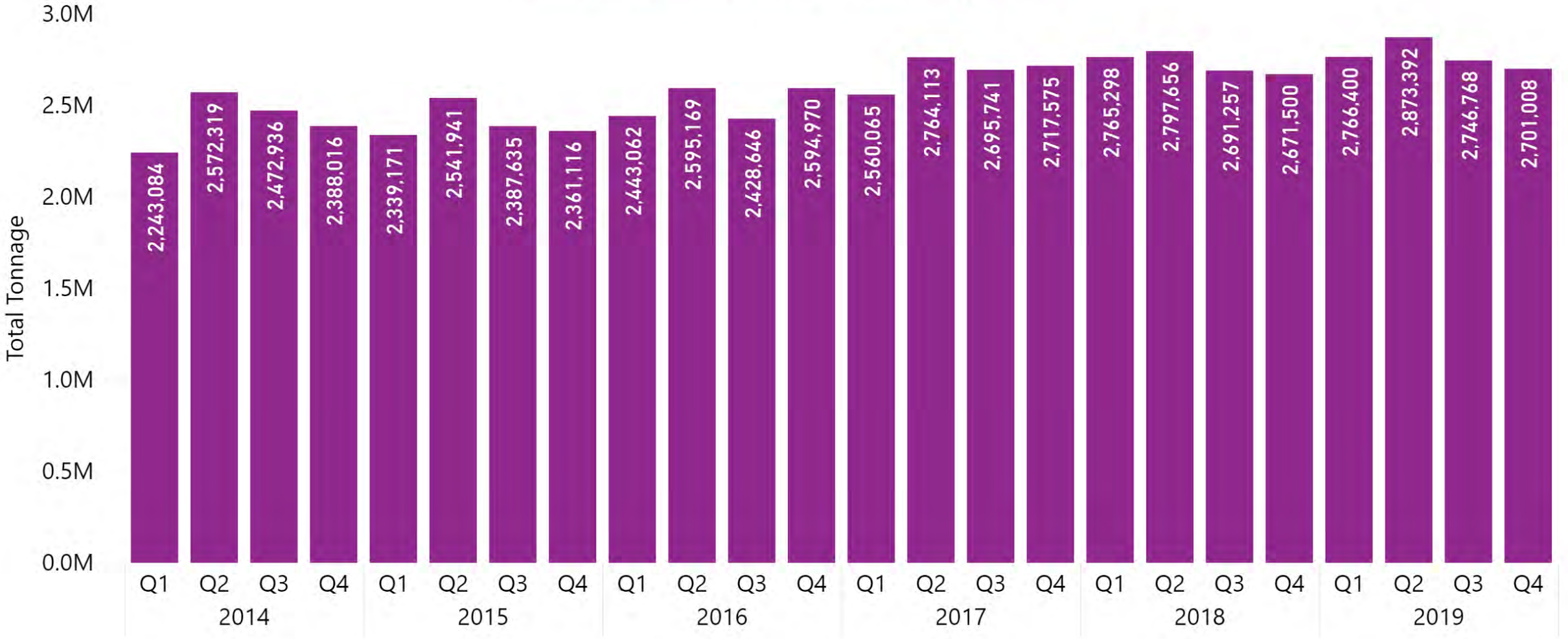
PM#10.3: Freight Mobility

Chart 10.3A.1: Quarterly Market Share, Mid-Atlantic Ports



PM#10.3: Freight Mobility

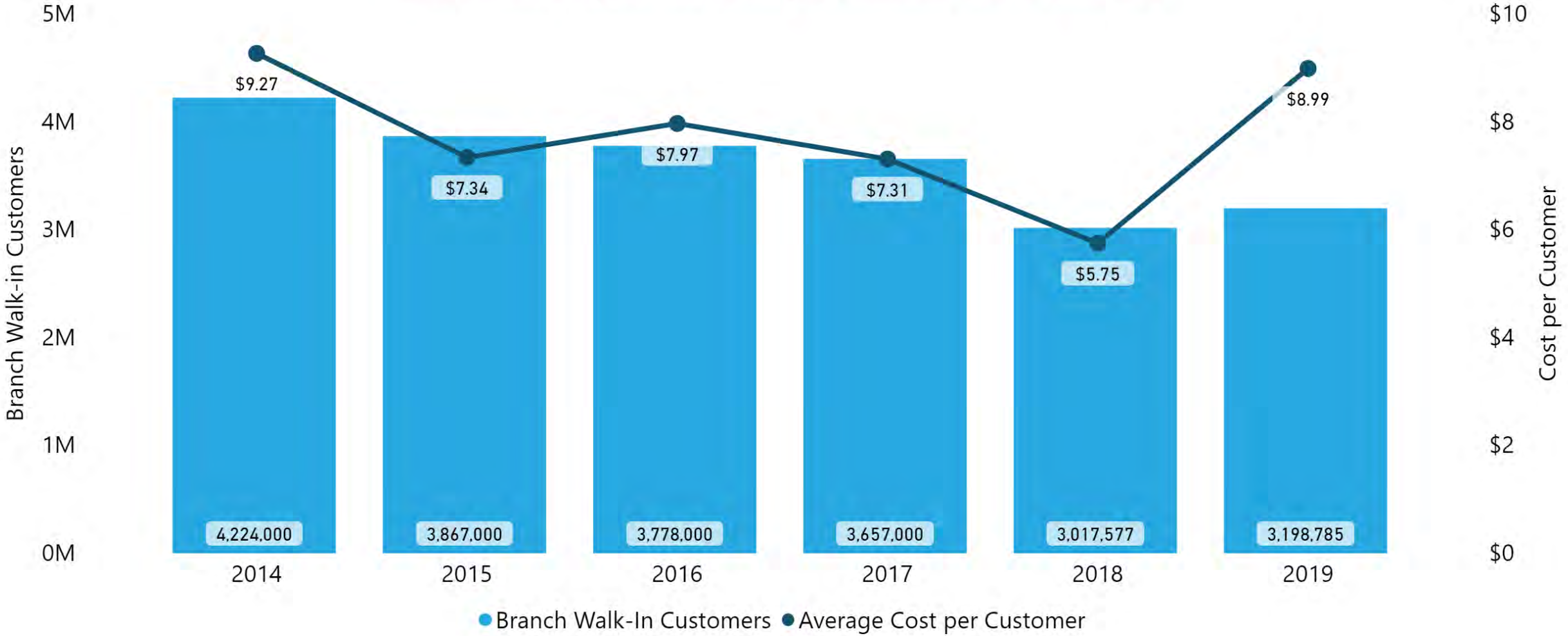
Chart 10.3B.1: MPA Total General Cargo Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings

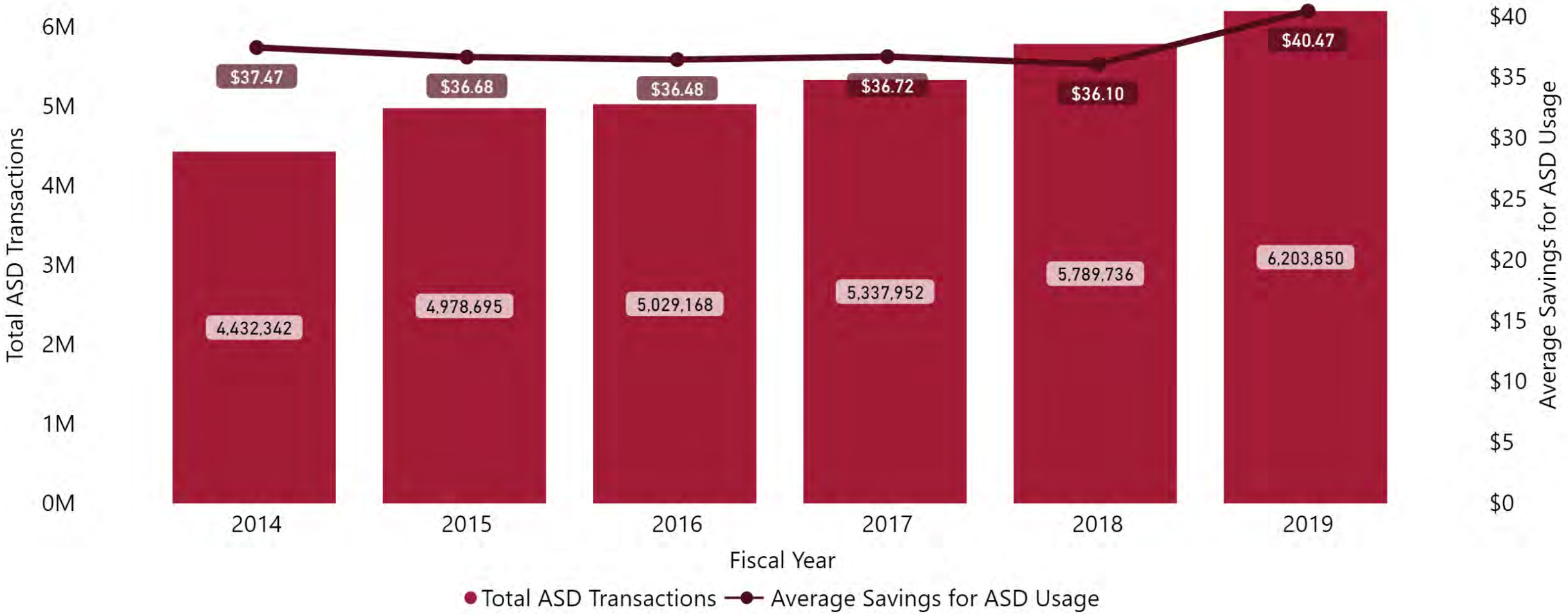
Chart 10.6B.1: Opportunity Cost per Customer Due to Wait Time



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings

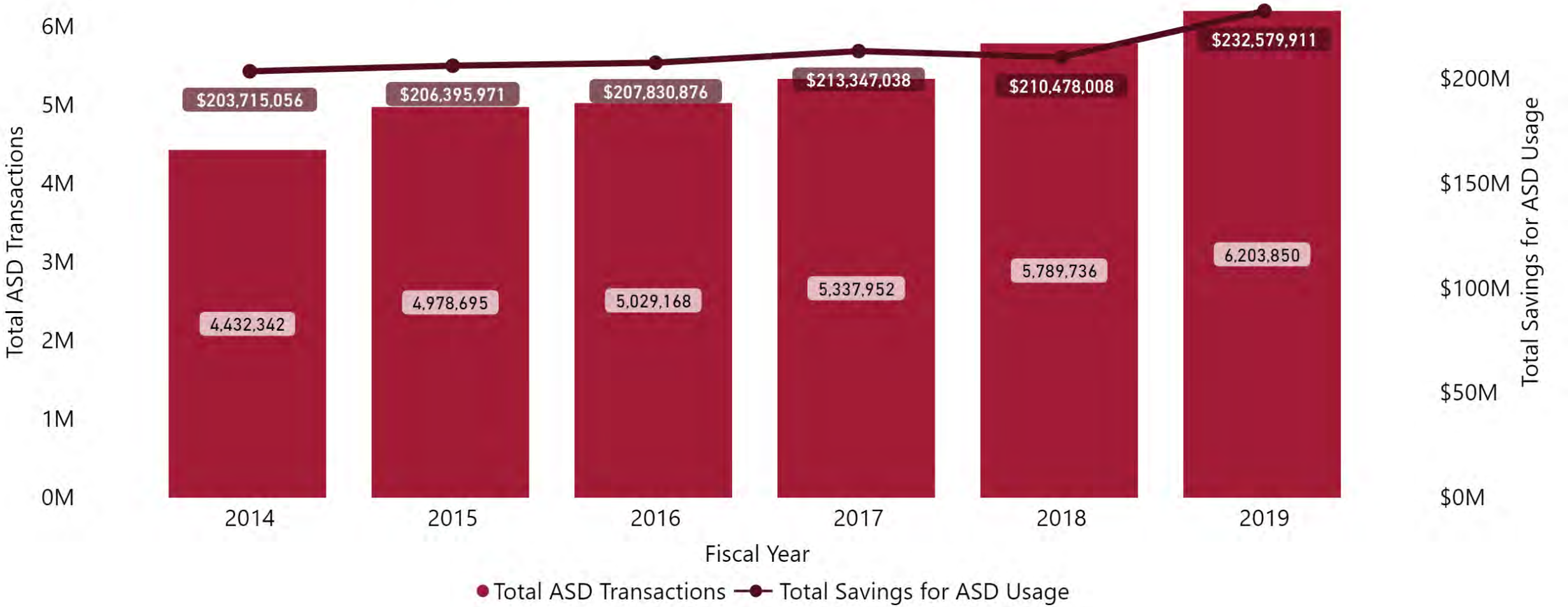
Chart 10.6C.1: Opportunity Cost Savings to Individual Customers for Alternative Service Delivery (ASD) Usage



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings for the Traveling Public due to Congestion Management

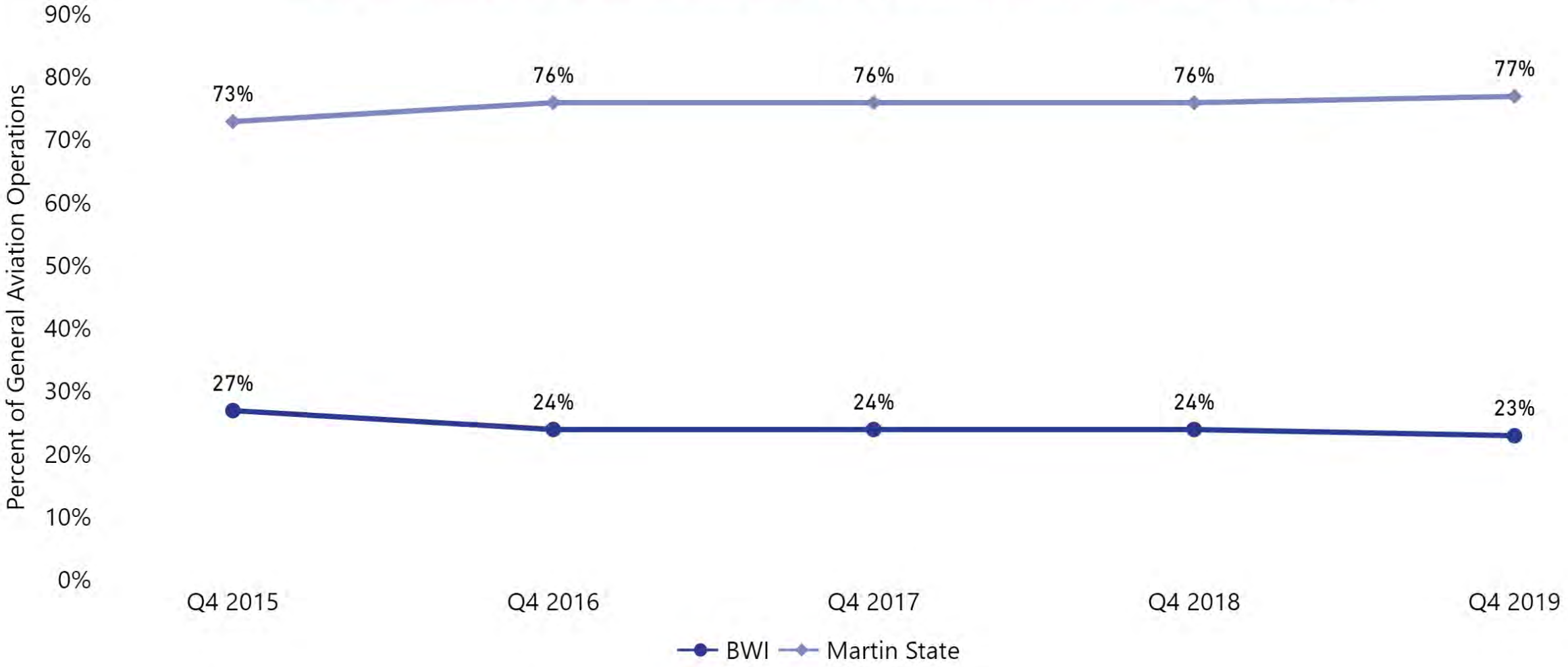
Chart 10.6C.2: Opportunity Cost Savings to Customer for ASD Usage Total



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

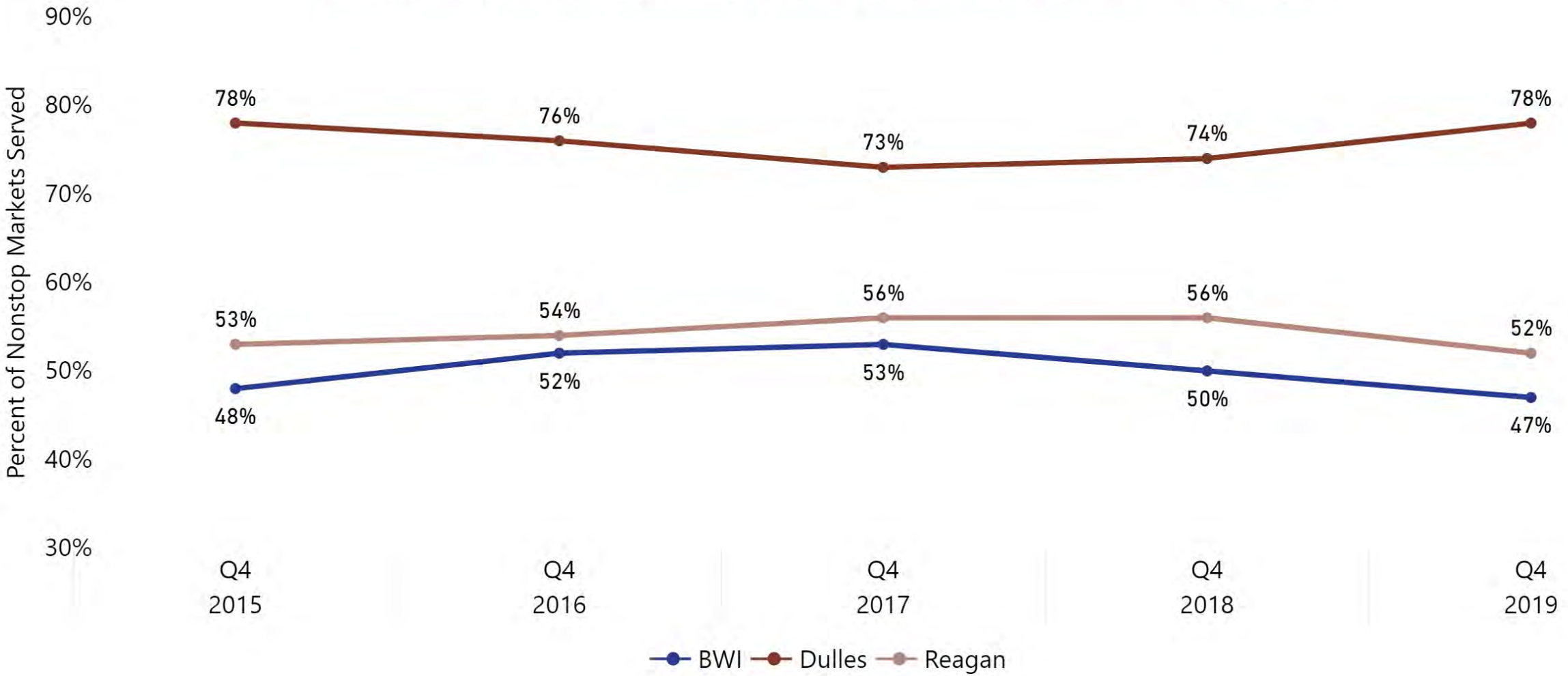
PM#10.8: Market Share

Chart 10.8A.1: Percent of All General Aviation Operations Other than Local Operations



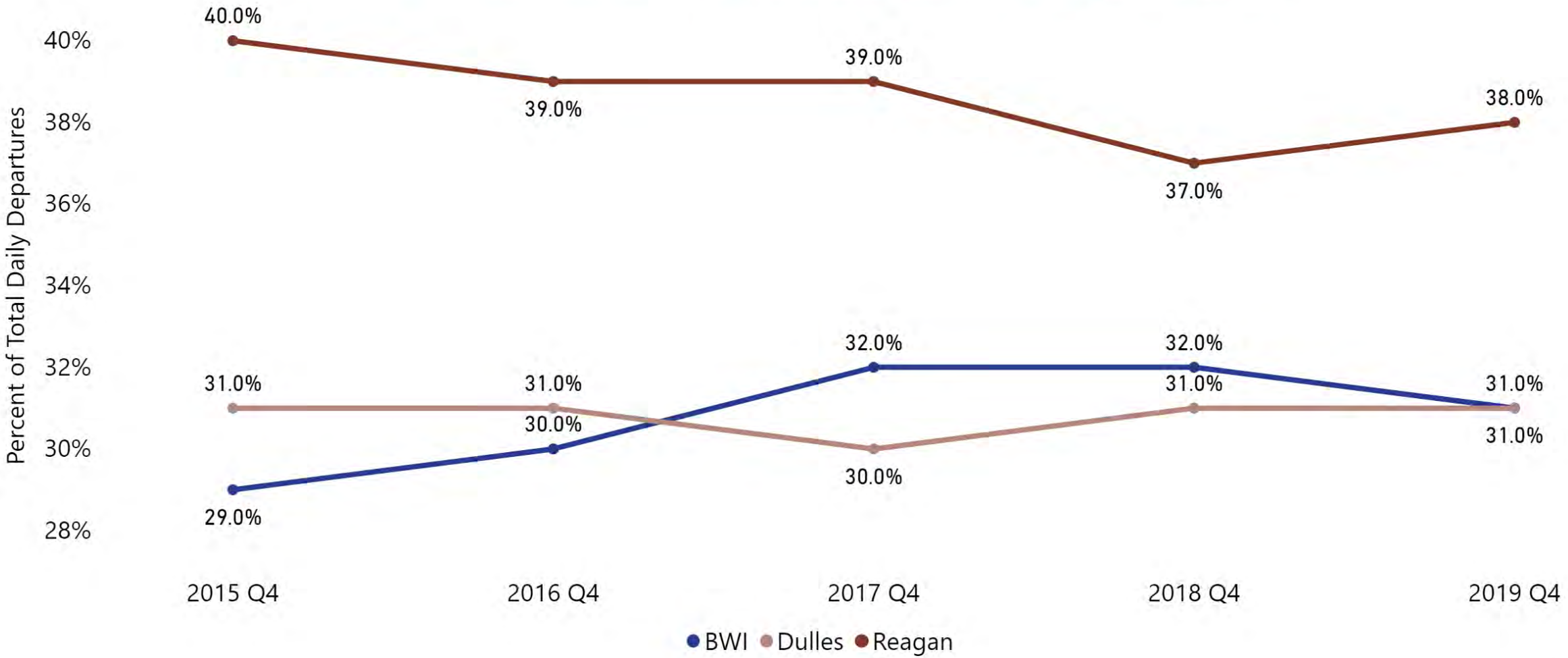
PM#10.8: Market Share

Chart 10.8B.1: Percent of Nonstop Markets Served Relative to Benchmark Airports



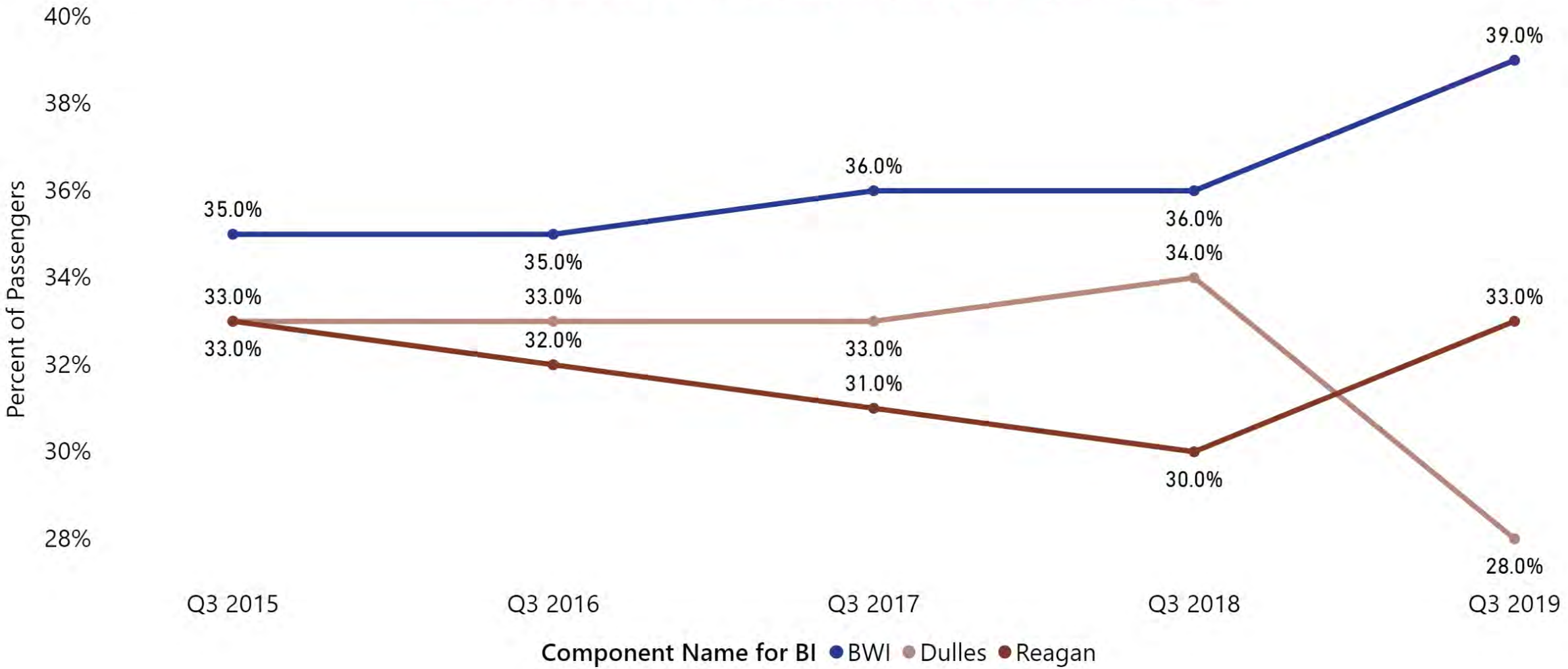
PM#10.8: Market Share

Chart 10.8C.1: Percent of Total Daily Departures at the Region's Airports



PM#10.8: Market Share

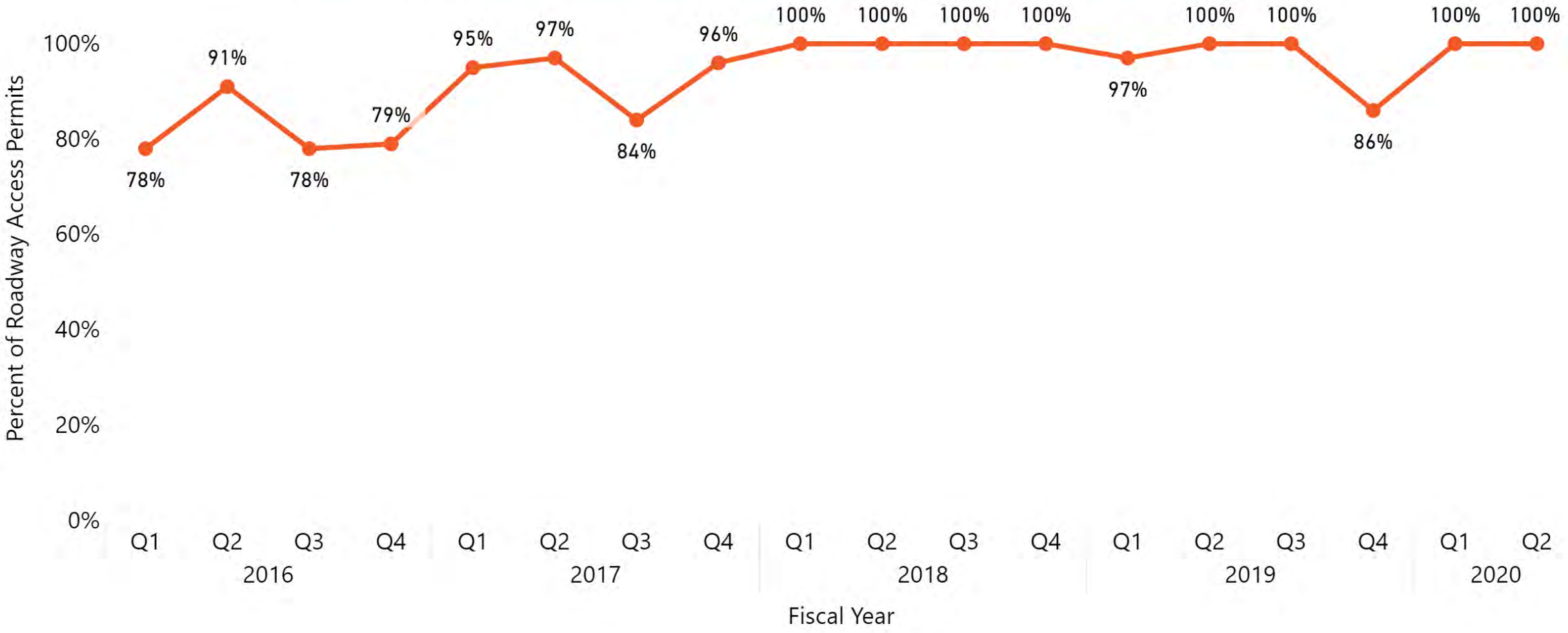
Chart 10.8C.2: Percent of Passengers Using the Region's Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.9: Percent of Roadway Access Permits Issued within 21 Days or Less

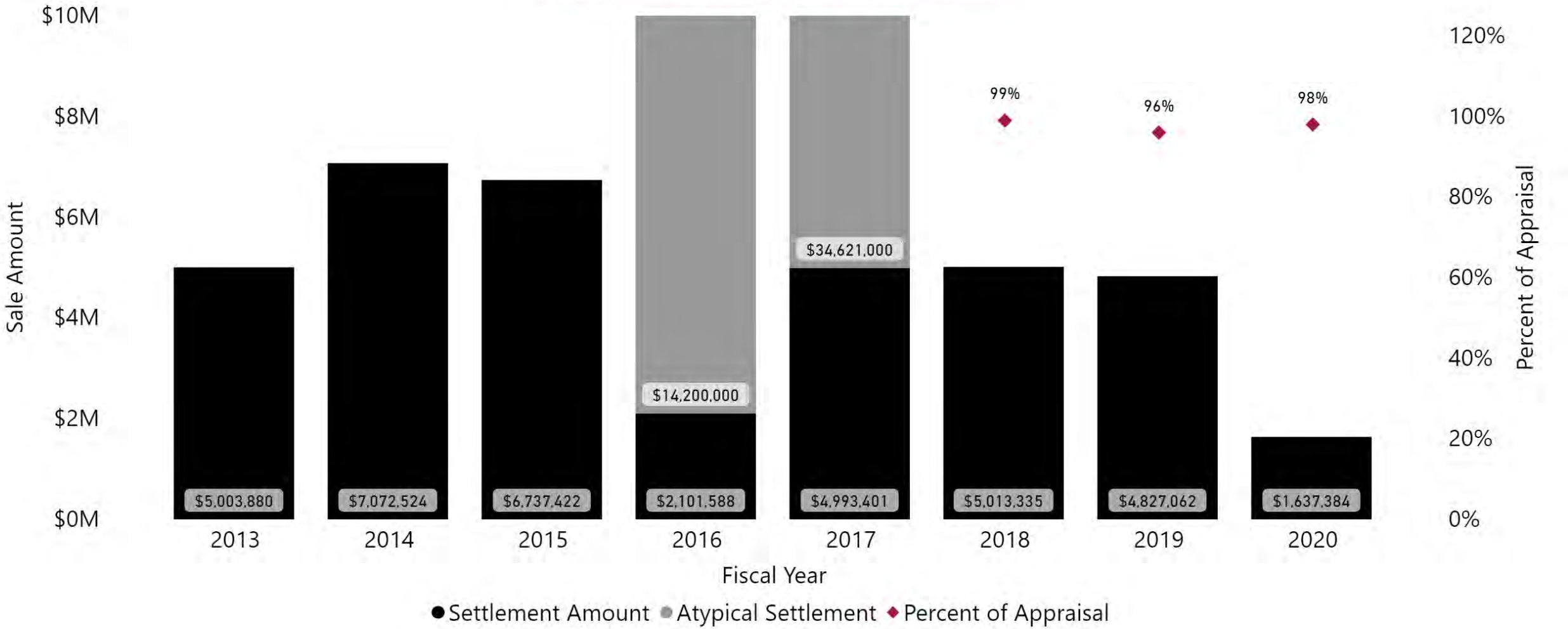
Chart 10.9.1: Percent of Roadway Access Permits Issued within 21 Days by Quarter



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM TSO 10.1: Value of Land Sold

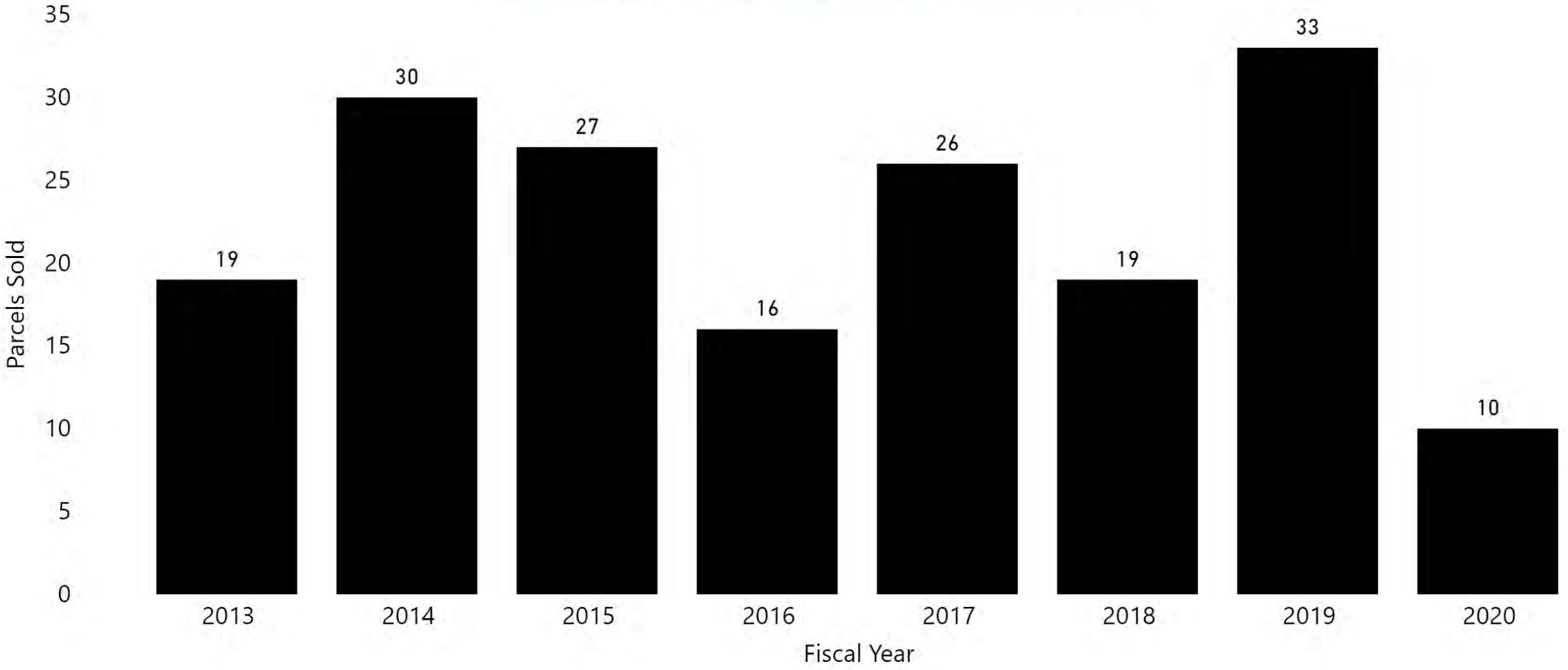
Chart 10.10.1: MDOT-Wide Sale Amount



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM TSO 10.1: Value of Land Sold

Chart 10.10.2: MDOT-Wide Number of Parcels Sold



MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

PRESENTING:

TANGIBLE RESULT #10

TBU SPECIFIC MEASURES

PM MPA 10.1: Productivity at the Port of Baltimore

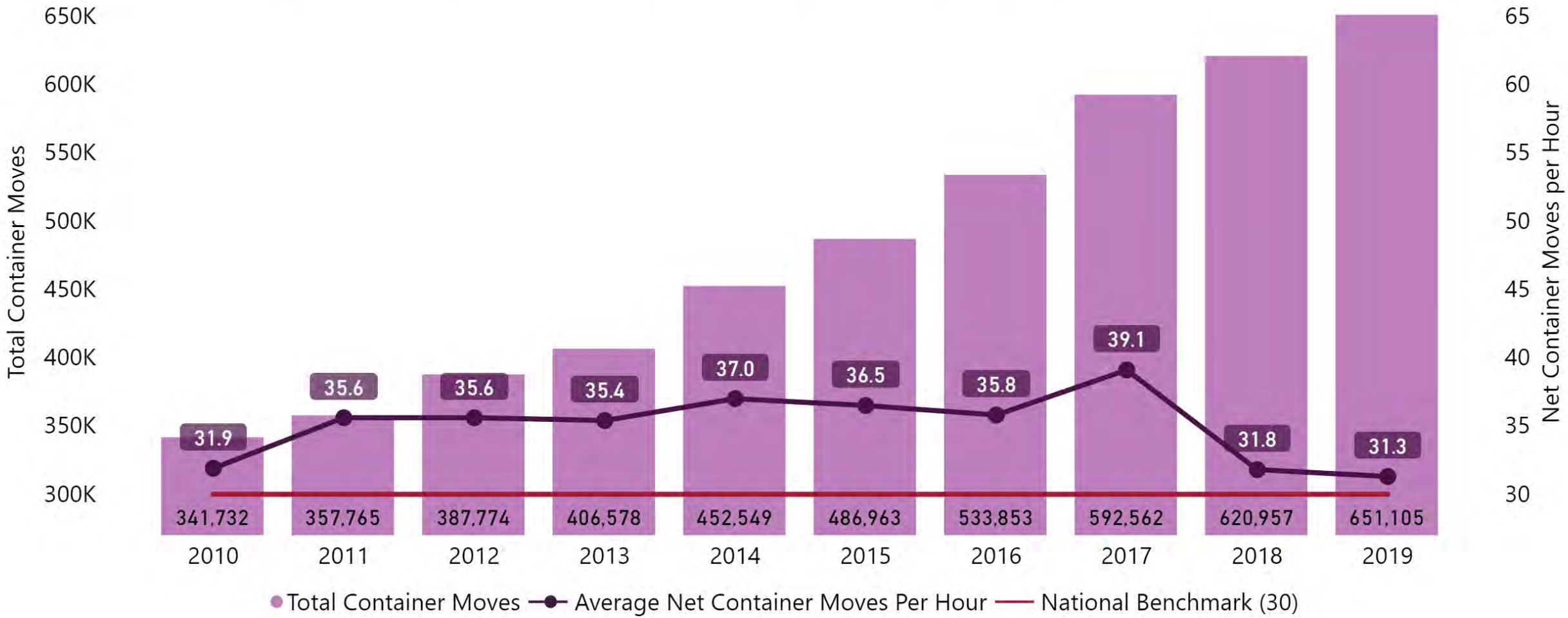



Chart MPA 10.1.1: Seagirt Marine Terminal Ship-to-Shore Container Productivity Per Hour