



MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

EXCELLERATOR

BIANNUAL REPORT

June 26, 2020



PRESENTING:

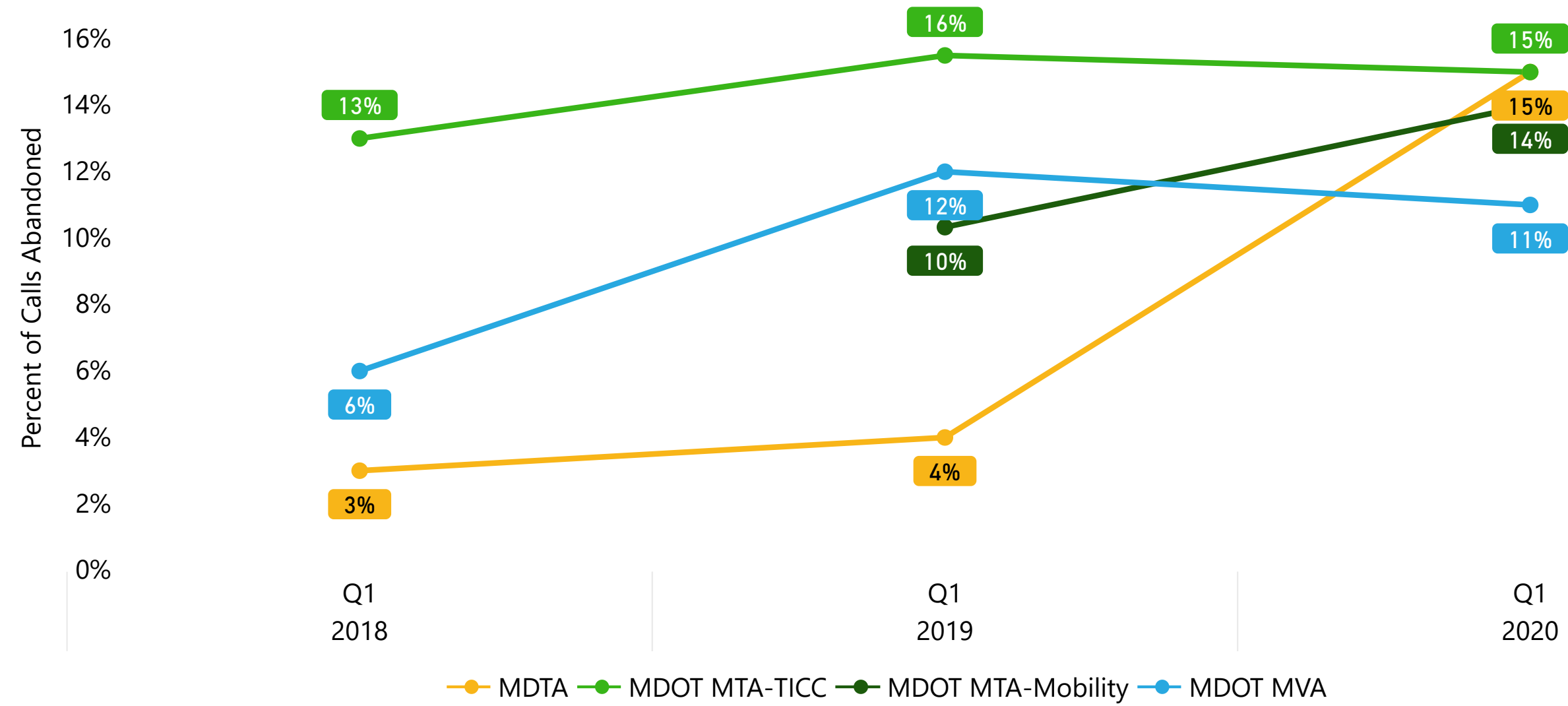
PROVIDE EXCEPTIONAL CUSTOMER SERVICE

TANGIBLE RESULT #1

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

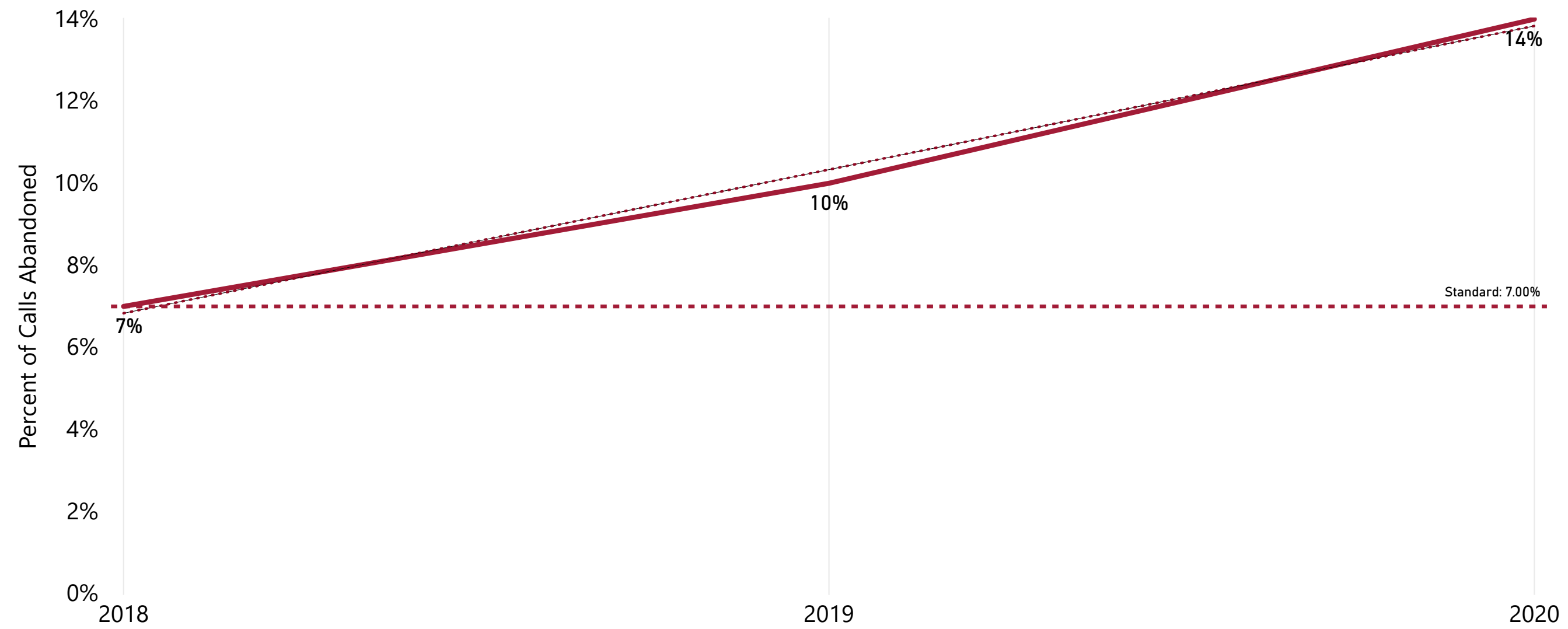
Chart 1.3A.1: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

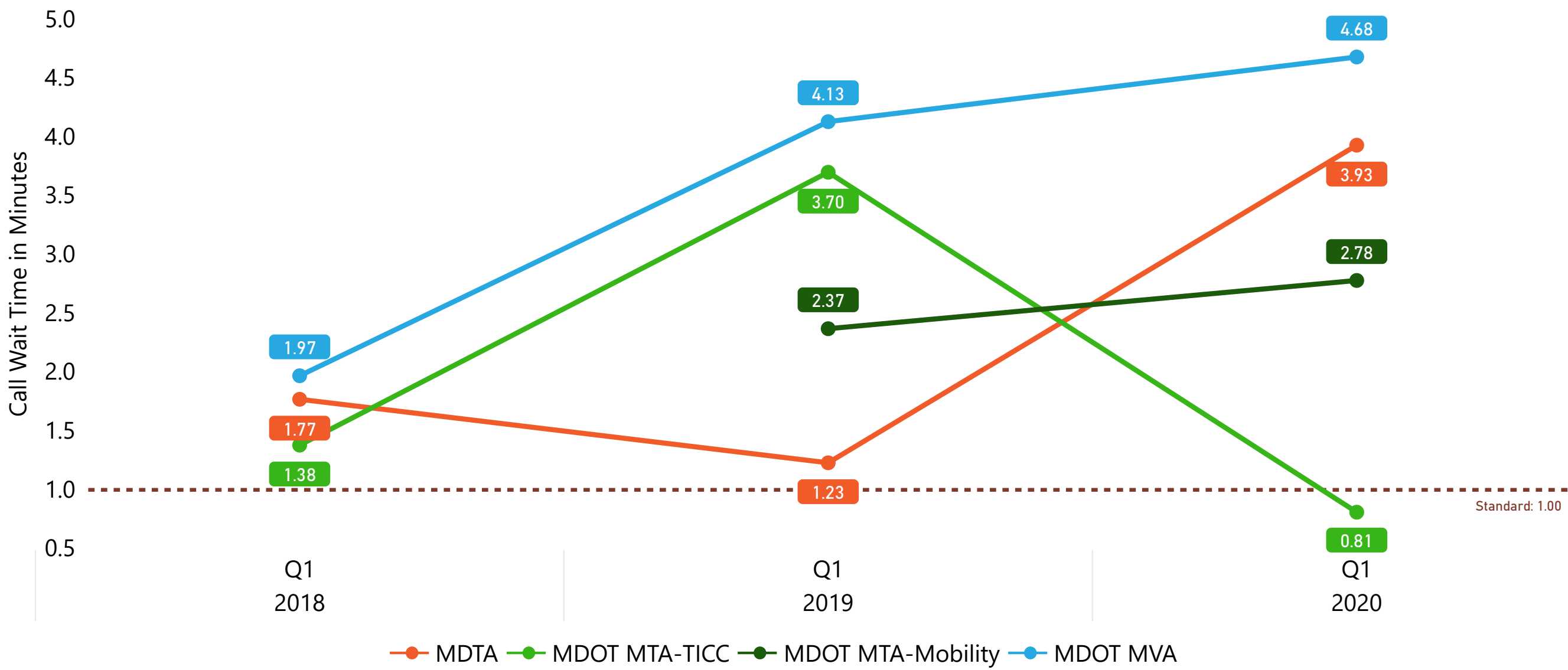
Chart 1.3A.2: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

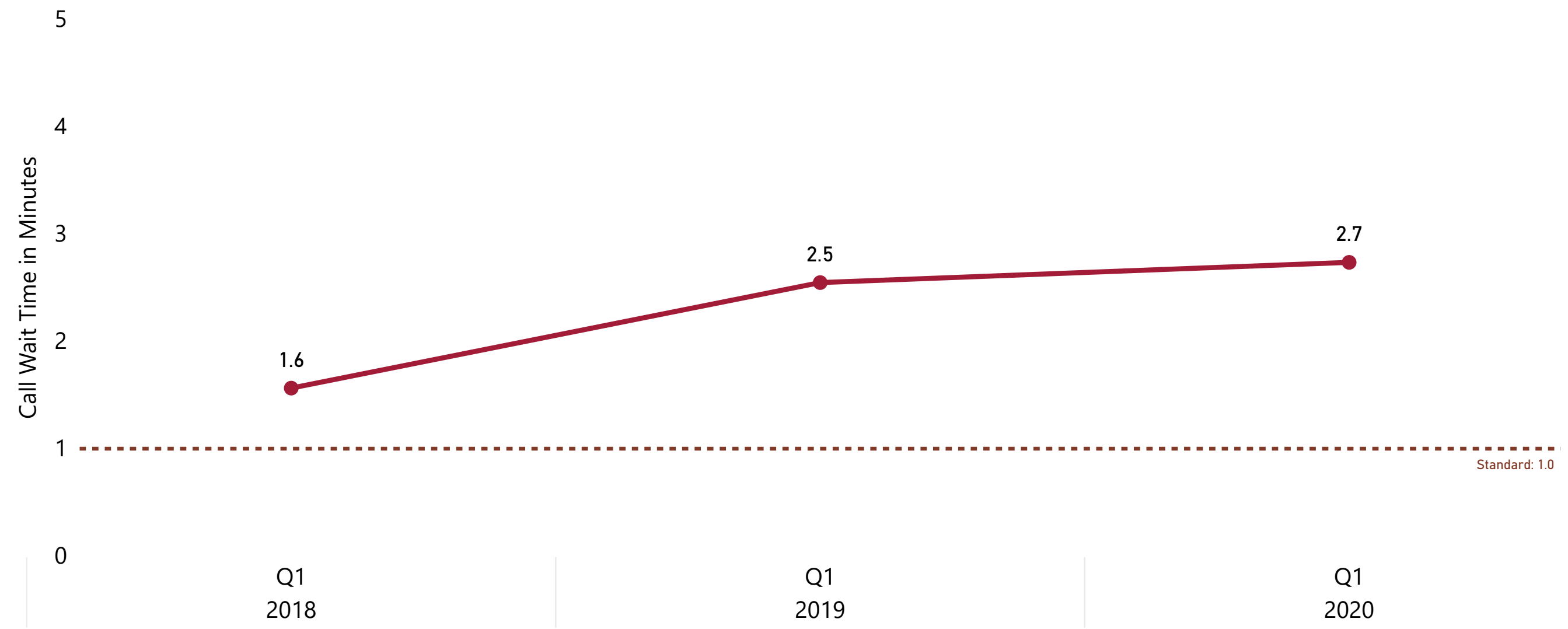
Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers



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





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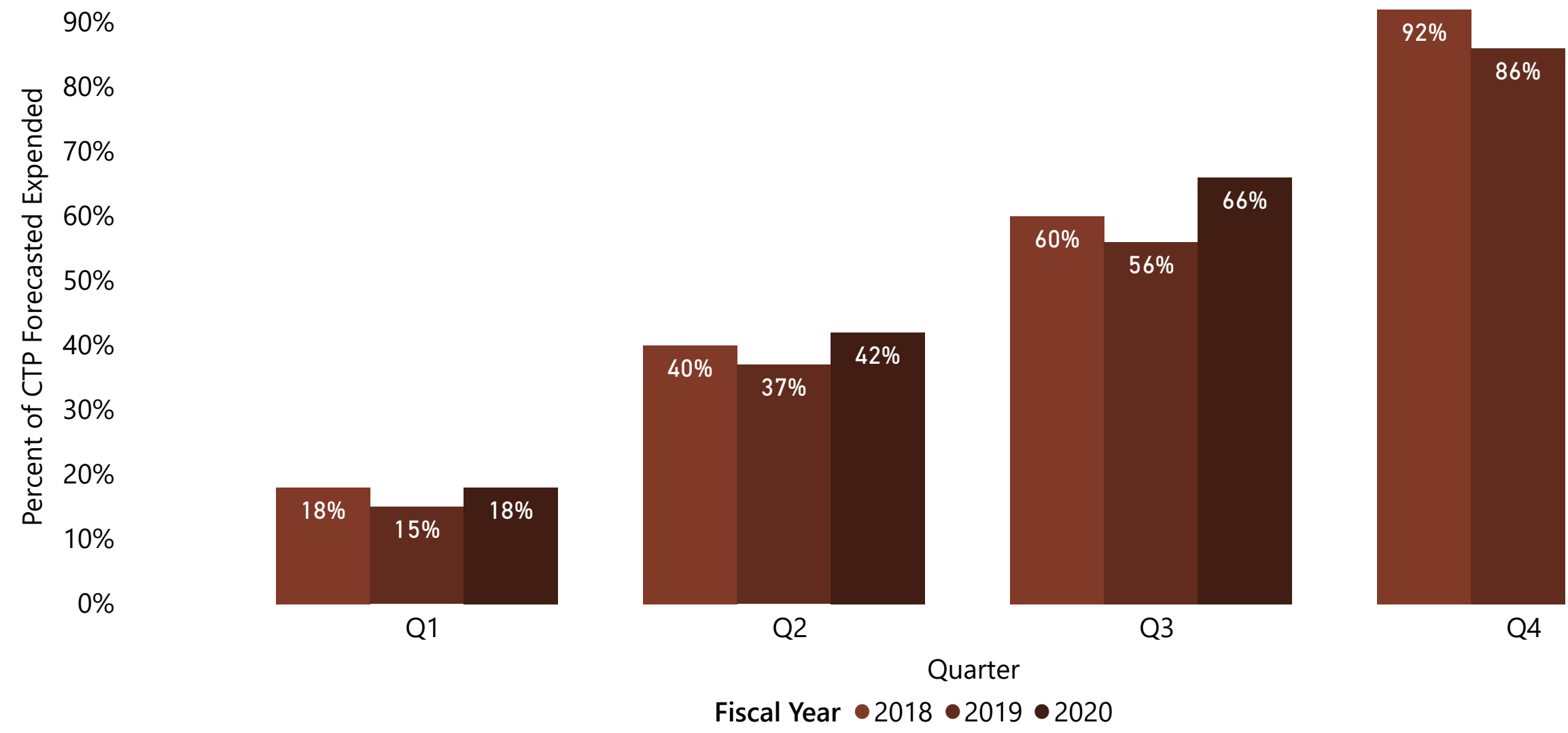
USE RESOURCES WISELY

TANGIBLE RESULT #2

TR#2: USE RESOURCES WISELY

PM#2.1: Percent of Capital Dollars Spent As Programmed

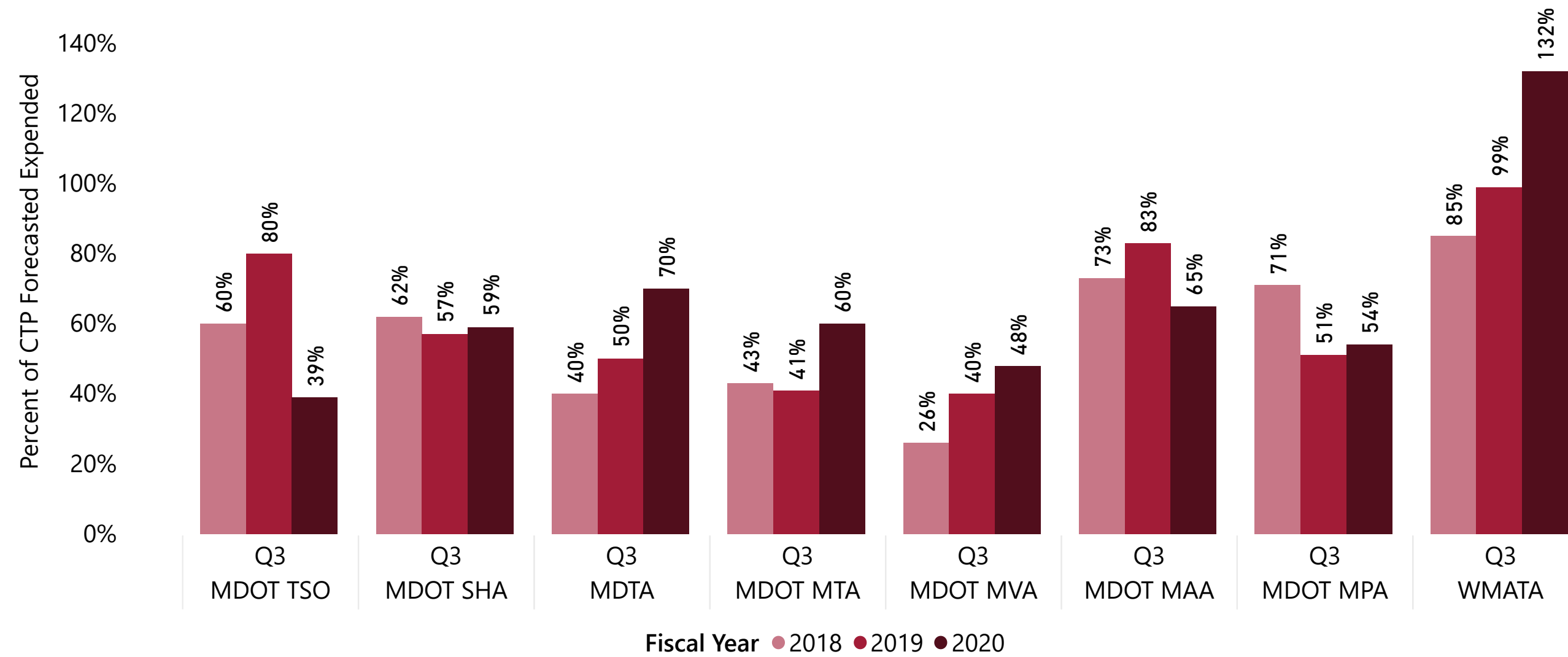
Chart 2.1.1: 3-Year Expenditure Rate Analysis (Federal & State)



TR#2: USE RESOURCES WISELY

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#2.4: Vacancy Rate

Chart 2.4.3: Vacancy Rate

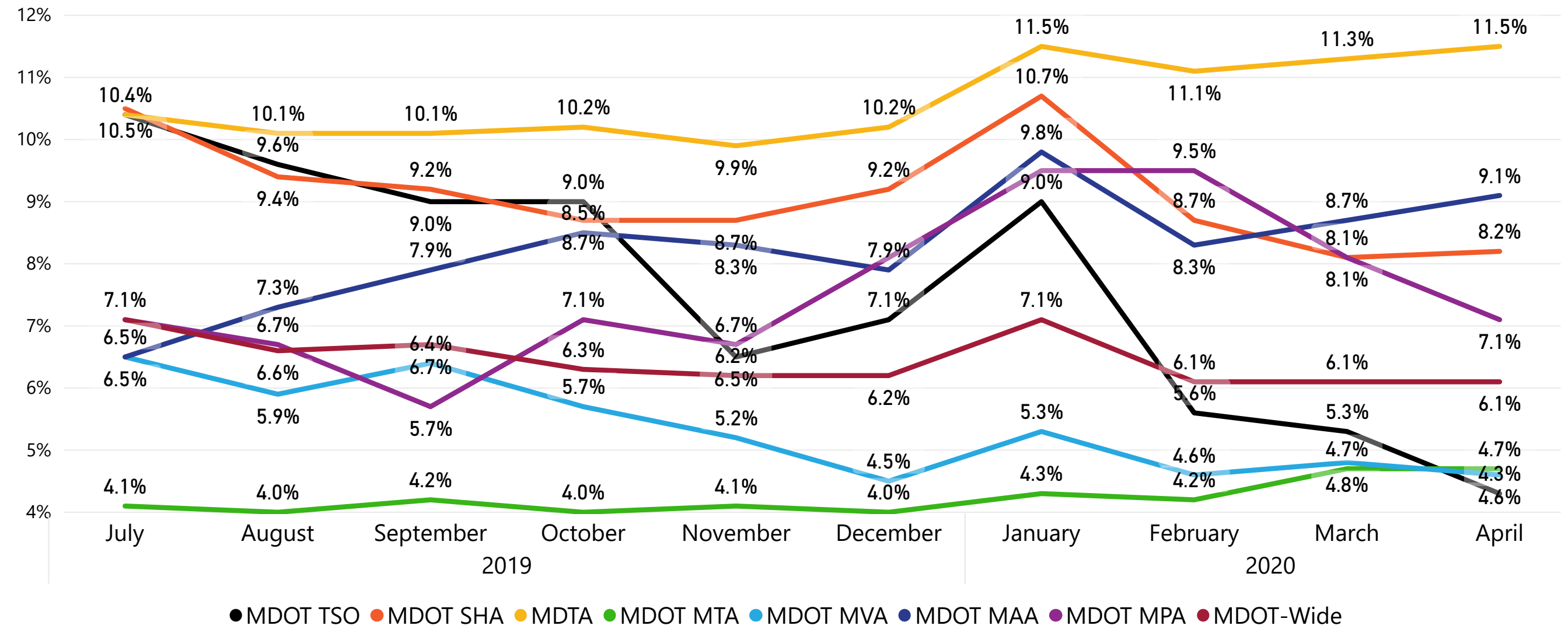
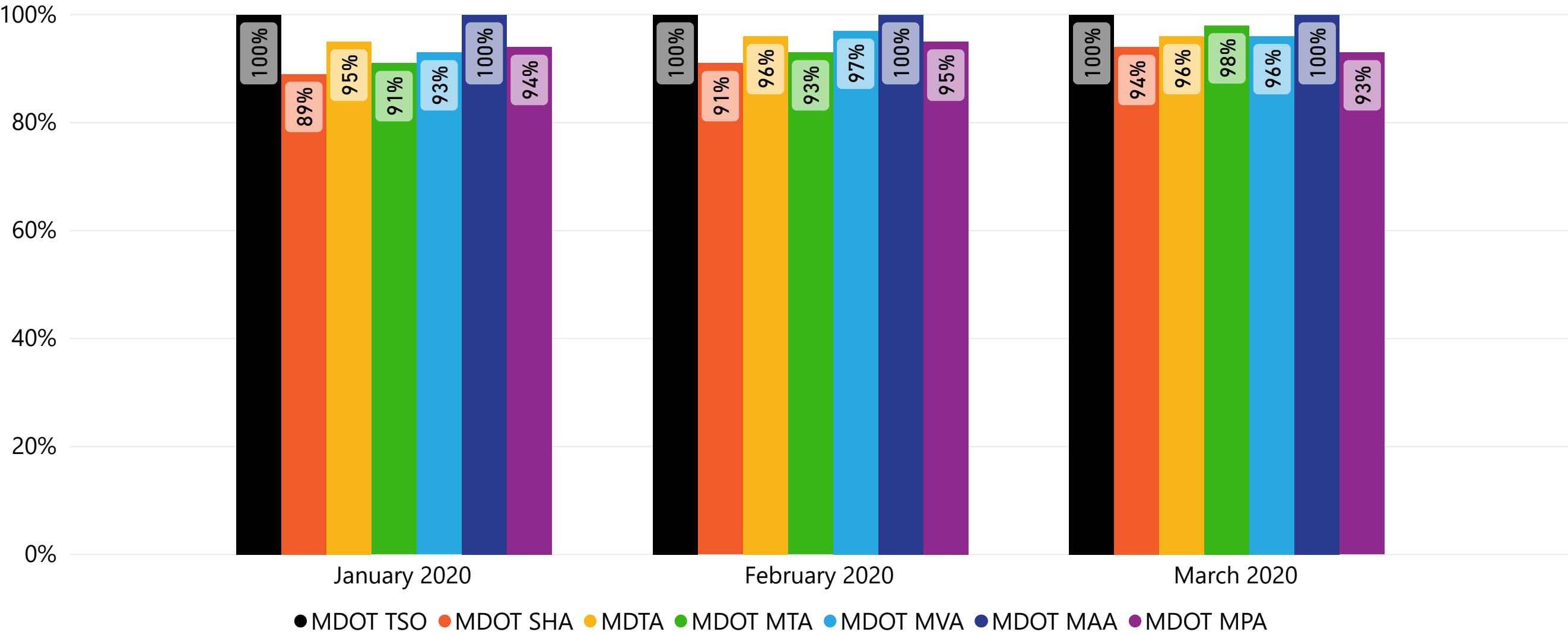


Chart 2.6E.1: MDOT Fleet Vehicle On-Time Preventive Maintenance





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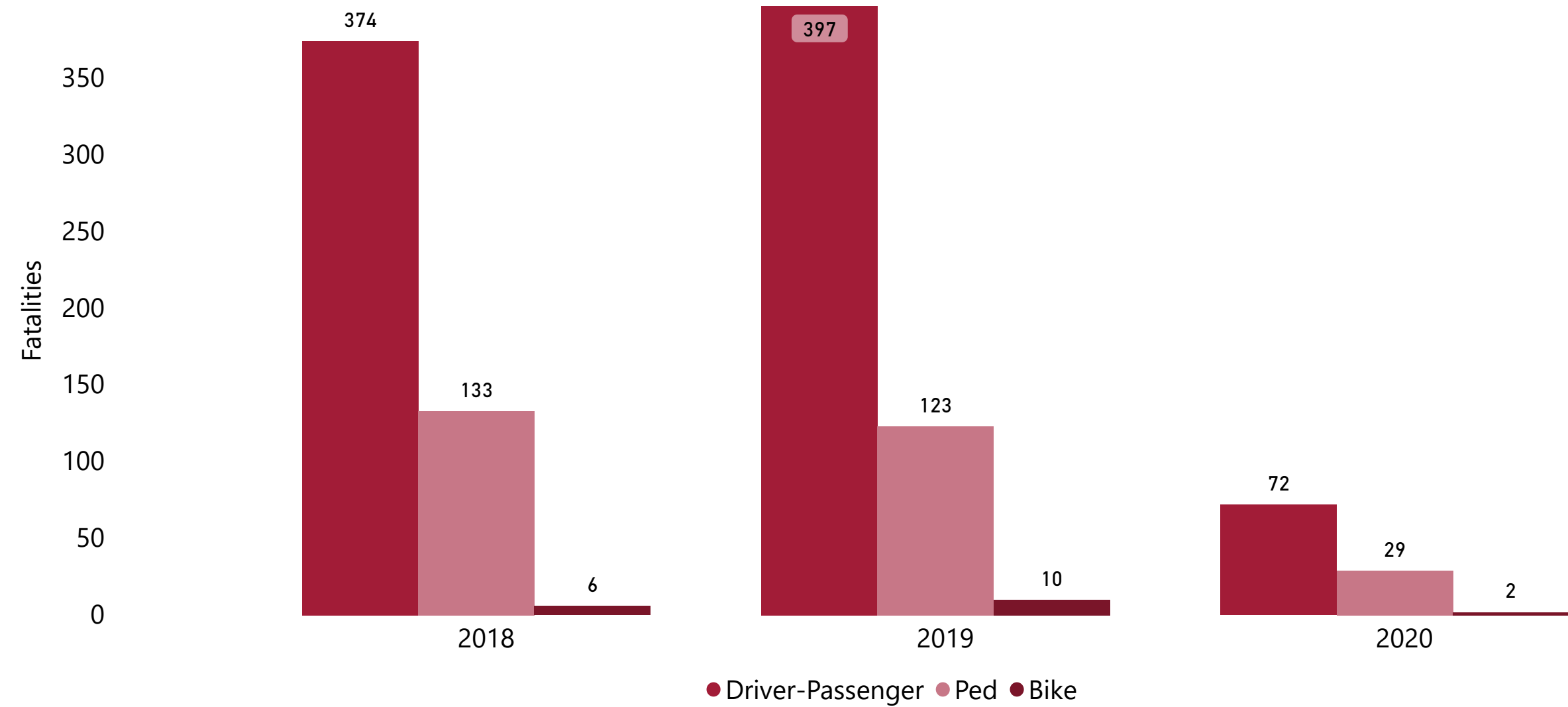
PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

TANGIBLE RESULT #3

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

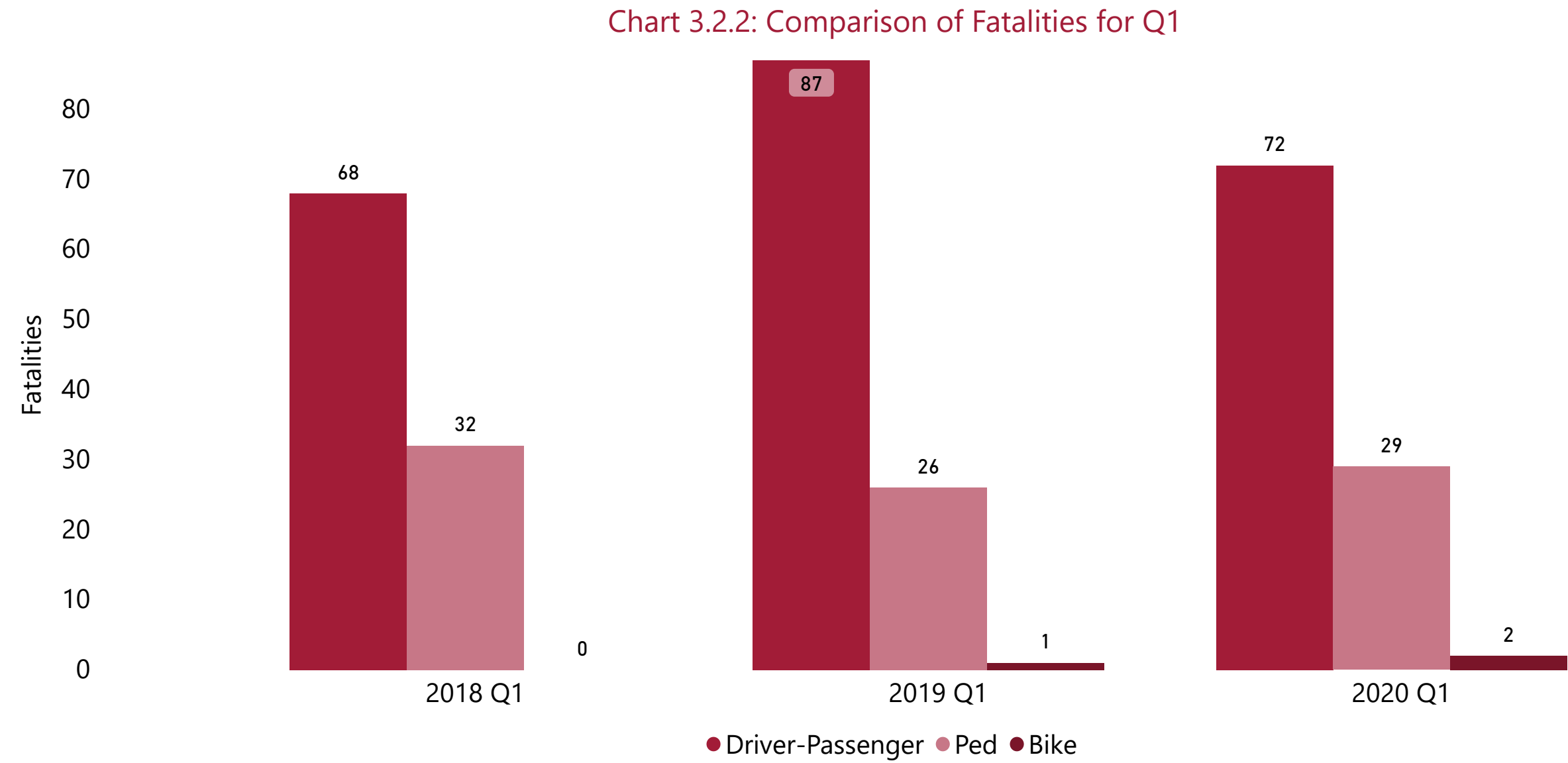
PM#3.2: Number of Traffic Related Fatalities on All Roads

Chart 3.2.1: Annual Comparison of All Fatalities (YTD)



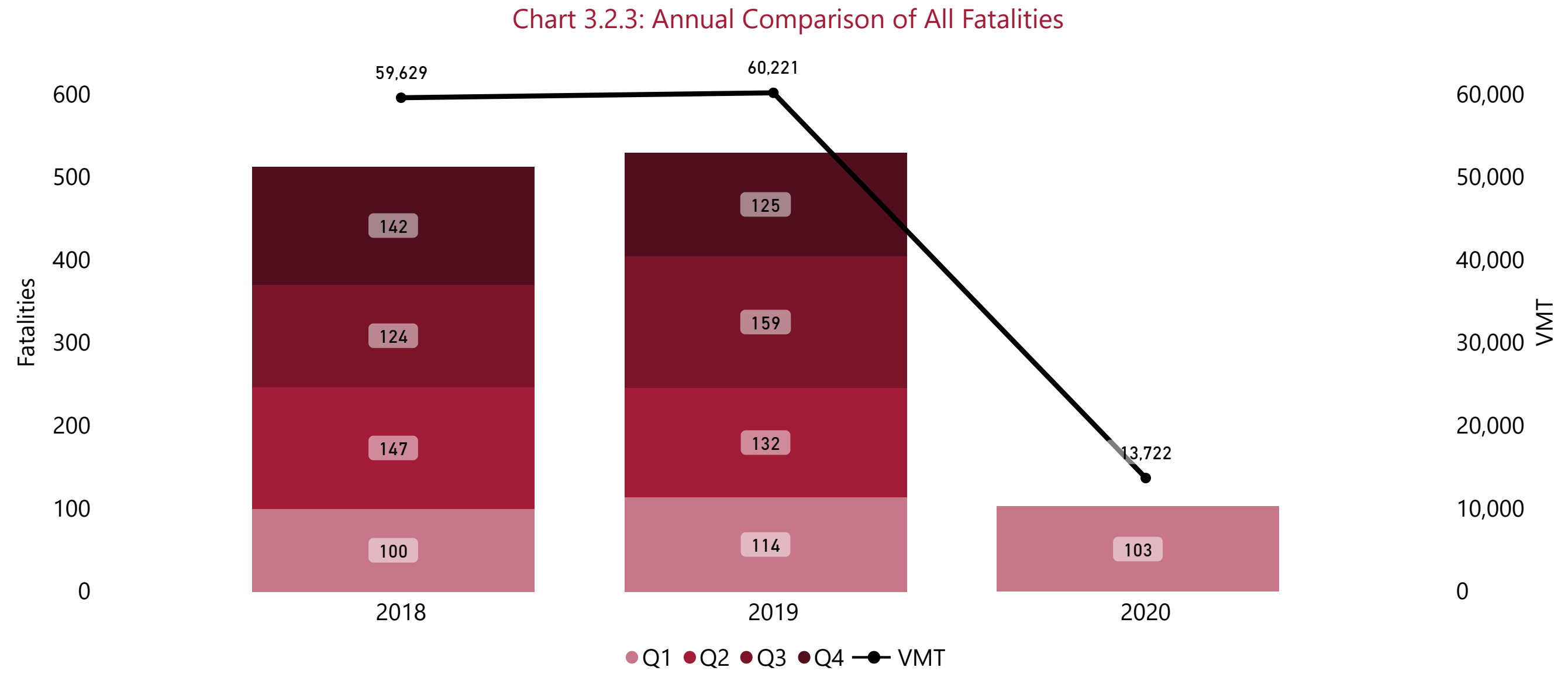
TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

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



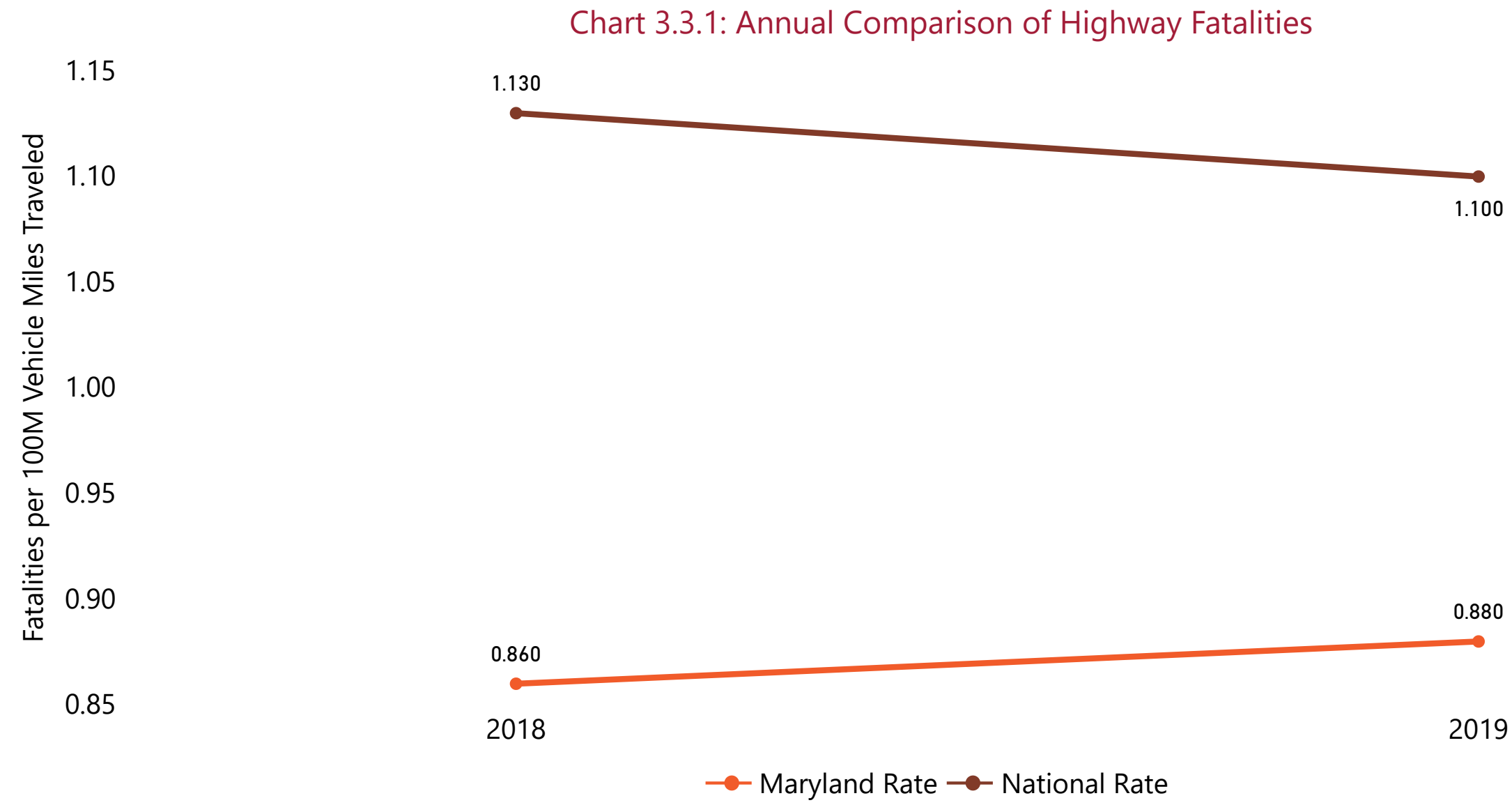
TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

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



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

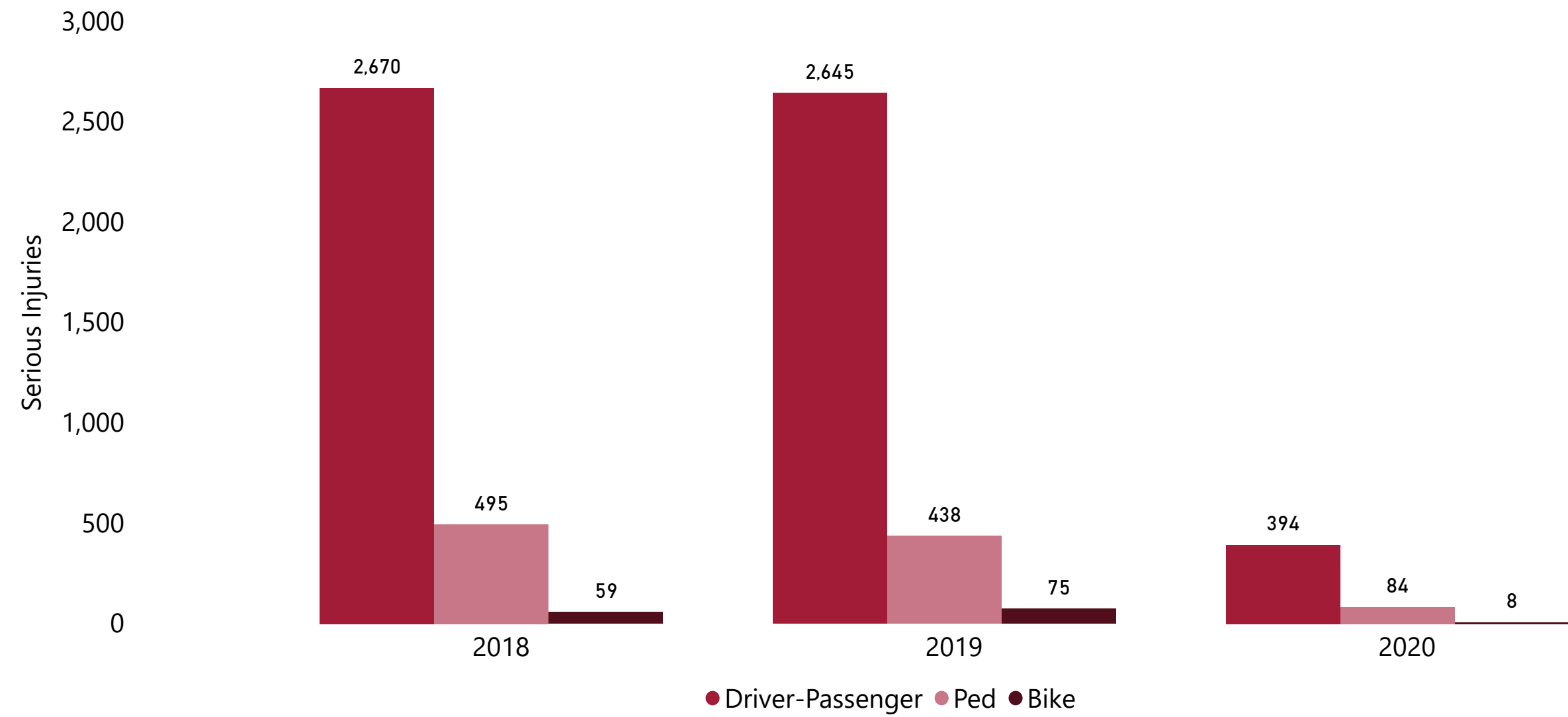
PM#3.3: Rate of Traffic Related Fatalities on Highways



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

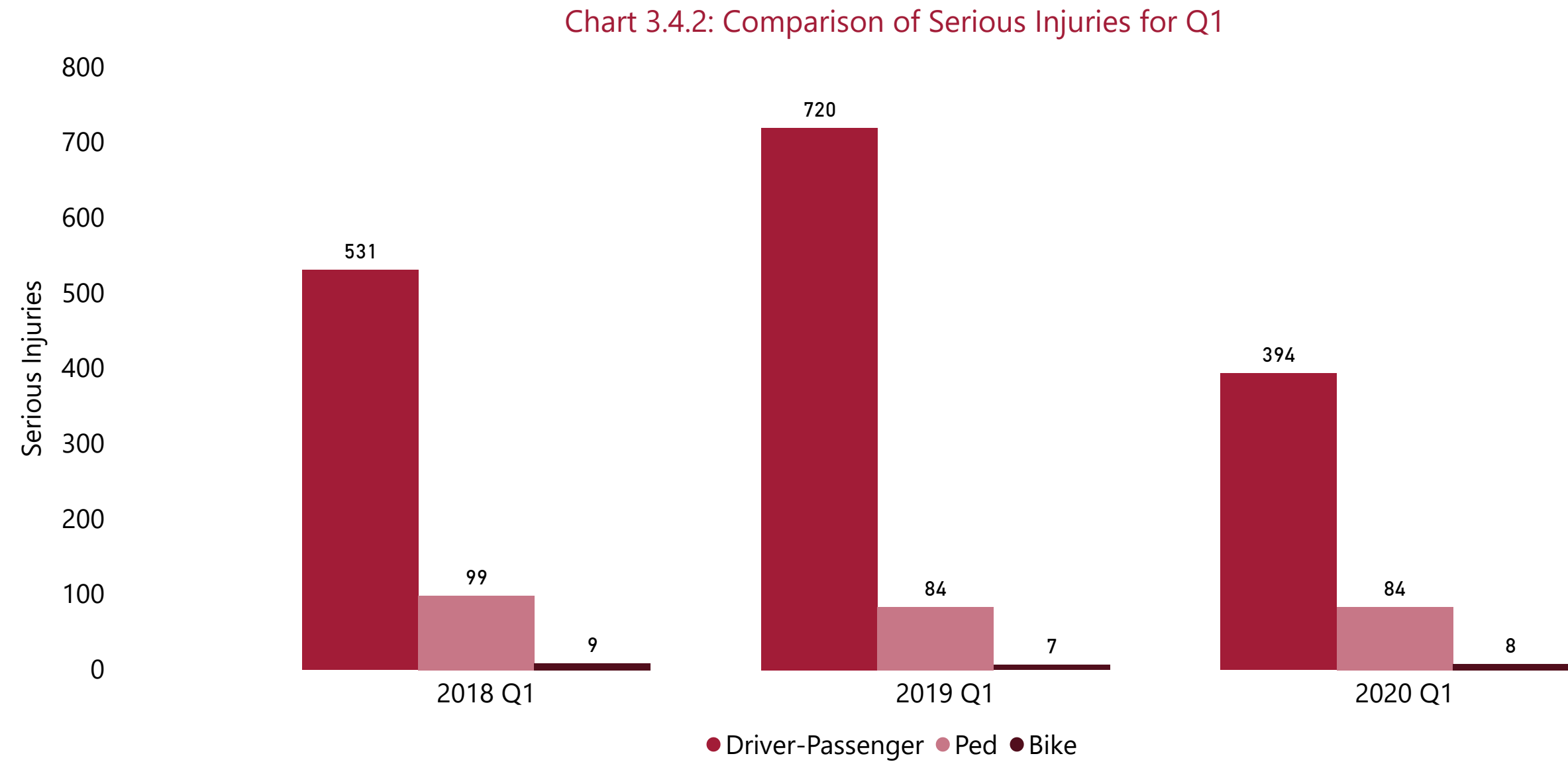
PM#3.4: Number of Traffic Related Serious Injuries on All Roads

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



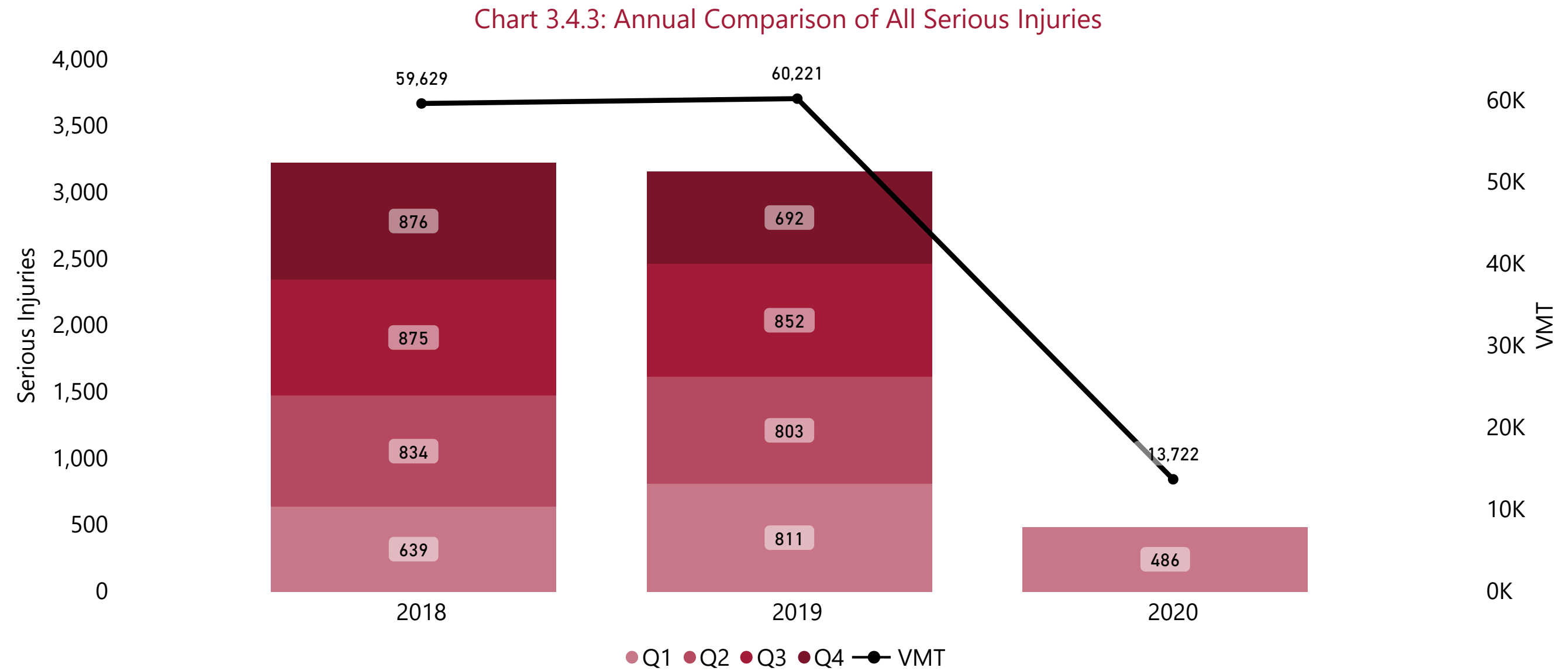
TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

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



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

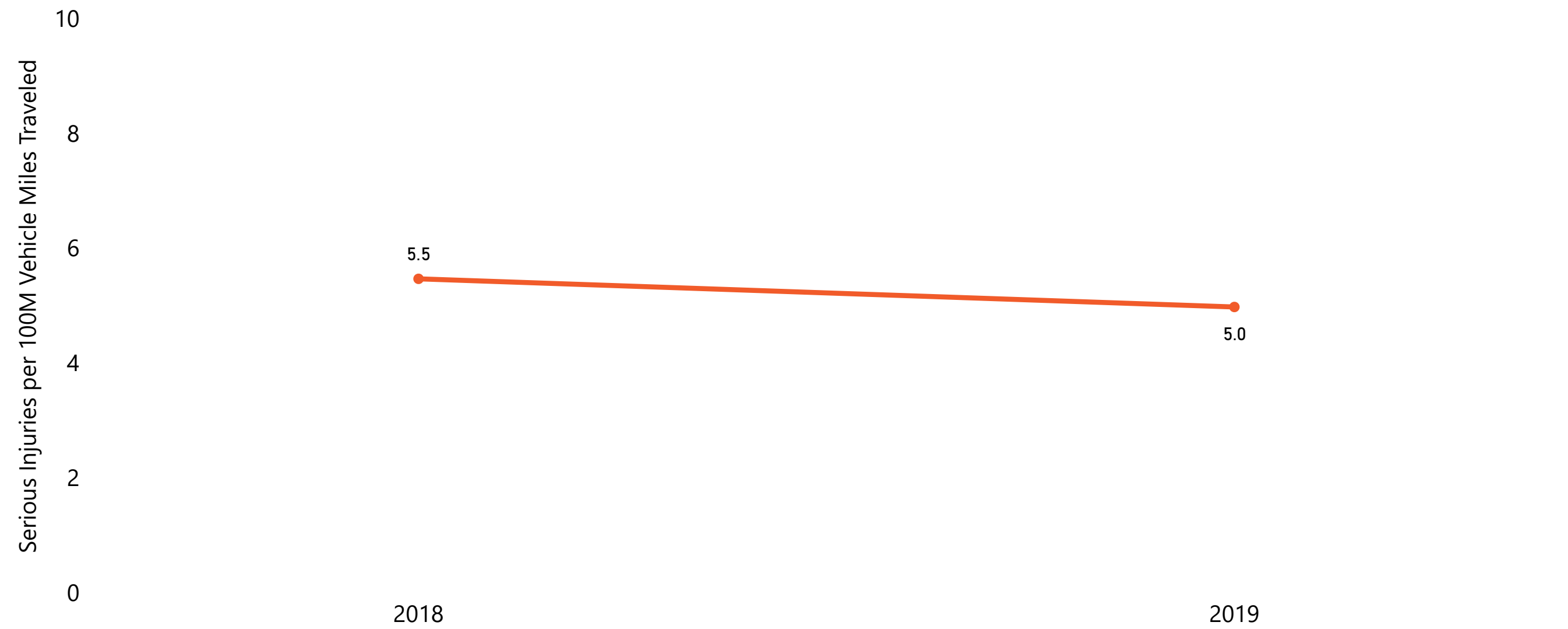
PM#3.4: Number of Traffic Related Serious Injuries on All Roads



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.5: Rate of Traffic Related Serious Injuries on Highways

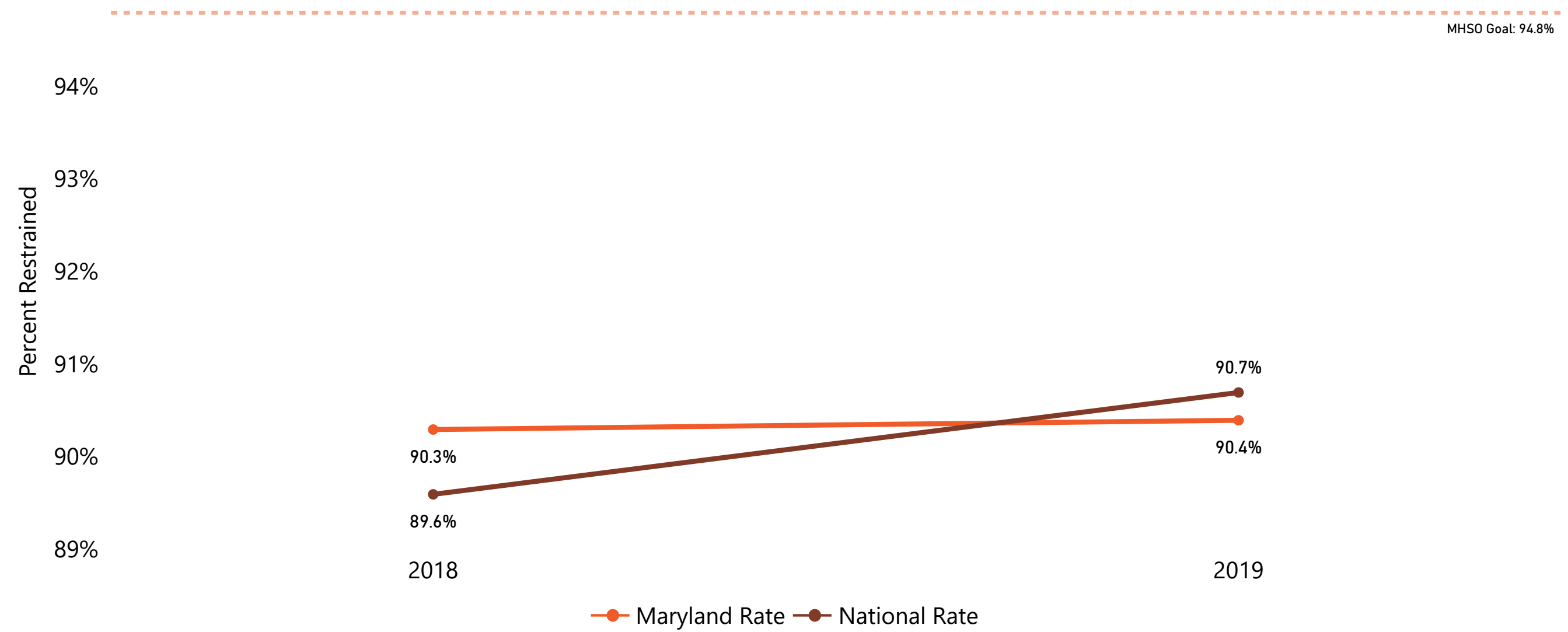
Chart 3.5.1: Annual Comparison of Serious Injuries on Maryland Highways



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

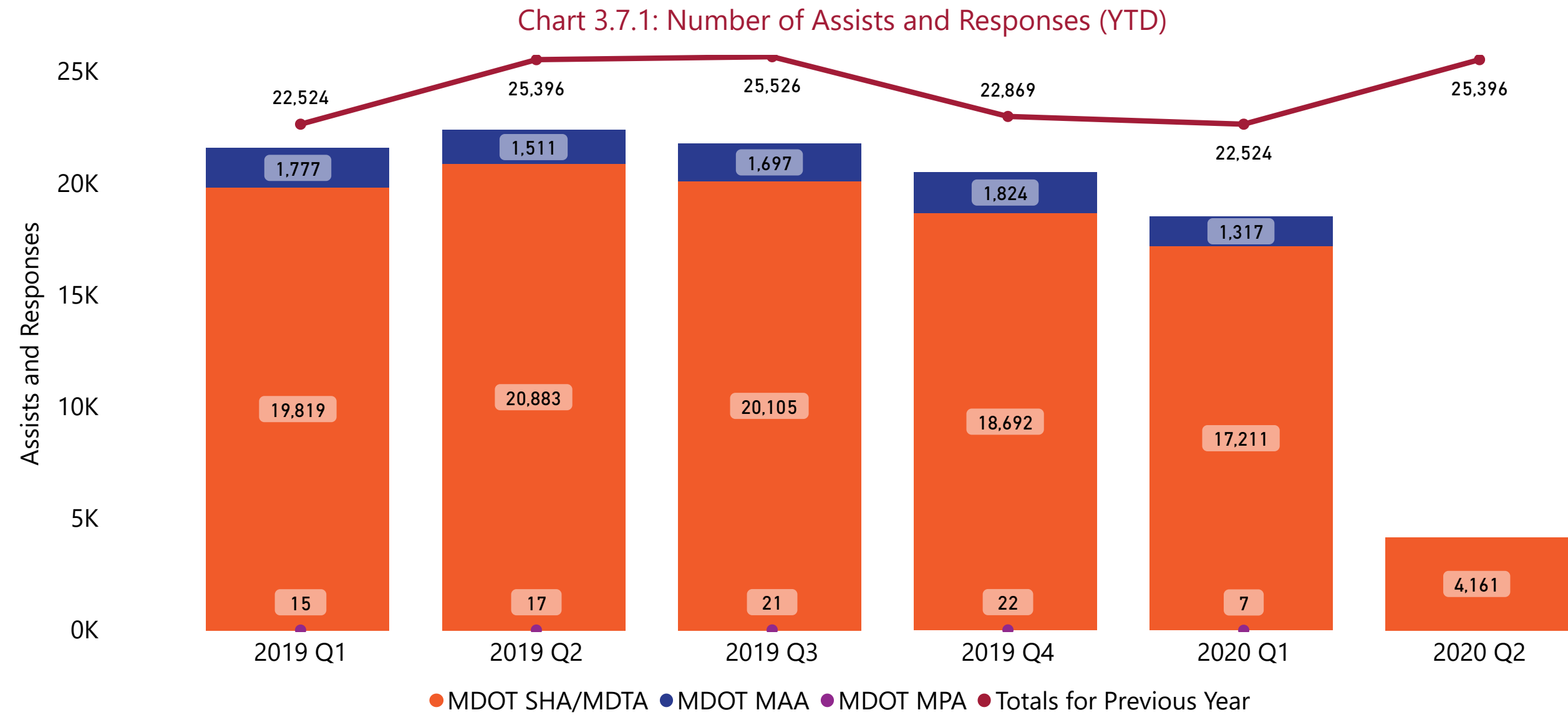
PM#3.6: Rate of Seatbelt Usage in Maryland

Chart 3.6.1: Annual Comparison of Seatbelt Usage



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

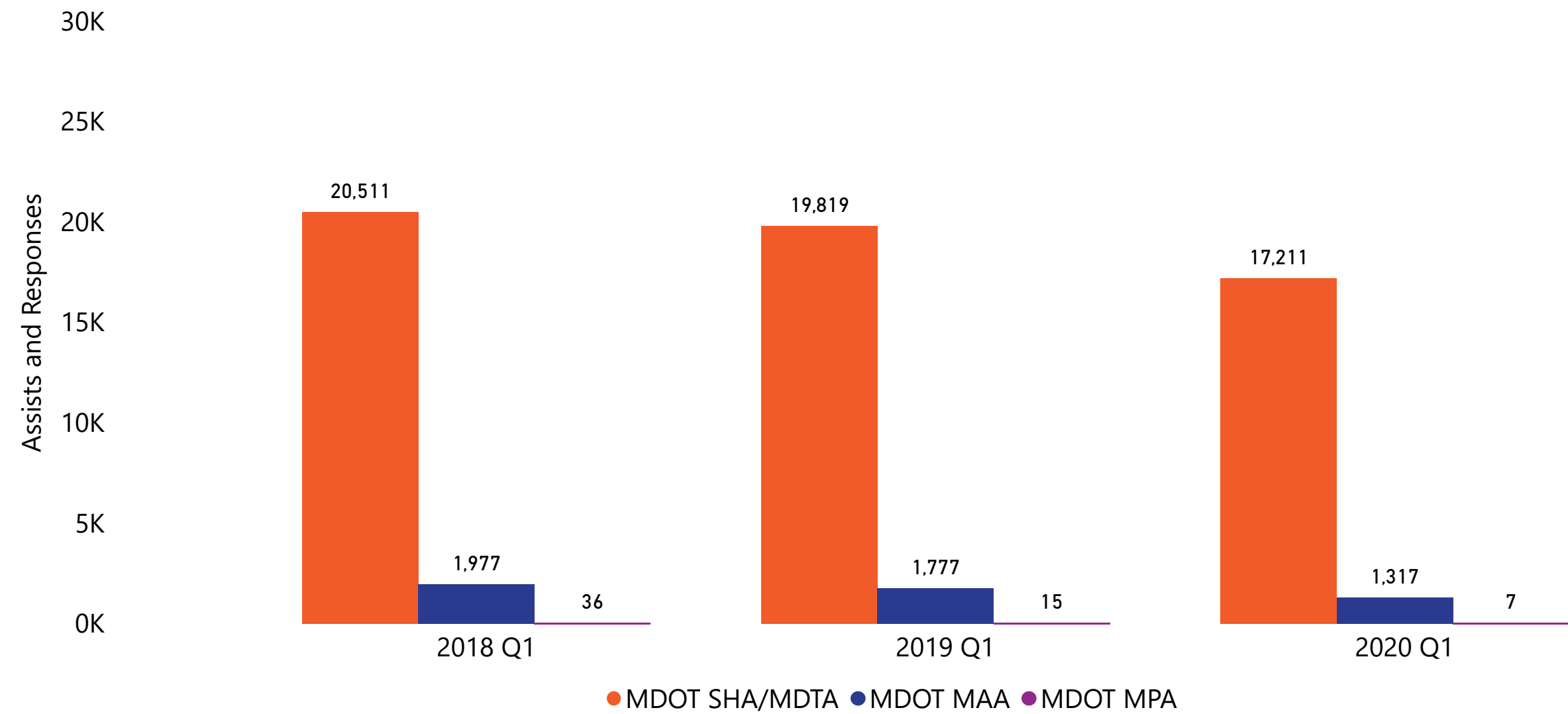
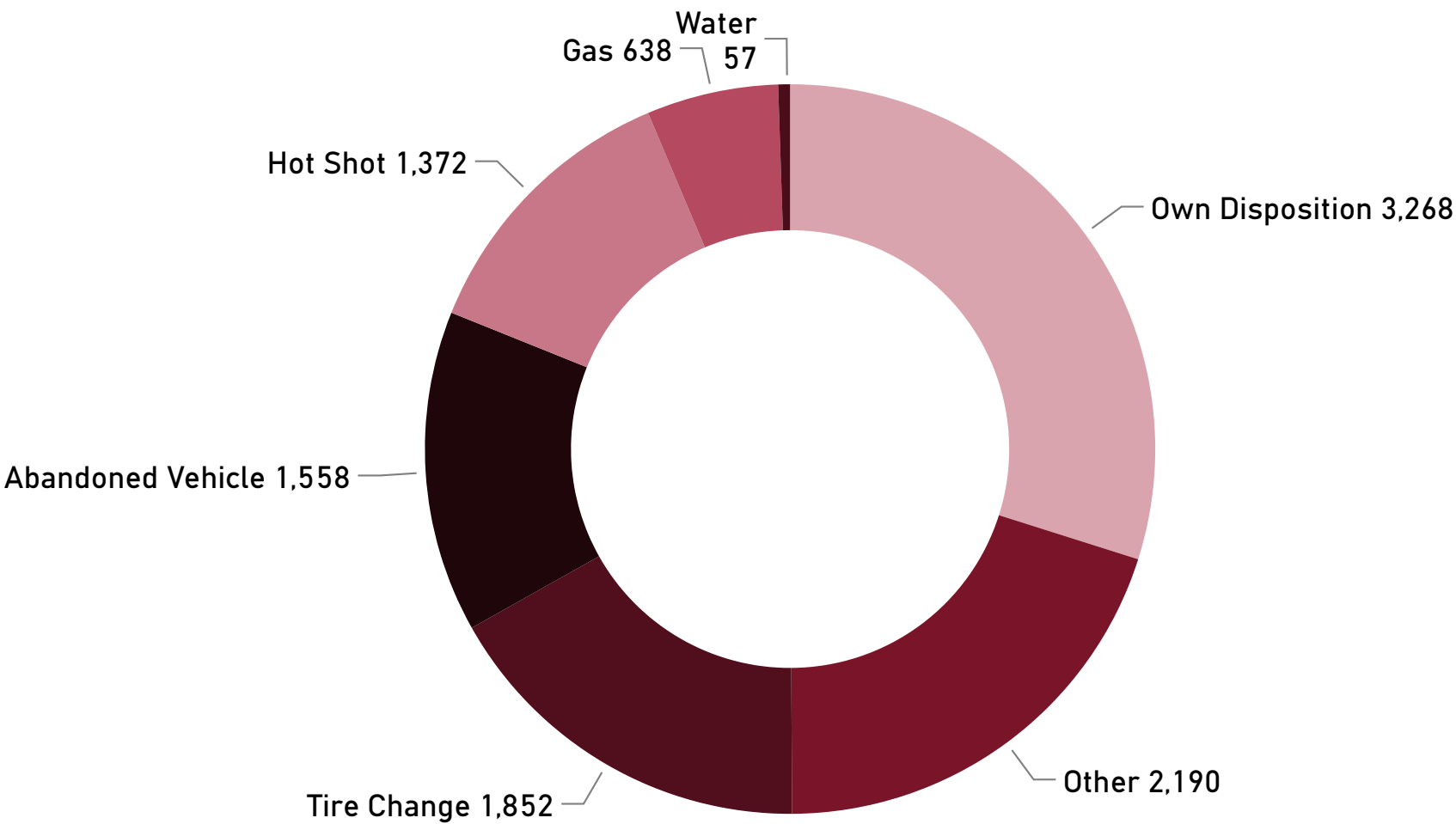


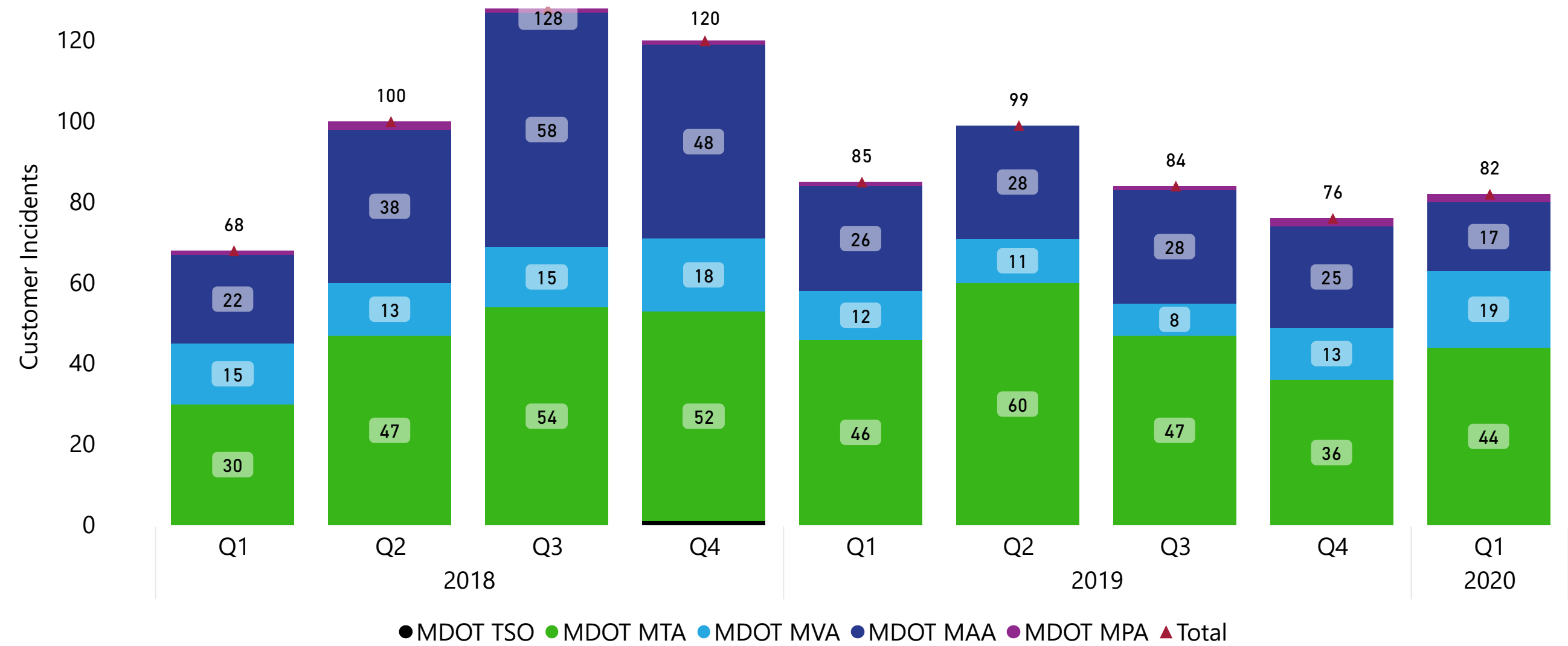
Chart 3.7.3: Roadway Assists by Type for Q1 2020



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities

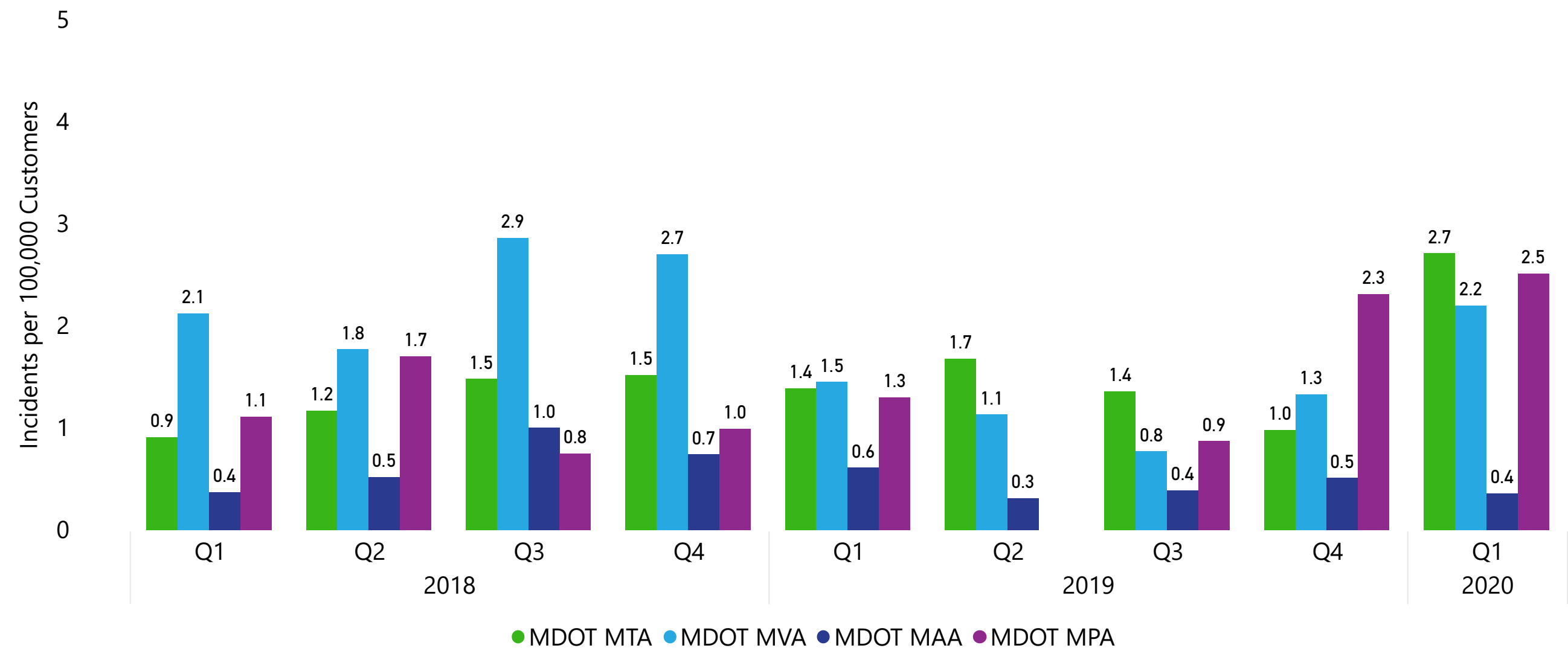
Chart 3.10.1: Number of Customer Incidents at MDOT Facilities



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





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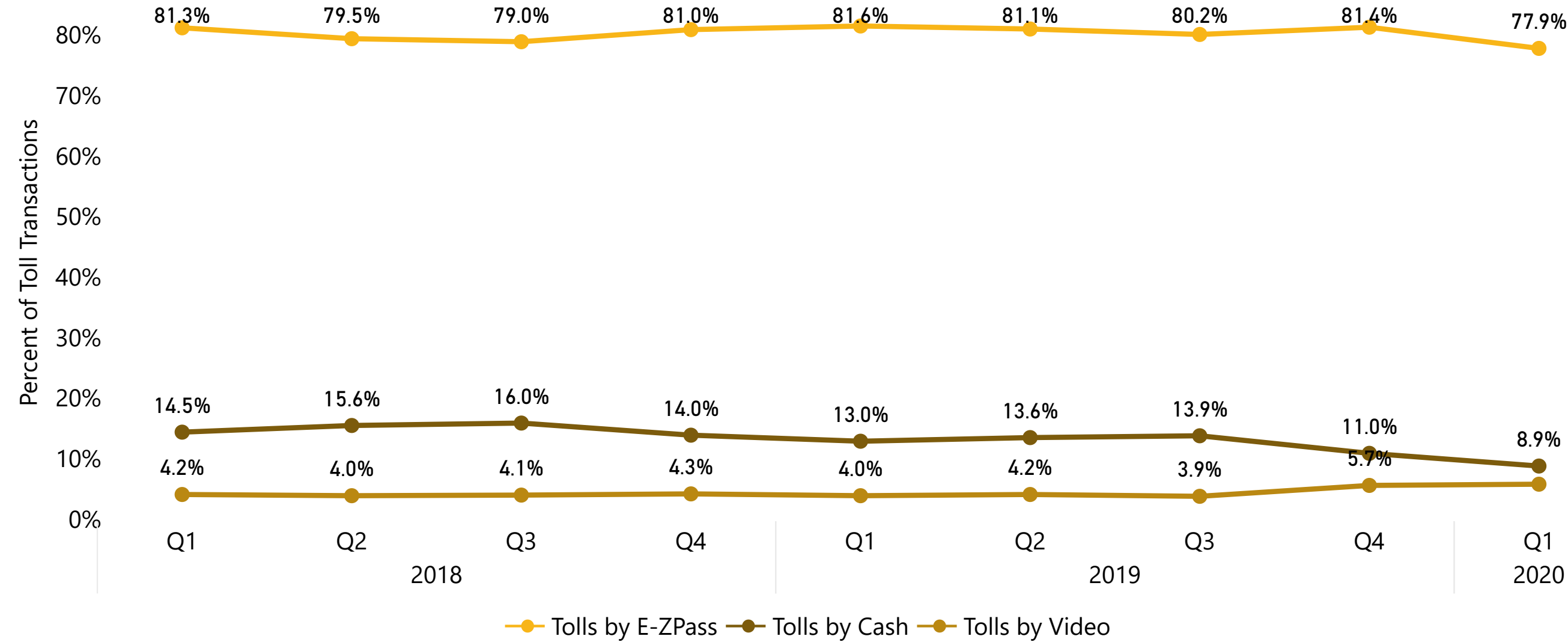
**PROVIDE AN EFFICIENT,
WELL-CONNECTED
TRANSPORTATION EXPERIENCE**

TANGIBLE RESULT #5

TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

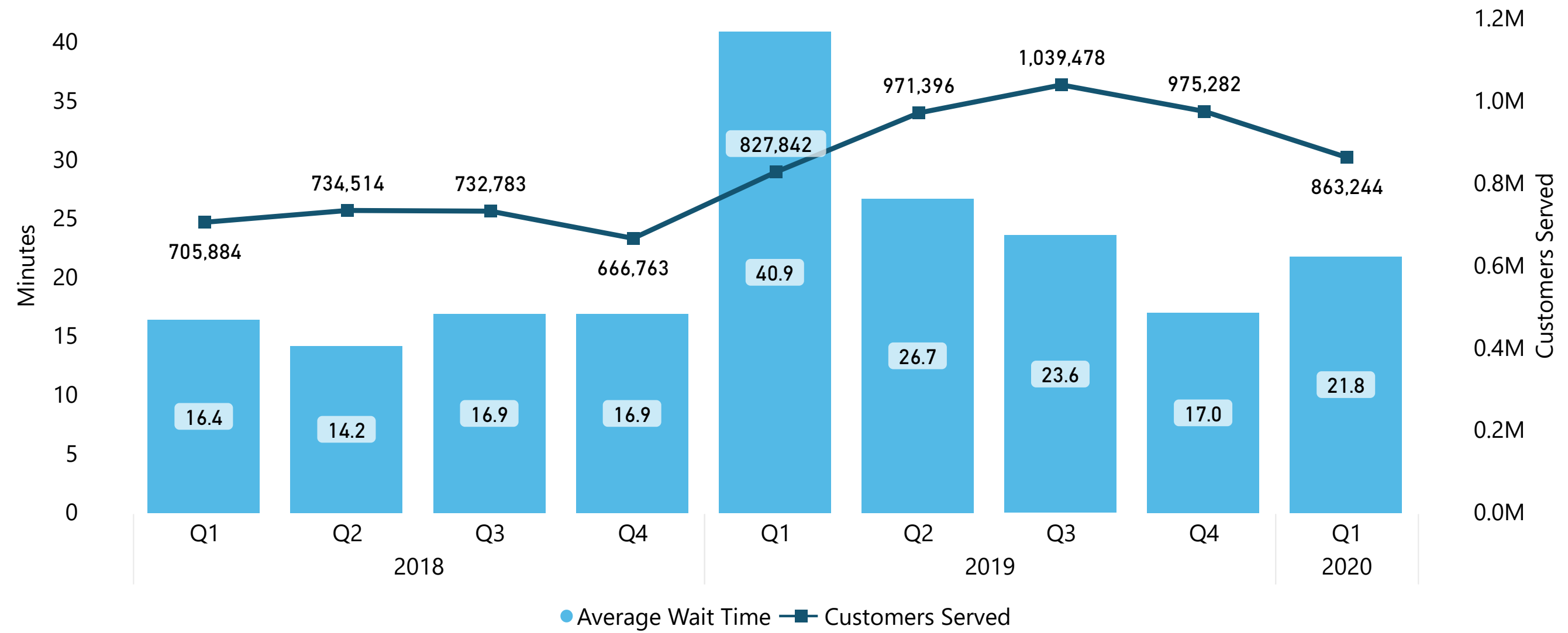
PM#5.1: Reliability of the Transportation Experience

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



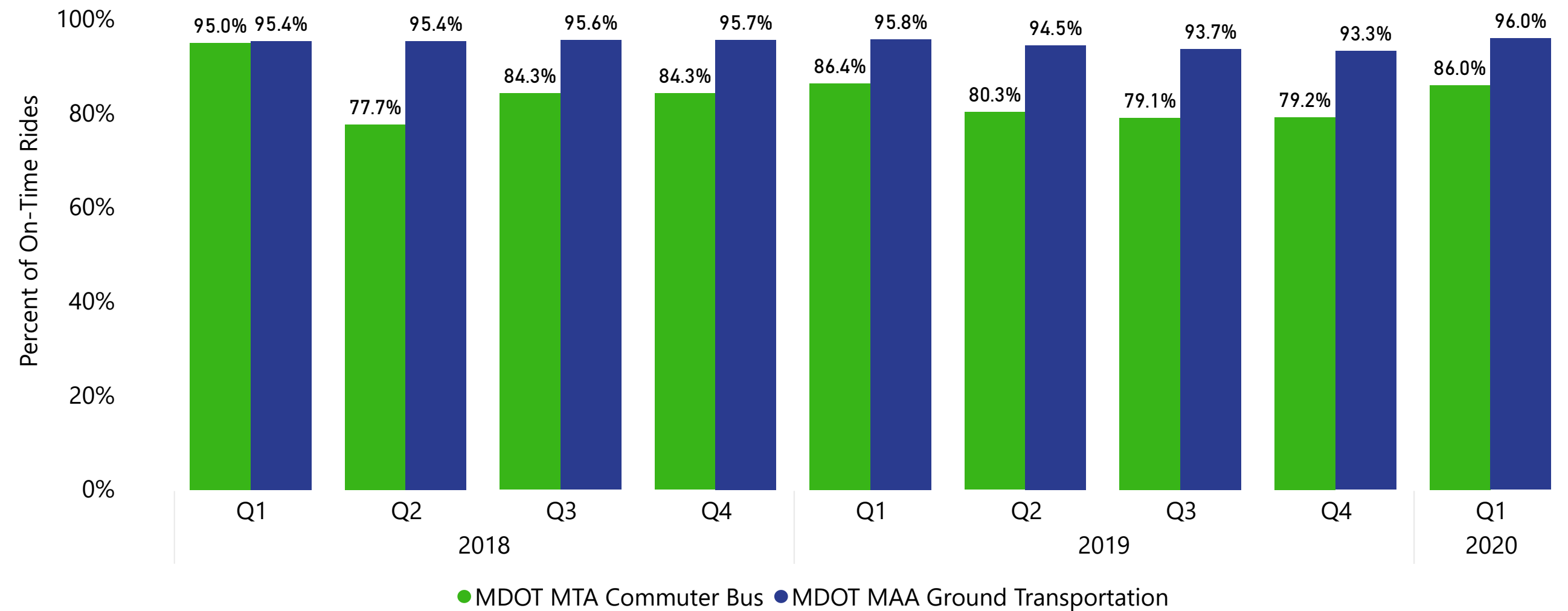
PM#5.1: Reliability of the Transportation Experience

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



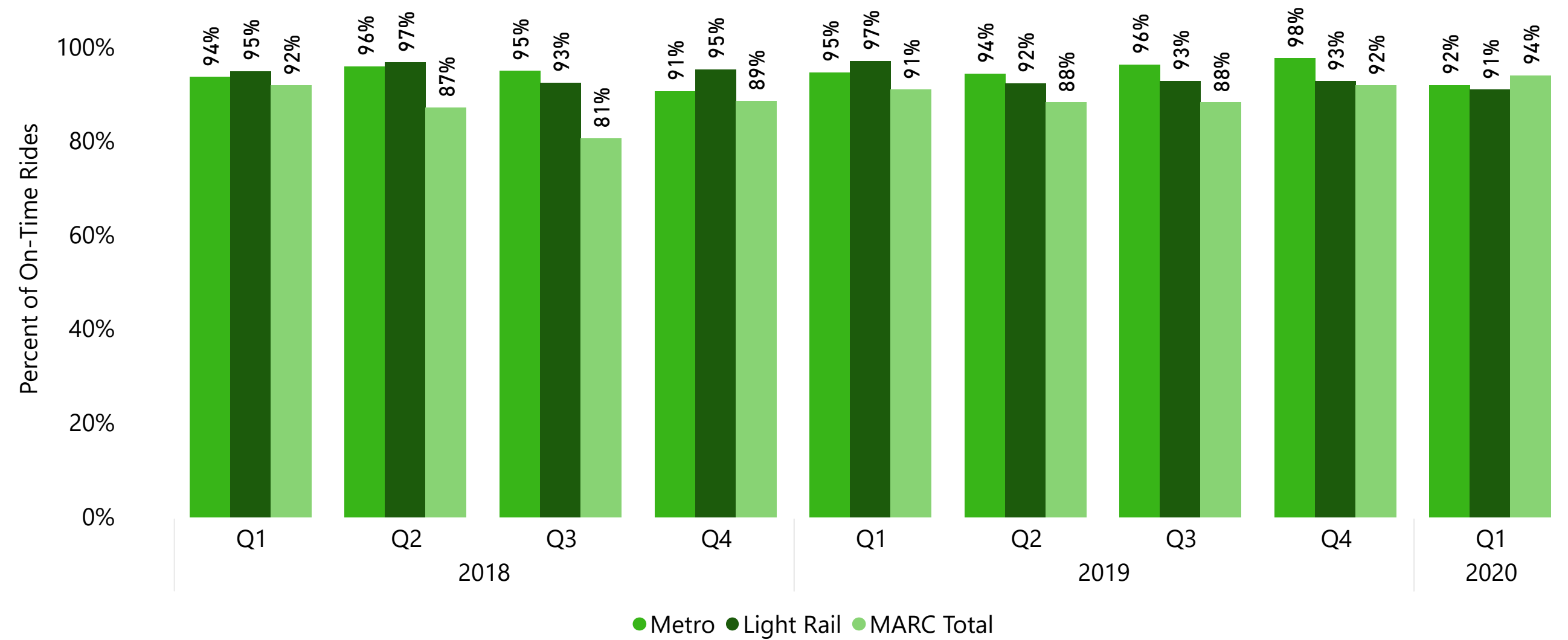
PM#5.1: Reliability of the Transportation Experience

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



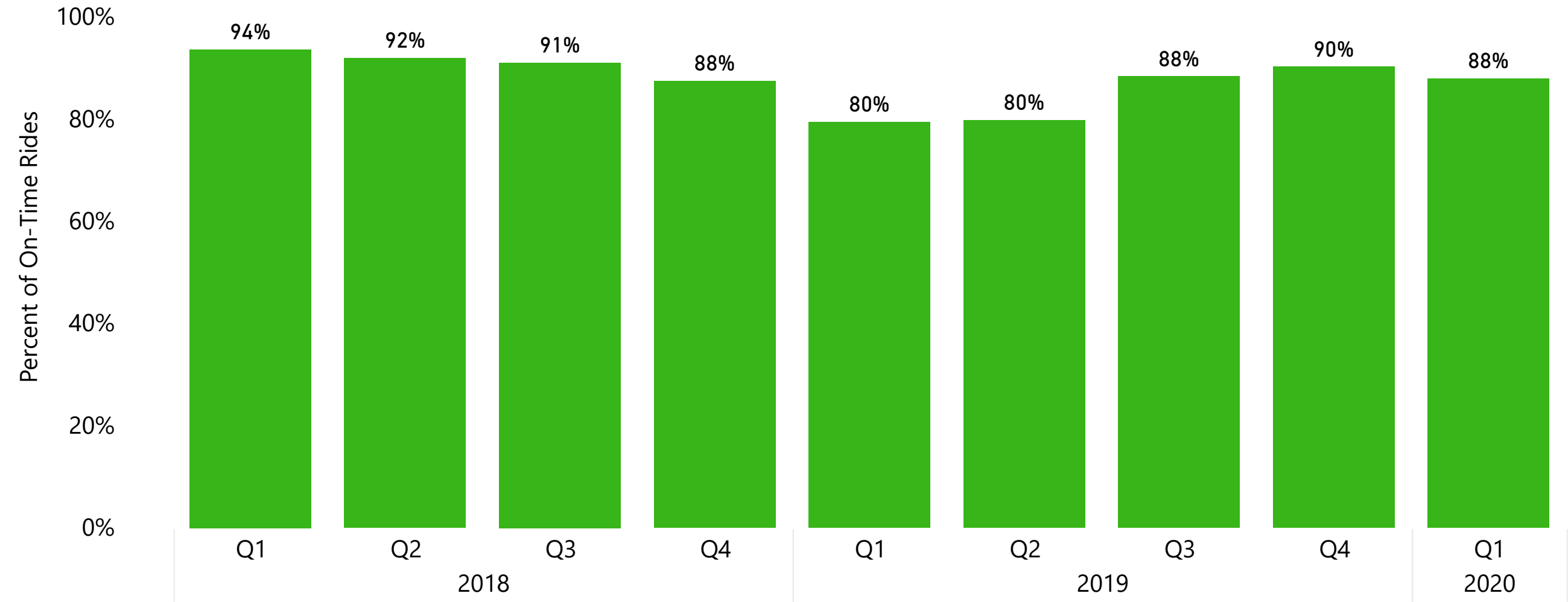
PM#5.1: Reliability of the Transportation Experience

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



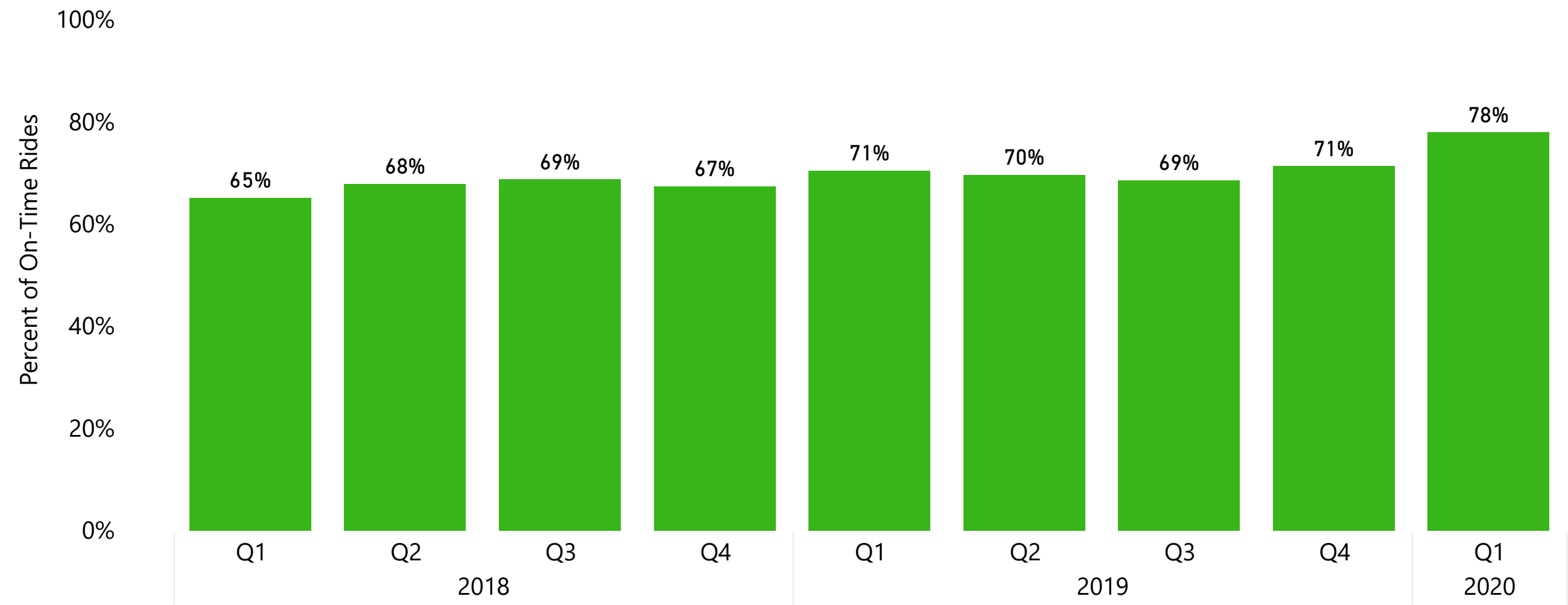
PM#5.1: Reliability of the Transportation Experience

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



PM#5.1: Reliability of the Transportation Experience

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





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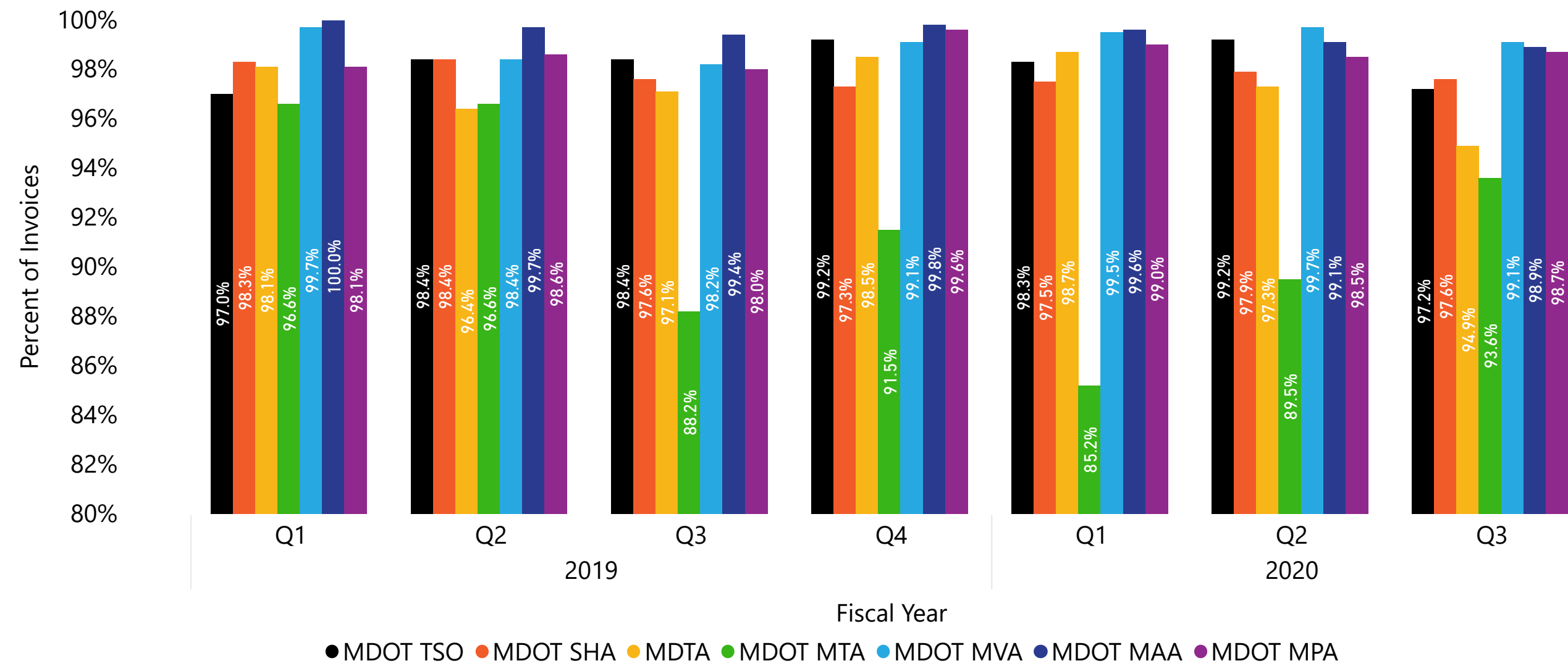
BE FAIR AND REASONABLE TO OUR PARTNERS

TANGIBLE RESULT #7

TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

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

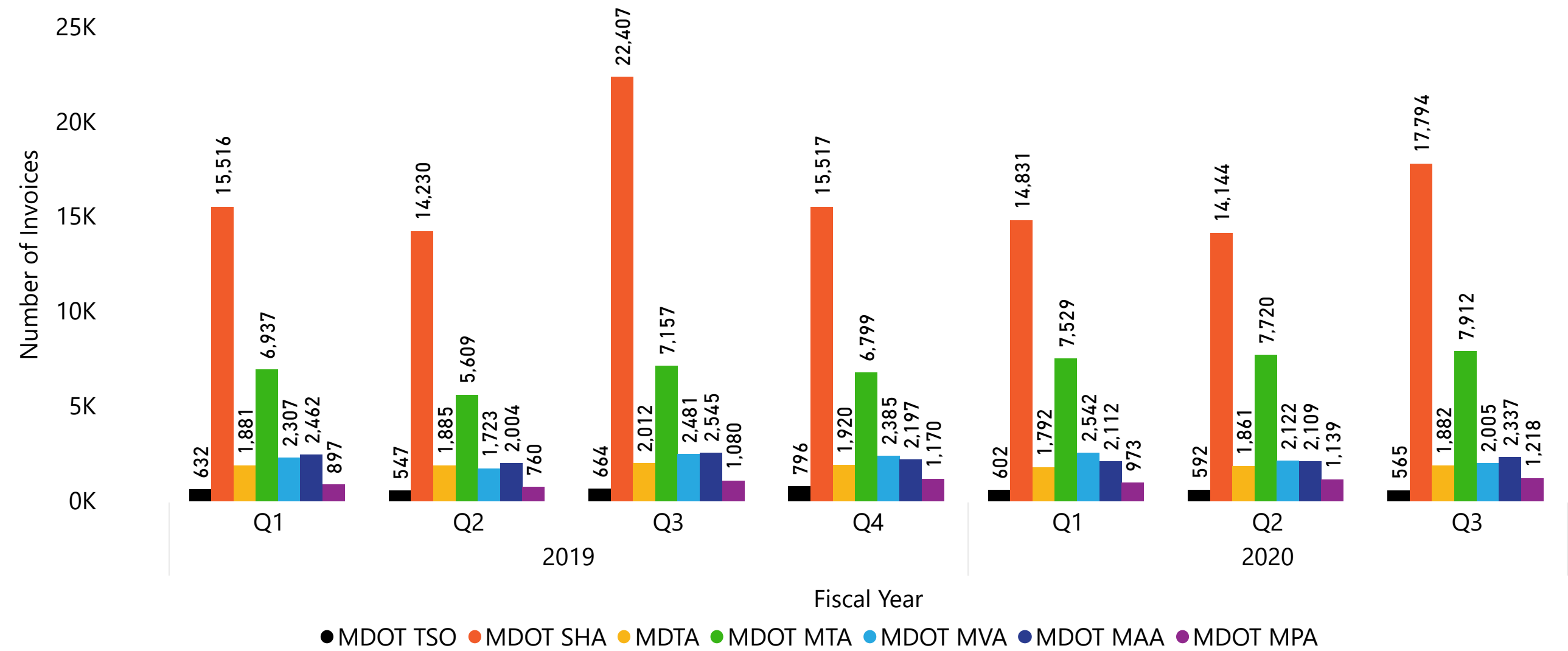
Chart 7.5.1: Percent of Invoices Properly Paid within 30 Days



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





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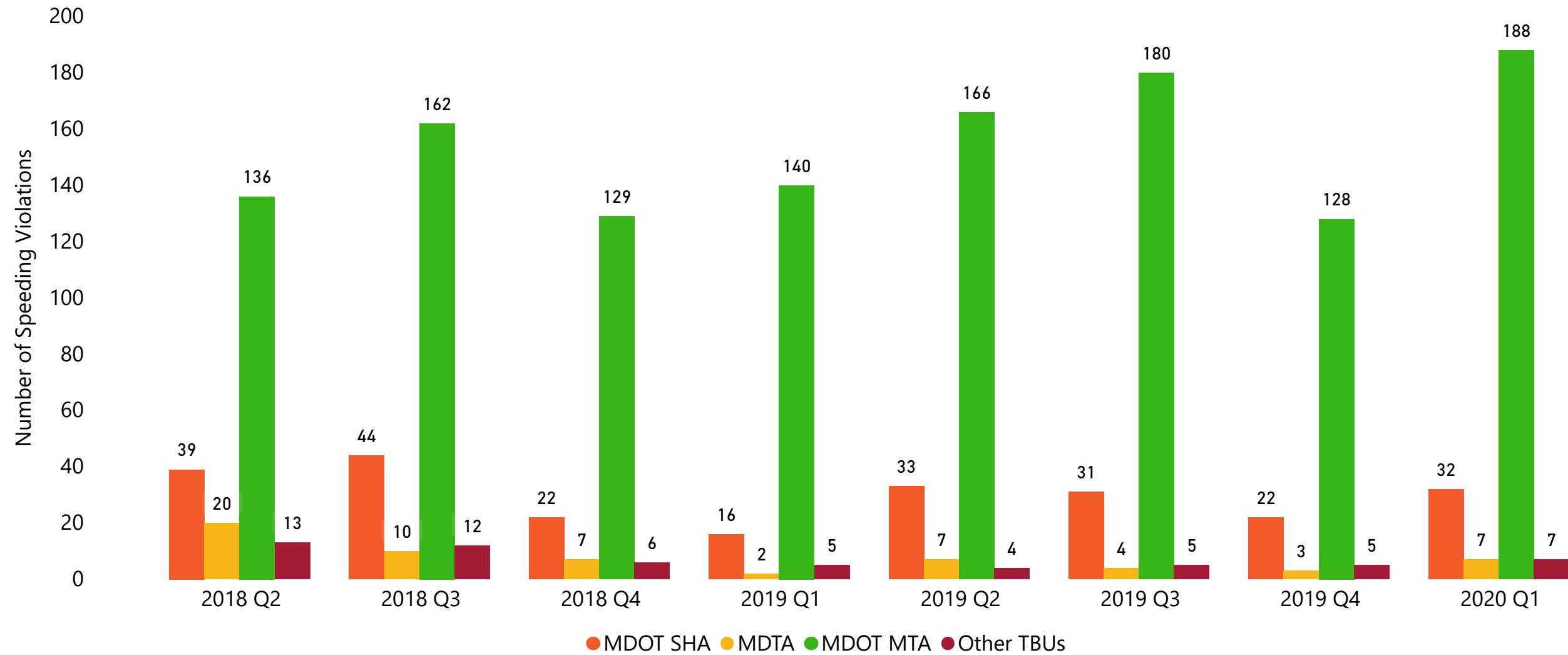
BE A GOOD NEIGHBOR

TANGIBLE RESULT #8

TR#8: BE A GOOD NEIGHBOR

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

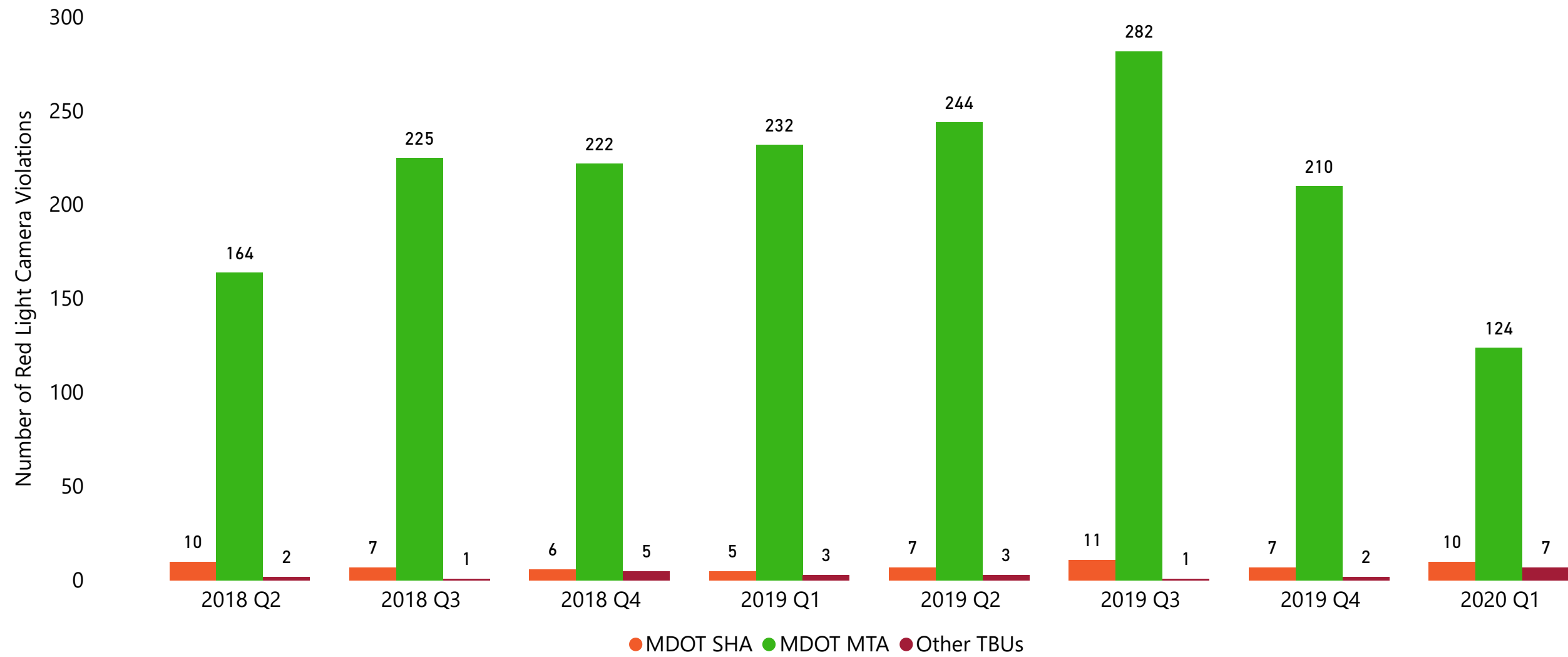
Chart 8.3.1: Speeding Violations by TBU



TR#8: BE A GOOD NEIGHBOR

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

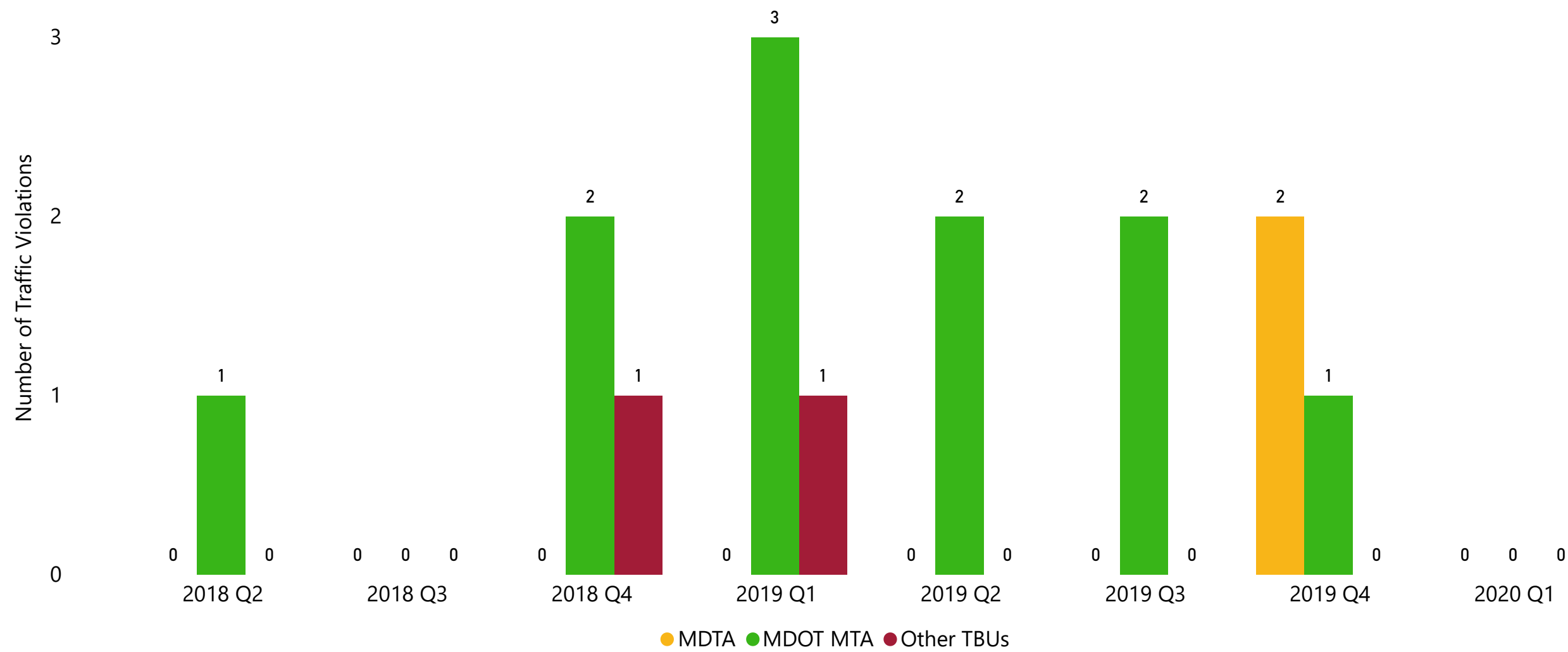
Chart 8.3.2: Red Light Camera Violations by TBU



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





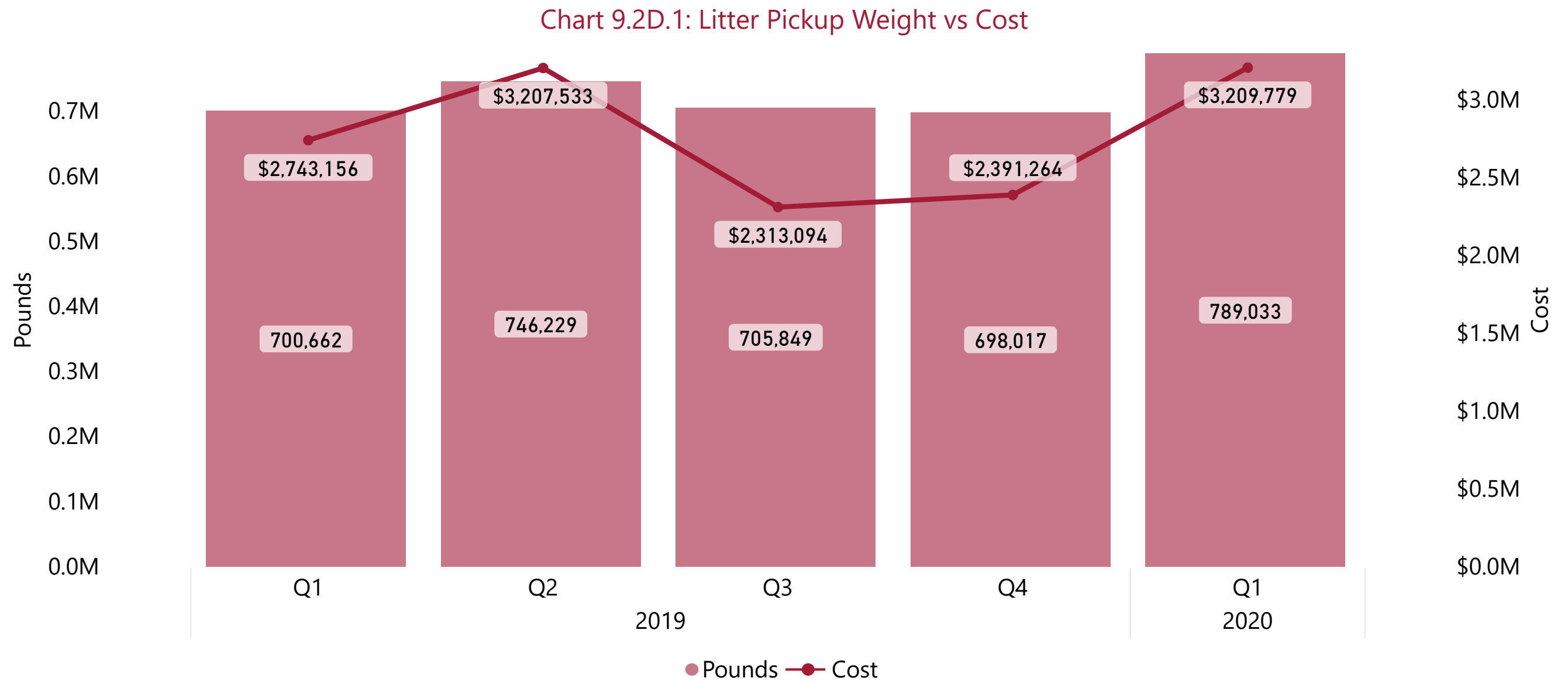
PRESENTING:

BE A GOOD STEWARD OF OUR ENVIRONMENT

TANGIBLE RESULT #9

TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.2: Land Pollution Prevention



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.2: Land Pollution Prevention

Chart 9.2D.2: Litter Pickup Weight

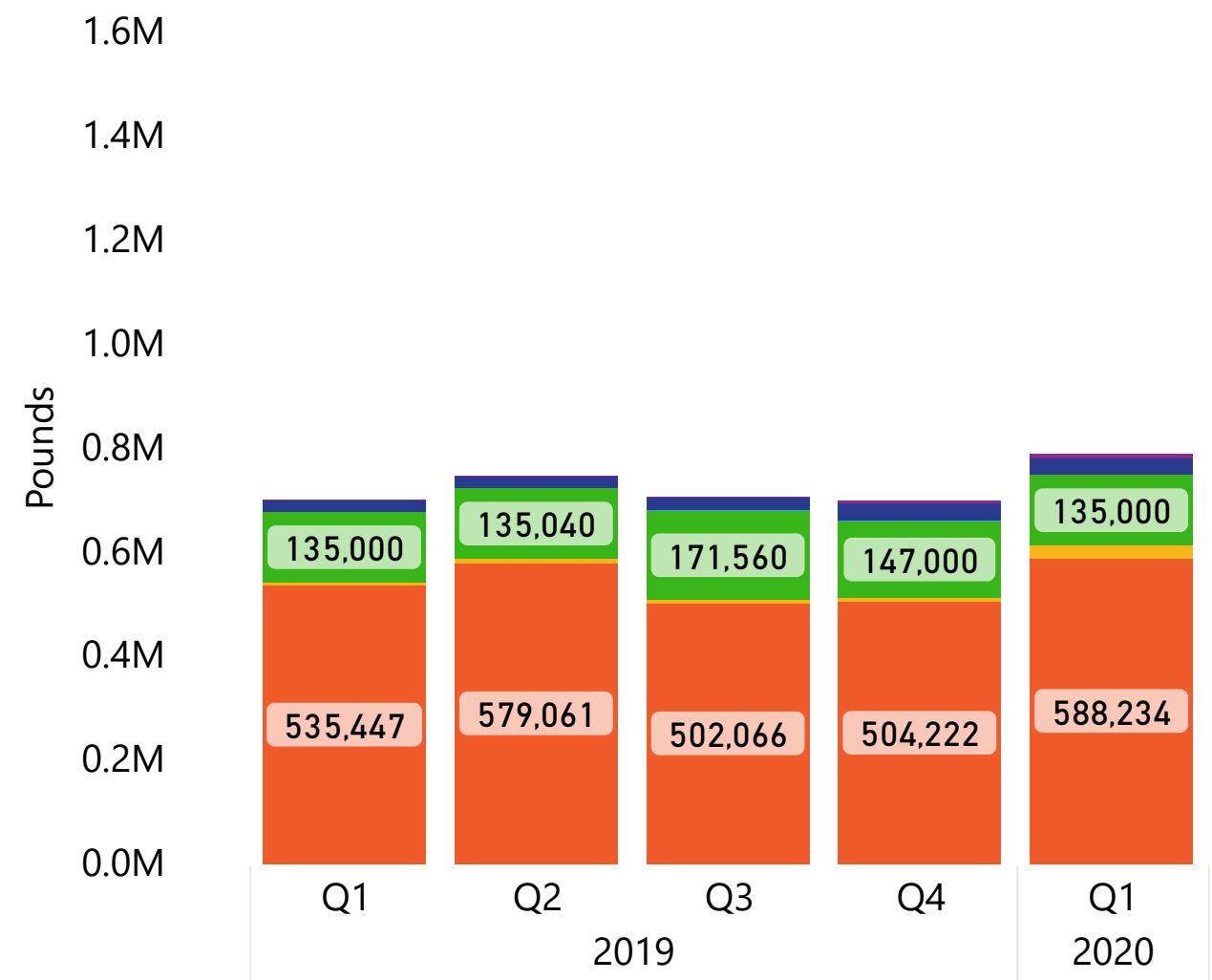
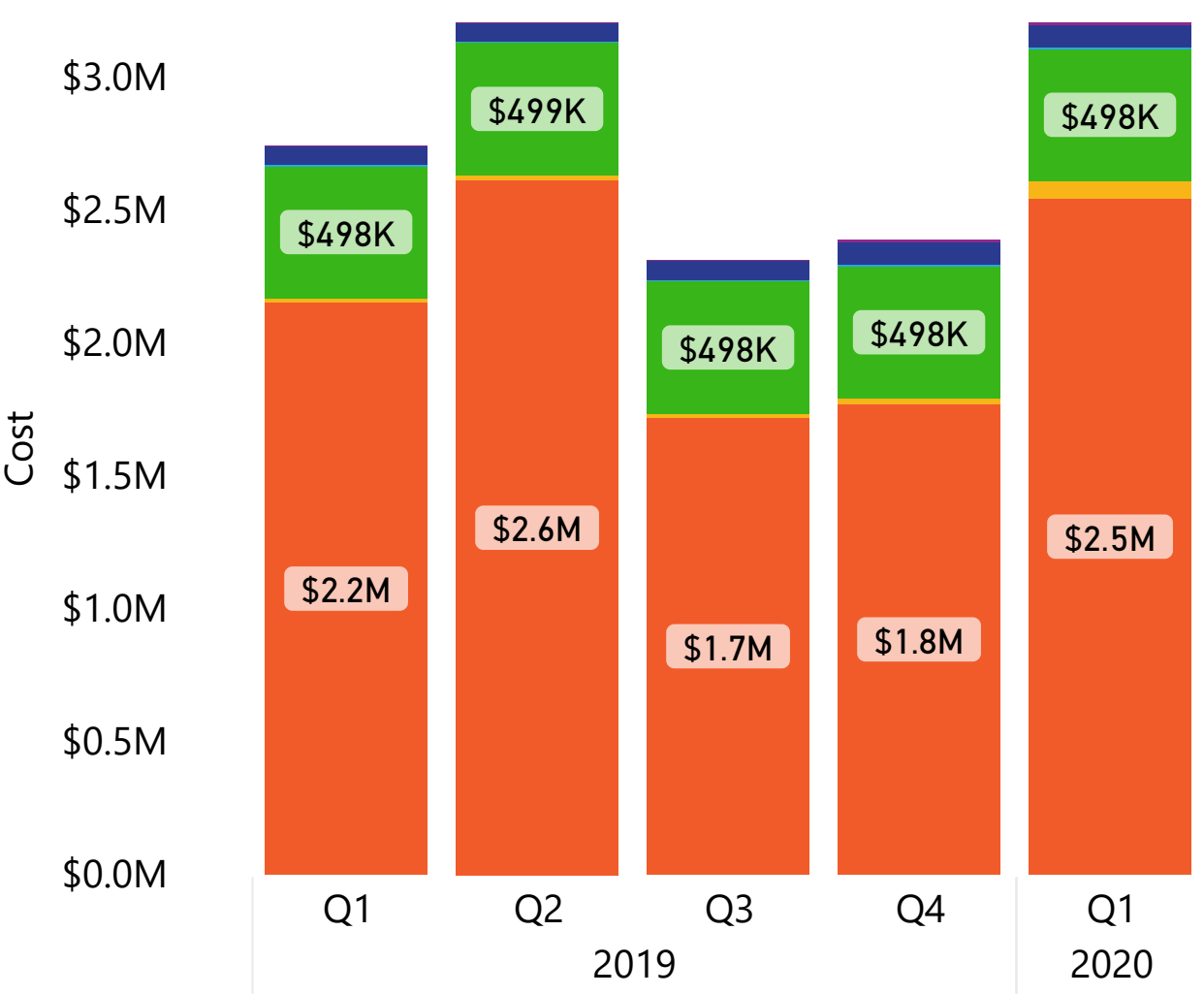
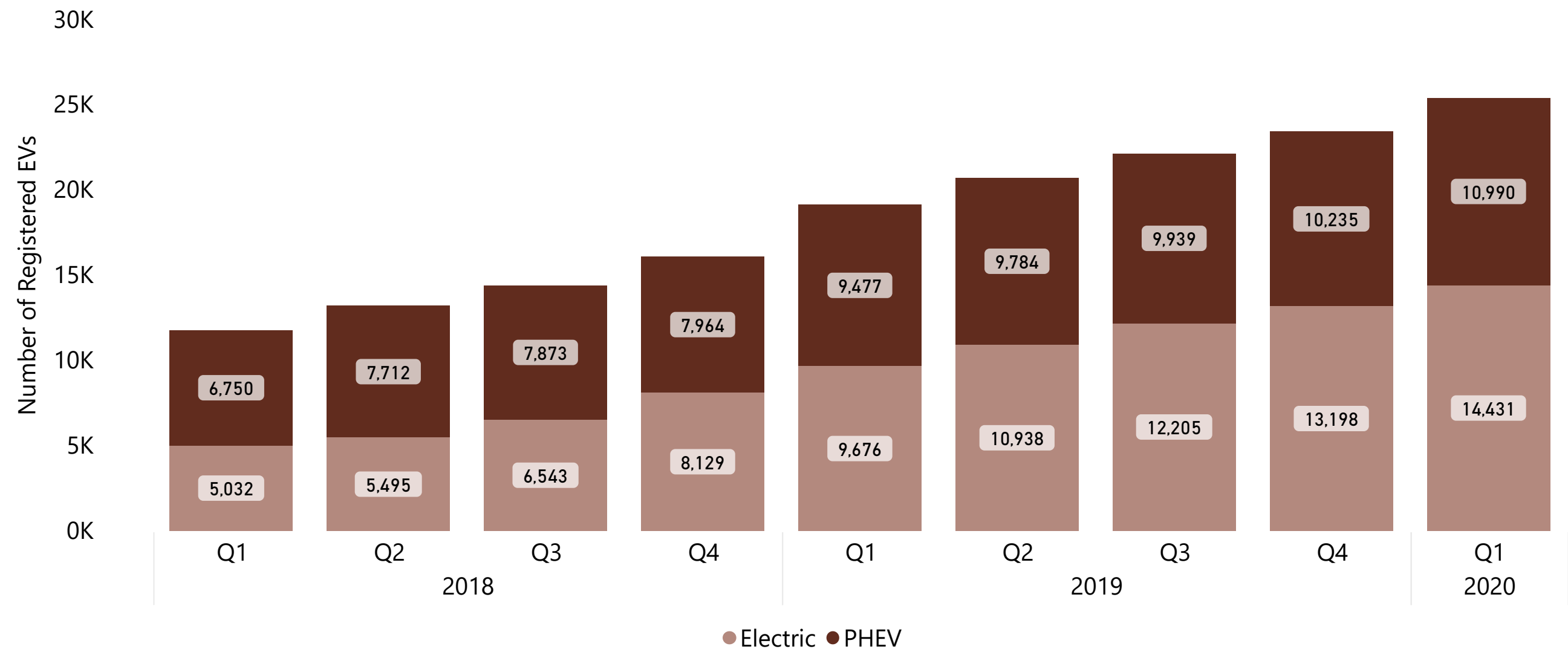


Chart 9.2D.3: Litter Pickup Cost



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

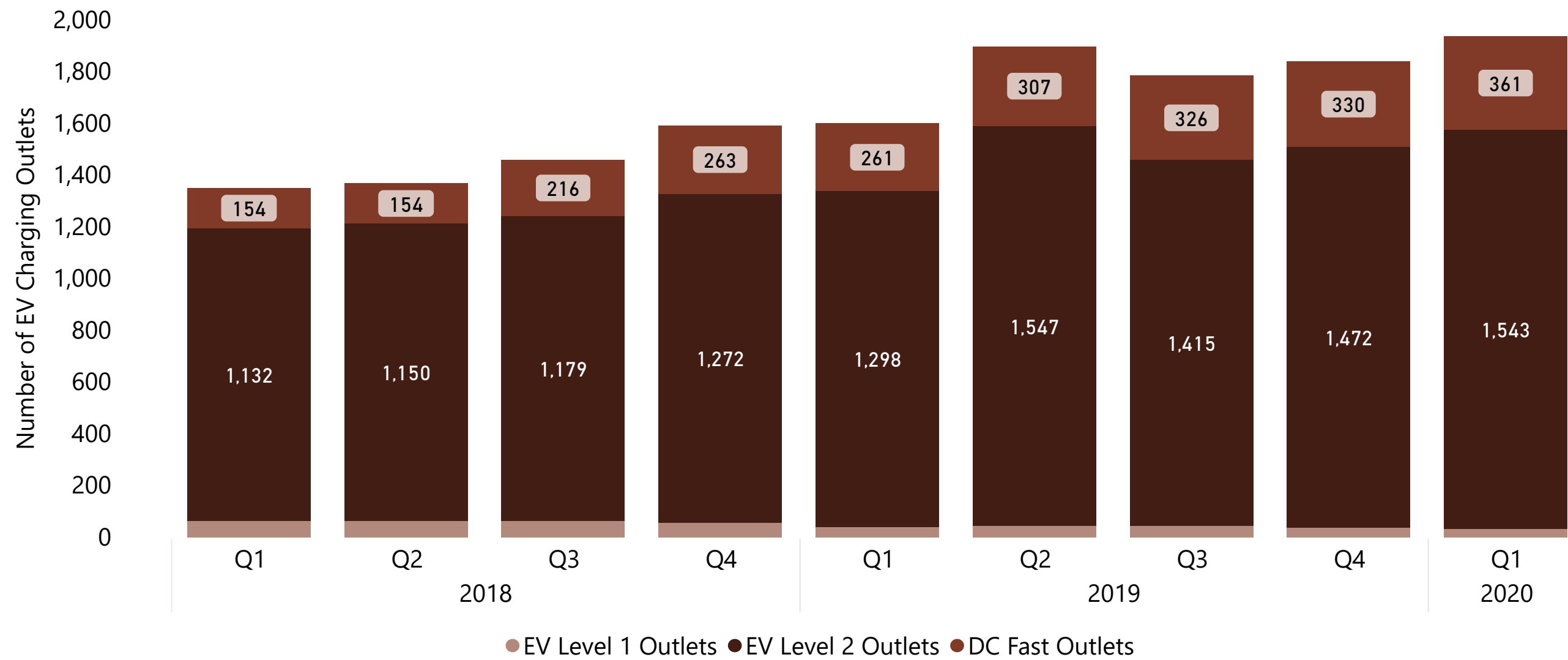
Chart 9.4A.1: Electric Vehicles Registered in Maryland



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.4: Air Quality

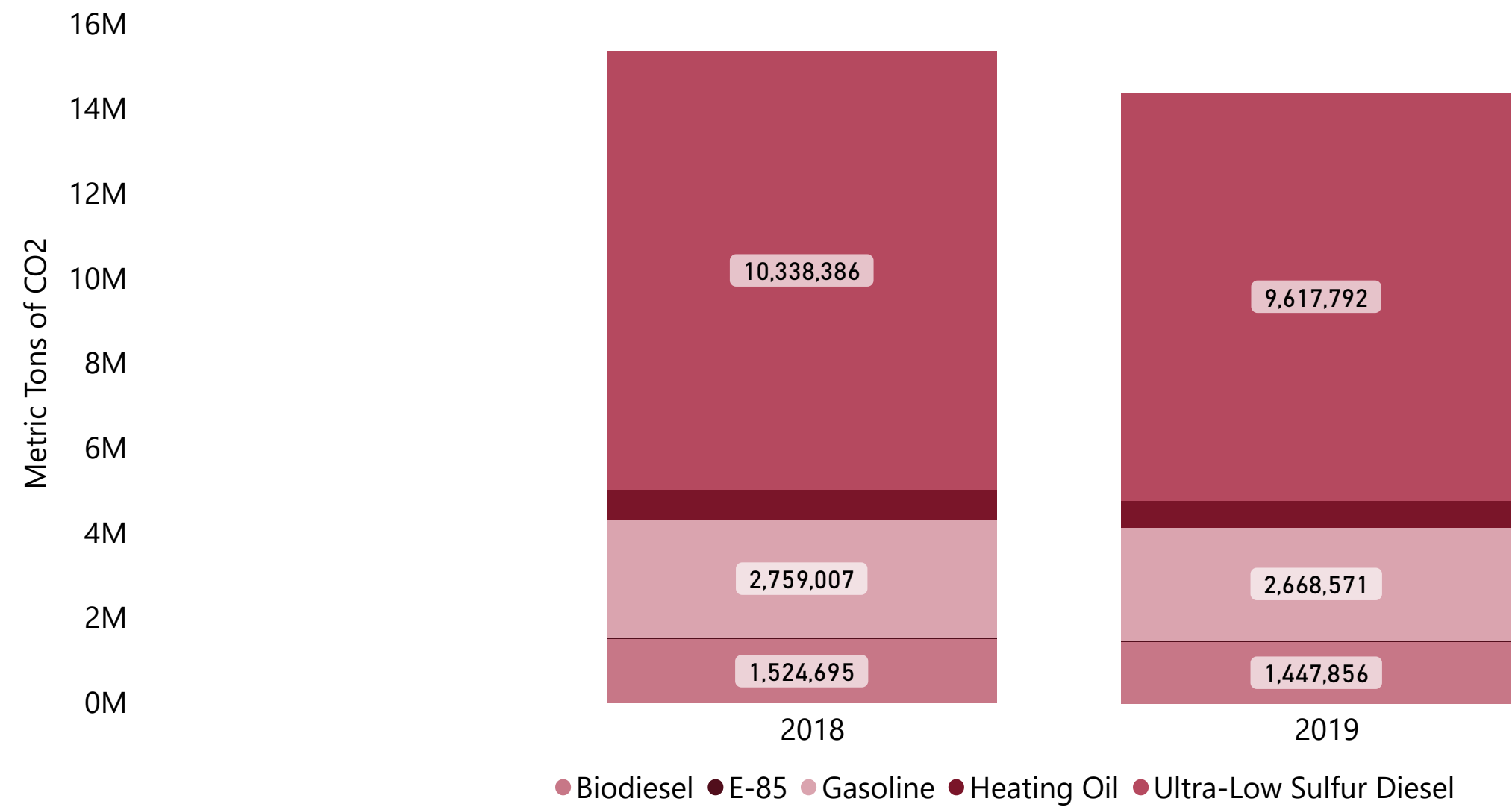
Chart 9.4A.2: Electric Vehicle Charging Outlets



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.4: Air Quality

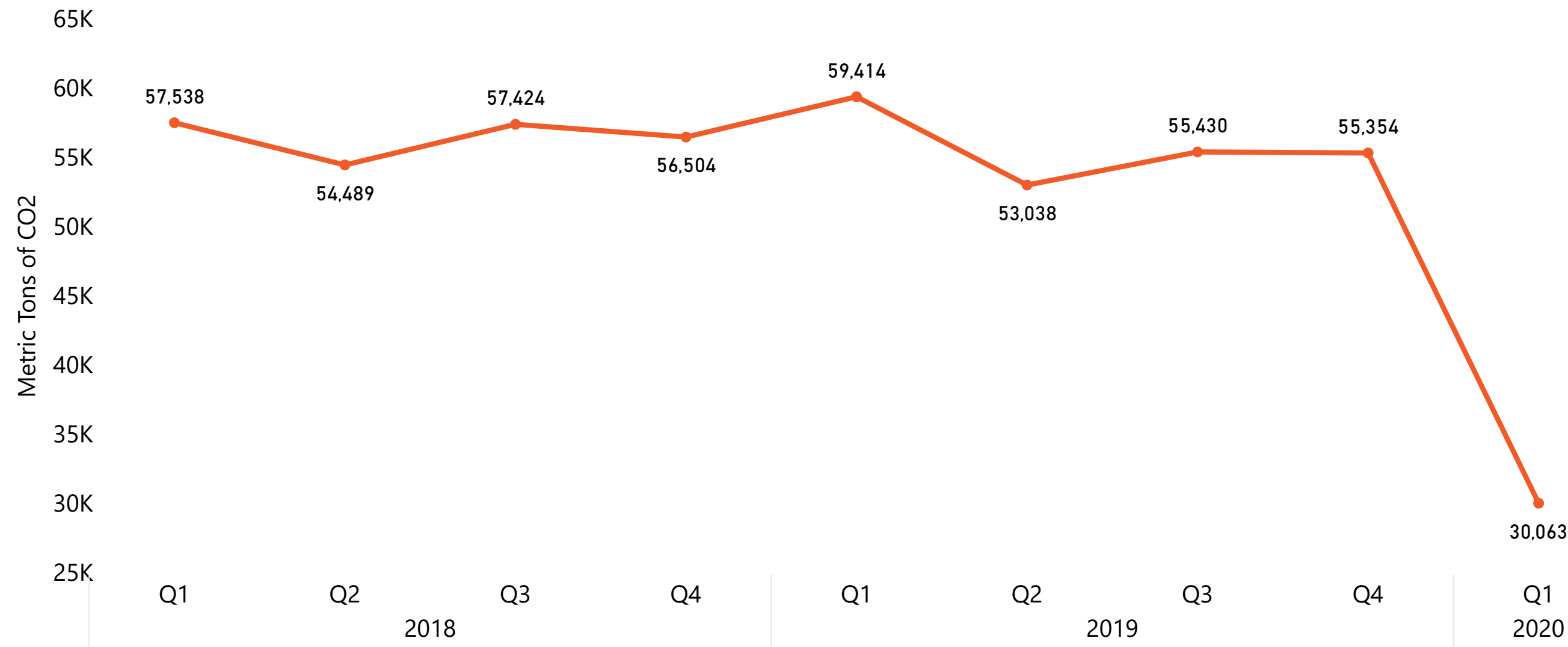
Chart 9.4B.1: CO2 Emissions by Fuel Type



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.4: Air Quality

Chart 9.4B.2: CO2e Emissions from Electricity Use





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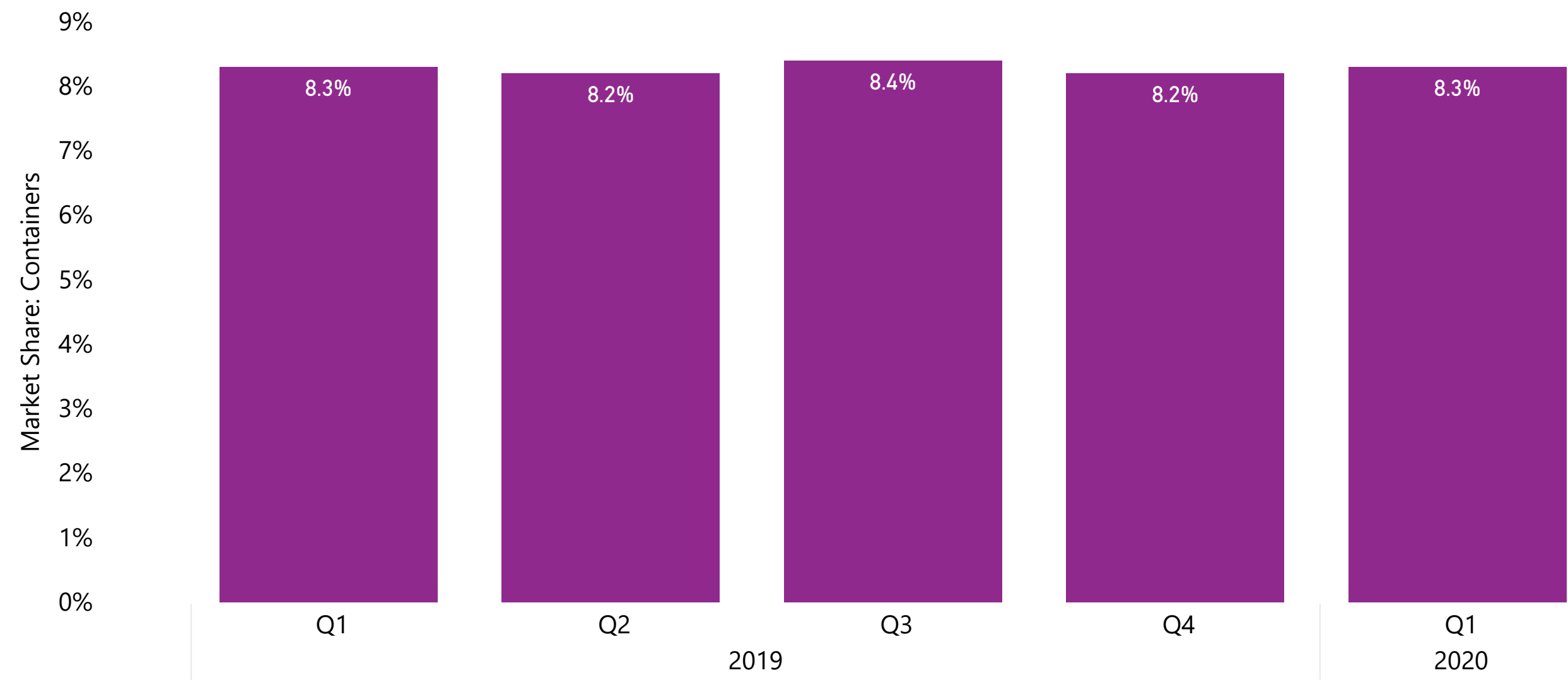
FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

TANGIBLE RESULT #10

TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

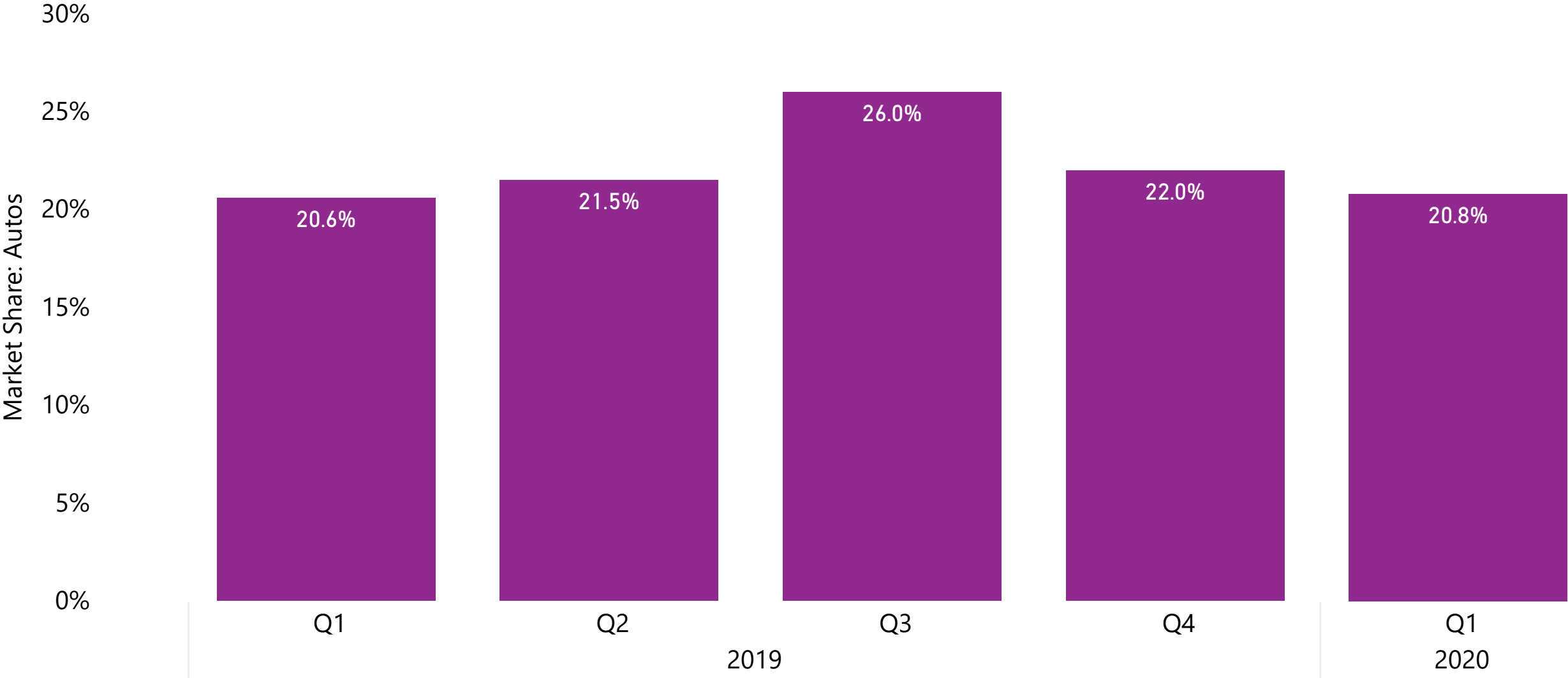
Chart 10.3B MDOT MPA Mid-Atlantic Market Share: Container TEUs



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

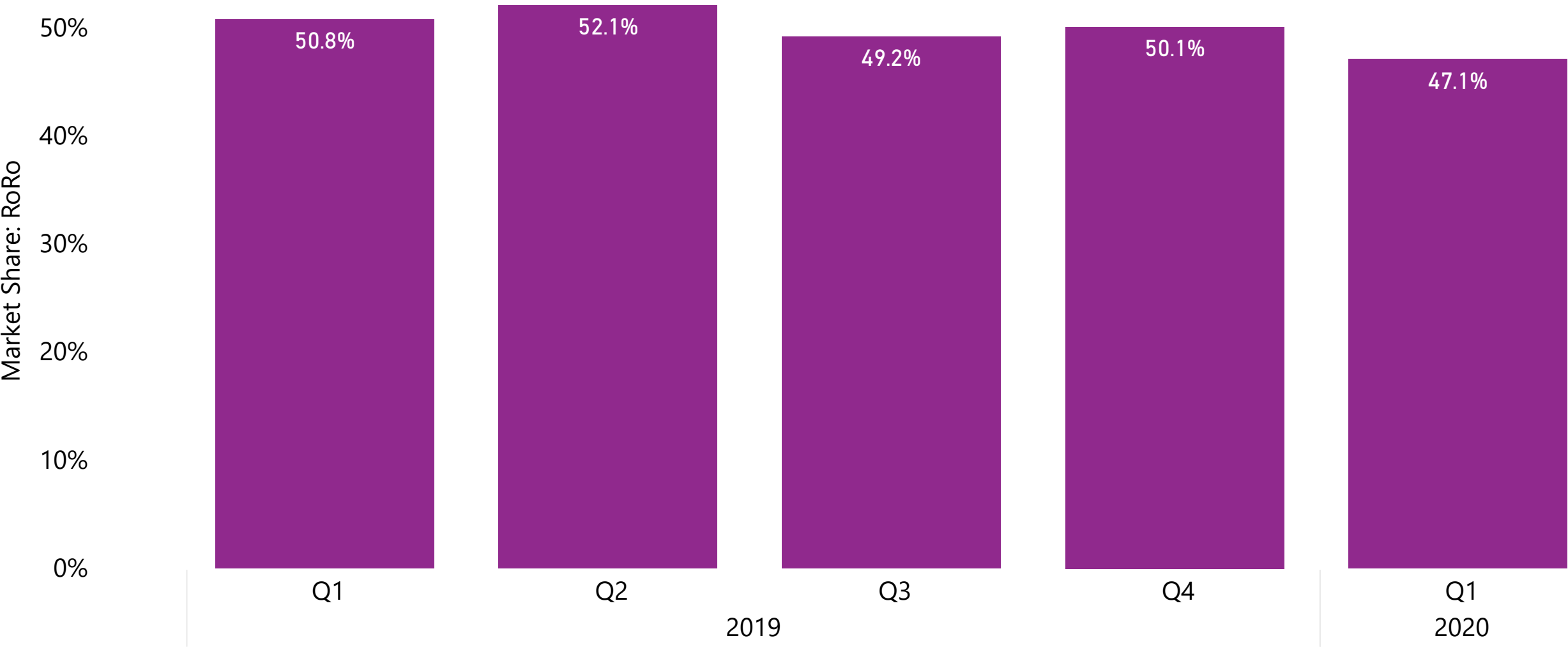
Chart 10.3C MDOT MPA East Coast Market Share: Auto Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

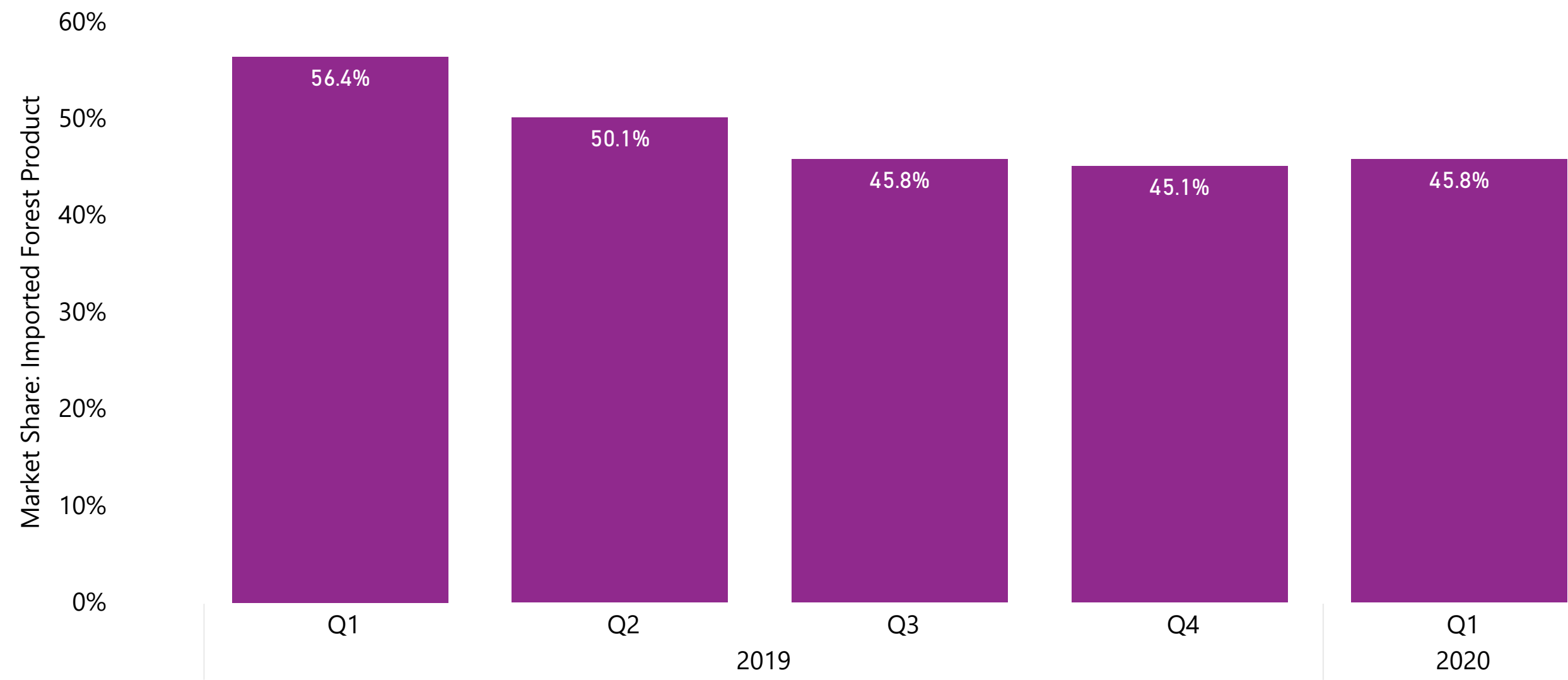
Chart 10.3D MDOT MPA East Coast Market Share: RoRo Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

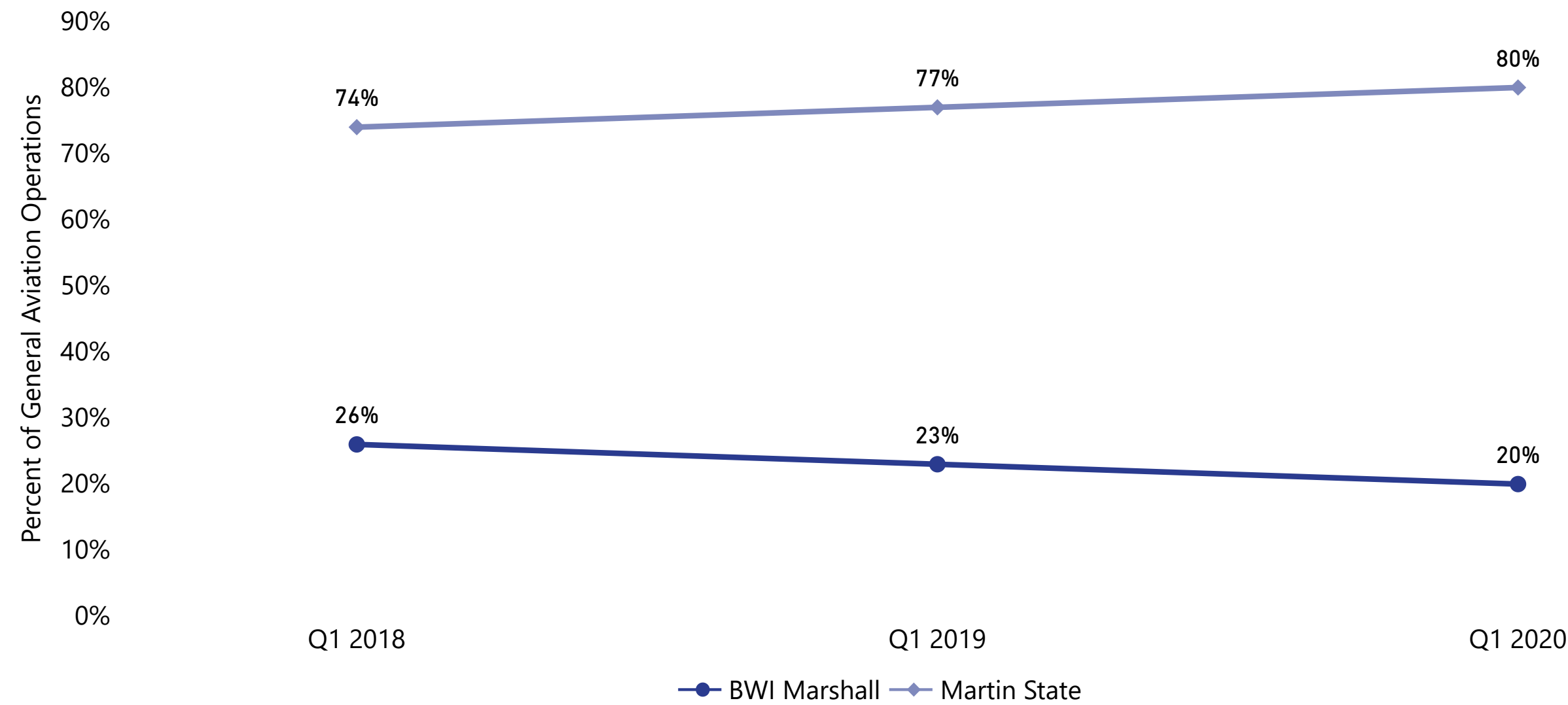
Chart 10.3E MDOT MPA Mid-Atlantic Market Share: Import Forest Product Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

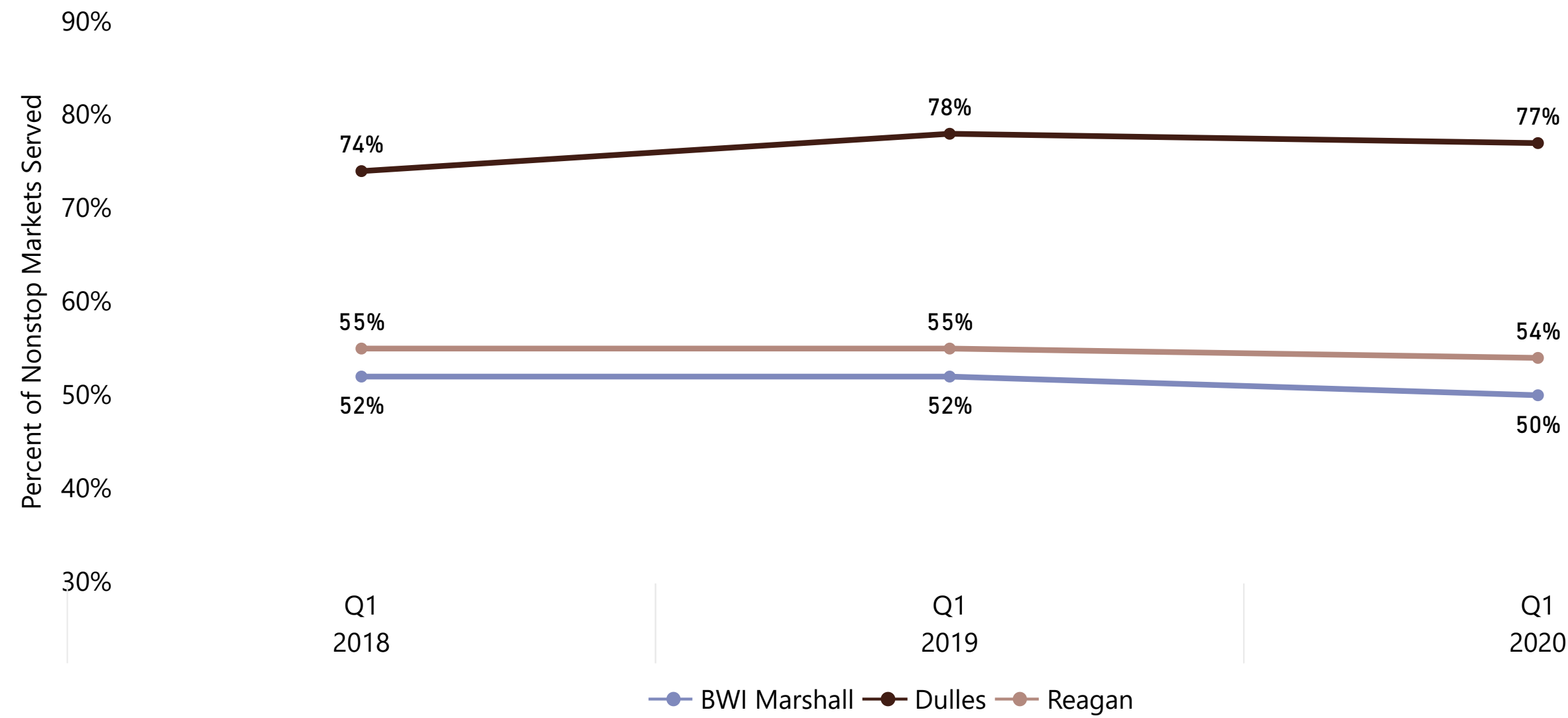
Chart 10.8A.1: Percent of All General Aviation Operations Other than Local Operations



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

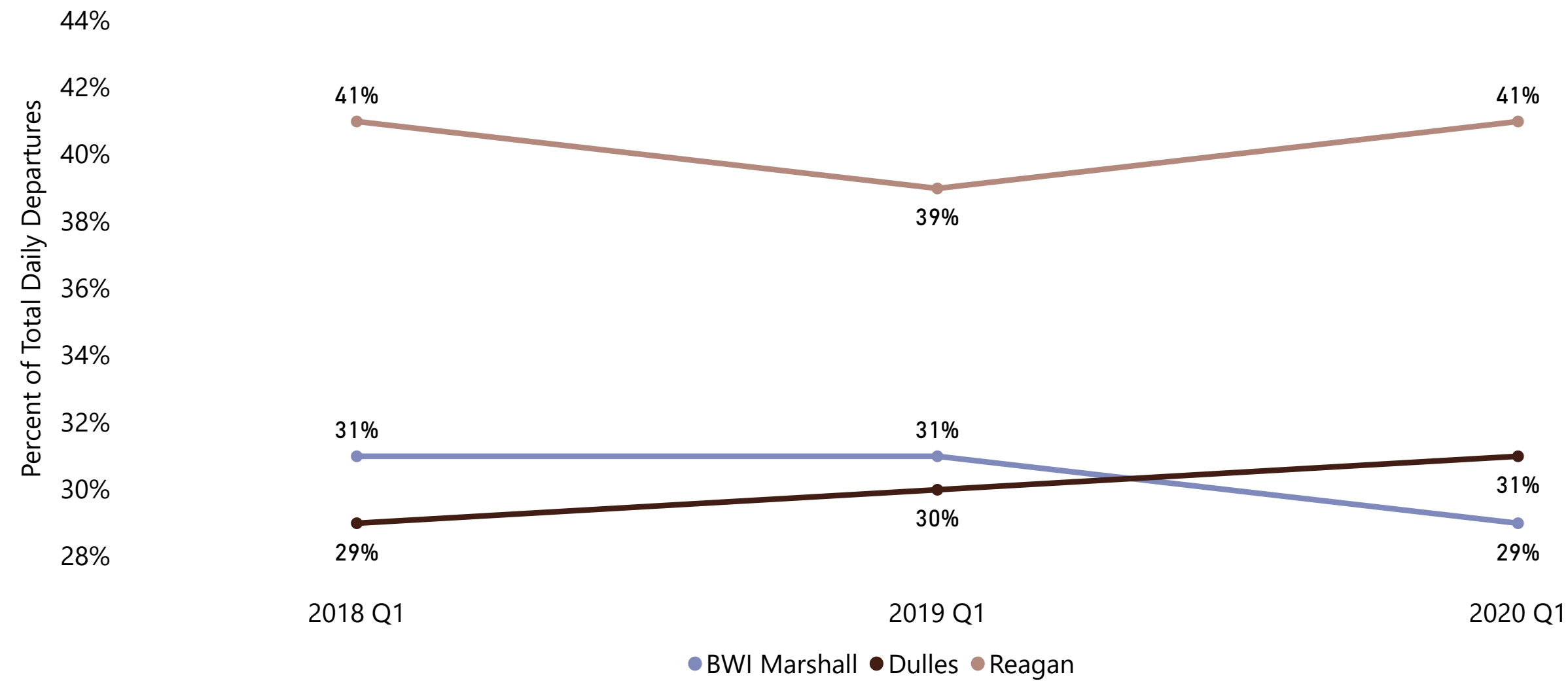
Chart 10.8B.1: Percent of Nonstop Markets Served Relative to Benchmark Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

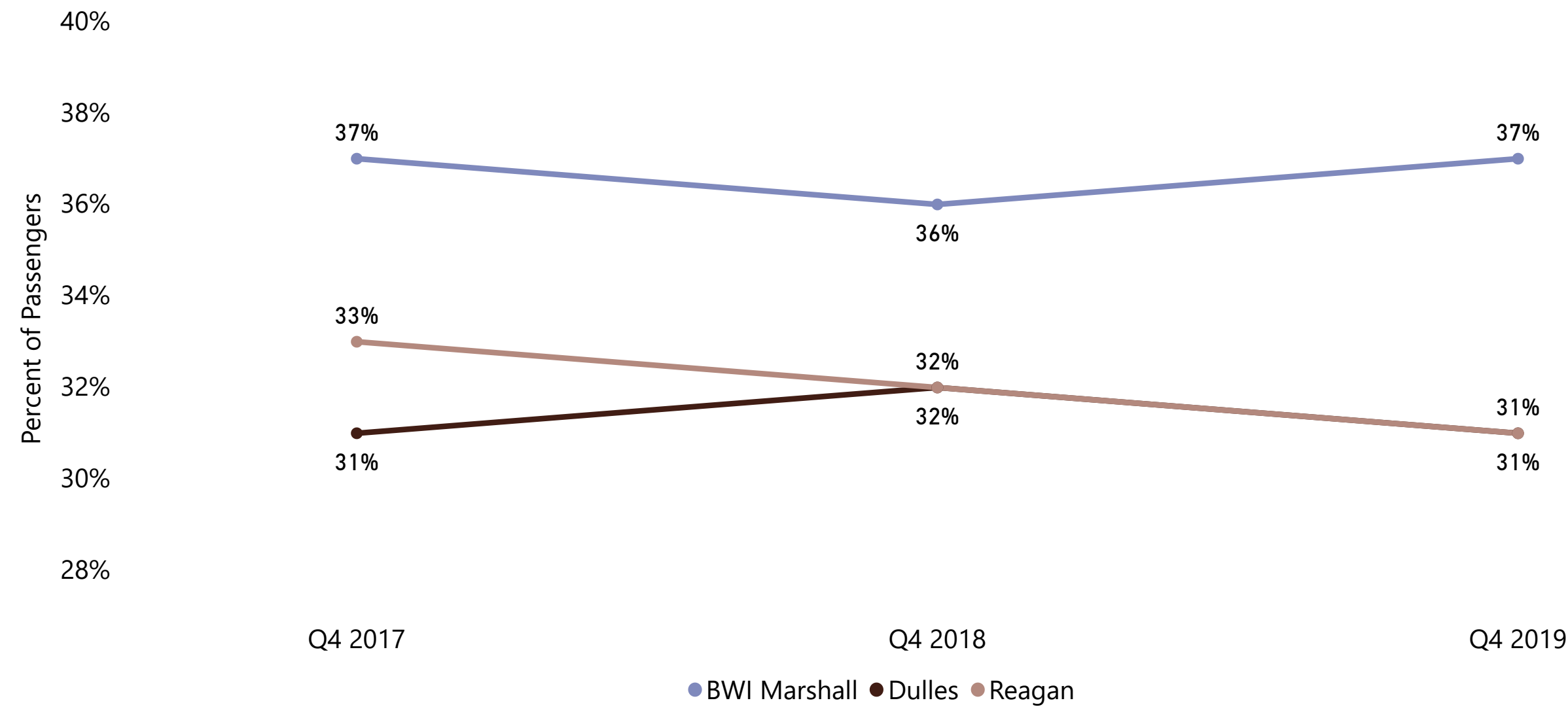
Chart 10.8C.1: Percent of Total Daily Departures at the Region's Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

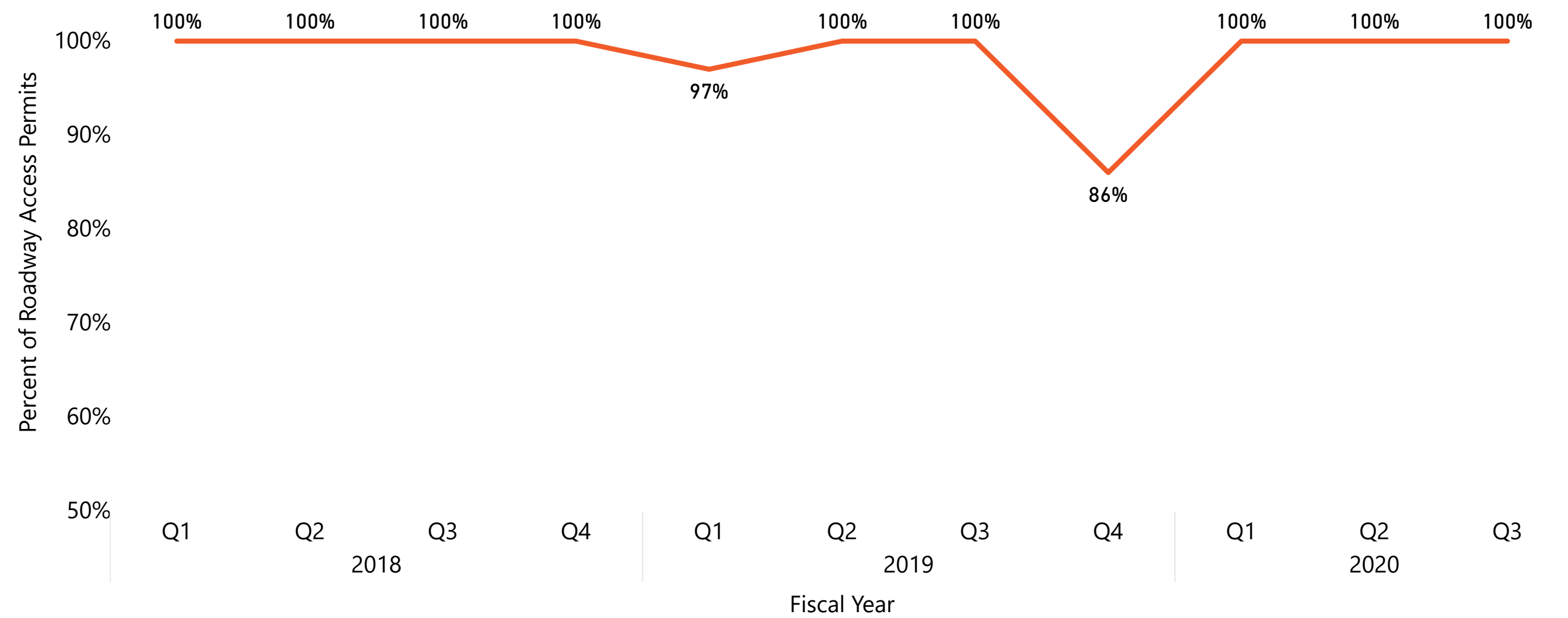
Chart 10.8C.2: Percent of Passengers Using the Region's Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

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

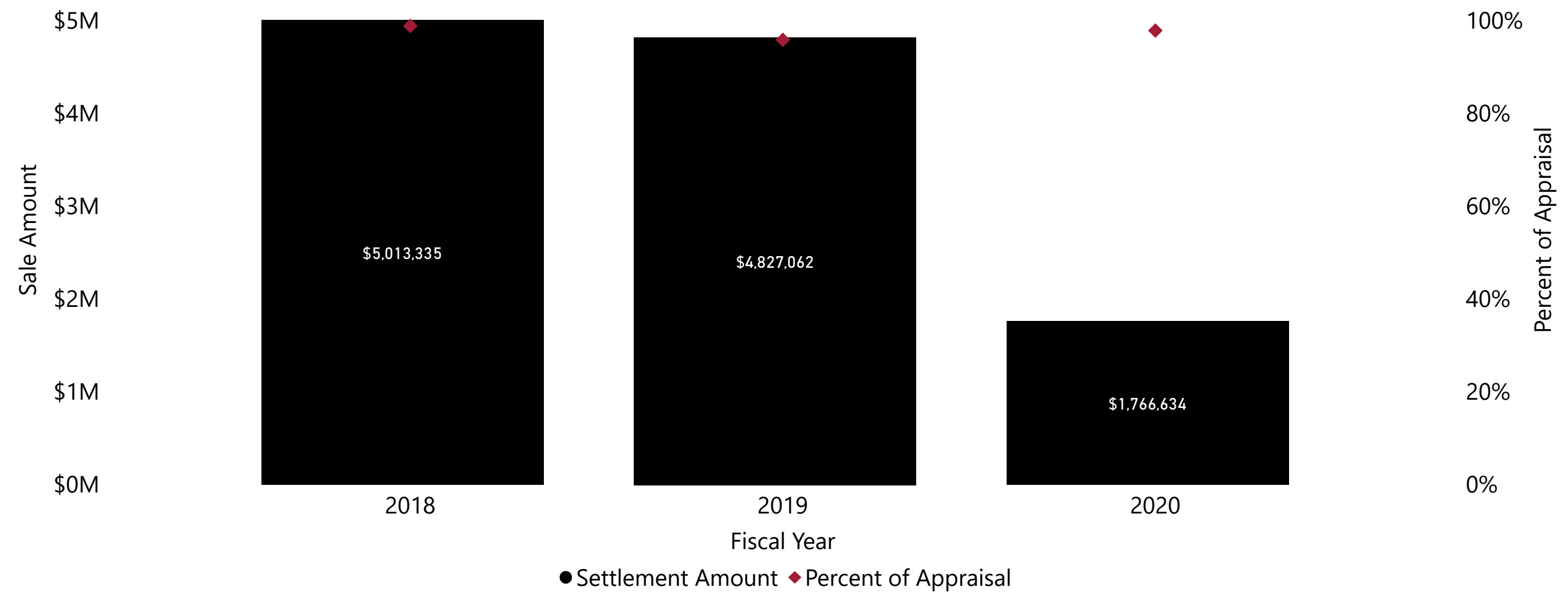
Chart 10.9.1: Percent of Roadway Access Permits Issued within 21 Days by Quarter



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.10: Value of Land Sold

Chart 10.10.1 MDOT-Wide Sale Amount YTD



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.10: Value of Land Sold

Chart 10.10.2 MDOT-Wide Number of Parcels Sold YTD

