

# 2007

Annual

# Attainment Report

on Transportation System Performance

Implementing the  
Maryland Transportation Plan &  
Consolidated Transportation Program







## MOBILITY

Maryland's diverse transportation system provides an array of transportation choices to move its citizens and goods. One of the many reasons why Maryland is an appealing place to live, work, and visit is because of the exceptional access to places, people, and goods that the State's transportation system offers. Mobility for people and goods is a key ingredient to sustaining Maryland's attractive quality of life, as well as the economic vitality of the State.

In light of ever increasing system demands, the State transportation network provides exceptional mobility for people and goods by both preserving the existing system and by expanding it. Whether by land, water, or air, MDOT, its modal agencies, and the Authority work tirelessly to achieve a "More Mobile Maryland" through continuous maintenance and expansion of transportation infrastructure, facilities, and equipment across all modes and throughout the State.

Mobility Performance Trends:

- Even though the number of congested Interstate and Freeway/Expressways lane miles has increased, the rate of growth slowed dramatically from 33 percent between CY1999 and CY2002 to 9 percent between CY2002 and CY2005.
- The percentage of tolls collected electronically, which helps to provide a more efficient flow of traffic through MdTA toll facilities. This increased 8.5 percent in FY2006 from the previous year.
- From FY2005 to FY2006, annual vehicle revenue miles of MTA service provided increased 6.2 percent, improving mobility in Maryland.

- While Baltimore/Washington International Thurgood Marshall (BWI) Airport's two largest carriers—Southwest and AirTran expanded service, the number of non-stop airline markets decreased when US Airways Express/TransStates (in late 2005) removed an aircraft type from its fleet to reduce costs and discontinued service to three destinations.

## SAFETY & SECURITY

MDOT, its modal agencies and the Authority, are committed to ensuring the safety and security of transportation users across all modes. Given the new security conscious context with which many people now live, upholding the department's vision of providing a transportation system that *works* for people while being safe and secure is a top priority for Maryland's transportation agencies.

Maryland's transportation agencies use of performance measures not only informs transportation agencies about the impacts of programs and projects, but also assists agencies in making strategic adjustments to improve safety and security across transportation modes.

Safety & Security Performance Trends:

- Between 2004 and 2005, the rate of fatalities on Maryland's roads decreased. For 30 years, accident rates have declined. In 1973, there were 3.20 fatalities per 100 million vehicle miles traveled and in 2005, the rate was 1.08 – a decline of 66 percent. Maryland's fatality rate is 26 percent lower than the 2004 national fatality rate of 1.46.
- From 1973 to 2005, injury rates have decreased 60 percent, from 242.1 to 97.5 respectively.
- MTA customer perception of safety decreased slightly in 2006 from 2.9 to 2.8 on a five-point scale. MTA continues to work aggressively and proactively with other agencies to conduct unannounced "sweeps" of facilities and to examine crime trends in an organized and timely fashion.
- Part-year data for CY2006 suggests that bus incidents per million vehicle revenue miles are likely to improve when compared to the CY2005 rate of 106.4.
- Both MPA and MAA continue to comply successfully with Federally mandated safety and security requirements. For the second year in a row, BWI received zero discrepancies during their annual FAA Part 139 safety certification inspection. MPA continues to contract with MdTA to conduct random waterside security patrols of MPA terminals.

## PRODUCTIVITY & QUALITY

MDOT, its modal agencies and the Authority routinely reflect upon performance, evaluate what can be improved, and present strategies for the future. Key to this exercise is consistently addressing how to expand the State's transportation system, while maintaining and improving existing investments. Economic development and population growth add pressure to the State's already limited resources.

Embracing better cost management practices and making strategic transportation investments are some of the ways that Maryland's transportation agencies continue to provide quality services and keep costs down. Ultimately, Maryland's transportation agencies strive to turn plans into reality, quickly and efficiently, while producing, operating, and maintaining a world-class transportation system.

Productivity & Quality Performance Trends:

- 80 percent of drivers rated SHA as excellent or good in 2006, a significant increase from 69 percent in 2003.
- SHA's maintenance expenditures per lane mile continued to decline and remain well under SHA's overall target.

- Customer satisfaction ratings for MAA and MVA improved between 2005 and 2006.
- While comparable airports saw an increase, BWI Airport revenue per enplaned passenger decreased from FY2005 to FY2006 as expanded and new concessions continued to be phased in under a new concession contract.
- BWI airline cost per enplaned passenger remained relatively stable from FY2005 to FY2006.
- MVA's cost per transaction dropped significantly in FY2006, from \$9.30 to \$5.65, continuing a declining trend that began in 2001. The recent drop is due to enhanced Business-to-Business record sales.
- Even though MPA revenue and operating expenses fell slightly from FY2005 to FY2006 due to contracting arrangements with customers, revenue continues to exceed operating costs (excluding debt service).



# INTRODUCTION

## MARYLAND FAST FACTS

### On The Ground...

- Driving age population expected to increase 17 percent between 2007 and 2025
- 3,895,301 Maryland licensed drivers in FY2006
- 4,691,768 Maryland registered vehicles in FY2006
- 93 million transit riders on MTA systems in FY2006
- 253 million transit riders in FY2006 (including LOTS ridership)
- 30 transit systems
- Major construction projects underway in CY2006: Inter-County Connector; Woodrow Wilson Bridge; I-95/I-495 Arena Drive Interchange; MD 30 Relocated; Hampstead Bypass; MD 404 Dualization; MD 43, from US 40 to MD 150; MD 45, from Cavan Drive to Ridgely Road; US 40, from MD 152 to MD 24 Overpass; I-95 Section 100 (North of Baltimore); I-95 Express Toll Lanes<sup>SM</sup> (ETLs<sup>SM</sup>)
- Nearly 72 percent of vehicle miles traveled occurred on State-owned highways in CY2005 (SHA & MdTA)
- 16,000 incidents and 23,000 stranded motorists were assisted by the Coordinated Highways Action Response Team (CHART) in FY2006
- Authority Police responded to nearly 2,000 incidents and the Authority's Courtesy Patrol assisted over 24,000 motorists in FY2006
- 50.7 percent of all tolls collected via E-ZPass<sup>SM</sup>

### In The Air...

- 18 publicly-owned airports
- 17 privately-owned, public use airports
- Commercial air service available at BWI, Hagerstown, and Salisbury

### Waterborne Commerce...

- MPA cargo tonnage increased 2 percent in FY2006 compared to FY2005
- Containerized cargo and wood pulp at MPA terminals grew 4 percent in FY2006 compared to FY2005
- Revenue at MPA exceeded operating expenses by \$5.8 million in FY2006
- Total Port foreign cargo (bulk and general) increased 2 percent in 2005

Since 2002, Maryland has provided its citizens an Annual Attainment Report on Transportation System Performance. As the sixth edition, this 2007 Annual Attainment Report presents updated performance measure information that Maryland's transportation agencies are using to evaluate the status of the State's transportation system, the implementation of the Maryland Transportation Plan (MTP) – a blueprint for the goals and policies that guide transportation decision-making over the next 20 years – and the delivery of the Consolidated Transportation Program (CTP) – a detailed list of capital projects that are proposed for construction, or for development and evaluation over the next six years.

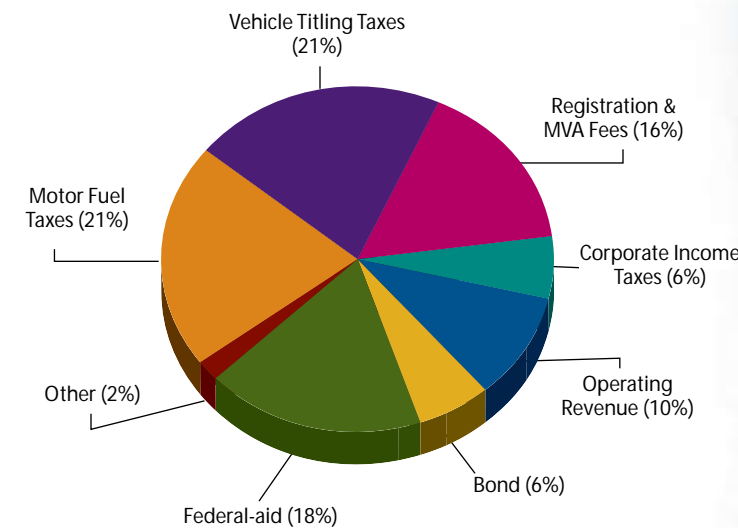
Maryland offers its citizens a range of modal choices, with the Maryland Department of Transportation (MDOT) having responsibilities for capital investments, operations, and planning activities that reach across all modes of transportation. The Transportation Secretary's Office (TSO) establishes transportation policy and oversees five modal administrations: the Maryland Aviation Administration (MAA), the Maryland Port Administration (MPA), the Maryland Transit Administration (MTA), the Motor Vehicle Administration (MVA), and the State Highway Administration (SHA). The Secretary of Transportation also serves as Chairman of the Maryland Transportation Authority (Authority). The Authority is an independent State agency responsible for Maryland's toll facilities and financing new revenue producing projects for MDOT to ensure a closely coordinated State transportation policy.



## FUNDING FRAMEWORK: MDOT AND MdTA

To support all activities, MDOT receives funding through an integrated Transportation Trust Fund (TTF), which is a dedicated revenue source supported by Federal aid, operating revenues, registration fees, taxes, and bond sales. The MdTA is financially separate from both the TTF and the State's General Funds. It is independently funded through tolls, concessions, investment income, revenue bonds, and miscellaneous sources which cover the construction, operation, and maintenance of all MdTA facilities.

## TRANSPORTATION TRUST FUND SOURCES FY2007-FY2012

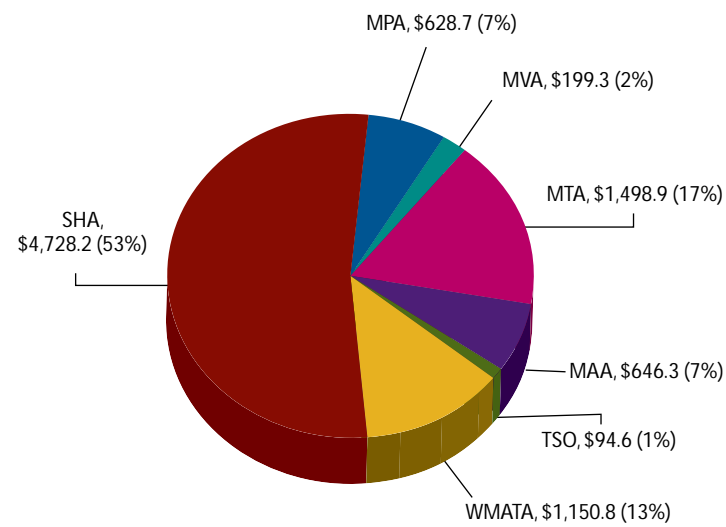


The FY2007-FY2012 capital and operating budgets for MDOT provide a detailed breakdown of how the TTF is allocated across MDOT and its modal administrations, as well as the Washington Metropolitan Area Transit Authority (WMATA). Maryland is one of only two states that fully support the non-Federal operating subsidy of its major urban transit systems (WMATA and MTA). Since MdTA is an independent agency, its capital and operating budgets are shown separately.

To address the constant demand for transportation facilities, programs, and operations, MDOT has identified "innovative funding" mechanisms that help to augment the TTF. These innovative financing arrangements include toll financing, the sale of underutilized and/or unnecessary Department assets, tax advantage leasing, GARVEE bonds (bonds supported by future Federal funds), and self-supporting projects at Baltimore/Washington International Thurgood Marshall (BWI) Airport and Helen Delich Bentley Port of Baltimore.

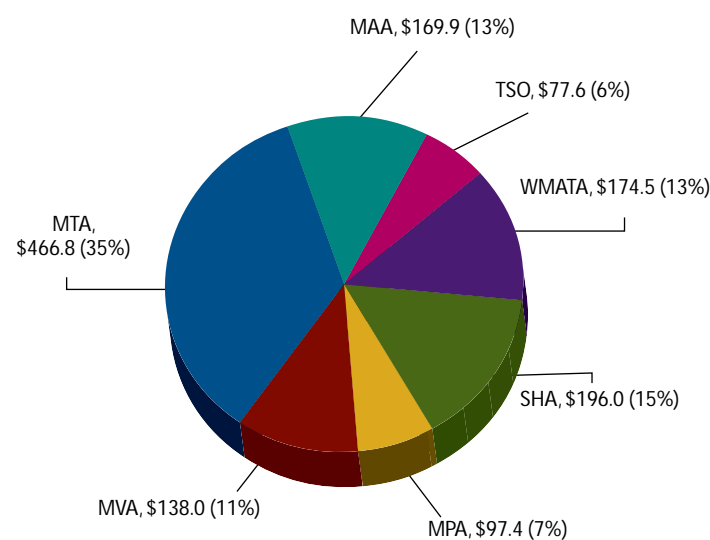


### MDOT CAPITAL BUDGET FY2007–FY2012 (Millions)



Total Capital Budget—\$8.9 Billion

### MDOT OPERATING BUDGET FY2007 (Millions)

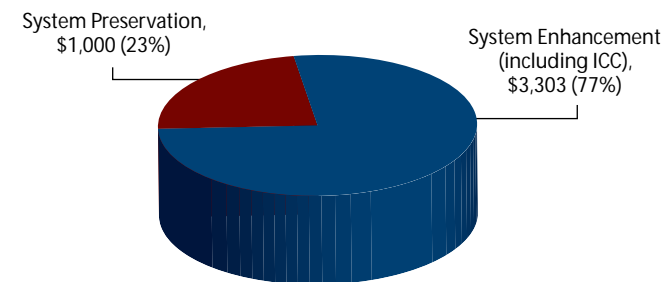


Total Operating Budget—\$1.3 Billion

Innovative financing continues to serve a key role in delivering top priority projects, such as the Inter-County Connector (ICC) and I-95 Express Toll Lanes<sup>SM</sup> (ETLs<sup>SM</sup>). Benefits from the partnership between MDOT and MdTA include more reliable travel times, convenient travel choices, accelerated project delivery and user-generated revenue to help pay for construction, maintenance, and operation of Maryland's transportation system. Since 1985, MDOT has partnered with MdTA to provide funding assistance and/or access to the revenue bond market for joint development and delivery of approximately \$1.2 billion in capital construction projects, including the expansion of BWI Airport and improvements to the Helen Delich Bentley Port of Baltimore facilities.

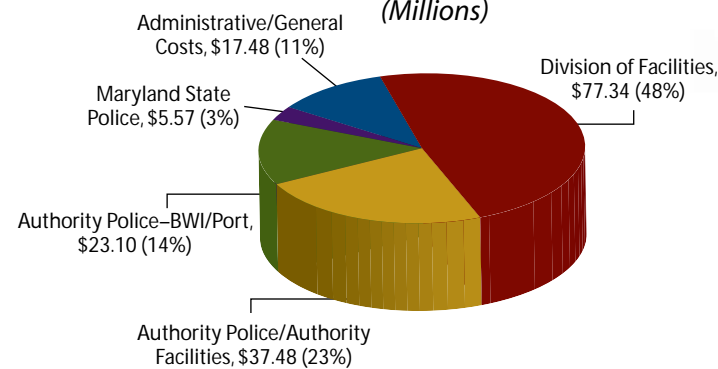
MDOT diligently works to deliver projects within expected scope, timeframe, and budget. MDOT evaluates the delivery of projects listed in the CTP in order to improve the management of the capital transportation program. One way MDOT accomplishes this is by tracking the "percentage of budgeted dollars

### MdTA CAPITAL BUDGET FY2007–FY2012 (Millions)



Total Capital Budget—\$4.3 Billion

### MdTA OPERATING BUDGET FY2007 (Millions)



Total Operating Budget—\$161 Million

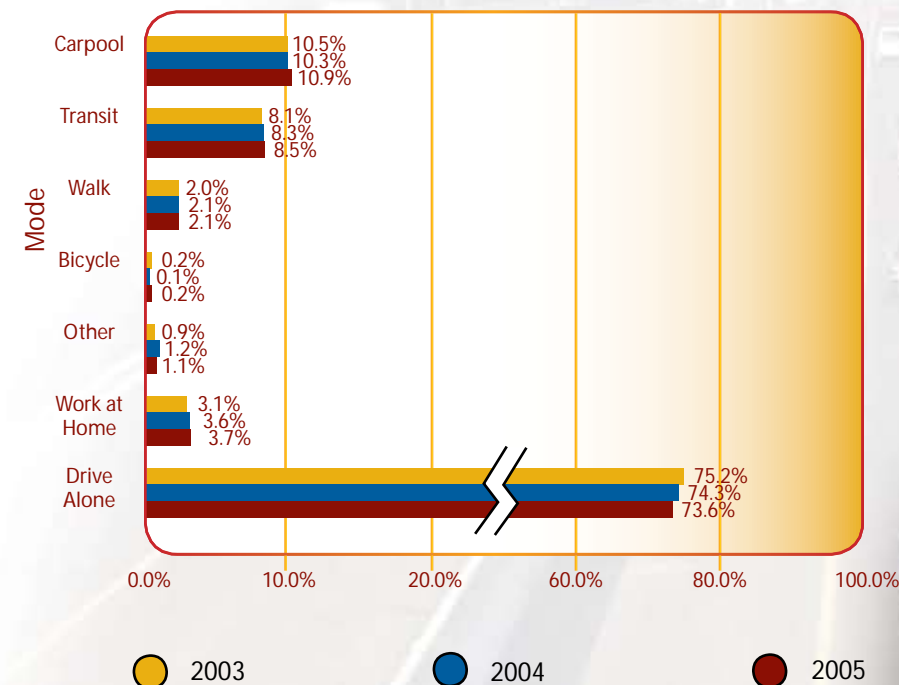
expended." MDOT continues to strive to spend 90 percent of budgeted dollars to prevent unnecessary borrowing of funds in the future. In FY2006, MDOT spent only 87 percent of the estimated budget due to the fact that SHA received more Federal funds than anticipated. As a result, State funds were reprogrammed to other projects in future years.

### TRANSPORTATION DEMAND IN MARYLAND

Maryland is home to more than 5.6 million residents, each with a unique set of transportation needs. According to the Maryland Department of Planning, Maryland's population increased by nearly 304,000 people between 2000 and 2005. The State's population was the 19th highest in the Nation in 2005 and is projected to grow to 6.7 million people by 2030. With Maryland's population growth, managing user demands across all modes will become increasingly challenging.



### MODE SPLIT FOR MARYLAND COMMUTERS



Percent of Commuters (Source: American Community Surveys)

Users have a host of multi-modal travel choices, although a significant portion of personal travel in Maryland occurs by automobile, light truck, or sport utility vehicle. Comparing results from the 2003, 2004, and 2005 American Community Surveys illustrates a modest shift from drive alone trips to transit, walking, and working from home or telecommuting. Given that modal shifts are often incremental, MDOT strives to maintain the share of public transportation and other non-single-occupant vehicle modes over the six-year period and to increase this share over the next 20 years.

### TRAVEL IN MARYLAND – ON THE GROUND

In CY2005, vehicle miles of travel (VMT) in Maryland increased by 2.9 percent totaling nearly 57 billion vehicle miles. This was a slightly larger increase than the average annual growth rate of 2.4 percent over the past ten years. Between 2002 and 2006, the number of vehicles using MdTA toll facilities has also risen steadily from 115 million to over 118 million. The trend in vehicle miles of travel growth is likely to continue in light of population projections and development patterns.

In FY2006, MVA, the agency responsible for registering vehicles and licensing drivers, processed over 26 million transactions. According to Maryland's Department of Planning, the State's population age 16 and above was nearly 4.1 million in 2000 and is expected to grow to more than 5.3 million by 2030. MVA projects the number of licensed drivers to increase 23 percent between 2007 and 2026 and the number of vehicles registered by 40 percent, which translates into an even stronger demand for MVA services.

In spite of the projected growth in Maryland's driving age population, many people elect to use transit. In fact, between FY2005 and FY2006, transit ridership increased on all MTA modes. WMATA rail and bus ridership has grown steadily since 2001, while MTA ridership has fluctuated over this time period.

Locally Operated Transit Systems (LOTS) are transit systems provided by individual cities and counties throughout the State. These transit systems carried 40.7 million transit trips in FY2006. Also that year, MDOT financially supported 28 LOTS in addition to MTA and WMATA. MDOT funds LOTS with State and Federal grants, which totaled \$66.9 million in FY2005 (\$53.3 million in operating grants plus \$13.6 million in capital grants). LOTS systems submit annual performance reports of service efficiency and effectiveness to MDOT.

### TRAVEL IN MARYLAND – IN THE AIR

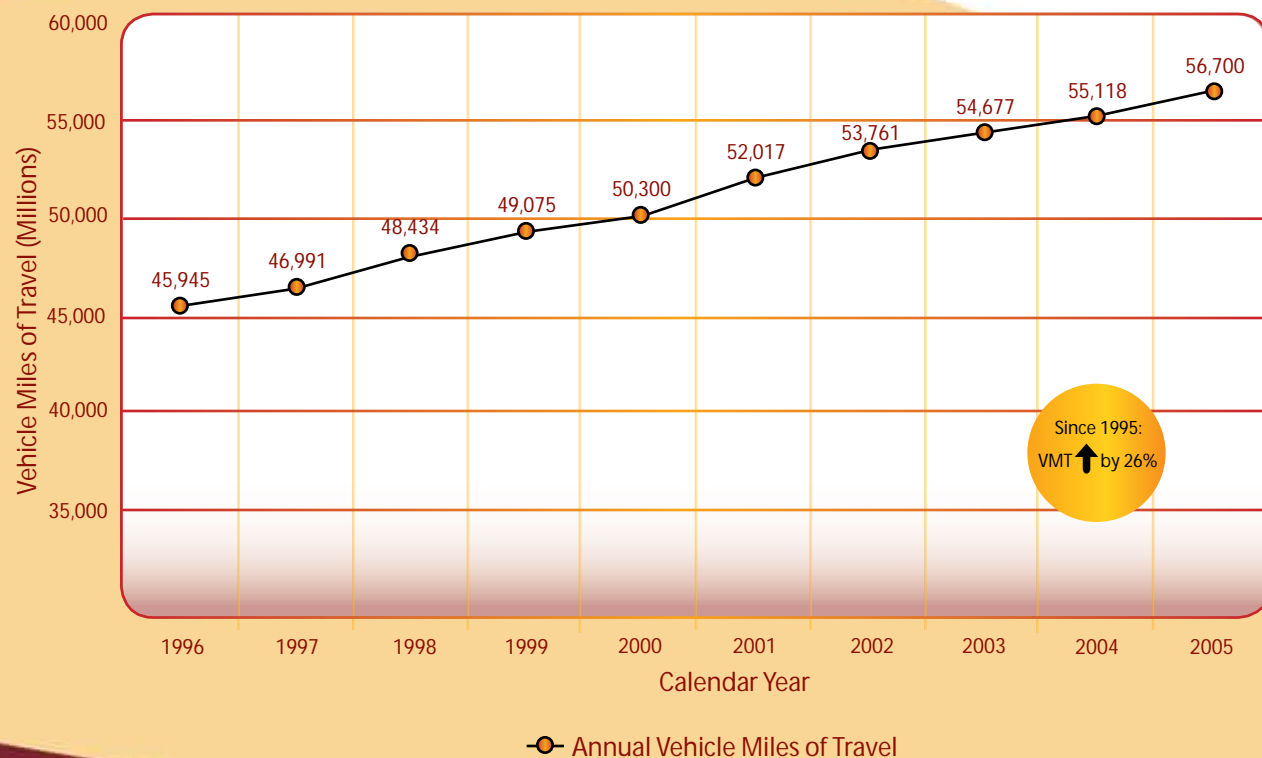
The Washington-Baltimore region is not only an attractive tourism destination, but is also a convenient gateway

to locations on the Mid-Atlantic coast. With nearly 20 million domestic and international passengers using BWI in CY2005, BWI continues to recover from the passenger decrease experienced throughout the aviation industry post-9/11. In addition to BWI, MAA also owns and operates Martin State Airport – a general aviation and support facility for the Maryland Air National Guard and Maryland State Police. In total, there are 35 public-use airports in Maryland, three of which offer commercial air service. Not including BWI and Martin State Airport, public-use general airports in Maryland received a total of \$32.58 million (apart from Federal funds and local airport funds) in State funding assistance between 1996 and 2006. Funds have been used for airport infrastructure expansion, runway rehabilitation, obstruction clearance, and system preservation.

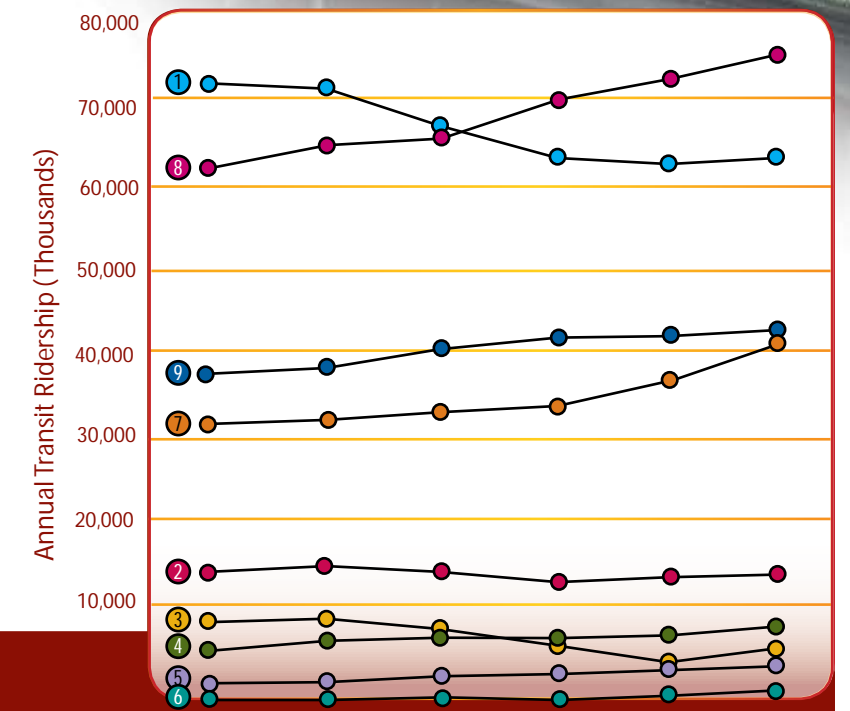
### TRAVEL IN MARYLAND – WATERBORNE COMMERCE

Celebrating its 300th anniversary in 2006, the Helen Delich Bentley Port of Baltimore continues its tradition as an economic engine for the State. The Helen Delich Bentley Port of Baltimore is one of only two ports on the U.S. East Coast that has a 50-foot deep channel, and includes public and private terminals on 45 miles of waterfront. Frequent rail service and access to major Interstate highways facilitate the movement of raw and manufactured goods to marketplaces across the nation. General cargo moved through MPA terminals outpaced record highs, reaching 8.24 million tons in FY2006. Foreign cargo tonnage (bulk and general cargo), also exceed prior year levels, reaching 32.4 million tons in CY2005. The increase in tonnage of both general and foreign cargo represents a 2 percent increase from prior years. With a focus on niche cargos, MPA is poised to expand and is planning for future maritime shipping needs while continuing its commitment to keeping channels safe.

ANNUAL VEHICLE MILES OF TRAVEL IN MARYLAND



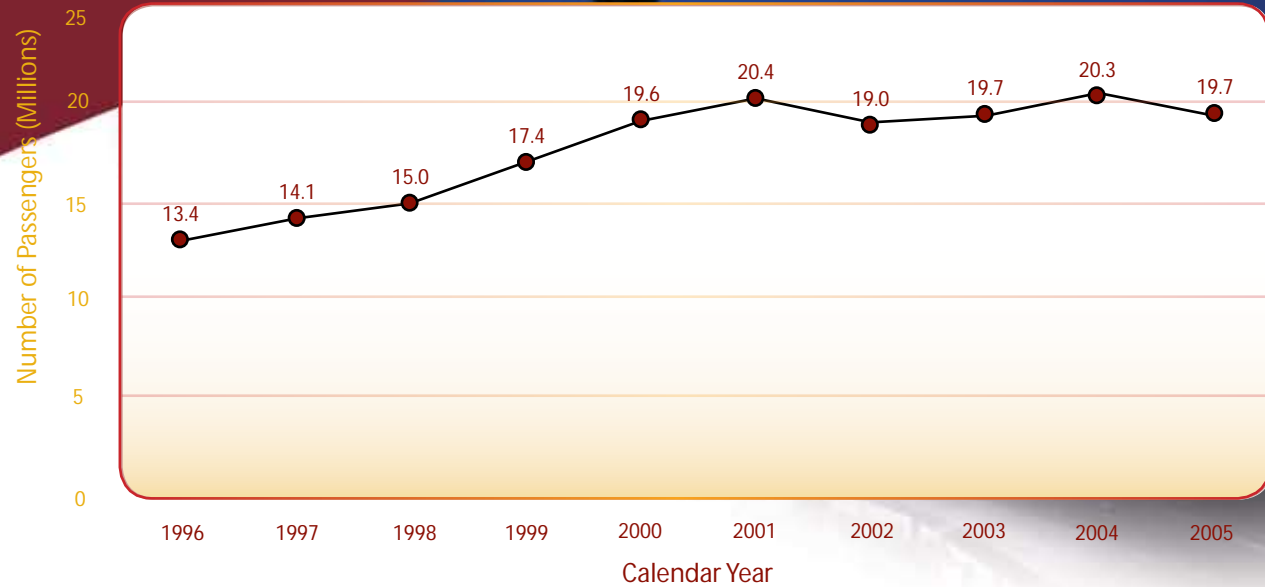
MARYLAND TRANSIT ANNUAL RIDERSHIP BY MODE



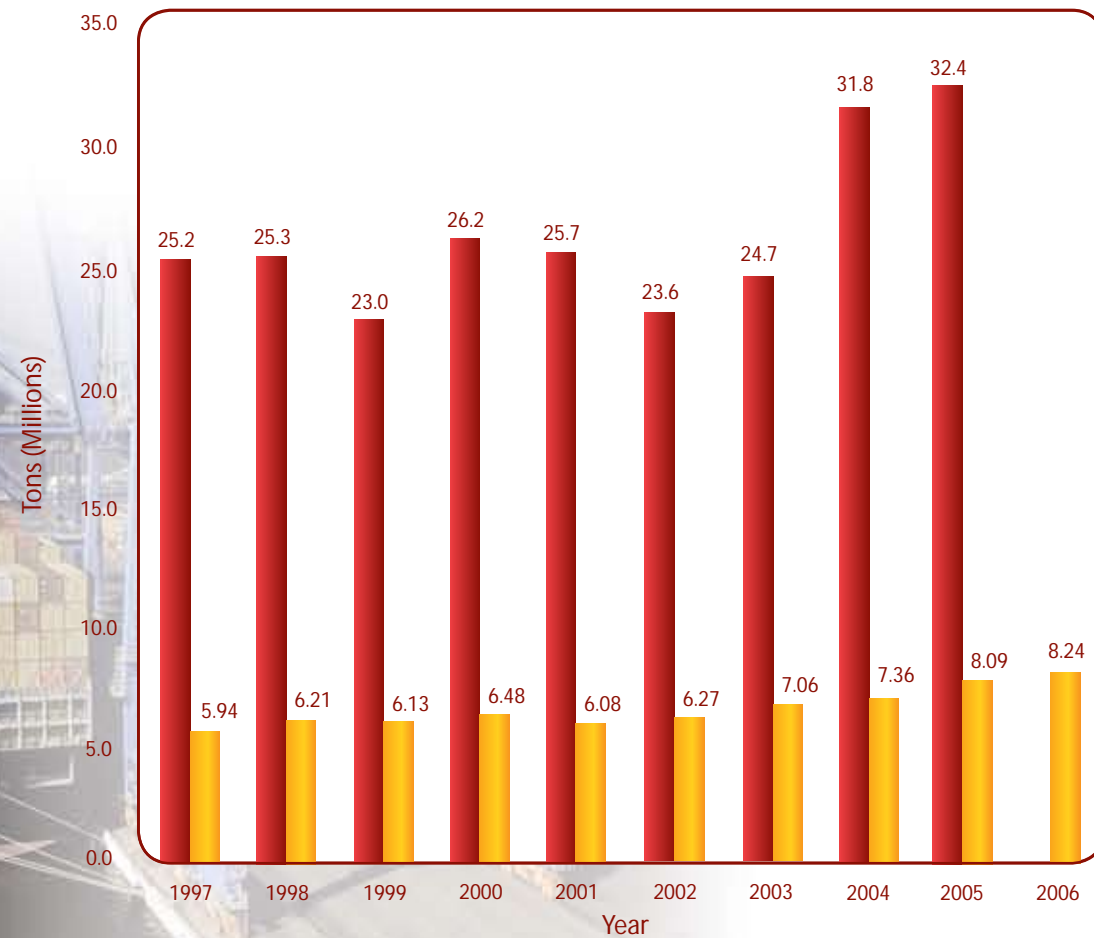
Fiscal Year	2001	2002	2003	2004	2005	2006
1 Bus	70,145	70,127	66,736	63,793	63,241	63,526
2 Metro	13,597	14,240	13,196	12,426	12,863	12,919
3 Light Rail	8,519	8,548	7,387	5,818*	4,875*	5,401*
4 MARC (Commuter Rail)	5,735	6,063	6,336	6,727	6,884	7,275
5 Commuter Bus (Contracted)	1,828	2,170	2,562	2,703	2,954	3,193
6 Mobility Paratransit & Taxi Access**	573	570	564	542	720	965
7 LOTS	31,745	32,179	34,108	34,745	37,752	40,694
8 WMATA Rail	62,500	65,600	66,300	70,300	73,600	76,300
9 WMATA Bus	38,900	39,300	40,500	41,300	41,600	42,500

\* Reflects partial closures for double-tracking projects.  
 \*\*Includes Taxi Access for FY2005 and FY2006.

TOTAL ANNUAL PASSENGERS AT BWI



HELEN DELICH BENTLEY PORT OF BALTIMORE FOREIGN CARGO & MPA GENERAL CARGO



■ Helen Delich Bentley Port of Baltimore Foreign Cargo (CY) ■ MPA General Cargo (FY)  
 Note: Helen Delich Bentley Port of Baltimore Foreign Cargo tonnage data for CY2006 will not be available until CY2007.

TRAVEL IN MARYLAND – BICYCLE AND PEDESTRIAN ACCESS

The Maryland General Assembly passed the Bicycle and Pedestrian Access Act during the 2000 legislative session. This Act mandated a 20-Year Bicycle and Pedestrian Access Master Plan (Access Master Plan), which was completed in 2002. The Access Master Plan is meant to guide resources to bicycle and pedestrian projects and programs throughout the State. The following table, organized by the five goals outlined in the Access Master Plan, illustrates MDOT's commitment to improving bicycle and pedestrian transportation in Maryland.



GOALS	ACTIONS IN 2006
Goal 1: Facility Integration and Expansion	<ul style="list-style-type: none"> <li>Provided over \$4.0 million in funding for construction of new trails and bike paths (e.g., Jones Fall Trail, St. Michael's Nature Trail, and Western Maryland Rail Trail)</li> <li>Improved bicycle and pedestrian access to Shady Grove Metro Station</li> <li>Removed bicycle prohibition on US 301 between MD 18 and the Delaware State line</li> </ul>
Goal 2: Facility Preservation and Maintenance	<ul style="list-style-type: none"> <li>Submitted a Federal request to allow trail development on 49 miles of an abandoned railroad right-of-way between Easton, MD and Clayton, DE</li> <li>Secured funding for construction of a 2-mile trail in Tuckahoe State Park</li> </ul>
Goal 3: Safety	<ul style="list-style-type: none"> <li>Distributed bicycle safety brochures and training of school staff to teach bicycle safety classes</li> <li>Organized public information campaigns (e.g., Street Smart)</li> <li>Implemented grant program to distribute Safe Routes to School funds</li> </ul>
Goal 4: Education and Encouragement	<ul style="list-style-type: none"> <li>Sponsored Secretary's Trail Day in conjunction with Prince George's County and Anacostia Trails Heritage Area to promote bicycling and walking</li> <li>Supported annual Bike to Work Day</li> <li>Worked with the Maryland Department of Health and Mental Hygiene to implement the Maryland Nutrition and Physical Activity Plan</li> </ul>
Goal 5: Smart Growth	<ul style="list-style-type: none"> <li>Assisted the development of:                             <ul style="list-style-type: none"> <li>City of Baltimore's Draft Bicycle and Pedestrian Master Plan</li> <li>City of Rockville's Bicycle Friendly Community campaign</li> <li>Hyattsville Walkable Communities workshop</li> </ul> </li> </ul>

The Bicycle and Pedestrian Access Act also mandated annual bicycle and pedestrian performance measures. Maryland's bicycle and pedestrian program fulfills the Federal Highway Administration (FHWA) guidelines on establishing and tracking performance using quantitative performance measures and targets. The following table and charts list key performance measures that track MDOT's success in attaining the vision and goals of the 20-Year Bicycle and Pedestrian Access Master Plan.

**OTHER BICYCLE/PEDESTRIAN MEASURES:**

- Number of local jurisdictions implementing ordinances which support bicycling and walking: 23 in CY2006.
- Percent of appropriate MTA transit vehicles that can accommodate bicycles: 32 percent in CY2006 (this represents a slight increase from 31 percent in 2005).
- Dollars committed to bicycle and pedestrian projects in the FY2007-FY2012 CTP: \$267.5 million.

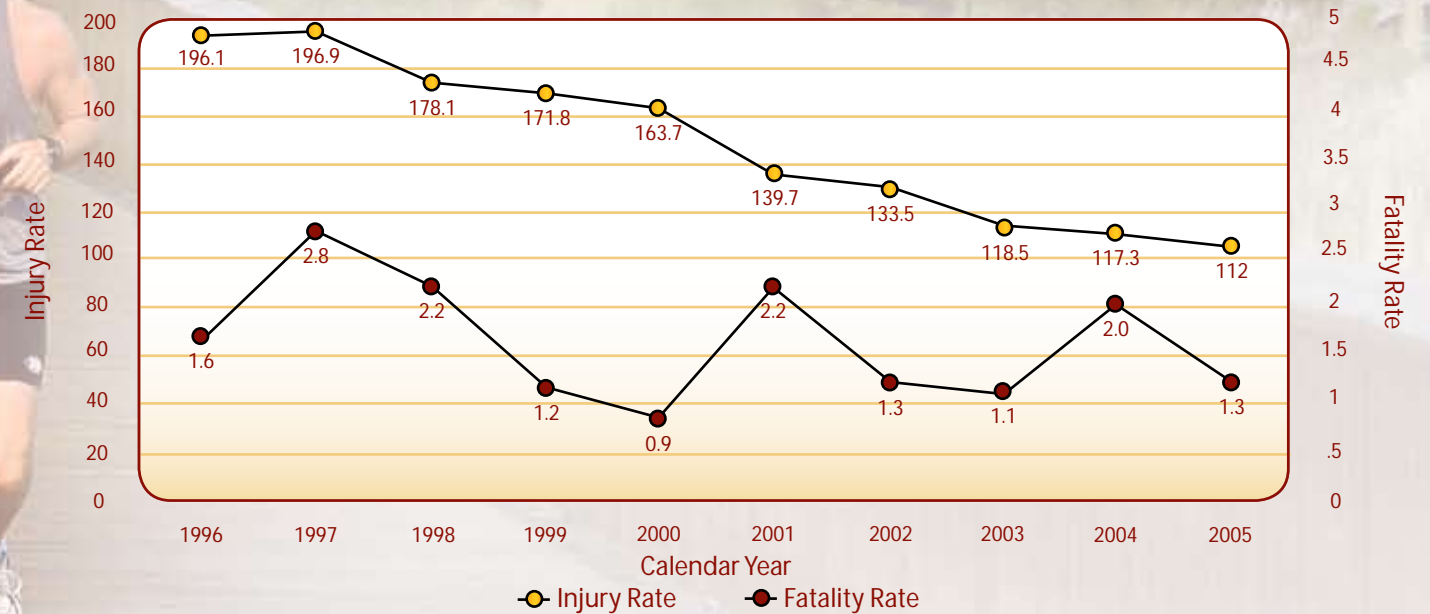
BICYCLE/PEDESTRIAN MEASURES	2002	2003	2004	2005	TARGET	TARGET DATE
Percentage of State-owned roadway centerline miles with a bicycle level of comfort (BLOC) grade of "D" or better (Scale "A" to "F")	77%	78%	81%	80%	80%	12/07
Centerline mileage of State-owned highways with designated bicycle lanes/routes	8 miles	40.6 miles	186 miles	455.4 miles	700 miles	12/08
Percentage of State-owned roadway centerline miles within urban areas that have sidewalks	20%	24.6%	26%	28.6%	30%	12/06
Number of bicycle fatalities and injuries on all Maryland roads	7 fatalities 722 injuries	6 fatalities 641 injuries	11 fatalities 652 injuries	7 fatalities 629 injuries	<5 fatalities <409 injuries	2010
Number of pedestrian fatalities and injuries on all Maryland roads	101 fatalities 2,566 injuries	118 fatalities 2,724 injuries	95 fatalities 2,481 injuries	101 fatalities 2,625 injuries	<85 fatalities <2,250 injuries	2010

**BICYCLE AND PEDESTRIAN SAFETY**

MDOT is committed to improving the safety on Maryland's roadway network for those who choose to travel by biking and walking. Following are a number of safety strategies that are currently being pursued in order to provide safe conditions for Maryland's pedestrians and bicyclists.

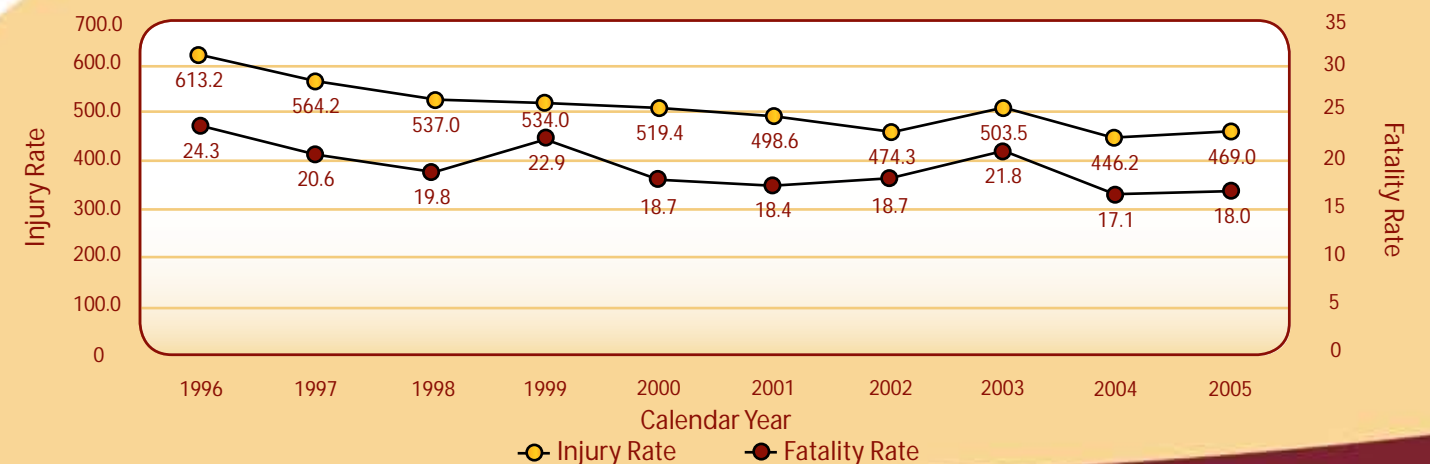
- Identify problem locations and factors contributing to crashes by analyzing accident data and conducting safety audits.
- Continue public information and education campaigns directed toward pedestrians, bicyclists, and motor vehicle operators (e.g., International Walk to School Day, Drive Safely to Work Week).

**BICYCLIST INJURIES AND FATALITIES PER 1 MILLION MARYLAND RESIDENTS**  
(All Maryland Roads)



- Provide grants to State and local agencies to fund "Safe Routes to School" projects and programs.
- Install and/or designate additional bike facilities along State highways.
- Support pedestrian safety enforcement campaigns (e.g., pedestrian stings directed at drivers and pedestrians).
- Train State and local agency staffs to use the "Pedestrian Toolbox," an assembly of techniques to improve pedestrian access and safety.
- Expand the use of pedestrian "count down" signals.
- Improve intersections to better accommodate pedestrians with sight and mobility limitations.

**PEDESTRIAN INJURIES AND FATALITIES PER 1 MILLION MARYLAND RESIDENTS**  
(All Maryland Roads)



# EFFICIENCY

**Policy Objectives:**

- Extend the useful life of existing facilities and equipment
- Maximize the operational performance and capacity of existing systems

**PERFORMANCE MEASURES: Efficiency**

PERFORMANCE MEASURE	MONITORING AGENCY
Percentage of SHA roadway mileage with acceptable ride quality	SHA
Percentage of SHA & MdTA NHS bridges that will allow legally loaded vehicles to traverse	SHA & MdTA
Percent of MTA service provided on time	MTA
MVA branch office customer visit time vs. customer service rating	MVA
Alternative service delivery transactions as percent of total transactions	MVA
Total reduction in incident congestion delay	SHA

Maryland's transportation agencies strive to enhance mobility for passengers and goods with an approach that balances the need to provide safe transportation while maintaining efficiency of operations. Maryland's transportation agencies first maximize the effectiveness of the existing system and the delivery of services before making improvements on State-maintained facilities (e.g., roads and transit systems). For cargo carriers, efficiency means the movement of goods between various origins and destinations in a timely manner by removing bottlenecks and other impediments at the roadside. For Maryland drivers, more efficient mobility options save time and money spent getting from one place to another. For the State, efficient travel translates to increased commerce, productivity, and economic competitiveness coupled with decreased service delivery costs and potentially lower safety costs from avoided accidents or incidents.

Maryland's transportation agencies have made significant steps in achieving operational efficiency through sound management of their resources, facilities, and service



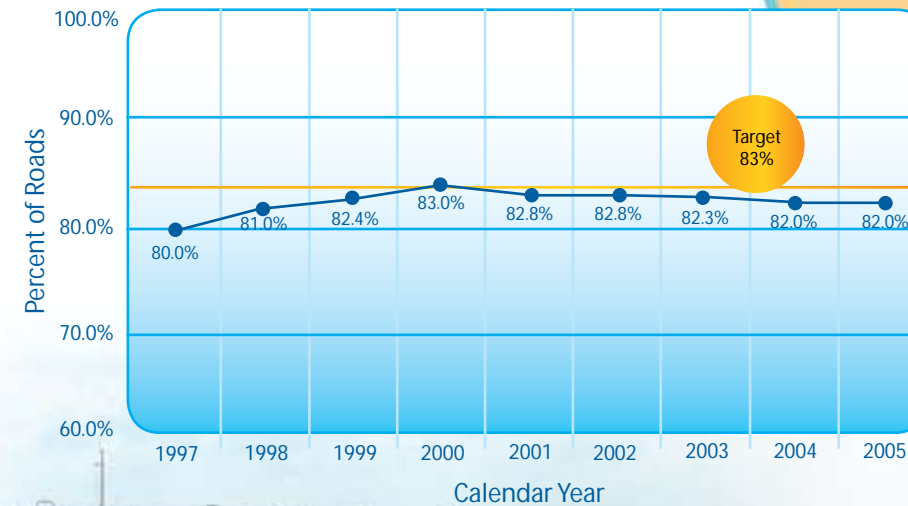
delivery systems. These systems bring benefits to customers, drivers, passengers, businesses, and institutions statewide. In most areas, performance has either improved or decreased only slightly in the past reporting year.

**EFFICIENCY PERFORMANCE TRENDS:**

- All National Highway System (NHS) bridges have carried legally loaded vehicles without weight restrictions since CY1995, allowing smooth and unimpeded movement of commerce.
- The average MVA branch customer visit time decreased by one minute between FY2005 and FY2006, while the percentage of satisfied respondents increased by one percent.
- The percentage of MVA transactions completed by alternative services (e.g., mail, Internet, and telephone) significantly increased – 19 percent – between FY2005 and FY2006.
- The Coordinated Highways Action Response Team (CHART) saved Maryland travelers a net gain of two million vehicle hours between CY2004 and CY2005.
- Pavement conditions have remained steady between CY2004 and CY2005, with no decrease in performance. However, over the past five years, roads have shown a slight deterioration in pavement conditions.
- MTA transit on-time performance has improved for MARC and Mobility Paratransit since FY2004; Light Rail has remained steady since FY2003, while Metro and Bus have fluctuated slightly.

**PERCENTAGE OF SHA ROADWAY MILEAGE WITH ACCEPTABLE RIDE QUALITY**

*Ride quality facilitates mobility, efficiency, and safe movement of people and goods within Maryland.*



**WHY DID PERFORMANCE CHANGE?**

- Rising material costs have not been offset by current budgetary levels (i.e., system preservation funding)
- Utilize pavement management program to prioritize specific areas for treatment to optimize allocated funds

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Will continue to fund system preservations as a top priority
- Increase use of preventative maintenance alternatives to maintain roads in good quality
- Provide potential financial incentives for constructed projects with superior ride quality

**PERCENTAGE OF SHA & MdTA NHS BRIDGES THAT WILL ALLOW LEGALLY LOADED VEHICLES TO TRAVERSE**

*Bridges that do not have weight restrictions enable goods to move safely and efficiently, ensure the safety of the traveling public, and facilitate a rapid response to any emergency throughout Maryland.*

CALENDAR YEAR	NUMBER OF SHA NHS BRIDGES	NUMBER OF MdTA NHS BRIDGES	PERCENTAGE THAT WILL ALLOW ALL LEGALLY LOADED VEHICLES TO TRAVERSE
2000	1,340	251	100%
2001	1,336	251	100%
2002	1,340	253	100%
2003	1,157	253	100%
2004	1,157	253	100%
2005	1,155	253	100%

TARGET 100%

**WHY DID PERFORMANCE CHANGE?**

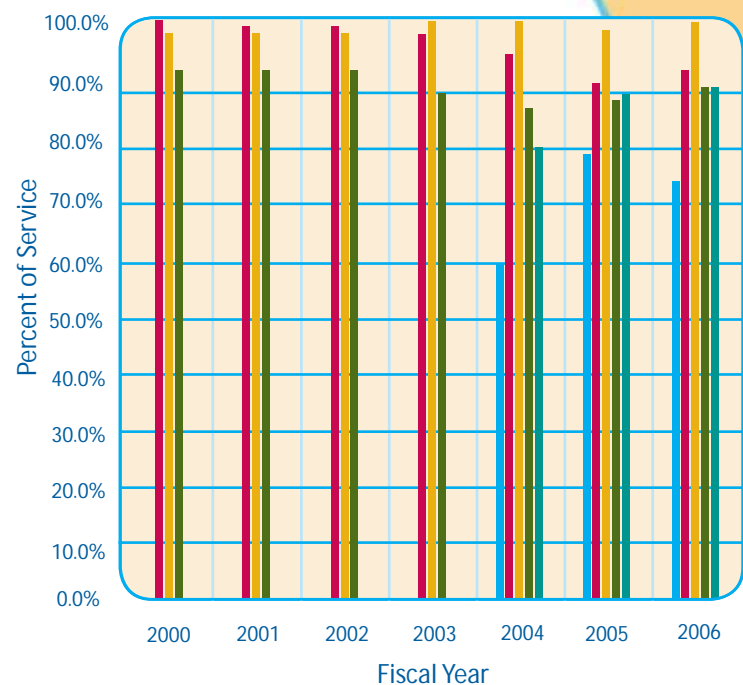
- SHA and MdTA continued to perform timely bridge inspections in conformance with Federal guidelines – 89 percent of bridges were inspected within one month of the due date and 99 percent within four months of the due date
- Utilized digital and electronic methods, including laptop computers and digital cameras, to improve the quality and accuracy of the inspection process
- The method of counting SHA bridges was adjusted to reflect only bridges that carry NHS roads

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Prioritize engineering inspection and completion of repairs to NHS bridges with reported structural deficiencies
- Conduct an engineering review within six months for NHS bridges whose ratings indicate a borderline structural condition
- Continue to conduct preventative maintenance activities, such as the overlaying of existing decks with impervious concrete, on select structures in order to extend their maintenance-free life

### PERCENTAGE OF MTA SERVICE PROVIDED ON TIME

On-time performance is an important indicator of service quality and efficiency, and correlates highly with system usage and customer satisfaction.



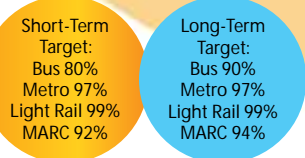
■ Bus ■ Metro ■ Light Rail ■ MARC ■ Mobility Paratransit

#### WHY DID PERFORMANCE CHANGE?

- MARC: fewer track maintenance projects and weather-related delays
- MTA Metro: Mid-life overhaul of all 100 cars completed, and a new maintenance building at Old Court Station opened

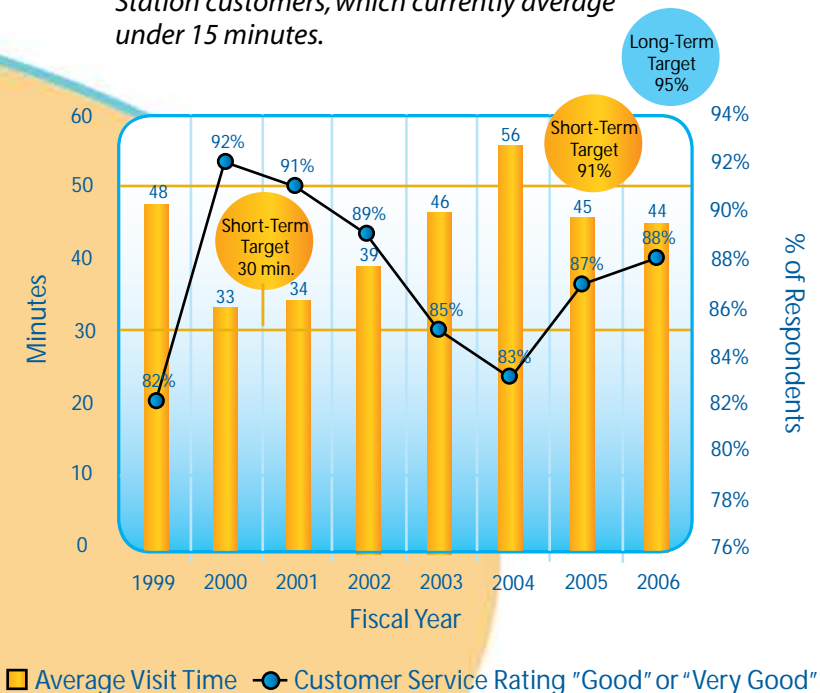
#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- MARC: Begin overhaul of diesel and electric locomotives, and perform efficiency improvements on all lines
- MTA Bus: Implement new scheduling software and computer-aided dispatching; track the location of all buses on a real-time basis with the Automatic Vehicle Locator (AVL) system
- MTA Metro: Complete the tunnel lighting project and fire protection upgrades during FY2007
- MTA Light Rail: Begin mid-life overhaul of all 53 rail cars



### MVA BRANCH OFFICE CUSTOMER VISIT TIME VS. CUSTOMER SERVICE RATING

Average customer visit time is a key indicator for the quality and efficiency of service delivery to customers and is inversely related to customer satisfaction (i.e., as MVA branch customer visit time decreases, customer satisfaction increases). The branch customer visit times do not include visit times for Vehicle Emissions Inspection Program (VEIP) Station customers, which currently average under 15 minutes.



#### WHY DID PERFORMANCE CHANGE?

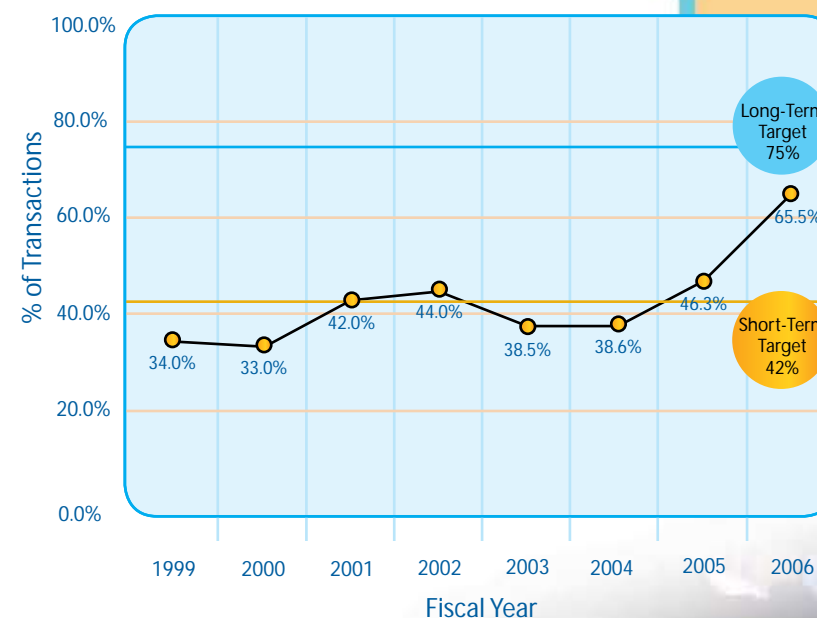
- Customer satisfaction rose slightly between 2005 and 2006 corresponding with a decrease in visit time
- Opened new White Oak branch office in Montgomery County and expanded Loch Raven/Parkville branch in Baltimore County
- Upgraded all Driver Law Test stations in branch offices

#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Continue to work with the Customer Service Center (CSC) and telecommunications to implement initiatives to improve CSC service
- Develop an MVA Central Scheduling System to allow customers to schedule appointments for various MVA services via the Internet and telephone
- Continue to promote the advantages of non-branch service delivery (e.g., telephone, mail, Internet)
- Utilize customer surveys, best practice models, and benchmarking to further improve the delivery of MVA products and services

### ALTERNATIVE SERVICE DELIVERY TRANSACTIONS AS PERCENT OF TOTAL TRANSACTIONS

Alternative services offer the ability to provide fast and convenient service delivery to the MVA customer.



#### WHY DID PERFORMANCE CHANGE?

- Increased sale of Direct Access Records (DARS) on a per record basis as opposed to bulk sales
- Completed installation of Vehicle Online Record System, enabling business clients to obtain individual records via the Internet
- Added the eFR19 insurance certification system to the eMVA website for use by licensed insurance agents

#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Develop and refine web-enabling plan to progressively add MVA services over the Internet
- Develop projects for continued service delivery improvements through surveys, best practices models, and policy input
- Continue to invest (\$13.8 million in FY2007-FY2012 CTP) in eMVA Service Delivery Systems (Internet, kiosks and telephone Interactive Response systems)



### TOTAL REDUCTION IN INCIDENT CONGESTION DELAY

The CHART incident management program continues to provide safety and economic benefits to motorists and commerce in Maryland. By June 2008, this program is anticipated to save motorists and commercial traffic approximately 30 million vehicle-hours annually, equivalent to \$570 million a year in cost-savings.

#### WHY DID PERFORMANCE CHANGE?

- A newly added performance measure – reduction in potential incidents due to the removal of stationary vehicles – has helped enhance CHART's evaluative capability
- A total of 59 CHART systems were deployed throughout the State to integrate with responding agencies
- A total of 22 existing cameras were replaced and upgraded

#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Expand existing deployments and continue to enhance technology to improve traffic and roadway monitoring capabilities (FY2007-FY2012 CTP contains \$55.8 million)
- Develop and implement annual training programs for regional incident responders/operators
- Continue collaboration and coordination efforts with various responding agencies (including law enforcement, emergency responders, local and State transportation officials, and members of the media)

Performance Measure	Calendar Year			
	2003	2004	2005	Target
Reduction in incident congestion delay	26.8 million vehicle hours saved	25.9 million vehicle hours saved	27.9 million vehicle hours saved	30.0 million vehicle hours saved

**Policy Objectives:**

- Relieve congestion by adding key system links
- Support varied modal needs with cost-effective options

**PERFORMANCE MEASURES: Mobility**

PERFORMANCE MEASURE	MONITORING AGENCY
All Interstate & Freeway/Expressway congestion level in Baltimore/ Washington Metropolitan areas	SHA
Percentage of tolls collected electronically	MdTA
Peak-period congestion of freeways in Baltimore/Washington regions	SHA & MdTA
Annual vehicle revenue miles of MTA service provided	MTA
Number of non-stop airline markets served	MAA



work tirelessly to achieve a "More Mobile Maryland" through continuous maintenance and expansion of transportation infrastructure, facilities, and equipment across all modes and throughout the State.

**MOBILITY PERFORMANCE TRENDS:**

- Even though the number of congested Interstate and Freeway/Expressways lane miles has increased, the rate of growth slowed dramatically from 33 percent between CY1999 and CY2002 to 9 percent between CY2002 and CY2005.
- The percentage of tolls collected electronically, which helps to provide a more efficient flow of traffic through MdTA toll facilities. This increased 8.5 percent in FY2006 from the previous year.
- From FY2005 to FY2006, annual vehicle revenue miles of MTA service provided increased 6.2 percent, improving mobility in Maryland.
- While Baltimore/Washington International Thurgood Marshall (BWI) Airport's two largest carriers – Southwest and AirTran – expanded service, the number of non-stop airline markets decreased when US Airways Express/TransStates (in late 2005) removed an aircraft type from its fleet to reduce costs and discontinued service to three destinations.

Maryland's diverse transportation system provides an array of transportation choices to move its citizens and goods. One of the many reasons why Maryland is an appealing place to live, work, and visit is because of the exceptional access to places, people, and goods that the State's transportation system offers. Mobility for people and goods is a key ingredient to sustaining Maryland's attractive quality of life, as well as the economic vitality of the State. In fact, Maryland's extensive surface transportation network, which includes aviation and port infrastructure, contributes to a robust State economy. By improving its transportation network, exploring new opportunities for moving people and goods, and employing advanced technologies, Maryland is poised to accommodate a growing population and healthy economy.

In light of ever increasing system demands, the State transportation network provides exceptional mobility for people and goods by both preserving the existing system and by expanding it. Whether by land, water, or air, MDOT, its modal agencies, and the Authority

**ALL INTERSTATE & FREEWAY/EXPRESSWAY CONGESTION LEVEL IN BALTIMORE/ WASHINGTON METROPOLITAN AREAS**

Congestion imposes a variety of costs – to individuals, to the environment, and to the economy. The number of congested lane miles of Interstate and Freeways/Expressways, and annual vehicle miles of travel (VMT) data (demand for travel) provide insight into whether congestion is improving or worsening across the State. Given Maryland's growing economic vitality, the increase in vehicle miles traveled and the growing size of the driving population, MDOT is focusing its efforts where it can be most effective, which is to slow the pace of congestion growth and set targets accordingly.

Performance Measure	Calendar Year		
	1999	2002	2005
All Interstate & Freeway/Expressway congestion level in Baltimore/Washington Metropolitan areas	1,286 lane miles	1,712 lane miles	1,866 lane miles

**WHY DID PERFORMANCE CHANGE?**

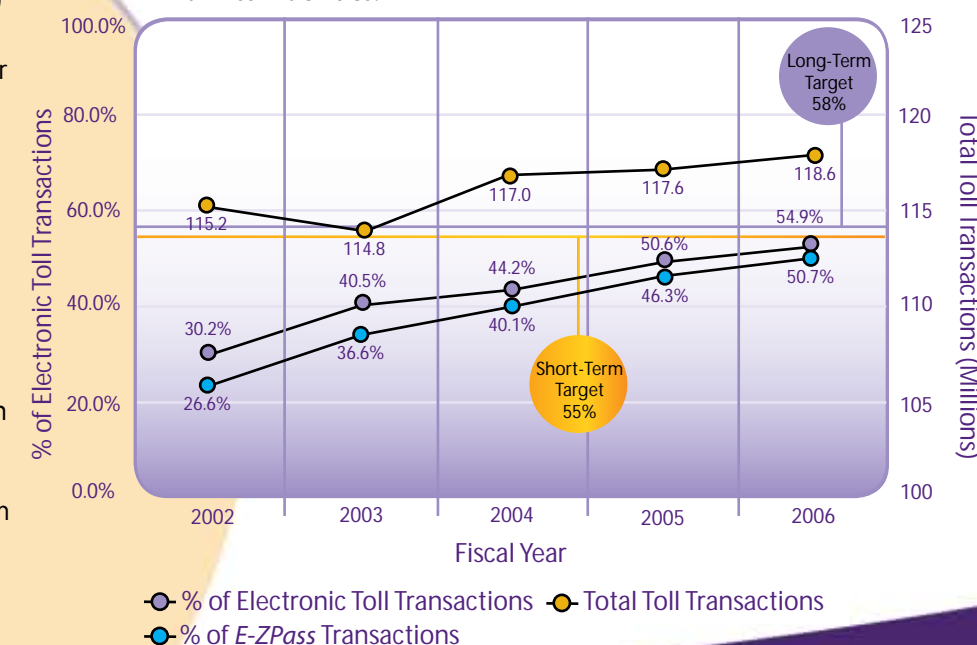
- Vehicle miles of travel increased by an average of 15.7 percent
- Completed capacity and traffic mitigation projects have slowed the rate of congested lane miles: I-695 Southwest Outer Loop Widening (MD 144 to I-95), I-70 Interchange Improvements @ MD 85 Extended/MD 355 and at Adventist Drive/New Design Road, MD 216 Relocated (I-95 to US 29), MD 450 Widening and Divided Reconstruct (Whitefield Chapel Road to Seabrook Road), MD 450 Widening and Divided Reconstruct (MD 193 to Stonybrook Drive)

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Continue streamlining project development processes
- Deliver strategic construction projects: MD 4/Suitland Parkway Interchange; MD 124, from Airpark Road to Fieldcrest Road; MD 295, from I-695 to I-195; MD 355/Randolph Road/Montrose Parkway Interchange; Inter-County Connector
- Explore non-traditional funding sources where appropriate including Express Toll Lanes, Innovative Financing, and Public-Private Partnerships

**PERCENTAGE OF TOLLS COLLECTED ELECTRONICALLY**

The measure is used to report progress in the Authority's ability to improve toll collection and to help provide a more efficient flow of traffic through MdTA toll facilities.



**WHY DID PERFORMANCE CHANGE?**

- Expanded E-ZPass marketing initiatives (billboards, radio advertisements, brochures, and printed advertisements)
- Introduced E-ZPass "On The Go" in June 2005, making transponders available for purchase at Mars supermarkets, central MVA locations, and selected Giant food stores
- Toll lane improvements, including increased toll lane speed limits and the reconfiguration and lengthening of E-ZPass dedicated lanes

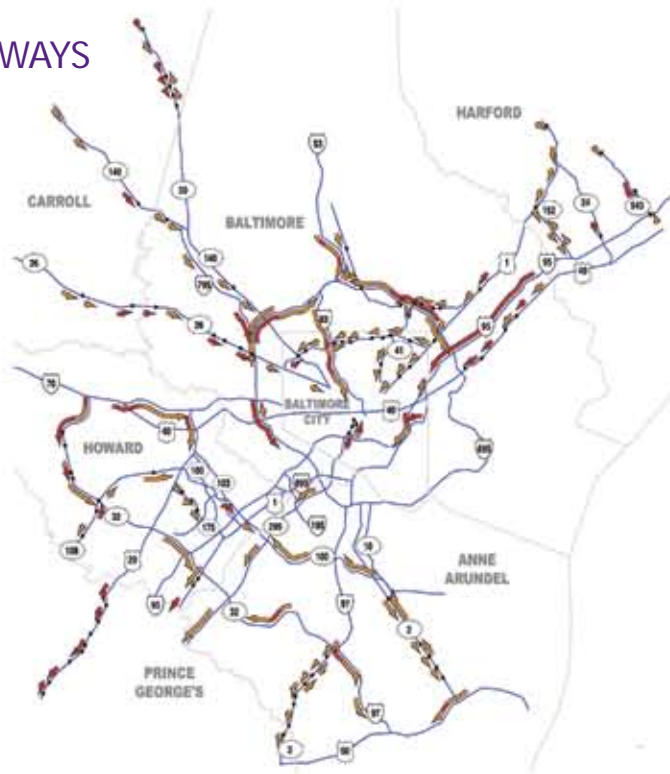
**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Pursue E-ZPass lane improvements such as higher speed tolling
- Continue marketing of E-ZPass and expanding E-ZPass "On The Go" program
- Continue development of I-95 Express Toll Lanes<sup>SM</sup> (ETLs<sup>SM</sup>)

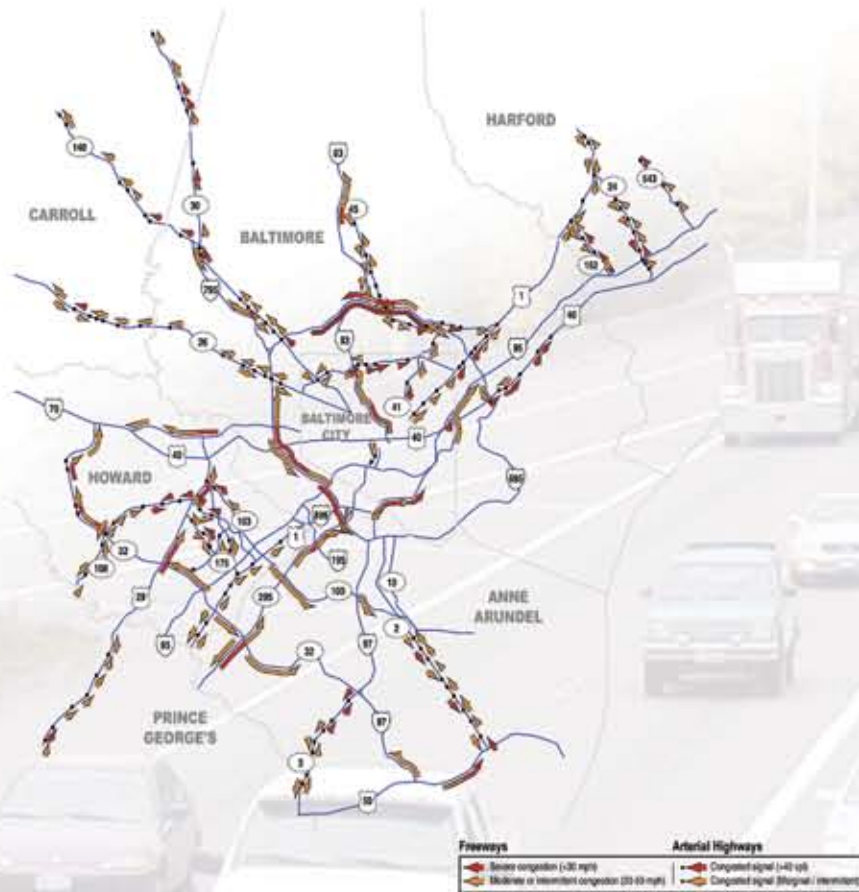
PEAK-PERIOD CONGESTION OF FREEWAYS

BALTIMORE METROPOLITAN REGION

MORNING: REGIONAL CONGESTION (SPRING 2005)



EVENING: REGIONAL CONGESTION (SPRING 2005)



PEAK-PERIOD CONGESTION OF FREEWAYS

WASHINGTON METROPOLITAN REGION

MORNING: REGIONAL CONGESTION (SPRING 2005)



EVENING: REGIONAL CONGESTION (SPRING 2005)



### ANNUAL VEHICLE REVENUE MILES OF MTA SERVICE PROVIDED (Excluding Locally Operated Transit Systems and Washington Metropolitan Area Transit Authority)

Annual vehicle revenue mileage indicates the level of transit service available to, and in use by, the general public.



\*FY2006 is an estimate based on National Transit Database data.  
\*\*Includes Taxi Access for FY2005 and FY2006.



#### WHY DID PERFORMANCE CHANGE?

- Completed Light Rail double-track construction with service to all stations restored in February 2006
- Mobility Paratransit and Taxi Access trips increased
- Commuter Bus mileage increased because daily one-way trips increased

#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Increase Commuter Bus trips to accommodate demand
- Finish the Greater Baltimore Bus Initiative (GBBI)



### NUMBER OF NON-STOP AIRLINE MARKETS SERVED

Growth in the number of non-stop airline markets served provides enhanced mobility options to passengers traveling to select cities in the U.S. and around the world; increases the attractiveness of Baltimore/Washington International Thurgood Marshall (BWI) Airport as the airport of choice; and reflects the success of MAA's marketing efforts to increase the competitiveness of BWI Airport for business and leisure travel.



#### WHY DID PERFORMANCE CHANGE?

- The number of non-stop airline markets decreased when US Airways Express/TransStates (in late 2005) removed an aircraft type from its fleet to reduce costs and discontinued service to three destinations
- Conducted cooperative marketing program with select carriers to enhance air service at BWI

#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Enhance co-operative marketing program to entice new and existing carriers to begin service and increase service frequencies and destinations from BWI
- Continue reservation center briefings for domestic and international carriers
- Pursue business community relationships for support of air service (first and business class, international service)

# SAFETY & SECURITY

**Policy Objectives:**

- Reduce injuries, fatalities, and risks
- Ensure security of the public

**PERFORMANCE MEASURES: Safety & Security**

PERFORMANCE MEASURE	MONITORING AGENCY
Annual number and rate of personal injuries on all roads in Maryland	SHA & MdTA
Annual number and rate of traffic fatalities on all roads in Maryland	SHA & MdTA
Customer perceptions of safety on the MTA system	MTA
Bus incidents per million vehicle revenue miles	MTA
Compliance with annual FAA Part 139 safety certification (Pass/Fail)	MAA
Helen Delich Bentley Port of Baltimore compliance with the Maritime Transportation Security Act of 2002	MPA

MDOT, its modal agencies and the Authority, are committed to ensuring the safety and security of transportation users across all modes. Given the new security conscious context with which many people now live, upholding the department's vision of providing a transportation system that works for people while being safe and secure is a top priority for Maryland's transportation agencies. The use of performance measures in Maryland not only informs transportation agencies about the impacts of programs and projects, but also assists agencies in making strategic adjustments to improve safety and security across transportation modes.

MDOT coordinates among agencies, including transportation, law enforcement, motor vehicles, and elected officials to help facilitate the safe and efficient movement of people and goods across transportation modes. In addition, MDOT identifies high risk areas and critical assets – like ports, airports, and tunnels – to ensure they receive proper attention. Training is provided to employees to keep the public safe in the event of a disaster, and prevention is encouraged through better design of facilities and public education. MDOT strives to make certain that residents and visitors alike can rest assured they are safe when using Maryland's transportation system.

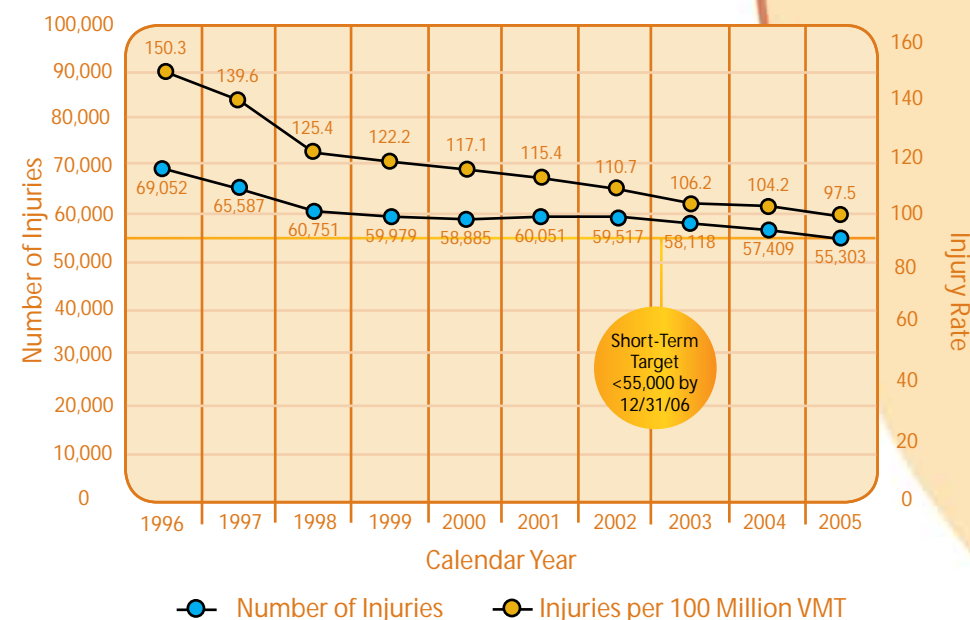


**SAFETY & SECURITY PERFORMANCE TRENDS:**

- Between 2004 and 2005, the rate of fatalities on Maryland's roads decreased. For 30 years, accident rates have declined. In 1973, there were 3.20 fatalities per 100 million vehicle miles traveled and in 2005, the rate was 1.08 – a decline of 66 percent. Maryland's fatality rate is 26 percent lower than the 2004 national fatality rate of 1.46.
- From 1973 to 2005, injury rates have decreased 60 percent, from 242.1 to 97.5 respectively.
- MTA customer perception of safety decreased slightly in 2006 from 2.9 to 2.8 on a five-point scale. MTA continues to work aggressively and proactively with other agencies to conduct unannounced "sweeps" of facilities and to examine crime trends in an organized and timely fashion.
- Part-year data for CY2006 suggests that bus incidents per million vehicle revenue miles are likely to improve when compared to the CY2005 rate of 106.4.
- Both MPA and MAA continue to comply successfully with Federally mandated safety and security requirements. For the second year in a row, Baltimore/Washington International Thurgood Marshall (BWI) Airport received zero discrepancies during their annual FAA Part 139 safety certification inspection. MPA continues to contract with MdTA to conduct random waterside security patrols of MPA terminals.

**ANNUAL NUMBER AND RATE OF PERSONAL INJURIES ON ALL ROADS IN MARYLAND**

A key indicator of safety and security is the number and rate of personal injuries and fatalities on all Maryland roads. Injury and fatality numbers allow SHA and MdTA to understand how well their outreach and coordination efforts are working, identify accident trends, and implement counter measures.



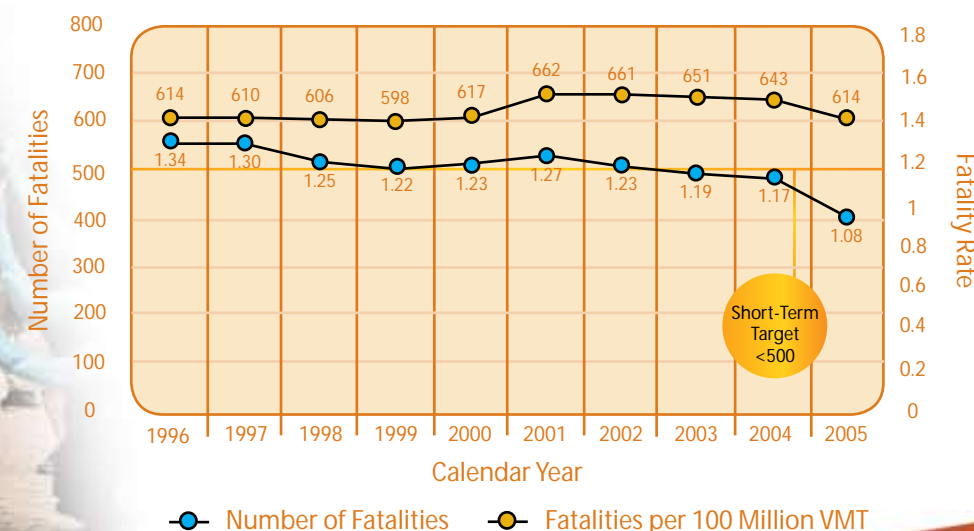
**WHY DID PERFORMANCE CHANGE?**

- Institutionalized program to place median barriers on high-speed roads
- Increased seat belt usage and lowered impaired driving rates
- Disseminated better information to the public and improved traffic enforcement activities

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Update Maryland's Strategic Highway Safety Plan
- Continue public information and education campaigns directed toward pedestrians, bicyclists, and motor vehicle operators, including International Walk to School Day and Drive Safely to Work Week
- Conduct "Before and After Studies" to determine the change in accident rate as a result of a project
- Partner with elected officials and law enforcement agencies to increase support and understanding of traffic safety

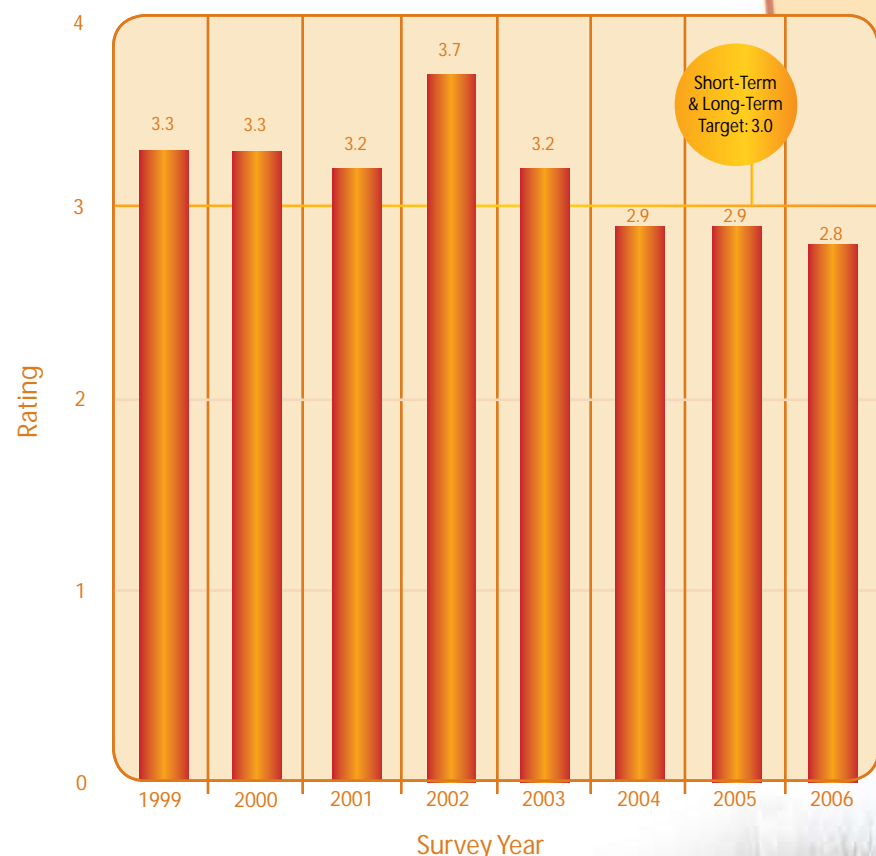
**ANNUAL NUMBER AND RATE OF TRAFFIC FATALITIES ON ALL ROADS IN MARYLAND**



### CUSTOMER PERCEPTION OF SAFETY ON THE MTA SYSTEM

(1 = POOR AND 5 = EXCELLENT)

A positive perception of personal safety is correlated with higher ridership and stronger commitment to transit as a mode of travel.



#### WHY DID PERFORMANCE CHANGE?

- Continued safety and security programs started in FY2005: Zone Enforced Unified Sweeps (ZEUS) – unannounced and highly visible police sweeps of MTA facilities, and CompStat – a weekly review of all reported incidents on MTA systems
- FY2006 customer survey results indicate the benefits of the two programs are not yet realized by transit users

#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Continue ZEUS and CompStat
- Install a Closed-Circuit Television (CCTV) facility with state-of-the-art computer monitoring capabilities
- Begin interoperable communications with other State and Federal Agencies with a Command Communications Vehicle
- Replace Metro fire and security management systems with state-of-the-art technologies (\$53 million in FY2007-FY2012 CTP)

### BUS INCIDENTS PER MILLION VEHICLE REVENUE MILES

Bus incident rates, including traffic and passenger incidents, provide information on the impact of operator experience, vehicle maintenance, and driver training programs on transit service safety.

Performance Measure	Calendar Year			
	2003	2004	2005	2006
Bus incidents per million vehicle revenue miles	102.9	144.9	106.4	99.5*

\*CY2006 based on seven months of data from January to July 2006.

#### WHY DID PERFORMANCE CHANGE?

- Improved data classification to designate accidents as preventable or non-preventable
- Implemented system to better use Bus Operations and Training and Development resources to assist with accident follow-up and the implementation of corrective actions

#### WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Increase Safety "Town Meetings" at bus divisions
- Enhance the Office of Safety and Risk Management website to include suggestions, feedback, and an employee "best practices" feature
- Continue bus procurement program to replace buses in service 12 or more years (\$187.5 million in FY2007-FY2012 CTP) and Mobility vehicle procurement (\$50 million in FY2007-FY2012 CTP)
- Rear curbside wheel guards will be installed to protect people from injury

### SAFETY & SECURITY AT MAA AND MPA

The MdTA police provide law enforcement at all Maryland toll facilities, BWI Airport, and Helen Delich Bentley Port of Baltimore. MdTA is the lead agency for the security of the MARC train. The MdTA Police K-9 Unit consists of bomb detection dogs and narcotic detection dogs, which are utilized on the trains, at the airport, and on regular patrol throughout the State. A MdTA Police Marine Unit patrols the waterways surrounding Helen Delich Bentley Port of Baltimore and Authority property. The nationally accredited MdTA Police is the 7th largest police force in the State.

The role of MAA and MPA in providing safety and security at Maryland's airport and port facilities is critically important given the concentration of travelers and asset value of these transportation facilities. Safety and security performance measures include MAA's fulfillment of Federal Aviation Administration (FAA) Part 139 safety certification

requirements at BWI and MPA's compliance with Maritime Transportation Security Act of 2002 mandates. In CY2006, MAA passed the FAA Part 139 safety certification requirement and MPA fulfilled the 2002 mandate. MdTA Police officers perform cargo inspections of commercial vehicles at the Helen Delich Bentley Port of Baltimore, utilizing K-9 units when deemed necessary.

To further improve airport and port safety and security, MAA and MPA have identified the following performance strategies.

#### Future Performance Strategies for Safety & Security at MAA and MPA

- | MAA   | MPA   |
|---|---|
| <ul style="list-style-type: none"> <li>Continue to comply with FAA safety and security guidelines</li> <li>Expand Closed-Circuit Television coverage</li> <li>Develop Airport Vulnerability Risk Management Program</li> <li>Develop and implement a safety awareness program for MAA employees</li> <li>Improve baggage screening system and baggage claim area to support security activities (\$27.1 million included in the FY2007-FY2012 CTP)</li> </ul> | <ul style="list-style-type: none"> <li>Annually review and assess security plans to identify and address security vulnerabilities with meaningful and cost-effective solutions</li> <li>Submit security grant proposals to address vulnerability assessments and security needs</li> <li>Coordinate security initiatives with U.S. Coast Guard, law enforcement agencies, and private/public maritime stakeholders</li> <li>Complete security capital projects, such as Terminal Access Control and Remote Video Surveillance System (\$12.2 million programmed for security projects in FY2007)</li> </ul> |

# PRODUCTIVITY & QUALITY

**Policy Objectives:**

- Reduce project implementation time through process improvements
- Incorporate environmental stewardship into all projects and activities
- Contain costs and leverage resources with business-like organization and innovative approaches to funding and service delivery



**PERFORMANCE MEASURES:** *Productivity & Quality*

PERFORMANCE MEASURE	MONITORING AGENCY
Transportation-related emissions by region	MDOT
MTA customer satisfaction rating	MTA
Percent of excellent/good passenger rating	MAA
Percent of overall Maryland driver satisfaction rating of "A" or "B"	SHA
MVA customer service rating "good" or "very good"	MVA
Operating cost per passenger	MTA
Operating cost per passenger mile	MTA
Airline cost per enplaned passenger	MAA
Airport revenue per enplaned passenger	MAA
MPA revenue versus operating expense	MPA
Maintenance expenditures per lane mile	SHA
MVA cost per transaction	MVA

gap between expected transportation costs and revenue, present a constant challenge for Maryland's transportation agencies to do more with less.

Embracing better cost management practices and making strategic transportation investments are some of the ways that Maryland's transportation agencies continue to provide quality services and keep costs down. Agencies are working to streamline projects, while maintaining environmental standards and engaging the public. Ultimately, Maryland's transportation agencies strive to turn plans into reality, quickly and efficiently, while producing, operating, and maintaining a world-class transportation system.

**PRODUCTIVITY & QUALITY PERFORMANCE TRENDS:**

- 80 percent of drivers rated SHA as excellent or good in 2006, a significant increase from 69 percent in 2003.
- SHA's maintenance expenditures per lane mile continued to decline and remain well under SHA's overall target.
- Customer satisfaction ratings for MAA and MVA improved between 2005 and 2006.
- While comparable airports saw an increase, Baltimore/Washington International Thurgood Marshall (BWI) Airport revenue per enplaned passenger decreased from FY2005 to FY2006, as expanded and new concessions continued to be phased in under a new concession contract.
- BWI airline cost per enplaned passenger remained relatively stable from FY2005 to FY2006.

\*MVA customer service rating performance data is presented on Page 13 in graph "MVA Branch Office Customer Visit Time vs. Customer Service Rating"

MDOT, its modal agencies and the Authority routinely reflect upon performance, evaluate what can be improved, and present strategies for the future. Key to this exercise is consistently addressing how to expand the State's transportation system, while maintaining and improving existing investments. Economic development and population growth add pressure to the State's already limited resources. The resulting increasing demand, coupled with an aging infrastructure and a funding

- MVA's cost per transaction dropped significantly in FY2006, from \$9.30 to \$5.65, continuing a declining trend that began in 2001. The recent drop is due to enhanced Business-to-Business record sales.
- Even though MPA revenue and operating expenses fell slightly from FY2005 to FY2006 due to contracting arrangements with customers, revenue continues to exceed operating costs (excluding debt service).

**TRANSPORTATION-RELATED EMISSIONS BY REGION**

*Reducing vehicle emissions improves air quality in compliance with Federal regulations and provides health benefits for Maryland residents.*

PERFORMANCE MEASURE	REGION	2002	2005
Volatile Organic Compound (VOC) Tons per Day	Baltimore	72.8	54.1
	Washington	125.5	91.8
Nitrogen Oxide (NOx) Tons per Day	Baltimore	176.2	142.9
	Washington	290.8	218.1

**WHY DID PERFORMANCE CHANGE?**

- Vehicle emissions reduced at the national level
- Increased financial support for alternative modes of transportation at the State and local levels helped reduce emissions
- Implemented emission-reduction strategies in non-attainment areas to foster transportation alternatives to single occupancy vehicles

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Contribute to additional mobile and non-mobile emission reduction efforts (FY2007–FY2012 CTP contains \$18.5 million)
- Invest in alternative transportation (e.g., Transportation Emission-Reduction Program, Emission Reduction Strategies)
- Adhere to new Federally mandated emission reduction strategies
- Implement regional emission reduction strategies recommended by the Ozone Transport Commission



**WHY DID PERFORMANCE CHANGE?**

- Began interior and exterior cleaning program for MARC railcars
- Fewer MARC train delays due to fewer track maintenance projects and fewer weather-related delays
- Completed Light Rail double-track construction project and restored full service to all stations
- Added staff and new vehicles, and instituted performance-based scheduling for the Mobility Paratransit service
- Customer satisfaction with MTA Mobility Paratransit services improved substantially from 3.4 in 2003 to 3.9 in 2006, after MDOT and MTA instituted a new service model
- Instituted new preventative maintenance practices to improve bus reliability

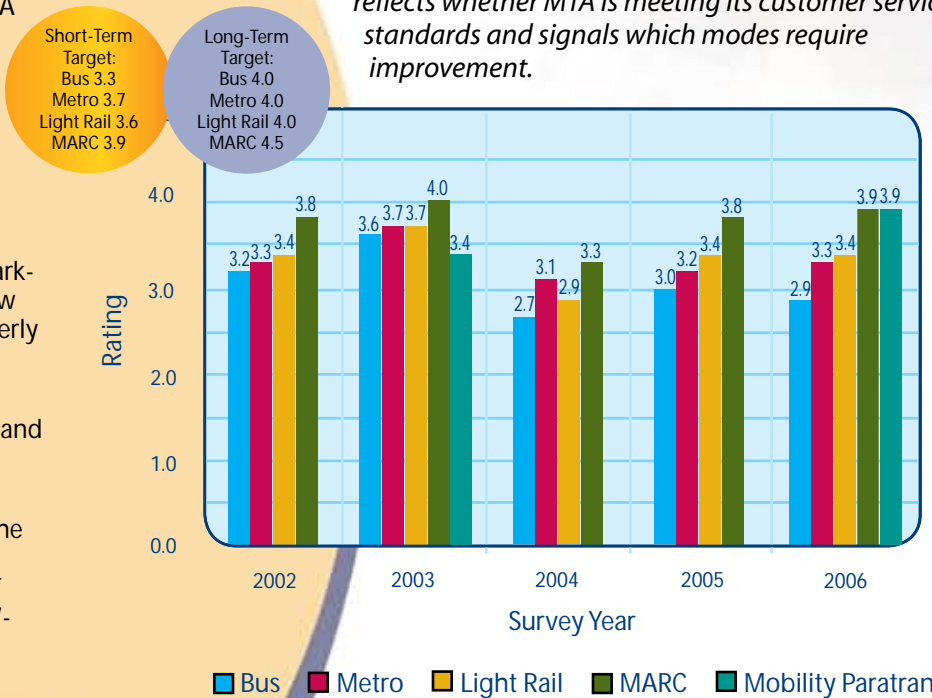
**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Continue bus service improvements
- Expand facilities with additional parking at Park-and-Ride lots, bus fleet replacements (105 new buses in FY2008), and the CBS Outdoor (formerly Viacom) bus shelter program
- Implement Automatic Vehicle Location Systems(AVL) to improve schedule adherence and install Next Vehicle Arrival signs at 200 heavily used bus stops in the Baltimore area
- Implement maintenance activities to extend the life of equipment including mid-life overhauls of all 53 cars in Light Rail fleet, and overhaul of 23 MARC locomotives (\$60.7 million in FY2007-FY2012 CTP)

**MTA CUSTOMER SATISFACTION RATING**

(1 = POOR AND 5 = EXCELLENT)

*Providing reliable, safe, and convenient service is a key factor in attracting ridership. Customer satisfaction reflects whether MTA is meeting its customer service standards and signals which modes require improvement.*



MAA	
Percent of Excellent/Good Passenger Rating	
Survey Data	Target
2004 – 74%	80%
2005 – 79%	
2006 – 81%	

**WHY DID PERFORMANCE CHANGE?**

- Better oversight of janitorial staff; implementation of new and improved techniques; raising the acceptable cleaning standards at BWI
- Administered periodic surveys throughout the year
- Continued the “Park Happy and Save” campaign

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Upgrade information desks (add two new locations) and airport signage; increase the number of pathfinder volunteers; continue installation of standardized fixed signage
- Monitor and improve the Divestment Bag Program with TSA and Airline staff
- Continue to market the “Park Happy and Save,” “Cell Phone Lot,” “Credit Card In/Credit Card Out” campaigns
- Initiate study to improve baggage claim services

**WHY DID PERFORMANCE CHANGE?**

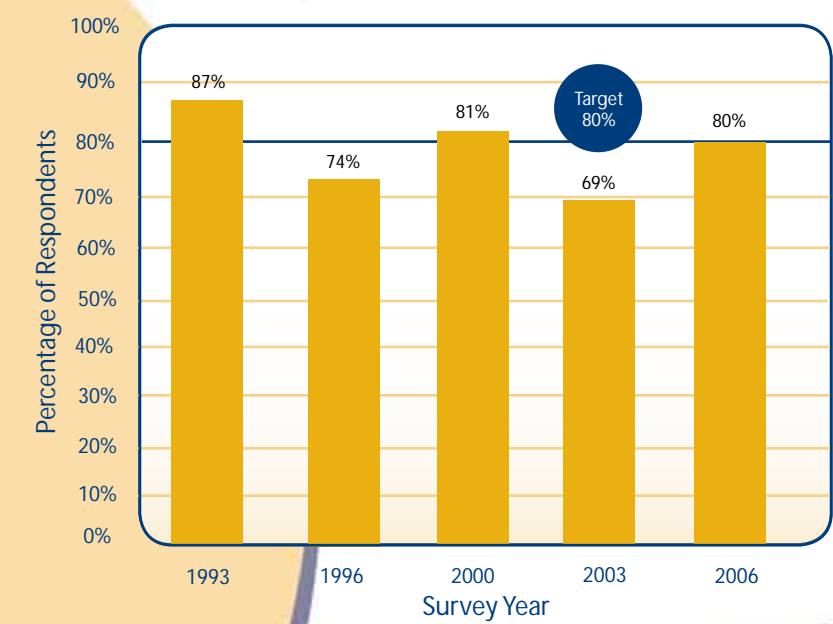
- Far exceeded targeted snow removal time to provide safe and efficient travel conditions
- Maintained good roadway appearance, smooth pavement, and well-marked roads
- Provided on-the-spot assistance to drivers through Coordinated Highways Action Response Team (CHART) and courtesy patrols – expanded service to Frederick, MD
- Partnered with citizens, community groups, and task forces on project development and delivery

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Revamp customer service training and orientation materials including improved Intranet access to customer service policies and parameters for employee accountability
- Pilot a customer advisory group in a District Office and establish an Environmental advisory group
- Recognize excellent customer service executed by employees

**PERCENT OF OVERALL MARYLAND DRIVER SATISFACTION RATING OF “A” OR “B”**

*Customer Satisfaction Surveys help agencies determine if they are providing the level of service their customers desire.*



**WHY DID PERFORMANCE CHANGE?**

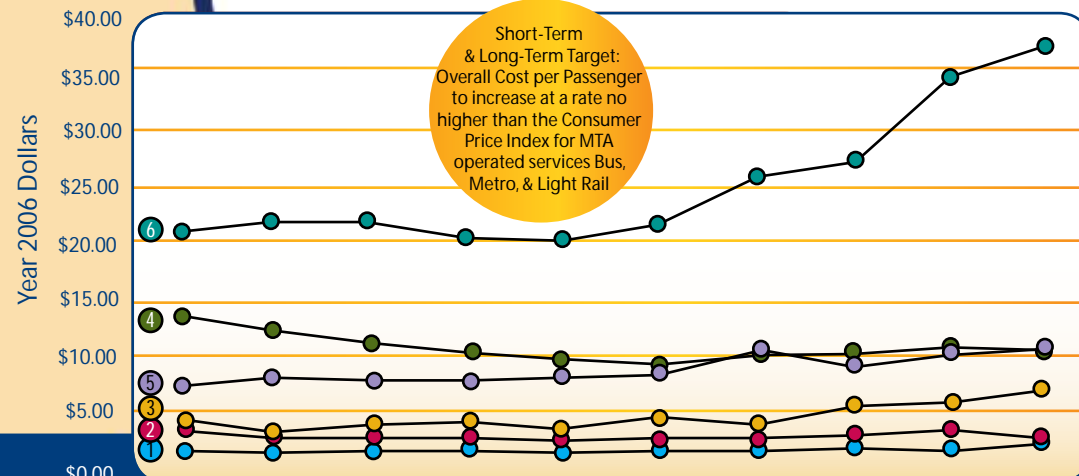
- Increased costs for labor, fuel, insurance, and contracted services

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Institutionalize preventative maintenance practices to reduce road calls and repairs
- Continue to monitor bus service to increase efficiency
- Increase ridership through Commuter Choice Maryland, College Pass, and Maryland Transit Pass
- Build and lease additional Park-and-Ride lots where parking is at capacity

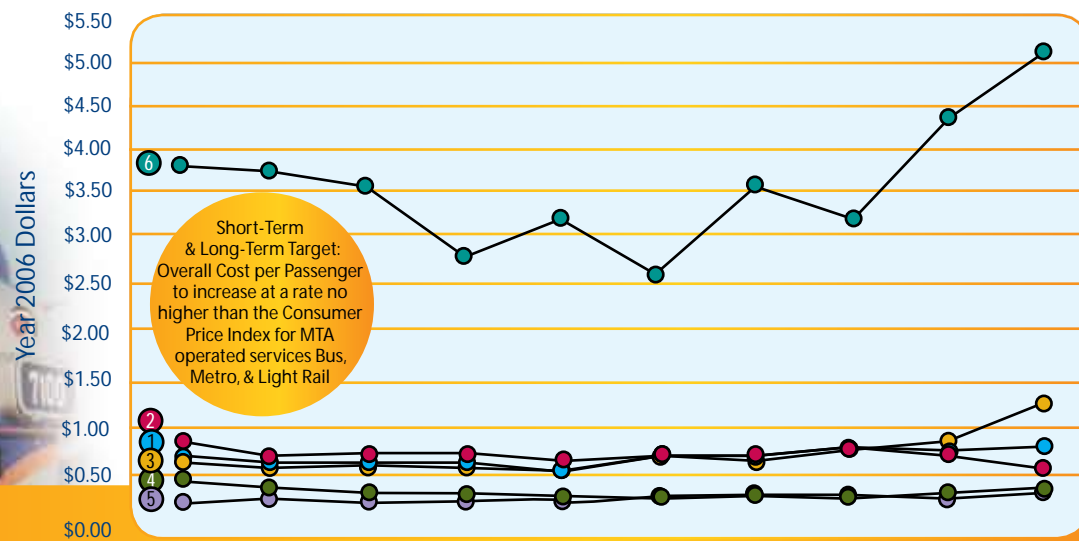
**MTA OPERATING COST PER PASSENGER**

Together, the operating cost per passenger and operating cost per passenger mile shows MTA's ability to provide service to passengers on various modes of travel.



Fiscal Year	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
① Bus	\$2.27	\$2.21	\$2.21	\$2.30	\$2.13	\$2.31	\$2.25	\$2.54	\$2.27	\$2.76
② Metro	\$3.70	\$3.23	\$3.28	\$3.30	\$3.19	\$3.01	\$3.12	\$3.43	\$3.62	\$3.27
③ Light Rail	\$4.21	\$3.73	\$4.07	\$4.32	\$3.99	\$4.66	\$4.12	\$5.28	\$5.98	\$7.28
④ MARC	\$13.85	\$12.16	\$11.16	\$10.68	\$9.71	\$9.49	\$10.18	\$10.24	\$10.62	\$10.33
⑤ Commuter Bus	\$7.45	\$8.33	\$8.14	\$8.11	\$8.60	\$9.05	\$10.50	\$9.62	\$10.10	\$10.62
⑥ Mobility Paratransit & Taxi Access	\$21.64	\$22.79	\$22.88	\$20.22	\$20.08	\$22.66	\$26.15	\$27.82	\$34.72	\$36.90

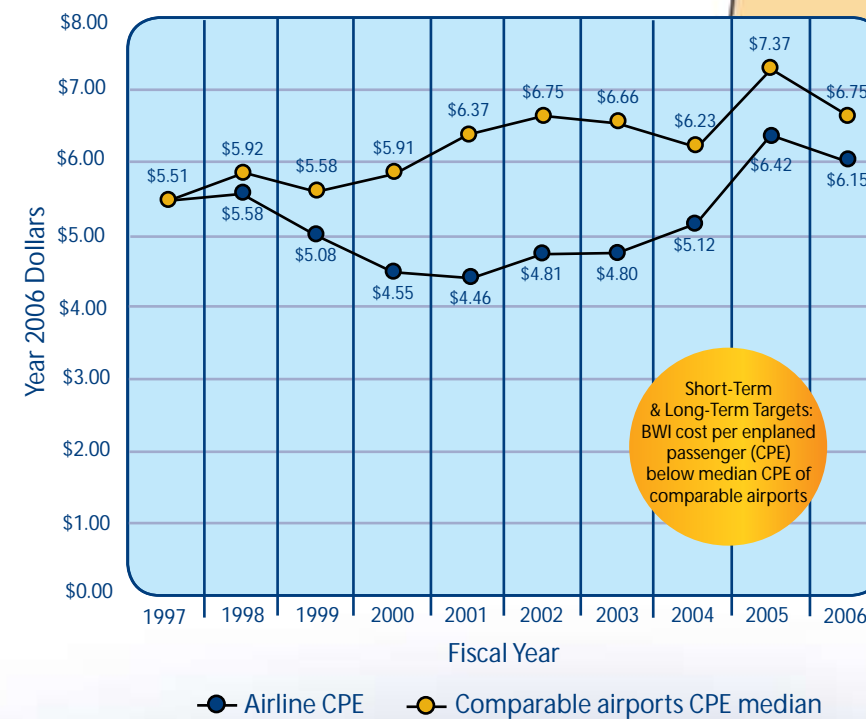
**MTA OPERATING COST PER PASSENGER MILE**



Fiscal Year	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
① Bus	\$0.77	\$0.71	\$0.72	\$0.74	\$0.69	\$0.72	\$0.72	\$0.79	\$0.71	\$0.82
② Metro	\$0.89	\$0.62	\$0.63	\$0.63	\$0.61	\$0.67	\$0.70	\$0.81	\$0.75	\$0.57
③ Light Rail	\$0.65	\$0.58	\$0.59	\$0.63	\$0.57	\$0.71	\$0.64	\$0.79	\$0.88	\$1.31
④ MARC	\$0.46	\$0.40	\$0.37	\$0.35	\$0.32	\$0.32	\$0.33	\$0.34	\$0.37	\$0.34
⑤ Commuter Bus	\$0.28	\$0.30	\$0.28	\$0.28	\$0.29	\$0.31	\$0.35	\$0.34	\$0.30	\$0.36
⑥ Mobility Paratransit & Taxi Access	\$3.83	\$3.69	\$3.55	\$2.78	\$3.16	\$2.64	\$3.54	\$3.20	\$4.43	\$5.16

**AIRLINE COST PER ENPLANED PASSENGER**

Airline cost and Airport revenue measures allow BWI to benchmark itself and remain competitive in a region where there are four neighboring airports.



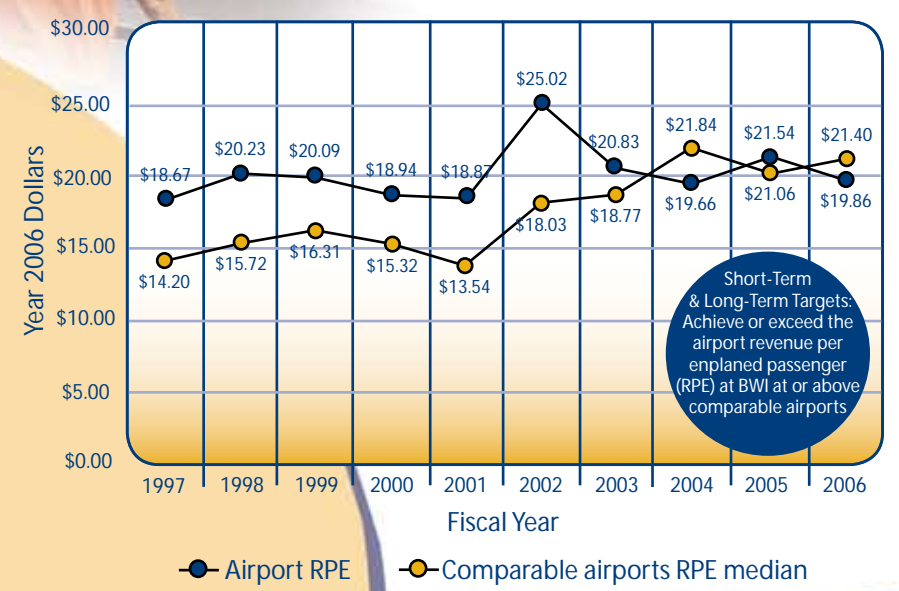
**WHY DID PERFORMANCE CHANGE?**

- Increased cost due to mandated security and law enforcement expenses
- Operating costs increased at a faster rate than enplaned passengers and lower percentage of gross revenue from public parking
- Higher Landing and Aircraft Parking fees coupled with increased terminal rates

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Implement additional cost containment initiatives of at least \$2 million annually
- Grow relationships with the business community to increase support for air service, especially first class, business passengers, and international service

**AIRPORT REVENUE PER ENPLANED PASSENGER**



**WHY DID PERFORMANCE CHANGE?**

- Phased in new concession program, resulting in modest food and beverage growth and double-digit growth in retail RPE

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Investigate terminal and landside advertising, continue parking strategies to increase long-term and overnight parking revenues
- Negotiate new contract terms with Retail, Food and Beverage Concessionaire for banking, wireless, cellular and business center services





**WHY DID PERFORMANCE CHANGE?**

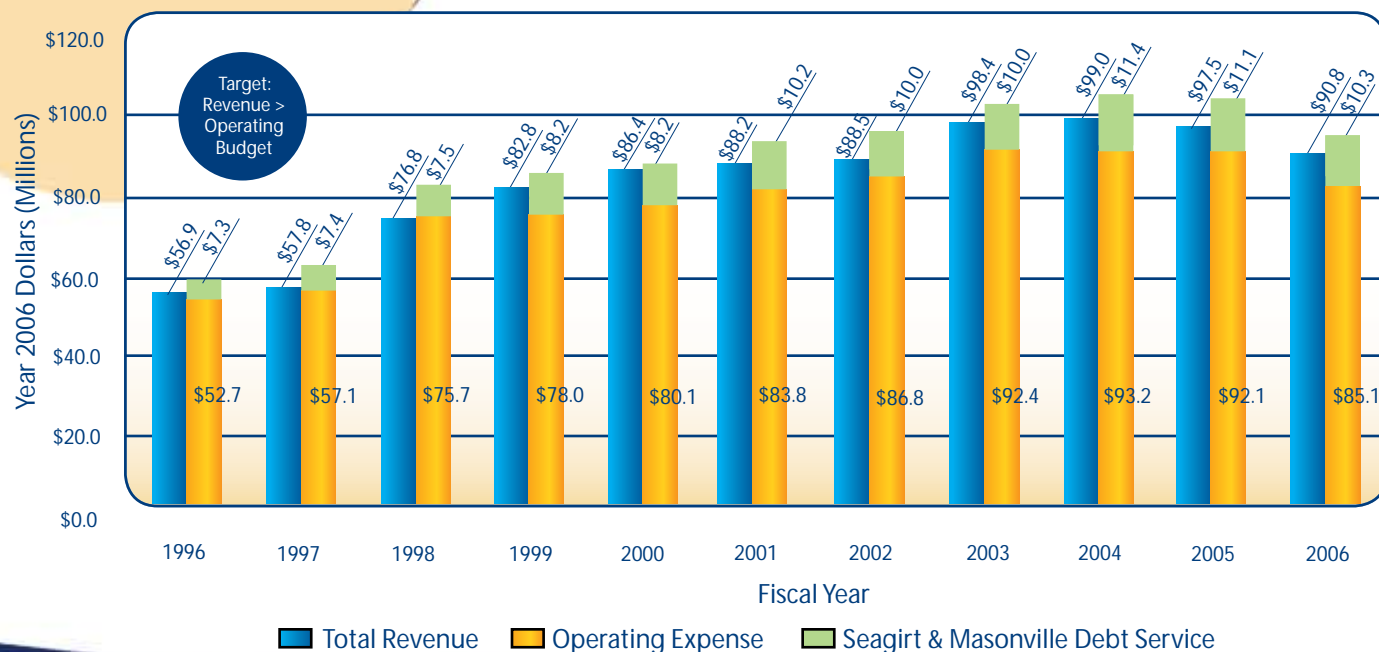
- Increased billable cargo tonnage 2 percent in FY2006, due to a strategic focus on containers and niche cargoes
- Improved contractual arrangements with customers
- Reduction in security technology goods and services costs

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Focus on long-term agreements with carriers and manufacturers to foster development of distribution centers
- Complete terminal projects to meet cargo growth (e.g., M-real Paper Facility, Rehab Lot 1800, Pave Lots 500 & 600), and expand facilities to improve capacity and competitiveness (e.g., property acquisition, Seagirt Berth 4)
- Obtain Canton Warehouse facility to increase container storage capacity adjacent to Seagirt Marine Terminal with \$3 million in FY2007 CTP
- Deepen Seagirt Marine Terminal Berth 4 and the East Access Channel to 50 feet and increase the depth of Berths 1-3 to 45 feet to accommodate large vessels (\$40 million in FY2007-FY2012 CTP)
- Improve port financial reporting mechanism for decision-making
- Execute sale of the World Trade Center (WTC)
- Implement Security Fee to partially offset increased security requirements and operating expenses

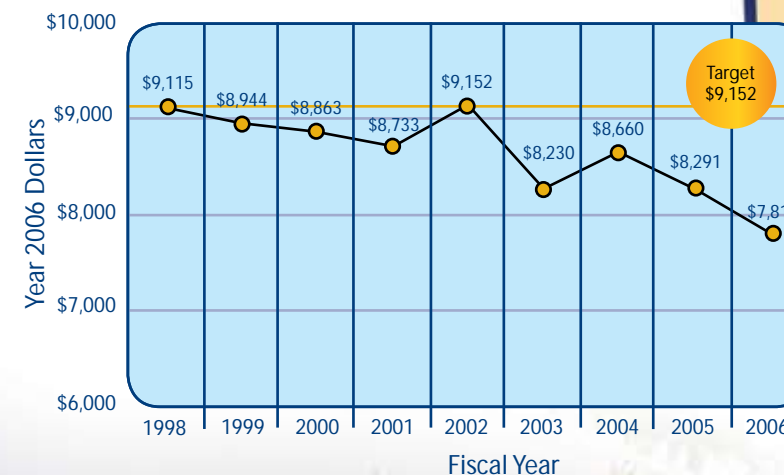
**MPA REVENUE VERSUS OPERATING EXPENSE**

Revenue versus operating expenses shows how well the MPA is balancing revenue and operating expenses in managing an effective State agency.



**SHA MAINTENANCE EXPENDITURES PER LANE MILE**

Maintenance expenditures per lane mile reflect how well asset-management strategies, improved operations, and technology have sustained the quality and safety of existing roadways.



**WHY DID PERFORMANCE CHANGE?**

- Increased contractors, materials, and equipment operation costs
- Reduced the number of acres mowed through reforestation and meadow conversion
- Redistributed maintenance work between outside contractors and SHA to improve cost efficiency

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Identify maintenance activities and operations for private industry (e.g., rest areas)
- Explore areas to reduce maintenance workload and cost (e.g., leasing vs. owning heavy equipment and alternative work schedules for rural areas and maintenance facilities)
- Reduce the number of SHA "shadow vehicles" that accompany the Division of Corrections



**MVA COST PER TRANSACTION**

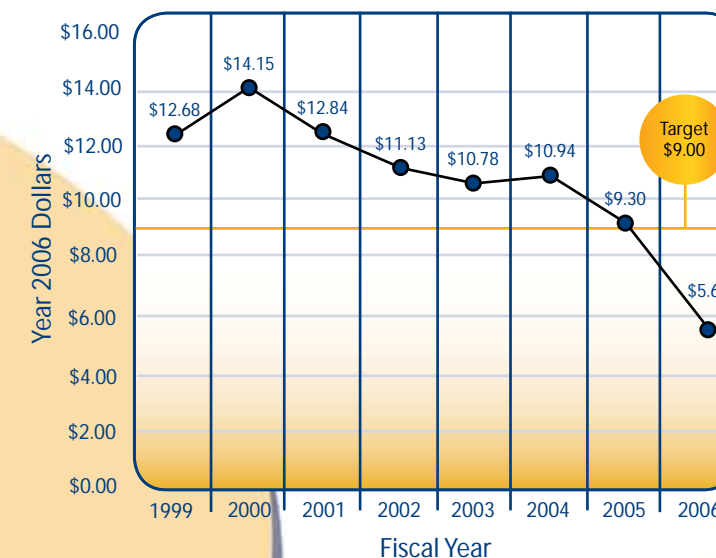
Cost per transaction is an indication of whether MVA business practices and programs are increasingly cost-effective through the employment of better technology, operational practices and a change in the basis of accounting for transactions.

**WHY DID PERFORMANCE CHANGE?**

- Increased percentage of total transactions completed by alternative services and a change in the basis of accounting for transactions

**WHAT ARE FUTURE PERFORMANCE STRATEGIES?**

- Increase alternative services transactions through new technology systems and marketing efforts
- Invest in technology (e.g., Titling and Registration Information System 2 – (TARIS 2) to receive \$19.3 million in FY2007-FY2012 CTP) to reduce the frequency, magnitude, and duration of vehicle-related branch office visits



# TRAVEL DEMAND MANAGEMENT

## STATEWIDE PARK-AND-RIDE FACILITIES

CATEGORY	TOTAL SPACES	AVERAGE WEEKDAY UTILIZATION
SHA/MdTA	11,300	7,000
MTA – Transit Only	34,000	19,000
MTA – Multipurpose	7,700	5,500
WMATA Only*	28,700	25,800

\* Excludes facilities served by MTA MARC service.

Travel Demand Management (TDM) strategies support the use of alternatives to the single-occupant vehicle (SOV), such as carpooling, using transit, and teleworking, through a variety of facilitating measures and incentives. Reductions in single-occupancy vehicle usage and miles of travel generally translate into emission reductions. For this reason, many TDM strategies are also known as Transportation Emission Reduction Measures (TERMs). Benefits from TDM strategies include lower commuting costs, reduced congestion, decreased parking

demand, energy conservation, and improved air quality. The table at the bottom of the page describes and provides an indication of the impacts of many of the Maryland-funded TERMS.

Transit-Oriented Development (TOD) is another form of localized TDM being encouraged by MDOT. TOD relies on mixed land uses and pedestrian-friendly urban design concepts to fuse dense residential and commercial areas with transit hubs. Within TOD some otherwise motorized trips can be substituted with walking trips and the proximity to high-quality transit service also encourages greater usage. Eight such projects are currently underway across the State.

Park-and-Ride facilities encourage public transit use and carpooling. SHA, MdTA and MTA operate such facilities. In addition, Washington Metropolitan Area Transit Administration (WMATA) provides parking spaces at all of its rail stations in Maryland. The following table indicates the availability and weekday utilization of Park-and-Ride lots operated by SHA, MdTA, MTA, and WMATA. WMATA parking facilities that are also served by MTA services have been removed from the WMATA figures.

## 2005 – 2006 TRANSPORTATION EMISSION REDUCTION MEASURES (TERMs)

PROGRAM	PROGRAM DESCRIPTION	DAILY REDUCTION IN VEHICLE TRIPS	DAILY REDUCTION IN VEHICLE MILES OF TRAVEL
Guaranteed Ride Home	Provides transit users or carpoolers up to four rides home per year in a taxi or rental car in the event of an unexpected personal or family emergency.	12,100	340,100
Employer Outreach	Supports marketing efforts to increase employee awareness and use of alternatives to driving alone to work every day.	82,850	1,367,900
Employer Outreach for Bicycles	Promotes and offers technical assistance for employers interested in providing bicycle lockers and other amenities to encourage bicycle commuting.	350	3,500
MTA College Pass	Offers a subsidized monthly transit pass to full- or part-time students enrolled in greater Baltimore metropolitan area colleges or universities.	510	3,800
MTA Commuter Choice Maryland Pass	Baltimore region program that allows employers to purchase transit passes and vouchers for their employees. Employers can subsidize these for their employees, or allow employees to purchase passes or vouchers with their pre-tax income.	1,960	14,700
Commuter Operations and Ridesharing Center	Updates and maintains the Commuter Connections database for ridematching services and provides information on carpooling, transit, Guaranteed Ride Home services, and alternative mode choices for the Baltimore/Washington Metropolitan region.	10,000	285,500
Transit Store in Baltimore	Provides customer access to transit information and for purchases of transit passes. Some 15-20 percent of total transit pass sales occur through this outlet.	1,500	15,000
Telecommunication Resource Center	Provides information to employers on the benefits of telecommuting and assists in setting up new or expanded telework programs for employers.	11,375	231,700
Mass Marketing	Promotes and communicates the benefits of alternative commute methods to single occupant vehicle (SOV) commuters through the media and other wide reach communications.	7,450	135,500
<b>TOTAL</b>		<b>128,095</b>	<b>2,397,700</b>

# INDUCED TRAVEL



Induced travel is more likely to occur in highly congested urban areas, such as the Washington DC, or Baltimore metropolitan areas, where new facilities or increased capacity on existing facilities has the potential to substantially reduce travel times, and hence increase the willingness of individuals to take more trips or longer trips. In urban areas, MDOT currently relies on travel demand models run by local Metropolitan Planning Organizations (MPOs). The distribution step of the four-step travel demand model captures induced travel, to some extent, through an increase in the length of trips. As new or improved facilities are proposed, the modeled trip travel times decrease as a result of reduced congestion, thus reducing the total "cost" of travel. Induced demand is reflected in the model results that demonstrate travelers are willing to take longer distance trips resulting in an increase in vehicle miles traveled.

As part of the State Transportation Article, MDOT is required under the Annual Attainment Report provision "to the extent practicable, account for the effect of planned transportation investments on inducing automobile travel." Induced travel is generally defined as any increase in daily travel (measured as passenger trips or vehicle miles traveled) resulting from a change in the transportation system. Estimating induced travel has been a formal part of highway planning dating back to the 1930s when planners recommended a factor for "induced traffic" to account for the growth in population and employment, increases in vehicle ownership, or other changes that might cause traffic to increase greater than constant trends would suggest. This approach continued until the 1950s when sophisticated travel forecasting methodologies were developed to better account for population and employment growth, development density, and car ownership. As a result, interest in induced travel waned until the 1990s when new research efforts were undertaken.

Although recent strides have been made to measure the effect of capacity increases on total travel, it is still extremely difficult to determine the magnitude of induced travel. Quantifying induced demand across a system is particularly challenging given the lack of "before and after" studies that isolate the effect of transportation system changes on travel demand. In addition, perceived "induced travel" on certain facilities may actually be the result of shifts in travel from adjacent roadways and other modes versus an overall increase in system trips; or of more global economic factors, such as increases in income levels or reductions in fuel costs, that would have increased travel demand regardless of transportation investments. There remains some disagreement among transportation experts if trips shifted from other roads or modes should even be categorized as induced demand.

By contrast, travel models still fail to capture potential changes in the total number of trips based on improvements to the transportation network. Research conducted to date has not provided a reasonable approach to estimate the change in the total number of trips taken due to increased capacity and reduced travel times. Estimates of total trips taken by households are estimated based primarily upon variables such as household size, number of vehicles, and income. Over the long-term, households changing travel behavior in response to congestion will be reflected in household travel surveys and, in turn, regional models will adjust estimates of total trips per household. However, in the short-term, models cannot prospectively estimate these changes in travel behavior. The Metropolitan Washington Council of Governments (MWCOC) does calculate, to some extent, the effect of modal shifts through its auto ownership model, which estimates household auto ownership based on transit accessibility. As transit accessibility increases, auto ownership estimates for households with improved transit accessibility decline, and the estimates of auto trips generated by these same households will then decrease.

The existing travel-demand forecasting approaches continue to be improved and may, in the long-term, offer the opportunity for MDOT and other transportation planning organizations to isolate the effect of transportation improvements on changes in travel demand. MDOT and MdTA are also beginning to develop a statewide transportation model and, as the model is developed, will have an opportunity to more directly quantify the impact of induced travel. On a program level, MDOT will remain involved in efforts aimed at reducing the number of trips and shortening trip lengths, such as Transit Oriented Development (TOD) and improvements in the job/housing balance in parts of the State.

# APPENDIX: List of Measures

MTP GOAL	PERFORMANCE MEASURE	DEFINITION
<b>Maryland Aviation Administration (MAA)</b>		
Mobility	Number of non-stop airline markets served*	Non-stop flights are direct to destination without connections
Safety & Security	Compliance with annual FAA Part 139 safety certification (Pass/Fail)*	Compliance based on Federal Acquisition Regulation (FAR) Part 139 rules governing the certification and operation of US commercial airports
Productivity & Quality	Percent of excellent/good passenger rating*	Excellent/Good rating = BWI Airport services / facilities receiving rating of 8, 9, or 10 on a 10-point scale
Productivity & Quality	Airline cost per enplaned passenger*	Total airline-related fees divided by total enplaned passengers at BWI
Productivity & Quality	Airport revenue per enplaned passenger*	Revenue divided by number of passengers who board an aircraft at BWI, including passengers who disembark from other aircraft for connecting flights from BWI
<b>Maryland Department of Transportation (MDOT)</b>		
Productivity & Quality	Transportation-related emissions by region	Tons of Volatile Organic Compound (VOCs) and Nitrogen Oxide (NOx), precursors of Ozone, emitted per day for an average weekday from transportation sources in the Baltimore and Washington regions
<b>Maryland Transportation Authority (MdTA)</b>		
Mobility	Percentage of tolls collected electronically	Toll collections by E-ZPass <sup>SM</sup> and Automatic Vehicle Identification / total number of toll collections
<b>Maryland Port Administration (MPA)</b>		
Safety & Security	Helen Delich Bentley Port of Baltimore compliance with the Maritime Transportation Security Act of 2002	Pass / Fail rating
Productivity & Quality	MPA revenue versus operating expense	Total operating expense of MPA (includes Seagirt and Masonville debt service and equipment expenses); revenues collected through Port fees
<b>Maryland Transit Administration (MTA)</b>		
Efficiency	Percent of service provided on time*	Proportion of MTA services that meet scheduled service times (performance calculated differently for each mode)
Mobility	Annual vehicle revenue miles of MTA service provided	Vehicle revenue miles are defined as each mile for which a transit vehicle is in service and accepting customers
Safety & Security	Customer perceptions of safety on the MTA system*	Average annual customer survey rating of safety (while riding, at stops and stations, and at parking lots) of MTA services (Bus, Metro, Light Rail, and MARC) on a 1-to-5 scale (1=poor to 5=excellent)
Safety & Security	Bus incidents per million vehicle revenue miles	Passenger and vehicle incidents reported in MTA data systems, which is not the same as the National Transit Database (NTD) data system / revenue vehicle miles (not total vehicle miles); data for Bus service only
Productivity & Quality	MTA customer satisfaction rating	Average annual customer survey rating of their overall satisfaction of each MTA service (Bus, Metro, Light Rail, and MARC) on a 1-to-5 scale (1=poor to 5=excellent)
Productivity & Quality	Operating cost per passenger*	Operating cost for mode of transit service / total passengers: values calculated separately for MTA Bus, Metro, Light Rail, MARC, Contracted Bus, and Mobility and Taxi Access

MTP GOAL	PERFORMANCE MEASURE	DEFINITION
Productivity & Quality	Operating cost per passenger mile*	Operating cost for each mode of transit service / total miles traveled by passengers: values calculated separately for MTA Bus, Metro, Light Rail, MARC, Contracted Bus, and Mobility and Taxi Access
<b>Motor Vehicle Administration (MVA)</b>		
Efficiency; Productivity & Quality	MVA branch office customer visit time vs. customer service rating*	Average visit time plotted against percentage of customers rating their MVA experience as "good" or "very good" (based on quarterly survey of customers)
Efficiency	Alternative service delivery transactions as percent of total transactions*	Transactions by alternative services (using a means other than a visit to an MVA branch) / tracked transactions
Productivity & Quality	MVA cost per transaction	Operating cost plus capitalized costs / tracked transactions
<b>State Highway Administration (SHA)</b>		
Efficiency	Percentage of SHA roadway mileage with acceptable ride quality*	Percent of Interstate miles with International Roughness Index (IRI) value less than 120 inches per mile and non-Interstate roadways with IRI values less than 170 inches per mile; IRI is a standardized procedure that measures the pavement roughness as the cumulative deviation from a smooth surface in inches per mile
Efficiency	Total reduction in incident congestion delay*	Number of driving hours saved due to the Coordinated Highway Action Response Team (CHART) incident management system
Mobility	All Interstate & Freeway/Expressway congestion level in Baltimore/Washington Metropolitan areas	The number of congested lane-miles in the most heavily traveled expressways in the Baltimore-Washington Metropolitan area; this is based on places where cars routinely travel at less than 50 miles per hour on expressways during rush hour and where traffic signals on major feeder roads have more traffic than they have capacity to handle
Productivity & Quality	Percent of overall Maryland driver satisfaction rating of "A" or "B"*	Percentage of Maryland driver survey respondents rating their "overall satisfaction" with SHA as a "B" or better on an A to E scale (survey conducted every three to four years)
Productivity & Quality	Maintenance expenditures per lane mile*	Maintenance expenditures / lane mile: maintenance expenditures include routine landscaping, traffic signing, lighting, and signal upkeep, but exclude resurfacing (e.g., asphalt overlays or patching concrete pavement)
<b>State Highway Administration (SHA) and Maryland Transportation Authority (MdTA)</b>		
Efficiency	Percentage of SHA & MdTA NHS bridges that will allow legally loaded vehicles to traverse*	Percent of National Highway System bridges that are not posted with a weight limit restricting use by legally loaded vehicles (only bridges within the NHS roadways are included in this measure)
Safety & Security	Annual number and rate of traffic fatalities on all roads in Maryland*	The annual number of traffic fatalities on all Maryland roads including MdTA facilities (the fatality rate is calculated as fatalities per 100 million vehicle miles of travel)
Safety & Security	Annual number and rate of personal injuries on all roads in Maryland*	The annual number of persons injured on all Maryland roads including MdTA facilities (the injury rate is calculated as injuries per 100 million vehicle miles of travel)
Mobility	Peak-period congestion of freeways in Baltimore/Washington regions	Location of congested conditions based on a series of aerial photos

\* Performance measures also included in other performance measurement documents.

# GLOSSARY List of Terms

GLOSSARY TERM	DEFINITION
Annual Attainment Report of Transportation System Performance	Pursuant to Transportation Article Section 2-103.1 of the Annotated Code of Maryland, the State is required to develop or update an annual performance report on the attainment of transportation goals and benchmarks in the Maryland Transportation Plan (MTP) & Consolidated Transportation Program (CTP). The Attainment Report must be presented annually to the Governor and General Assembly before they may consider the MTP and CTP.
Calendar Year	The period of 12 months beginning January 1 and ending December 31 of each reporting year.
Coordinated Highways Action Response Team (CHART)	A joint effort of the State Highway Administration, Maryland Transportation Authority, and the Maryland State Police, in cooperation with other Federal, State, and local agencies: CHART is an incident management system aimed at improving real-time travel conditions of Maryland's highway system.
Consolidated Transportation Program (CTP)	A six-year program of capital projects, which is updated annually to add new projects and reflect changes in financial commitments.
E-ZPass <sup>SM</sup>	An electronic toll collection system utilized to provide a more efficient flow of traffic through MdTA toll facilities. E-ZPass toll collection is available at all seven toll facilities of the Authority. The benefits of E-ZPass membership allow travel in Delaware, New Jersey, West Virginia, Pennsylvania, New York and Massachusetts and pay tolls from a Maryland E-ZPass account.
Fiscal Year	A yearly accounting period covering the timeframe between July 1 and June 30 of each reporting year.
Inter-County Connector (ICC)	The ICC is an 18-mile long, toll highway which will link the I-270/I-370 corridor in Montgomery County to the I-95 and US 1 corridors in Prince George's County in the Washington, D.C., metropolitan region. The ICC will offer improved travel reliability and job access. There will be no need for motorists to stop to pay tolls - tolls will be collected at highway speeds, using E-ZPass transponders or video tolling.
Locally Operated Transit Systems (LOTS)	Transit systems that provide primarily bus service and demand response within the local areas in which they operate. They are funded through a combination of Federal, State and local money. MDOT provides financial, technical, and operating support for these services.
Long-Term Target	Long-term targets cover a twenty-year period in conjunction with the MTP timeframe.
Maryland Transportation Plan (MTP)	The MTP is MDOT's long-range transportation policy plan and includes the vision, goals and objectives that provide the policy framework and context for Maryland's transportation programs and investments. The MTP sets Department policy for the twenty-year period and is updated every three years.
Managing for Results (MFR)	Pursuant to SB 381, which passed during the 2004 Legislative session (Chapter 452, Acts of 2004) - State Finance and Procurement Article, subtitle 10. Managing for Results, section 3-1001 through 3-1003, the MFR is a statewide strategic planning approach to management that incorporates goals, objectives and performance measures. MFR measures largely describe operational facets of each of the modal administrations and report data for four fiscal years (current, previous, and two future years). To create consistency between performance reports, the majority of Attainment Report measures are also contained in the MFR.
Helen Delich Bentley Port of Baltimore Foreign Cargo	International (Foreign) cargo handled at public and private terminals within the Baltimore Port District. This includes bulk cargo (e.g., coal, sugar, petroleum, ore, etc. shipped in bulk) and all general cargo (e.g., miscellaneous goods shipped in various packaging). Over the last five calendar years, the Port's foreign cargo ranged between 25.7 and 32.4 million tons.
MPA General Cargo	Foreign and domestic waterborne general cargo handled at the public (MPA) terminals. Over the last five fiscal years, MPA general cargo has ranged between 6.1 and 8.2 million tons.
National Highway System (NHS)	Includes the Interstate System, Strategic Highway Network, and other principal arterials.
Performance Measure	A quantitative or qualitative measurement tool to assess progress toward an outcome or goal.
Short-Term Target	Short-term targets cover a six-year period in conjunction with the CTP timeframe.
Vehicle Miles of Travel (VMT)	A measurement of the total miles traveled by all vehicles.



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This document is prepared pursuant to Transportation Article Section 2 – 103.1 of the Annotated Code of Maryland. Additional copies are available by calling (410) 865-1277; Toll Free (888) 713-1414 or from the Internet at [www.marylandtransportation.com](http://www.marylandtransportation.com). This document is available in alternative formats upon request.

