Goal Improve the Quality and Efficiency of the Transportation System to Enhance the Customer Experience

Increase the use of technologies and operational improvements to enhance transportation services and communication to satisfy our customers

OBJECTIVES:

- Increase the efficiency of transportation services through partnerships, advanced technologies, and operational enhancements to improve service delivery methods

- Enhance customer satisfaction with transportation services across all modes of transportation

- Minimize travel delays and improve predictability of travel times on Maryland's transportation system

- Apply enhanced technologies to improve communications with the transportation system users and to relay real-time travel information

With millions of residents and visitors traveling every day on Maryland's transportation system, MDOT must meet the needs of all of its customers to ensure a quality experience. MDOT MVA has the specific responsibility of assisting certain Maryland travelers before they even get on the road. MDOT MVA is continuing to provide premium customer service by offering alternative services so that customers do not need to be present in-person, such as online transactions and self-serve kiosks. During the initial months of the pandemic from March to August 2020, MDOT MVA saw a 45% increase in online transactions compared to the same time period the previous year. These services will be enhanced with the rollout of Customer Connect Phase Two, an Information Technology (IT) modernization project that includes driver services, driver enforcement, investigations, and financial services. MDOT MVA is also still moving forward with REAL ID, ensuring every Marylander is prepared for the new deadline of May 3, 2023. Currently, 84% of Marylanders are REAL ID compliant, one of the highest percentages in the nation.

MDTA has created a more seamless transportation experience making the transition to 100% cashless tolling permanent. The MDTA also launched *DriveEzMD*, which includes a new website, web chat, customer call center with expanded hours, text notifications, and more. MDTA is improving physical transportation facilities with several new projects. The $1.1 billion I-95 Express Toll Lanes[SM] (ETL) Northbound Extension program will relieve congestion and improve travel along the I-95 corridor into Harford County. Construction on the I-95 at Belvidere Road Interchange Design-Build (DB) project is expected to begin in summer 2022.

The Coordinated Highways Action Response Team (CHART), a joint program of MDOT SHA, Maryland State Police (MSP), and MDTA, assists motorists 24 hours a day, seven days a week, in the Baltimore, Washington, D.C., and Frederick metropolitan areas. CHART has saved drivers $1.08 billion in delay costs and reduced travel delay by 23.52 million vehicle-hours.

OBJECTIVE:

Increase the efficiency of transportation services through partnerships, advanced technologies, and operational enhancements to improve service delivery methods

MDOT MVA ALTERNATIVE SERVICE DELIVERY (ASD) TRANSACTIONS AS PERCENT OF TOTAL TRANSACTIONS
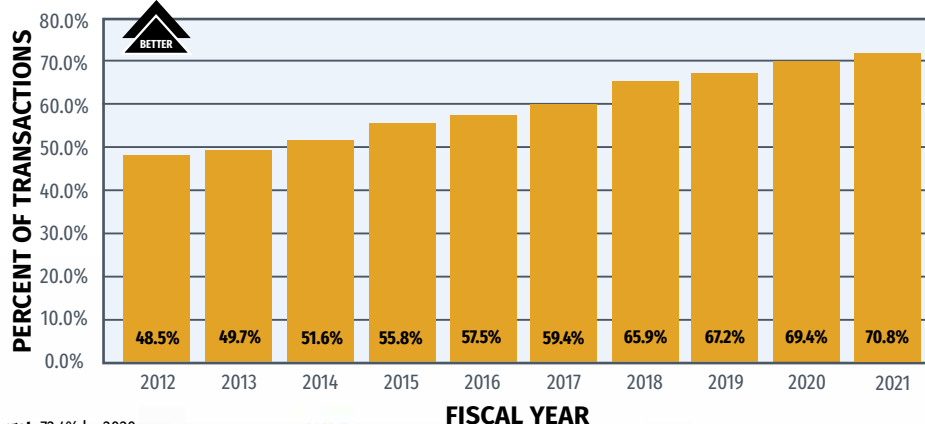
ON TARGET

Alternative services allow MDOT MVA to operate more efficiently by providing reliable and convenient service delivery to customers without requiring a transaction in-person. These services include web transactions, self-serve kiosks, mail-in options, and others. To be successful, alternative services must be adopted in conjunction with the development of new IT systems and customer behavior changes.

PERCENT OF TRANSACTIONS (BETTER ▲)

Fiscal Year	Percent
2012	48.5%
2013	49.7%
2014	51.6%
2015	55.8%
2016	57.5%
2017	59.4%
2018	65.9%
2019	67.2%
2020	69.4%
2021	70.8%

FISCAL YEAR

Target: 72.4% by 2020

WHY DID PERFORMANCE CHANGE?

- MDOT MVA ASD has consistently increased during the past several fiscal years, remaining above 65% since FY 2018; this year, ASD increased above 70% for the first time, rising to 70.8%

- COVID-19 has increased demand for online ASD as interest in avoiding in-person interactions has increased

- New kiosks provide customers with the ability to receive real-time registration stickers, the option to pay in-cash or with a credit card, the capability to receive certified and non-certified driving records, as well as the option to order scenic and personalized license plates

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- This winter, Phase Two of MDOT MVA's IT modernization project, Customer Connect, will deploy driver services, driver enforcement, investigations, and financial services
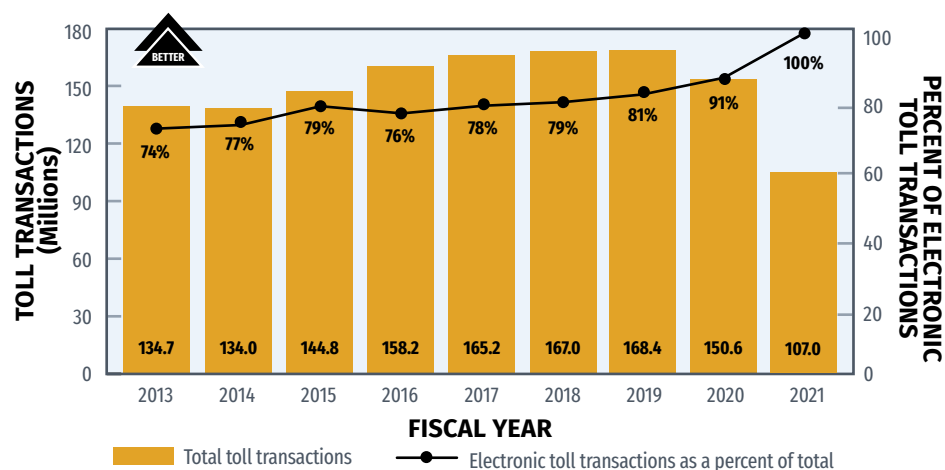
PERCENT OF TOLL TRANSACTIONS COLLECTED ELECTRONICALLY*

TARGET ACHIEVED

Electronic toll collection (ETC) systems expedite the toll collection process, reduce delays, decrease congestion and emissions, and are available at all toll facilities across the state.

TOLL TRANSACTIONS (Millions) (BETTER ▲) / **PERCENT OF ELECTRONIC TOLL TRANSACTIONS**

Fiscal Year	Total toll transactions	Electronic toll transactions as a percent of total
2013	134.7	74%
2014	134.0	77%
2015	144.8	79%
2016	158.2	76%
2017	165.2	78%
2018	167.0	79%
2019	168.4	81%
2020	150.6	91%
2021	107.0	100%

FISCAL YEAR

Total toll transactions ▬ Electronic toll transactions as a percent of total ●

Target: Short-Term Target: 82%, Long-Term Target: 85%

* Toll collections are paid as cash until March 2020 or ETC. ETC includes transponder, I-tolls, and video tolls.

WHY DID PERFORMANCE CHANGE?

- Tolls were collected 99.99% electronically this year because all-electronic tolling has been instituted at all toll facilities across the state

- Total toll transactions plummeted, however, due to travel restrictions and work-from-home policies in response to COVID-19

- In April 2021, the MDTA launched *DriveEzMD*, which included a new website, web chat, expanded customer call center, new toll payment choices, text notifications and more; as Maryland's new home for all things tolling, *DriveEzMD* encompasses E-ZPass®, a brand-new Pay-By-Plate option, and video tolling
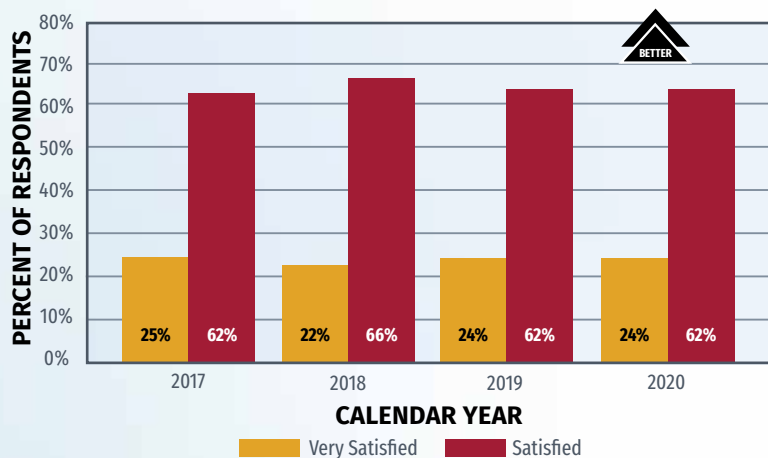
WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Additional toll features, including a new vehicle toll classification with a lower toll rate, will roll out in phases in the coming years

- Work continues on the $1.1 billion I-95 ETL Northbound Extension program to relieve congestion and improve travel along the I-95 corridor into Harford County

OBJECTIVE:

Enhance customer satisfaction with transportation services across all modes of transportation

OVERALL SATISFACTION WITH MDOT*

ON TARGET

Customer satisfaction surveys provide MDOT with direct feedback from customers to help MDOT measure its success in providing exceptional customer service. With these surveys, MDOT and its Transportation Business Units (TBUs) can identify their major successes and weaknesses and develop new investment prioritizations to maintain and grow their customer bases.

BETTER

PERCENT OF RESPONDENTS	2017	2018	2019	2020
Very Satisfied	25%	22%	24%	24%
Satisfied	62%	66%	62%	62%

CALENDAR YEAR

Very Satisfied   Satisfied

* The survey data reported is through 2020; survey data reporting is delayed by a year due to the survey for the current year not being closed/completed at the time of publishing. 2021 survey data will be published in the 2023 Attainment Report.

WHY DID PERFORMANCE CHANGE?

- MDOT MVA expanded hours of operation, opened additional offices in high-demand areas, and greatly increased ability for customers to schedule appointments; specifically, Parkville and Columbia branch offices expanded services to meet the demands of customers requesting REAL ID services

- MDOT MTA is advancing construction on the Purple Line, which runs through Montgomery and Prince George's counties, and will better connect Marylanders to the Washington Metropolitan Area Transit Authority's (WMATA) Orange, Green, and Red Metrorail lines; MARC Train's Brunswick, Camden, and Penn lines; and Amtrak at New Carrollton

- An increased number of destinations served by nonstop flights, to more than 90 destinations from BWI Marshall Airport, further secured the airport's majority market share in the Washington-Baltimore region

- Since February 2021, MDOT MVA has allowed customers to look at all notices, letters, and receipts related to their vehicles with the My MDOT MVA Correspondence feature on their website; this feature allows customers to access all documents that have been sent in connection with their vehicle since July 2020

- BWI Marshall Airport was named as the top North American airport in its size category in the 2020 Airport Service Quality (ASQ) Awards; the annual awards are presented by Airports Council International World (ACI World), a leading airport industry organization; the ASQ program recognizes global airports for delivery of the best customer service as measured by airport passengers

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- MDOT SHA is focusing on three areas in future years: 1) asset management, which utilizes a system-preservation philosophy and also seeks to gain the best return on investment for future generations, 2) accessibility, to ensure all kinds of travelers have access to life's opportunities, and 3) mobility, which is about taking advantage of technology and data-driven systems to improve the efficiency of our existing footprint

- After making tolling all-electronic (cashless) in 2020, MDTA will work on implementing highway-speed tolling at important tolling locations in the state including the Fort McHenry Tunnel, JFK Memorial Highway, Nice-Middleton Bridge, and the Baltimore Harbor Tunnel

- MDOT MTA published the agency's strategic plan for the next five years: Rebuilding Better – Committed to an Equitable Transit Future, which focuses on technology, communication, service delivery, and sustainability; the plan also focuses on equity as a core principle; the plan establishes a post-pandemic vision for the road ahead and makes bold commitments to MDOT MTA riders, employees, and the public

- The final rollout of MDOT MVA's IT modernization project, Customer Connect, is scheduled for the end of this year, and will include driver services, driver enforcement, investigations, and financial services, allowing for a complete view of the customer and real-time updates, which decreases delays for our customers

MDOT MVA BRANCH OFFICE CUSTOMER WAIT AND VISIT TIME VERSUS CUSTOMER SATISFACTION RATING

The average customer wait and visit time is a key indicator of the quality and efficiency of service delivery to customers and is directly related to customer satisfaction (i.e., as MDOT MVA branch customer wait and visit time decreases, customer satisfaction increases).
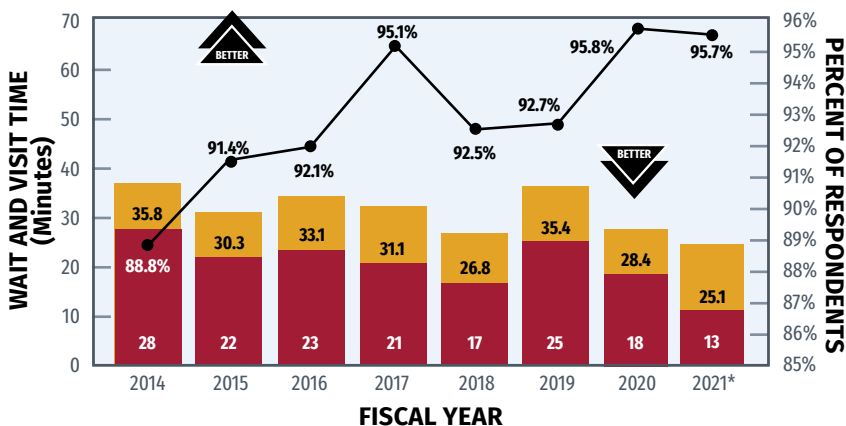
Average Branch Office Customer Wait Time In Minutes
Average Branch Office Customer Visit Time In Minutes (includes Wait Time)
Percent of Branch Office Customers Rating Service as "Good" or "Very Good"

Target: 95% Satisfaction Rating as "Good" or "Very Good" by 2021, Visit Target: 25.3 Min., Wait Time Target: 14.8 Min.
* 2021 data is preliminary and subject to change.

WHY DID PERFORMANCE CHANGE?
- Since MDOT MVA branches operated with only appointment-only services for much of this year, customer wait and visit time decreased compared to the previous year
- MDOT MVA's new appointment scheduler launched at the start of 2021; this new system allows customers to access a more detailed list of available services to help customers schedule the exact type of appointment they need, which in turn helps MDOT MVA staff prepare for the customer prior to arrival

WHAT ARE FUTURE PERFORMANCE STRATEGIES?
- MDOT MVA will install permanent coverings for branch entrances to cover customers waiting in line
- MDOT MVA is also making some policy changes to increase convenience for customers including allowing renewing a license up to 12 months in advance, requiring a new photo every 16 years instead of eight, and extending the vision certification from one year to two
- Improvements to the Glen Burnie Headquarters site are in development that will consolidate driver licensing functions and improve vehicular and pedestrian site circulation to ultimately improve customer service

OBJECTIVE:
Minimize travel delays and improve predictability of travel times in Maryland's transportation system

PERCENT OF TRANSIT SERVICE PROVIDED ON TIME

On time performance (OTP) is an important indicator of service quality and efficiency and correlates highly with system usage and customer satisfaction

MODE*	2012	2013	2014	2015	2016	2017	2018	2019	2020**	2021	LONG-TERM TARGET
Local Bus	83%	82%	81%	81%	85%	77%	68%	69%	74%	75%	**85%**
Light Rail	96%	97%	96%	97%	98%	96%	94%	95%	96%	96%	**95%**
Baltimore Metro	96%	97%	96%	95%	96%	96%	94%	94%	71%	92%	**95%**
MARC	93%	93%	92%	92%	94%	91%	91%	87%	92%	91%	**93%**
Mobility Paratransit & Taxi Access	90%	89%	91%	88%	92%	93%	93%	86%	89%	90%	**95%**

* Besides Local Bus, 2021 data is estimated and subject to change.

** 2020 data has been revised from previous report.

WHY DID PERFORMANCE CHANGE?
- MDOT MTA launched the Transit Priority Initiative (TPI) in 2018, building on traffic improvements such as dedicated bus lanes and transit signal priority piloted for Core Bus service, and identifying additional roadways and bus routes to prioritize for similar improvements; a TPI toolkit was published identifying additional tools to improve transit service and reliability
- New dedicated bus lanes were paved and marked in February 2021 to provide faster and more reliable transit service. Enforcement of the bus lanes began in November 2021 as traffic returned to the corridor in response to a recovery from the COVID-19 pandemic

WHAT ARE FUTURE PERFORMANCE STRATEGIES?
- MDOT MTA is launching Fast Forward, a new program of projects to enhance customer experience from door to door; capital improvements include dedicated bus lanes, Americans With Disabilities Act (ADA) improvements, shelters, real-time info signs, and wayfinding to help riders arrive at their final destination and find the nearest transit stop
- In partnership with Baltimore City, MDOT MTA applied for a 2021 Rebuilding American Infrastructure with Sustainability and Equity (RAISE) grant for the East-West Priority Corridor; this project will add 10 miles of dedicated bus lanes, transit signal priority, bus stop amenities, and access improvements for people walking and biking

PERCENT OF VEHICLE MILES TRAVELED (VMT) IN CONGESTED CONDITIONS ON FREEWAYS/EXPRESSWAYS AND ARTERIALS* IN MARYLAND DURING EVENING PEAK HOUR (5-6 PM)

ON TARGET

This measure tracks MDOT SHA and MDTA performance in reducing congestion on the state highway system. This is an indicator of congestion and the people/vehicles impacted by congestion.
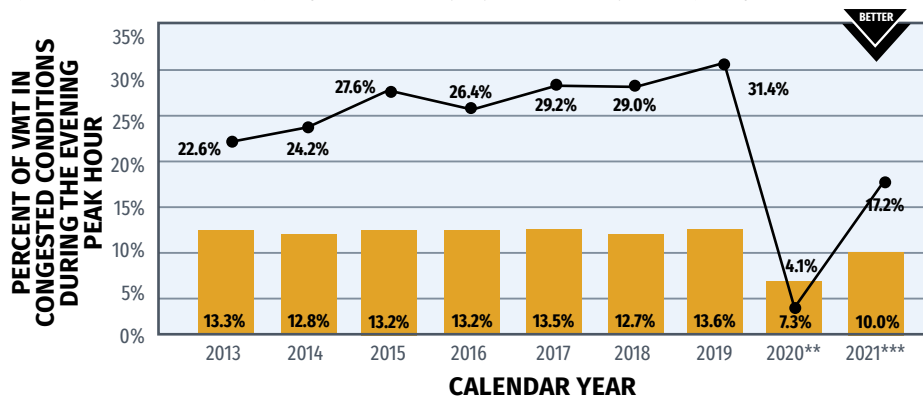
Percent of VMT in congested conditions on arterials in Maryland during the evening peak hours

Percent of VMT in congested conditions on freeways/expressways in Maryland during the evening peak hour

Target: Freeway Target: 30.8% by 2020, Arterial Target: 13.4% by 2020

In 2017, MDOT SHA moved to ESRI Roads and Highways System; this caused a system-wide shift in the numbers, which are now reported with one decimal to more clearly indicate system performance.

** *2020 data has been revised from previous report.*

*** *2021 data is preliminary and subject to change.*

WHY DID PERFORMANCE CHANGE?
- The percentage of VMT in congested conditions increased both on freeways/expressways and arterials in Maryland this year compared to last year, but remain much lower than years prior
- Traffic volumes remain much lower in the pandemic than earlier years as many employees who work during peak hours continue to work from home

### WHAT ARE FUTURE PERFORMANCE STRATEGIES?
- MDOT will continue the expansion of the incenTrip application statewide as a congestion mitigation effort; incenTrip encourages Maryland travelers and employers to increase the use of public transportation, ridesharing (carpooling and vanpooling), walking, biking, teleworking, and alternative work schedule

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ANNUAL HOURS (THOUSANDS) OF DELAY AND TRAVEL TIME RELIABILITY ON THE MDOT HIGHWAY NETWORK

TARGET ACHIEVED

As the Baltimore and Washington regions continue to grow in population and jobs, more users will continue to add demand and congestion on much of the transportation system that already operates at or over capacity at peak hours. This measure tracks MDOT SHA and MDTA performance in reducing congestion on the state highway network. MDOT SHA and MDTA continue to prioritize congestion reduction and mobility growth, while many projects, programs, and policies prioritize delay reduction. This measure is an indicator of overall congestion and the number of people/vehicles affected by delay on the Maryland highway network.

As MDOT improves travel time reliability, customers are able to utilize more realistic expectations of their total trip time. MDOT uses a planning time index (PTI) to measure reliability. Any roadway segment that has a PTI less than 1.5 is defined as reliable, and MDOT uses the PTI threshold to determine the percentage of travel time reliability. This understanding allows MDOT to determine when system changes need to be made.

Annual Hours of Delay (thousands)   Travel Time Reliability
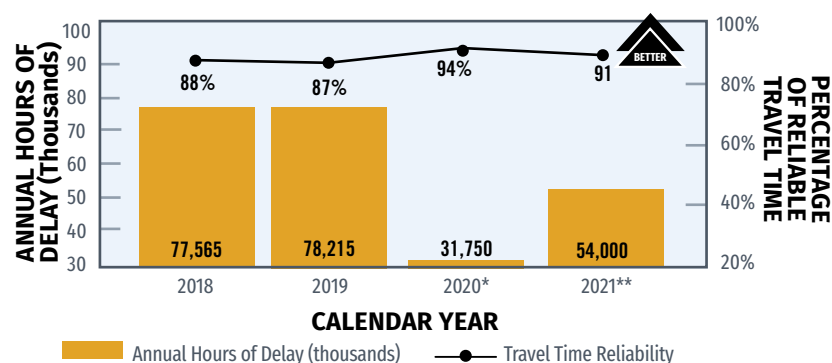
Target: 81,450 hours of delay in 2021; 87% travel time reliability in 2021

* *2020 data has been revised from previous report.*

** *2021 data is preliminary and subject to change.*

WHY DID PERFORMANCE CHANGE?
- Traffic volumes have decreased by approximately 10% for the first half of CY 2021 from CY 2019 levels due to the effects of the pandemic; this has resulted in lesser congestion and delay
- MDOT's CHART handled 126,272 events, including incident responses, assistance with disabled vehicles, and traffic management operations for special and weather-related events
- Due to the uncertainty related to the pandemic and recovery, the estimation of the levels of traffic volumes has been difficult to determine, thereby affecting the CY 2020 actual data and requiring revisions to the future target data

WHAT ARE FUTURE PERFORMANCE STRATEGIES?
- MDOT is incorporating Intelligent Transportation System (ITS) technology by corridor deployments such as the US 1 Innovative Technology Corridor Pilot Project

OBJECTIVE:
Apply enhanced technologies to improve communications with the transportation system users and to relay real-time travel information

CUSTOMER SATISFACTION WITH THE ACCURACY OF REAL-TIME INFORMATION SYSTEMS PROVIDED*

ON TARGET

MDOT CUSTOMER SATISFACTION WITH ACCURACY OF INFORMATION (MDOT SHA)

REAL-TIME SURVEY RESULTS

Accuracy of Information

95% SATISFIED
5% NOT SATISFIED
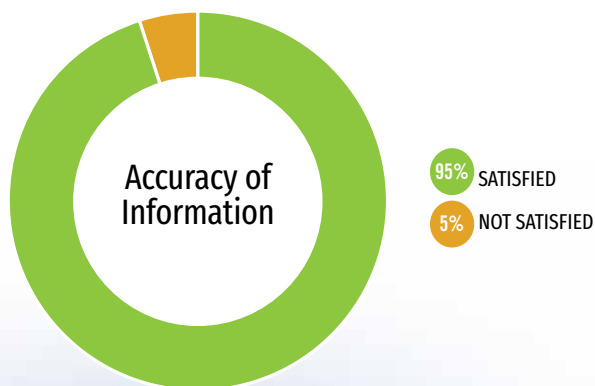
* The survey data reported is 2020 survey data; survey data reporting is delayed by a year due to the survey for the current year not being closed/completed at the time of publishing. 2021 survey data will be published in the 2023 Attainment Report.

Real-time information systems, installed throughout the transportation network and available via web interfaces and mobile devices, provide the most accurate information for customer trip planning and time-management. By surveying customer satisfaction for each real-time information system, MDOT TBUs can observe which systems are utilized most successfully and which systems require improvements.

WHY DID PERFORMANCE CHANGE?
- In summer 2019, MDOT MTA launched real-time on time performance (OTP) for Commuter Bus, which provides riders with information on performance improvements at the transit agency; the webpage offers searchable performance data for all CityLink, LocalLink, and Express BusLink routes including on time, early, and late arrival percentages
- MDOT MTA launched a partnership with Transit app in June 2018, which provides real-time transit information, trip planning, and step-by-step navigation; MDOT MTA most recently launched real-time tracking for MARC Train service in August 2020
- MDOT MAA installed wait time display screens at all four of the security checkpoints to inform customers of the current wait times at each and to provide alternate checkpoint options when available
- MDOT MAA completed installation of a new Airport Noise and Operations Management System, which includes 24 new noise monitors throughout local communities and online WebTrak system to provide the public with historic and real-time flight tracking and noise level data
- CHART provides real-time traffic images and conditions on CHART's website through camera feeds from cameras located throughout the state; customer satisfaction with the accuracy of the travel time information provided via Dynamic Messaging Signs (DMS) by CHART increased to 97% in FY 2019

WHAT ARE FUTURE PERFORMANCE STRATEGIES?
- MDOT MTA is launching Fast Forward, a new program of projects to enhance customer experience from door to door; capital improvements include dedicated bus lanes, Americans With Disabilities Act (ADA) improvements, shelters, real-time info signs, and wayfinding to help riders arrive at their final destination and find the nearest transit stop
- MDOT MTA is continuing to implement a Federal Transit Administration (FTA) grant funded Beyond the Bus Stop program, which is adding real-time information signage and shelter improvements to bus stops, including some multi-modal transfers; the real-time information signage will extend that availability to the users of the Core Bus system who do not have access to mobile technology
- CHART is installing advanced traffic management system (ATMS) and advanced traffic information system (ATIS) technologies on interstate highways and arterials statewide, including cameras, traffic detectors, weather sensors, DMS, highway advisory radios (HAR), websites, and telecommunication networks