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## **ATTAINMENT REPORT ADVISORY COMMITTEE (ARAC)**

### **MEETING #2 SUMMARY**

**TSO RICHARD TRAINOR CONFERENCE ROOM**

**MARCH 5, 2018**

**2:00-4:00 PM**

#### **1. Introductions and Role of the Advisory Committee**

Pat Keller, Assistant Secretary, Maryland Department of Planning (MDP), kicked off the meeting, welcoming everyone and having everyone introduce themselves.

Michelle Martin, Maryland Department of Transportation (MDOT), welcomed the ARAC. She provided an overview of the meeting, and confirmed that all attendees have been receiving her emails. She encouraged all members to share their thoughts and opinions on recommended performance measures throughout the discussion.

Pat Keller noted his appreciation for the team's effort to reduce duplicative performance measures, specifically by including references, when appropriate, to existing MDOT Excellerator measures.

#### **2. Meeting Purpose**

Tom Harrington, Cambridge Systematics, reviewed the approach of the meeting format and provided background on how the performance measures were developed. While MDOT would like each objective to have a quantitative measure, sufficient measures cannot always be developed; in some cases, MDOT proposes a qualitative discussion that reflects the progress towards meeting an associated objective.

Joel Dunn asked about the format of future meetings. Michelle clarified that future meetings would be similar in structure and review other goals across different Transportation Business Units (TBU).

#### **3. MDOT 2040 Draft Goal: Ensure a Safe, Secure, and Resilient Transportation System -**

Enhance the safety and security of Maryland's multimodal transportation system and provide a transportation system that is resilient to natural or man-made hazards.

- Reduce the number of lives lost and injuries sustained on Maryland's transportation system.
  - a. Annual number of traffic fatalities and personal injuries/serious injuries on all roads in Maryland
    - Lorraine Moore of MDOT SHA provided clarification that the spike in the injuries and fatalities data in 2016 reflects nationwide trends.

- The group proposed including national (or even international) data for perspective on the trends when there is a spike or significant change in performance. Stacy Cook of Cambridge Systematics noted that such information is typically included in the narrative that introduces the performance measure.
  - b. Number of bicycle and pedestrian fatalities and personal injuries/serious injuries on all Maryland roads.
    - The group proposed including national (or even international) data for perspective on the trends when there is a spike or significant change in performance. Stacy Cook of Cambridge Systematics noted that such information is typically included in the narrative that introduces the performance measure.
    - Tim Davis asked if the measure included shared use paths and other off-road facilities.
    - MDOT SHA can confirm that only roadway incidents are included. Typically, the police will not write an Automated Crash Reporting System (ACRS) report for shared use or any other off-road facility crash. As a result, any bike crashes on these paths will not show up in the database, according to our Office of Traffic and Safety. Geoff Turner explained the importance of clearly defining the measure because different definitions of injury can skew the data.
  - c. Proposed transit fatalities and injuries measure
    - Steve Chan expressed concern for measuring this information since many injuries and deaths are a result of suicides and do not directly affect transit passengers. Tom clarified that the measure will be based on the National Transit Database (NTD) data that MDOT MTA reports. MDOT will clarify the methodology and the definition of injuries and lives lost.
      - MDOT MTA has indicated that if MDOT were to report this measure using NTD data the information could be shown broken down by mode if that is requested.
- Provide the secure movement of people, goods, and data.
  - a. Customer perceptions of safety on the MDOT MTA system
    - Regarding customer perception of safety, Pat requested that the narrative related to the measure explain what types of safety questions are asked since they can vary and mean different things (e.g. robbed in parking lot vs. feeling safe on a train).
    - Alex Rawls asked for the survey response rate. Steve noted that surveys are typically distributed annually and since it is voluntary, the responses may reflect strong mindsets.
      - MDOT MTA indicated that they can bring the survey to the next meeting. There are a lot of items on it and it is conducted annually.
    - Nicholas Ramfos suggested adding coordination with the State Rail Oversight committee to this measure as a way of showing how safety perceptions and actions are tied together.
      - MDOT MTA will look into this possibility.

- b. Preventable accidents per 100,000 vehicle miles
  - Steve noted that there is an opportunity to expand the performance measure related to preventable accidents to include MARC because the agency collects a lot of related data every month. Steve suggested contacting Dave Johnson at MDOT MTA for the data.
- c. BWI Marshall Airport crime rate
  - The group also recommended including additional data across the MDOT business units in the BWI Crime Rate measure.
  - Steve noted that MDOT MTA could be included because they track crime on buses, MARC, and subways.
- d. Text to describe current initiatives to address data security
  - Tom discussed the proposed new measure for Objective 2, which will qualitatively highlight initiatives that address data security.
  - The group agreed data security is hard to measure.
  - Steve provided specific examples for MDOT's consideration, of things that could be examined like Intelligent Transportation Systems (ITS), Global Positioning Systems (GPS), Real Time Information, or WiFi efforts. He also noted the importance of focusing on different points depending on the types of data breaches (e.g. Potential for Identify Theft, Data Encryption).
- Provide a resilient multimodal system by preparing and planning for changing conditions, whether environmental or man-made threats.
  - a. Training events for manmade and environmental disasters (Excellerator 3.11)
    - No comments.
  - b. Text to describe current initiatives to improve resiliency and address climate change, including resiliency efforts such as MDOT SHA vulnerability assessments.
    - Joel expressed concern over tracking measures related to climate resiliency and noted that MDOT should be both environmentally and fiscally responsible by not building infrastructure in areas that may be negatively affected by sea level rise.
    - On this note, Pat suggested considering adding a measure on the percentage of rails and roads that would be inoperable with sea level rise, but also considered if this should be included under asset management. Michelle responded that while this is something that the team may want to consider tracking in the future, other states are measuring cyber security qualitatively through initiatives underway and programmed.
- Improve roadway clearance times and facilitate the efficient and coordinated responses to emergency and disaster events in the multimodal system.
  - a. Average incident duration and/or average time to restore normal operations after a weather event (Excellerator 5.2A and 5.2B)
    - Consider including the clearance time of vehicles from roadways after incidents in the Attainment Report, along with clarifying what qualifies as a disabled vehicle, per Ragina Cooper Averella. Michelle responded that while she does not think this is currently proposed as a measure, the team will consider this recommendation.

**4. MDOT 2040 Draft Goal: Maintain a High Standard and Modernize Maryland's Multimodal Transportation System** – Preserve, maintain, and modernize the State's existing transportation infrastructure and assets.

1. Preserve and maintain State-owned or funded roadways, bridges, public transit, rail, bicycle and pedestrian facilities, ports, airports and other facilities in a state of good repair.
  - Excellerator 2.7C Overall acceptable pavement condition (to replace ride quality measure)
    - In response to a question about potholes, Lorraine explained that the preferred maintenance condition measure covers 21 different aspects, including potholes.
  - Percentage of the MDOT SHA network in overall preferred maintenance condition
    - No comments.
  - Number of bridges and percent that are structurally deficient
    - No comments.
  - Dredged material placement capacity remaining for Harbor and Poplar Island sites
    - Jill Lemke from MDOT MPA clarified the dredged material measure.
    - Joel suggested including the environmental impact and extensive initiatives related to reusing dredged materials.
    - Stacy confirmed that such activities are usually noted in the narrative associated with the performance measures.
    - Steve suggested highlighting the Port's channel depths.
  - Transit rolling stock within useful life benchmark (modified measure in place of average fleet age of transit revenue vehicles)
    - Regarding Transit Rolling Stock measure, Steve recommended including the implementation of Positive Train Control (PTC).
2. Strategically modernize infrastructure through new and innovative technology, enhanced partnerships, design standards, and practices to facilitate the movement of people and goods.
  - The average truck turn-around time at Seagirt Marine Terminal will be replaced with another measure that assesses how long it takes to move trucks through the Port (Seagirt Marine Terminal).
    - Related to the truck turn around measure at the Port, Jill explained that the methodology related to truck wait time at the Port is changing to include queue time. This may show an increase in time, but a change to the definition will be noted in the AR. The Port is also taking proactive steps to address congestion with Post-Panamax ships and 12 new rubber-tired gantry (RTG) cranes, which will be able to move more containers at once, and recommended this information for inclusion in the AR.
  - Percentage of State-owned roadway directional miles within urban areas that have sidewalks and percent of sidewalks that meet Americans with Disabilities Act (ADA) compliance
    - Pat asked if roads without a requirement for sidewalks are included in the measure, which tracks percent of state-owned highways that have sidewalks and are ADA compliant. Lorraine clarified that the measure does not include such roads.

3. Use asset management to optimize public investment and ensure the sustainability of the transportation infrastructure.
  - Text to describe current initiatives to address asset management and ensure the sustainability of the transportation infrastructure
    - Steve suggested that the text in the measure be divided by different TBUs and include more sub-bullets. Tim requested that “structurally deficient” be specifically defined since it can be misinterpreted, especially by the media. Stacy explained the definition is provided with the measure.

**5. MDOT 2040 Draft 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.

1. Increase the efficiency of transportation services through partnerships, advanced technologies, and operational enhancements to improve service delivery methods.
  - a. MDOT MVA alternative service delivery transactions as percent of total transactions
    - No comments.
  - b. Percent of toll transactions collected by *EZPass*
    - Pat asked if there are other transit modes that could benefit from fare collection metrics.
    - Steve responded that electronic ticket checking and sales could be included as part of the measure.
    - The MDOT MTA has responded that the MDOT MTA does have data on charm-card transactions and there is ongoing work for mobile tickets which would potentially lend itself to a measure if that is deemed appropriate.
  - c. Text to describe current use of partnerships, advanced technologies, and operational enhancements to improve service delivery methods.
    - The group also felt Automated Vehicles (AV) and how agencies are preparing for them could be included in this objective.
2. Enhance customer satisfaction with transportation services across all modes of transportation.
  - a. MVA metrics
    - No comments.
  - b. (Combined) MDOT MVA Branch office wait time versus customer satisfaction rating & MDOT MVA Branch office customer visit time versus customer satisfaction rating
    - Tom clarified that customer satisfaction data can and will be noted at the individual TBU level for Customer Satisfaction with the Accuracy of Real-Time Information Systems Provided.
  - c. MDOT overall survey (Excellerator 1.1)
    - No comments.
3. Minimize travel delays and improve predictability of travel times on Maryland’s transportation system.
  - a. MDOT MTA Percent of service provided on time (different method for scheduled service vs. headway-based/CityLink bus service)

- Janice Jackson asked if paratransit would be included in Objective 3. Michelle noted that it is included but was not noted on the slide.
  - The MDOT MTA has responded that they use GPS to track the vehicles and there is a 30-minute window for what is considered on-time.
- b. Percent of VMT in congested conditions on freeways/expressways and arterials
    - No comments.
  - c. Annual hours (thousands) of delay on the MDOT highway network
    - Jim asked if it would be possible to compare this metric to other states. Subrat noted data is normalized through a delay per vehicle metric.
    - Nicholas suggested using this metric to explore impact from transportation demand management (TDM) activities.
    - Steve asked if median commute time is noted. Subrat explained that it is tracked in the American Community Survey, which places Maryland second in the nation for longest commute time. Steve suggested including that as a talking point in the AR for legislative efforts.
    - Ragina asked if MDOT SHA is tracking the impact of express lanes on this measure. Subrat clarified that the road variation is being tracked.
  - d. Travel time reliability of the MDOT highway network
    - MDOT SHA also discussed the new reliability measure which accounts for the “buffer time” or how much extra time a roadway patron budgets to reach a destination due to traffic.

#### Other comments on potential measures

6. Stacy concluded the discussion by asking the group for any general comments or anything missing from the discussion on these three goal areas.
  - a. Steve stressed the importance of tracking positive train control (PTC) as miles of track operating under positive train control.
    - i. MDOT MTA has responded that there are three major components to PTC (onboard, MDOT MTA is on track to meet Congress’s deadline of Dec. 31’st 2018. MDOT MTA can speak to the other two parts of that during ARAC Meeting #3.
    - ii. Nicholas asked if this could be difficult because of private sector control over railway tracks.
    - iii. Pat clarified that MDOT is responsible for all PTC efforts for commuter rail on its vehicles.
    - iv. The group discussed including a measure related to bike friendly mass transit (e.g., how many transit modes are accessible).
    - v. The MDOT MTA responded that most of MDOT MTA’s modes are bike friendly. The core service has allowed bikes for a while now (and the MARC bike car was launched about 2 years ago) but the MDOT MTA does not have comprehensive usage statistics. There has also been recent work for bike racks and similar facilities at stations and MDOT MTA invested money in the Charm City bike share effort.
7. Joel also requested more positive measures for bikes, which Michelle and Stacy noted are forthcoming at future meetings.

8. Janice, asked about the methodology for on time performance related to paratransit. Stacy committed to sending out the methodology.

## **9. Existing Performance Measures to Remove**

Stacy provided an overview of the different measures proposed for removal.

- Steve asked if surveys will change based on new measures. Michelle and Stacy clarified that agencies can and will continue to conduct their own surveys to assess performance, but that only one overall MDOT customer satisfaction measure is to be included in the AR.
- Stacy clarified the definition of operating cost per passenger trip. Jim suggested using cost per revenue mile, which Stacy noted is already included as a measure in the AR.
- Joel noted that if the percent of compliance for erosion and sediment control ratings measure is to be removed, the team should come up with a meaningful replacement metric like percent of MS4 permit compliance. Stacy indicated that in meeting #3, a measure such as this will be proposed.
- Steve asked why the 2018 AR will not include the new measures the group is discussing. Michelle clarified the AR development process and noted that the final measures that come out of this update process will be used in the January 2019 AR which begins development in Summer 2018.

## **10. Wrap Up and Next Steps**

Michelle closed out the meeting by thanking attendees and providing a brief overview of the agenda for the next meeting. There was a request to share contact information among members. Michelle responded that all email addresses are available on the meeting invite, but that additional contact information can be provided upon request. ARAC members can provide additional feedback on the measures discussed today via email or at the next meeting.

A quick list of the performance measures discussed at ARAC Meeting #2 are summarized at the end of this meeting summary.

Please note that our next ARAC meeting will be held on Monday, April 9, 2018 at 2 pm at MDOT.

*ARAC Members in Attendance*

<u>Representation</u>	<u>Name</u>	<u>Title</u>	<u>Organization</u>
Chair / Maryland Department of Planning	Pat Keller	Assistant Secretary for Planning Services	Maryland Department of Planning
Maryland Business Community	Christine Ross	President/CEO	MD Chamber of Commerce
Disabled Citizens Community	Janice Jackson	Commissioner	Maryland Commission on Disabilities
Rural Interests	Geoff Turner	President/CEO	Choptank Transport
Auto Users Group	Ragina Cooper Averella	Public & Gov't Affairs Manager	AAA
Transit Users Group	Steve Chan	US Department of Veterans Affairs	Chair, MARC Riders Advisory Council
National Expert: Transportation Demand Management	Nicholas William Ramfos	Director, Transportation Operations Programs	Metropolitan Washington Council of Governments
Environmental Advocacy Organization	Joel Dunn	President/CEO	The Chesapeake Conservancy
Maryland Association of Counties	Alex Rawls	Long-Range Planner	Harford County Planning & Zoning
Maryland Municipal League	Jim Beauchamp	Town Council Vice President	Town of Centreville
	Tim Davis	Transportation Planner	City of Frederick

*ARAC Members Unable to Attend*

<u>Representation</u>	<u>Name</u>	<u>Title</u>	<u>Organization</u>
Maryland Association of Counties	Keith Hall, AICP	Chief, Long Range and Transportation Planning	Salisbury/Wicomico Co.
National Expert: Transportation Performance Management	Matthew H. Hardy, Ph.D.	Program Director for Planning and Policy	American Association of State Highway and Transportation Officials (AASHTO)
National Expert: Pedestrian/Bike Transportation	Jennifer L. Toole, AICP, ASLA	President	Toole Design Group

<b><u>Representation</u></b>	<b><u>Name</u></b>	<b><u>Title</u></b>	<b><u>Organization</u></b>
Goods Movement Industry	Louis Campion	President/CEO	MMTA

*Other Attendees*

<b><u>Name</u></b>	<b><u>Organization</u></b>
Michelle Martin	MDOT The Secretary's Office (TSO)
Mike Haley	MDOT TSO
Melissa Williams	Maryland Transportation Authority (MDTA)
Diane Langhorne	MDOT TSO
Scott Pomento	MDOT State Highway Administration (SHA)
Subrat Mahapatra	MDOT SHA
Lorraine Moore	MDOT SHA
Sarah Clifford	MDTA
Tony Storck	MDOT MAA
Jill Lemke	MDOT Maryland Port Administration (MPA)
Kameel Hall	MDOT Motor Vehicle Administration (MVA)
Tom Harrington	Cambridge Systematics (CS)
Stacy Cook	Cambridge Systematics (CS)
Alex Cohen	Foursquare ITP

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## Performance Measures Recommended for Retaining/Adding

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**Goal: Ensure a Safe, Secure, and Resilient Transportation System** – Enhance the safety and security of Maryland’s multimodal transportation system and provide a transportation system that is resilient to natural or man-made hazards.

1. Objective: Reduce the number of lives lost and injuries sustained on Maryland’s multimodal transportation system.
  - a) Annual number of traffic fatalities and personal injuries on all roads in Maryland
  - b) Annual number of bicycle and pedestrian fatalities and injuries on all Maryland roads
  - c) New measure: Number of transit passenger fatalities and injuries
2. Objective: Provide for the secure movement of people, goods, and data.
  - a) Customer perceptions of safety on the MDOT MTA system
  - b) Preventable accidents per 100,000 vehicle miles
  - c) BWI Marshall Airport crime rate (potential revision to measure to include reporting from other MDOT business units)
  - d) New measure: Qualitative discussion of current initiatives to address data security
3. Objective: Provide a resilient multimodal system by preparing and planning for changing conditions, whether environmental or man-made threats.
  - a) New measure: Number of employees trained under National Incident Management System (NIMS) – Excellerator measure 3.11
  - b) New measure: Qualitative discussion on current initiatives to improve resiliency and address climate change, including resiliency efforts and vulnerability assessments
4. Objective: Improve roadway clearance times and facilitate the efficient and coordinated responses to emergency and disaster events in the multimodal system.

Potential Measures to Consider:

  - a) New measure: Disabled Motorist Assisted by MDOT – Excellerator 3.7
  - b) New measure: Average Incident Duration and /or Average Time to Restore Normal Operations After a Weather Event – Excellerator 5.2a/5.2b

**Goal: Maintain a High Standard and Modernize Maryland’s Multimodal Transportation System** – Preserve, maintain, and modernize the State’s existing transportation infrastructure and assets.

1. Objective: Preserve and maintain State-owned or supported roadways, bridges, public transit, rail, bicycle and pedestrian facilities, ports, airports and other facilities in a state of good repair.
  - a. Percentage of the MDOT SHA network in overall preferred maintenance condition
  - b. Number of bridges and percent that are structurally deficient (consider all relevant MDOT bridges)
  - c. Dredged material placement capacity remaining for Harbor and Poplar Island sites
  - d. New measure: Overall acceptable pavement condition (replacing ride quality) – Excellerator 2.7c
  - e. New measure: Transit rolling stock within useful life benchmark (modified measure in place of average fleet age of transit revenue vehicles)
2. Objective: Strategically modernize infrastructure to meet new and innovative technology and design standards to support the movement of people and goods.
  - a. Average truck turn-around time at Seagirt Marine Terminal (Note, methodology has changed and needs to be updated)

- b. Percentage of State-owned roadway directional miles within urban areas that have sidewalks and percent of sidewalks that meet Americans with Disabilities Act (ADA) compliance
- 3. Objective: Use asset management and best value principles to optimize public investment and ensure the sustainability of the transportation infrastructure.
  - a. New measure: Qualitative discussion on MDOT ongoing initiatives.

**Goal: Improve the Quality and Reliability of the Transportation System** – Increase the use of technologies and improved operations to enhance transportation services and communication to maintain customer satisfaction.

- 1. Objective: Increase the efficiency of transportation services through the use of partnerships, advanced technologies, and operational enhancements to improve service delivery methods.
  - a. MDOT MVA alternative service delivery transactions as percent of total transactions
  - b. Percent of toll transactions collected by *EZPass*
  - c. New measure: Discussion on current use of partnerships, technologies and operational enhancements to improve service delivery methods.
- 2. Objective: Enhance customer satisfaction with transportation services across all modes of transportation.
  - a. MDOT MVA metrics on transactions (typically in introduction section, these can be in this goal chapter or remain in introduction section)
  - b. MDOT MVA Branch office customer wait time versus customer satisfaction rating
  - c. MDOT MVA Branch office customer visit time versus customer satisfaction rating
  - d. New measure: Overall satisfaction with MDOT (new MDOT survey – Excellerator 1.1)
- 3. Objective: Minimize travel delays and improve predictability of travel times on Maryland’s transportation system.
  - a. MDOT MTA Percent of service provided on time (note, this measure is slightly modified for scheduled service vs. headway-based/CityLink bus service)
  - b. Percent of VMT in congested conditions on freeways/expressways and arterials in Maryland during the evening peak hour
  - c. New measure: Annual hours (thousands) of delay on the MDOT highway network
  - d. New measure: Travel time reliability of the MDOT highway network
- 4. Objective: Apply enhanced technologies to improve communications with the transportation system users and to relay real time travel information.
  - a. New measure: Customer Satisfaction with the Accuracy of Real-Time Information Systems Provided – Excellerator 5.4b
  - b. New measure: Customer Satisfaction with Website Information and Navigation of the MDOT Websites – Excellerator 1.5a
  - c. New measure: Percent of Customers Who Felt that it Was Easy to Find Desired Information on MDOT Websites – Excellerator 1.5b