



# **DISTRICT DEPARTMENT OF TRANSPORTATION**

## **FY 2023 PERFORMANCE ACCOUNTABILITY REPORT**

**JANUARY 16, 2024**

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# 1 DISTRICT DEPARTMENT OF TRANSPORTATION

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*Mission:* The District Department of Transportation's mission is to equitably deliver a safe, sustainable and reliable multimodal transportation network for all residents and visitors of the District of Columbia.

*Services:* DDOT executes its mission through the work of seven administrations: Office of the Director; Infrastructure Project Management; Transportation Planning; Maintenance Operations; Traffic Safety; Talent and Business Services; and Innovation and Performance. Together, DDOT provides safe, attractive, and convenient pedestrian amenities and public spaces, including sidewalks, tree boxes, and crosswalks; supports bicyclists and pedestrians through the design and construction of safe and convenient facilities, lanes, and trails; provides transit services and ensures that transit vehicles are able to move quickly and efficiently on District streets; manages the traffic signals; and supports the efficient movement of deliveries that are the lifeblood of businesses in the District. DDOT also maintains the bridges, roads, sidewalks, alleys, tunnels, and streetlights in the District.

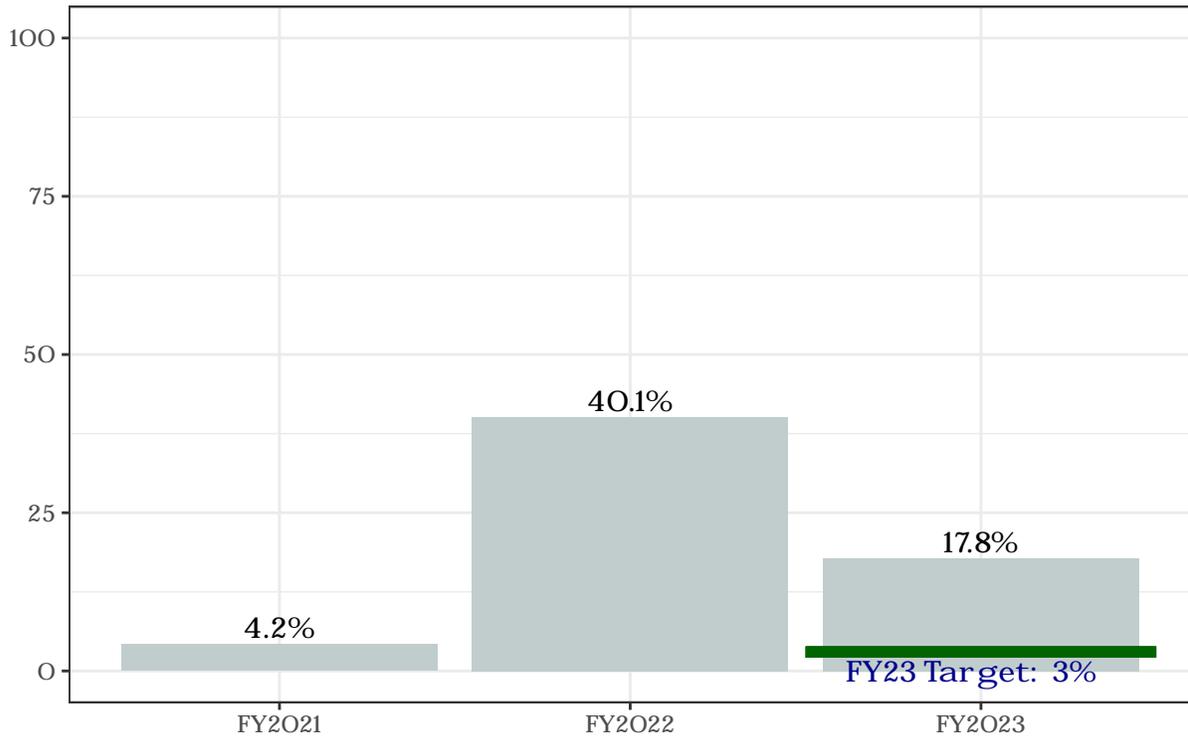
## 2 2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>In FY23, DDOT through its Streetlight Public-Private Partnership (P3) began the transformative work of modernizing the District’s over 75,000 lights. After significant work by the P3 to meet all requirements, DDOT granted notice to proceed (NTP3) in April 2023. As of Sept. 30th, 2023, over 35,000 lights have already been modernized.</p>	<p>The Public-Private Partnership (P3) allows the District to complete the upgrades within two years, ensure outages are minimized, as well as maximize long-term energy savings. This contract structure allows the District to very quickly reap the project benefits and improvements without needing all the capital upfront. Remote monitoring capabilities will also allow the agency to rapidly pursue repairs as soon as they occur and no longer depend on residents submitting 311 requests.</p>	<p>These modernized street lights allow for remote monitoring and control capabilities, greatly improving safety for pedestrians, cyclists, and motorists. The remote monitoring will also enable the District to detect outages as they occur, minimizing the amount of time of an outage. By significantly reducing the energy consumption of street lights, the modernized system will also cut back approximately 38,000 tons of annual greenhouse gas emissions.</p>
<p>At the beginning of 2023, DDOT launched Traffic Safety Inputs (TSI). This builds on the existing TSI process by providing a data analysis model to deliver safety mitigations. The process encourages resident 311 requests while prioritizing inputs based on objective factors such as roadway characteristics and crash patterns. This ensures DDOT delivers based on a safety model with resident input, and avoiding a “first-in, first-out” approach. Additionally, it will improve TSI equity through this priority-based approach by including objective safety and equity factors.</p>	<p>TSIs and the prioritization model allow DDOT to be more strategic and transformative towards Vision Zero. It will also ensure long-term TSI program sustainability. The work plan developed to investigate 800 locations each year will streamline agency operations and leverage data models that are used for multiple agency data driven decisions.</p>	<p>The Traffic Safety Inputs submitted by residents, ANCs, or other organizations, will be prioritized based on factors such as roadway characteristics, crash patterns, equity, and proximity to locations utilized by vulnerable road users such as schools and bus stops, as well as the Vision Zero High Injury Network. Each quarter, DDOT’s Traffic Safety Branch will develop a work plan for 200 prioritized locations for further analysis (800 annually), expanding the delivery of safety mitigations. TSIs will continue to maintain accessibility (simplified 311 submission process), transparency, and high-quality faster interventions as accomplished over the last one year.</p>

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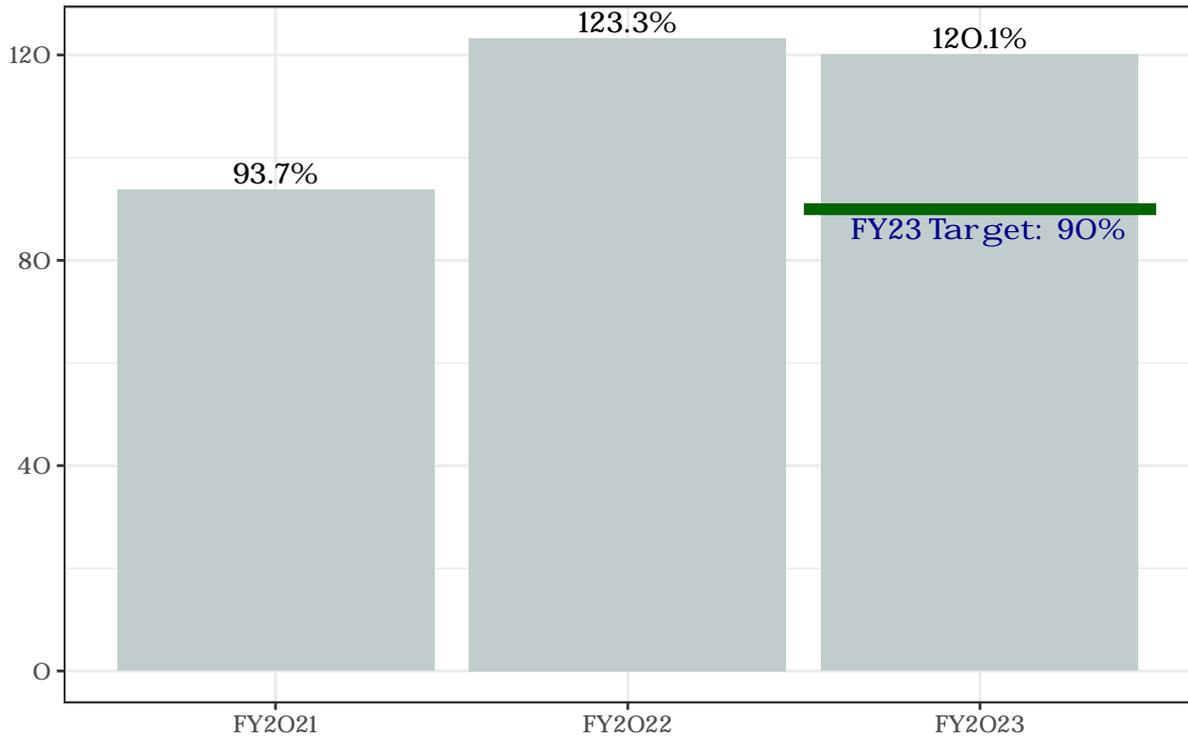
Accomplishment	Impact on Agency	Impact on Residents
<p>DDOT prioritizes innovation by leveraging new technologies and practices. In FY23, DDOT launched its Unmanned Aerial Systems (Drones) Program to enhance agency operations. DDOT also laid the groundwork to re-launch an innovation intake process that allows employees and external parties to submit innovative ideas and initiatives. Pilots and other innovative technologies launched at DDOT in FY23 include nanotrenching to install fiber optic cable; Ultra-High Performance Concrete (UHPC) to expand the material's lifespan to 70 years, compared to 15-20; and deploying Personal Delivery Devices (PDDs, also known as sidewalk delivery robots) to evaluate sign inventory.</p>	<p>The use of drones for agency operations will enhance safety for our bridge infrastructure by reducing inspector risk; improve efficiency by streamlining data collection; improve customer service by providing faster and more accurate services; among other benefits such as reduced costs and enhanced environmental monitoring. The innovation intake process will streamline agency procedures around innovative technologies and practices, while ensuring pilots are aligned to the agency's and District's goals and needs. DDOT will also be able to pursue innovations faster and, building on successful pilots, deliver services with less disruption and fewer resources.</p>	<p>DDOT is using Unmanned Aerial Systems to support agency operations, such as bridge and tree inspections. Residents benefit from fewer disruptions to traffic flow to collect data, more efficient agency decision-making, and new perspectives on the agency's work. The new nanotrenching pilot cable laying innovation will save residents from experiencing major disruptions from extensive trenching and provide them with 5G services faster. By drastically expanding the lifespan of the District's bridges with UHPC, residents can expect less construction, fewer delays, and greater return on their infrastructure, such as the Southern Ave SE Bridge over Suitland Parkway, which had this concrete applied this year. PDDs are being piloted to support sign inventory management and may allow for proactive sign inspections, saving residents time and effort.</p>

### Percent increase in Capital Bikeshare Ridership over previous year



In Fiscal Year 2023, Capital Bikeshare had over 3.5 million rides in the District, a nearly 18% increase over Fiscal Year 2022's 3 million rides, and breaking the all-time ride record of 3.3 million rides in FY17. This was achieved in part with the new fleet of electric bikes introduced in March of 2023 with over 1,500 on the ground by the end of the fiscal year. Another contributing factor is DDOT's continued efforts to ensure that Capital Bikeshare stations are accessible to all District residents. In FY23 DDOT expanded the Capital Bikeshare station network to ensure that over 80% of District residents live within a quarter mile of a Capital Bikeshare station.

Percent of paving plan goal for time period completed (data shown as calendar year quarters; 90-day delay in reporting)



DDOT resurfaced over 90 miles of roadway in calendar year 2023, exceeding the goal of 75 miles by roughly 20%. Repairing streets in poor condition due to potholes and other distresses in the pavement are a high priority for DDOT. The agency uses a formula of pavement condition data, service requests, work orders and other project coordination factors such as utility work to prioritize road candidates for rehabilitation. You can follow our progress at our PaveDC site <https://arcg.is/Gieb8>

### 3 2023 OBJECTIVES

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#### Strategic Objective

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Safety - design and manage a transportation network that offers safe and secure travel choices for all users, in accordance with Mayor Bowser's Vision Zero initiatives.

Mobility - increase system reliability, improve accessibility and manage congestion through coordination, communications and mobility options, providing safe and affordable travel choices for all users and trips.

Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs.

Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters.

Equity - advance transportation equity by evaluating its policies, planning, community engagement and project delivery, to ensure public investments in transportation justly benefit all residents, visitors and commuters.

Project Delivery - complete projects on-time and on-budget while engaging and communicating with the community.

Sustainability - manage and promote a transportation network that supports economic vitality and opportunity, reduces emissions and strengthens resilience in the face of climate change, especially in historically underserved neighborhoods that may experience greater impacts.

Create and maintain a highly efficient, transparent, and responsive District government.

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## 4 2023 OPERATIONS

Operation Title	Operation Description
<b>Safety - design and manage a transportation network that offers safe and secure travel choices for all users, in accordance with Mayor Bowser's Vision Zero initiatives.</b>	
Streetscapes Projects: Daily Service	Improve the design and layout of roads, sidewalks, trees, and open spaces to create safer, more livable, sustainable and attractive corridors.
Vision Zero: Daily Service	Coordinate, provide oversight, and implement the District-wide Vision Zero Action Plan strategies to reach zero fatalities and serious injuries to travelers of our transportation system, through more effective use of data, education, enforcement, and engineering.
DC Safe Routes to School Program: Key Project	Provide schools with planning assistance and education programming to improve safety for student walkers and cyclists. Install, maintain, and improve transportation assets in and around school zones for safety.
Automated Traffic Enforcement (ATE) Program: Daily Service	Install Automated Traffic Enforcement (ATE) cameras to reduce violations related to speeding, red lights, stop signs, bus/bike lanes, school bus stop arms, and truck restrictions.
<b>Mobility - increase system reliability, improve accessibility and manage congestion through coordination, communications and mobility options, providing safe and affordable travel choices for all users and trips.</b>	
Streetcar Operations Infrastructure and Expansion: Daily Service	Operation and maintenance of the DC Streetcar system, which is intended to make travel within the District easier for residents, workers and visitors, and complement the existing transit options.
Safety Improvement: Daily Service	Design, construct, and deploy multi-modal safety improvements and manage the flow of traffic within the right of way.
Active Transportation Network: Daily Service	Plan, design, construct, and maintain safety of trails, bike paths, and other non-car paths.
Parking and Curbside Management: Daily Service	Conduct research, develop policies, and deploy technologies to manage curbside space and metered parking.
K Street Transitway: Key Project	Reconfigure one of the District's major east-west corridors and feature a two-way dedicated busway running in the center of K Street from 12th Street NW to 21st St NW.
Research and Development: Daily Service	Oversee the DDOT Library, fund research projects, promote DDOT research nationally, and manage the pilot vetting program.
Bus Priority: Key Project	Improve bus travel speeds and reliability across the District through bus priority projects and program areas.
Autonomous Vehicle Testing: Daily Service	Administer Autonomous Vehicles Program, issue permits, and provide guidelines for entities to test and deploy autonomous vehicles on public roads.
Intelligent Transportation Systems: Daily Service	Install and maintain Intelligent Transportation Systems (ITS) infrastructure.
<b>Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs.</b>	
Roadway Maintenance: Daily Service	Resurfacing and sealing large areas of the roadway and repairs to streets such as crack sealing, patching, deep patching and filling potholes.
Alley Maintenance: Daily Service	Sealing, patching, repairing and resurfacing alleys.
Bridge Maintenance: Daily Service	Preservation and maintenance of bridge assets.
Sidewalk Maintenance: Daily Service	Preservation and maintenance of curbs and sidewalks.
Materials Testing Lab: Key Project	Building of a new materials testing lab to support all road repair and building projects.

(continued)

Operation Title	Operation Description
Street Light Maintenance: Daily Service	Manage, maintain, and improve street and alley lights and poles.
Fleet and Facilities Management: Daily Service	Manage vehicle fleet, warehouses and storage facilities, and office space.
Emergency Response and Security: Daily Service	Oversee emergency management, risk management, the internal safety program and safety policies for employees, vehicle fleet, and facilities.
Asset Maintenance: Daily Service	Maintain the integrity, safety, and condition of transportation infrastructure assets including streets, sidewalks, alleys, bridges, tunnels, streetlights, signals, and signs.
Traffic Signals: Daily Service	Maintain, expand, and optimize the city-wide traffic signal network.
<b>Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters.</b>	
Street Signs and Markings: Daily Service	Maintenance of citywide street signs and markings.
Public Space Regulation: Daily Service	Issue, inspect, and review public space permits, construction zones, and enforce restoration of the public right of way.
Capital Bikeshare and Micromobility: Daily Service	Provide oversight of bike/scooter rental programs for citizens and visitors.
<b>Equity - advance transportation equity by evaluating its policies, planning, community engagement and project delivery, to ensure public investments in transportation justly benefit all residents, visitors and commuters.</b>	
Regional Transit Coordination: Daily Service	Manage agreements and subsidy programs to lower transportation costs for transit riders.
DC Circulator and DC Streetcar: Daily Service	Operates, maintains, and expands the DC Streetcar and DC Circulator transit systems.
Frederick Douglass Memorial Bridge: Key Project	Replace the existing Frederick Douglass Memorial Bridge, deconstruct the 70-year-old bridge, and reconstruct the Suitland Parkway/I-295 interchange. Once complete, the new bridge will make it safer for pedestrians, bicyclists, and cars to cross the Anacostia River and will feature four pedestrian overlooks, three above-deck arches, and two piers that will appear to float on the river. The new bridge is the biggest infrastructure project in the history of the city.
Policy and Legislation: Daily Service	Develop and analyze transportation policies, coordinate the policy-making process among government agencies, and respond to council committee oversight requests and other inquiries.
Equity and Inclusion: Daily Service	Administer compliance programs, policies, and support the department's goals in diversity, equity, accessibility, inclusion, and equal employment opportunity.
<b>Project Delivery - complete projects on-time and on-budget while engaging and communicating with the community.</b>	
DC Water Megaproject: Key Project	Ongoing permitting support for DC Water Megaprojects.
Bridge, Tunnel, and Highway Reconstruction: Key Project	Manage ongoing long-term capital projects.
Infrastructure Project Delivery: Daily Service	Design, engineer, and construct roadway and bridge projects and manage mega-projects.
<b>Sustainability - manage and promote a transportation network that supports economic vitality and opportunity, reduces emissions and strengthens resilience in the face of climate change, especially in historically underserved neighborhoods that may experience greater impacts.</b>	
M495 Marine Highway: Key Project	M-495 Commuter Fast Ferry Service on the Occoquan, Potomac, and Anacostia River system.

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Operation Title	Operation Description
Transportation Demand Management: Daily Service	Oversee Transportation Demand Management program, promote sustainable transportation options through goDCgo, and encourage residents, employees, and visitors to reduce reliance on single-occupant vehicles for travel.
Business Improvement and Economic Development: Key Project	Manage Business Improvement District (BID) reimbursements and Federal projects that support local Economic Development.
Planning and Sustainability: Daily Service	Develop city-wide transportation policies, strategic goals, and plans, as well as narrow plans focused on specific neighborhood needs.
Powerline Undergrounding Engineering (DC PLUG): Key Project	Implement the Power Line Undergrounding Engineering (DC PLUG) to bring overhead electrical feeders affected by outages underground. This is a partnership between DDOT constructing the underground facilities and Pepco installing the underground electric distribution system.
Environmental Impact Analysis: Daily Service	Evaluate the impacts of land development actions on the transportation network and the environment.
Vehicle Electrification: Key Project	Electrify government vehicles and buses, develop policies, and issue public space permits to expand the EV charging station network.
Anacostia Waterfront Initiative: Key Project	Improve access, environmental quality, foster economic development and promote safe multi-modal travel for communities throughout the Anacostia Waterfront area.
Urban Forestry: Daily Service	Preserve the city's tree canopy, maintain, improve, and remove trees in the right of way to ensure they are healthy, safe, and growing.
Green Infrastructure and Environmental Programs: Daily Service	Construction related to green infrastructure sites in the right of way, alleys, and public spaces. Green Infrastructure is the living network that connects landscape areas, natural areas, and waterways. In urban areas, it captures rainfall; cools buildings and pavement; and creates natural pathways for wildlife.
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>	
Information Technology and Innovation: Daily Service	Develop in-house software solutions, support hardware and software services, and provide enterprise data management.
Customer Service: Daily Service	Provide customer service call center to answer residents' questions or concerns submitted via the 311 system, phone, email, or other means.
Human Resources and Budget Allocation: Daily Service	Manage human resources functions including hiring, training, budget resource allocation, personnel policies and procedures, and workforce development activities.
Performance Management: Daily Service	Improve business processes, develop performance plans, and coordinate performance reporting to meet agency's strategic goals.
Public Affairs: Daily Service	Manage media relations, crisis communications, public affairs, and employee communications.
Community Engagement: Daily Service	Coordinate engagement and outreach with the public, community organizations and representative bodies, and other stakeholders.

## 5 2023 STRATEGIC INITIATIVES

In FY 2023, District Department of Transportation had 10 Strategic Initiatives and completed 50%.

Title	Description	Update
Streetlight Public Private Partnership (P3)	<p>The DC Smart Street Lighting Project will modernize DC's more than 75,000 streetlights by converting to LED technology with remote monitoring and control. It is the District's first-ever Public Private Partnership (P3) and is the nation's largest urban streetlight modernization project using the P3 model. LEDs better direct light onto the road, sidewalks, and trails, all helping to advance the District's Vision Zero goals.</p> <p>In FY 2023, DDOT plans to upgrade 17,800 streetlights with high-efficiency LED bulbs with remote monitoring and control capabilities.</p>	<p>Completed to date: Complete</p> <p>The P3 developer has upgraded to date around 34,240 LED streetlights in the District.</p>
Open Streets	<p>Open Streets is a global initiative that offers communities the opportunity to experience their city streets in a whole new way. Open Streets events temporarily close roadways to vehicles to provide safe spaces for walking, biking, skating, and other social activities. In FY 2023, DDOT plans to host three Open Streets events. Two events are scheduled-on Georgia Avenue and Wisconsin Avenue. As of September 2022, DDOT is still working on selecting the third location.</p>	<p>Completed to date: Complete</p> <p>DDOT hosted 3 Open Streets events in FY23. 1) Georgia Avenue, 3 miles, October 1, 2022. 2) Wisconsin Avenue, 1 mile, November 5, 2022 3) 12th Street NE, 1 mile, June 4, 2023. Tens of thousands of people attended the events.</p>

Bus Priority and Efficiency Initiative

The Bus Priority Program improves bus speeds and reliability for riders across the District. Changes often include: separate bus lanes, priority at traffic signals, extending sidewalk curbs at bus stops, and better integration of bike lanes. Each project can have some or all of these changes. In FY 2023, DDOT plans to begin construction for 11th St NW (Pennsylvania Avenue to L Street). This project will include a combination of new bus lanes, transit signal priority, protected bike lanes, and bus stop improvements. DDOT will begin design for Georgia Ave NW (Barry Pl to Kansas St) and H St NE (North Capitol to Benning Road). In addition, DDOT will kick off planning and concept development for Georgia Ave NW (Kansas St to Missouri St) and 11 St SE (M St to Good Hope Rd). Finally, DDOT will perform additional planning and outreach, followed by moving 7th St NW (Mass to Penn Ave) into design.”

Completed to date: 50-74%  
H Street NE is currently under design. 11th Street SE has kicked off planning. The Bus Priority project pipeline has been adjusted to keep on schedule for delivery of the 51 projects overall. Out of the 51 Bus Priority projects, 14 are currently in planning and/or design, 2 are in active construction, and 4 are completed or substantially completed. Construction for 11th St NW is now scheduled to start in spring 2024 due to construction contract constraints; it is currently at 90% design. For Georgia Avenue NW, in consultation with the Environmental Planning Branch, the Transit Delivery Division is pivoting to undertake planning and environmental review for the whole corridor (Barry Pl to Eastern Ave) in order to better account for the impacts and benefits in a holistic manner. This will likely result in faster delivery of all three sections of Georgia Avenue, by moving up the timeline for the third section (Missouri Ave to Eastern Ave, previously scheduled for planning in FY25), but result in a delay to starting design for Barry Pl to Kansas Ave. A recommended concept is being presented to the public through extensive outreach activities. For 7th Street NW, leadership directed staff to delay this project, so the project did not start design in FY23.

Vision Zero

In FY 2023, DDOT will release a new Vision Zero website that presents clear information about all of the work DDOT is doing around safety, including education, the Annual Safety Improvement Program, and general support for safer streets. In addition, DDOT will conduct a public safety campaign around road safety, conduct a site visit for every fatal crash that identifies opportunities to improve safety at that location, and analyze crash patterns to identify opportunities for safety improvement such as changed to high-injury corridors. DDOT will redesign 100 locations, identified through Highway Safety Improvement Programs (HSIP), High Injury Corridors, Annual Crash Statistics Report, Livability studies, Post-fatal crash site visits, Traffic Signal studies, and other Safety studies. 25 of these will be located along the High Injury Corridors.

Completed to date: Complete  
Vision Zero initiative has accomplished or scheduled all outreach on traffic safety. During the fourth quarter, DDOT and the Highway Safety Office (HSO) continued their education and outreach campaigns, including radio spots, billboard size ads, and bus ads. Themes include safe speeds, always driving sober, wearing your seat belt, and stopping for pedestrians and cyclists. The Lab@DC is sending innovative outreach messages going to “risky drivers” as identified by automated enforcement citation data, and this pilot study has received extensive positive media coverage. DDOT has redesigned and installed over 120 safety improvements. Over 50 of these locations were located along the High Injury Network. Post-fatal crash site visits are held immediately after fatal crashes.

Bridge Rehabilitation	<p>This project will ensure the safety of the District's bridges and structures. The agency will replace or extend the useful life of these bridges through a process of inspection and constructability assessments. In FY 2023, DDOT will complete the design and award construction for the rehabilitation of the Theodore Roosevelt Memorial Bridge, as well as complete the design for the rehabilitation of I-395 HOV Bridge over Potomac River.</p>	<p>Completed to date: 75-99%  Final design for both Theodore Roosevelt Bridge and I-395 HOV Bridge was complete in June/July 2023, and it was going through the bid-preparation process by Office of Contracting and Procurement. Construction funds for both projects were also obligated during the 4th quarter of FY2023. Solicitation has not initiated due to pending Project Labor Agreement (PLA) (Theodore Roosevelt Bridge).  Award of Theodore Roosevelt Memorial Bridge cannot take place until solicitation. At this stage, solicitation cannot begin until the Project Labor Agreement is completed.</p>
Circulator Bus Electrification	<p>DDOT has committed to transition the Circulator fleet to battery electric buses (BEBs). BEB's are 100% electric and no-emission vehicles.  In FY 2023, DDOT plans to complete testing of its Proterra ZX5 pilot bus. This is part of a 14-bus procurement. Feedback and modifications will be sent to manufacturer to finalize the design. The agency plans to add all 14 buses during FY 2023. This will increase the DC Circulator battery-electric fleet size to 28 vehicles.  To accommodate this increase in BEB's, the South Capitol Street facility will be retrofit. The South Capitol Street facility handles repairs, maintenance, and charging for the Circulator bus fleet. In FY 2023, DDOT will solicit bids for construction of this planned retrofit design. Expanding charging capacity for the fleet is a primary goal of these facility modifications.</p>	<p>Completed to date: 0-24%  Procurement of the remaining 13 Proterra electric buses will be further delayed due to Proterra declaring Chapter 11 bankruptcy. Proterra is going through the process of selecting new buyer(s). Depending on the outcome, the Office of Contracting and Procurement (OCP) may choose to cancel the contract for the remaining 13 buses. Proterra had not delivered the remaining 13 buses due to space constrains and supply chain delays. Retrofit of the South Capitol Street went out for solicitation in FY23. However, the received bids did not align with DDOT's expectations and DDOT will re-solicit.</p>
Equity Assessment Tool	<p>In FY 2023, DDOT will continue to require project managers to describe how projects or programs promoted the shared and just distribution of benefits and burdens of an infrastructure investment or service. DDOT will require that every FY 2024 budget request submission complete the equity assessment tool.</p>	<p>Completed to date: Complete  This Initiative was completed in Q1. In FY23, Two Hundred Sixty-Nine (269) budget requests were submitted during the budget formulation period with an accompanying equity score from the EAT. DDOT will continue to refine the tool to have staff interact with it outside of the budget process.</p>

Transportation Online Permitting System (TOPS) modernization

DDOT plans to re-build the Transportation Online Permitting System (TOPS) into an enterprise-class and cloud-based platform. The new system will make it easy for users to log into an account any time to apply for a permit, edit an application, upload plans electronically, or check the status of an application. In FY 2023, DDOT will complete the Business Process Re-Engineering (BPR), which include assessing the existing process workflows and developing a Statement of Objectives (SOO) for future solicitations.

Completed to date: Complete  
In FY23 Q4, the Technical Evaluation Panel (TEP) met to review for a series of consensus sessions reviewing the qualifying proposals received for this procurement. With the assistance of Office of Contracting and Procurement (OCP) staff, the team reached consensus regarding a selectee and the TEP formally submitted their recommendation report to OCP in September. The Office of the Chief Information Officer (OCIO) continues to review and improve the documents generated by the Business Process Re-engineer (BPR) to ensure that the materials which are provided to the vendor are as clean as possible to shorten ramp up time for the process of creating the Modernized Permitting System (MPS). Overall, the BPR process has been completed and the Statement of Objectives was included in solicitation.

Traffic Management Center Relocation

DDOT plans to relocate the Traffic Management Center (TMC) to a new facility in Ward 5. This new facility ensures that TMC and Intelligent Transportation System (ITS) maintenance staff can continue to operate field devices, support traffic operations functions and regional traffic coordination. The agency will also upgrade the new TMC to a fiber-optic network. This fiber-optic upgrade vastly improves network reliability, bandwidth, redundancy, and flexibility required for both current and future needs. In FY 2023, the agency will complete assessment, complete design of the new space, and start the relocation process. DDOT will also complete a pilot project using the DC-Net citywide communication fiber network for TMC operations.

Completed to date: 50-74%  
In FY23, DDOT moved its Traffic Management Center (TMC) to a location at the District Homeland Security and Emergency Management Agency (HSEMA). DDOT is still working to move its traffic system infrastructure, which supports the TMC, to the new facility in Ward 5. In FY23Q4, DDOT continued to coordinate with the Department of General Services and DCNet to move its traffic system infrastructure to the new facility at 60 Florida Avenue NE. DDOT completed the assessment of the facility and is nearing completion of design. Relocation will start in FY24. DDOT collaborated with Office of the Chief Technology Officer (OCTO) to design the Intelligent transportation System (ITS) infrastructure using DC-Net communications fiber network. DDOT coordinated the request for Pepco power to the OCTO cabinet to convert copper to the DC-Net fiber. Upon conversion, DDOT will begin its pilot project. DDOT IT completed 100% of the fiber conduit cleaning. Due to facility and Department of General Services (DGS) delays, the relocation process will begin in FY24. The pilot project was delayed to due supply chain and procurement issues.

The District of Columbia Power Line Undergrounding (DC PLUG)

The DC Power Line Undergrounding (DC PLUG) initiative is a program to move above ground electric power lines underground. The program selects power lines on poles that are the most vulnerable to severe weather. The power lines in neighborhoods are called feeders. A feeder is an electric power line that distributes power to up to 1100 customers within a specific geographic area. In FY 2023, DDOT plans to complete the design of feeders 14007, 118, 14702, 15171, and 14767.

Completed to date: 50-74%

• Feeder 14007 - PS&E (Plans, Specifications, & Estimates) Delivery Phase. The consultant submitted two partial PS&E designs and working to complete by FY24 Q1. • Feeder 118 - PS&E Delivery Phase. PS&E in final stages. Maintenance of Traffic (MOT) plans to be finalized in FY24 Q1. • Feeder 14702 - PS&E Delivery Phase. PS&E in final stages. MOT plans to be finalized in FY24 Q1. • Feeder 15171 - PS&E Delivery Phase. PS&E Revised submission received; a few comments returned to consultant and MOT expected to be completed in FY24 Q1. • Feeder 14767 - Finalizing 100% Design. Pepco implemented a design change to keep a portion of the feeder overhead. Expected completion of all design in FY24 Q3. Design delays extended some goals into FY24. Coordination with external stakeholders required schedule adjustments.

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## 6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
<b>Safety - design and manage a transportation network that offers safe and secure travel choices for all users, in accordance with Mayor Bowser's Vision Zero initiatives.</b>											
Percent of posts covered by School Crossing Guards	Up is Better	New in 2023	New in 2023	89.6%	92.2%	92.6%	91.3%	91.4%	90%	Met	
<b>Mobility - increase system reliability, improve accessibility and manage congestion through coordination, communications and mobility options, providing safe and affordable travel choices for all users and trips.</b>											
Percent of Circulator buses arriving on time	Up is Better	66.8%	77.9%	83%	79.7%	78.3%	79.1%	79.7%	79%	Met	
Percent increase in Capital Bikeshare Ridership over previous year	Up is Better	4.2%	40.1%	0.7%	34.8%	20.4%	19%	17.8%	3%	Met	
Miles of Protected Bikeways Installed	Up is Better	New in 2023	New in 2023	1.6	2.2	1.9	2.1	7.8	10	Unmet	Staffing turnover resulted in several projects that were not completed. Had these projects (11th St NW, Riggs Rd, Vermont Ave) been completed, DDOT would have met its goal for FY 23. Additionally, two projects, Arizona Ave NW and M St SE were delayed due to traffic signal modifications. DDOT had zero trail projects deliver in FY 23. Trail projects are capital and cannot be delivered on a routine basis. DDOT broke ground on the Met Branch Trail Fort Totten to Takoma, which will deliver in FY 24. Next year, DDOT has several capital projects that will deliver such as Florida Ave NE, which will contribute toward our goal of 10 miles of protected bikeways.
<b>Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs.</b>											

Key Performance Indicators (continued)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Percent of pothole service requests filled and closed out within 72 hours	Up is Better	78.1%	88.7%	85.3%	91%	94.6%	95.3%	91.6%	85%	Met	
Percent of streets in "Fair" to "Excellent" condition	Up is Better	77.1%	86%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87.7%	75%	Met	
Percent of paving plan goal for time period completed (data shown as calendar year quarters; 90-day delay in reporting)	Up is Better	93.7%	123.3%	183.3%	115.8%	113.3%	114.5%	120.1%	90%	Met	
Percent of sidewalk plan goal for time period completed (data shown as calendar year quarters; 90-day delay in reporting)	Up is Better	139%	131.1%	150%	70.5%	153.5%	158.3%	122.8%	90%	Met	
<b>Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters.</b>											
Percent of parking meters working daily	Up is Better	94.4%	92.9%	90.5%	94%	97.5%	96%	94.5%	95%	Nearly Met	Performance in FY23 Q1 brought down the overall fiscal year's performance. At the time, the contractor did not meet its required target. A new contract was issued in May 2023. The awarded vendor was the subcontractor who became the prime. Then the contract was restructured again in July 2023. All contractors have been on track for meeting their KPIs in Q3 and Q4, and in Q4, the new vendors significantly improved meter operability.
Mean time (hrs) to repair meters	Down is Better	41	47	53.4	137	53.7	62.6	76.7	72	Nearly Met	FY23 Q2 was the only quarter to exceed the target. The drastic increase in repair time was due to the contractor conducting a major meter replacement due to Verizon sunsetting 2G/3G.

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Percent of public space applications approved within 30 days	Up is Better	93.3%	96.3%	98.4%	94.8%	98.1%	99.5%	97.3%	93%	Met	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
<b>Automated Traffic Enforcement (ATE) Program</b>							
Number of active WMATA Bus Cameras and School Bus Stop Arm Cameras operating on the roadways	New in 2023	New in 2023	0	0	0	0	0
Number of citations issued via WMATA Bus Cameras and School Bus Stop Arm Cameras	New in 2023	New in 2023	0	0	0	0	0
Number of active speed, red light, stop sign, and truck restriction cameras operating on the roadways	New in 2023	134	136	132	132	150	150
Number of citations issued via speed, red light, stop sign, and truck restriction cameras	New in 2023	1,409,498	306,020	303,858	425,983	444,849	1,480,710
<b>Vision Zero</b>							
Number of bicyclist serious injuries	23	15	7	4	8	7	26
Number of pedestrian serious injuries	95	65	27	17	22	30	96
Number of motor-vehicle serious injuries	266	150	47	63	61	39	210
Number of bicyclist fatalities	4	3	0	0	0	1	1
Number of pedestrian fatalities	13	17	3	3	5	6	17
Number of motor-vehicle fatalities	12	14	2	7	9	1	19
Number of signals adjusted with Leading Pedestrian Intervals	New in 2023	New in 2023	49	5	6	7	67
<b>Active Transportation Network</b>							
Miles of new trail completed	New in 2022	7.8	0	0	0	0	0
Miles of new protected bike lanes installed	7.4	5.5	1.6	2.2	1.9	2.1	7.8
<b>Safety Improvement</b>							
Number deployment locations covered for traffic control officers (TCOs)	2,669	1,061	351	268	552	361	1532
Number of Roadway Operations Patrol (ROP) deployments	New in 2023	New in 2023	540	504	581	514	2139
Number of citations issued by traffic control officers (TCO's)	New in 2023	New in 2023	8,008	15,099	11,181	12,486	46,774
<b>Asset Maintenance</b>							
Number of alleys resurfaced	232	161	11	37	42	26	116
Number of deficient bridges	3	3	3	3	3	3	3
Number of pothole service requests completed	3,431	3,382	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3068

Workload Measures (continued)

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Number of signs installed	21,474	21,332	Annual Measure	Annual Measure	Annual Measure	Annual Measure	23,269
Miles of Markings Touched	30.2	73	Annual Measure	Annual Measure	Annual Measure	Annual Measure	23.3
<b>Street Light Maintenance</b>							
Number of street lights repaired	21,556	20,650	Annual Measure	Annual Measure	Annual Measure	Annual Measure	22,689
<b>Public Space Regulation</b>							
Number of public space inspections	49,340	54,919	Annual Measure	Annual Measure	Annual Measure	Annual Measure	49,417
Number of building sites assessed for accessibility of path of travel	Not Available	216	21	22	17	14	74
<b>DC Circulator and DC Streetcar</b>							
Number of Circulator Passengers	481,759	1,811,283	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,954,321
Number of Streetcar Passengers	62,544	267,093	Annual Measure	Annual Measure	Annual Measure	Annual Measure	622,531
<b>Regional Transit Coordination</b>							
Number of Kids Ride Free passes picked up by students	25,174	63,151	36,111	7,444	5,587	25,764	74,906
Number of transit stops improved to be compliant with accessibility guidelines	Not Available	51	16	9	35	12	72
<b>Transportation Demand Management</b>							
Number of bike/ped counters installed	0	5	0	0	0	0	0
<b>Urban Forestry</b>							
Number of trees planted citywide	8,391	5,844	3,043	2,885	6,798	0	12,726
<b>Customer Service</b>							
Number of non-emergency 911 traffic calls and texts routed to DDOT	New in 2023	New in 2023	343	320	267	232	1162