

# District Department of Transportation FY2023

Agency District Department of Transportation

Agency Code KAO

Fiscal Year 2023

Mission The District Department of Transportation's (DDOT) mission is to enhance the quality of life for District residents and visitors by ensuring that people and goods move safely with minimal adverse impact on residents and the environment.

## Strategic Objectives

Objective Number	Strategic Objective
1	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.
2	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.
3	Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs.
4	Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters.
5	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.
6	Project Delivery - complete projects on-time and on-budget while engaging and communicating with the community.
7	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.
8	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
<b>1 - 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. (1 Measure)</b>						
Percent of posts covered by School Crossing Guards	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	90%
<b>2 - 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. (3 Measure records)</b>						
Percent of Circulator buses arriving on time	Up is Better	66.3%	66.8%	79%	72.1%	79%
Percent increase in Capital Bikeshare Ridership over previous year	Up is Better	-30.4%	4.2%	3%	40.1%	3%
Miles of Protected Bikeways Installed	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	10
<b>3 - Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs. (4 Measure records)</b>						
Percent of pothole service requests filled and closed out within 72 hours	Up is Better	60.8%	78.1%	87%	88.7%	85%
Percent of streets in "Fair" to "Excellent" condition	Up is Better	68.8%	77.1%	75%	86%	75%
Percent of paving plan goal for time period completed (data shown as calendar year quarters; 90-day delay in reporting)	Up is Better	130.4%	93.7%	100	Not Available	90%
Percent of sidewalk plan goal for time period completed (data shown as calendar year quarters; 90-day delay in reporting)	Up is Better	81.4%	139%	100%	Not Available	90%
<b>4 - Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters. (3 Measure records)</b>						
Percent of parking meters working daily	Up is Better	93.7%	94.4%	95%	92.9%	95%
Mean time (hrs) to repair meters	Down is Better	79	41	24	47	72
Percent of public space applications approved within 30 days	Up is Better	89.9%	93.3%	93%	96.3%	93%

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - 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. (4 Activity records)</b>		
Vision Zero	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.	Daily Service
Streetscapes Projects	Improve the design and layout of roads, sidewalks, trees, and open spaces to create safer, more livable, sustainable and attractive corridors.	Daily Service
DC Safe Routes to School Program	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.	Key Project
Automated Traffic Enforcement (ATE) Program	Install Automated Traffic Enforcement (ATE) cameras to reduce violations related to speeding, red lights, stop signs, bus/bike lanes, school bus stop arms, and oversize trucks.	Daily Service
<b>2 - 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. (9 Activity records)</b>		
Research and Development	Oversee the DDOT Library, fund research projects, promote DDOT research nationally, and manage the pilot vetting program.	Daily Service
Safety Improvement	Design, construct, and deploy multi-modal safety improvements and manage the flow of traffic within the right of way.	Daily Service
Active Transportation Network	Plan, design, construct, and maintain safety of trails, bike paths, and other non-car paths.	Daily Service
Streetcar Operations Infrastructure and Expansion	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.	Daily Service
Parking and Curbside Management	Conduct research, develop policies, and deploy technologies to manage curbside space and metered parking.	Daily Service
K Street Transitway	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.	Key Project
Bus Priority	Improve bus travel speeds and reliability across the District through bus priority projects and program areas.	Key Project
Autonomous Vehicle Testing	Administer Autonomous Vehicles Program, issue permits, and provide guidelines for entities to test and deploy autonomous vehicles on public roads.	Daily Service
Intelligent Transportation Systems	Install and maintain Intelligent Transportation Systems (ITS) infrastructure.	Daily Service
<b>3 - Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs. (10 Activity records)</b>		
Fleet and Facilities Management	Manage vehicle fleet, warehouses and storage facilities, and office space.	Daily Service
Roadway Maintenance	Resurfacing and sealing large areas of the roadway and repairs to streets such as crack sealing, patching, deep patching and filling potholes.	Daily Service
Alley Maintenance	Sealing, patching, repairing and resurfacing alleys.	Daily Service
Bridge Maintenance	Preservation and maintenance of bridge assets.	Daily Service
Sidewalk Maintenance	Preservation and maintenance of curbs and sidewalks.	Daily Service
Street Light Maintenance	Manage, maintain, and improve street and alley lights and poles.	Daily Service
Traffic Signals	Maintain, expand, and optimize the city-wide traffic signal network.	Daily Service
Materials Testing Lab	Building of a new materials testing lab to support all road repair and building projects.	Key Project
Emergency Response and Security	Oversee emergency management, risk management, the internal safety program and safety policies for employees, vehicle fleet, and facilities.	Daily Service
Asset Maintenance	Maintain the integrity, safety, and condition of transportation infrastructure assets including streets, sidewalks, alleys, bridges, tunnels, streetlights, signals, and signs.	Daily Service
<b>4 - Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters. (3 Activity records)</b>		
Street Signs and Markings	Maintenance of citywide street signs and markings.	Daily Service
Public Space Regulation	Issue, inspect, and review public space permits, construction zones, and enforce restoration of the public right of way.	Daily Service
Capital Bikeshare and Micromobility	Provide oversight of bike/scooter rental programs for citizens and visitors.	Daily Service
<b>5 - 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. (5 Activity records)</b>		

Operations Title	Operations Description	Type of Operations
Regional Transit Coordination	Manage agreements and subsidy programs to lower transportation costs for transit riders.	Daily Service
DC Circulator and DC Streetcar	Operates, maintains, and expands the DC Streetcar and DC Circulator transit systems.	Daily Service
Frederick Douglass Memorial Bridge	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.	Key Project
Policy and Legislation	Develop and analyze transportation policies, coordinate the policy-making process among government agencies, and respond to council committee oversight requests and other inquiries.	Daily Service
Equity and Inclusion	Administer compliance programs, policies, and support the department's goals in diversity, equity, accessibility, inclusion, and equal employment opportunity.	Daily Service
<b>6 - Project Delivery - complete projects on-time and on-budget while engaging and communicating with the community. (3 Activity records)</b>		
Bridge, Tunnel, and Highway Reconstruction	Manage ongoing long-term capital projects.	Key Project
DC Water Megaproject	Ongoing permitting support for DC Water Megaprojects.	Key Project
Infrastructure Project Delivery	Design, engineer, and construct roadway and bridge projects and manage mega-projects.	Daily Service
<b>7 - 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. (10 Activity records)</b>		
Transportation Demand Management	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.	Daily Service
Business Improvement and Economic Development	Manage Business Improvement District (BID) reimbursements and Federal projects that support local Economic Development.	Key Project
Urban Forestry	Preserve the city's tree canopy, maintain, improve, and remove trees in the right of way to ensure they are healthy, safe, and growing.	Daily Service
Powerline Undergrounding Engineering (DC PLUG)	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.	Key Project
Planning and Sustainability	Develop city-wide transportation policies, strategic goals, and plans, as well as narrow plans focused on specific neighborhood needs.	Daily Service
M495 Marine Highway	M-495 Commuter Fast Ferry Service on the Occoquan, Potomac, and Anacostia River system.	Key Project
Green Infrastructure Maintenance and Environmental Programs	Maintenance and 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.	Daily Service
Environmental Impact Analysis	Evaluate the impacts of land development actions on the transportation network and the environment.	Daily Service
Vehicle Electrification	Electrify government vehicles and buses, develop policies, and issue public space permits to expand the EV charging station network.	Key Project
Anacostia Waterfront Initiative	Improve access, environmental quality, foster economic development and promote safe multi-modal travel for communities throughout the Anacostia Waterfront area.	Key Project
<b>8 - Create and maintain a highly efficient, transparent, and responsive District government. (6 Activity records)</b>		
Information Technology and Innovation	Develop in-house software solutions, support hardware and software services, and provide enterprise data management.	Daily Service
Customer Service	Provide customer service call center to answer residents' questions or concerns submitted via the 311 system, phone, email, or other means.	Daily Service
Human Resources and Budget Allocation	Manage human resources functions including hiring, training, budget resource allocation, personnel policies and procedures, and workforce development activities.	Daily Service
Performance Management	Improve business processes, develop performance plans, and coordinate performance reporting to meet agency's strategic goals.	Daily Service
Public Affairs	Manage media relations, crisis communications, public affairs, and employee communications.	Daily Service
Community Engagement	Coordinate engagement and outreach with the public, community organizations and representative bodies, and other stakeholders.	Daily Service

## Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
<b>1 - Automated Traffic Enforcement (ATE) Program (4 Measure records)</b>			
Number of active speed, red light, stop sign, and oversize commercial vehicle cameras operating on the roadways	New in 2023	New in 2023	New in 2023
Number of active WMATA Bus Cameras and School Bus Stop Arm Cameras operating on the roadways	New in 2023	New in 2023	New in 2023
Number of citations issued via speed, red light, stop sign, and truck weight cameras	New in 2023	New in 2023	New in 2023
Number of citations issued via WMATA Bus Cameras and School Bus Stop Arm Cameras	New in 2023	New in 2023	New in 2023
<b>1 - Vision Zero (7 Measure records)</b>			
Number of signals adjusted with Leading Pedestrian Intervals	New in 2023	New in 2023	New in 2023
Number of pedestrian serious injuries	114	95	65
Number of bicyclist fatalities	0	4	3
Number of motor-vehicle serious injuries	223	266	150
Number of bicyclist serious injuries	30	23	15
Number of pedestrian fatalities	14	13	17
Number of motor-vehicle fatalities	21	12	14
<b>2 - Active Transportation Network (2 Measure records)</b>			
Miles of new trail completed	New in 2022	New in 2022	7.8
Miles of new protected bike lanes installed	1.9	15.2	5.5
<b>2 - Safety Improvement (3 Measure records)</b>			
Number of Roadway Operations Patrol (ROP) deployments	New in 2023	New in 2023	New in 2023
Number of citations issued by traffic control officers (TCO's)	New in 2023	New in 2023	New in 2023
Number deployment locations covered for traffic control officers (TCOs)	1643	2669	1061
<b>3 - Asset Maintenance (5 Measure records)</b>			
Number of pothole service requests completed	4367	3431	3382
Miles of Markings Touched	138	30.2	73
Number of deficient bridges	6	3	3
Number of alleys resurfaced	150	232	161
Number of signs installed	17,157	21,474	40,196
<b>3 - Street Light Maintenance (1 Measure)</b>			
Number of street lights repaired	23,799	21,556	20,650
<b>4 - Public Space Regulation (2 Measure records)</b>			
Number of building sites assessed for accessibility of path of travel	Not Available	Not Available	216
Number of public space inspections	56,979	49,340	54,919
<b>5 - DC Circulator and DC Streetcar (2 Measure records)</b>			
Number of Streetcar Passengers	504,993	62,544	267,093
Number of Circulator Passengers	2,004,137	481,759	1,811,283
<b>5 - Regional Transit Coordination (2 Measure records)</b>			
Number of transit stops improved to be compliant with accessibility guidelines	Not Available	Not Available	51
Number of Kids Ride Free passes picked up by students	33,706	25,174	63,151
<b>7 - Transportation Demand Management (1 Measure)</b>			
Number of bike/ped counters installed	0	0	5
<b>7 - Urban Forestry (1 Measure)</b>			
Number of trees planted citywide	8464	8391	5844
<b>8 - Customer Service (1 Measure)</b>			
Number of non-emergency 911 traffic calls and texts routed to DDOT	New in 2023	New in 2023	New in 2023

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Bridge, Tunnel, and Highway Reconstruction (1 Strategic Initiative)</b>		
Bridge Rehabilitation	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.	09-30-2023
<b>Bus Priority (1 Strategic Initiative)</b>		
Bus Priority and Efficiency Initiative	<p>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.</p> <p>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).</p>	09-30-2023
<b>DC Circulator and DC Streetcar (1 Strategic Initiative)</b>		
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.</p> <p>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.</p> <p>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>	09-30-2023
<b>Equity and Inclusion (1 Strategic Initiative)</b>		
Equity Assessment Tool	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.	09-30-2023
<b>Information Technology and Innovation (1 Strategic Initiative)</b>		
Transportation Online Permitting System (TOPS) modernization	<p>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.</p> <p>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.</p>	09-30-2023
<b>Powerline Undergrounding Engineering (DC PLUG) (1 Strategic Initiative)</b>		
The District of Columbia Power Line Undergrounding (DC PLUG)	<p>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.</p> <p>In FY 2023, DDOT plans to complete the design of feeders 14007, 118, 14702, 15171, and 14767.</p>	09-30-2023
<b>Safety Improvement (1 Strategic Initiative)</b>		
Traffic Management Center Relocation	<p>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.</p> <p>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.</p>	09-30-2023
<b>Street Light Maintenance (1 Strategic Initiative)</b>		
Streetlight Public Private Partnership (P3)	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	09-30-2023

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	<p>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>	
<b>Vision Zero (2 Strategic Initiative records)</b>		
Vision Zero	<p>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.</p>	09-30-2023
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>	09-30-2023