



## District Department of Transportation DDOT (KA)

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### 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.

### SUMMARY OF SERVICES

DDOT executes its mission through the work of five Administrations:

The **Infrastructure Project Management Administration** designs and builds roads and bridges, rails and other transportation projects.

The **Progressive Transportation Services Administration** provides public transportation service through forthcoming Streetcar, Bikeshare program, Metro and the Circulator bus system

The **Traffic Operations Administration** ensures a safe and user-friendly transportation environment

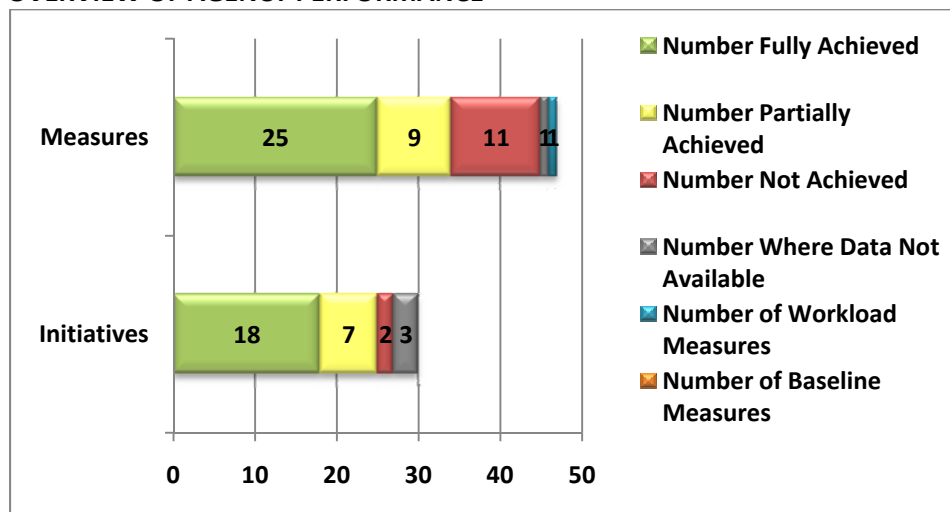
The **Transportation Policy and Planning Administration** develops strategic goals for the agency

The **Urban Forestry Administration** maintains the District's street trees, providing our community with traffic calming, improved air quality, increased ground water retention that minimizes runoff and flooding, temperature moderation, and aesthetics.

### ACCOMPLISHMENTS

- ✓ 1. Completion of the New South Dakota Avenue Bridge
- ✓ 2. DC Circulator Expansion continues.
- ✓ 3. Launch of the Capital Bikeshare Program. This is the largest bikeshare program in the United States.

### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

- Fully achieved    ● Partially achieved    ● Not achieved    ● Data not reported

### OFFICE OF THE DIRECTOR

#### OBJECTIVE 1: Ensure accountability and transparency for capital projects.

● **INITIATIVE 1.1: Implement “Project Coordination and Tracking System” (PCATs) along with Planview.**

The DDOT Transportation Access Portal [DTAP] (formerly referred to as PCAT) website was launched on February 25, 2010. DTAP presents budget, schedule, and other information related to DDOT infrastructure projects. Hundreds of pages of background documents, including weekly progress reports, are available for review and download. The DTAP site is organized by Ward, and visitors to the site can navigate easily to projects in their area by clicking on a map of the District. Special sections of DTAP are set aside for Stimulus projects and for projects related to the Anacostia Waterfront Initiative [AWI]. To-date, over 60 road, bridge, and sidewalk projects have been loaded into DTAP. A dedicated email account has been established to collect user feedback, and DDOT will be improving the site, and adding more projects, on an ongoing basis.

#### OBJECTIVE 2: Efficiently use IT resources.

● **INITIATIVE 2.1: Create disaster recovery capability for DDOT information technology infrastructure.**

DDOT’s Office of Information Technology and Innovation collaborated with the Department of Public Works to review how both agencies manage their documentation and internal processes as it relates to IT infrastructure disaster recovery at the Frank D. Reeves Center. The Reeves Center serves as the Datacenter for both agencies. Both DDOT and DPW created a Statement of Work to engage vendors who perform Datacenter disaster recovery assessment for the datacenter. This assessment will include the creation of policies, processes and procedures for addressing IT disasters at the Reeves Datacenter. To address near term concerns at the Datacenter, DDOT leverages virtualization technology and now has a high availability solution for their applications. This solution will greatly reduce the chances of a server outage due to internal server hardware failure. Finally, DDOT has engaged a fault tolerance cluster solution using virtualization technology. This will provide and higher level of uptime for DDOTs IT infrastructure.

● **INITIATIVE 2.2: Use virtual server technology to reduce the number of physical servers devoted to DDOT activities.**

DDOT has completed a successful virtualization campaign to remove legacy hardware from the Reeves data during the FY 2009 and 2010. By using VMWare vitalization technology the agency was able to improve its IT infrastructure in several areas. These improvements include: 90% virtualization of existing hardware completion; and deployment time from procuring servers to implementation has been reduced from 4 – 12 weeks to just approximately 4 hours; This virtualization effort was critical in laying the foundation to create a disaster recovery solution for our current IT infrastructure.



## INFRASTRUCTURE PROJECT MANAGEMENT ADMINISTRATION (IPMA)

**OBJECTIVE 1: Preserve existing transportation infrastructure including highways, bridges and other facilities so that they cost-effectively meet or exceed their useful life expectancy.**

- **INITIATIVE 1.1: Commence New York Ave Bridge, NE reconstruction.**  
DDOT has worked with the Federal Highway Administration and obtained their approval to issue a design-build contract to FMCC. Under the new design, many issues concerning the Amtrak facilities under the bridge were resolved. The agreement with Amtrak has been finalized and FMCC is proceeding with the design and construction.
- **INITIATIVE 1.2: Initiate a new “crack sealing” program**  
In FY 2010 DDOT completed approximately 49 lane-miles of District of Columbia local roads and approximately 94 lane-miles on the National Highway System.

**OBJECTIVE 2: Accelerate construction to reduce costs and overall traffic impacts.**

- **INITIATIVE 2.1: Complete Eastern Ave Bridge, NE over Kenilworth Ave reconstruction.**

**OBJECTIVE 3: When replacing assets, use updated designs that account for new focus on sustainability, particularly regarding alternative modes of transportation (transit, bicycle, pedestrian, etc) and reductions in the volume, velocity and pollutant load of storm water runoff.**

- **INITIATIVE 3.1: Reconstruct Sherman Ave, NW from Florida Ave to Park Rd, NW.**
- **INITIATIVE 3.2: Install rain gardens at Nebraska and Oregon Avenues, NW.**  
Bioswales (rain gardens) were installed on Nebraska Avenue, NW during the months of October and November 2009 and had final planting corrections completed in January 2010. There are three Bioswales installed: the north side of Nebraska Avenue NW at Stephenson Lane, the north side of Nebraska Avenue NW at Oregon Avenue NW, and near the traffic triangle at Nebraska & Oregon Avenues NW.

## TRANSPORTATION OPERATIONS ADMINISTRATION (TOA)

**OBJECTIVE 1: Ensure that the District’s current transportation assets (traffic signals, parking meters, streetlights) are in good condition and utilized at their optimal capacity.**

- **INITIATIVE 1.1: Initiate at least two pilot projects related to curbside parking solutions.**  
DDOT has initiated two curbside parking pilot solutions: 1.) A solar-powered, networked, credit card accepting single space meters that accepts credit and debit cards. These meters were installed at 50 meter eligible spaces throughout the District of Columbia. The meters enable program staff to monitor operational status and revenue transactions on a real-time basis. 2.) A) A “pay by phone” pilot was launched at 700 metered spaces in DuPont Circle, K Street corridor and Union Station area. This technology enables customers to pay or replenish their meters directly from their mobile phones.
- **INITIATIVE 1.2: Pilot different Light-Emitting Diode (LED) technologies for street and alley lights.**  
DDOT has completed the lighting study and has initiated the replacement of the District's existing fixtures (e.g., 70w, 100w and 150W High-pressure sodium) lights. The LED lights will increase energy efficiency by approximately and will last at least 3 hours longer than the current fixtures being used by DDOT. Finally, DDOT plans to replace an additional 1000 alley lights.
- **INITIATIVE 1.3: Step-Up Enforcement of Oversize/Overweight Trucks.**



DDOT has deployed Traffic Control Officers (TCOs) to assist the Metropolitan Police Department in enforcing overweight and oversized trucks at the Interstate 295 Weigh Station. During Fiscal Year 2010, over 112 citations have been issued.

**OBJECTIVE 2: Enhance operational efficiency, safety and customer service.**

● **INITIATIVE 2.1: Implement Cityworks Work Order System.**

We have successfully implemented Cityworks Work Order Management System (desktop version) throughout the agency and we are now in the process of upgrading the software to the new web-based version Cityworks Server. Cityworks Server has been successfully installed on our development environment and we plan to move into production in December 2010. We are also working closely with the Office of Unified Communication (OUC) to improve the 311 call process as Cityworks handles all Service Request (SR).

Users of the application are:

TOA –

- Street & Bridge
- SIOD
- Field Operation Division
- Safety Team
- ITS / TMC
- Meter
- Streetlight

UFA

IPMA

We are also in the process of configuring Cityworks for the DDOT Warehouse team and PPSA.

● **INITIATIVE 2.2: Cross-training Program for School Crossing Guards (SCG).**

As of March 2010, all School Crossing Guards have been cross-trained in traffic control.

● **INITIATIVE 2.3: Enhance reliability of traffic signals by installing UPS Battery back-up at the most critical and problematic signalized intersections.**

1. We have installed all the bolt-on systems except in 3 locations within the Pennsylvania Avenue reconstruction project.
  - a. At this time no units have been activated in the field due to a proposed change order that will include a hardware enhancement.
  - b. Due to the anticipated change order, we will be adding 24 additional locations to this project, and the hardware enhancement.
    - i. We will be requesting an extension to the project until March to facilitate the installation of the system enhancements and the 24 additional locations.
2. We have an approved no cost-change from FHWA.
  - a. We have an approved proposed change order document.
  - b. A proposed Change order package has been submitted to the DDOT financial office.

This project is about 80% complete.



## TRANSPORTATION POLICY AND PLANNING ADMINISTRATION (TPPA)

### OBJECTIVE 1: Ensure comprehensive and integrated transportation policies and planning.

- **INITIATIVE 1.1: Complete State Vision Plan.**
- **INITIATIVE 1.2: Implement the District of Columbia's Strategic Highway Safety Plan (SHSP).**  
The District Department of Transportation continues to implement the approved Strategic Highway Safety Plan. The second status report of implementation includes key performance measures for the following areas: Total fatalities and injuries; Impaired Driving; Occupant Protection; Aggressive Driving; Pedestrian and Bicycle safety; and motorcyclists. The status report also includes the status of other district agencies such as the Metropolitan Police department, Washington Metropolitan Area Transit authority, Department of Motor Vehicles, Fire and Emergency medical Services, Department of health, and the Office of the Attorney General. A copy of the report is available and will also appear on the highway safety website [www.ddot-hso.com](http://www.ddot-hso.com). Status reports are prepared yearly.

- **INITIATIVE 1.3: Identify Transportation Livability Zones and develop plan of action for enhancing local livability while supporting regional growth.**  
The three study areas are: Far Northeast; Far Southeast 2; and Rock Creek West 2 (map available on DDOT website). The DDOT Livability Studies take a “big picture” look at our street network and identify concrete actions that adhere to the following principles outlined in the DDOT Action Agenda:
  1. Ensure **safe passages** for all users of the street network. This involves special attention to the most vulnerable users of the system (pedestrians, bicyclists, children, and the elderly); and taming traffic while maintaining overall mobility.
  2. Prioritize **sustainable living** in DC communities. This means providing a robust set of transportation choices and designing streets to encourage physical activity. It also means designing streets in ways that help preserve, protect, and/or restore ecological systems.
  3. Foster **prosperous places** by building and operating streets as unique urban places that support retail and employment districts. Enhancing prosperous places also may entail the expansion of civic open spaces within and along roadways.

Outcomes will be aimed at on the ground changes such as: enhanced pedestrian crossings; more accessible bus stops; geometric adjustments that support intersection safety; increased green spaces; attractive streetscapes; signage for better driver information; updates to traffic signal timing; and speed controls in sensitive areas.

### OBJECTIVE 2: Increase non-vehicular transportation mode share to meet the mobility and economic development needs of the District, as well as reduce the use of fossil fuel and related climate change effects.

- **INITIATIVE 2.1: Expand city's bike sharing program by adding at least 50 new stations and 500 bikes.**  
DDOT launched the Capital Bike share in September 2010. The program includes the



installation of approximately 1100 bikes at 114 stations throughout the District of Columbia District and Arlington, VA.

- **INITIATIVE 2.2: Develop policy and deploy technology to better manage curbside space and promote alternative modes by passing new curb cut regulations.**

During Fiscal Year 2010, DDOT Director, Gabe Klein executed an Administrative Order providing guidance to DDOT staff on procedures to follow for closing existing curb cuts and approving new curb cuts.

- **INITIATIVE 2.3: Enhance goDCgo.**

The Website improvement has been completed.

- **INITIATIVE 2.4: Expand the pedestrian and bicycle networks by filling at least 5 miles of sidewalk gaps and constructing 2 miles of separated bicycle tracks.**

To date, DDOT has completed one mile of cycle track. DDOT anticipates that an additional four miles of bicycle tracks will be completed by the end of the 2010 calendar year. DDOT has constructed approximately 2.7 miles of new sidewalk and will install an additional 5 miles by the end of the 2010 calendar year.

### **OBJECTIVE 3: Improve management, regulation and maintenance of the public rights of way.**

- **INITIATIVE 3.1: Improve utility coordination via implementation of coordination software and improved inventory of utility assets.**

DDOT implemented an internet-based software tool (Envista) that will allow the agency to coordinate utility construction activity in the Right-of-Way. This software will also assist in the development of more accurate inventory management of utility facilities installed throughout the District.

- **INITIATIVE 3.2: Implement valet parking regulations.**

Valet Parking regulations were implemented to ensure that valet parking was provided in a safe manner that did not conflict with competing needs for the public space. All valet parking services provided in public space must obtain a permit and must meet the DDOT requirements (for example parking cars in private space) There are currently 53 permitted Valet service providers fully operating within the regulations. Outreach and enforcement efforts will be continued to ensure that all valet parking services provided in public space are permitted.

- **INITIATIVE 3.3: Establish regulations for private sector bus use of public space.**

The regulations were published in Summer 2010 and comments were received. Staff are reviewing comments and making changes to the proposed regulations. These regulations are to ensure that private bus operators do not interfere with the safe and efficient operation of the transportation network and that the private users of public space reimburse the District for this use. The regulations will specify where and how these buses are permitted to operate in public space. We anticipate republishing the regulations by the end of the month.

- **INITIATIVE 3.4: Implement online permitting for simple permits and visitor parking.**

We are making several enhancements to the Transportation Online Permitting System (TOPS) that will last throughout the rest of this year and early next year (May 2011). We have had great success so far in delivering two critical components.

1. As of October 1<sup>st</sup> the public, private developers, and utility companies now have the ability to 'Print' approved permits from their home and/or office for all types of work. This includes temporary occupancy permits for moving containers, moving trucks, special events, funeral, etc... The ability to pay electronically is also an option provided through the TOPS



system.

2. As of November 1<sup>st</sup> the TOPS system now charges a 10% technology fee to all permits. This will be new revenue for the District Government and used towards improving technology district wide.

We hope to complete another important initiative to integrate 'Emergency Work Request' by mid December of this year. This will improve notice and coordination between the utility companies and our SIOD inspectors. It will improve the process for the utility companies to give notice to the district and make it easier for our inspectors to monitor and enforce misleading emergency work authorization.

As for the online Visitor Parking initiative, it has been pushed back on the list of priorities and work will not commence until February or March of 2011. This initiative will take much coordination working with both DPW and DMV. The enforcement component of the system will rely heavily on DPW's 'License Plate Recognition' (LPR) system, so this must be in place first before we consider any development.

## MASS TRANSIT ADMINISTRATION

**OBJECTIVE 1:** Increase and promote mass transportation modes to meet the mobility and economic development needs of the District.

● **INITIATIVE 1.1: Implement pilot SmarTrip Card program for the School Transit Subsidy Program (STSP).**

The implementation of this program was contingent upon the Washington Metropolitan Transit Authority (WMATA) permitting passes to be loaded on SmarTrip cards. While this was not completed in FY10, WMATA implemented this capability on October 17, 2010. Therefore, DDOT's Progressive Transportation Services Administration (PTSA) will continue to work with the District of Columbia Public Schools (DCPS) and the Washington Metropolitan Transit Authority (WMATA) to pilot this program at two designated schools in FY11.

● **INITIATIVE 1.2: Implement transit improvements in 2010 to the Benning Road/H Street X Routes in accordance with recommendations from the 2009 Transit Study.**

Due to FY10 budget constraints, DDOT and the Washington Metropolitan Transit Authority (WMATA) selected the "cost-neutral" restructuring option proposed in the *X-Routes Final Summary Report*. In order to finance this cost-neutral option, DDOT and WMATA proposed several service cuts during the WMATA July 2010 budget hearing. The District of Columbia WMATA Board Members decided against any service cuts in July, which prevented the implementation of the X-routes improvements in September. However, on September 24, 2010, the Board approved a package of transit changes which funded the X-routes improvements (new Express X9 route, extension of the X1 to Foggy Bottom, new street supervisors). These improvements will be implemented on December 19, 2010. In order to prepare for the December implementation, WMATA and DDOT staff has been meeting monthly since June. WMATA will host a ceremonial launch and ribbon cutting on December 20, 2010, at which all pertinent DDOT and EOM personnel will be invited.

## URBAN FORESTRY ADMINISTRATION (UFA)

**OBJECTIVE 1:** Increase the number and health of street trees in order to provide District



neighborhoods with traffic calming, improved air quality, increased ground water retention, temperature moderation, and a pleasing visual environment.

- **INITIATIVE 1.1: Initiate Vegetation Management Plans for Department of Parks and Recreation (DPR) Properties.**

UFA has worked with DPR to establish plans but most of the time it has been to get some basic functions in place (staff assistance and equipment sharing). Due to this year's storms the focus has been on response and clean ups. Secondly, UFA was re-inspecting the sites during the growing season for risk hazard follow up. UFA will be working on the next phase by bringing in other agencies on board where issues such as runoff, wildlife management and invasive plant programs exist. UFA is moving forward with the tree component of the management plans. Work on this initiative will continue in FY 11 to move the plans to the next phase of planning for long term vegetation management.

- **INITIATIVE 1.2: Launch Citizen Tree Stewardship Program which will attempt to identify individual volunteers or groups to care or newly planted trees.**

DDOT began this initiative in Fiscal Year 2010 and currently has 1,024 trees adopted of which 537 trees in BIDS areas.

- **INITIATIVE 1.3: UFA-BID Partnership Program which will train and educate the BID staff to tend to street trees in their areas.**

In partnership with the DC Business Improvement District Council DDOTs Urban Forestry Administration UFA provided multiple educational outreach events. Including the Georgetown Tree Forum, Citywide ambassador Training on tree maintenance, UFA attended the monthly BID meeting to further emphasize the program and finally a 2-hour training to BID field staff in May 2010. The training focused on the economic, social and environmental values of trees in a metropolitan city, how to identify and report violations and how to perform basic tree maintenance.





## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved     
 ● Partially achieved     
 ● Not achieved     
 ● Data not reported

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
<b>OFFICE OF THE DIRECTOR</b>						
●	1.1 Host agency-level tech stat sessions for adherence to best practices standards		2	3	150%	TRANSPORTATION OPERATIONS
<b>INFRASTRUCTURE PROJECT MANAGEMENT ADMINISTRATION (IPMA)</b>						
●	1.1 % of blocks in paving plan completed	100	100	64.57%	64.57%	INFRA DEVELOPMENT AND MAINT
●	1.2 % of Streets in "good" or "excellent" condition	61	60	60.02%	100.03%	INFRA DEVELOPMENT AND MAINT
●	1.3 # of Structurally deficient bridges	19	18	18	100%	INFRA DEVELOPMENT AND MAINT
●	1.4 % of sidewalks in "good" or "excellent" condition	47	46	46.02%	100.04%	INFRA DEVELOPMENT AND MAINT
●	1.5 Number of traffic fatalities each year	44	42	29	69.05%	INFRA DEVELOPMENT AND MAINT
●	1.6 Fatality Rate per 100 Vehicle Miles Traveled	1.08	1.05	0.80	131.25%	INFRA DEVELOPMENT AND MAINT
●	1.7 % observed of seat belts used in passenger vehicles	93	95	92%	96.84%	INFRA DEVELOPMENT AND MAINT
●	1.8 # of pedestrian fatalities	6	16	18	88.89%	INFRA DEVELOPMENT AND MAINT
●	1.9 # of motorcycle fatalities	3	3	1	300%	INFRA DEVELOPMENT AND MAINT
●	1.1 # of bicycle fatalities	1	1	2	50%	INFRA DEVELOPMENT AND MAINT
●	2.1 % of current year capitol construction projects completed within 10% of budget (except for those with scope change)	92	94	0.91	0.97%	INFRA DEVELOPMENT AND MAINT



●	2.2	% of current year capital construction projects completed within 60 days of planned end date (except for those with scope change)	92	94	0.84	0.89%	INFRA DEVELOPMENT AND MAINT
<b>TRANSPORTATION OPERATIONS ADMINISTRATION (TOA)</b>							
●	1.1	% of parking meters working daily	97	97	99.19%	102.25%	TRANSPORTATION OPERATIONS
●	1.2	% of Street lights fixed within schedule of service (based on type of repair)	0	90	98.15%	109.06%	TRANSPORTATION OPERATIONS
●	1.3	% of potholes filled within 48 hours	97.8	95	97.18%	102.30%	TRANSPORTATION OPERATIONS
●	1.4	# of public space citations per inspector labor hour	0.03	0.03	0.02	57.81%	TRANSPORTATION OPERATIONS
●	1.5	# of signs installed/replaced (includes permanent and emergency no parking signs)	42173	30000	28962	96.54%	TRANSPORTATION OPERATIONS
●	1.6	Miles of pavement markings refreshed	27.9	30	107.63	358.77%	TRANSPORTATION OPERATIONS
●	1.7	Miles of bike lane markings refreshed	4.5	5	5.15	103%	TRANSPORTATION OPERATIONS
●	2.1	Increase in proportion of work generated by DDOT initiative	0	5			TRANSPORTATION OPERATIONS
●	2.2	total violations written by Traffic Control Officers (TCOs) Annually	97500	115000	127269	110.67%	TRANSPORTATION OPERATIONS
●	2.3	% of snow events where cleaning standards are met	75	85	100%	117.65%	TRANSPORTATION OPERATIONS
●	2.4	# of Citations per TCO	147	250	353	141.20%	TRANSPORTATION OPERATIONS
<b>TRANSPORTATION POLICY AND PLANNING ADMINISTRATION (TPPA)</b>							
●	3.1	Vehicle Miles Traveled (VMT)(in millions)	0	3826.9	3826.9	100%	
●	3.2	Membership in bike sharing program(s)	1000	2000	2100	105%	



3.3	Employers (100+ employees) providing transit subsidies	110	115	319	277.39%	
3.4	Zoning cases (BZA or Zoning Commission) with DDOT approved Transportation Demand Management Plans	80	100	100%	100%	
3.5	Zoning case transportation impact reports submitted a minimum of 10 days before hearing	0	100	100%	100%	
3.6	Public Space Permits issued within 30 days	0	95	78.31%	82.43%	
3.7	Online public space permits issued	0	1000	7589	758.90%	
<b>MASS TRANSIT ADMINISTRATION</b>						
1.1	% change in DC transit ridership (WMATA and Circulator)	2	2.5	11.22%	444.8%	
1.2	Farebox recovery (5 of cost covered by fare revenues)	17.9	19	32.50%	171.04%	
1.3	Total Circulator riders	2329097	3761272	4645198	123.50%	
1.4	Subsidy per Circulator rider	2.62	2.5	\$8.78	28.47%	
1.5	Total Metrobus riders	51071917	74802080	62981001	84.20%	
1.6	Total Metrorail riders	92779630	129230240	123803338	95.80%	
1.7	Number of students in School Transit Subsidy Program	13875	14000	47493	339.24%	
1.8	Number of students in SmarTrip Card Pilot program	0	2500	1600	64%	
1.9	Total X1, X2, and X3 ridership	3060589	4756047	2850824	59.94%	
<b>URBAN FORESTRY ADMINISTRATION</b>						
1.1	# of trees under UFA jurisdiction	244000	244000	144000		
1.2	% of Street Tree Population inspected	22.6	23.5	11.80%	50.22%	



●	1.3	# of Vegetation Plans written	0	4	3	75%	
●	1.4	% of newly planted trees cared for under the Stewardship program	25	20	14.94%	74.68%	
●	1.5	# of trees tended to by BID	0	225	692	307.56%	
●	1.6	% of street trees in Healthy Condition	0	87	84%	96.55%	
●	1.7	% reduction of street trees in fair condition	7.58	0.25	.195%	78%	