



## 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 Metro and the Circulator bus system; the **Traffic Operations Administration** ensures a safe and user-friendly transportation environment; the **Planning Policy and Sustainability Administration** develops strategic goals for the agency; and 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

✓ ARRA Grants for Green Jobs Training

In partnership with the United States Forest Service on an ARRA grant, UFA has partnered with Washington Parks and People to provide technically based green jobs training to unemployed District residents who are interested in a job in the green industry. To date, 101 District residents have graduated from the District of Columbia Washington Parks and People Green Corps.

✓ Street Light Study

DDOT conducted streetlight study to identify an energy-efficient light fixture for the District. The study is complete pending buy in of stakeholders. DDOT also installed 1000 LED alley lights in wards 5, 6, 7 and 8. These lights have lower energy cost and a higher life cycle.

Which mayoral priorities: **[Self Determination]**

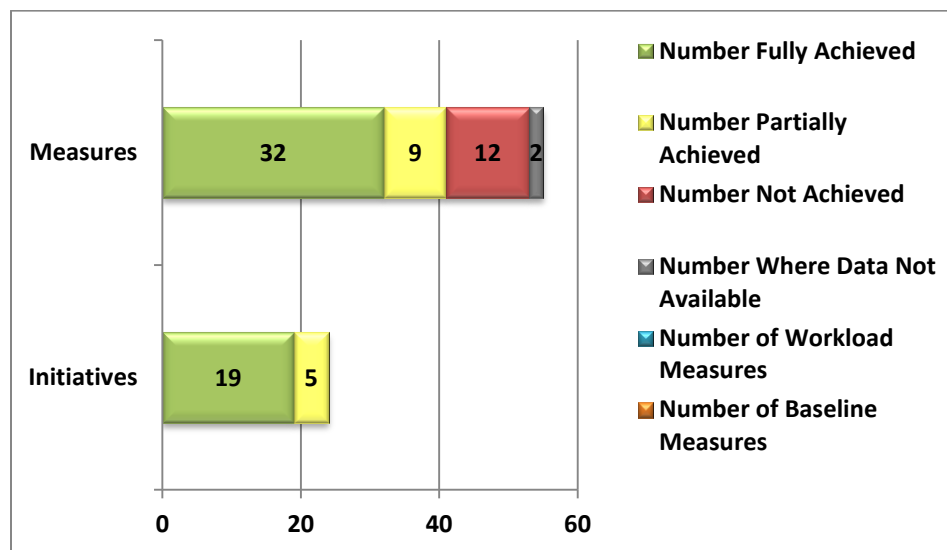
✓ 11<sup>th</sup> Street Project

The largest infrastructure project in the history of DDOT, the 11th Street Bridge Project, is designed to connect the neighborhoods of Historic Anacostia and Capitol Hill, and improve access and mobility for commerce on both sides of the Anacostia River. When completed, the bridge will also include a 16'-wide shared pedestrian/bicycle use trail on the west end of the bridge. On December 18th, 2011, the inbound 11th Street Bridge was officially opened, connecting the Southeast/Southwest Freeway with the Anacostia Freeway, creating a direct route right into the District. Due to successful, proactive contract management and administration, there has been no net impact on the schedule; if current production rates are maintained, the initial phase of the project will be delivered at the end of 2012, six months ahead of schedule.

Which mayoral priorities:: **[Public Safety and Self Determination]**







## OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

### 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: Establish A DDOT Community Relations Team for the Nannie Helen Burroughs Project.**

Response: A Public Relations liaison has been coordinating the project with the community and local businesses. In lieu of a community relations team, a public relations liaison has been keeping the community informed. Community relations efforts have included project update meetings, attending ANC meetings, keeping in contact with community leaders, maintaining a project website, door to door flyers, and daily face to face contact with businesses and residents. The work is scheduled to be completed in Spring 2012.

Performance Assessment: Partially Achieved –

**OBJECTIVE 2: 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 & pollutant load of storm water runoff.**

● **INITIATIVE 2.1: Reconstruct Sherman Ave, NW from Florida Ave to Park Rd, NW. This street has reached the end of its useful life.**

Response: The reconstruction of Sherman Avenue that is partially funded by (American Recovery and Reinvestment Act) ARRA funding is scheduled to be completed in August 2012. The project is progressing successfully. The design phase was completed in June 2010 and the construction started in October 2010. This project is scheduled to be completed in July 2012. The work is 45% completed.

Performance Assessment: Partially Achieved –

### 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: Increase the number of networked parking meters and payment options for customers for regulated curbside parking.**

Response: DDOT now has 6500 networked meters that can take multiple payment options, including coins and credit cards. Based on several pilots performed throughout the city, preferred solutions have introduced options such as the Pay by Cell option. This payment method launched citywide last year. The program has resulted in over 1 million transactions, generated \$3 million in revenue and has 180,000 registered users.

Performance Assessment: Fully Achieved –

● **INITIATIVE 1.2 Install Light Emitting Diode (LED) Alley Lights.**

Response: DDOT procured 1000 LED lights in FY 11 and installed 500 LED Lights during the fiscal year. The remaining 500 were installed by December 31, 2011 (FY 12).



Performance Assessment: Partially Achieved –

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

● **INITIATIVE 2.1 Provide expanded hours of service.**

Response: Street & Bridge Maintenance Division implemented an evening shift Tuesday -Friday 1PM to 9:30PM and Saturday 7am - 3:30PM.

Performance Assessment: Fully Achieved -

● **INITIATIVE 2.2 Augment School Crossing Guard (SCG) workforce and continue cross-training program for SCGs.**

Response: SCG staffs were cross trained and have supplemented Traffic Control Officers (TCOs) in all major special events in FY 11. Several SCG staffs have migrated to the TCO program in FY 11.

Performance Assessment: Fully Achieved –

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

Response: UPS was installed and operational at 100 critical signalized intersections by the end of FY 11.

Performance Assessment: Fully Achieved –

**Policy Planning And Sustainability Administration (PPSA)**

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

● **INITIATIVE 1.1: Complete State Vision Plan.**

Response: An RFQ for development of a Long Range Multi-Modal Transportation Plan has been developed. A contractor will be brought on to support this effort. Community and stakeholder engagement will begin in earnest by the end of FY2012.

Performance Assessment: Partially Achieved –

● **INITIATIVE 1.2: Implement the District of Columbia's Strategic Highway Safety Plan (SHSP).**

Response: DDOT administered \$3 million in NHTSA funding for the Highway Safety Plan. The DC Superior Court is implementing training for the DWI Court, and planning for the Crash Outcome Data Evaluation System [CODES] is underway. Implementation of the Safety Plan is a continuous process.

Performance Assessment: Fully Achieved –

● **INITIATIVE 1.3: Identify Transportation Livability Zones and develop plan of action for enhancing local livability while supporting regional growth.**

Response: DDOT completed Livability Studies for three areas: Far Northeast, Far Southeast, and Rock Creek West. Plans of Action were developed for each area and work has begun on implementation.

Performance Assessment: Fully Achieved –

● **INITIATIVE 1.4: Implement Complete Streets policy.**

Response: The DDOT Complete Streets policy was implemented by departmental order #06-2010. We are working, in cooperation with all of DDOT, to ensure that our projects reflect the safety and convenience needs of all users.

Performance Assessment: Fully Achieved –



**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.**

Response: In FY2011, DDOT marked the completion of the first full year of Capital Bikeshare; the largest bikesharing system in the US. By year's end, 17,000 Bikeshare members had logged more than one million rides. The regional network boasts 110 stations and more than 1,100 bicycles.

Performance Assessment: Fully Achieved –

**INITIATIVE 2.2: Expand the pedestrian and bicycle networks by filling at least 5 miles of sidewalk gaps and constructing 2 miles of separated bicycle tracks.**

- Response: PPSA worked in cooperation with IPMA Asset Management to identify missing sidewalk segments for the infill list; financed, in part, by ARRA funding. We have completed planning for more than four miles of separated bicycle tracks. Implementation for the bike lanes is planned for FY2012.

Performance Assessment: Partially Achieved –

**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.**

Response: The Envista project coordination software was launched in FY2010. Envista is now used for 2 year planning for all major utilities: Washington Gas, Pepco, DC Water, and Verizon. On a day-to-day basis, the "Top 20 Conflicts" report highlights, for each utility, the top opportunities [in terms of \$ savings] for coordination with DDOT projects.

Performance Assessment: Fully Achieved –

● **INITIATIVE 3.2: Launch new emergency permitting system.**

Response: The new emergency permit system came online in March 2011. Emergency permitting is now integrated into the broader TOPS online permitting system. All utilities have been notified, and key personnel have been trained.

Performance Assessment: Fully Achieved –

● **INITIATIVE 3.3: Enhance storm water management.**

Response: DDOT enhanced storm water management in several ways. We completed a Low Impact Design [LID] Action Plan in December 2010. We are planning and constructing our own projects with sensitivity to storm water issues. We supported DDOE initiatives through public space permitting. While this is an ongoing effort, we will develop permit fee policies that favor environmentally sensitive construction practices, and we will publish formal regulations to govern storm water management practices in the District.

Performance Assessment: Fully Achieved –

**Progressive Transportation Service Administration (PTSA)**

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

● **INITIATIVE 1.1: Implement free bikesharing membership for all DC employees.**

Response: All DDOT employees have been provided free access to Capital Bikeshare upon request. This was in place for the entire FY11.

Performance Assessment: Fully Achieved –



- **INITIATIVE 1.2: Implement transit improvements in 2011 to the Benning Road/H Street X Routes in accordance with recommendations from the 2009 Transit Study.**  
Response: New bus service in Wards 7, 6, and 2 was initiated based on the X-routes recommendations in December 2010. The new X9 route provides peak period limited-stop service between the Benning Road Metro and Downtown, and delivers passengers faster to their destinations by only stopping at 16 locations along the entire route.  
Performance Assessment: Fully Achieved –
- **INITIATIVE 1.3: Initiative Design/Build contract to complete construction of the H St/Benning Rd Streetcar Line.**  
Response: An RFP for the design-build effort was released before the end of FY11, but the contract has not yet been awarded. The selection and award package should be transmitted to DC Council by the end of January 2011.  
Performance Assessment: Partially Achieved –

#### Urban Forestry Administration (UFA)

**OBJECTIVE 1: Increase the number and health of street trees in order to provide District neighborhoods with an enhanced urban tree canopy. Urban tree canopy provides the following benefits that increase community livability: cleaner air and water, decreased storm water runoff, energy conservation through shading and community stability and cohesion.**

- **INITIATIVE 1.1: Initiate the Hazardous Tree Removal Subsidies for Low-Income Homeowners Program.**  
Response: The program was established and operating prior to a reduction of \$120,000 from the budget in both FY 11 and 12. This was passed by Council and eliminates the funds available for this effort. In the interim, other methods have been made available for the removal and maintenance of these privately owned trees. For example, Council has constituent service money and HUD has loans and grants for items like this. We expect to restart the program at the beginning of FY13.  
Performance Assessment: Fully Achieved –
- **INITIATIVE 1.2: Increase the amount of citizen stewardship of urban public space trees through the Canopy Keepers program, UFA-BID Partnership Program and the DDOE-DDOT Mayor’s Green Summer Jobs Program.**  
Response: UFA had all the trees in the BID areas adopted in both FY10 and FY 11. We have incorporated the program into the planting process and notified the BIDs of the locations of the trees. The program has been very successful and it is a strong partnership. We will continue the effort this fall and spring during planting and engage the BIDs this spring once the weather turns. The BIDs have managed all trees planted in their area during the summer months. The summer youth program watered and mulched trees District wide.  
Performance Assessment: Fully Achieved –
- **INITIATIVE 1.3: Increase tree planting and impervious surface removal in the CSO in the public space.**  
Response: UFA has removed over 120,000 sq. ft. at a cost of about \$15.70 per sq ft of impervious surface in the CSO and planted over 1,750 trees, to date. It has been very successful and very cost effective. This is important, because it will add canopy to the 40% goal for the District and provide trees to neighborhoods that did not have trees prior to this project. We are creating new green space, which is enhancing the neighborhood and our communities within the District.  
Performance Assessment: Fully Achieved



## Office of the Director

### **OBJECTIVE 1: Strengthen Agency staff through training and workforce development.**

#### ● **INITIATIVE 1.1: Establish the d. University program.**

Response: This initiative was achieved through employees receiving training via DCHR-WDA, professional development conferences, and new implementation of DDOT university. This brought on positive response from the employees that wanted to further their education. Also, a new paperless system has been set in place that allows the employees the ability to submit their interest in training electronically.

Performance Assessment: Fully Achieved

### **OBJECTIVE 2: Improve the Agency's Customer Service functions.**

#### ● **INITIATIVE 2.1: Increase the number of communication methods used to provide public information.**

Response: In FY2011 DDOT expanded its communications efforts to include more social media platforms and now communicates with its customers via Facebook, Twitter, YouTube, Flickr, Scribd, live online chats, and an agency blog. This multi-pronged outreach strategy has enabled the Department to improve and provide more rapid customer service and established DDOT as a leader in the adoption of social media tools by DC Government agencies. At this time, DDOT has 9,387 followers on Twitter, 1,310 Facebook friends and 82,000 views on the DDOT YouTube channel.

Performance Assessment: Fully Achieved –



**Key Performance Indicators – Details**

**Performance Assessment Key:**

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

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
<b>Agency Management -Office of the Director</b>								
<span style="color: green;">●</span>	1.1	Average number of training/enrichment hours per employee	24	12		41.4	345%	
<span style="color: green;">●</span>	2.1	Host agency-level tech stat sessions for adherence to best practices standards	3	2		2	100%	
<span style="color: gray;">●</span>		Host agency-level tech stat sessions for adherence to best practices standards						
<span style="color: green;">●</span>	2.2	Percentage (%) of projects in which performance measures were developed/applied	0	75		100%	133.33%	
<span style="color: gray;">●</span>	2.3	Percentage (%) of Subgrantee's budget spent on programmatic costs	0	65				
<span style="color: green;">●</span>	2.4	Percentage (%) of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	0	100		100%	100%	
<b>Infrastructure Project Management Admin</b>								
<span style="color: red;">●</span>	1.1	% of blocks in paving plan completed	64.57%	100%		26.81%	26.81%	
<span style="color: yellow;">●</span>	1.2	% of Streets in "good" or "excellent" condition	60.02%	60%		46%	76.67%	
<span style="color: green;">●</span>	1.3	# of Structurally deficient bridges	0.07	17		0.08	20305.56%	
<span style="color: yellow;">●</span>	1.4	% of sidewalks in "good" or "excellent" condition	46.02%	50%		46.89%	93.79%	
<span style="color: red;">●</span>	1.5	Fatality Rate per 100 Vehicle Miles Traveled	0.01	0		0.01	0%	





		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.6	% observed of seat belts used in passenger vehicles	92%	95%		76.24%	80.25%	
●	1.7	Number of traffic fatalities each year	0	0		69.39%	0%	SCHOOL SYSTEM MAGEMENT
●	1.8	# of pedestrian fatalities	18	0		12	0%	
●	1.9	# of motorcycle fatalities	1	0		3	0%	
●	2.1	% of current year capitol construction projects completed within 10% of budget (except for those with scope change)	91%	94%		100%	106.38%	
●	2.2	% of current year capital construction projects completed within 60 days of planned end date (except for those with scope change)	84%	94%		81.82%	87.04%	
<b>Policy Planning and Sustainability Admin</b>								
●	3.1	Vehicle Miles Traveled (VMT)(in millions)	3826.9	3749		2840	75.75%	
●	3.2	Membership in bike sharing program(s)	2100	5000		35802	716.04%	
●	3.3	Employers (100+ employees) providing transit subsidies	319	120		1468	1223.33%	
●	3.4	Zoning cases (BZA or Zoning Commission) with DDOT approved Transportation Demand Management Plans	100	100		100%	100%	
●	3.5	Zoning case transportation impact reports submitted a minimum of 10 days before hearing	100	100		100%	100%	
●	3.6	Public Space Permits issued within 30 days	78.31	95		65.28%	68.71%	
●	3.7	online public space permits issued	7589	2000		27053	1352.65%	
<b>Progressive Transportation Service Administration</b>								
●	1.1	Farebox recovery (% of cost covered by fare revenues)	32.5	20		24.14%	120.71%	
●	1.2	Total Circulator Riders	4,645,198	4,687,000		5,799,419	123.73%	
●	1.3	Subsidy per Circulator rider	\$2.2	\$2.5		\$8.38	29.83%	



		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.4	Total Metrobus riders	62,981,001	76,672,132		69,097,046	90.12%	
●	1.5	Total Metrorail riders	123,803,338	132,460,996		1,189,25,356	89.78%	
●	1.6	Number of students in School Transit Subsidy Program	47,493	14,200		19,647	138.36%	
●	1.7	Number of students in SmarTrip Card Pilot program	1,600	7,100		1,616	22.76%	
●	1.8	Total X Route ridership	2,850,824	4,874,948		4,291,815	88.04%	
●	1.9	Percentage (%) change in DC transit ridership (WMATA and Circulator)	100%	0%		100.67%	0%	
<b>Transportation Operations Administration</b>								
●	1.1	Percentage (%) of parking meters working daily	99.19%	97%		99.66%	102.75%	TRANSPORTATION OPERATIONS
●	1.2	Percentage (%) of Street lights fixed within schedule of service (based on type of repair)	98.15%	90%		98.12%	109.03%	
●	1.3	Percentage (%) of potholes filled within 48 hours	97.18%	95%		98.71%	103.91%	
●	1.4	Number (#) of public space citations per inspector labor hour	0.02	0.34		0.01	2.89%	
●	1.5	Number (#) of signs installed/replaced (includes permanent and emergency no parking signs)	28,962	30,000		36,984	123.28%	
●	1.6	Miles of pavement markings refreshed	107.63	30		186.63	622.10%	
●	1.7	Miles of bike lane markings refreshed	5.15	10		7.36	73.60%	
●	2.1	Increase in proportion of work generated by DDOT initiative	172.35	180.96		132.48%	86.94%	
●	2.2	Total violations written by Traffic Control Officers (TCOs) Annually	127269	125000		266407	213.13%	
●	2.3	Percentage (%) of snow events where cleaning standards are met	100	85		100%	117.65%	
●	2.4	Number (#) of Citations per TCO	1,414	275		3,249	1181.45%	



		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
<b>Urban Forestry Administration ( UFA)</b>								
●	1.1	Number (#) of trees under UFA jurisdiction	144,000	144,000		144,000	102.75%	
●	1.2	Percentage (%) of Street Tree Population inspected	11.8	0.26		7.66%	109.03%	
●	1.3	Percentage (%) of newly planted trees cared for under the Stewardship program	14.94	0.2		29.01%	103.91%	
●	1.4	Number (#) of trees tended to by BID	692	275		275	2.89%	
●	1.5	Percentage (%) of street trees in Healthy Condition	84	87.5		93.17%	123.28%	
●	1.6	Number of Square feet of impervious surface removed from street tree plantings	0	5000		98992	622.10%	
●	1.7	# of Vegetation Plans written	3	4		4	100%	
●	1.8	Certified Arborist	20	21		21	100%	
●	1.9	Municipal Specialist	5	7		12	213.13%	
●	1.1	Utility Arborist	1	3		2	117.65%	
●	1.1	Tree Risk Assessment	9	10		21	1181.45%	