Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District’s response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies’ abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies’ performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

Kevin Donahue
Interim City Administrator
**District Department of Transportation FY 2020**

**Mission**

The District Department of Transportation (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 several divisions. The Office of the Director is responsible for legal affairs, civil rights matters, compliance with the Americans with Disabilities Act of 1990, personnel and employee relations, and policy and legislative affairs. The Procurement & Contract Division is responsible for design and engineering services related to the District’s capital projects. The Construction Management Division is responsible for construction project management and related capital improvement and testing; project materials specification review; construction project review and coordination; construction contract execution; intermodal planning; data reporting and environmental compliance; project finalization and development; OCSD-related bus service (DC Streetcar service, freight, and mass transportation); and the DDOT Environmental Health, Safety and Transportation Systems Management Program. The Parking Management Division is responsible for providing safe, convenient, and efficient parking facilities and services.

**2020 Accomplishments**

**Impact on Agency**

- Inspected the public health pandemic; DDOT continues to function well and provide good service to the residents.
- Good transportation services for residents.
- Better roads, sidewalks, and safety for residents.
- Improved traffic safety and better social distancing now essential businesses.

**2020 Key Performance Indicators**

1. Maintain and improve core transportation infrastructure to preserve the quality of the transportation network. (6 Measures)

   - Percent of miles completed in the paving plan
   - Percent of sidewalk block completed in the sidewalk plan
   - Percent of pedestrian service requests filled and closed out within 12 hours
   - Percent of streets in "Fair" to "Excellent" condition
   - Percent of parking meters working daily
   - Mean time (hrs) to repair meters

2. Reduce traffic related deaths and injuries and enhance public safety of the transportation network. (4 Measures)

   - Number of bicyclist fatalities
   - Number of motor vehicle fatalities
   - Number of pedestrian fatalities
   - Percent of public space occupancies approved within 20 days

3. Increase walkability and a convenience to expand transportation choices and reduce traffic congestion. (4 Measures)

   - Percent increase in Capital Bikeshare ridership
   - Percent of Circulator buses arriving on time
   - Number of new level 3 and level 4 employee commuting programs launched to encourage use of non- Societal travel
   - Miles of bike lanes installed

4. Improve the viability and sustainability of transportation routes for local communities. (2 Measures)

   - Percent of DDOT green infrastructure sites maintained in the right-of-way
   - Number of local roadway recommendations implemented

**2020 Workload Measures**

- Alley Maintenance (1 Measure)
- Bridge Maintenance (1 Measure)
- Number of city streets (1 Measure)
- Roadway Maintenance (1 Measure)
<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2018 Actual</th>
<th>FY 2019 Actual</th>
<th>FY 2020 Quarter 1</th>
<th>FY 2020 Quarter 2</th>
<th>FY 2020 Quarter 3</th>
<th>FY 2020 Quarter 4</th>
<th>FY 2020 PAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of pothole service requests completed</td>
<td>1896</td>
<td>12,856</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>4367</td>
</tr>
</tbody>
</table>

1. **Street Light Maintenance (1 Measure)**
   - Number of street lights repaired: 7226, 8005

2. **Public Space Regulation (1 Measure)**
   - Number of public space inspections: 61,379, 58,821

3. **Street Signs and Markings (2 Measures)**
   - Number of signs installed: 30,079, 26,836

4. **Traffic Management and Calming (1 Measure)**
   - Miles of Markings Touched: 124, 224

5. **Number of deployment locations covered for traffic control office (TCOs):** 518, 298, 191, 73, 218, 181, 1643

6. **Vision Zero (3 Measures)**
   - Number of pedestrian injuries: 33, 54, 5, 9, 20
   - Number of pedestrian serious injuries: 80, 134, 27, 13, 16, 114

7. **Circulator Operations, Infrastructure, and Expansion (1 Measure)**
   - Number of circulator passengers: 4,646,905, 5,694,406

8. **Greater DC Transit Management (1 Measure)**
   - Number of Kirk Card free passes picked up by students: 27333, 33,520, 19,419, 14,200

9. **Street Operations and Infrastructure Expansion (1 Measure)**
   - Number of streetcar passengers: 1,171,327, 1,100,000

10. **Travel Demand Management (1 Measure)**
    - Number of bike/ped routes installed: 2, 0, 0, 0, 0, 0

11. **Greens Infrastructure Maintenance and Environmental Programs (1 Measure)**
    - Number of bike lane facilities maintained: 279, 414

12. **Urban Forest Preservation (1 Measure)**
    - Number of trees planted citywide: 8091, 7859

2020 Operations

<table>
<thead>
<tr>
<th>Operations Header</th>
<th>Operations Title</th>
<th>Operations Description</th>
<th>Type of Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roadway Maintenance</td>
<td>Roadway Maintenance</td>
<td>Resurfacing and sealing large areas of the roadway and repair potholes</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Alley Maintenance</td>
<td>Alley Maintenance</td>
<td>Sealing, patching, repainting and resurfacing alleys</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Bridge Maintenance</td>
<td>Bridge Maintenance</td>
<td>Preservation and maintenance of bridge assets</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Sidewalk Maintenance</td>
<td>Sidewalk Maintenance</td>
<td>Preservation and maintenance of curbs and sidewalks</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Materials Testing Lab</td>
<td>Materials Testing Lab</td>
<td>Building of a new materials testing lab to support road repair and building projects</td>
<td>Key Project</td>
</tr>
<tr>
<td>Street Light Maintenance</td>
<td>Street Light Maintenance</td>
<td>Maintenance of street and alley lights and poles</td>
<td>Daily Service</td>
</tr>
</tbody>
</table>

2. **Reduce traffic related deaths and injuries to enhance safe utilization of the transportation network.** (5 Activities)

3. **Improve mobility and accessibility to expand transportation choices and reduce traffic congestion.** (6 Activities)

4. **Operational improvements and new strategies to enhance transportation network.** (5 Activities)

5. **Innovate in long-term capital projects to enhance and preserve the infrastructure and a sense of the transportation network.** (6 Activities)
### 2020 Strategic Initiatives

<table>
<thead>
<tr>
<th>Strategic Initiative Title</th>
<th>Strategic Initiative Description</th>
<th>Completion to Date</th>
<th>Status Update</th>
<th>Explanation for incomplete Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alley Maintenance (1 Strategic Initiative)</td>
<td>In FY20, DODD will construct approximately 64 miles (103 kilometers) in concrete, asphalt, bricks or stone by the beginning of the construction season. The segments are based on the needs of the street department, with a goal of completing 150 miles in total.</td>
<td>Complete</td>
<td></td>
<td>The team did a great job exceeding goals for the year, completing 150 miles in total.</td>
</tr>
<tr>
<td>Caribou Management/Parling Regulation (1 Strategic Initiative)</td>
<td>In FY20, to protect our community, we will continue to implement the Caribou Management Plan, with a goal of protecting and preserving the Caribou populations in the region.</td>
<td>23-49%</td>
<td></td>
<td>The budget is moving forward. The 2021 interagency report is due to be released in the spring.</td>
</tr>
<tr>
<td>Wastewater Service Community Engagement (1 Strategic Initiative)</td>
<td>In FY20, the Community Engagement Team will promote and manage the activities of the project, including meetings with community members to discuss the project's progress and gather feedback.</td>
<td>75-95%</td>
<td></td>
<td>The project has been consistent in the schedule to date and is expected to be completed in 2023.</td>
</tr>
<tr>
<td>Frederick Douglass Memorial Bridge (1 Strategic Initiative)</td>
<td>In FY20, on the network, we aim to complete the Frederick Douglass Bridge project, which will improve the safety and reliability of the bridge.</td>
<td>Complete</td>
<td></td>
<td>The project has been consistent in meeting milestones and staying on schedule.</td>
</tr>
<tr>
<td>Greater DC Transit Management (1 Strategic Initiative)</td>
<td>In FY20, we will implement improvements to the transit system, with a goal of improving service and reducing delays.</td>
<td>50-94%</td>
<td></td>
<td>The construction is scheduled to be completed by FY21.</td>
</tr>
<tr>
<td>K Street Linear Park (1 Strategic Initiative)</td>
<td>In FY20, the K Street Linear Park project will complete 30% design and begin construction.</td>
<td>75-95%</td>
<td></td>
<td>Two of the three anticipated elements were completed (30% design and traffic analysis).</td>
</tr>
<tr>
<td>Powerline Undergrounding Engineering (DC PLUG) (1 Strategic Initiative)</td>
<td>In FY20, the DC Power Line Undergrounding Engineering (DC PLUG) project will move above ground electric lines underground.</td>
<td>75-95%</td>
<td></td>
<td>The procurement process for the materials has been approved, and the construction is expected to begin in FY21.</td>
</tr>
<tr>
<td>Roadway Maintenance</td>
<td>In FY20, we will complete approximately 66 miles of road maintenance, with a goal of improving 12 miles of roadways.</td>
<td>Complete</td>
<td></td>
<td>The team is working to complete the 2020 Paving Plan for the upcoming year.</td>
</tr>
<tr>
<td>Sidewalk Maintenance (1 Strategic Initiative)</td>
<td>In FY20, DODD will complete approximately 33 miles of sidewalk repair and rehabilitation, with a goal of improving approximately 14 miles.</td>
<td>Complete</td>
<td></td>
<td>The team is working to complete the 2020 Paving Plan for the upcoming year.</td>
</tr>
<tr>
<td>Sidewalks for a Program (1 Strategic Initiative)</td>
<td>In FY20, DODD will complete approximately 72 miles of sidewalk repair and rehabilitation, with a goal of improving approximately 14 miles.</td>
<td>Complete</td>
<td></td>
<td>The team is working to complete the 2020 Paving Plan for the upcoming year.</td>
</tr>
<tr>
<td>Streetcar and Busway (1 Strategic Initiative)</td>
<td>In FY20, we will complete the ST selects and associated projects (up to $600 million) in the Streetcar and Busway Enhancement to leverage federal funds and advance key projects.</td>
<td>Complete</td>
<td></td>
<td>The agency will allocate approximately $100 million in funding for the streetcar and busway projects.</td>
</tr>
<tr>
<td>Vision Zero (1 Strategic Initiative)</td>
<td>In FY20, the Vision Zero program will continue to work on projects aimed at reducing fatalities through improved safety features.</td>
<td>75-95%</td>
<td></td>
<td>High-achieving projects have been suspended throughout the public health emergency.</td>
</tr>
</tbody>
</table>