

District Department of Transportation FY2021

Agency District Department of Transportation

Agency Code KA0

Fiscal Year 2021

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 several divisions. - The Office of the Director is responsible for legal affairs; civil rights matters; compliance with the Americans with Disabilities Act of 1990; senior and elderly affairs; and policy and legislative affairs. - The Project Delivery Administration is responsible for design and engineering and related support; street and bridge construction project management and related material inspection and testing; project materials specification review; construction project review and coordination; construction contract execution; intermodal planning; state transportation environmental compliance; project identification and development; DC Circulator bus service; DC Streetcar service; freight and passenger rail; and mass transit policy, including WMATA matters. - The Operations Administration is responsible for tree planting and maintenance; tree inventory management; public space permits and records; investigations and inspections relating to public space regulations; asset management; bridge and street maintenance; streetlight management; traffic operations and safety; transportation systems management; traffic sign fabrication and installation; parking, carsharing, tour bus, and motor carrier regulation, permitting, and operations; and advertisements on parking meters, including the back of receipts printed out by multi-space parking meters. - The Administrative Administration is responsible for human resources; workforce development; budget and financial services; financial planning and management; and contracting and procurement. - The Performance Administration is responsible for coordinating and managing transportation system data; customer service; coordinating and managing the agency's fleet, warehouses; and other technology and information services.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The new Frederick Douglass Memorial Bridge was officially open to traffic on September 11, 2021.		This new bridge will enhance the connection between Wards 8 and 6, and has the potential to help spur economic development in Ward 8.
The Vision Zero program fully completed 25 miles of Slow Streets, integrated ATE into the overall safety program at DDOT, ramped up the post-fatal crash site visit program so it will be completed within 90 days of each fatal crash. In addition, DDOT kicked off the 2021 Summer Safety program and will complete safety improvements at 109 locations.		The Vision Zero work improves traffic safety for all modes across the District.
DDOT installed 7.8 miles of bike lanes.		Bike lanes improve the safety of bicyclists.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
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 (current calendar year)	Quarterly	110.1%	130.4%	100	10.4%	48%	16.1%	18.9%	93.5%	Nearly Met	Insufficient funding for Federal and NHS contracts, in addition to a few locations that the team cannot work at due to utilities/construction conflicts.
Percent of sidewalk blocks completed in the sidewalk plan (current calendar year)	Quarterly	58.3%	81.4%	100	31%	18%	23.3%	66.7%	139%	Met	
Percent of pothole service requests filled and closed out within 72 hours	Quarterly	30.5%	60.8%	87%	57.9%	66%	94.8%	91.9%	78.1%	Unmet	In the first half of FY21 Street and Bridge Maintenance (SBM) operated at 25%-50% personnel capacity due to social distance requirements. SBM workforce was also redirected to support other programs such as: COVID Testing Sites, First Amendment events, ballot box installations, Inauguration, Slow Streets, and Capitol Riots. SBM also responded to over 10 snow events in the first half of FY21.
Percent of streets in 'Fair' to 'Excellent' condition	Annually	78.2%	68.8%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	77.12%	Met	
Percent of parking meters working daily	Quarterly	83.1%	93.7%	95%	93.5%	95.1%	95.1%	93.8%	94.4%	Nearly Met	The Parking and Ground Transportation Division (PGTD) tried to build up a data driven state of good repair program and scoped that in their new meter solicitation. The deadline for this solicitation has required a few extensions due to lack of responses. It is set to close on Monday, 10/18. It likely won't be awarded until March or April of 2022.
Mean time (hrs) to repair meters	Quarterly	New in 2020	79	24	39	43	44	38	41	Unmet	The Parking and Ground Transportation Division (PGTD) tried to build up a data driven state of good repair program and scoped that in their new meter solicitation. The deadline for this solicitation has required a few extensions due to lack of responses. It is set to close on Monday, 10/18. It likely won't be awarded until March or April of 2022.
2 - Reduce traffic related deaths and injuries and enhance safe utilization of the transportation network. (4 Measures)											
Number of bicyclist fatalities	Quarterly	2	0	0	1	1	1	1	4	Unmet	Speeding continues to be a national issue during COVID due to less traffic on public roads. This has led to an increase in cyclist and pedestrian fatalities in the District.
Number of motor-vehicle fatalities	Quarterly	13	21	0	4	2	4	2	12	Unmet	Speeding continues to be a national issue during COVID due to less traffic on public roads. Despite motor-vehicle fatalities dropping to their lowest level in five years, excessive speeding incidents resulted in traffic fatalities.
Number of pedestrian fatalities	Quarterly	13	14	0	1	4	7	1	13	Unmet	Speeding continues to be a national issue during COVID due to less traffic on public roads. This has led to an increase in cyclist and pedestrian fatalities in the District.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of public space applications approved within 30 days	Quarterly	93%	89.9%	93%	88.6%	93.9%	95.2%	96.4%	93.3%	Met	
3 - Improve mobility and accessibility to expand transportation choices and reduce traffic congestion. (3 Measures)											
Percent increase in Capital Bikeshare Ridership	Quarterly	-4.4	-37.1	3	-36.9	-37.7	85.2	26	4.5	Met	
Percent of Circulator buses arriving on time	Quarterly	66.3%	66.3%	80%	67.4%	66.2%	65.9%	61.1%	66.8%	Unmet	The low on-time rate was caused by inadequate operator and maintenance staffing, an imbalance of vehicles serving on routes, and insufficient operator training.
Miles of bike lanes installed	Quarterly	4.9	3.3	5	2.4	0	3.4	2	7.8	Met	
4 - Improve the livability and sustainability of transportation routes for local communities. (1 Measure)											
Number of livability study recommendations implemented	Quarterly	5	15	10	9	1	14	7	31	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Alley Maintenance (1 Measure)							
Number of alleys resurfaced	128	150	19	43	37	133	232
1 - Bridge Maintenance (1 Measure)							
Number of deficient bridges	4	6	6	5	4	3	3
1 - Roadway Maintenance (1 Measure)							
Number of pothole service requests completed	12,586	4367	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3431
1 - Street Light Maintenance (1 Measure)							
Number of street lights repaired	29,782	23,799	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21,556
2 - Public Space Regulation (1 Measure)							
Number of public space inspections	58,821	56,979	Annual Measure	Annual Measure	Annual Measure	Annual Measure	49,340
2 - Street Signs and Markings (2 Measures)							
Number of signs Installed	26,836	17,157	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21,474
Miles of Markings Touched	224	138	Annual Measure	Annual Measure	Annual Measure	Annual Measure	30.2
2 - Traffic Management and Calming (1 Measure)							
Number deployment locations covered for traffic control officers (TCOs)	298	1643	1563	1724	1764	2669	2669
2 - Vision Zero (3 Measures)							
Number of bicyclist serious injuries	93	30	10	1	8	4	23
Number of pedestrian serious injuries	188	114	22	15	38	20	95
Number of motor-vehicle serious injuries	351	223	58	49	77	82	266
3 - Circulator Operations, Infrastructure, and Expansion (1 Measure)							
Number of Circulator Passengers	5,694,404	2,004,137	Annual Measure	Annual Measure	Annual Measure	Annual Measure	481,759
3 - Greater DC Transit Management (1 Measure)							
Number of Kids Ride Free passes picked up by students	33,520	33,706	16,624	3394	2699	2457	25,174
3 - Streetcar Operations Infrastructure and Expansion (1 Measure)							
Number of Streetcar Passengers	1,100,000	504,993	Annual Measure	Annual Measure	Annual Measure	Annual Measure	62,544
3 - Travel Demand Management (1 Measure)							
Number of bike/ped counters installed	0	0	0	0	0	0	0
4 - Green Infrastructure Maintenance and Environmental Programs (1 Measure)							
Number of Green Infrastructure Sites Maintained	414	407	Annual Measure	Annual Measure	Annual Measure	Annual Measure	410
4 - Urban Forest Preservation (1 Measure)							
Number of trees planted citywide	7859	8464	4838	2954	599	0	8391

Operations Title	Operations Description	Type of Operations
1 - Maintain and improve core transportation infrastructure to preserve the quality of the transportation network. (6 Activities)		
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	Maintenance of street and alley lights and poles.	Daily Service
Materials Testing Lab	Building of a new materials testing lab to support all road repair and building projects.	Key Project
2 - Reduce traffic related deaths and injuries and enhance safe utilization of the transportation network. (5 Activities)		
Traffic Signal Maintenance	Maintenance of traffic signal assets	Daily Service
Vision Zero	Oversight and coordination of District-wide Vision Zero Action Plan strategies to reach zero fatalities and serious injuries to travelers of DC's transportation system, through more effective use of data, education, enforcement, and engineering.	Daily Service
Street Signs and Markings	Maintenance of citywide street signs and markings.	Daily Service
Public Space Regulation	Issuance, inspection, and review of public space permits and construction zones.	Daily Service
Traffic Management and Calming	Maintenance of the city-wide traffic signal optimization program and management of the flow of traffic within the Right of Way.	Daily Service
3 - Improve mobility and accessibility to expand transportation choices and reduce traffic congestion. (6 Activities)		
Bike and Pedestrian Active Transportation Program	Management of the planning, maintenance, and 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
Greater DC Transit Management	Management of the agreements and programs affecting transit in the Greater DC area.	Daily Service
Travel Demand Management	Travel demand management program, goDCgo, encourages District residents, employees, and visitors to reduce reliance on single-occupancy vehicles for travel.	Daily Service
Capital Bikeshare	Oversight of the bike rental program for citizens and visitors.	Daily Service
Circulator Operations, Infrastructure, and Expansion	Operation and maintenance of daily Circulator bus system, which delivers affordable, comfortable, and efficient bus service to the District's neighborhoods and main attractions.	Daily Service
4 - Improve the livability and sustainability of transportation routes for local communities. (6 Activities)		
Business Improvement and Economic Development	Management of the Business Improvement District (BID) reimbursements and Federal projects that support local Economic Development.	Key Project
Urban Forest Preservation	Maintenance, improvement, and preservation of the city tree canopy which consists of over 150,000 street trees as well as all trees on District public land.	Daily Service
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 and in urban areas it captures rainfall; cools buildings and pavement; and creates natural pathways for wildlife.	Daily Service
Curbside Management/Parking Regulation	Preservation and maintenance of parking meters and management of on-street parking regulations.	Daily Service
Planning and Sustainability Branch	Development of transportation policies from a broad perspective including preparation of strategic goals and plans for the entire city, while also focusing on specific neighborhood needs, as well as partnering with neighboring jurisdictions.	Daily Service
M495 Marine Highway	M-495 Commuter Fast Ferry Service on the Occoquan, Potomac, and Anacostia River system.	Key Project
5 - Invest in long-term capital projects to enhance and preserve the infrastructure and assets of the transportation network. (6 Activities)		
Bridge, Tunnel, and Highway Reconstruction	Management of the numerous ongoing long-term capital projects within the District.	Key Project
K Street Transitway	The K Street Transitway project will reconfigure one of the District's major east-west corridors, K Street, NW, and will feature a two-way dedicated busway running in the center of K Street from 12th Street NW to 21st Street NW.	Key Project
Powerline Underground Engineering (DC PLUG)	Implement the Power Line Underground 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
Streetscapes Program	Improvement of various streetscapes throughout the District including the road, sidewalks, street furniture, trees, and open spaces that combine to form the street's character.	Daily Service
DC Water Megaproject	Ongoing permitting support for DC Water Megaprojects.	Key Project
Frederick Douglass Memorial Bridge	Improve low condition ratings of the Southwest Freeway Bridge over South Capitol Street through bridge rehabilitation.	Key Project
6 - Create and maintain a highly efficient, transparent, and responsive District government. (5 Activities)		
Research, Development & Technology Transfer Program	Facilitates and promotes research activities that introduce new practices to DDOT and improve the knowledge, expertise, and performance of DDOT staff. The program oversees the DDOT Library, funds research projects, conducts scans of best practices, promotes DDOT research nationally, and joins with others to find solutions to transportation problems.	Daily Service
Fleet and Facilities Management and Risk Management	Maintenance of the DDOT fleet and facilities as well as safety and risk management of those for employees	Daily Service
Information Technology and Performance Management	Ongoing software improvements, development, and data analysis to enhance operations	Daily Service

Operations Title	Operations Description	Type of Operations
Customer Service Clearinghouse and Community Engagement	Internal call center and writer/editors and external community engagement team to communicate with and engage with the public, ANC, and other stakeholders to ensure quality service and responsiveness.	Daily Service
Human Resources, Budget Allocation, and Civil Rights	Management of the human resources functions including training, budget resource allocation as well programs and policies related to civil rights for transportation such as equal access, equal employment, and language access.	Daily Service

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Frederick Douglass Memorial Bridge (1 Strategic Initiative)				
Frederick Douglass Bridge	In FY21, on the Frederick Douglass Bridge project DDOT will complete the substructure on the main bridge and remove temporary trestle.	Complete	The new Frederick Douglass Memorial Bridge was officially open to traffic on September 11, 2021.	
K Street Transitway (1 Strategic Initiative)				
K Street Transitway	In FY21, on the K Street Transitway project DDOT will initiate a new contract for Final Design. DDOT will complete 65% Design and begin 100% Design. The Transitway will include median-separated, center-running bus lanes and protected bike lanes.	50-74%	Design has been progressing to verify preliminary concept and update all roadway design aspects. Due to some major utility conflicts identified, further adjustment in design is required and it will continue to FY2022. Also, the letter contract with the limited \$1M contract amount has been limiting the consultant to delay some key activities until a full TO is executed.	The preliminary design verification--started in Q3--identified some major utility conflicts. Further design adjustments are required and will continue to FY2022. In addition, the letter contract is limited to \$1M which has forced the consultant to delay some key activities until a full Task Order is executed. The project team is waiting on the full Task Order to be approved by City Council.
M495 Marine Highway (1 Strategic Initiative)				
M495 Marine Highway Project	On or about November 1, 2020, DDOT will finalize and sign the MOU and begin transfer of funds to the Northern Virginia Regional Commission (NVRC) for the Business Case/Phase 1 Scope of Services. The business case will serve as a foundation for public and private investment support of the M495 Marine Highway Project.	Complete	The MOU is fully executed with NVRC and payment for the Business Case study has been successfully completed.	
Powerline Undergrounding Engineering (DC PLUG) (1 Strategic Initiative)				
DC Power Line Undergrounding	DC PLUG is a project to move above ground electric lines underground. In FY21, DC PLUG will (a) award contracts for civil design of the first round of lines, (b) award contracts for civil design of the second round of lines, (c) begin design of Feeder 14007 and 15009, (d) Procure Construction Management and Inspection Services for Feeder 368, (e) complete design of Feeder 368 (first round feeder) and release Construction IFB, (f) complete design of Feeder 14758, (g) start designs for 6 of 10 second round feeders, and (h) develop and submit the third biennial plan to the Public Service Commission.	75-99%	(a) Contracts have been awarded for the design of the first round of lines, (b) 2 o 3 design contracts for second round of lines are operating off of definitized contracts, while the third is operating off of a letter contract and awaits full Council approval, (c) designs of F14007 and F15009 started in Q2, (d) CM&I Solicitation was advertised in Q1, evaluations completed and highest qualified firms selected, (e) Construction IFB for F368 released in Q2, (f) F14758 design to deliver PS&E package in Q1 FY22, (g) 3 second round feeder design tasks awarded, and (h) development of Third Biennial Plan began in Q2, and was submitted to the PSC on 9/30/2021.	(b) Two of three contracts for second round feeders were completed, but there was a legal sufficiency issue for the third contract. (f) Feeder F14758 design delayed, but PS&E package set for delivery, and (g) three of six second round feeder designs delayed due to DC PLUG program-wide coordination issues.
Vision Zero (1 Strategic Initiative)				
Vision Zero	In FY21, the Vision Zero program will complete at least 25 miles of Slow Streets, reducing vehicular traffic and speeds on selected neighborhood streets to support non-auto travel and neighborhood-based recreation as a Covid-19 response; improve integration of the Automated Traffic Enforcement (ATE) program into the overall safety program, through co-location of engineering improvements and cameras; and complete a post-fatal crash site visit and memo within 90 days of each fatal crash in FY21.	Complete	Slow Streets was successfully conducted through the end of May 2021. ATE has been integrated into the overall safety program at DDOT. DDOT conducts a post-fatal crash site visit and memo within 90 days of each fatal crash.	