

District Department of Transportation FY2019

Agency District Department of Transportation

Agency Code KAO

Fiscal Year 2019

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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
DDOT launched the next phase of the curbside pickup-dropoff (PUDO) program focusing on commercial activity. DDOT has partnered with curbFlow, a mobility company that coordinates commercial operator pickup & drop-off activity to available curb space in real time. As part of the project, curbFlow will research and analyze the demand at nine locations throughout the District where commercial loading and PUDO activities for delivery services often leads to double parking and other dangerous behavior.		
DDOT launched a dedicated bus lane pilot on H and I Streets between Pennsylvania Ave and 13th Street NW. The pilot was deemed successful and became permanent.		Increased bus travel speeds and bus travel reliability.
DDOT will complete a record 90 miles of paving this year. That compares to 55 miles last year and more than DDOT has ever done.		Better roads for residents.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Maintain and improve the core transportation infrastructure to enhance the quality of transportation and reduce traffic congestion. (10 Measures)											
Percent of parking meters working daily	Quarterly	84.2%	78.5%	97%	77.1%	74%	89.1%	92.5%	83.1%	Unmet	The goals identified in the initial contract were set too high with no supporting data to support the target goals. The parking division met with the Director and Chief of Staff to make them abreast of this issue. The new contract should go into place in FY21.
Percent of miles completed in the paving plan	Quarterly	96.3%	106.7%	70%	56.5%	48%	95.9%	240%	110.1%	Met	
Percent of sidewalk blocks completed in the sidewalk plan	Quarterly	80.9%	126.1%	70%	63.6%	10.9%	70.4%	89.1%	58.5%	Unmet	DDOT greatly increased the size of the sidewalk plan in FY19.
Percent of streets in "Fair" to "Excellent" condition	Annually	79%	73.9%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78.2%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of pothole service requests filled and closed out within 72 hours	Quarterly	64.9%	56.3%	87%	47.7%	19.1%	27.6%	55.3%	30.5%	Unmet	The winter was extremely raining and salty. This caused an uptick in the number of pothole service requests submitted.
Percent of person-miles traveled on non-Interstate NHS that are reliable	Quarterly	New in 2019	New in 2019	60%	50.9%	56.5%	55.4%	57.1%	55%	Nearly Met	This was a new metric in 2019 and it was unclear how much progress we could make when the target was set.
Percent of person-miles traveled on Interstate NHS that are reliable	Quarterly	New in 2019	New in 2019	24%	24.5%	21.9%	21.1%	25.7%	23.3%	Nearly Met	This was a new metric in 2019 and it was unclear how much progress we could make when the target was set.
Asset to Metered Space ratio	Quarterly	0.6	0.56	0.5	0.55	0.53	0.54	0.55	0.54	Nearly Met	The goals identified in the initial contract were set too high with no supporting data to support the target goals. The parking division met with the Director and Chief of Staff to make them abreast of this issue. The new contract should go into place in FY21.
Mean time (hrs) to repair meters - Connected Meters	Quarterly	58	79	6	85	83	62	56	71.5	Unmet	The goals identified in the initial contract were set too low with no supporting data to support the target goals. The parking division met with the Director and Chief of Staff to make them abreast of this issue. The new contract should go into place in FY21.
Mean time (hrs) to repair meters - Multi-Space Meters	Quarterly	51	68	2	214	214	128	218	193.5	Unmet	The goals identified in the initial contract were set too low with no supporting data to support the target goals. The parking division met with the Director and Chief of Staff to make them abreast of this issue. The new contract should go into place in FY21.

2 - Enhance safety and reduce traffic related deaths and injuries for all travelers of the transportation system. (5 Measures)

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of lighting survey issues resolved	Quarterly	81.8%	66.9%	60%	81.8%	84.9%	263%	95.5%	132.4%	Met	
Number of bicyclist fatalities	Quarterly	2	4	0	0	0	1	1	2	Unmet	Vision Zero and getting to zero traffic fatalities is an ongoing priority for DDOT.
Number of motor-vehicle fatalities	Quarterly	17	18	0	5	0	5	3	13	Unmet	Vision Zero and getting to zero traffic fatalities is an ongoing priority for DDOT.
Number of pedestrian fatalities	Quarterly	6	12	0	4	3	3	3	13	Unmet	Vision Zero and getting to zero traffic fatalities is an ongoing priority for DDOT.
Percent of public space applications approved	Quarterly	94.1%	93.8%	93%	93.9%	92.6%	94.8%	90.8%	93%	Met	
3 - Improve mobility and accessibility for non-car transportation to expand transportation choices. (4 Measures)											
Percent increase in Capital Bikeshare Ridership	Quarterly	15.6%	-1.7%	3%	-1.8%	-4.5%	-5.4%	-5.1%	-4.4%	Unmet	Ever since dockless bicycles and scooters came to DC, Capital Bikeshare ridership has suffered.
Percent of Circulator buses arriving on time	Quarterly	72.3%	71%	80%	66%	72%	62%	66.3%	66.3%	Unmet	For on-time performance, several factors led to a low annual average. Circulator is moving to a new on-time performance tracking system.
Number of New Level 3 and Level 4 employers offering transportation programs/benefits to encourage non-SOV travel	Quarterly	53	81	40	7	21	10	5	43	Met	
Miles of bike lanes installed	Quarterly	New in 2019	New in 2019	1.7	0.9	0.1	0.7	3.3	4.9	Met	
4 - Improve the livability and sustainability of transportation routes for local communities. (2 Measures)											
Percent of DDOT green infrastructure sites maintained in the right-of-way	Quarterly	20.3%	32%	11%	26.2%	31.1%	40.2%	47.2%	36.2%	Met	
Number of livability study recommendations implemented	Quarterly	New in 2019	New in 2019	5	0	1	4	0	5	Met	
6 - Create and maintain a highly efficient, transparent and responsive District government. (12 Measures)											
Employee retention rate	Quarterly	97.7%	97.9%	95%	98.5%	97.8%	97.5%	97.7%	97.7%	Met	
Reported crashes per 100 employees	Quarterly	1.8	1.3	9	1.46	2.55	0.02	2.09	0.08	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Average Number of Training Hours Per Employee	Quarterly	5.8	7.2	32.4	2.8	3.7	2.5	3.2	12.1	Unmet	DDOT hired a new training manager in Q3 who will be working on improving training hours.
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.3%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	86.9%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87.4%	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
Reported Bodily Injury per 100 employees	Quarterly	New in 2019	New in 2019	New in 2019	1.55	0.64	0.02	0.02	0.03	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Alley Preservation (1 Measure)							
Number of alleys resurfaced	143	109	Annual Measure	Annual Measure	Annual Measure	Annual Measure	128
1 - Bridge Preservation (1 Measure)							
Number of deficient bridges	5	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
1 - Roadway Preservation (1 Measure)							
Number of pothole service requests completed	7042	1876	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12,586
2 - Public Space Regulation (1 Measure)							
Number of public space inspections	61,761	61,379	Annual Measure	Annual Measure	Annual Measure	Annual Measure	58,821
2 - Street Light Management (2 Measures)							
Number of lighting surveys requested by the public	411	299	Annual Measure	Annual Measure	Annual Measure	Annual Measure	44
Number of street lights repaired	28,406	7226	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8005
2 - Street Signs and Markings (2 Measures)							
Miles of Markings Touched	130	124	Annual Measure	Annual Measure	Annual Measure	Annual Measure	224
Number of signs Installed	43,037	30,079	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26,836
2 - Traffic Management and Calming (1 Measure)							
Number deployment locations covered for traffic control officers (TCOs)	159	518	Annual Measure	Annual Measure	Annual Measure	Annual Measure	298
2 - Vision Zero (4 Measures)							
Number of intersection/safety improvements for bicyclists implemented	8	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12
Number of bicyclist serious injuries	Waiting on Data	33	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54
Number of pedestrian serious injuries	Waiting on Data	80	Annual Measure	Annual Measure	Annual Measure	Annual Measure	124
Number of motor-vehicle serious injuries	Waiting on Data	145	Annual Measure	Annual Measure	Annual Measure	Annual Measure	232

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
3 - DC Circulator (4 Measures)							
Number of Circulator Passengers	4,314,408	4,644,905	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5,694,404
Number of bus stops with ADA improvements made	0	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	66
Amount of Circulator fare revenue collected	\$843,564.7	\$2,746,939	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$771,454
Cost to operate Circulator	\$22,044,783	\$22,548,085	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$20,480,876
3 - DC Streetcar (1 Measure)							
Number of Streetcar Passengers	1,121,466	1,171,527	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,100,000
3 - Greater DC Transit (1 Measure)							
Number of Kids Ride Free passes picked up by students	20,989	27,133	Annual Measure	Annual Measure	Annual Measure	Annual Measure	33,520
3 - Travel Demand Management (1 Measure)							
Number of bike/ped counters installed	5	2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
4 - Green Infrastructure Maintenance and Environmental Programs (1 Measure)							
Number of Green Infrastructure Sites Maintained	245	279	Annual Measure	Annual Measure	Annual Measure	Annual Measure	414
4 - Urban Forest Preservation (1 Measure)							
Number of trees planted citywide	8159	8091	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7859

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Maintain and improve the core transportation infrastructure to enhance the quality of transportation and reduce traffic congestion. (6 Activities)			
CITYWIDE PROGRAM SUPPORT	Parking Regulation	Preservation and maintenance of parking meters and management of on-street parking regulations.	Daily Service
PREVENTIVE & ROUTINE ROADWAY MAINTENANCE	Roadway Preservation	Resurfacing and sealing large areas of the roadway and repairs to streets such as crack sealing, patching, deep patching and filling potholes.	Daily Service
PREVENTIVE & ROUTINE ROADWAY MAINTENANCE	Alley Preservation	Sealing, patching, repairing and resurfacing alleys.	Daily Service
PREVENTIVE & ROUTINE ROADWAY MAINTENANCE	Bridge Preservation	Preservation and maintenance of bridge assets.	Daily Service
PREVENTIVE & ROUTINE ROADWAY MAINTENANCE	Sidewalk Preservation	Preservation and maintenance of curbs and sidewalks.	Daily Service
STREET & BRIDGE MAINTENANCE	Core Infrastructure Management	Combined management of the multiple types core infrastructure assets including shared materials.	Daily Service
2 - Enhance safety and reduce traffic related deaths and injuries for all travelers of the transportation system. (7 Activities)			
POLICY DEVELOPMENT	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

Operations Header	Operations Title	Operations Description	Type of Operations
TRAFFIC SERVICES FIELD OPERATIONS	Street Signs and Markings	Maintenance of citywide street signs and markings.	Daily Service
INTELLIGENT TRANSPORTATION SYSTEMS	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
CITYWIDE PROGRAM SUPPORT	Traffic Signals and Infrastructure	Maintenance of traffic signal assets.	Daily Service
CITYWIDE PROGRAM SUPPORT	Street Light Management	Maintenance of street and alley lights and poles.	Daily Service
PUBLIC SPACE MANAGEMENT	Public Space Regulation	Issuance, inspection, and review of public space permits and construction zones.	Daily Service
CITYWIDE PROGRAM SUPPORT	Safety and System Efficiency	Management and coordination of the multiple teams working to improve safety and reduce traffic congestion.	Daily Service
3 - Improve mobility and accessibility for non-car transportation to expand transportation choices. (6 Activities)			
CIRCULATOR	DC Circulator	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
STREET CAR	DC Streetcar	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
PLANNING	Capital Bikeshare	Oversight of the bike rental program for citizens and visitors.	Daily Service
CITYWIDE PROGRAM SUPPORT	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
MASS TRANSIT	Greater DC Transit	Management of the agreements and programs affecting transit in the Greater DC area.	Daily Service
PLANNING	Active Transportation	Management of the planning, maintenance, and safety of trails, bike paths, and other non-car paths.	Daily Service
4 - Improve the livability and sustainability of transportation routes for local communities. (6 Activities)			
GREEN PARTNERSHIP & STEWARDSHIP MGT	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
GREEN PARTNERSHIP & STEWARDSHIP MGT	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 PARTNERSHIP & STEWARDSHIP MGT	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
PROJECT DEVELOPMENT & MANAGEMENT	DC Water Megaproject	Ongoing permitting support for DC Water Megaprojects.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	Business Improvement Project	Management of the Business Improvement District (BID) Capital Reimbursement Project, which supports the Mayor in paying or reimbursing a BID corporation or DC Surface Transit Inc. for reasonably incurred expenses in maintaining or improving public space with signage and sidewalk repairs.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	Economic Development	Management of Federal projects that support local Economic Development.	Daily Service
5 - Invest in long-term capital projects for the future of the transportation system. (13 Activities)			
GREEN PARTNERSHIP & STEWARDSHIP MGT	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	Frederick Douglass Memorial Bridge	Improve low condition ratings of the Southwest Freeway Bridge over South Capitol Street through bridge rehabilitation.	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
PROJECT DEVELOPMENT & MANAGEMENT	South Capitol Street Corridor	Management of the South Capitol Street Corridor project to replace the Frederick Douglass Memorial Bridge and transform related sections of urban freeway into a beautiful scenic boulevard that increases pedestrian and vehicular safety, improves multimodal transportation options, increases community accessibility, and supports economic development on both sides of the Anacostia River.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	H Street Bridge	Management of the H Street Bridge preservation and repairs.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	11th Street Bridge	Replacement of the two existing 11th Street bridges with three new bridges and improvements of the related interchanges.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	Parkside Bridge	Construction of the Parkside Pedestrian Bridge to better connect communities to one another, to the Minnesota Avenue Metro Station, and to the Anacostia River.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	Virginia Avenue Tunnel	Replacement of the Virginia Avenue Tunnel in southeast Washington, D.C., for freight between key ports, manufacturing centers, and consumer markets.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	I-295 Malcolm X Interchange	Rehabilitation of the I-295/Malcolm X Avenue Interchange Improvement Project.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	Arlington Memorial Bridge	Structural repairs to the Arlington Memorial Bridge, concrete sidewalk repairs, drainage improvements, asphalt overlay, and other miscellaneous work.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	Barry Farm	Assistance in the redevelopment of the Barry Farm area.	Key Project
PROJECT DEVELOPMENT & MANAGEMENT	Highway Trust Fund	Management of the Highway Trust Fund for the Federal-Aid Highway Program (FAHP).	Daily Service
PROJECT DEVELOPMENT & MANAGEMENT	Major Rehabilitation and Reconstruction	Management of the numerous ongoing long-term capital projects within the District.	Daily Service
PLANNING	Planning and Sustainability	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

6 - Create and maintain a highly efficient, transparent and responsive District government. (13 Activities)

CUSTOMER SERVICE	Customer Service Clearinghouse	Centralized team of a call center and writer/editors to communicate with and learn from the public.	Daily Service
PERFORMANCE MANAGEMENT	Performance Management	Empowerment of the agency to make coordinated, consistent, and continuously improving data-driven decisions through data analysis, support, and coordination.	Daily Service
INFORMATION TECHNOLOGY	Information Technology	Ongoing software improvements and development to enhance operations including in-house programming to design DDOT-specific software.	Daily Service
CUSTOMER SERVICE	Community Engagement	DDOT's field team that engages with the public, ANC, and other external stakeholders to ensure quality service and responsiveness.	Daily Service
FLEET MANAGEMENT	Fleet Services and Operations	Maintenance of the DDOT fleet for both vehicles and equipment.	Daily Service
PERSONNEL	Training	Robust training program through brown bag lunches, annual Operations training summit, ongoing professional development, and in-house training programs.	Daily Service
RISK MANAGEMENT	Risk Management	Coordination and implementation of emergency preparedness functions as well as planning, organizing, leading, and controlling agency resources for programs to prevent and/or minimize the adverse effects of accidental (unintentional) personnel, property, liability and budgetary losses within the department.	Daily Service
ADMIN SUPPORT	Human Resources	Management of the human resources functions such as hiring, retention, individual performance plans, and recruiting.	Daily Service
BUDGET OPERATIONS	Resource Management	Assistance with building the operating and capital budgets and reallocating resources over time.	Daily Service
PROPERTY MANAGEMENT	Facility Management	Management of the several facilities and sites that DDOT occupies.	Daily Service
ADMIN SUPPORT	Civil Rights	Administration of the compliance programs and policies related to Civil Rights for transportation such as equal access, equal employment, and language access.	Daily Service
PREVENTIVE & ROUTINE ROADWAY MAINTENANCE	Materials Testing Lab	Building of a new materials testing lab to support all road repair and building projects.	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
Research, Development & Technology Transfer Program	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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Customer Service Clearinghouse (1 Strategic Initiative)				
Implement Computer Telephone Integration	In FY19, DDOT will empower customer care staff to manage customer inquiries more efficiently through the implementation of InGenius Computer Telephony Integration (CTI). The objectives include smarter data tracking and better metrics for the call center as this is a call center management tool.	Complete	CTI Integration was completed.	
DC Circulator (2 Strategic initiatives)				
17th Street Bus Facility	In FY19, DDOT will implement improvements to the 17th St bus operations and maintenance facility. Work is scheduled to being in the spring of 2019.	0-24%	The reduction in scope has resulted in less time required for the buses to be stored off of the site. DGS and DDOT have confirmed a temporary (72-hour) storage location. DGS is working with the landlord to complete the final plans, while the landlord remediates any environmental issues on the site.	The major delay was the inability to confirm a swing site for the buses while the improvements were occurring on the site. There was also concern about fueling and deadhead time as an added expense for the contractor.
Direct Management of DC Circulator Services	Effective October 1, 2018, DDOT will have transitioned full management and oversight of DC Circulator service from WMATA to DDOT. This is a culmination of DDOT's efforts to improve service delivery and quality.	Complete	Complete	
DC Streetcar (1 Strategic Initiative)				
Transit Asset Management Plan	In FY 19, DDOT will implement the new transit asset management plan process for compliance with the MAP-21 State of Good Repair. DDOT will be among the first group in the United States to implement this program.	Complete	Complete	
Information Technology (2 Strategic initiatives)				
Map of Speed Limits and Parking Zones	In FY19, DDOT's GIS team will use the DDOT sign inventory to derive two highly sought after datasets: parking zones and speed limits. Both datasets will be made available for use in DDOT's own transportation planning efforts and also to the general public via DC Gov's Open Data Portal.	Complete	Initial draft of linear GIS speed limits data has been completed on 1/3/2019. Will continue to refine.	
ProTrack+ Enhancements and Expansion	In FY19, DDOT's project and contract management tool, ProTrack+, will undergo significant improvements. This will assist DDOT in better managing Project Administration, Personnel Actions, and Cooperative Agreements.	Complete	A few modules are in pilot phase. We will continue to work with our stakeholders to provide additional project related tools.	
Planning and Sustainability (5 Strategic initiatives)				
Lifespan for Temporary Traffic Calming Devices Protocol	In FY19, DDOT will develop an internal policy for the conversion of temporary traffic calming devices to permanent installations, including considerations related to funding, service procurement, and ongoing maintenance.	0-24%	Priorities changed mid year and focus on Open Streets.	Priorities changed mid year and focus on Open Streets.
Standardize Plan Reviews for Capital Project Designs	In FY19, DDOT will develop and implement a standard operating procedure for the Project Delivery Administration design review of all long-term capital project designs.	Complete	Complete	
Complete two Livability Studies	In FY19, DDOT will complete two Livability Studies with a final project of a Livability Study report. This will also include an implementation monitoring system to track progress on study recommendations.	0-24%	Priorities changed mid-year and focus on Open Streets.	Priorities changed mid-year and focus on Open Streets.
Public Realm Design Manual Update	In FY19, DDOT will complete the update to the Public Realm Design Manual to include new Design and Engineering Manual (DEM) standards, correct regulation references, and other overall updates.	Complete	Complete	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Develop Bollard Policy and Design Guide	In FY19, DDOT will complete the bollard design guide with standards for the implementation and design of bollards in public space. (Bollard: posts installed to control road traffic and posts designed to prevent ram raiding and car ramming attacks.)	0-24%	Priorities changed mid-year and focus on Open Streets.	Priorities changed mid-year and focus on Open Streets.
Resource Management (1 Strategic Initiative)				
Federal Project Financial Management Improvements	In FY 19, DDOT will implement recommendations from two initiatives to reduce the time frame from federal obligation to first expenditure and to close out federal projects in a timely manner to meet FHWA performance metrics.	Complete	Complete	
Sidewalk Preservation (1 Strategic Initiative)				
Sidewalk Repair Plan	In FY19, DDOT will create a sidewalk repair plan that uses data and budget information to determine which sidewalks will be repaired for the year and tracking through completion. This will include an SOP and data automation to ensure replication of the planning process in future years.	Complete	Complete	
Street Light Management (1 Strategic Initiative)				
Enhanced Inspections and Data Program	In FY19, the Streetlight team will create an enhanced inspection program that will include utilizing Cityworks (work order management software) for field inspections as well as better use of data to inform work. This will include revised SOPs, the creation of a new Cityworks field inspection form, and deeper data analysis and visualizations.	Complete	Complete	
Travel Demand Management (1 Strategic Initiative)				
Transportation Demand Management Plan for Schools	In FY19, DDOT will hire a transportation planning firm to develop a Transportation Demand Management (TDM) strategic plan for schools. The aim is to decrease single-occupant vehicle (SOV) trips to and from schools initiated by parents, teachers, support staff, and students; increase the mode split for walking, biking, taking transit, and carpooling; and foster a culture of using sustainable transportation options.	50-74%	DDOT partners with DME for additional surveying to better understand student attendance. The initiative is expected to be completed in February 2020.	DDOT partners with DME for additional surveying to better understand student attendance. The initiative is expected to be completed in February 2020.
Urban Forest Preservation (1 Strategic Initiative)				
Urban Wood Reuse Program	In FY19, the Forestry program will expand the urban wood reuse program for classrooms and local partners and will explore options such as benches for public spaces.	Complete	N/A	
Vision Zero (1 Strategic Initiative)				
Vision Zero Working Group	In FY19, the Deputy Mayor for Public Safety and Justice, with support from DDOT, will periodically convene a cabinet level group to track progress and accelerate the implementation of the Vision Zero action plan.	Complete	N/A	