

Department of Transportation

MISSION

The Maryland Department of Transportation (MDOT) is a customer-driven leader that delivers safe, sustainable, intelligent, and exceptional transportation solutions in order to connect our customers to life's opportunities.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Additional Performance Measures, Key Initiatives, Performance Discussions and Strategies:

[Annual Attainment Report on Transportation System Performance](#)

[MDOT Quarterly Performance Report: MDOT Excellerator](#)

Goal 1. Ensure a Safe, Secure, and Resilient Transportation System – Enhance the safety and security of Maryland’s multimodal transportation system and provide a transportation system that is resilient to natural or man-made hazards.

Obj. 1.1 Reduce the number of lives lost and injuries sustained on Maryland’s transportation system.

Obj. 1.2 Provide for the secure movement of people, goods, and data.

Obj. 1.3 Provide a resilient multimodal system by anticipating and planning for changing conditions, and hazards whether natural or man-made.

Obj. 1.4 Improve roadway clearance times and facilitate efficient and coordinated responses to emergency and disaster events throughout the transportation system.

Performance Measures (Calendar Year)	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.	2024 Est.
Number of vehicle miles traveled (billions)	59.6	60.1	50.6	56.6	58.0	59.3	60.6
Annual number of serious injuries on all roads in Maryland	3,233	3,122	2,722	3,054	2,358	2,250	2,146
Annual number of traffic fatalities on all roads in Maryland (including MDTA-owned roads)	512	535	573	563	506	503	500
Traffic fatality rate per 100 million vehicle miles traveled (VMT) on all roads in Maryland	0.86	0.89	1.13	0.99	0.86	0.85	0.84
Number of pedestrian fatalities on all roads in Maryland	130	124	131	126	117	115	112
Number of pedestrian serious injuries on all roads in Maryland	468	426	360	414	386	385	385

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Goal 2. Maintain a High Standard and Modernize Maryland’s Multimodal Transportation System – Preserve, maintain, and modernize the State’s existing transportation infrastructure and assets.

Obj. 2.1 Preserve and maintain State-owned or funded roadways, bridges, public transit, rail, bicycle and pedestrian facilities, ports, airports and other facilities in a state of good repair.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Annual dredging to keep channels clear, with placement into Maryland Port Administration (MDOT MPA) managed sites (cubic yards) (millions)	0.3	3.4	3.5	3.2	2.1	2.8	2.8
Dredged material placement capacity remaining (cubic yards) (millions) for Poplar Island	7.4	10.7	8.0	29.9	30.5	28.1	26.2
Dredged material placement capacity remaining (cubic yards) (millions) for Harbor	12.2	11.5	10.8	8.0	7.3	6.4	14.3
^{1,2} Percentage of MDOT State Highway Administration (SHA) bridges identified as in Poor Condition	2.2%	1.8%	1.4%	1.1%	1.1%	1.0%	1.1%
² Number of MDOT SHA lane-miles maintained	17,210	17,286	17,302	17,361	17,402	17,450	17,496
MDOT SHA maintenance activity expenditures (millions)	65.5	59.9	65.1	64.4	66.2	66.0	73.0
MDOT SHA maintenance activity expenditures per lane mile	3,803	3,466	3,760	3,711	3,802	3,782	4,182

Obj. 2.2 Use asset management to optimize public investment and ensure the sustainability of the transportation infrastructure.

Performance Measures (Calendar Year)	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.	2024 Est.
Overall acceptable pavement condition	93%	93%	92%	92%	92%	92%	92%

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Goal 3. Improve the Quality and Efficiency of the Transportation System to enhance the customer experience – Increase the use of technologies and operational improvements to enhance transportation services and communication to satisfy our customers.

Obj. 3.1 Increase the efficiency of transportation services through partnerships, advanced technologies, and operational enhancements to improve service delivery methods.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
MDOT MVA alternative service delivery transactions as percent of total transactions	65.9%	67.2%	69.4%	70.8%	74.5%	77.4%	80.2%
Percent of E-ZPass® toll transactions	78.8%	81.0%	79.7%	92.7%	92.7%	95.0%	96.0%

Obj. 3.2 Enhance customer satisfaction with transportation services across all modes of transportation.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Average MDOT MVA branch office customer wait time (minutes)	17.0	25.0	18.0	13.3	16.8	15.2	11.0
Average MDOT MVA branch office customer visit time (minutes, includes wait time)	26.8	35.4	28.4	25.1	34.1	31.5	28.2
Percent of transit service provided on-time: Local Bus	68%	69%	74%	74%	76%	79%	80%
Baltimore Metro	94%	94%	71%	90%	91%	92%	93%
Light Rail	94%	95%	96%	92%	93%	93%	95%
MARC	91%	87%	92%	94%	94%	94%	94%
Mobility paratransit and Taxi Access	93%	86%	89%	76%	89%	90%	92%
Average Mobility paratransit phone hold time in minutes	1.02	1.52	1.11	1.02	1.0	1.0	1.1
^{2,3} Percent of vehicle miles travelled (VMT) in congested conditions on freeways/expressways in Maryland during the evening peak hour	29%	31%	4%	7%	27%	28%	30%
^{2,3} Percent of VMT in congested conditions on arterials in Maryland during the evening peak hour	13%	14%	7%	11%	13%	13%	13%

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Goal 4. Provide Better Transportation Choices and Connections – Improve transportation connections to support alternative transportation options for the movement of people and goods.

Obj. 4.1 Enhance, through statewide, regional and local coordination, transportation networks to improve mobility and accessibility.

Obj. 4.2 Increase and enhance multimodal connections to improve movement of people and goods within and between activity centers.

Obj. 4.3 Inform and educate customers on transportation options and benefits.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Transit ridership: Local Bus (thousands)	63,730	63,989	55,439	35,370	40,163	43,010	46,021
2 Metro	8,738	7,275	5,864	1,616	2,252	2,648	2,885
Light Rail	7,401	6,966	4,682	2,454	2,910	4,400	4,708
Mobility paratransit	2,129	2,135	1,693	1,040	1,323	1,852	1,982
Taxi Access	812	839	799	536	508	487	521
MARC	9,322	9,191	6,677	846	2,271	3,365	3,600
Contracted Commuter Bus to Baltimore and Washington	3,841	3,623	2,619	431	809	1,254	1,341
Total	95,973	94,018	77,773	42,293	50,236	57,016	61,058
Locally Operated Transit Systems (LOTS)	41,096	32,866	25,412	14,977	16,538	18,481	21,097
WMATA annual ridership (millions): Metrorail (linked trips)	175.817	175.255	132.574	28.157	60.120	85.875	85.875
Metrobus (unlinked trips)	119.681	123.916	96.254	52.097	80.790	79.269	79.269
MetroAccess (completed trips)	2.331	2.348	1.795	1.065	1.307	1.415	1.415
Total	297.829	301.519	230.623	81.319	142.217	166.559	166.559
WMATA annual ridership Maryland only (millions): Metrorail (linked trips)	62.712	62.511	47.287	9.941	21.226	30.319	30.319
Metrobus (unlinked trips)	39.408	40.802	31.694	15.651	24.271	23.814	23.814
MetroAccess (completed trips)	1.478	1.468	1.114	0.630	0.793	0.859	0.859
Total	103.598	104.781	80.096	26.222	46.290	54.992	54.992

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Goal 5. Facilitate Economic Opportunity and Reduce Congestion in Maryland through Strategic System Expansion - Invest in and pursue opportunities to promote system improvements that support economic development, reduce congestion, and improve the movement of people and goods.

Obj. 5.1 Pursue capital improvements to the transportation system that will improve access to jobs and tourism, and leverage economic growth opportunities.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
⁴ International cruises using the Port of Baltimore MDOT MPA	94	94	69	0	67	96	96
⁴ Cruise Ships Ports of Call at the Port of Baltimore MDOT MPA	12	1	5	0	2	3	5
⁴ Cruise passengers, embarking and debarking at the Port of Baltimore MDOT MPA's terminal	433,000	424,114	311,131	0	221,352	400,000	400,000
² Total passengers at BWI Marshall Airport (millions)	27.1	27.0	11.2	18.9	20.8	26.6	28.5
Annual BWI Marshall Airport passenger growth rate	2.94%	-0.57%	-58.49%	68.40%	10.18%	27.97%	7.24%

Obj. 5.2 Improve the movement of goods within and through Maryland by investing in intermodal connections and improvements to reduce freight bottlenecks.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
MDOT MPA Roll- On/Roll-Off tonnage (thousands)	772	886	765	796	960	950	950
MDOT MPA Auto tonnage (thousands)	1,110	1,196	943	996	843	875	900
MDOT MPA imported forest products tonnage (thousands)	676	586	495	638	813	850	875
Containers (Loaded TEUs) (thousands)	736	746	730	787	751	785	820

Obj. 5.3 Strategically invest in expansion and operational improvements to reduce congestion along the multimodal transportation system.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Passenger trips per revenue vehicle mile: Core Bus	3.1	3.0	2.7	2.0	2.1	2.4	2.6
Metro	1.9	1.6	1.4	0.4	0.8	0.9	1.0
Light Rail	2.5	2.3	1.8	0.8	0.9	1.0	1.2
MARC	1.4	1.4	1.2	0.2	0.4	0.6	0.8
Contracted Commuter Bus to Baltimore and Washington	0.6	0.6	0.5	0.9	0.1	0.2	0.2
All Modes	1.5	1.5	1.4	0.7	0.8	0.9	1.1
WMATA revenue vehicle miles (millions): Metrorail	86.8	88.4	99.8	83.8	102.2	108.5	108.5
Metrobus	37.7	37.0	37.0	29.1	37.8	38.2	38.2
Total	124.5	125.4	136.8	112.9	140.0	146.7	146.7
WMATA passengers per revenue vehicle mile: Metrorail	2.0	2.0	1.3	0.3	0.6	0.8	0.8
Metrobus	3.2	3.4	2.6	1.8	2.1	2.1	2.1

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Goal 6. Ensure Environmental Protection and Sensitivity – Deliver sustainable transportation infrastructure improvements that protect and reduce impacts to Maryland’s natural, historic, and cultural resources.

- Obj. 6.1** Protect and enhance the natural, historic and cultural environment through avoidance, minimization and mitigation of adverse impacts related to transportation infrastructure, including support for broader efforts to improve the health of the Chesapeake Bay.
- Obj. 6.2** Employ resource protection and conservation practices in project development, construction, operations, and maintenance of transportation assets.
- Obj. 6.3** Implement initiatives to reduce fossil fuel consumption, mitigate greenhouse gases, and improve air quality.

MDOT’s Environmental Stewardship Performance Measures and Key Initiatives are detailed in the Environmental Stewardship Goal portion of the MDOT Annual Attainment Report on Transportation System Performance:

<http://www.mdot.maryland.gov/AR>

Goal 7. Promote Fiscal Responsibility – Ensure responsible investment and management of taxpayer resources to add value and deliver quality transportation improvements through performance based decision-making and innovative funding mechanisms and partnerships.

- Obj. 7.1** Accelerate project completion through improved and efficient use of alternative project delivery methods and strategic partnerships.
- Obj. 7.2** Provide transportation services and solutions that maximize value.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent revenue over operating expenses	44%	40%	80%	4%	68%	48%	37%
BWI Marshall Airport cost per enplaned passenger	\$9.33	\$9.33	\$12.55	\$16.43	\$11.95	\$10.25	\$10.59
Number of nonstop markets served	85	90	93	86	86	88	90
² Number of patrol hours logged	99,413	103,588	101,794	102,110	100,000	100,000	100,000
² Total user cost savings for the traveling public due to incident management (billions)	\$1.31	\$1.39	\$1.08	\$1.88	\$1.35	\$1.35	\$1.35
² Total reduction in incident congestion delay (million vehicle-hours)	32.8	32.6	23.5	39.7	33.00	33.00	33.00
Operating cost per revenue vehicle mile: Core Bus	\$14.65	\$16.03	\$16.50	\$16.60	\$16.80	\$17.00	\$17.20
Metro	\$13.78	\$17.80	\$16.90	\$18.52	\$17.50	\$16.40	\$16.10
Light Rail	\$14.70	\$15.80	\$17.80	\$22.32	\$20.13	\$18.50	\$17.60
Mobility Paratransit	\$5.48	\$5.82	\$6.80	\$6.90	\$7.10	\$7.30	\$7.50
MARC	\$24.74	\$24.82	\$28.80	\$37.90	\$37.10	\$36.20	\$35.50
Contracted Commuter Bus to Baltimore and Washington	\$9.96	\$9.79	\$11.60	\$125.40	\$10.02	\$9.93	\$9.97
Taxi Access	\$6.01	\$8.00	\$8.50	\$16.90	\$15.20	\$14.30	\$12.70
All Modes	\$12.06	\$12.95	\$14.30	\$18.40	\$18.30	\$18.60	\$18.90
WMATA operating cost per revenue vehicle mile: Metrorail	\$11.46	\$11.70	\$11.06	\$13.16	\$10.31	\$12.03	\$12.03
Metrobus	\$17.47	\$17.93	\$17.83	\$21.80	\$17.84	\$19.46	\$19.46

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Obj. 7.2 Provide transportation services and solutions that maximize value.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
MDOT MVA operating expenditures (millions)	\$185.11	\$190.43	\$194.18	\$192.21	\$197.00	\$202.20	\$202.20
MDOT MVA average cost per transaction	\$16.97	\$16.86	\$20.38	\$17.77	\$16.15	\$17.89	\$17.89
System preservation funding levels in Consolidated Transportation Program (millions)	\$1,094.2	\$1,025.8	\$1,153.9	\$941.7	\$1,005.3	\$1,333.7	\$1,304.0
MDTA debt service coverage ratio	3.54	4.78	4.16	2.60	3.90	3.20	2.70
MDTA unrestricted cash balance at fiscal year-end (millions)	377	503	596	418	489	464	357
MDTA legal coverage ratio (Rate Covenant)	2.95	3.99	3.20	2.00	3.20	2.60	2.20

Obj. 7.3 Ensure a consistent revenue stream and ample financing opportunities.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent of MDOT MPA Operating Budget recovered by revenues	113%	116%	116%	92%	103%	95%	95%
Farebox recovery ratio: Core Bus & Contracted Commuter Bus	19%	16%	26%	8%	8%	9%	9%
Metro	18%	13%	11%	6%	7%	8%	10%
Light Rail	16%	13%	11%	4%	7%	9%	10%
Baltimore area services (without Mobility paratransit)	24%	29%	20%	7%	7%	9%	10%
Washington Contracted Commuter Bus	33%	30%	25%	7%	8%	9%	1%
MARC	33%	30%	23%	1%	8%	10%	11%
WMATA farebox recovery ratio: Metrorail	54%	52%	36%	7%	15%	18%	18%
Metrobus	21%	19%	13%	3%	7%	8%	8%
MetroAccess	7%	5%	4%	3%	3%	3%	3%
WMATA systemwide	38%	36%	25%	5%	11%	13%	13%
WMATA operating cost per passenger trip: Metrorail	\$5.66	\$5.90	\$8.32	\$39.17	\$17.53	\$15.20	\$15.20
Metrobus	\$5.50	\$5.35	\$6.86	\$12.16	\$8.35	\$9.38	\$9.38
MetroAccess	\$59.15	\$71.66	\$91.59	\$134.91	\$108.35	\$140.04	\$140.04

NOTES

¹ The number of bridges decreased in 2020 due to a change in the definition of bridges.

² 2022 data is estimated.

³ COVID-19 resulted in a significant decrease in traffic volumes on Maryland highways. In Spring of 2020, traffic volumes were down by as much as 50 percent compared to 2019 volumes. In Summer of 2020, traffic volumes were down by about 20 percent compared to 2019 Summer traffic. These huge reductions in travel demand resulted in fewer vehicles in peak hours; thereby reducing the peak hour congested VMT metrics.

⁴ The entire cruise industry was shut down in March 2020 due to COVID-19 and remained under a CDC-issued "no sail" order unless certain criteria were met. Cruises resumed from Baltimore in fiscal year 2022.