



**DISTRICT DEPARTMENT OF TRANSPORTATION
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

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1 DISTRICT DEPARTMENT OF TRANSPORTATION

Mission: The District Department of Transportation's mission is to equitably deliver a safe, sustainable and reliable multimodal transportation network for all residents and visitors of the District of Columbia.

Services: DDOT executes its mission through the work of seven administrations: Office of the Director; Infrastructure Project Management; Transportation Planning; Maintenance Operations; Traffic Safety; Talent and Business Services; and Innovation and Performance. Together, DDOT provides safe, attractive, and convenient pedestrian amenities and public spaces, including sidewalks, tree boxes, and crosswalks; supports bicyclists and pedestrians through the design and construction of safe and convenient facilities, lanes, and trails; provides transit services and ensures that transit vehicles are able to move quickly and efficiently on District streets; manages the traffic signals; and supports the efficient movement of deliveries that are the lifeblood of businesses in the District. DDOT also maintains the bridges, roads, sidewalks, alleys, tunnels, and streetlights in the District.

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Safety - design and manage a transportation network that offers safe and secure travel choices for all users, in accordance with Mayor Bowser's Vision Zero initiatives.

Mobility - increase system reliability, improve accessibility and manage congestion through coordination, communications and mobility options, providing safe and affordable travel choices for all users and trips.

Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs.

Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters.

Equity - advance transportation equity by evaluating its policies, planning, community engagement and project delivery, to ensure public investments in transportation justly benefit all residents, visitors and commuters.

Project Delivery - complete projects on-time and on-budget while engaging and communicating with the community.

Sustainability - manage and promote a transportation network that supports economic vitality and opportunity, reduces emissions and strengthens resilience in the face of climate change, especially in historically underserved neighborhoods that may experience greater impacts.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
Safety - design and manage a transportation network that offers safe and secure travel choices for all users, in accordance with Mayor Bowser's Vision Zero initiatives.		
Streetscapes Projects	Improve the design and layout of roads, sidewalks, trees, and open spaces to create safer, more livable, sustainable and attractive corridors.	Daily Service
DC Safe Routes to School Program	Provide schools with planning assistance and education programming to improve safety for student walkers and cyclists. Install, maintain, and improve transportation assets in and around school zones for safety.	Key Project
Automated Traffic Enforcement (ATE) Program	Install Automated Traffic Enforcement (ATE) cameras to reduce violations related to speeding, red lights, stop signs, bus/bike lanes, school bus stop arms, and truck restrictions.	Daily Service
Safety Improvement	Design, construct, and deploy multi-modal safety improvements and manage the flow of traffic within the right of way.	Daily Service
Mobility - increase system reliability, improve accessibility and manage congestion through coordination, communications and mobility options, providing safe and affordable travel choices for all users and trips.		
Research and Development	Oversee the DDOT Library, fund research projects, promote DDOT research nationally, and manage the pilot vetting program.	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
Active Transportation Network	Plan, design, construct, and maintain safety of trails, bike paths, and other non-car paths.	Daily Service
Parking and Curbside Management	Conduct research, develop policies, and deploy technologies to manage curbside space and metered parking.	Daily Service
Bus Priority	Improve bus travel speeds and reliability across the District through bus priority projects and program areas.	Key Project
Autonomous Vehicles	Administer Autonomous Vehicles Program, Personal Delivery Vehicle Program, and Drone Program, issue permits, and provide guidelines and rules for entities to test and deploy autonomous vehicles on public roads.	Daily Service
Intelligent Transportation Systems	Design, install and maintain Intelligent Transportation Systems (ITS) infrastructure and systems, which enable efficient transportation management and operations, as well as data collection, processing, and analysis.	Daily Service
Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs.		

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Operation Title	Operation Description	Type of Operation
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
Fleet and Facilities Management	Manage vehicle fleet, warehouses and storage facilities, and office space.	Daily Service
Emergency Response and Security	Oversee emergency management, risk management, the internal safety program and safety policies for employees, vehicle fleet, and facilities.	Daily Service
Asset Maintenance	Maintain the integrity, safety, and condition of transportation infrastructure assets including streets, sidewalks, alleys, bridges, tunnels, streetlights, signals, and signs.	Daily Service
Traffic Signals	Maintain, expand, and optimize the city-wide traffic signal network.	Daily Service
Street Light Maintenance	Efficiently manage the Public-Private Partnership project to improve, maintain, reconstruct, or upgrade street lights, alley lights, poles, and any other streetlight asset.	Daily Service
Materials Testing Lab	Test materials for quality and compliance.	Key Project

Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters.

Street Signs and Markings	Maintenance of citywide street signs and markings.	Daily Service
Public Space Regulation	Issue, inspect, and review public space permits, construction zones, and enforce restoration of the public right of way.	Daily Service
Capital Bikeshare and Micromobility	Provide oversight of bike/scooter rental programs for citizens and visitors.	Daily Service

Equity - advance transportation equity by evaluating its policies, planning, community engagement and project delivery, to ensure public investments in transportation justly benefit all residents, visitors and commuters.

Regional Transit Coordination	Manage agreements and subsidy programs to lower transportation costs for transit riders.	Daily Service
DC Circulator and DC Streetcar	Operates, maintains, and expands the DC Streetcar and DC Circulator transit systems.	Daily Service
Frederick Douglass Memorial Bridge	Replace the existing Frederick Douglass Memorial Bridge, deconstruct the 70-year-old bridge, and reconstruct the Suitland Parkway/I-295 interchange. Once complete, the new bridge will make it safer for pedestrians, bicyclists, and cars to cross the Anacostia River and will feature four pedestrian overlooks, three above-deck arches, and two piers that will appear to float on the river. The new bridge is the biggest infrastructure project in the history of the city.	Key Project

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Operation Title	Operation Description	Type of Operation
Policy and Legislation	Develop and analyze transportation policies, coordinate the policy-making process among government agencies, and respond to council committee oversight requests and other inquiries.	Daily Service
Equity and Inclusion	Administer compliance programs, policies, and support the department's goals in diversity, equity, accessibility, inclusion, and equal employment opportunity.	Daily Service

Project Delivery - complete projects on-time and on-budget while engaging and communicating with the community.

DC Water Megaproject	Ongoing permitting support for DC Water Megaprojects.	Key Project
Bridge, Tunnel, and Highway Reconstruction	Manage ongoing long-term capital projects.	Key Project
Infrastructure Project Delivery	Design, engineer, and construct roadway and bridge projects and manage mega-projects.	Daily Service

Sustainability - manage and promote a transportation network that supports economic vitality and opportunity, reduces emissions and strengthens resilience in the face of climate change, especially in historically underserved neighborhoods that may experience greater impacts.

Transportation Demand Management	Oversee Transportation Demand Management program, promote sustainable transportation options through goDCgo, and encourage residents, employees, and visitors to reduce reliance on single-occupant vehicles for travel.	Daily Service
Business Improvement and Economic Development	Manage Business Improvement District (BID) reimbursements and Federal projects that support local Economic Development.	Key Project
Planning and Sustainability	Develop city-wide transportation policies, strategic goals, and plans, as well as narrow plans focused on specific neighborhood needs.	Daily Service
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
Environmental Impact Analysis	Evaluate the impacts of land development actions on the transportation network and the environment.	Daily Service
Vehicle Electrification	Electrify government vehicles and buses, develop policies, and issue public space permits to expand the EV charging station network.	Key Project
Anacostia Waterfront Initiative	Improve access, environmental quality, foster economic development and promote safe multi-modal travel for communities throughout the Anacostia Waterfront area.	Key Project
Urban Forestry	Preserve the city's tree canopy, maintain, improve, and remove trees in the right of way to ensure they are healthy, safe, and growing.	Daily Service

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Operation Title	Operation Description	Type of Operation
Green Infrastructure and Environmental Programs	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. In urban areas, it captures rainfall; cools buildings and pavement; and creates natural pathways for wildlife.	Daily Service

Create and maintain a highly efficient, transparent, and responsive District government.

Customer Service	Provide customer service call center to answer residents' questions or concerns submitted via the 311 system, phone, email, or other means.	Daily Service
Human Resources and Budget Allocation	Manage human resources functions including hiring, training, budget resource allocation, personnel policies and procedures, and workforce development activities.	Daily Service
Public Affairs	Manage media relations, crisis communications, public affairs, and employee communications.	Daily Service
Community Engagement	Coordinate engagement and outreach with the public, community organizations and representative bodies, and other stakeholders.	Daily Service
Performance Management	Improve business processes, develop performance plans, conduct data analysis and visualization, and coordinate performance reporting to meet agency's strategic goals.	Daily Service
Information Technology	Develop in-house software solutions, support hardware and software services, and provide enterprise data management.	Daily Service

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Safety - design and manage a transportation network that offers safe and secure travel choices for all users, in accordance with Mayor Bowser's Vision Zero initiatives.					
Percent of posts covered by School Crossing Guards	Up is Better	New in 2023	91.4%	90%	90%
Mobility - increase system reliability, improve accessibility and manage congestion through coordination, communications and mobility options, providing safe and affordable travel choices for all users and trips.					
Percent increase in Capital Bikeshare Ridership over previous year	Up is Better	40.1%	17.8%	2%	2%
Percent of Circulator buses arriving on time	Up is Better	72.1%	79.7%	79%	79%
Miles of Protected Bikeways Installed	Up is Better	New in 2023	7.8	10	10
Management and Operations - ensure the state of good repair for existing assets by investing in maintenance and operations to address the greatest mobility needs.					
Percent of pothole service requests filled and closed out within 72 hours	Up is Better	88.7%	91.6%	85%	85%
Percent of paving plan goal for time period completed (data shown as calendar year quarters; 90-day delay in reporting)	Up is Better	123.3%	120.1%	100%	100%
Percent of sidewalk plan goal for time period completed (data shown as calendar year quarters; 90-day delay in reporting)	Up is Better	131.1%	122.8%	100%	100%
Percent of streets in "Fair" to "Excellent" condition	Up is Better	86%	87.7%	90%	90%
Enjoyable Spaces - create and manage public space and transportation systems to be accessible, safe, and welcoming to residents, visitors and commuters.					
Percent of public space applications approved within 30 days	Up is Better	96.3%	97.3%	93%	93%
Percent of meter transactions using mobile payment	Up is Better	New in 2024	New in 2024	New in 2024	62%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of new hires that are District residents	Up is Better	New in 2023	62.3%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	59.9%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	43.2%	No Target Set	No Target Set

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	25.9%	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Automated Traffic Enforcement (ATE) Program		
Number of active WMATA Bus Cameras and School Bus Stop Arm Cameras operating on the roadways	New in 2023	0
Number of citations issued via speed, red light, stop sign, and truck restriction cameras	New in 2023	1,480,710
Number of citations issued via WMATA Bus Cameras and School Bus Stop Arm Cameras	New in 2023	0
Number of active speed, red light, stop sign, and truck restriction cameras operating on the roadways	New in 2023	138
Safety Improvement		
Number deployment locations covered for traffic control officers (TCOs)	1,061	1,532
Number of Roadway Operations Patrol (ROP) deployments	New in 2023	2,139
Number of bicyclist serious injuries	15	26
Number of pedestrian serious injuries	65	96
Number of motor-vehicle serious injuries	150	210
Number of bicyclist fatalities	3	1
Number of pedestrian fatalities	17	17
Number of motor-vehicle fatalities	14	19
Number of Annual Safety Program locations along High Injury Network evaluated and improved for traffic safety	New in 2024	New in 2024
Number of citations issued by traffic control officers (TCOs)	New in 2023	46,774
Active Transportation Network		
Miles of new protected bike lanes installed	5.5	7.8
Miles of new trail completed	7.8	0
Asset Maintenance		
Number of alleys resurfaced	161	116
Number of deficient bridges	3	3
Number of pothole service requests completed	3,382	3,068
Street Light Maintenance		
Number of street lights repaired	20,650	22,689
Public Space Regulation		
Number of public space inspections	54,919	49,417
Number of building sites assessed for accessibility of path of travel	216	74
Street Signs and Markings		
Number of signs installed	40,196	23,269

Workload Measures (continued)

Measure	FY 2022	FY 2023
Number of Miles in the Markings Plan Completed (data shown as calendar year quarters; 90-day delay in reporting)	New in 2024	New in 2024
DC Circulator and DC Streetcar		
Number of Circulator Passengers	1,811,283	1,954,321
Number of Streetcar Passengers	267,093	622,531
Regional Transit Coordination		
Number of Kids Ride Free passes picked up by students	63,151	74,906
Number of transit stops improved to be compliant with accessibility guidelines	51	62
Transportation Demand Management		
Number of Bike/Pedestrian Counters Reporting Data	New in 2024	New in 2024
Urban Forestry		
Number of trees planted citywide	5,844	12,726
Customer Service		
Number of non-emergency 911 traffic calls and texts routed to DDOT	New in 2023	1,162