

FISCAL YEAR 2014 ANNUAL REPORT

July 1, 2013 to June 30, 2014



Traffic Calming project on Jones Bridge Road

MCDOT
Montgomery County
Department of Transportation

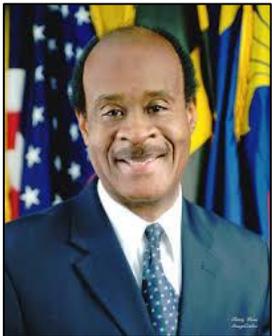
Our Mission Statement

Provide an effective and efficient transportation system that:

- Ensures the safe and convenient movement of persons and vehicles on County roads; and
- Plans, designs and coordinates construction of traffic, transit, bicycle and pedestrian routes in support of the County's infrastructure.

MESSAGE from the COUNTY EXECUTIVE

The Montgomery County Department of Transportation (MCDOT) is a diverse organization that provides essential services to our County residents. It builds and maintains the transportation infrastructure; reduces traffic congestion; increases mobility; improves pedestrian, bicyclist and vehicle safety; provides essential transit and alternative transportation services; and promotes access to our central business districts. None of this could be done without the commitment and talent of the MCDOT workforce. Providing exemplary service



is what MCDOT employees do day in and day out although the public may not be aware of all their efforts except in extraordinary circumstances. That is what makes our County workforce great, and that is what makes Montgomery County such a wonderful place to live, work and play.

MESSAGE from the MCDOT DIRECTOR'S OFFICE

We pride ourselves on delivering the highest quality service to our customers and using innovative approaches to communicating with you. The County's balanced transportation system provides many options for travel, including vehicles, transit, bicycles and walking. Our more than 1,300 outstanding MCDOT employees are dedicated to ensuring that these options are safe, efficient and well-maintained. We want to provide you -- the residents, workers and visitors of Montgomery County -- with the very best transportation network possible for our community. Let's keep Montgomery County moving forward together.

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AWARDS and PRESENTATIONS

MCDOT is an award-winning organization that is recognized nationally for its innovation, quality services and programs.

ACCOMPLISHMENTS



Receive **National Association of Counties and County Engineers Association of Maryland awards** for a snow plow navigation system that uses preprogrammed devices to help drivers follow more than 220 plow routes.



Receive **2013-2014 Technology Solutions Award** from the Public Technology Institute for MCDOT's collaboration with outside organizations to identify potential Bikeshare station locations.



For the 18th time, win designation as a **2013 Tree City USA** from the Arbor Day Foundation for MCDOT's commitment to effective urban forest management.



Be honored by the **Metropolitan Washington Council of Government Employer Recognition Awards**. Eight of the 10 nominees were Montgomery County employers who receive support from MCDOT's Commuter Services programs.



Be featured at the **American Highway Users Alliance** press conference for our safe, efficient and effective winter road operations.

Montgomery County's **Pedestrian Safety Initiative to reduce collisions is being used as a model** by the State of Maryland, the Federal Highway Transit Administration and the National Highway Transportation Administration. Our staff:



5th Anniversary of the Pedestrian Safety Initiative

Presented a paper on the County's pedestrian safety initiative to the **Transportation Research Board**.

Facilitated sessions on pedestrian safety at the **Maryland Highway Safety Summit**.

Co-chaired **Maryland's Strategic Highway Safety Plan pedestrian emphasis** area initiative.

WHAT'S NEW

Bikeshare

Joining the region's Capital Bikeshare network, **MCDOT launched a Bikeshare system** of 51 stations and 450 bikes in Bethesda, Friendship Heights, Silver Spring, Takoma Park, Rockville, Shady Grove and the Life Sciences Center area – the first year-round system in Maryland. Using a \$1.3 million grant from the Federal Transit Administration and \$300,000 in local matching funds from the City of Rockville, a **pilot program** promoted the use of Bikeshare among low income residents. Those who qualified received for free a one-year membership in Capital Bikeshare, a bike helmet, safety training and route planning assistance.



Wheaton Redevelopment

MCDOT is leading the effort to replace the County-owned Wheaton Triangle Parking Lot with a government office building, town square and underground public parking, as well as redevelop the Maryland-National Capital Park and Planning Commission building site in Silver Spring with mixed-use, high quality, transit-oriented development. In FY 14, MCDOT awarded the construction contract. These projects are expected to boost economic development, contribute to downtown Wheaton's revitalization, improve environmental quality and create a distinctive entrance to Silver Spring on the north side.



MD 355 Crossing/ BRAC (Base Realignment and Closure Act) Project

MCDOT has awarded a contract for a federally-financed \$68 million project to help relieve traffic congestion and promote pedestrian safety at the Walter Reed National Military Medical Center in Bethesda. MCDOT is leading the project to **construct a pedestrian tunnel under Rockville Pike** and high speed elevators from the National Naval Medical Center to the Medical Center Metrorail platform. MCDOT is also overseeing

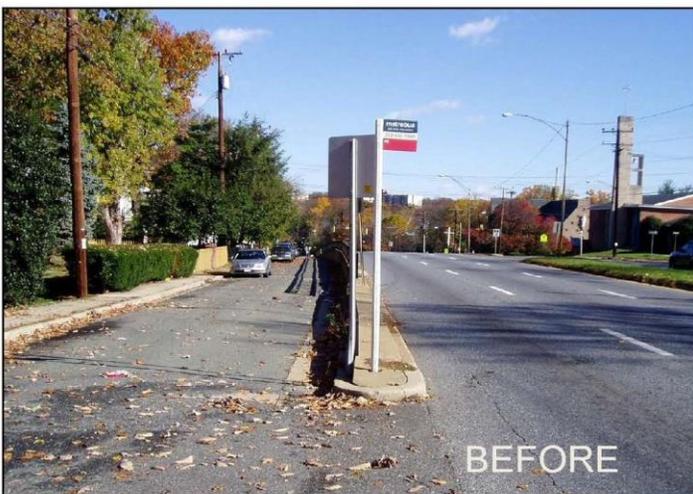


construction of an SHA-designed improvement for traffic and pedestrians at the nearby intersection of Rockville Pike, Jones Bridge Road, Center Drive and Woodmont Avenue funded by a separate \$4.3 million Department of Defense grant.

Bus Stop Improvement Program

MCDOT's bus stop improvement program has been hailed as a nationwide model for improving ADA (Americans with Disabilities Act) accessibility and pedestrian safety at nearly 3,000 bus stops. So far, the following improvements have been installed:

- 1,246 ramps at 813 intersections;
- 79,240 square feet of sidewalk connecting bus stops to other walkways;
- 161,647 square feet of concrete pads at 2,400 bus stops; and
- 408 "knee walls" at sloped sites to prevent wheelchairs from rolling onto dangerous terrain and provide seating for waiting passengers.



Bus stop improvements at New Hampshire Avenue and Devonshire Avenue in Takoma Park.

Improved Facilities Enhance Service

The County opened a new a **Gold-LEED (Leadership in Energy and Environmental Design) Highway Services depot and Transit Operations Center** that will improve operations while enhancing the environment. Relocating these facilities is part of County Executive Leggett's Smart Growth Initiative that is revitalizing an old industrial area by creating an urban village near the Shady Grove Metro station.

The facility is the first in Maryland to reclaim, treat and reuse rainwater for toilet flushing and bus washing. Other environmentally-sensitive design elements include green roofs; energy efficiency features; solar lighting on the parking roof; reuse or recycling of 75 percent of construction and land debris and many other features.



Salt Storage Barn at new Highway Services Depot



County Executive Leggett (center), MCDOT Director Art Holmes (second from left) and Highway Services managers participate in groundbreaking ceremony.

The County also broke **ground for a new Colesville Highway Maintenance Depot** to bring the 1981 facility up to modern safety and accessibility standards to meet the growing needs of the southeast County. The facility provides snow removal, road maintenance and other services and is designed to achieve a silver LEED rating. It features preferred parking for fuel-efficient vehicles and reflective roofing materials to reduce the heat-island effect, while maximizing vegetated open space.

WHAT'S NEW

Purple Line

MCDOT is supporting the State of Maryland's **study of roadway and pedestrian impacts** for the Purple Line, a 16-mile, light rail system extending from Bethesda in Montgomery County to New Carrollton in Prince George's County. The Purple Line would also connect to MARC, Amtrak, and local bus services. The

system's 21 stations will operate mainly in dedicated or exclusive lanes for fast and reliable transit. The project is expected to support community revitalization and transit-oriented development, connect people to jobs and serve major economic centers.



Smart Parking Meters

MCDOT is transitioning all its on-street parking meters to **solar powered, "smart" meters**. This year, Bethesda's 840 meters were upgraded. The new meters accept credit cards in addition to coins or pay-by-phone. The meters communicate in real-time, providing web-based, instant processing of credit card transactions that use the highest level of security. The meter window displays parking rates, hours and days when payment is required, and information on parking restrictions.



IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL

MCDOT is committed to providing an effective, efficient and comprehensive transportation network that is accessible for all users – whether they are pedestrians, bicyclists, transit users or motorists, and regardless of their age, physical abilities or language capabilities.

ACCOMPLISHMENTS

- Make **Ride On service improvements** to more than 25 bus routes with no budget increase by reallocating resources from weaker to stronger performing routes.
- **Manage I47 engineering projects** to improve roads, sidewalks, bikeways, transit facilities and bus stops.
- Construct nearly **four miles of new sidewalks** and reconstruct **about 2.5 miles of sidewalks and ramps to meet ADA** (Americans with Disabilities Act) standards, including the one-half mile Dale Drive and the 1.2 mile Greentree Road sidewalks.
- **Provide drainage assistance to 80 communities** to reduce flooding.
- Complete the **traffic signal modernization program** addition of flashers, beacons and other devices.
- **Work with the White Flint community** on transportation network planning to **accommodate creation of the “Pike District.”**
- Install **shared lane markings (sharrows)** along 22 road segments around the Shady Grove Hospital, Rockville and Silver Spring.



IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL

Road Projects

Montgomery County's comprehensive transportation plan provides balanced travel options for all, ensuring there is an adequate road network to support those who have limited choices remains an important priority.



Concrete Curb and Sidewalk added to an intersection in Olney

Design and Construct

Start construction of MidCounty Highway at the intersection with Shady Grove Road.

Complete construction plans for: Sam Eig Highway at Diamondback Road and Seven Locks Road at Tuckerman Lane and Democracy Boulevard.

Bring **two projects to final design and construction**: Century Boulevard Extension and Chapman Avenue Building Demolition.

Design Fawsett Road and Travilah Road **to the point where cost estimates can be made.**

Develop concepts for seven road projects: M-83, Chapman Avenue, Cherington Access Road, Clarksburg Connector, Platt Ridge Drive, Pearl Street Ramp and Goldsboro Road.

Improve Safety/ Reduce Congestion

Complete intersection and spot improvements to reduce congestion and improve safety on Snouffers School Road, Crabbs Branch Road at East Gude Drive, Emory Lane at Norbeck Road, and Wilson Lane at MacArthur Boulevard.

Assess roadways for safety improvements: Jones Bridge Road, Cedar Lane, Summit Avenue, Homecrest Road, Spartan Road Phase II and Brunette Avenue.

Coordinate traffic signal timing along Maryland Routes 27, 28, 189 and 586.



IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL

Bikeway, Sidewalk, Trail and Transit Projects

MCDOT is building new facilities to expand alternative transportation options for a more walkable, bikeable and transit-friendly community.

Bring MacArthur Boulevard Bikeway, Segment 2 to final design and construction.

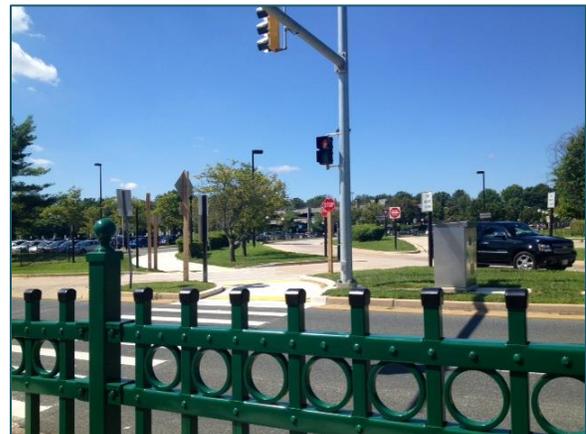


Build the Long Branch Walkway Bridge and Trail project to create an ADA compliant connection for bikes and pedestrians between the Long Branch Community Center and Long Branch Library. In progress.



Design projects to the point where cost estimates can be made: Bradley Boulevard Bikeway, Oak Drive/Route 27 Sidewalk and MacArthur Boulevard Bikeway, Segment 3.

Complete the **Shady Grove Access Bike Path**, with connections to the Shady Grove Metro Station, its Bikeshare station and other area sidewalks and bikeways.



Begin planning **transit center improvements** for the Boyd's MARC Station, Lakeforest Transit Center, Milestone Transit Center, Germantown Transit Center and the Upcounty Park-n-Ride Lot.

IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL



Bridges

MCDOT inspects and maintains 334 highway bridges. Inspections occur every two years for the 209 Long Span Bridges (bridge spans are 20 feet or greater) and every four years for the 125 Short Span Bridges (bridge span is greater than six feet but less than 20 feet) to identify bridges needing repairs or replacement.

Complete 17 bridge renovations and begin renovations on 13 more. In addition, planning began for four bridge renovations to the Glen Road temporary, Elmhirst Parkway, Gold Mine Road and Valley Road bridges.

Make **emergency bridge inspections and repairs** to the Wootton Parkway, Deer Park, Lyttonsville Place and Butler Road bridges.

Inspect 84 scour prone bridges and maintain 334 bridges and box culverts.



Highway Services Depot Crews replace the bridge deck span along Huntmaster Road in Damascus



Hillendale Road Storm Culvert Replacement Project

IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL

Smart Growth and Other Development

MCDOT supports using smart growth principles to better connect our urban, suburban and rural communities with housing and transportation choices near jobs, shops and schools.

Continue work on the **County's Bicycle and Pedestrian Priority Areas Program** for Glenmont, downtown Silver Spring, downtown Wheaton, Veirs Mill/Randolph Road and Grosvenor.

Ensure **new development plans** for Rock Spring Park/North Bethesda Transitway, Pike and Rose Phase 2, Montgomery Mall, Chestnut Ridge, Elkhart Street, Spring Arbor subdivision, and Pleasant Grove Community Church **meet transportation guidelines.**



In White Flint, **conduct two rounds of traffic monitoring, analyze cut-through traffic, and complete plans for intersection improvements** at Tuckerman Lane and Rockville Pike, Connecticut Avenue at Randolph Road, and Tuckerman Lane at Old Georgetown Road.

Negotiate with developers to incorporate **three new Bikeshare stations** into future developments.



Valley Park Drive road extension project in North Bethesda

IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL

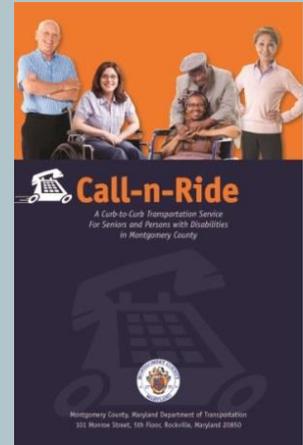
Ride On



Ride On is the largest transit system in the region next to Metrobus, with 340 buses 78 routes, 26.4 million annual riders and 88,000 daily boardings.

Transition the Youth Monthly and Summer passes and Kids Ride Free program to the **new Youth Cruiser SmarTrip Card.**

Train more than 700 bus operators to improve customer service and safety.



Serve to provide 119,000 residents through the Call-n-Ride program (for low income residents or persons with disabilities) **and transition them from coupon books to a more cost effective and user friendly swipe card.** Conduct a community outreach program that added 500 new customers and translation service with multiple language capability.

IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL

Traffic, Pedestrian and Bicycle Safety

Montgomery County's award-winning pedestrian safety initiative is being emulated by communities throughout Maryland and is improving safety and access for pedestrians and bicyclists.

Make Pedestrian and traffic **safety improvements in Wheaton**, including:

- Install or upgrade pedestrian accessible signals at Randolph and Selfridge roads;
- Improve Reedie Drive between Veirs Mill Road and Georgia Avenue; and
- Improve the intersection of Randolph and Kemp Mill roads.

Conduct a **Pedestrian Road Safety Audit** along Fenton Street in Silver Spring.

Retime 61 traffic signals to provide pedestrians with more time to cross the street.



Design new street lighting for Old Georgetown Road, from Cordell to Wisconsin avenues.



Bike Lane and Pedestrian Island on Battery Lane in Bethesda

Install traffic calming measures and speed humps at Galway Drive, from Fairland Road to Kilkenny Street; Homecrest Road, from Bel Pre Road to 1,000 feet north; Grubb Road, from the District line to Colston Drive; Franklin Avenue; Aspen Hill Road; Dale Drive; and Brunett Avenue.

Conduct 38 Safe Routes to School evaluations to improve traffic and pedestrian safety and access for school children.

IMPROVE the TRANSPORTATION NETWORK with ACCESS for ALL

Park

MCDOT operates four parking districts in the urbanized areas of the County, providing on-street, lot and garage parking options in Silver Spring, Bethesda, Wheaton and Montgomery Hills.

Facilitate the King and 13th Street Parking Garage in Silver Spring, replacing a 30-space lot with condominiums above a 152-space parking garage.

Plan the redevelopment of two parking lots in Bethesda located at the intersection of Woodmont and Bethesda avenues (Lots 30 and 31) to create a public-private, mixed use development that will add 250 residential units, ground level retail, and more than triple the number of public parking spaces available on site.



Plan the redevelopment of Silver Spring Lot 3.

Install meter posts for parking meters in the new **Shady Grove Transportation Management District.**

To better distribute demand for parking, begin **location** rather than duration **based pricing** in **Bethesda** so on-street parking is the most expensive, followed by lots and then garages.



Develop an **Executive Regulation for Residential Permit Parking** for County Council approval that would allow use of electronic permits.

FOCUS on the BASICS

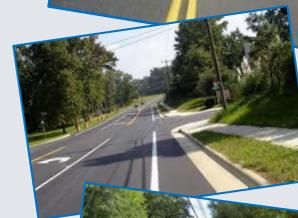
MCDOT is focused on providing excellent service by keeping our roads, bridges, sidewalks, bikeways and other facilities in good repair. We are dedicated to keeping our transportation and neighborhood infrastructure safe, sound and reliable to ensure that everyone – pedestrians, transit-users, people on bikes and people in cars – has access and mobility.

ACCOMPLISHMENTS

- **Maintain more than 900 lane miles of primary/arterial roads and more than 4,000 lane miles of residential/rural roads.**
- **Maintain about 2,000 miles of curbs and gutters.**
- **Complete the third bi-annual Countywide pavement condition assessment to cost effectively target resources to repair roads in the worst condition.**
- **Respond to 31 storms** with a countywide average total of 67 inches of snow, ice and sleet.
- During the major snowstorm on February 12-14, 2014, **provide the most service out of all transit providers in the region.**
- **Repair 6,430 potholes.**
- **Replace 5,600 streetlight lamps** within an average of six days for County-owned lights and respond to 8,000 outages.

Invest more than
\$50 million to:

- Rehabilitate 35 miles of roadways;
- Repave 77 lane miles of primary/arterial roads;
- Repave 118 miles of residential/rural roads;
- Resurface 27 miles of park roads and bridges;
- Patch 81 lane miles of roads;
- Repair 29 miles of curbs and gutters;
- Repair 32 miles of sidewalks;
- Replace 910 linear feet of storm drains; and
- Replace 462 driveway aprons.



Respond

Conduct a mock snow day and snow summit to prepare for winter storms.

Make emergency repairs due to collapsed storm drain culverts on Log House Road at McGruder Branch, Annapolis Rock Road, Industrial Parkway, Foggy Lane and Parker Avenue and clear debris from the Kensington Parkway Bridge over Rock Creek.

Respond to 673 requests to remove foliage overgrowth that interferes with sidewalk use, intersection sightlines and signs.

Conduct 839 traffic studies to improve safety along roads, including Spencer Road, Sundale Drive, Crabbs Branch Road/Calhoun Place at Gude Drive, Plyers Mill Road, Lockwood Drive and at Paint Branch High School.

Release a status report on Renew Montgomery, a program that restores and replaces deteriorating infrastructure in mature neighborhoods.



Maintain and Improve

Maintain 117 miles of bikeways. For example, **grade, remove foliage and repair drainage** on the **North Bethesda Trolley Trail**.

Mow 1,160 acres of right-of-way with 11 mowing cycles and respond to 227 mowing requests.

Repair, replace, paint, tag or install 1,500 streetlights.

Fabricate and install 6,475 traffic signs.

Upgrade 53 bus stops for ADA accessibility and safety.

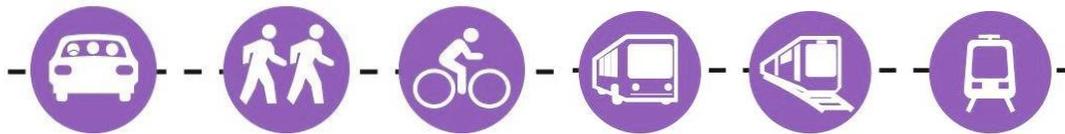
Complete pavement markings for 250 miles of centerlines, 580 crosswalks, 641 miles of stop lines and 39 miles of raised pavement markers.



Construct new traffic signals for Germantown Road and Scenery Lane; Briggs Chaney Road and Gateshead Manor Way; Odendhal and Contour roads; Shady Grove Road and Piney Meetinghouse Road/Cavanaugh Drive; and New Hampshire Avenue and Heartfields Drive/Quaint Acres.

Rebuild traffic signals at Randolph and Selfridge roads; Ridgefield Road and Westbard Avenue; Parklawn Drive and Wilkins Avenue; Cedar Lane and Saul Road (under construction); and Little Falls Parkway and Dorset Avenue (complete design) and approve new traffic signal at Randolph Road and Hawksbury Lane.

REDUCE CONGESTION by PROMOTING ALTERNATIVES



MCDOT promotes sustainable transportation options such as biking, walking, and public transportation, to reduce traffic congestion and pollution and expand options and access for everyone. MCDOT encourages and assists employers, employees and residents to consider alternative transportation when traveling to work, home, school or leisure activities.

ACCOMPLISHMENTS

- Complete **nine Traffic Mitigation Agreements** for 350,000 square feet of commercial development and nearly 2,700 multifamily residential units.
- Create **new Transportation Management Districts** for the White Oak Science Gateway and Wheaton Central Business District.
- Improve and conduct the **Annual Commuter Survey** to obtain information on how employees get to work and what factors influence their decision-making. **A record 12,000 surveys were returned.**

Promote transportation alternatives:

- Add 450 new employers offering commuter benefits to their employees;
- Hold 322 meetings and presentations for employers;
- Make 94,000 contacts with employers through outreach; and
- Hold 179 Commuter Information Fairs with employees at worksites.

REDUCE CONGESTION by PROMOTING ALTERNATIVES

Using a Metropolitan Washington Council of Governments grant, provide consulting services to several employers to help them develop **telework programs**.

Study Transportation Demand Management options for White Flint, including the feasibility of the County's first cycle track, and begin negotiating new approaches to Traffic Mitigation Agreements.

Conduct a **feasibility study for a vanpool subsidy program**.

Conduct Transportation Update/SmartBenefits Seminars attended by representatives from 80 employers.

Add 39 employers that **adopted transportation control measures** to reduce air pollution.



Conduct a private school bus **pilot project to cut single passenger vehicle trips** in some of the most congested areas of the County.

Hold the **Walk & Ride Challenge** to promote walking and transit use among employees that included 200 teams with about 1,000 members, representing over 80 individual employer organizations.



ENHANCE ENVIRONMENTAL QUALITY

MCDOT's goal is to move people in an environmentally friendly and sensitive way that emphasizes sustainability and reduces the impact of the County's actions on the environment.

ACCOMPLISHMENTS

- Partner with the Department of Environmental Protection to **create "Green Streets"** by constructing projects that filter rainwater onsite in the Sligo Park Hills neighborhood and along Dennis Avenue in Silver Spring. Under construction.
- **Convert all parking garages to energy efficient lighting**, reducing energy costs by 40 percent.
- Operate Ride On **buses that use alternative fuels** (hybrid electric, compressed natural gas or clean diesel). These environmentally friendly buses comprise more than 75 percent of the bus fleet.
- Over the last three years, **use 125,000 tons of asphalt** (25 percent of total) **derived from recycled pavement**.
- Regularly **inspect Highway Services' five depots** to ensure their operations meet pollution prevention operating standards and **train employees** about ways to reduce hazardous substances, waste or contaminants in their day-to-day activities.

Sweep more than 4,000 lane miles of roads, focusing on sensitive watershed areas. Collect nearly 1,300 tons of debris, keeping these pollutants out of County waterways.

Use vacuum trucks to **collect 140,000 cubic yards of leaves for composting** from 118,000 homes along 850 miles of roadway. Heavy rain, snow, ice and sleet in early fall meant leaves continued to be collected into January.



Improve Water Quality by Keeping Pollutants out of Waterways

Maximize pervious surfaces in right-of-ways to reduce stormwater runoff.

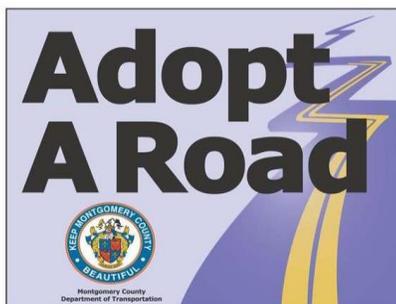
Clean about 80 storm drain inlets and 15,800 linear feet of storm drains to prevent nearly 500 tons of trash and pollutants from contaminating waterways.

Conduct pilot project with DEP to install recycling containers at some bus stops in Silver Spring.

Recruit volunteers to install 323 storm drain signs to prevent dumping of pollutants.



Brave and Bold Coalition joined the Adopt A Road program in 2014 adopting a mile of Bowie Mill Road in Olney



This Road is Available
240-777-7155

Support the Keep Montgomery County Beautiful Committee and its annual awards program to recognize landscaping projects that incorporate environmentally sensitive designs.

Recruit and manage volunteers who keep 400 road segments litter free under the Adopt a Road program.

Enhance Air Quality and Energy Efficiency

Care for the County's approximately 500,000 street trees by planting nearly 1,200 new ones and pruning more than 17,000 to improve the health, diversity and expanse of the tree canopy.

Replace traffic signals at 50 intersections with more energy efficient LED lights.

Begin planning to **install electric vehicle charging stations** in County-owned parking garages.

Switch streetlights to LEDs on New Hampshire Avenue between Jackson and Randolph roads in the first joint project with PEPCO to reduce energy use.

Provide **parking spaces** in County facilities **for a car sharing service** for 14 vehicles – four in Bethesda and nine in Silver Spring.

Add **bike racks** to 14 of 19 County-owned garages, accommodating 168 bikes.



23

USE TECHNOLOGY to IMPROVE SERVICES and CUT COSTS

MCDOT is embracing technology and innovation. Almost every aspect of our transportation system can benefit from new and emerging technologies. We encourage our employees to be creative in their approach to addressing transportation challenges by using technology to improve services, traveler information, choice and convenience.

ACCOMPLISHMENTS

- Create an **online system** that allows residents to quickly and easily **report streetlight outages**.
- **Install uninterruptible power supplies/battery back-up** in all 300 County-owned traffic signals. The State of Maryland owns about 500 signals in the County.
- Begin pilot project to test a **Road Weather Information System in four areas** that provides detailed data on pavement conditions to better target snow removal resources.
- Create **County website** with easy to search data on the locations of **County parking garages and lots**, hours, capacity, height clearance and, where space counting technology has been installed, number of spaces available.
- Develop a policy framework for the **Transit Signal Priority project** and include it in a capital improvement program budget for the Purple Line corridor.



REACHING OUT to the COMMUNITY

The public is MCDOT's partner in creating a 21st century transportation system. MCDOT is committed to keeping our customers connected, informed and engaged.

ACCOMPLISHMENTS

- **Mail newsletters to 52,000 community members** in neighborhoods where Highway Services is conducting resurfacing and other projects and **78,000 households** that receive vacuum leaf collection.
- Distribute information to more than **4,000 businesses and organizations** about Commuter Services programs that promote options for reducing single passenger vehicle travel.
- Sponsor the annual **Give and Ride** program that in April collected 8,232 pounds of food and other items for Manna Food Center to help needy families. Riders who donate food/baby supplies receive free bus rides in exchange.
- **Develop the YOLO (You Only Live Once) education** program using high school students as models for the campaign photos and **launch the "Walk Your Way"** partnership with student groups to create a sense of ownership in pedestrian safety campaigns.
- Host the regional **Street Smart fall campaign launch** with "Tired Faces" theme featuring Gwendolyn Ward, mother of a high school student killed while walking to school.
- Partner with the Public Information Office to **promote parking lot pedestrian safety**. In 2013, parking lot and garage collisions comprised nearly one-third of all pedestrian collisions in the County.



County Executive Ike Leggett participates in Give and Ride campaign.



Participate in a partnership to create a **new Senior Transportation Initiative**.

Recruit and train volunteers to promote pedestrian safety in Silver Spring, Wheaton, Aspen Hill and Bethesda.

Organize a **Safe Kids Day** to promote pedestrian and bicycle safety.

Launch a Spanish/English education campaign aimed at areas with the highest incidence of pedestrian collisions.



Participate in the Silver Spring Thanksgiving Day Parade and distribute pedestrian safety information.

Celebrate Walk to School Day in October at **Rolling Terrace Elementary School** and conduct Halloween safety activities.



Publish MCDOT Resident's Guide to Services in Spanish, Traditional Chinese, Korean and Vietnamese.

Use social media to enhance two-way communications between **Ride On and Highway Services** and their customers.

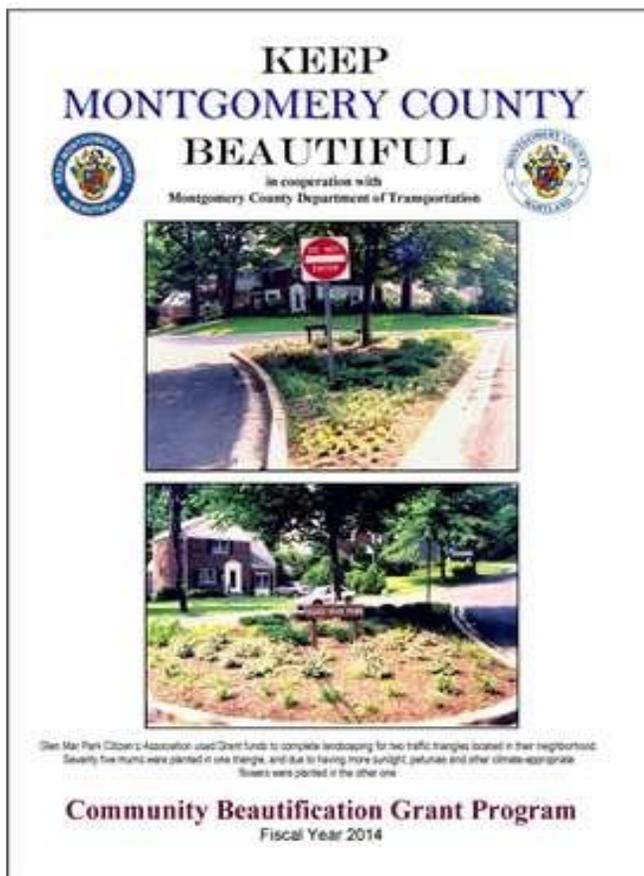
REACHING OUT to the COMMUNITY

Conduct outreach on Car Free Day to encourage use of transportation alternatives.

Participate in Bike to College Day.

Host 17 pit stops on **Bike to Work Day** and celebrate by offering County employees a steep discount on a Capital Bikeshare membership.

Provide community grants for beautification projects through MCDOT's Keep Montgomery County Beautiful Task Force.



REACHING OUT to the COMMUNITY

Through the **Transportation Association of Maryland**, publish articles about the new transit operations center, the Kids Ride Free program and the Give and Ride program.

Conduct a “Meet the MARC” Route 94 marketing campaign in partnership with the state of Maryland’s MARC Customer Service team.

Hold public meetings and hearings about new road, bicycle, transit and sidewalk initiatives.

Hold Ride On Customer Appreciation Days at the Lakeforest and Germantown Transit Centers



FY14 BY the NUMBERS

LEAVES AND TREES

Street trees maintained	500,000
Cubic yards of leaves collected and composted	140,000
New trees planted	1,180
Trees inventoried	17,000+
Trees pruned	11,500
Trees inspected	14,300+
Tree stumps removed	1,800+
Dead or diseased trees removed	1,800
Foliage work order responses	673
Number of households receiving newsletter about preparing and storing leaves for vacuum collection	78,000

PARKING

On-street “smart” parking meters installed in Bethesda	840
Energy cost savings from installing florescent lights in parking garages	40%

BRIDGES

Bridge renovations completed	17
Bridge renovations underway	13
Scour prone bridges inspected	84
Bridges and box culverts maintained	334

BIKES and PEDESTRIANS

Miles of sidewalks maintained	1,000
Miles of new sidewalk	4
Miles of sidewalk and ramps reconstructed to meet ADA requirements	2.5
Miles of bikeways maintained	117
Bikeshare stations installed	51
Signs installed at Bikeshare stations	164
New sharrow segments (bicycle shared lane pavement marking) installed and marked	22
Accessible pedestrian signals installed or upgraded	20
Pedestrian signals retimed to allow more time for crossing	61
Safe Routes to School safety evaluations	38

TRANSIT

Number of Ride On buses	340
Number of Ride On bus routes	78
Number of annual Ride On trips	26.4 million
Number of Ride On daily boardings	88,000
Percentage of Ride On buses that use alternative fuels	75
Number of ADA ramps installed at 813 bus stop intersections	1,246
Square feet of sidewalk installed to complete paths to bus stops	79,240
Square feet of concrete pads installed at 2,400 bus stops	161,647
Number of knee walls installed at bus stops to improve safety for wheelchair users	408
Trips provided to low income Call-n-Ride (services for seniors & persons with disabilities) participants	119,000
New Call-n-Ride participants recruited	500
No smoking stickers installed on bus stop signs	3,000
Businesses and organizations that received information about transportation alternatives	4,000
Tons of trash removed from bus shelters and transit centers	398
Number of customers receiving information and referral services about Connect-A-Ride senior transportation program	2,600

ROAD MAINTENANCE

Lane miles of residential/rural roads maintained	4,000
Lane miles of primary/arterial roads maintained	900
Miles of curbs and gutters maintained	2,000
Lane miles of roads swept	4,000
Tons of street sweeping road debris removed	1,300
Potholes repaired	6,430
Lane miles of roads rehabilitated	35
Lane miles of primary/arterial roads resurfaced	77
Lane miles of residential/rural roads repaved	118
Lane miles of park roads and bridges resurfaced	37
Lane miles of roads patched	81
Miles of sidewalks repaired	32
Miles of curb and gutter repaired	29
Communities receiving drainage assistance	80
Road segments maintained by Adopt a Road volunteers	400
Number of responses to snow, ice and sleet storms that delivered an average of 67 inches	31
Acres of right-of-way mowed 11 times	1,160
Direct mail notifications about resurfacing and road projects	52,000
Number of driveway aprons repaired	462
Linear feet of storm drain culverts replaced	910
Number of storm drain inlets cleaned	803
Linear feet of storm drains cleaned	15,769
Tons of pollutants removed from storm drains	494
Number of storm drains marked	323

STREETLIGHT IMPROVEMENTS

Streetlight lamps replaced	5,600
Streetlight outage responses	8,000
Streetlight poles replaced	100
Streetlights along New Hampshire Ave converted to more energy-efficient LEDs	100
Streetlights in Damascus converted to more energy-efficient LEDs	180
Streetlight poles painted	80
Streetlight poles tagged	724
Streetlights repaired after being knocked down	424
New streetlights installed	168

TRAFFIC IMPROVEMENTS

Miles of centerline pavement markings	250
Number of crosswalks restriped	580
Miles of raised pavement markers installed	39
Number of stop lines installed	641
Traffic emergencies managed	232
Traffic work orders prepared and approved	2,800
Traffic control plans reviewed and approved	1,000+
Lane feet of guardrails installed	2,800
Guardrail end treatments installed	63
Traffic signs fabricated and installed	6,475
Intersections where traffic signals were converted to LED lights	50
Number of traffic signals retimed so pedestrians have more time to cross	67

The MCDOT ORGANIZATION

DIRECTOR'S OFFICE (240-777-7170)

Community Outreach; Management Services; Taxi Regulation and Licensing; Rapid Transit System; Environmental Compliance & Sustainability

Office of Transportation Policy: includes WMATA/METRO Liaison; Commuter Services; Development Review; State Highway Program Coordinator; Bikeshare Program; Regional Transportation Planning

DIVISION OF HIGHWAY SERVICES

Field Operations
Pavement Management
Tree Maintenance
Support Services

DIVISION OF PARKING MANAGEMENT

Engineering and Maintenance
Financial and Management Services
Operations
Property Development and Planning

DIVISION OF TRAFFIC ENGINEERING AND OPERATIONS

Management Services
Traffic Engineering Design and Operations
Traffic Engineering Studies
Transportation Management

DIVISION OF TRANSPORTATION ENGINEERING

Engineering Services
Property Acquisition
Transportation Construction
Transportation Planning and Design

DIVISION OF TRANSIT SERVICES

Customer and Operations Support
Management Services
Medicaid and Senior Transportation Operations
Planning
Safety, Training and Security





MCDOT

Montgomery County Department of Transportation

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