



SHA ANNUAL REPORT

FISCAL YEAR 2012

A Message from the SHA Administrator

Thank you for your interest in the Maryland State Highway Administration (SHA). This brief report highlights the agency's overall accomplishments and upcoming goals. The business plan measures and the graphs depict how funding was spent as well as comparisons to previous years' metrics.

What is hard to capture is the culture of SHA – the hard work of nearly 3,000 employees, with the support of consultants and contractors who serve Marylanders behind the scenes. Across the State, SHA employees are part of the communities they serve – volunteering with schools and youth groups, sports, fire and rescue,

charities and faith organizations. Whether giving their time, talent or financial support, many of our employees not only serve Maryland in their work life but also their personal lives.



As funding and positions have been reduced, the men and women of SHA continue to place the safety and well-being of travelers as their highest priority. It is rewarding to see the outcome of

SHA's teamwork to get the job done - from snow removal, bridge inspections, designing safety solutions to providing roadside assistance, SHA is here 24-7.

As you review highlights of SHA's FY12 accomplishments and FY13 goals, know that we are committed to doing our best for our customers and for Maryland communities, businesses and environment. We are Customer Driven, Now More than Ever.

Sincerely,
Melinda B. Peters
SHA Administrator

SHA's Mission

Provide a safe, well-maintained, reliable highway system that enables mobility choices for all customers and supports Maryland's communities, economy and environment.

THE MD STATE HIGHWAY ADMINISTRATION



One of the five modal administrations of the Maryland Department of Transportation (MDOT), the Maryland State Highway Administration (SHA) operates, maintains and rebuilds the numbered, non-toll routes in Maryland's 23 counties - a total of more than 17,000 lane-miles* and 2,578 bridges.

The SHA highway system is the backbone of Maryland's transportation system, providing mobility and access for people and goods from and through the State of Maryland. SHA roads carry 66 percent of the state's traffic and 86 percent of its freight.

SHA delivers about \$1 billion of work each year that is competitively awarded to private entities,

sustaining thousands of jobs in the highway industry for construction contractors, materials suppliers, maintenance contractors and small businesses.

*Lane-miles is the term used for the mileage down the center line multiplied by the number of lanes.

SHA's Vision

Provide a world-class highway system.

SHA Values Excellence:

- In Our People
- In Our Work
- In Our Relationships
- In Our Work Environment

Key Performance Area Goals

- Improve highway safety in Maryland.
- Support Maryland's economy and communities with reliable movement of people and goods.
- Maintain a high-quality highway system.
- Effectively manage project delivery and finance, workforce, information technology and civil rights programs.
- Develop and maintain Maryland state highways in an environmentally responsible manner.
- Work together to serve our customers and listen to their priorities and needs.

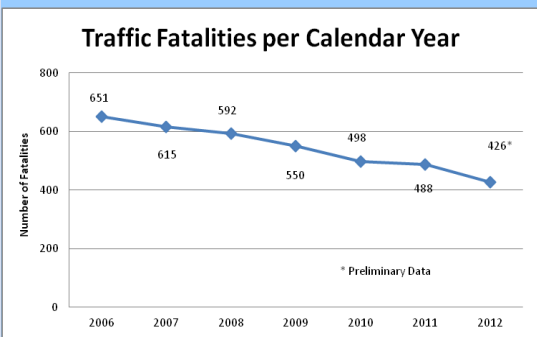
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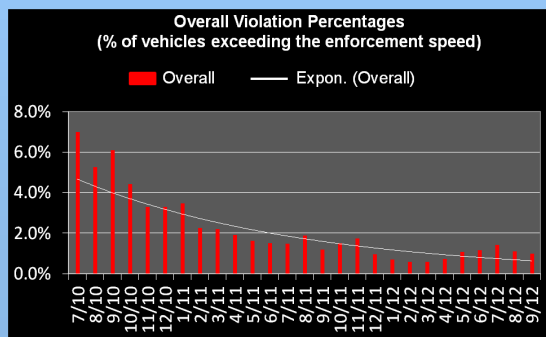
HIGHWAY SAFETY



- Continue to partner with the Maryland Vehicle Administration and Maryland State Police on *Towards Zero Deaths* program goals through continued strategic investments in highway safety improvements, as well as education and enforcement opportunities
- For the 6th year in a row, Maryland's highway fatalities dropped – in 2011, 488 people died in crashes, continuing the downward trend from 2006 when 651 people lost their lives.
- Maryland travelers buckled up 94% of the time, one of the highest rates of compliance in the United States.
- SHA began issuing electronic hauling permits for oversize/overweight trucks, saving time and paper.



- Since law enforcement began using *SafeZones* work zone speed cameras in highway construction areas, work zone-related crashes, fatalities and injuries are at a more than 10-year low.
- Speeding violations in *SafeZones* construction sites have decreased by more than 80% (see chart on right) - when the program began, approximately 7 out of 100 drivers in the *SafeZones* construction areas received citations for exceeding the speed limit by 12 mph or more, and currently, less than 2 out of every 100 drivers are receiving citations.



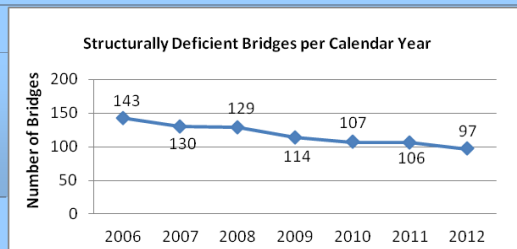
MOBILITY / ECONOMY

- SHA increased camera video feed interoperability with other regional agencies to allow for access to more than 600 camera sites in Maryland, improving traffic monitoring and emergency response.
- SHA's Coordinated Highways Action Response Team (CHART) incident management program responded to and cleared more than 17,000 incidents and assisted more than 27,000 stranded motorists.
- SHA installed pavement markings on 57.9 miles of highway for bicycle access, a 9% increase from FY 2011.
- 62.3% of sidewalks on SHA-maintained roadways are ADA compliant, a 2% increase from FY 2011.
- Several SHA offices, along with the Maryland Transportation Authority and the University of Maryland, contributed to the first annual *Maryland State Highway Mobility Report*.
- Since its launch in August 2011, several enhancements to the *511-Know Before You Go!* public traveler information service were completed, including drive time calculations, email/text alerts, and arterial traffic flow reports for the Eastern Shore.



SYSTEM PRESERVATION & MAINTENANCE

- SHA repaired or replaced 18 bridges that were rated structurally deficient. While other aging bridges were added to the list, total bridges rated structurally deficient decreased for the 6th year in a row from 143 in 2006 to 97 in 2012.
- SHA exceeded standards for overall level of service for maintenance with a 85% rating.



ENVIRONMENTAL COMPLIANCE & STEWARDSHIP

- SHA planted nearly 120,000 trees on 480 acres of State property to help prevent stream and soil erosion and run-off into the Chesapeake Bay.
- SHA developed a lighting specification for LEDs for use on all roadway projects, and has completed 87% of targeted traffic signal conversions and 36% of targeted sign lighting replacements to LED.



MANAGING OUR AGENCY

- SHA continued to strengthen its procurement and contract management.
- SHA developed Procurement and Contract Management Guidance and, based on it, is developing training for all contract managers and procurement staff across SHA.
- The State Ethics Commission conducted 5 ethics training sessions on conflict of interest and post and secondary employment, which 2,000 SHA employees attended.

CUSTOMER COMMUNICATIONS, SERVICE & SATISFACTION

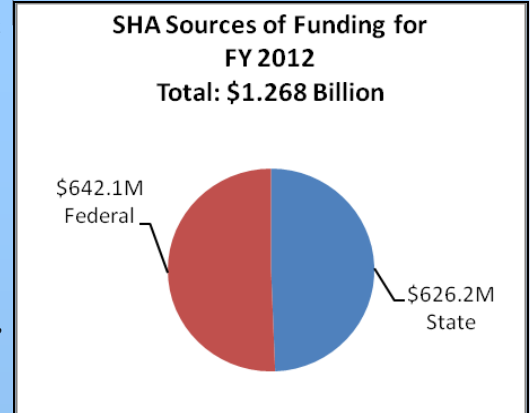
- SHA enhanced access to its online Customer Care Service Management System (CCMS) via iPad, smart phones or computers.
- SHA launched an Emergency Truck Parking App, and a Facebook page offers customers an opportunity to interact and learn more about SHA.
- SHA responded to weather emergencies and provided traffic management for special events, such as Tropical Storms Irene and Lee, the June 2012 Derecho, Sailabration, and the Baltimore Grand Prix.



USE OF FUNDING

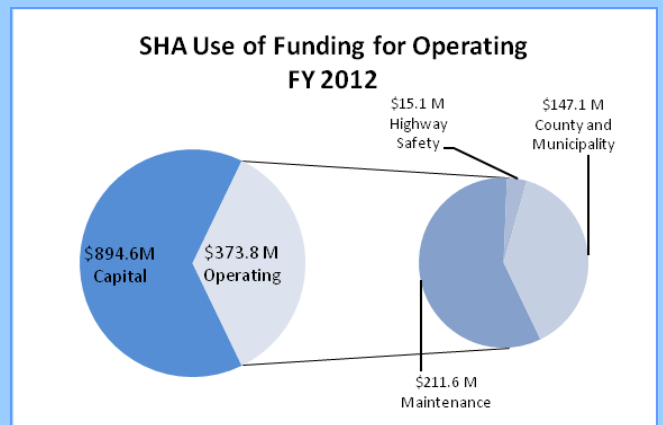
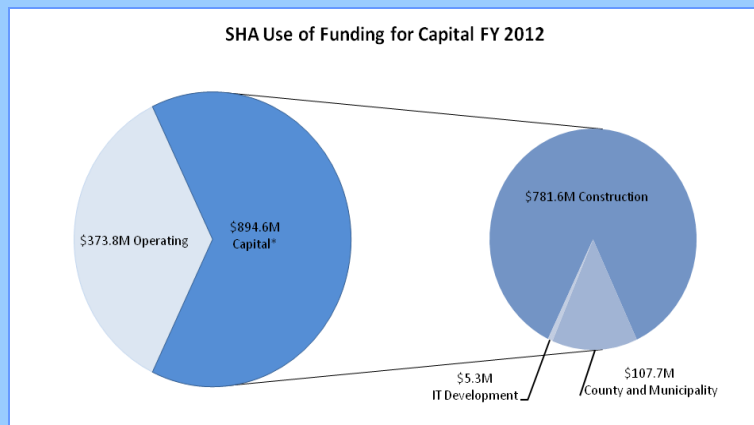
- SHA roads carry 37 billion vehicle-miles of travel* a year, and 812 million tons of freight a year.
- Funding is used to:
 - ◊ Operate and maintain 17,000 lane-miles** of roads (25% of the state's total lane-miles);
 - ◊ Maintain and inspect 2,578 bridges, and assist local governments with 2,300 locally owned bridges;
 - ◊ Connect transportation facilities such as bike and walking paths, bus, light rail and subway stations, the Port of Baltimore and the BWI Thurgood Marshall Airport;
 - ◊ Collaborate with citizens, communities and elected officials to deliver hundreds of high-quality projects, from system preservation to reconstruction, through planning, design and construction;
 - ◊ Operate 37 facilities, including shops and offices;
 - ◊ Manage the 24-7 Statewide Operations Center, along with regional traffic operations centers.
 - ◊ Perform construction and materials inspections, as well as traffic and safety functions.

SOURCES OF FUNDING



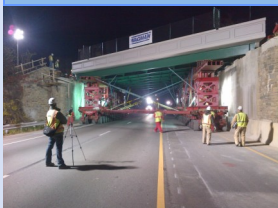
*Vehicle-miles of travel (VMT) is the number of miles traveled by all the vehicles on all roads (for example, two vehicles traveling two miles equals four VMT).
**Lane-miles is the term used for the mileage down the center line multiplied by the number of lanes.

FY 2012 EXPENDITURES

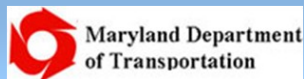


Capital Construction Funds Spent	FY 2012	Operating Maintenance Funds Spent	FY 2012
Major Projects (planning, design, right of way and construction phases)	\$111.5M	Routine Maintenance	\$104.4M
Bridge Rehabilitation Projects	\$146.5M	Bridge Maintenance	\$5.0M
Pavement Resurfacing/Rehabilitation Projects	\$195.8M	Environmental Design and Compliance	\$3.2M
Safety-related Infrastructure Projects	\$106.4 M	Traffic/CHART Operations	\$18.2M
Multi-modal Access Projects	\$20.1M	Winter Operations	\$37.6M
Traffic Management	\$79.6M	Electricity	\$8.8M
Environmental Projects	\$34.2M	Maintenance Support	\$13.2M
Facilities, Equipment, Research	\$57.2M	Other	\$21.1M
Reimbursable Expenses, Other	\$30.3M		
TOTAL*	\$781.6M	TOTAL	\$211.6M

*Total is accurate but does not equal the sum of sub-categories due to rounding.



For more funding information, see the 2013-2018 Consolidated Transportation Program at <http://www.mdot.maryland.gov/>



STRATEGIC GOALS FOR FY 2013

- Prioritize funding for long-lasting pavements and bridges.
- Focus on customers' top priorities:
 - ◊ Bridge safety
 - ◊ Quick crash clearance
 - ◊ Smooth, safe roads
 - ◊ Snow removal
- Align environmental stewardship programs and funding with Chesapeake Bay water quality improvement requirements.
- Keep developing in pre-construction phases so that new state or federal funding can be used immediately to move projects forward without delay.

2013 Projects and Initiatives

- Maintain pavements and bridges in good condition.
- Deliver capital and operating budget programs on schedule and within budget.
- Keep intersection projects supporting Base Realignment and Closure (BRAC) on track.
- Improve energy efficiency by completing upgrades to building and roadway sign lights.
- Continue to protect streams and waterways from erosion and sediment contamination due to highway construction projects with effective on-site controls.
- Improve Maryland's environment through investments that address drainage issues along the state highway system and improve water quality, supporting Chesapeake Bay restoration efforts.
- Reach 90% fully-functional stormwater management facilities and expand water quality programs to other SHA-maintained properties.
- Complete the highway portion of the MD Freight Strategic Plan targeting high priority corridors and parking issues.
- Implement policies and design guidelines to improve accommodations for bicyclists on state highways.
- Designate 20% of SHA's light vehicle purchases to be Flex Fuel capable.
- Continue to provide oversight of the MD Department of Labor, Licensing and Regulation's administration of SHA's *BuildUP* job-training program, and find apprenticeships and jobs in the highway construction industry for *BuildUP* graduates.
- Complete key emergency management plans and conduct drills to prepare for major events.
- Continue to strengthen SHA procurement and contract management practices and procedures.

FUTURE PRIORITIES AND CHALLENGES

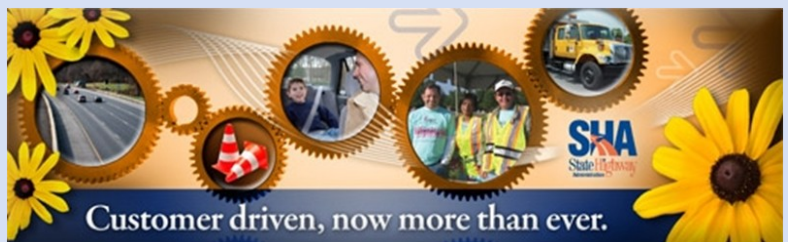
STRATEGIC OPPORTUNITIES FOR THE NEXT 4 YEARS

SHA's Business Plan for FY2012-FY2015 will leverage opportunities to meet Maryland's future transportation needs:

- Strategically communicate with Marylanders through 511 and social media to enhance travel safety and influence travel behavior.
- Maintain and improve the condition of SHA's infrastructure through sustained investments in pavement and bridge preservation.
- Provide mobility choices for Marylanders through investments that support multimodal transportation options.
- Improve Maryland's environment through investments that address drainage issues along the state highway system and improve water quality, supporting Chesapeake Bay restoration efforts.
- Continue to partner with the Maryland Vehicle Administration and Maryland State Police on the *Towards Zero Deaths* initiative's goals through strategic investments in highway safety infrastructure improvements, as well as education and enforcement.

Key Challenges for 2013

- Reduce pedestrian fatalities and injuries by working with partners and stakeholders.
- Maintain quality of routine maintenance despite cost-saving strategies that have stretched operations activities and budget impacts of extreme weather events.
- Continue to improve integrity and transparency of procurement and contract management.
- Continue to support the inclusion of disadvantaged /minority business enterprise (D/MBE) in contracting opportunities, monitor the goal-setting process and utilization of D/MBEs in highway projects.



MD STATE HIGHWAY ADMINISTRATION

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