



MARYLAND TRANSPORTATION SYSTEMS MANAGEMENT & OPERATIONS

NCHRP 20-68A U.S. DOMESTIC SCAN PROGRAM

→ August 6, 2019 ←

Salt Lake City, Utah

AGENDA

1. MDOT SHA Organizational Focus
2. Why TSMO - Making the Business Case
3. MDOT SHA TSMO Program
4. Business Processes & Funding
5. Systems & Technologies
6. Data, Analysis & Performance Measures
7. Transformational Technologies
8. Workforce, Re-Org & Procurement
9. Education & Outreach

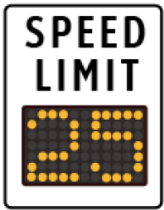


MDOT SHA ORGANIZATIONAL FOCUS



KEY FOCUS AREAS

Safety



State of Good Repair



Mobility



TOP ACCOMPLISHMENTS



In the last 4 years, we have treated and improved more than 8,500 lane miles across the state.

That is *MORE THAN HALF OF THE ENTIRE SYSTEM.*



Deployed High Friction Surface Treatment on pavements, yielding a 74% reduction in traffic barrier impacts.



Launched STORM (Statewide Transportation Operations Response Map) app and MARWIS (Mobile Advanced Road Weather Information Sensor).



TSMO – Performance-Based and Integrated Transportation Systems Management and Operations.

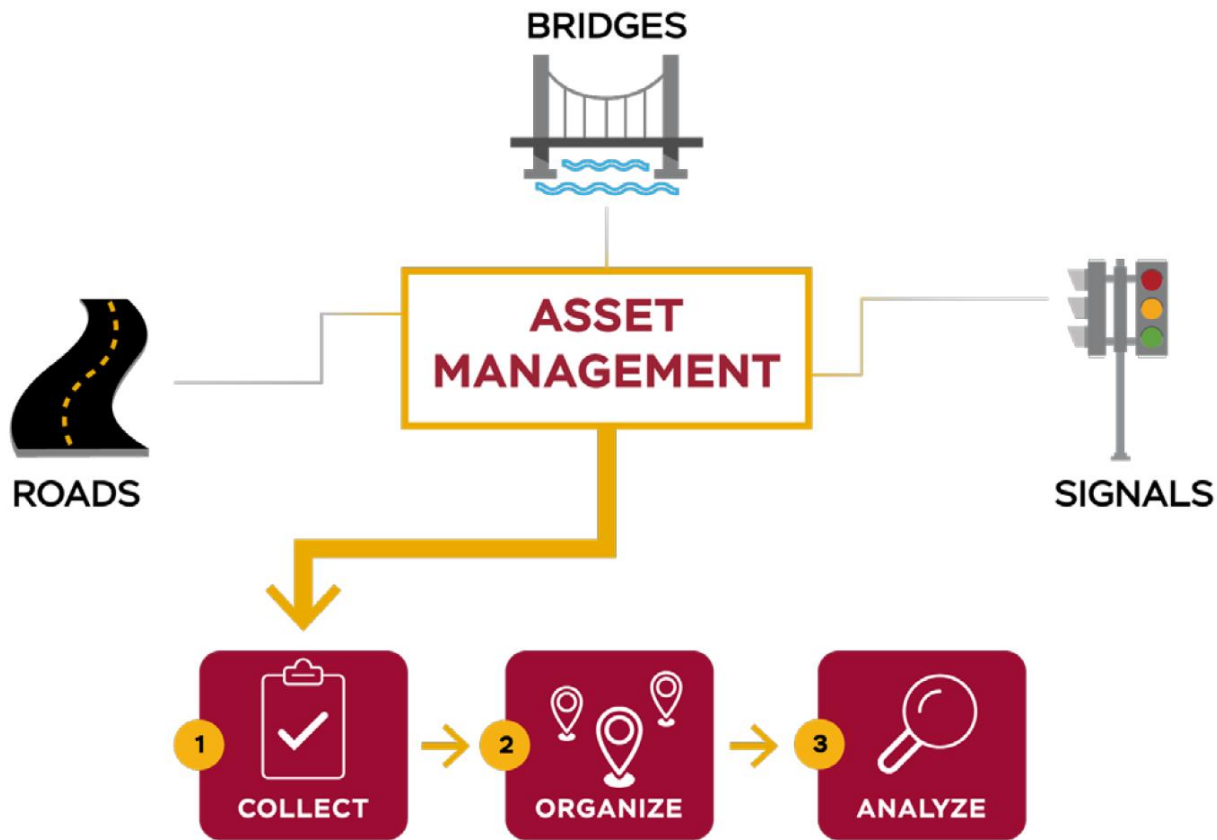


Planning underway for Traffic Relief Plan: Managed Lane Study and I-695 Innovative Active Traffic Management with new design for I-70 interchange.



Proposal for the largest P3 in the country at a value of between \$9 and \$11 billion

ASSET MANAGEMENT



**Zero Poor-Rated
Bridges in Maryland**

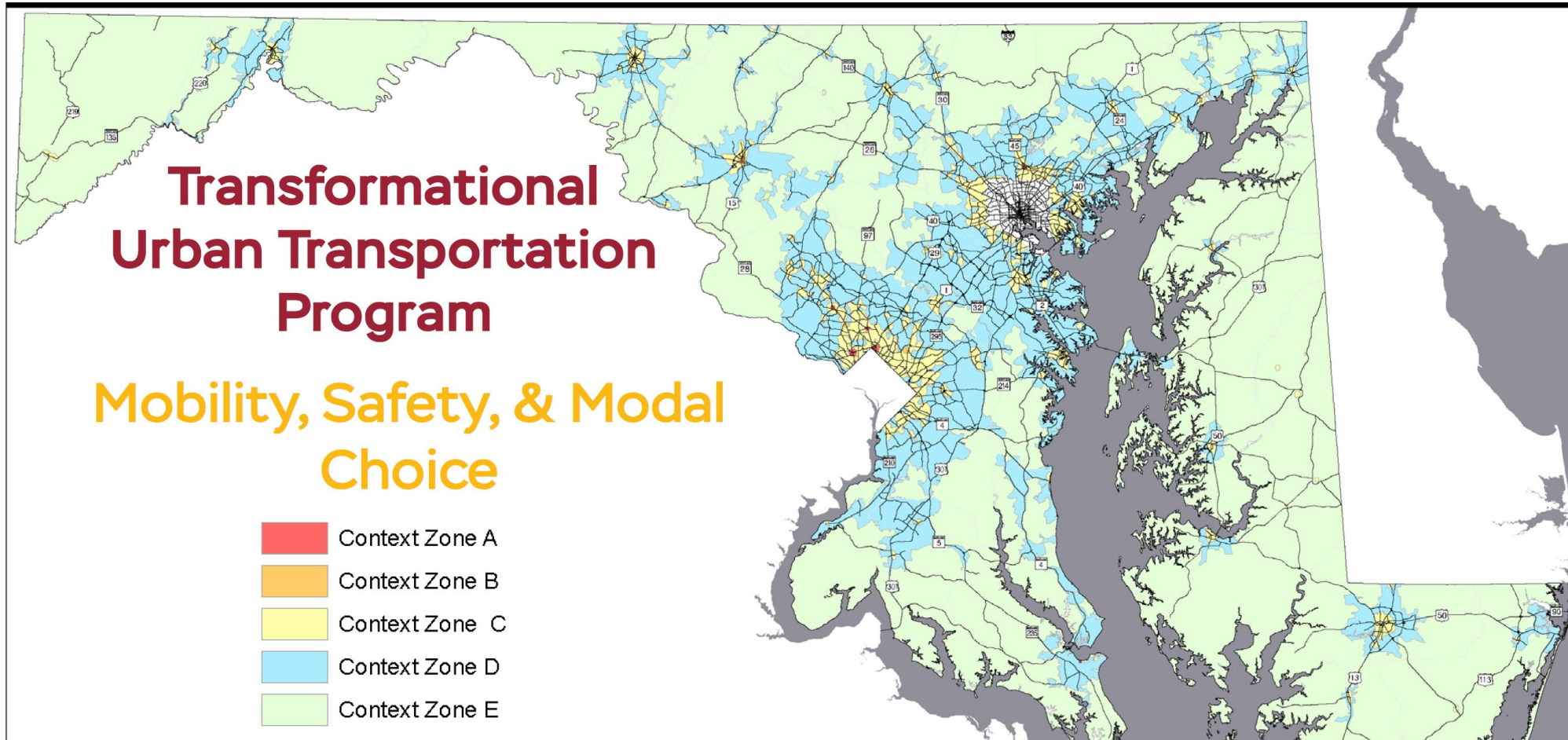


**Maintenance 2.0:
Form & Function**



**Adopt-a-Highway
Restructuring**

BALANCING SAFETY & MOBILITY



P3 PROGRAMS

Establishing P3's as a Tool
in the Organization to
Address:



Multi-Modal Connectivity



Environmental Issues



Movement of Goods &
Services



Financial Constraints



Congestion

DOING BUSINESS BETTER

- E-Construction and E-Bidding
- Decreased the average number of months to process A/E contracts to 19 months in CY 2018 (down from 27 months in CY 2017)
- Processing a total of 32 A/E contracts last calendar year



THINKING DIFFERENTLY

MDOT SHA'S 4 PRIORITIES

COMMUNICATION
MDOT SHA is telling our story and putting context and perspective in our mission and vision – helping people, staying committed to highway solutions and projects and delivering people to life's opportunities.

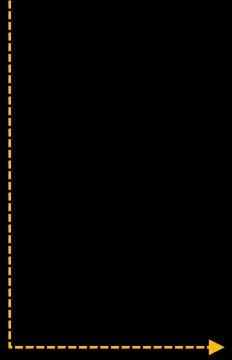
INNOVATION
Our mission at MDOT SHA is to embrace the power of innovation by harnessing change and providing real, impactful results to deliver the best possible product to our customers.

MODERNIZATION
Our goal at MDOT SHA is to build upon what is already great here: modernizing to realize greater service, safety and efficiency for our customers. MDOT SHA is ready now to face tomorrow's transportation business needs and challenges.

CUSTOMER EXPERIENCE
We are the customer experience. By embarking on a new, bold commitment to customer service one project and citizen interaction at a time, we're bringing positive change to the people of Maryland.

MDOT MARYLAND DEPARTMENT OF TRANSPORTATION
STATE HIGHWAY ADMINISTRATION

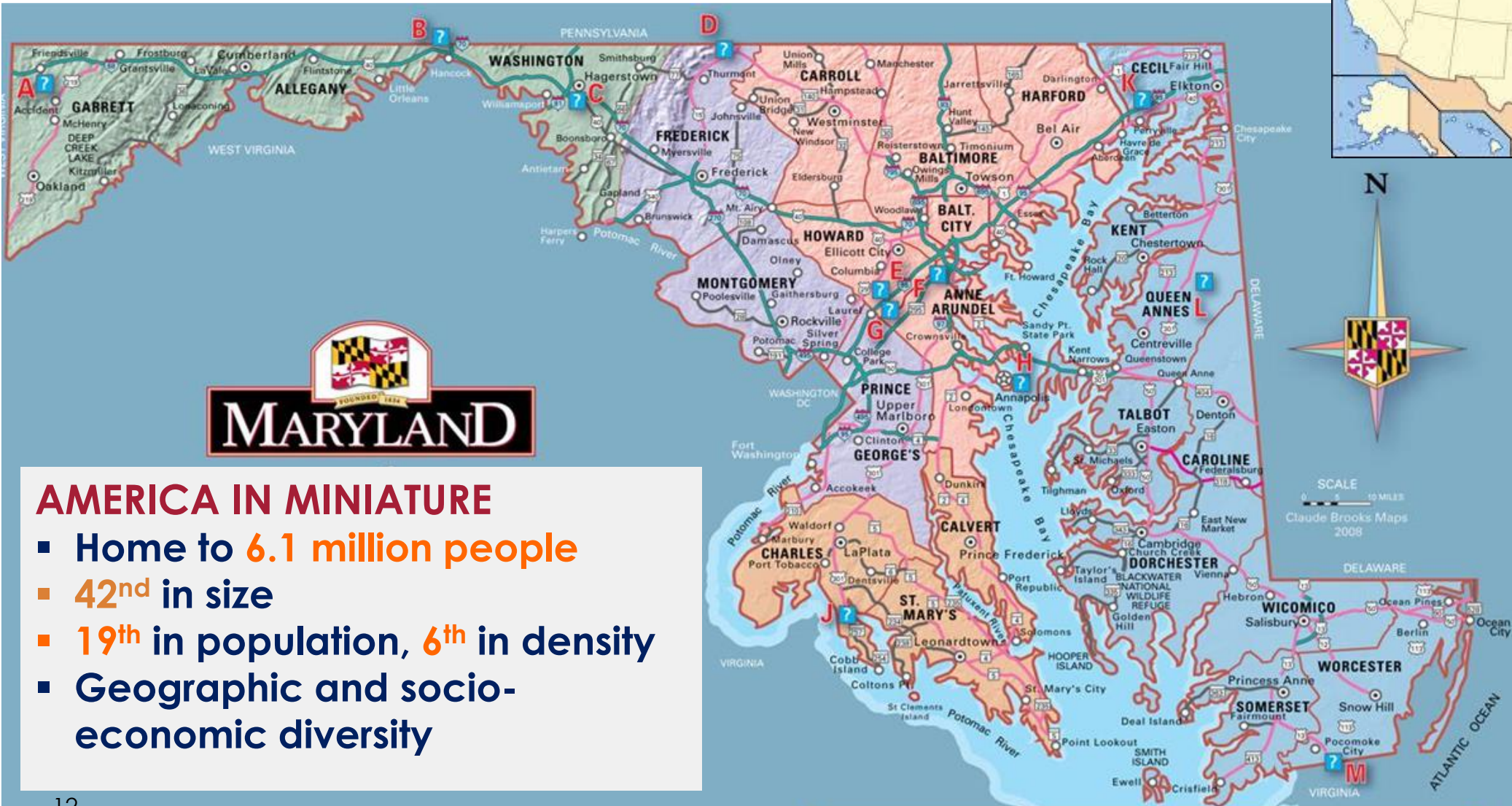
- TSMO provides a new perspective - using existing approaches combined with technology to meet the challenges of building a **Systems of Systems**
- TSMO addresses all four of MDOT SHA's Priorities, with a focus on Customer Experience
- Renewed partnerships and collaboration with industries and stakeholders for transportation of tomorrow



WHY TSMO?

MAKING THE BUSINESS CASE

ABOUT MARYLAND



AMERICA IN MINIATURE

- Home to **6.1 million people**
- **42nd** in size
- **19th** in population, **6th** in density
- Geographic and socio-economic diversity



STATE HIGHWAY
ADMINISTRATION

→ ABOUT MARYLAND DOT (MDOT)

MDOT comprises of six business units and an Authority

- The Secretary's Office
- State Highway Administration
- Maryland Transit Administration
- Motor Vehicle Administration
- Maryland Port Administration
- Maryland Aviation Administration
- *Maryland Transportation Authority*

Unique multi-modal organizational framework for integrated transportation solutions



MDOT Excellerator drives the agency with ten tangible results and performance measures with ONE MDOT Approach



ABOUT MDOT STATE HIGHWAY ADMINISTRATION

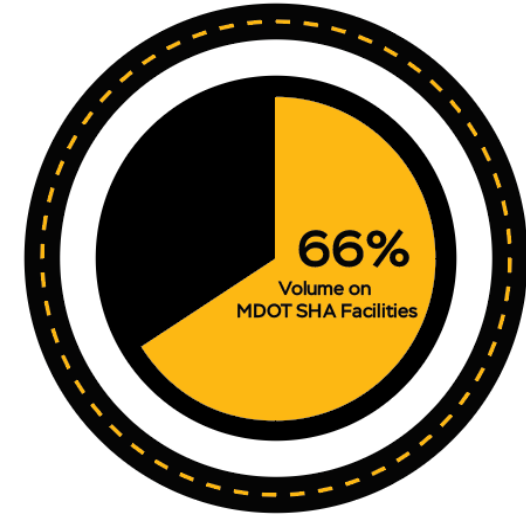
MDOT SHA operates and maintains the numbered, non-toll routes in Maryland

- 17,000 lane-miles and 2,576 bridges

- Customer Focused
- System Efficiency & Reliability Key Drivers
- Freight Movement and Economy
- Performance Management



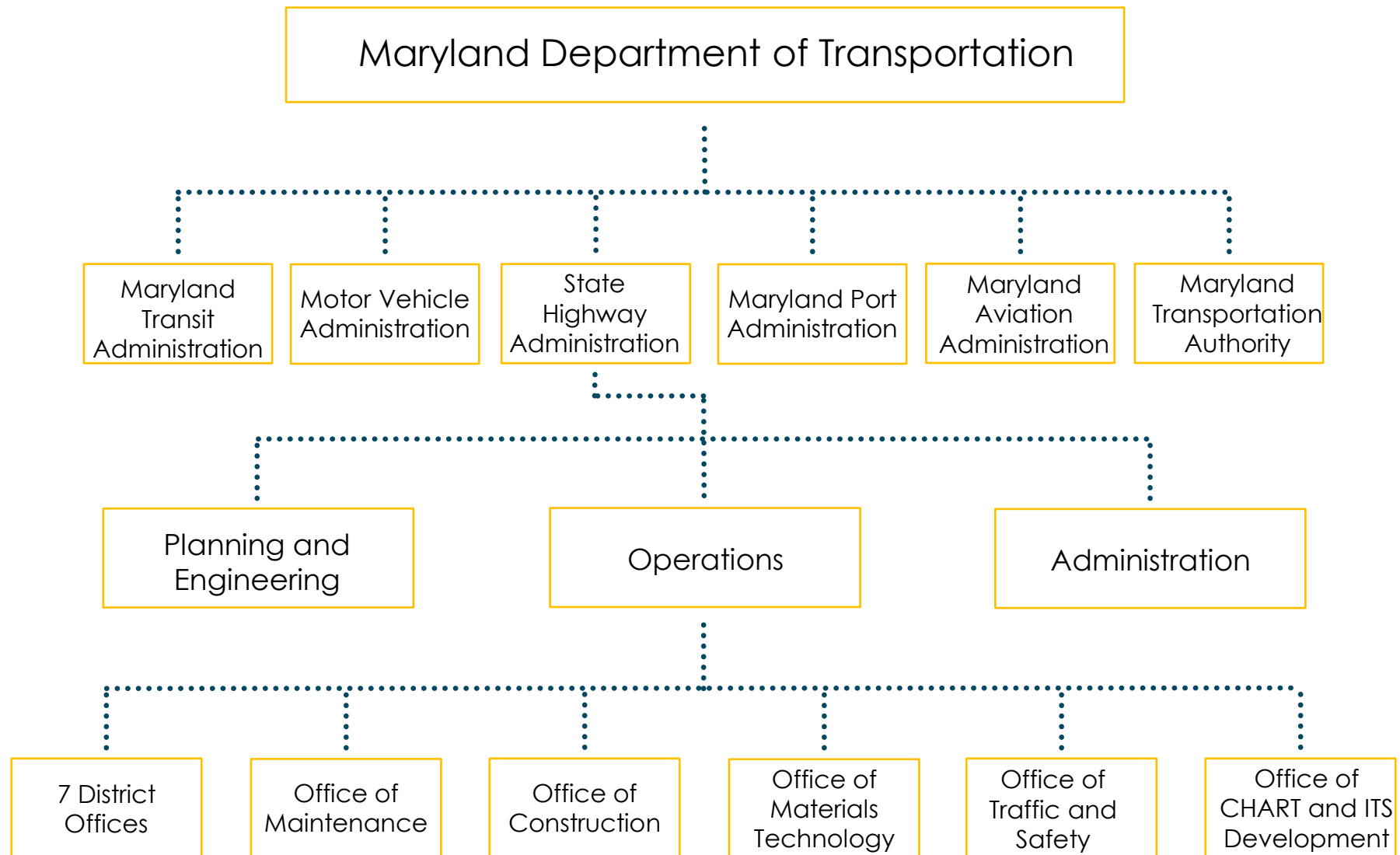
Maryland
Roadway Network



Maryland
Traffic Volume

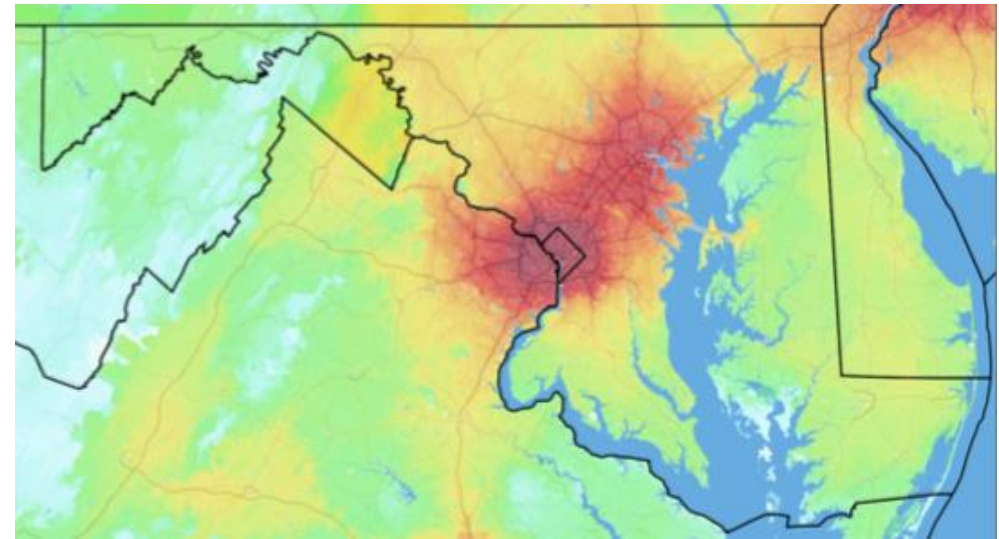
Huge Emphasis on
Transportation Systems Management & Operations (TSMO)

MDOT ORGANIZATION STRUCTURE

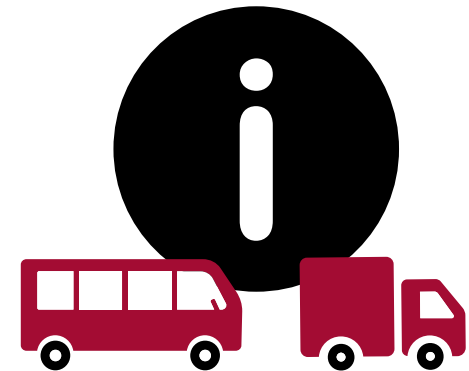


WHY TSMO IN MD? – DEMAND SIDE

- MD VMT and congestion levels at **all time high** - one of the most congested regions in US
- MD will have **1 Million more people** by 2040, which will result in **30% more VMT** and **doubling of truck VMT**
- **Customer Needs and Expectations** are changing – faster, reliable and flexible
- **Technology** is playing a huge role for travel decisions (commute, shop, other)



Need to Think Differently.

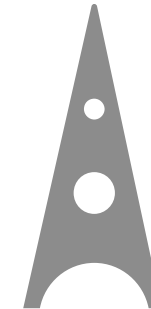



WHY TSMO IN MD? – SUPPLY SIDE

- **System operating at/over capacity**
- Over-saturated conditions lead to higher unreliability
- **Multiple priorities** (SOGR, Safety, Mobility, Capacity, Economy)
- **Technology playing a key role** – efficiency, reliability and system of systems



Focus on “Door to Door”
Customer Experience





MDOT SHA TSMO PROGRAM

*Integrated approach to
planning, engineering,
operations, and maintenance.*

*Effectively manage and operate
existing facilities and systems to
maximize their full service
potential.*

WHAT IS TSMO?

Integrated approach to planning, engineering, operations, and maintenance. Effectively manage and operate existing facilities and systems to maximize their full-service potential.



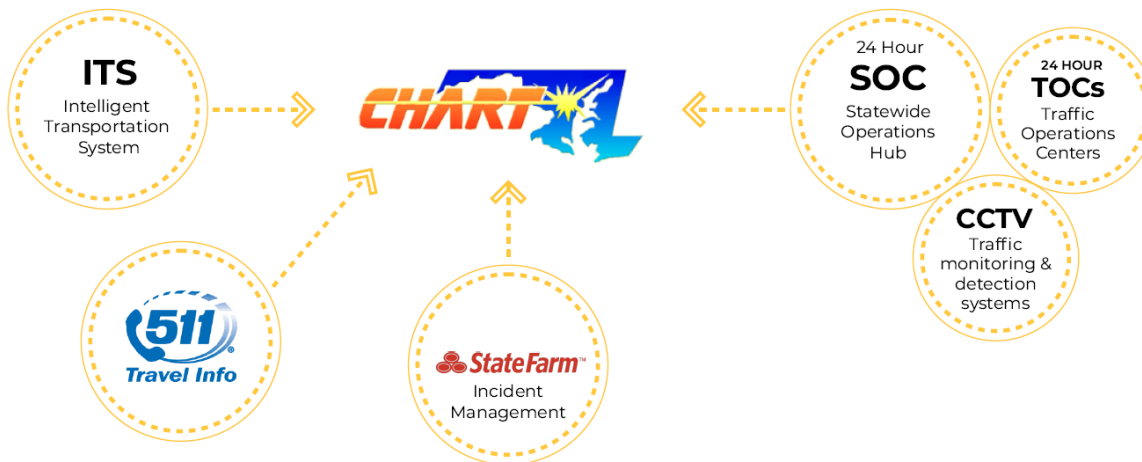
ABOUT CHART

Coordinated Highways Action Response Team (CHART)

Coordinated Highways Action Response Team (CHART) began in the mid-1980s as the “Reach the Beach” initiative, focused on improving travel to and from Maryland’s eastern shore.



CHART is now a statewide, multidisciplinary program providing traveler information, traffic monitoring, traffic management, and incident response and management services through our long-standing partnership with State Farm.



Maryland’s real-world application of TSMO

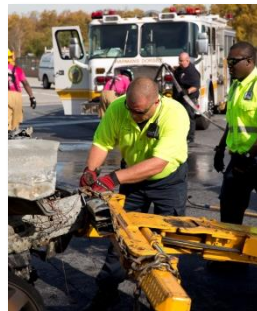
- Traffic & Roadway Monitoring
- Incident Management
- Travelers Information
- Traffic Management
- Emergency & Weather Management
- Statewide Radio Communications

MDOT SHA TSMO STRATEGIES

TSMO Strategy: Traffic Incident Management

Office of CHART and ITS Development/Districts and Shops

- “Clear the Road Policy”
- Close coordination with Maryland State Police (MSP)
- Emergency Response Technicians (ERTs)
 - Emergency Traffic Patrols (ETPs)
 - Emergency Response Units (ERUs)
 - Approximately **42** units on the road
- CHART Operations Centers



MDOT SHA AND TSMO STRATEGIES

TSMO Strategy: Planned Special Event Management *Office of CHART & ITS Development, Districts, Shops*

Effective event management requires intra and inter agency collaboration and coordination

- Planning and protocols - coordination with districts, shops and outside agencies on the development of operational plans when required
- Day-of-event activities – coordination with districts/shops on operation plan
- Post-event activities – after action review with all stakeholders



MDOT SHA AND TSMO STRATEGIES

TSMO Strategy: Emergency Management

Office of CHART & ITS Development/

Office of Maintenance/District Offices and Shops

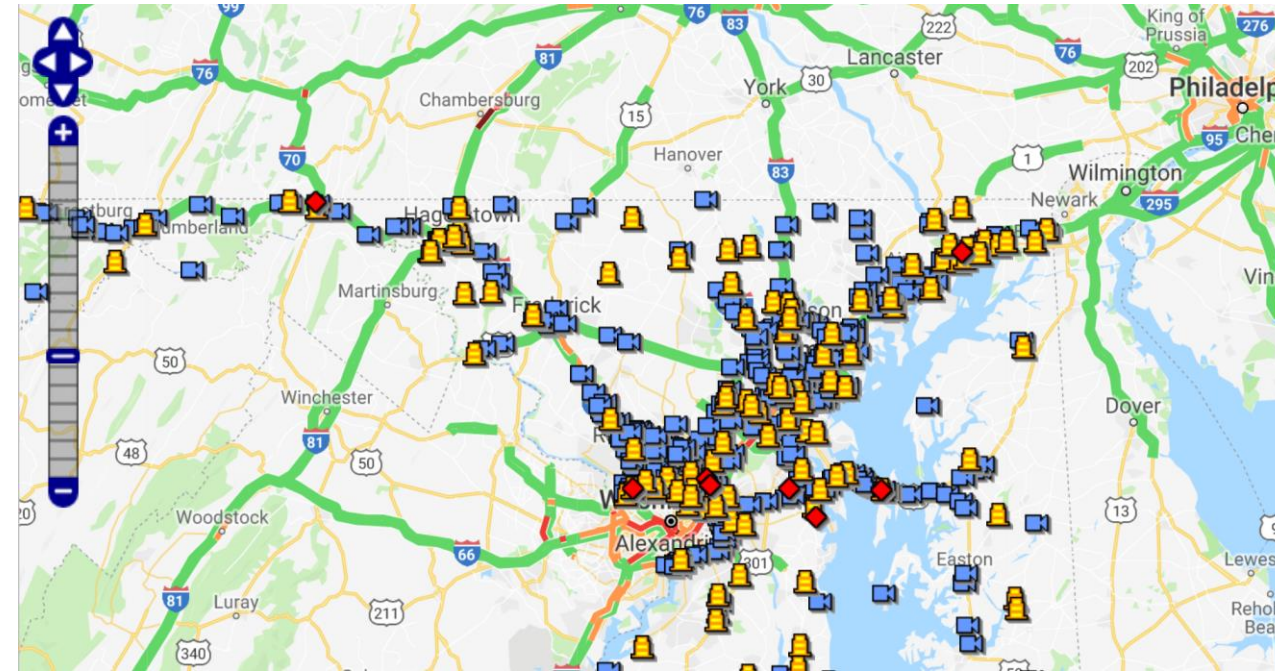
- Large-scale impacts
- Severe weather
- Homeland security
- Can happen anytime, often without warning
- Transportation operations are critical to effective response
- Impacts to transportation infrastructure?
- Coordination prior, during, & following an event
- Multi-agency planning and coordination a must
- Debris management
- Truck parking app during winter operations



MDOT SHA AND TSMO STRATEGIES

TSMO Strategy: Traveler Information Office of CHART and ITS Development

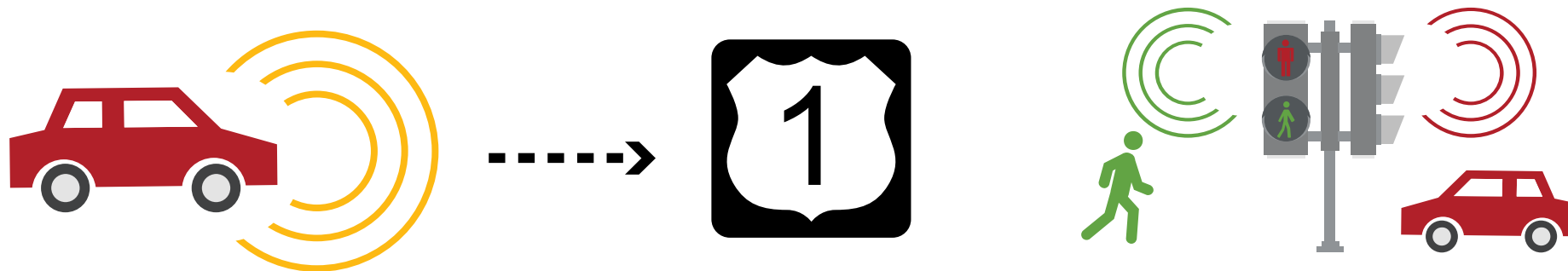
- 511 Web, CHART Web, Regional Integrated Transportation Information System (RITIS), Metropolitan Area Transportation Operations Coordination (MATOC)
- I-95 Corridor Coalition
- Dynamic message signs (DMS)
- Highway Advisory Radio
- Radio and television traffic reports
- Smart Phone app
- Social media tools
- Commercial traffic conditions and prediction services



MDOT SHA AND TSMO STRATEGIES

TSMO Strategy: Traffic Signal Synchronization and Operations *Office of Traffic & Safety/District Offices*

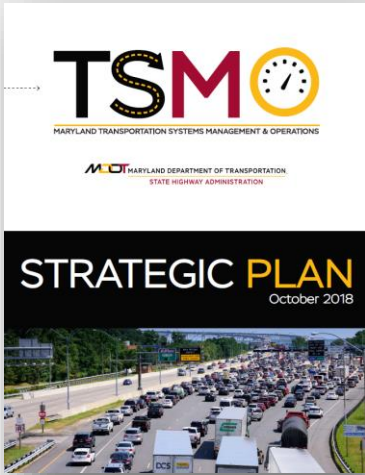
- Regular signal retiming
- Coordination of signal inter connect projects
- Installation of real-time traffic adaptive signal software and equipment
 - 14 Smart Signal Corridors
- Part of Freeway and Arterial Master Plan
- Part of CAV pilot on US-1 and AASHTO SPaT challenge





MDOT SHA
TSMO STRATEGIC
PLAN

MDOT SHA TSMO PROGRAM



- **Plan provides:**
Vision, Purpose, Goals, Objectives & Strategies
- **Focus on Integration:**
Institutional, Operational & Technical
- **Governance Structure:**
Executive Committee, Working Group & Task Forces

GOAL 1



**BUSINESS PROCESSES
& COLLABORATION**

GOAL 2



SYSTEMS & TECHNOLOGY

GOAL 3



**DATA, ANALYSIS &
PERFORMANCE MANAGEMENT**

GOAL 4



**CUSTOMER EXPERIENCE
& ENGAGEMENT**

RETHINKING OUR TRANSPORTATION SOLUTIONS & SERVICES

ROADWAY WEATHER MANAGEMENT



HOMELAND SECURITY PREPAREDNESS



EMERGENCY RESPONSE



TRAFFIC INCIDENT MANAGEMENT



CONNECTED AUTOMATED VEHICLE (CAV) TECHNOLOGY



TRANSIT PRIORITY/INTEGRATION



WORK ZONE MANAGEMENT



TRAFFIC SIGNAL COORDINATION



FREEWAY ARTERIAL MANAGEMENT



ELECTRONIC PAYMENT/TOLL COLLECTION



FREIGHT MANAGEMENT



MAINTENANCE FLEET MANAGEMENT



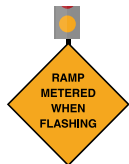
INTEGRATED CORRIDOR MANAGEMENT



HARD SHOULDER RUNNING



RAMP METERING



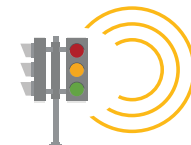
REVERSIBLE LANES



MANAGED LANES



SMART TRAFFIC SIGNALS



STATE HIGHWAY ADMINISTRATION



OPERATIONS



PLANNING

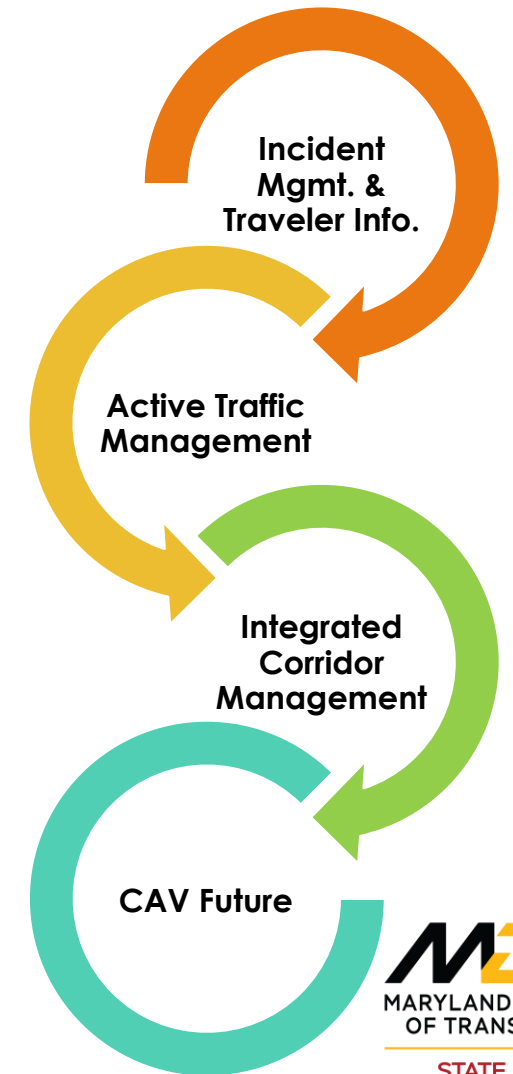
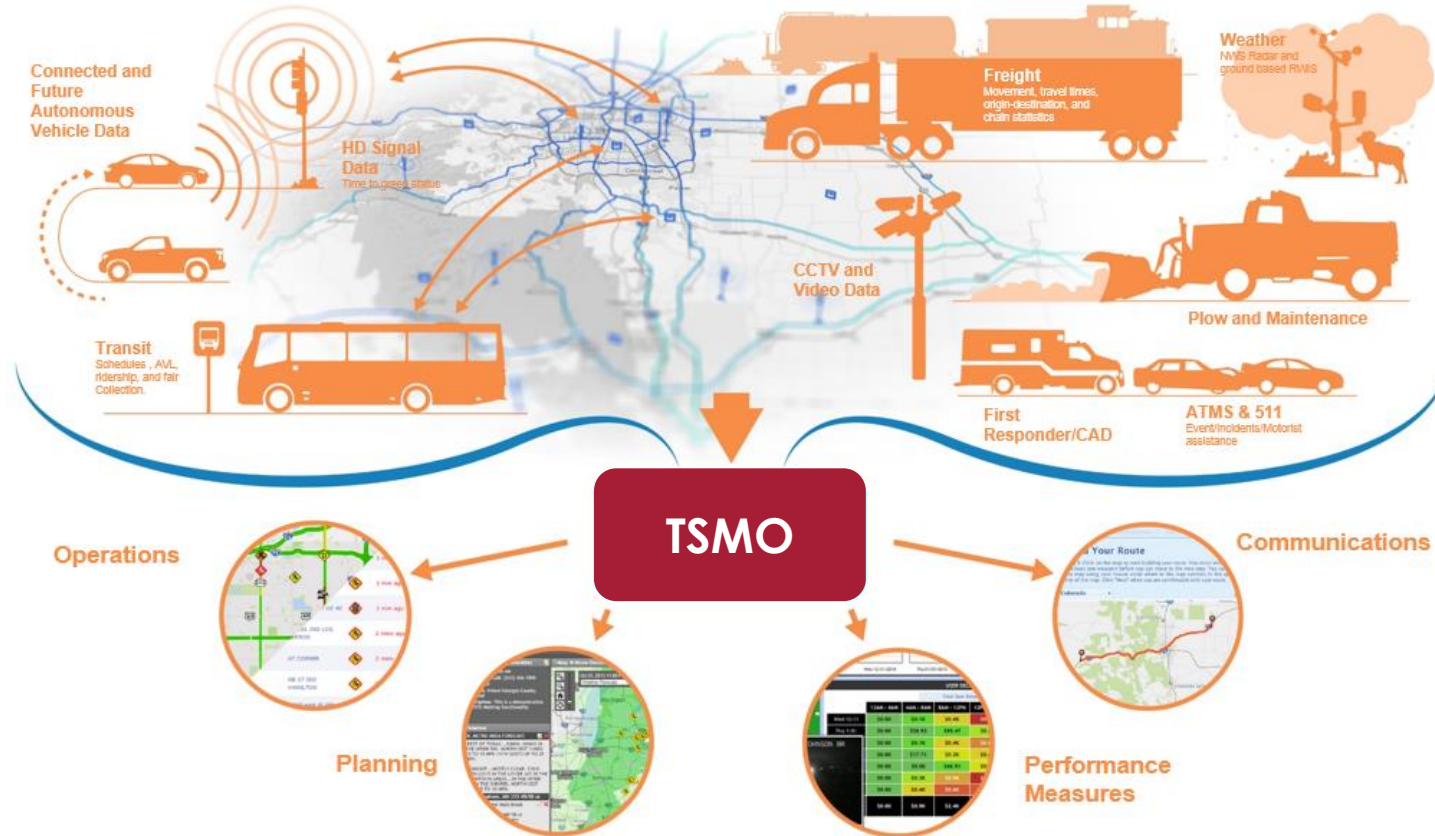
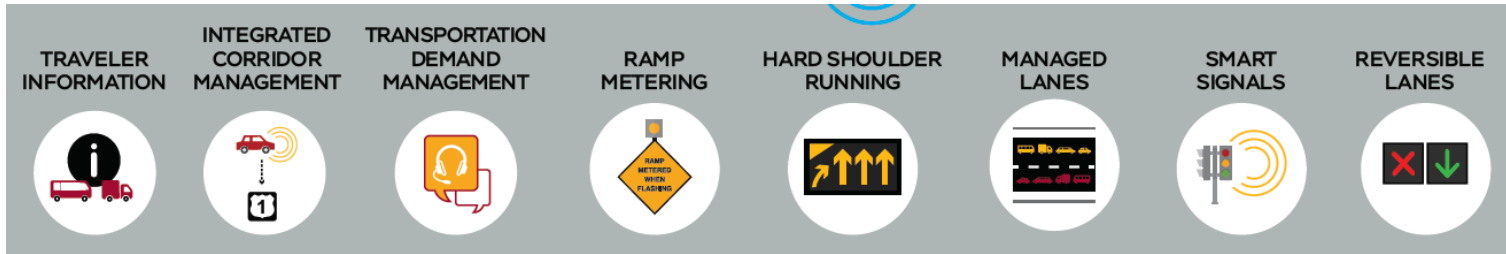


PERFORMANCE MEASURES

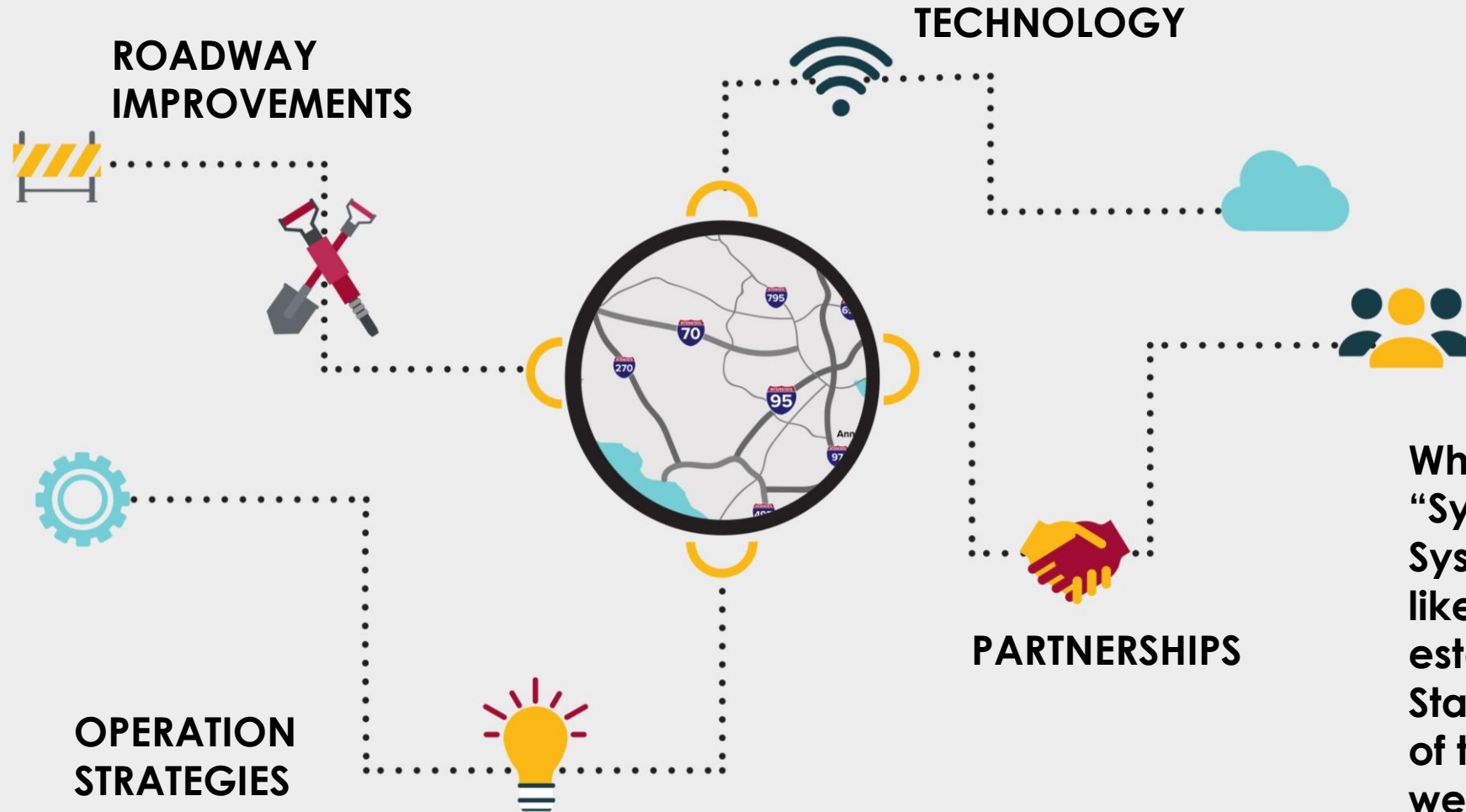


COMMUNICATIONS

RETHINKING OUR TRANSPORTATION SOLUTIONS & SERVICES



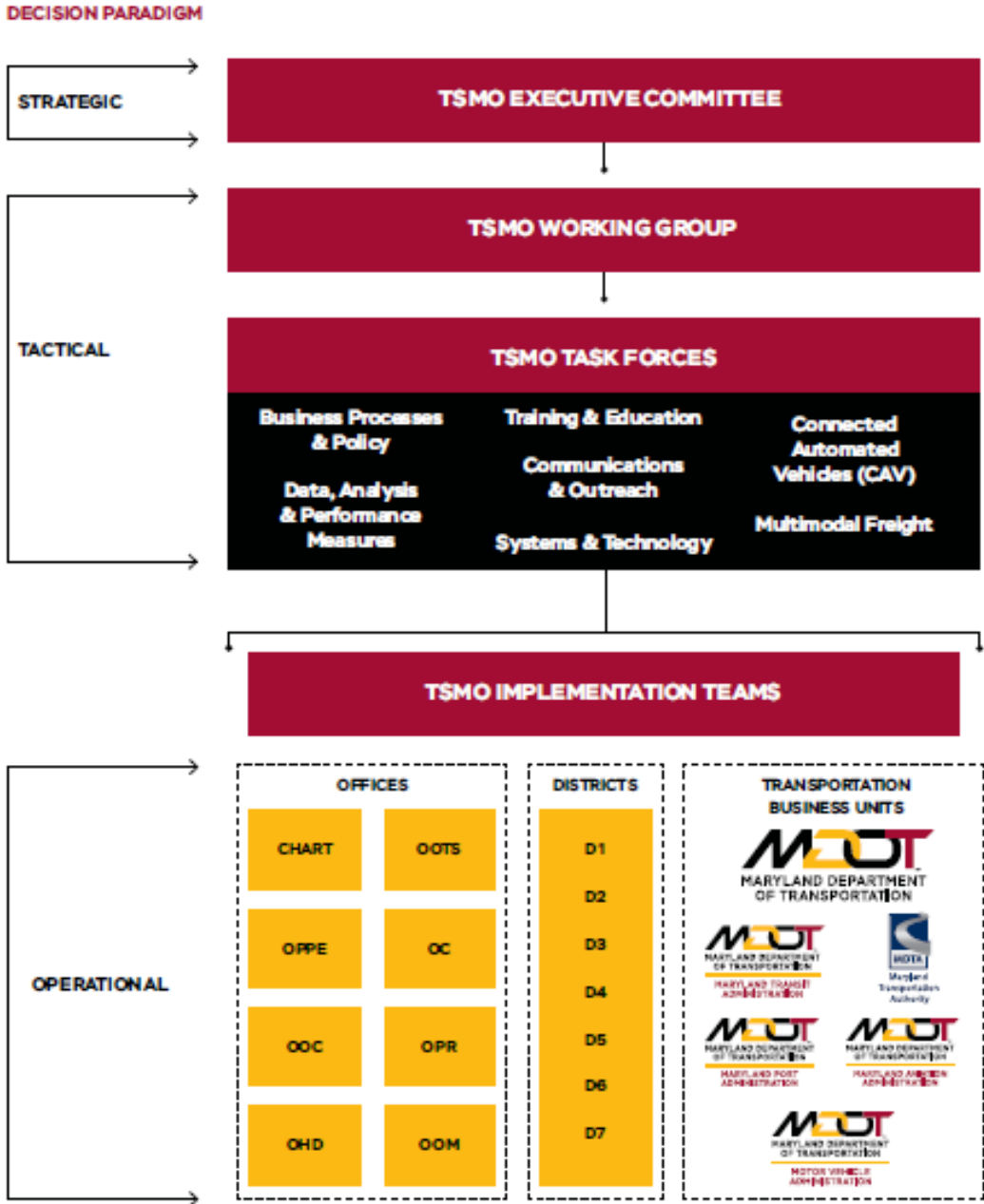
BUILDING A SYSTEM OF SYSTEMS



What does the “System of Systems” look like? Need to establish a Statewide vision of the services we want to offer to our customers.

TSMO ORGANIZATIONAL STRUCTURE

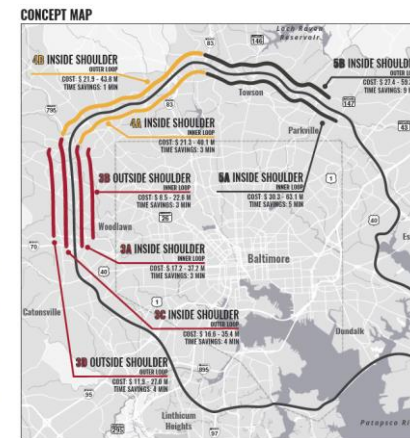
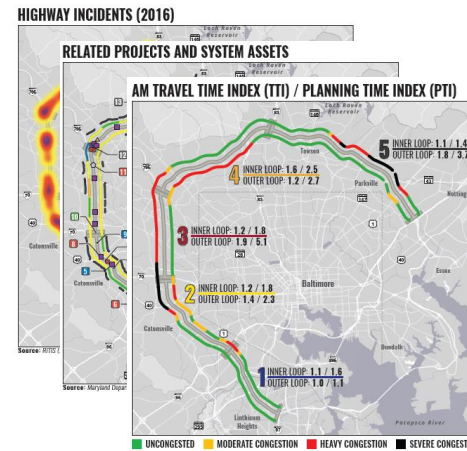
- TSMO Executive Committee provides Strategic Direction and governance
- TSMO Working group develops the Action Plan in coordination with various Offices and Districts
- TSMO & CAV Deputy Director in the Office of CHART and ITS Development oversees the TSMO Program Implementation





BUSINESS PROCESSES AND FUNDING

FORMALIZING A TSMO MASTER PLAN



Identify Statewide Priority

- Safety
- Mobility
- Reliability
- Asset Management

TSMO Corridor Screening

- Traffic Conditions
- Safety/ Incidents
- Asset Conditions
- Programmed Activities
- Environmental

TSMO Corridor Analysis

- Potential Strategies
- Traffic Analysis
- User Benefits
- Risks/ Opportunities
- Recommendation

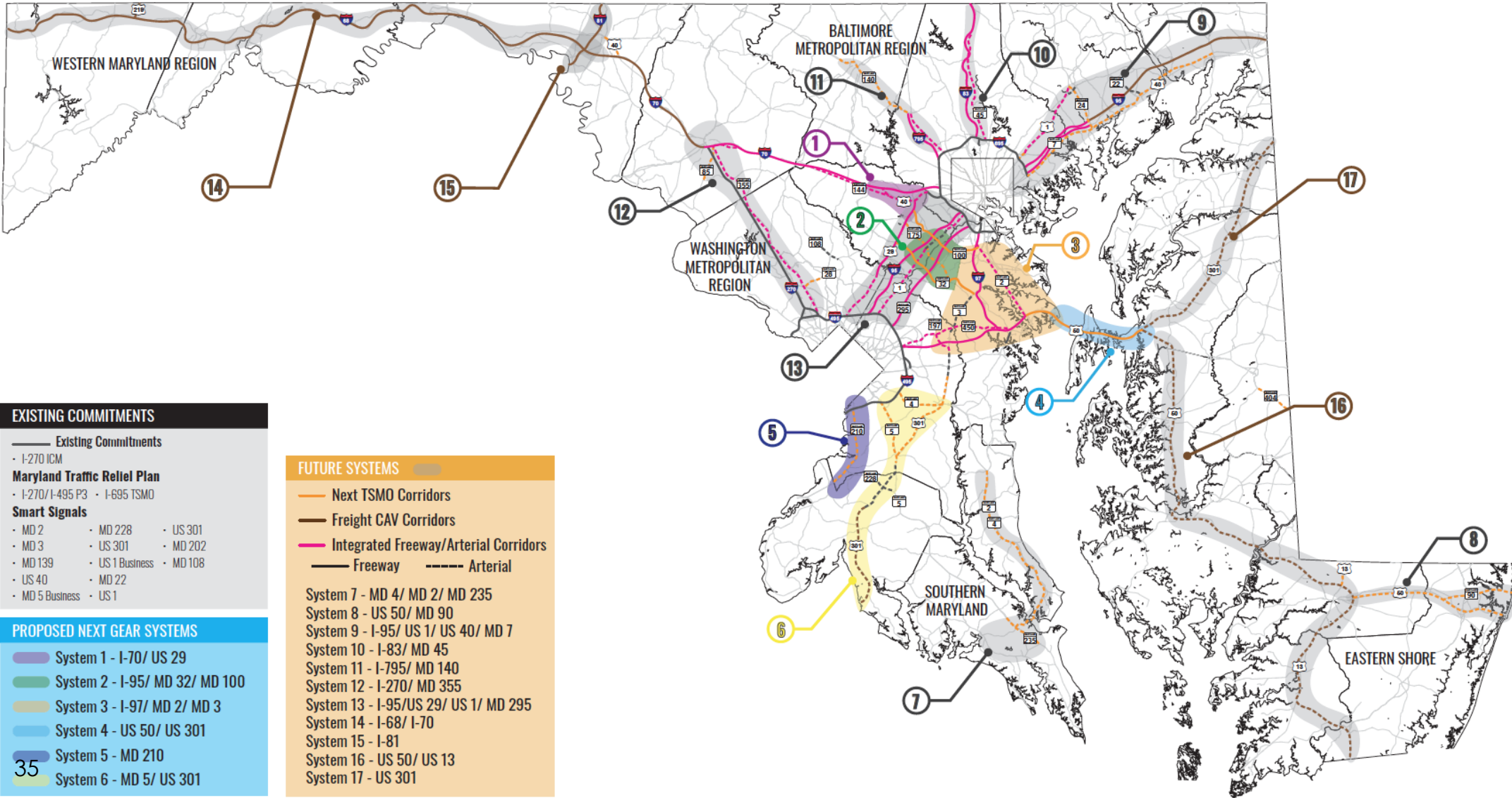
Recommendation



LEVERAGING SIGNIFICANT TSMO PROJECTS



NEXT GEAR - SYSTEM OF SYSTEMS



EXISTING COMMITMENTS

- Existing Commitments
- I-270 ICM
- Maryland Traffic Relief Plan**
- I-270/I-495 P3 • I-695 TSMO
- Smart Signals**
- MD 2 • MD 228 • US 301
- MD 3 • US 301 • MD 202
- MD 139 • US 1 Business • MD 108
- US 40 • MD 22
- MD 5 Business • US 1

PROPOSED NEXT GEAR SYSTEMS

- System 1 - I-70/ US 29
- System 2 - I-95/ MD 32/ MD 100
- System 3 - I-97/ MD 2/ MD 3
- System 4 - US 50/ US 301
- System 5 - MD 210
- System 6 - MD 5/ US 301

FUTURE SYSTEMS

- Next TSMO Corridors
- Freight CAV Corridors
- Integrated Freeway/Arterial Corridors
- Freeway
- Arterial
- System 7 - MD 4/ MD 2/ MD 235
- System 8 - US 50/ MD 90
- System 9 - I-95/ US 1/ US 40/ MD 7
- System 10 - I-83/ MD 45
- System 11 - I-795/ MD 140
- System 12 - I-270/ MD 355
- System 13 - I-95/US 29/ US 1/ MD 295
- System 14 - I-68/ I-70
- System 15 - I-81
- System 16 - US 50/ US 13
- System 17 - US 301

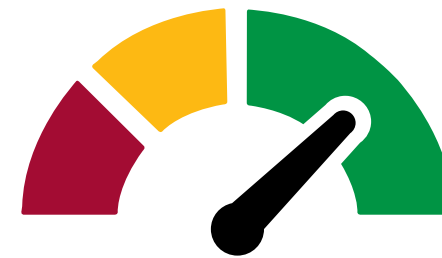
RETHINKING PROJECT DEVELOPMENT



Incorporate Communications & Operational Technology in Projects

- Infrastructure for TSMO and ATM/ICM/CAV Needs

- Ways to procure/deliver effectively – mainstreaming TSMO projects:
 - Major Projects (TSMO Strategies, ITS Infrastructure in scope)
 - **Rethink System Preservation Projects**
 - Operational projects (ITS/Software/ Communications)



TSMO PROJECTS

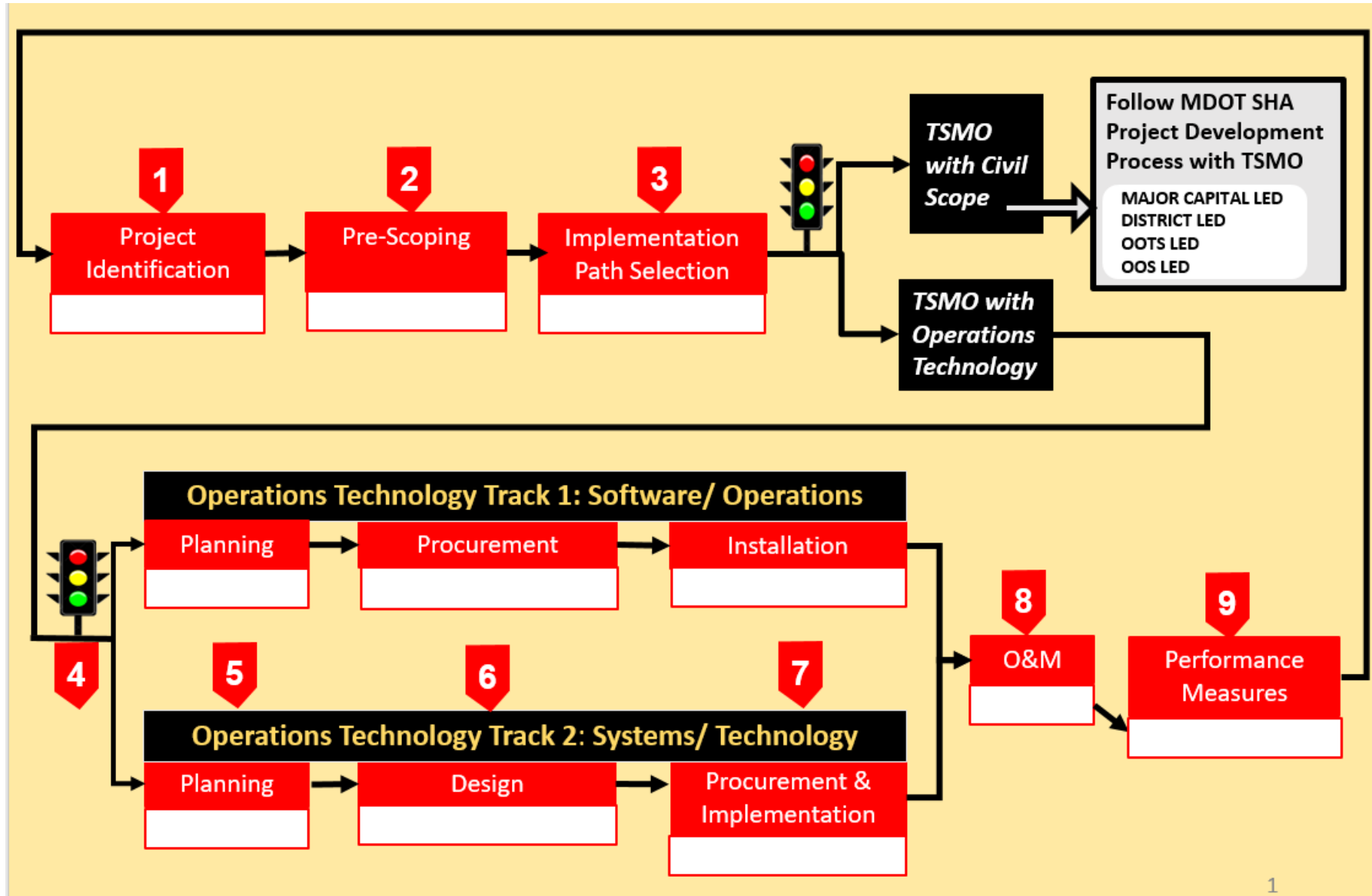
Rethinking

- Projects as Systems
- Performance Measures
- Programming Models



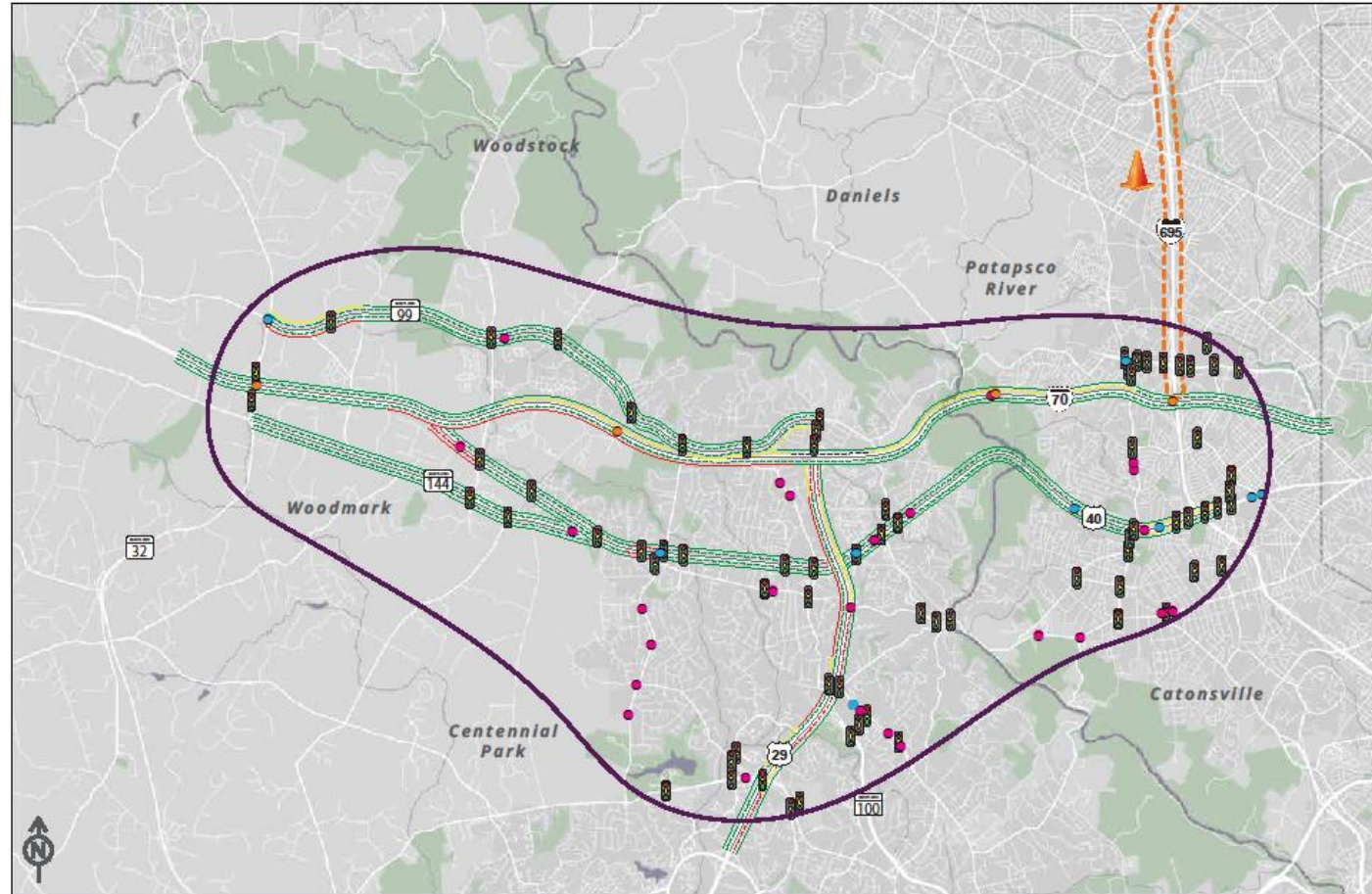
- Changes to scoping/project development process
- Consider TSMO strategies in whole or in part
- Use Annual Mobility Report and other data/metrics
- Incorporate Communications & Operational Technology in Project Scope
 - Major Projects
 - System Preservation Projects
- Operational projects (ITS/Software/ Communications)

DELIVERING TSMO PROJECTS



DELIVERING SYSTEMS

TSMO SYSTEM # 1



- Signal System Component
- Changeable Message Sign, SHAZAM Sign, Roadway Info Tower, Camera, CHART In-road Detector
- Intersection Control Beacon, Hazard Identification Beacon, School Flasher
- Traffic Signal
- AM TTI
- PM TTI
- Uncongested (TTI < 1.15)
- Moderate Congestion (1.15 < TTI < 1.3)
- Heavy Congestion (1.3 < TTI < 2.0)
- Severe Congestion (TTI > 2.0)

TSMO STRATEGIES:

- Hard Shoulder Running along I-70 from US 40 to US 29
- Hard Shoulder Running along US 29 from MD 100 to I-70
- Traffic Signal Upgrades along US 40
- Freeway Arterial Integrated Corridor Management

Prelim. Engineering (\$M)	XX
Construction (\$M)	XX
User Benefit (\$M)	XX
Benefit/ Cost	XX

DELIVERING SYSTEMS

PERE TRACK

- System level Needs & Opportunities Assessment
- Performance & Conditions
 - MOBILITY & RELIABILITY
 - SAFETY
 - ASSET CONDITIONS
 - FREIGHT
 - ACCESS, LAND USE & ECONOMIC DEVELOPMENT
- Deliverables:
 - High-level transportation solutions/ project concepts
 - Break-out Projects with Phasing recommendations
- Next Steps: Project Purpose & Need

OPERATIONS TRACK

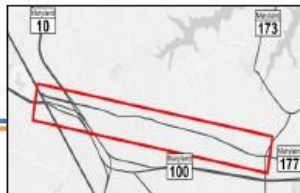
- Concept of Operations
 - Transportation Network & Users
 - ITS & Traffic Signal Systems
 - Operational Scenarios
 - User based Operational Descriptions
- High-level Strategy Identification & Feasibility
- Deliverables:
 - Operational technology solution concepts
- Next Steps:
 - High-level Design Requirements
 - Systems Software Development

LEVERAGING SYSTEM PRESERVATION



8: MD 177 CORRIDOR (MD 2 to MD 607) Intersection Improvements at Solley Road, Catherine Avenue, Edwin Raynor Boulevard and MD 607

District 5



Safety Savings (millions)	Operational Savings (millions)	Benefit /Cost	Cost Estimate (millions)	ROW Impacts (acres)
\$0.5	\$38.8	16.8	\$2.1	0.7

*ROW costs not included

PROJECT

Intersection improvements at Solley Road, Catherine Avenue, Edwin Raynor Boulevard, and MD 607 on side streets

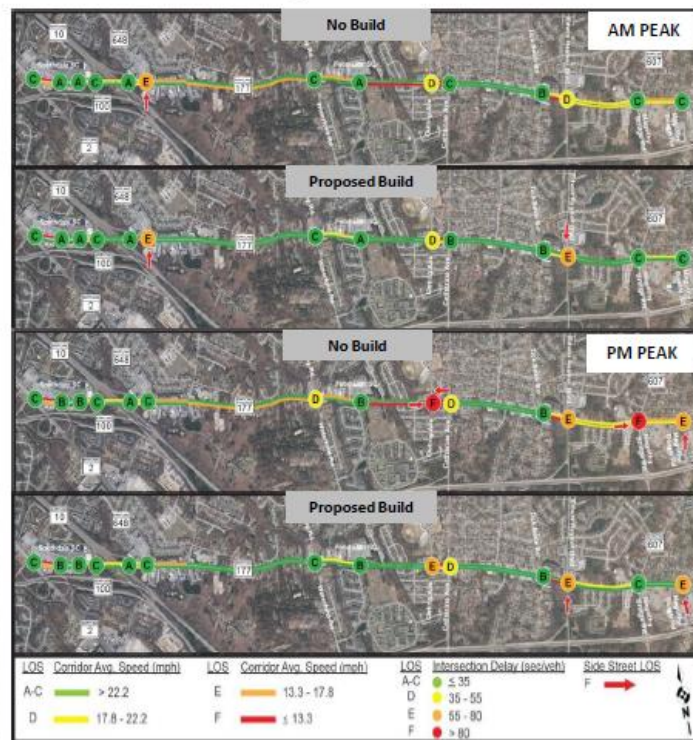
- Add 3rd southbound lane providing exclusive through and left turn lanes from Solley Road.
- Add 3rd northbound lane providing exclusive through and right turn lanes from Solley Road/Waterford Road
- Extend 2nd northbound lane on Catherine Avenue to Schramms Crossing
- Stripe 2nd northbound lane on Edwin Raynor Boulevard to just north of MD 100 bridge
- Convert exclusive northbound right turn lane on Magothy Bridge Road to a shared through-right lane and provide 2nd northbound receiving lane on Hog Neck Road
- Convert exclusive southbound right turn lane on Hog Neck Road to a shared through-right lane and extend storage length

CORRIDOR

- 4.5 miles, 14 signals
- PM Speeds up to 23 MPH below posted
- Some failing intersections and multiple failing movements
- Eastbound queuing during PM peak hour at Solley Road, Catherine Ave/Outing Ave, Magothy Bridge Road, and Edwin Raynor Boulevard
- 306 crashes, crash rate - 394.5 per 100 MVM (192.7 statewide average)

BENEFITS

- No failing signalized intersections
- PM peak average speeds improve by about 5 mph
- PM network delay reduced by over 25%
- PM travel time reduced by over 15%



THREE BUCKETS OF FUNDING

- SAFETY
- ASSET MANAGEMENT
- MOBILITY

TSMO CORRIDOR PROJECTS CAN BE DEVELOPED THAT LEVERAGES SAFETY AND ASSET MANAGEMENT NEEDS.



STATE HIGHWAY
ADMINISTRATION

TSMO FUNDING AND PROCUREMENT



- Delivery/Procurement Strategies
 - Areawide/corridor specific operations
 - Performance based service contracts
 - P3/Resource-sharing opportunities



SHRP2 LO5



SYSTEMS AND TECHNOLOGIES

MOBILITY & OPS FUNCTIONAL AREAS

To optimize operations and improve mobility and safety on Maryland's major highways through the use of intelligent transportation systems, technology, and 21st century strategies and interagency teamwork.



CHART Operations

24/7 Traffic monitoring, traffic management, incident response and management, emergency operations and traveler information (Maryland 511)



CHART Systems

Development, integration, deployment and maintenance of Maryland's ATMS, EORS, ITS devices and other communications infrastructure



TSMO

Integrated coordination of planning, engineering, operations and maintenance activities to help manage congestion, reduce delays and improve safety and efficiency on existing facilities



CAV

Developing, implementing and managing strategies, technologies and initiatives related to connected and automated vehicles

CHART OPERATIONS

Traffic Management

The CHART system strives to manage freeway and arterial traffic flows with the goal of greater efficiency and safety.



Statewide arterial signal systems provide:

- Remote and adaptive traffic signal control
- Coordinated signal timing

Incident Response and Management

CHART Emergency Traffic Patrols (ETPs) have been helping broken-down motorists and assisting police at incidents since the 1980s.

40+

Emergency
Responder
Technicians

WORKING



COVERING

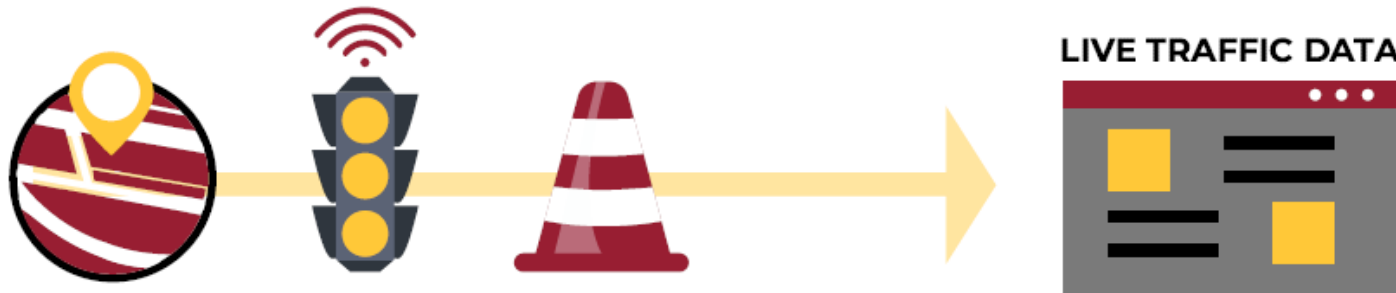


Operating in partnership with Maryland Agencies



CHART OPERATIONS

Traveler Information



Traffic Monitoring

CHART uses a combination of monitoring tools including traffic speed detectors, traffic counting devices, CCTV cameras, pavement weather sensors, and field unit reports to assess and report real-time traffic flow.



SPEED
DETECTORS



TRAFFIC
COUNTING



CCTV
CAMERAS



WEATHER
SENSORS



FIELD
REPORTS

CHART SYSTEMS FOCUS AREAS

Advanced Traffic Management System (ATMS)

- Identify and track traffic flow disruptions using CCTV, Traffic Sensor Systems & remote weather stations
- Send responders to correct the disruption
- Notify the public using DMS & HAR
- Send notifications to the media
Feeding data to a live traffic web site & MD 511



CHART SYSTEM FOCUS AREAS

Emergency Operations Reporting System (EORS)

- Storm Event Reporting –utilization of personnel, equipment, materials and conditions
- Snow Emergency Plans – Declared and managed for counties
- Event Mapping – specify conditions of predefined road segments.
- Route Restrictions – manage vehicle restriction information
- Post Storm Review & Archive
- Situational Awareness Reporting (SARS)/ Archive – add event data at the district, EOC, CHART and PIO level

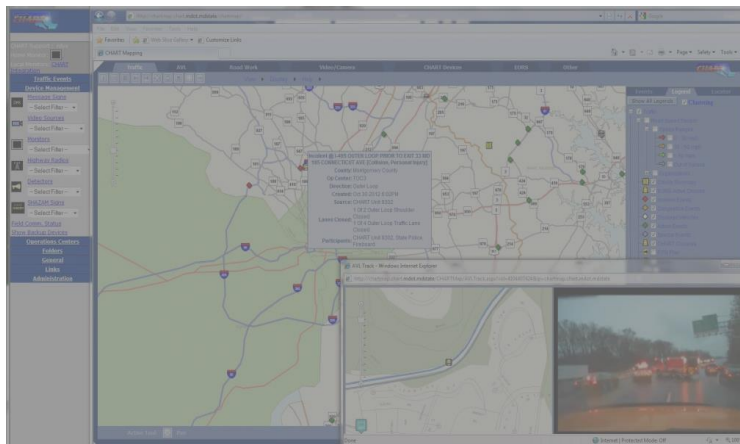


CHART SYSTEM FOCUS AREAS



Lane Closure Permitting System (LCP)

- Permit Management – add, edit, update, approve & delete
- List Permits – list, activate and print permits
- Permit Workflow – manage workflow rules for permit states
- Permit Reports – generate PDF reports for active and approved permits
- Permit Mapping – geo-locate a lane closure permit.
- LCP Data Exporter services – Provides an interface for external applications to get LCP permit data



World Wide Web Presence / Integrated GIS Mapping

CHART SYSTEM/ ATMS USERS

**Current Users of CHART Video and Data:
Over 36 agencies in over 91 operations centers**

PARTNERS INCLUDE:

- Transportation Management
- Law Enforcement
- Highway Maintenance
- Emergency Operations
- Information Sharing
- Device Maintenance

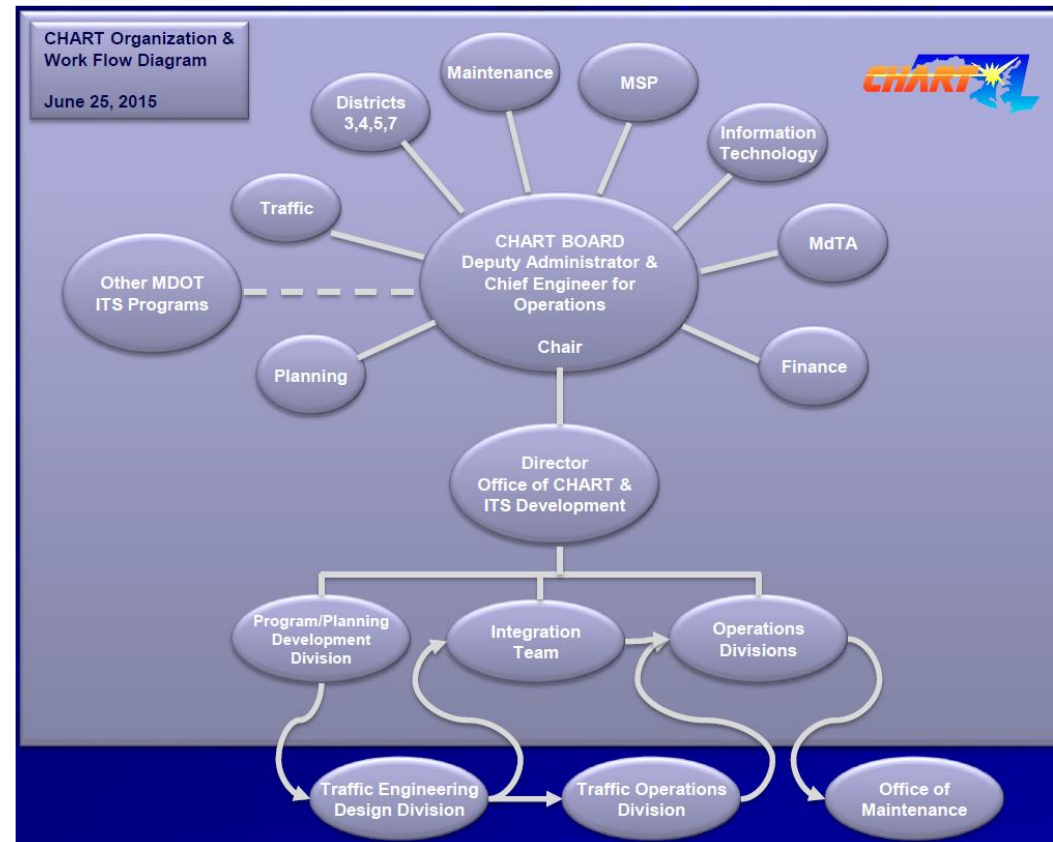


CHART ATMS REQUIREMENTS



Federal Mandate (Sec 5206(e) of TEA-21)

- Conformance with the National Intelligent Transportation Systems Architecture and Standards
- All ITS projects funded with highway trust funds shall be based on a systems engineering analysis.



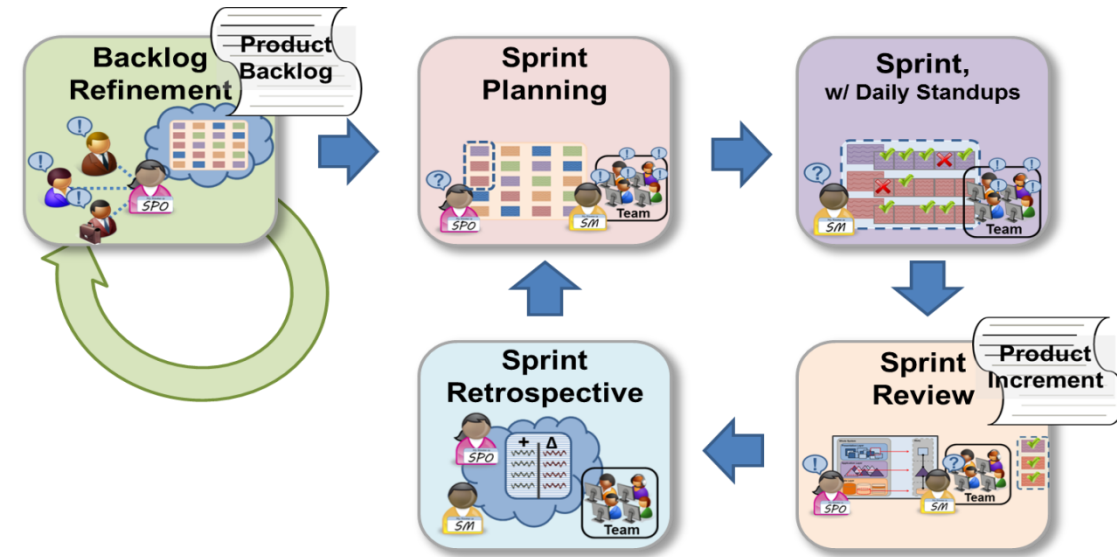
State Requirements (Finance and Procurement Title 3 § 3-403, Chap 467 & 468)

- CHART Systems Development is a Major Information Technology Development Project
- Rigorous Systems Development Life Cycle (SDLC) Methodology are mandated



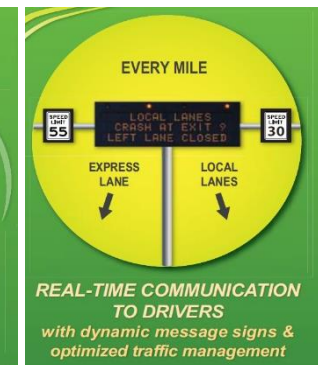
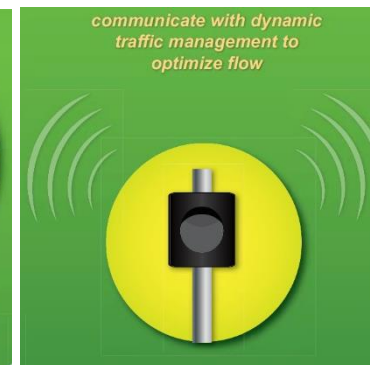
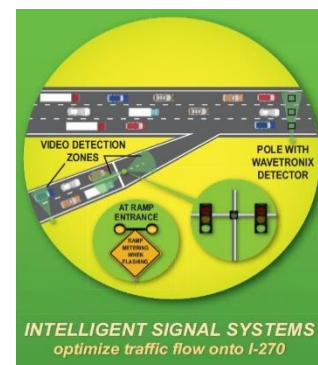
THE MOVE TO AGILE

- Helps teams respond to unpredictability through incremental, iterative work cadences, known as sprints
- Each major activity occurs concurrently, organized into cycles
- Work is continuous, with frequent small deliveries that add up to releases
- Customers have frequent opportunities to interact with slices of product
- Changes in customer need, team adaptations, and process improvements are immediately integrated into the next iteration



LEVERAGE MAJOR TSMO PROJECT IMPLEMENTATIONS

- I-270 ICM Project mainstreams **Coordinated Adaptive Ramp Metering, Dynamic Speed Limits**
- I-695 TSMO Project will implement **Dynamic HSR**
- TSMO System-1 will develop **integrated freeway/ arterial operation** strategies
- Statewide Freight Program will develop **Smart Truck Parking and Advisory Systems**



THE NEXT 4 YEARS FOR ATMS

Use of Artificial Intelligence

Cybersecurity

Getting Ready for CAV Future



SMART TRAFFIC SIGNALS PROJECT

- MDOT SHA owns :
 - 3,647 traffic control signals.
 - **MDOT SHA's Office of Traffic and Safety** maintains all but 750 +/- of these signals.
- Controllers - Econolite ASC/3 or Econolite Cobalt
- Detection – Video camera, non-invasive micro loop probes, inductive loop, radar based detection, thermal detection
- Communication – Telephone Service with Dial-Up Modems and Ethernet Based High Speed Data Communications with Cellular Modems
 - 2,624 traffic control signals have some form of communication.
- Old ATMS (Aries) over 20 years old
- Timing Plans – Time of Day/Day of Week. Retimed every 3 years or so

MDOT SHA SIGNAL SYSTEMS

Traffic Relief Plan dedicated funding of \$50.3 million for upgrading signal infrastructure

SMART SIGNALS

- Adaptive Signal Control Technology
- Upgraded Communication
- Signal Performance Measures
- SPaT Challenge

Opportunities for Traffic Responsive ATM and ICM strategies.



WBAL NEWSRADIO 1090

NOW STREAMING
WBAL News Now with Bryan Nehman

Home Shows News Weather Traffic Sports Ravens Orioles

Hogan Announces \$50M To Deploy Smart Traffic Signals

Wednesday, October 25 2017
Associated Press

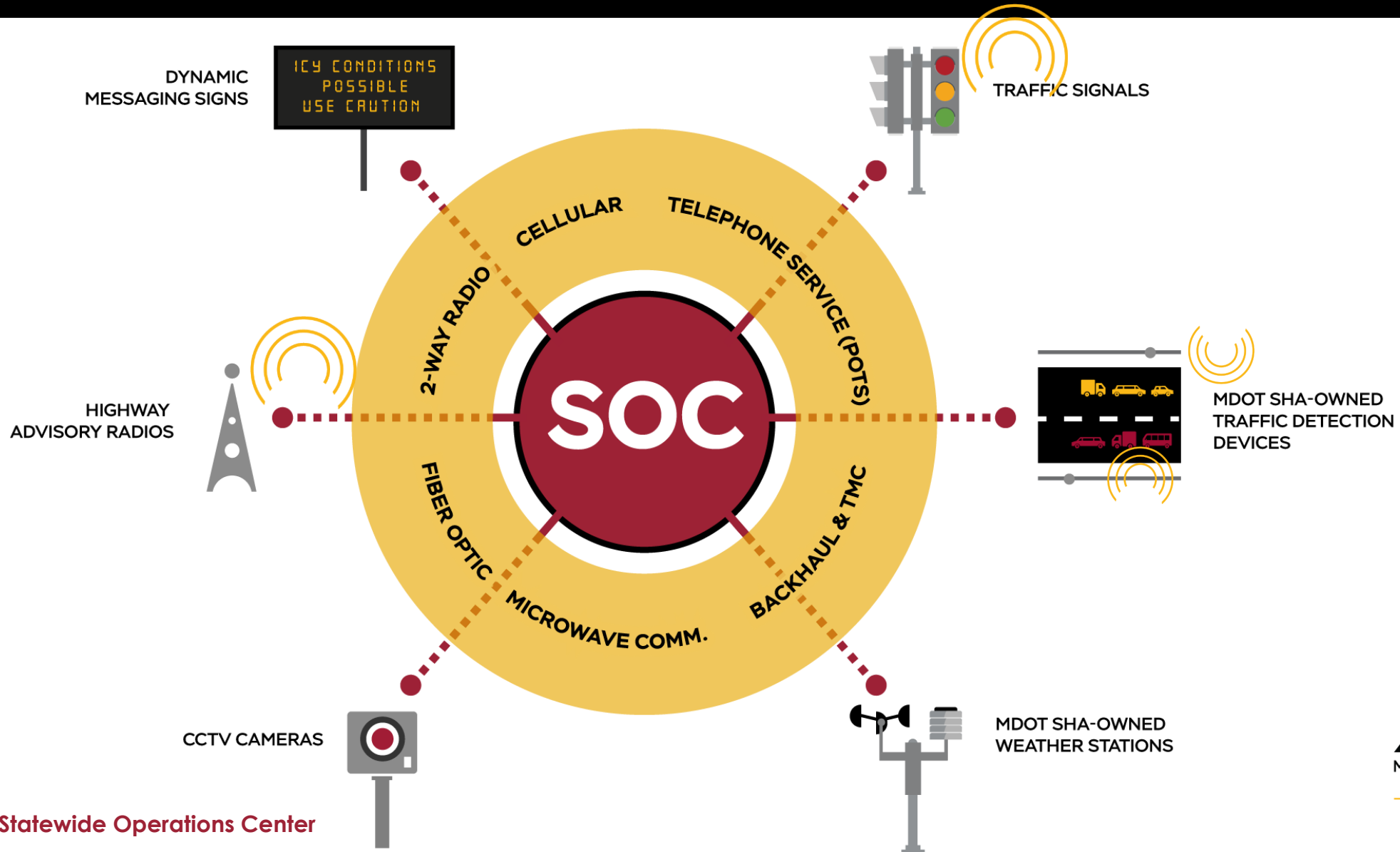
Maryland is getting smarter traffic signals.

Gov. Larry Hogan announced Wednesday a \$50 million plan to deploy a system that uses real-time traffic conditions and computer software to adjust the timing of traffic signals.

The Hogan administration says it will ease congestion for about 700,000 drivers a day on 14 major corridors. Three of them are in Anne Arundel County, two are in Baltimore County and three are in Charles County. Harford and Prince George's counties will each get smart signals in two corridors. Howard and Montgomery counties will get signals in one corridor each.

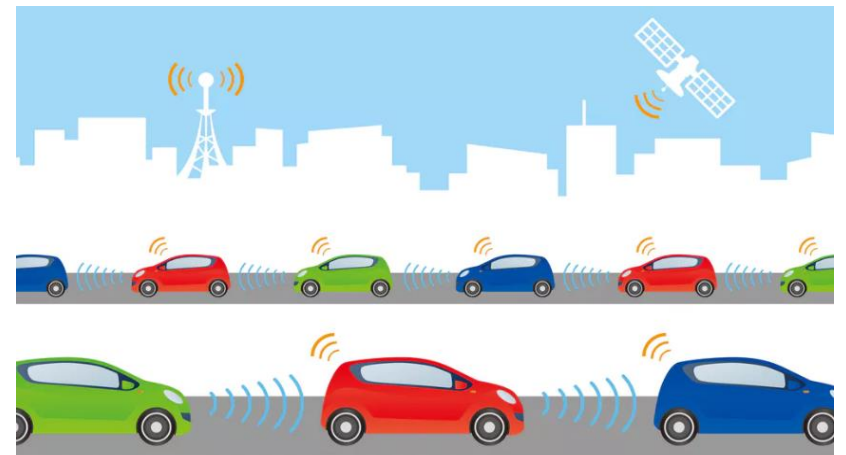
The governor says it's the second phase of his traffic-relief plan. Last month, he announced a \$9 billion plan to add four lanes to I-270, I-495 and the Baltimore-Washington Parkway.

MDOT COMMUNICATION NETWORK

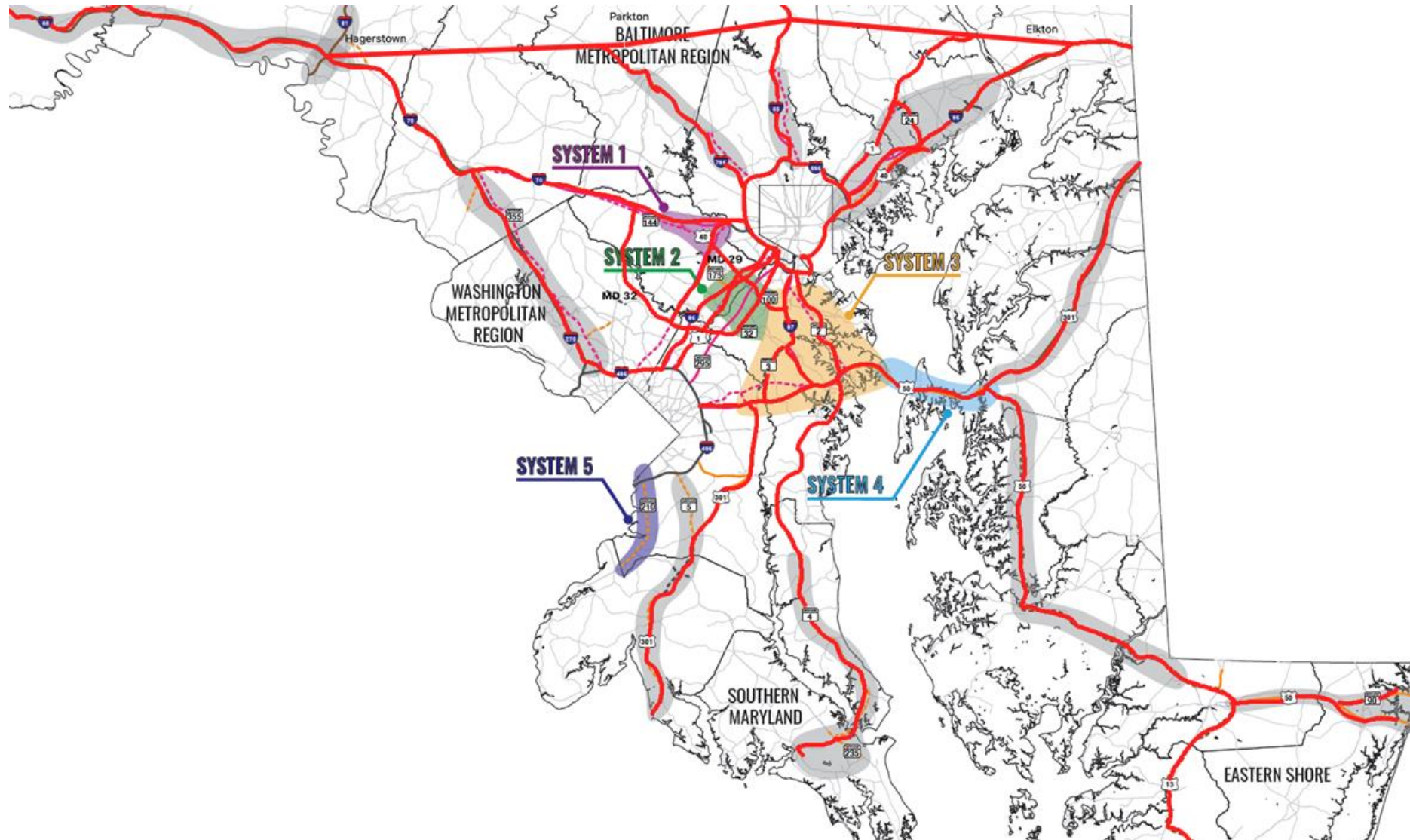


FIBER JUSTIFICATION

- Reduces cost of cellular and T1 connections that are ineffective/outdated
- Needed for current transportation and public safety communication
- Future need for Smart Cities and Connected & Automated Vehicles (CAV)
- Economic growth, Mobility & Rural Broadband
- Provides a redundant path for mission critical communications in times of crisis and large scale Statewide emergencies
- Reduces contractual obligations / reliance on private networks
- Potential revenue (to cover maintenance cost) with Resource Sharing



MAPPING FIBER NEEDS



FIBER FUNDING

Potential ways to fund Maryland's Fiber Network

- Project-based “dig once” initiative
 - (Add 15% for conduit/fiber installation)
- Statewide Project in Phases
- Areawide Projects managed by District Offices
- Public Safety Justification through Operations Funds
 - Grant Programs
 - Homeland Security - \$1 Billion annually
 - Maryland's Rural Broadband Initiative





DATA, ANALYSIS & PERFORMANCE MEASURES

DATA TECHNOLOGY SUPPORTING TSMO

- Real time applications
- Archived data applications
- Combination of in-house tools and UMD CATT Lab RITIS
- MDOT Common Operating Picture
- **Big Data and Crowd Sourced Data Applications**

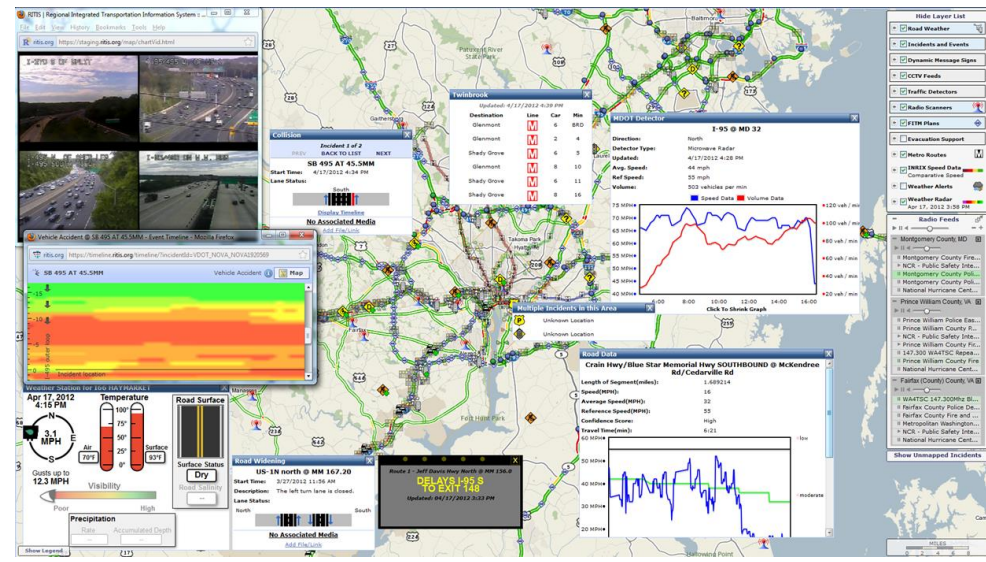
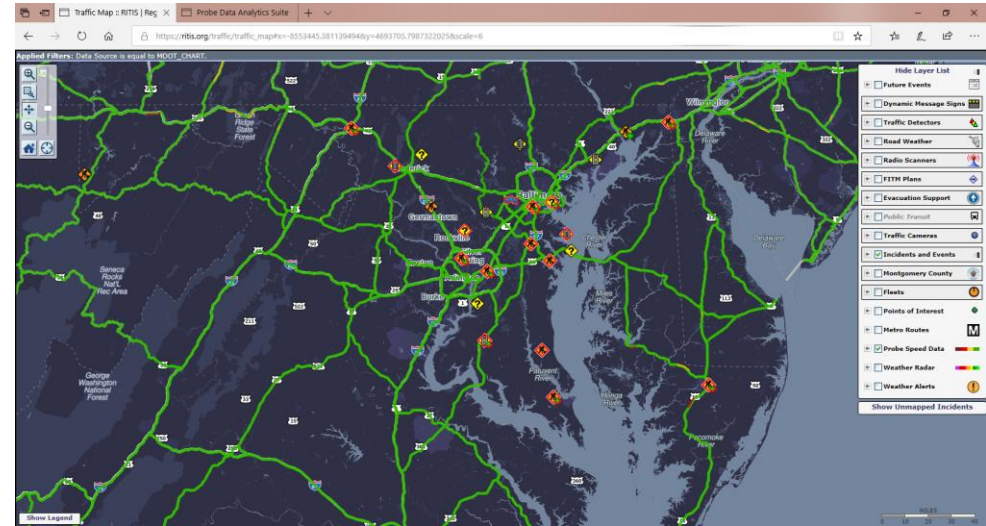
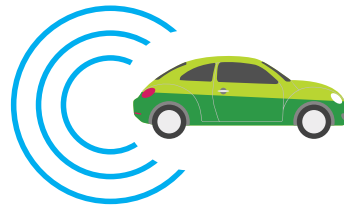


CHART PERFORMANCE MEASURES

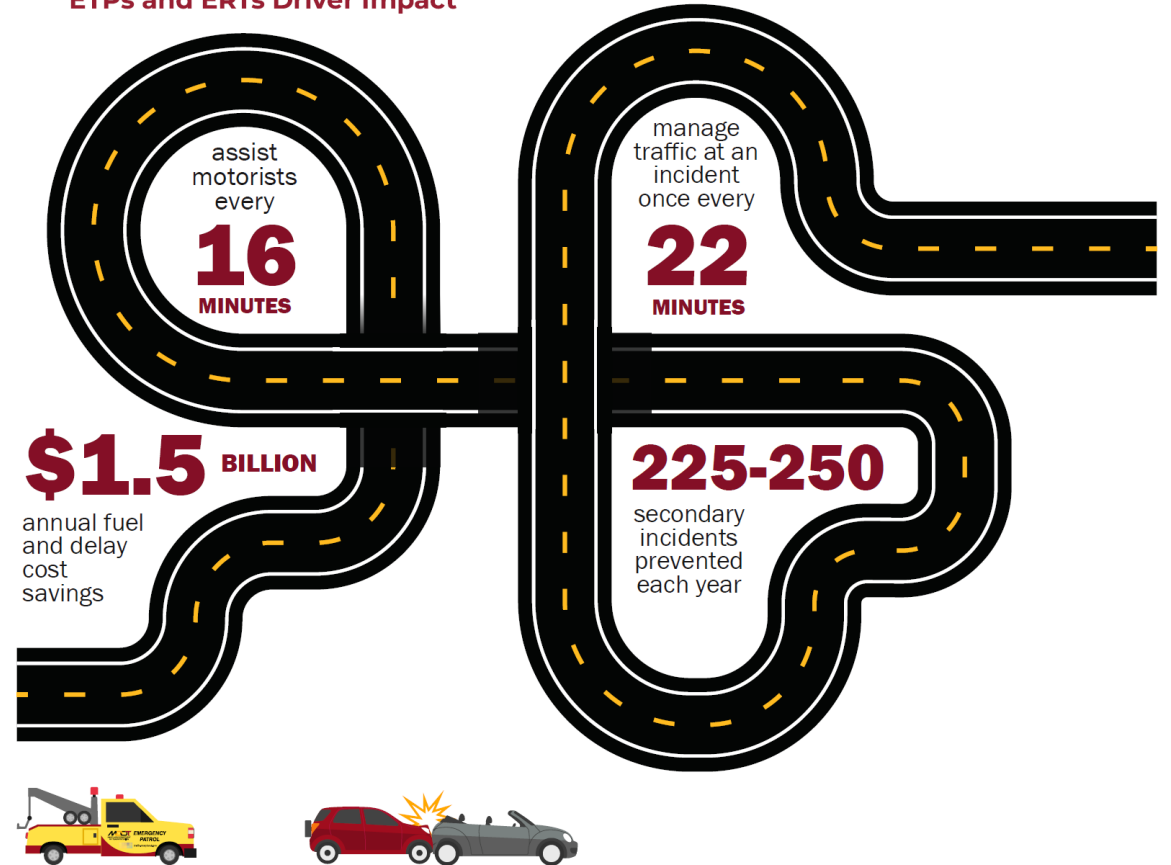
Since 1990, CHART has provided more than **574,000** assists



In the same period, CHART has responded to more than **287,000** incidents

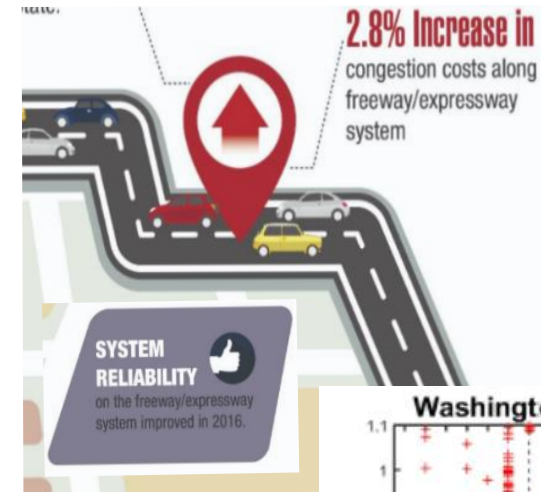
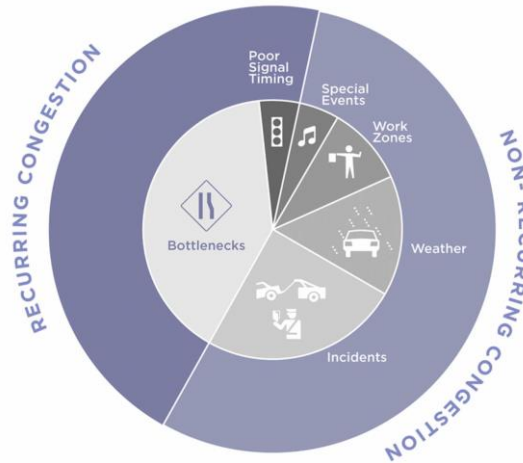


ETPs and ERTs Driver Impact

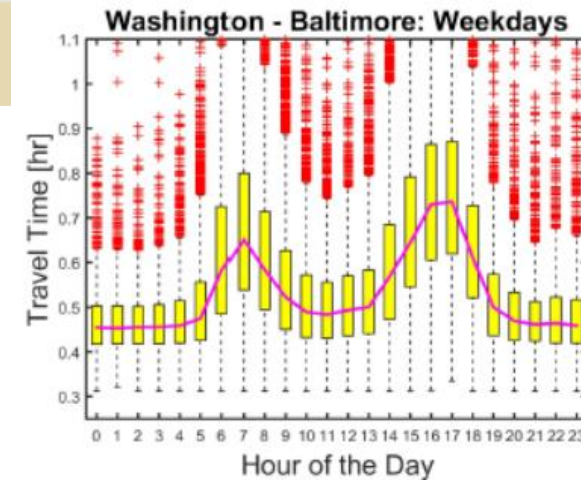
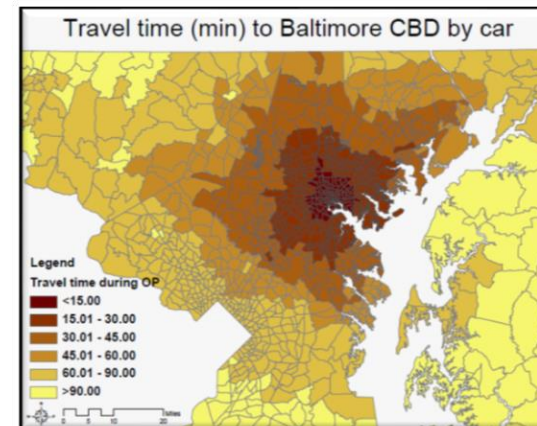


TSMO PERFORMANCE MEASURES

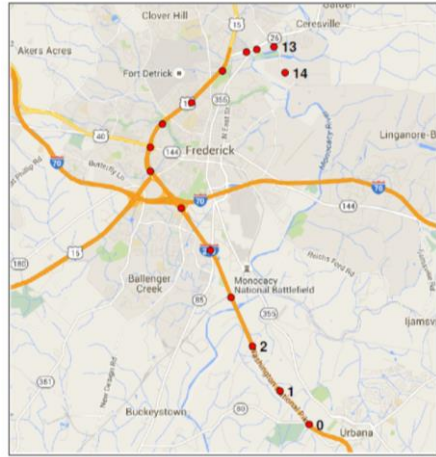
- Congestion & Reliability (Segment Level/Trip Level)
- Accessibility/Connectivity
- Market Segments (businesses, commodity flows)
- Freight Fluidity (supply chains)
- Economic Metrics



9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM
100	100	97.43	93.92	98.81	96.49	97.19	97.79	94.27	97.54	98.01
100	100	100	93.94	100	99.64	99.39	100	89.82	96.24	97.7
13.46	13.97	15.2	14.27	17.08	15.67	19.42	33.45	55.32	94.97	89.24
18.79	13.46	15.07	12.24	13.82	17.39	37.21	32.85	29.45	93.27	89.33
19.08	25.52	21.74	19.41	19.48	21.89	29.45	38.3	33.2	80.78	94.51
35.9	25.77	31.92	37.05	46.85	53.46	65.77	63.33	52.82	90.77	94.74
38.21	40.77	30.9	49.23	62.31	63.33	75.64	75.26	63.46	92.82	96.67
57.82	54.1	49.1	46.54	76.28	100	100	97.69	91.79	100	100
68.89	45.97	42.78	60.97	77.92	100	99.17	95.69	95.42	100	98.41



O/D TRAJECTORY DATA UTILIZATION EXPERIENCE

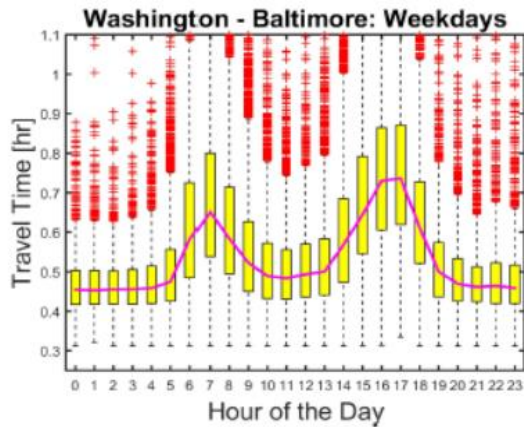
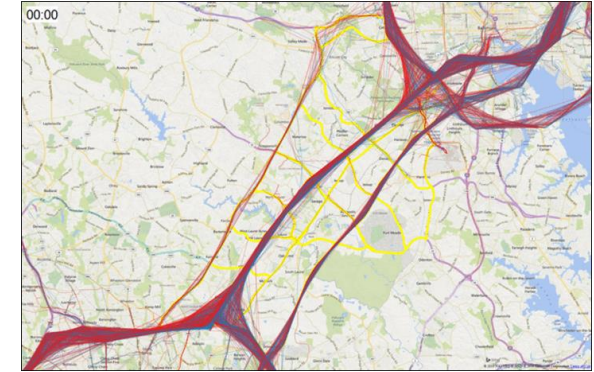
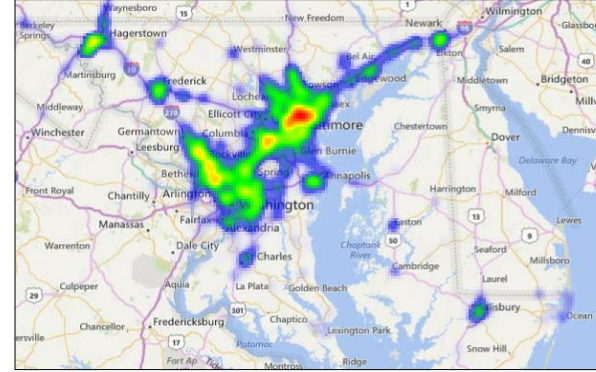
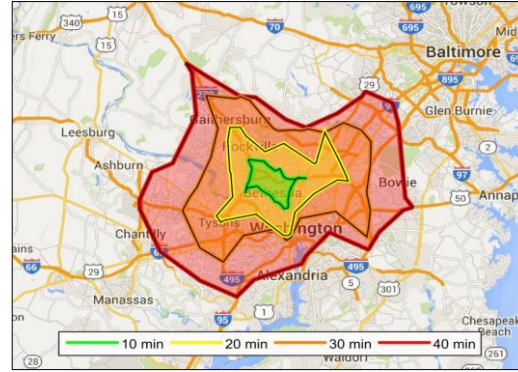
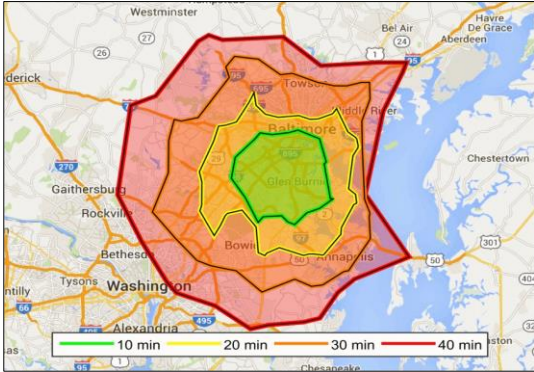


- MDOT SHA has partnered with UMD CATT to mainstream big data use for planning, TSMO and performance management
- Beta testing/ Prototyping in 2016-17 with 4 months of GPS trajectory data from INRIX
- **UMD CATT Lab currently under task for application development using 2018 INRIX O/D Trajectory Data**



O/D TRAJECTORY DATA UTILIZATION EXPERIENCE

ACTIVITY ZONES, TRAVEL TIME CONTOURS, ACCESSIBILITY MAPS



- Heat map of trip origins reveals main trip generators
- Trips from activity zones are used to derive isochrones
- Compute trip-based performance measures
- Determine distribution of traffic along major routes
- Estimate turning movements at major intersections

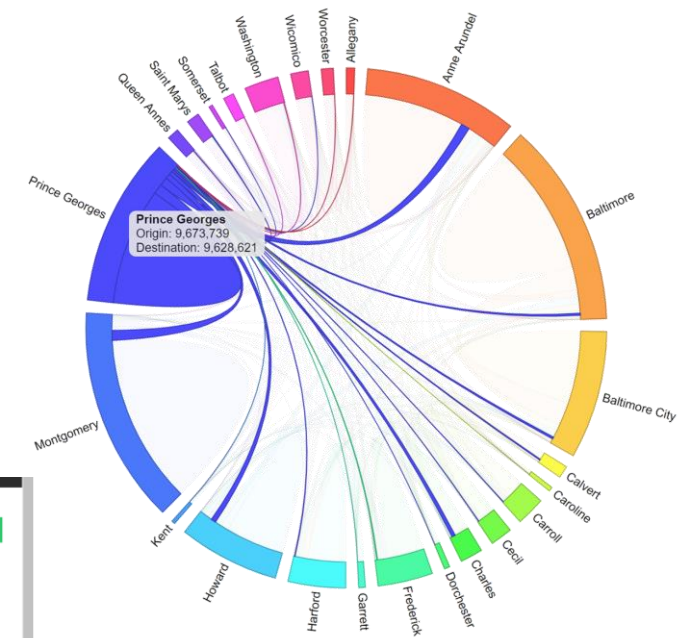


OD MATRIX

Set up an Origin-Destination matrix by choosing geographies and dates available

START

- Estimate O-D matrices (state, county, zip code, TAZ) for planning purposes
- Validate statewide travel demand models



Origin and Destination Matrix

Time Range: February, June, July, October 2015 and Jan... All Days of W... 12 AM - 12 AM

Trip Filters

Matrix Controls

Currently using the MD data set

Switch Data Set

Switch to Chord Diagram



Destinations

		Maryland																						Total		
		Allegany	Anne Arundel	Baltimore	Baltimore City	Calvert	Caroline	Carroll	Cecil	Charles	Dorchester	Frederick	Garrett	Harford	Howard	Kent	Montgomery	Prince Georges	Queen Annes	Saint Marys	Somerset	Talbot	Washington	Wicomico	Worcester	
Origins	Allegany	0.51%	0%	0%	0%	0%	0%	0%	0%	0%	0.01%	0.04%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.05%	0%	0%	0.63%	
	Anne Arundel	0%	8.5%	0.64%	0.59%	0.08%	0.01%	0.06%	0.02%	0.03%	0.01%	0.05%	0%	0.08%	0.63%	0%	0.21%	0.72%	0.1%	0.01%	0%	0.03%	0.02%	0.01%	0%	11.82%
	Baltimore	0%	0.63%	11.24%	1.98%	0.01%	0%	0.26%	0.08%	0.01%	0%	0.07%	0%	0.53%	0.58%	0%	0.12%	0.18%	0.01%	0%	0%	0.04%	0%	0%	0%	15.77%
	Baltimore City	0%	0.59%	1.98%	6.17%	0.01%	0%	0.08%	0.05%	0.01%	0%	0.05%	0%	0.2%	0.33%	0%	0.1%	0.17%	0.01%	0%	0%	0.01%	0.04%	0%	0%	9.83%
	Calvert	0%	0.08%	0.01%	0.01%	0.83%	0%	0%	0%	0.03%	0%	0%	0%	0%	0.01%	0%	0.01%	0.1%	0%	0.06%	0%	0%	0%	0%	0%	0.93%
	Caroline	0%	0.01%	0.01%	0%	0%	0.19%	0%	0%	0%	0%	0.02%	0%	0%	0%	0%	0%	0%	0.03%	0%	0%	0%	0.03%	0%	0.01%	0.32%
	Carroll	0%	0.06%	0.27%	0.08%	0%	0%	1.42%	0%	0%	0%	0.12%	0%	0.02%	0.13%	0%	0.06%	0.03%	0%	0%	0%	0%	0.02%	0%	0%	2.23%
	Cecil	0%	0.02%	0.08%	0.05%	0%	0%	0%	1.23%	0%	0%	0.01%	0%	0.18%	0.03%	0.01%	0.01%	0.02%	0.01%	0%	0%	0%	0.01%	0%	0%	1.68%
	Charles	0%	0.03%	0.01%	0.01%	0.03%	0%	0%	0%	1.22%	0%	0%	0%	0%	0.01%	0%	0.02%	1.22%	0.3%	0%	0.08%	0%	0%	0%	0%	1.72%
	Dorchester	0%	0.01%	0%	0%	0%	0.02%	0%	0%	0%	0.36%	0%	0%	0%	0%	0%	0%	0%	0.01%	0%	0%	0%	0.04%	0%	0.04%	0.42%
	Frederick	0.01%	0.05%	0.07%	0.05%	0%	0%	0.12%	0.01%	0%	0%	3.11%	0%	0.02%	0.12%	0%	0.35%	0.07%	0%	0%	0%	0%	0.21%	0%	0%	4.2%
	Garrett	0.05%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6.41%	0%	0%	0%	0%	0%	0.02%	0.01%	0%	0%	0%	0%	0%	0.5%
	Harford	0%	0.08%	0.52%	0.2%	0%	0%	0.02%	0.2%	0%	0%	0.01%	0%	3.24%	0.06%	0%	0.02%	0.04%	0%	0%	0%	0%	0.01%	0%	0%	4.4%
	Howard	0%	0.63%	0.58%	0.34%	0.01%	0%	0.13%	0.03%	0.01%	0%	0.12%	0%	0.06%	5.01%	0%	0.35%	0.41%	0.01%	0%	0%	0%	0.03%	0%	0%	7.75%
	Kent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.19%	0%	0%	0.04%	0%	0%	0%	0%	0%	0%	0.26%
	Montgomery	0%	0.21%	0.12%	0.1%	0.01%	0%	0.06%	0.01%	0.02%	0%	0.36%	0%	0.03%	0.36%	0%	14.44%	0.85%	0.01%	0.01%	0%	0%	0.05%	0%	0%	16.63%
	Prince Georges	0%	0.74%	0.18%	0.17%	0.1%	0%	0.03%	0.02%	0.32%	0%	0.06%	0%	0.04%	0.43%	0%	0.85%	0.86%	0.03%	0.05%	0%	0.01%	0.02%	0%	0%	13.02%
	Queen Annes	0%	0.09%	0.01%	0.02%	0%	0.03%	0%	0.01%	0%	0.01%	0%	0%	0%	0%	0.04%	0.01%	0.03%	0.57%	0%	0%	0%	0.05%	0%	0.01%	0.9%
	Saint Marys	0%	0.01%	0%	0%	0.06%	0%	0%	0%	0.07%	0%	0%	0%	0%	0%	0%	0.01%	0.04%	0%	0.78%	0%	0%	0%	0%	0%	0.98%
	Somerset	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.18%	0.01%	0%	0.05%	0.03%	0%	0.29%
	Talbot	0%	0.02%	0%	0.01%	0%	0.03%	0%	0%	0%	0.04%	0%	0%	0%	0%	0%	0.01%	0.05%	0%	0.01%	0.61%	0%	0.02%	0%	0%	0.82%
	Washington	0.05%	0.02%	0.03%	0.03%	0%	0%	0.02%	0.01%	0%	0%	0.2%	0.01%	0.01%	0.03%	0%	0.05%	0.02%	0%	0%	0%	0%	2.14%	0%	0%	2.63%
Wicomico	0%	0.01%	0%	0%	0%	0.01%	0%	0%	0%	0%	0.04%	0%	0%	0%	0%	0%	0.01%	0%	0.05%	0.02%	0%	1.11%	0.09%	0%	1.36%	
Worcester	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.01%	0%	0%	0%	0%	0%	0%	0%	0%	0.03%	0%	0%	0%	0.29%	0.77%	0.92%	
Total	0.64%	11.82%	15.77%	9.84%	0.83%	0.32%	2.20%	1.7%	1.72%	0.41%	4.19%	0.48%	4.43%	7.76%	0.26%	16.61%	12.96%	0.9%	0.99%	0.29%	0.82%	2.66%	1.36%	0.82%	100%	

Top Ten OD Pairs

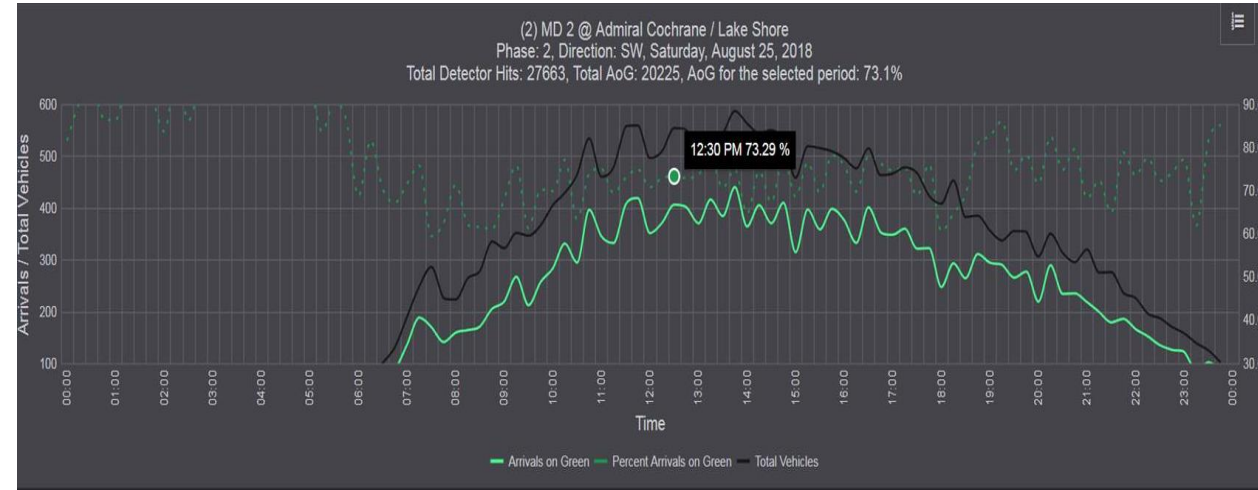
- Montgomery → Montgomery 10,730,597
- Baltimore → Baltimore 8,354,598
- Prince Georges → Prince Georges 7,402,334
- Anne Arundel → Anne Arundel 6,320,207
- Baltimore City → Baltimore City 4,586,722
- Howard → Howard 3,721,508
- Harford → Harford 2,405,948
- Frederick → Frederick 2,310,010
- Washington → Washington 1,587,751
- Baltimore → Baltimore City 1,474,783



STATE HIGHWAY ADMINISTRATION

SIGNAL PERFORMANCE MEASURES

- Operating at 4 signals along MD 2 at Annapolis Harbor

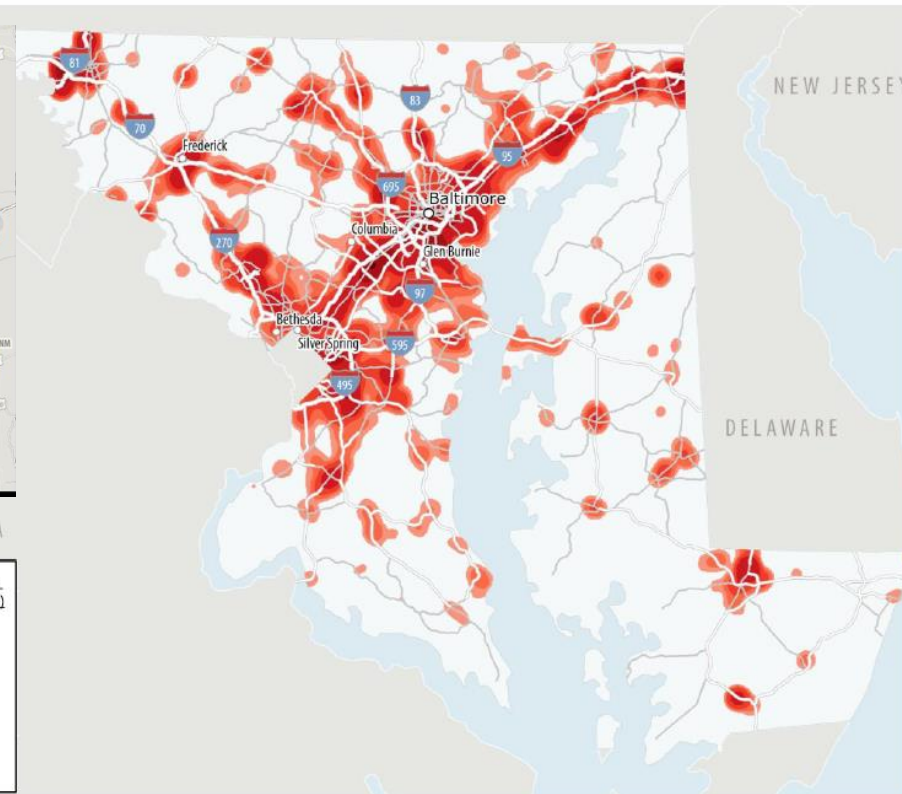
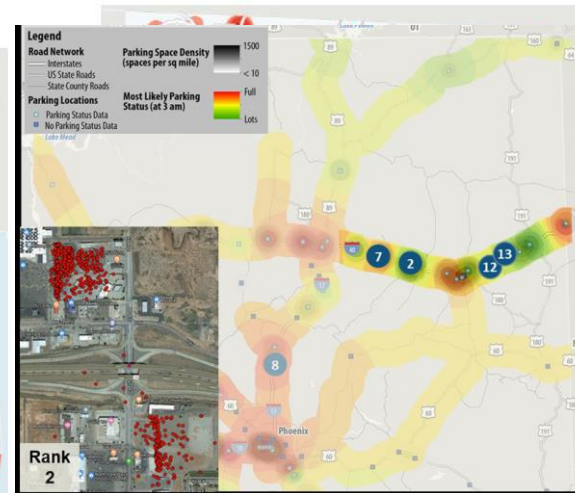
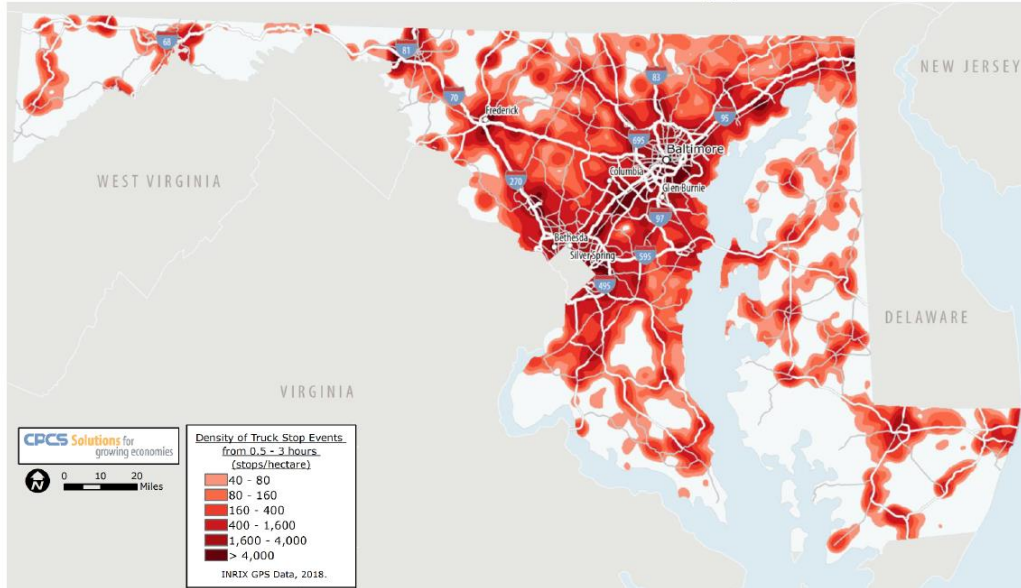


- Arrival on green
- Pedestrian delay
- Preemption events
- Split failures
- Purdue Coordination diagrams
- Vehicle delay, v/c ratios

TRUCK PARKING IN MARYLAND

Undesignated Truck Parking 10+ Hours Stopped

½ Hour – 3 Hours Stopped





TRANSFORMATIONAL TECHNOLOGIES

A TIMELINE OF MARYLAND'S CAV ACTIVITIES

- 2015**
- + MARYLAND SECRETARY PETE RAHN ESTABLISHED THE CONNECTED AND AUTOMATED VEHICLES (CAV) WORKING GROUP
- 2016**
- + MDOT SHA RELEASES ITS TRANSPORTATION SYSTEMS MANAGEMENT AND OPERATIONS (TSMO) STRATEGIC ACTION PLAN, WHICH INCLUDES CAV.
- 2017**
- + MDOT SHA RELEASES A CAV STRATEGIC ACTION PLAN.
 - + MDOT COMMITS TO A US 1 TECHNOLOGY DEPLOYMENT CORRIDOR
 - + GOVERNOR LARRY HOGAN ANNOUNCES \$50M TO DEPLOY ADAPTIVE SIGNAL TECHNOLOGY ON 14 MARYLAND HIGHWAYS
 - + MARYLAND CREATES THE CAV "EXPRESSION OF INTEREST FORM"
 - + MDOT PERMITS PRIVATE FIRM TO PERFORM AUTONOMOUS PARKING IN A CONTROLLED ENVIRONMENT.
- 2018**
- + MDOT "LOCATIONS to ENABLE TESTING SITES" (LETS) APPLICATION IS RELEASED TO PUBLIC
 - + MDOT APPLIES FOR THE "ADVANCED TRANSPORTATION AND CONGESTION MANAGEMENT TECHNOLOGIES DEPLOYMENT (ATCMTD) GRANT"
 - + MARYLAND CAV STRATEGIC VISION IS FINALIZED
 - + MDTA RELEASES ITS CAV STRATEGIC ACTION PLAN
 - + MDOT SHA UPDATES ITS TSMO STRATEGIC ACTION PLAN WITH NEW CAV INITIATIVES
 - + MDOT PERMITS OLLI AUTONOMOUS SHUTTLE DEPLOYMENT IN NATIONAL HARBOR, MD
- 2019**

MARYLAND CAV VISION & WORKING GROUP

*"Uphold and enhance a **Safe, Efficient, and Equitable** transportation future by delivering collaborative and leading-edge CAV solutions.*

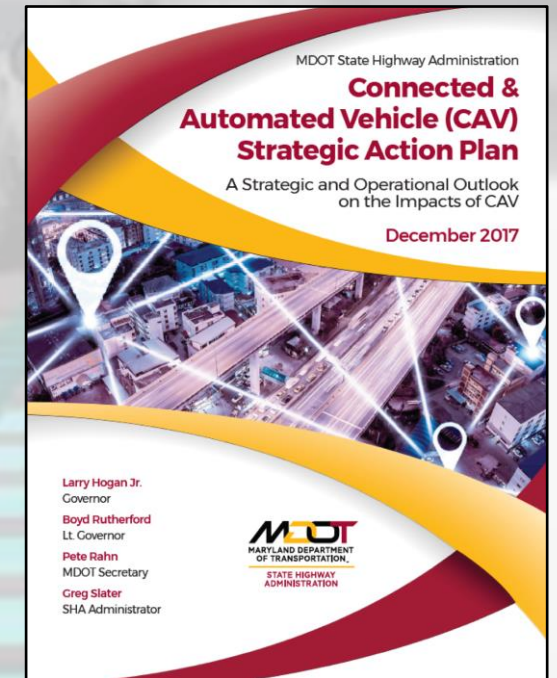
Maryland is open for business and eager to realize the life-saving and economic benefits of CAV technology, while ensuring safety for all.

We are embracing CAV technology and innovation through continuing collaboration with partners interested in researching testing, and implementing CAVs in MD."

CAV Actions in Maryland

CONNECTED & AUTOMATED VEHICLES (CAV)

- Prepare MDOT SHA for a CAV future by implementing the [MDOT SHA CAV Strategic Action Plan](#)
- US 1 Innovative Technology Deployment Corridor – pilot project combining ITS solutions and CAV technology to support incident and traffic management
- Established CAV “Champions” within MDOT SHA
- Mapping location of fiber to support CAV planning efforts
- Encourage submission of CAV-related [project ideas](#)



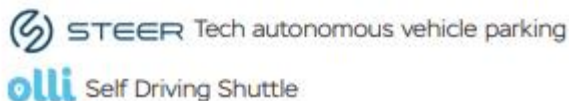
2018 CAV ACCOMPLISHMENTS

SUPPORTING CAV TESTING WITHIN THE STATE

Office of Planning and Preliminary Engineering developed and maintains the **Maryland Locations for Enabling Testing Sites (LETS)** web mapping application.



Facilitated CAV testing on MDOT SHA facilities including:



PLANNING TOOLS AND MATERIALS RELATED TO CAVS

Developed interactive **CAV Public Policy in the US Story Map** to track monthly legislative actions related to CAV across the country.



Developed **Rough Order of Magnitude (ROM) estimates for CAV technology and fiber deployment** to be incorporated in each of MDOT SHA's CTP Projects.



Developed **Call for Projects Template** to solicit ideas for CAV projects across the agency.



TRAINING INITIATIVES

MDOT SHA co-hosted the FHWA **Connected Vehicle 201 training**.

MDOT SHA co-hosted the FHWA **Introduction to ARC-IT Architecture workshop**.



2018 CAV ACCOMPLISHMENTS



ORGANIZATIONAL MANAGEMENT OF CAV



New Deputy Director for TSMO & CAV and New Communications Division within the Office of CHART.

MDOT SHA CAV Working Group co-chaired by CHART and OPPE with representatives from various Offices and Districts.

Developed **Draft CAV Data Governance Chapter** for data that supports future CAV related applications.

CAV STRATEGIC ACTION PLAN

RELEASED



WITH **35** RECOMMENDED ACTIONS

Progress made on **26** of those recommended actions in 2018!

US-1 INNOVATIVE TECHNOLOGY DEPLOYMENT CORRIDOR

Completed a **comprehensive requirements document** for a proposed connected vehicle pilot project along US-1 with recommended ITS solutions to support incident and traffic management.

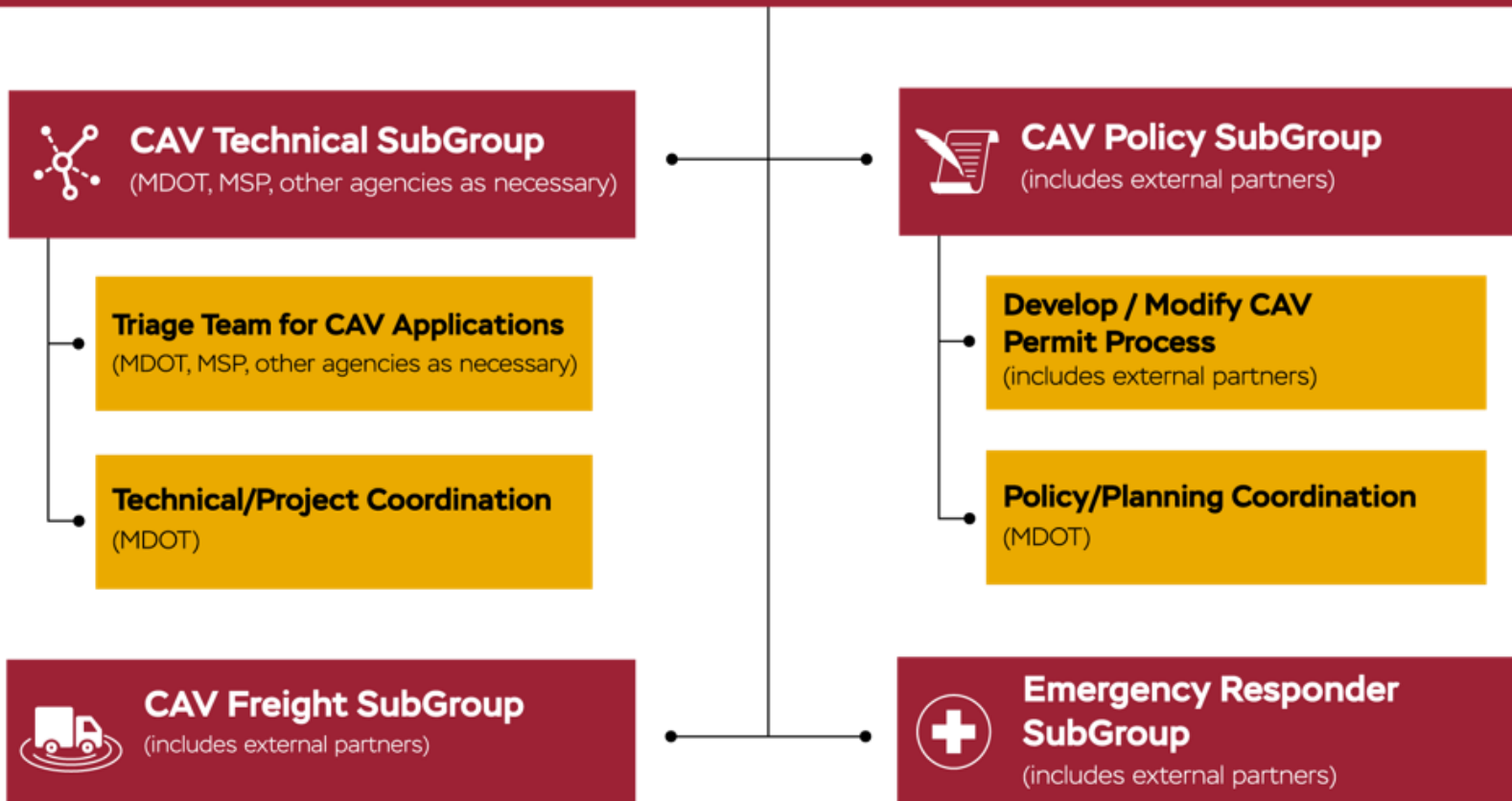


CURRENT STRUCTURE

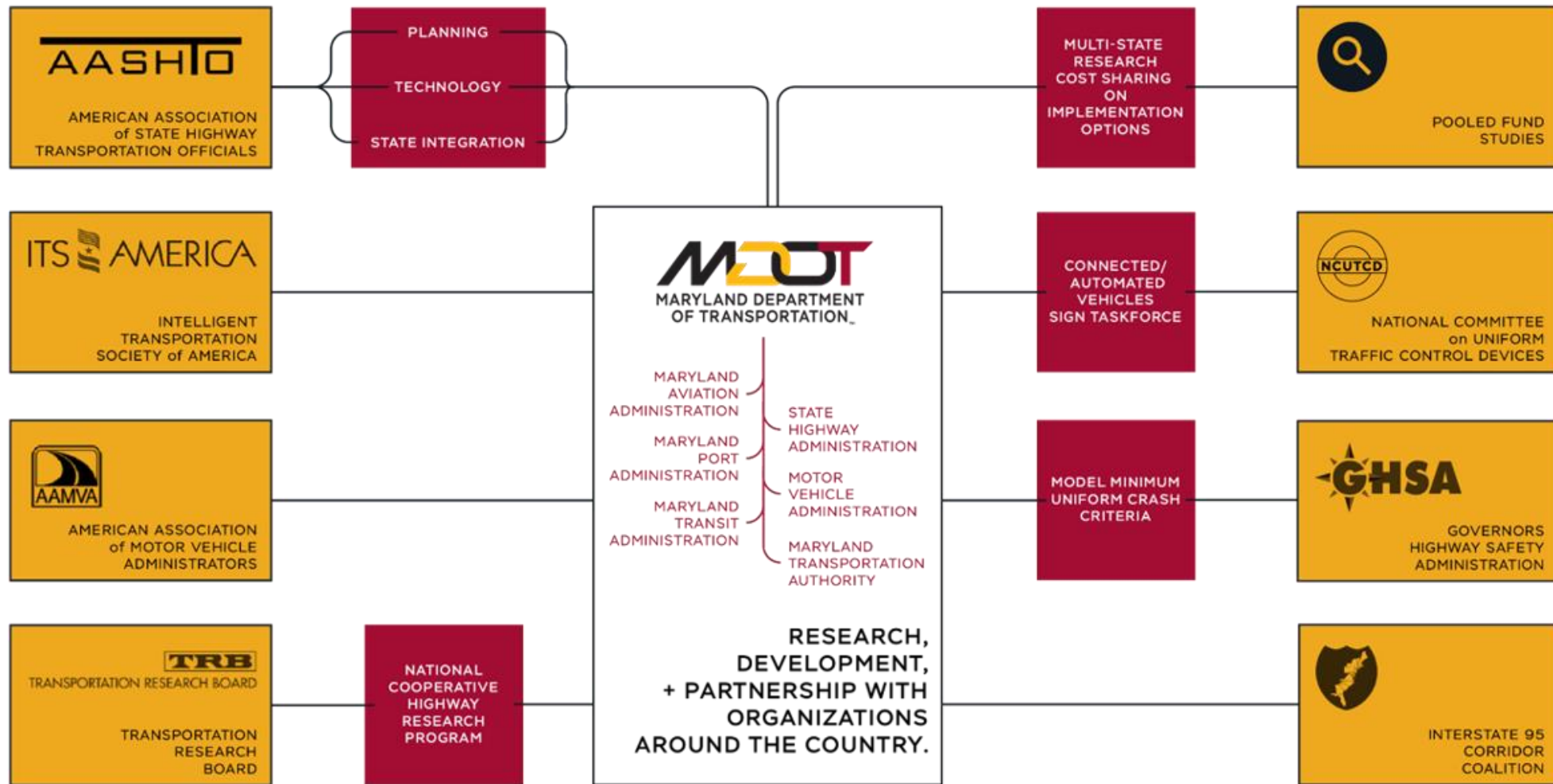


Connected and Automated Vehicles (CAV) Working Group

Created by Maryland Department of Transportation Secretary Pete Rahn in December 2015

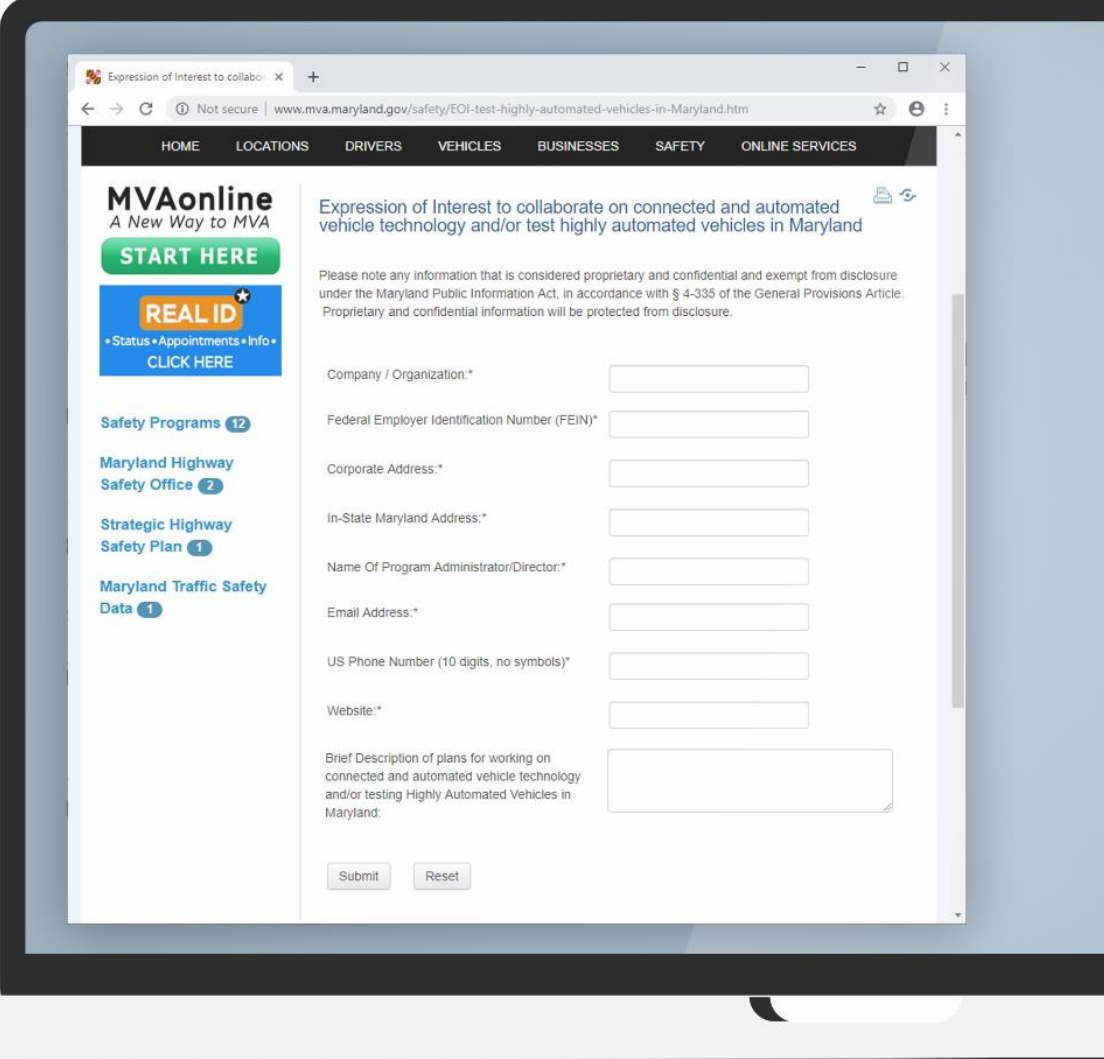


NATIONAL TIE IN



MARYLAND'S EXPRESSION OF INTEREST PROCESS

MDOT provides an opportunity to collaborate with companies that are interested in **researching, testing, and supporting** CAVs in Maryland.



The screenshot shows a web browser window displaying the MVAonline website. The page title is "Expression of Interest to collaborate on connected and automated vehicle technology and/or test highly automated vehicles in Maryland". The URL is "www.mva.maryland.gov/safety/EOI-test-highly-automated-vehicles-in-Maryland.htm". The page features a navigation menu with links for HOME, LOCATIONS, DRIVERS, VEHICLES, BUSINESSES, SAFETY, and ONLINE SERVICES. The main content area includes a "START HERE" button, a "REAL ID" button, and several links for safety programs. The form itself contains the following fields:

- Company / Organization:*
- Federal Employer Identification Number (FEIN)*
- Corporate Address:*
- In-State Maryland Address:*
- Name Of Program Administrator/Director:*
- Email Address:*
- US Phone Number (10 digits, no symbols)*
- Website:*
- Brief Description of plans for working on connected and automated vehicle technology and/or testing Highly Automated Vehicles in Maryland.

At the bottom of the form, there are "Submit" and "Reset" buttons.

MARYLAND'S CURRENT DEPLOYMENTS

localmotors

OLLI | ABOUT | LOCATIONS | NEWS | FLEET CHALLENGES

Hey Olli! Was That You? Olli Circulates National Harbor for NASTO Conference

localmotors | 11 months ago

◀ Blog posts

Were you in National Harbor, MD last week and thought you saw Olli on the roads? Well, your eyes were not playing tricks you on, the world's first co-created self-driving vehicle was in fact cruising around the harbor.

Waiting for www.facebook.com...



MDOT Partners with STEER Tech

www.mdot.maryland.gov/News/Releases2019/4_30_2019_MDOT_Partners_with_STEER_Tech

MARYLAND DEPARTMENT OF TRANSPORTATION

HOME | COMMUTING | BIKE/WALK | SAFETY | ENVIRONMENT | BUSINESS | MBE | PROJECTS

MDOT

- Mission Statement
- Newsroom
- Jobs
- Policy Manual

MDOT Business Units

- Aviation
- Motor Vehicle
- Port of Baltimore
- Highways
- Transit
- Toll Facilities

MDOT Offices

Find an Office...

Agency Press Releases

- MDOT State Highway Administration
- Maryland Transportation Authority
- MDOT Maryland Transit Administration
- MDOT Maryland Aviation Administration
- MDOT Maryland Port

News You Can Use

For Immediate Release:
April 30, 2019

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MDOT Partners with STEER Tech to Test Autonomous Parking Solutions in Anne Arundel and Howard Counties

Controlled Testing Success Leads to New Opportunities in Testing Autonomous Vehicles in Regular Airport Traffic and Commuter Lots

HANOVER, MD - Testing of autonomous vehicle parking by the company STEER Tech will begin later this month in the hourly garage at Baltimore/Washington International Thurgood Marshall Airport and a nearby commuter lot, the Maryland Department of Transportation (MDOT) announced today. Drivers in the testing area should continue to operate their vehicles safely and normally, and pedestrians should continue to observe caution and proceed safely as in any other environment. Additionally, MDOT Maryland Transit Administration (MDOT MTA) will launch a pilot study to test the feasibility of self-parking cars at the Dorsey Run MARC Train Station beginning in May.

"MDOT is a national leader in using innovation to make our transportation network easier to use," said MDOT Secretary Pete K. Rahn. "Delivering a system that parks your car for you is perfect for BWI Marshall - an easy-come, easy-go airport."

In 2015, Secretary Rahn established the Maryland Connected and Autonomous Vehicle (CAV) Working Group to evaluate how the technology can enhance public safety and support businesses. The collaborative team of industry, government, education and private and public-sector agencies and organizations serve as the central location for the evaluation and deployment for testing CAV technology in Maryland.

INDUSTRY INTEREST

- **High** interest in:
 - SPaT information (#1 request from companies nationally)
 - Solutions relating to autonomous anything (e.g. truck platooning, mowers, etc.)
 - Privacy concerns (e.g. SPY bill at federal level and StL issue at BPW)
 - Spectrum talks (5.9 GhZ)
- **Low** interest in:
 - Having government own and operate technology supporting CAV (too cumbersome)
 - Restrictive standards that don't allow for innovative solutions

FOUNDATIONAL STEPS

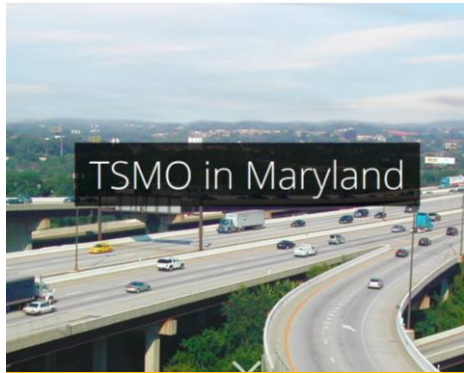
- Educate staff and bring them up to speed on what to expect
- Development of strategic telecommunications infrastructure (regardless of technology)
- Implementation of a needs-based prioritization list of projects
- Review of long-term planning to determine range of impacts to State infrastructure
 - Supports a more efficient funding strategy if projects can be scaled back given smarter mobility technology deployments (i.e. optimize system through CAV)



EDUCATION AND OUTREACH

TSMO AWARENESS, EDUCATION, TRAINING/ COMMUNICATIONS & OUTREACH

- MDOT SHA Internet Website
- MDOT TSMO SharePoint (Internal)
- TSMO University
- GIS Story Maps
- Newsletters, Brochures, TSMO Articles, etc.



MDOT SHA TSMO Story Map



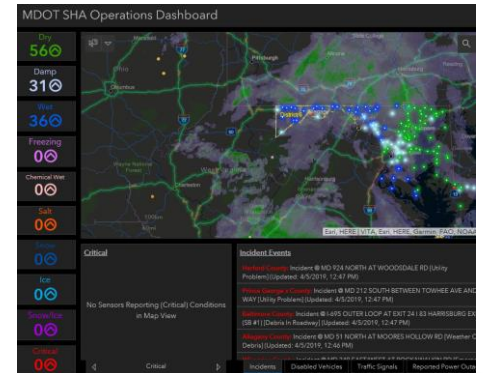
CAV Strategic Action Plan Story Map



MDOT Freight Story Map



MDOT SHA Mobility Performance



MDOT SHA Winter Operations

NEXT STEPS – TRAINING & OUTREACH

- Identify District Teams/Champions
- Develop/customize training programs - broader and functional area specific (2 hour/4 hour/full day versions) – Fall/Winter 2019
- Develop TSMO & CAV websites, newsletters, fact sheets, TSMO videos – Summer/Fall 2019
- Develop education and outreach materials for partners, stakeholders and customers – Fall 2019
- Start working towards a Regional Operations Forum - Spring 2020



WORKFORCE, RE-ORG & PROCUREMENT

TSMO WORKFORCE CHALLENGES

- Recruitment
- Compensation
- Classification
- Staffing Levels
- PINs
- Retention

FUTURE TSMO WORKFORCE

- Succession Planning
- Bench Strength/ Pipeline
- Humans Capital Development
- Internal Promotions / External Hires
- Comp Time/ Uneven workload

FUTURE TSMO WORKFORCE

- Integrating Systems Engineering & Traffic Engineering Functions
- Role of Big Data & Crowd Sourcing Opportunities – Data Scientists
- GIS enabled Data Portals – Data Analysts
- Business Intelligence Experts
- Network Engineers and System Integrators
- Procurement Specialists for TSMO/ Technology Projects

IMPROVE MOBILITY THRU' TSMO

- TSMO CONNECTS THE DOTS OF OUR ORGANIZATION
- NEED TO LOOK AT PLANNING, ENGINEERING, OPERATIONS & MAINTENANCE AS A WHOLE
- BUILDING A SYSTEMS OF SYSTEMS THRU' TECHNOLOGY, INNOVATIONS AND PARTNERSHIPS
- MAXIMIZING THE FULL SERVICE POTENTIAL OF OUR INFRASTRUCTURE FOR **CONNECTING OUR CUSTOMERS TO LIFE'S OPPORTUNITIES**

MDOT SHA'S 4 PRIORITIES

COMMUNICATION
MDOT SHA is telling our story and putting context and perspective in our mission and vision – helping people, staying committed to highway solutions and projects and delivering people to life's opportunities.

INNOVATION
Our mission at MDOT SHA is to embrace the power of innovation by harnessing change and providing real, impactful results to deliver the best possible product to our customers.

MODERNIZATION
Our goal at MDOT SHA is to build upon what is already great here: modernizing to realize greater service, safety and efficiency for our customers. MDOT SHA is ready now to face tomorrow's transportation business needs and challenges.

CUSTOMER EXPERIENCE
We are the customer experience. By embarking on a new, bold commitment to customer service one project and citizen interaction at a time, we're bringing positive change to the people of Maryland.

MDOT MARYLAND DEPARTMENT OF TRANSPORTATION
STATE HIGHWAY ADMINISTRATION

QUESTIONS?
THANK YOU!

CONTACT INFORMATION

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