



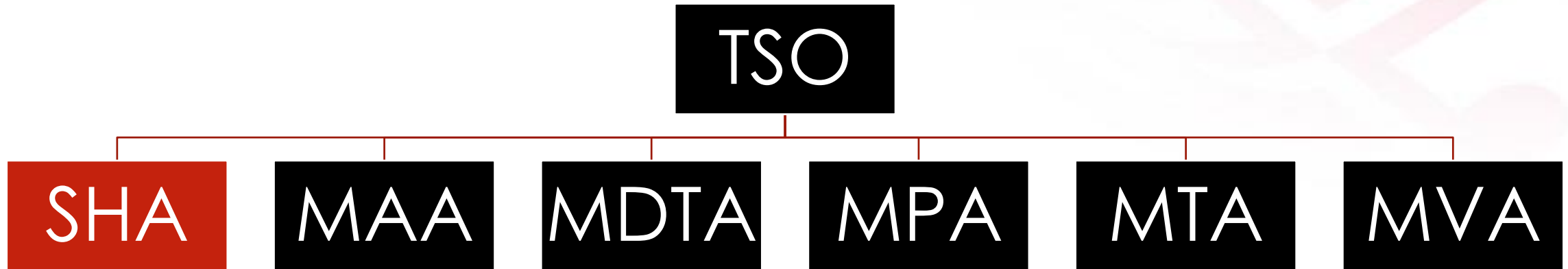
MARYLAND STATE HIGHWAY ADMINISTRATION

Sandi Sauter

Office of Maintenance

Deputy Director, Operations

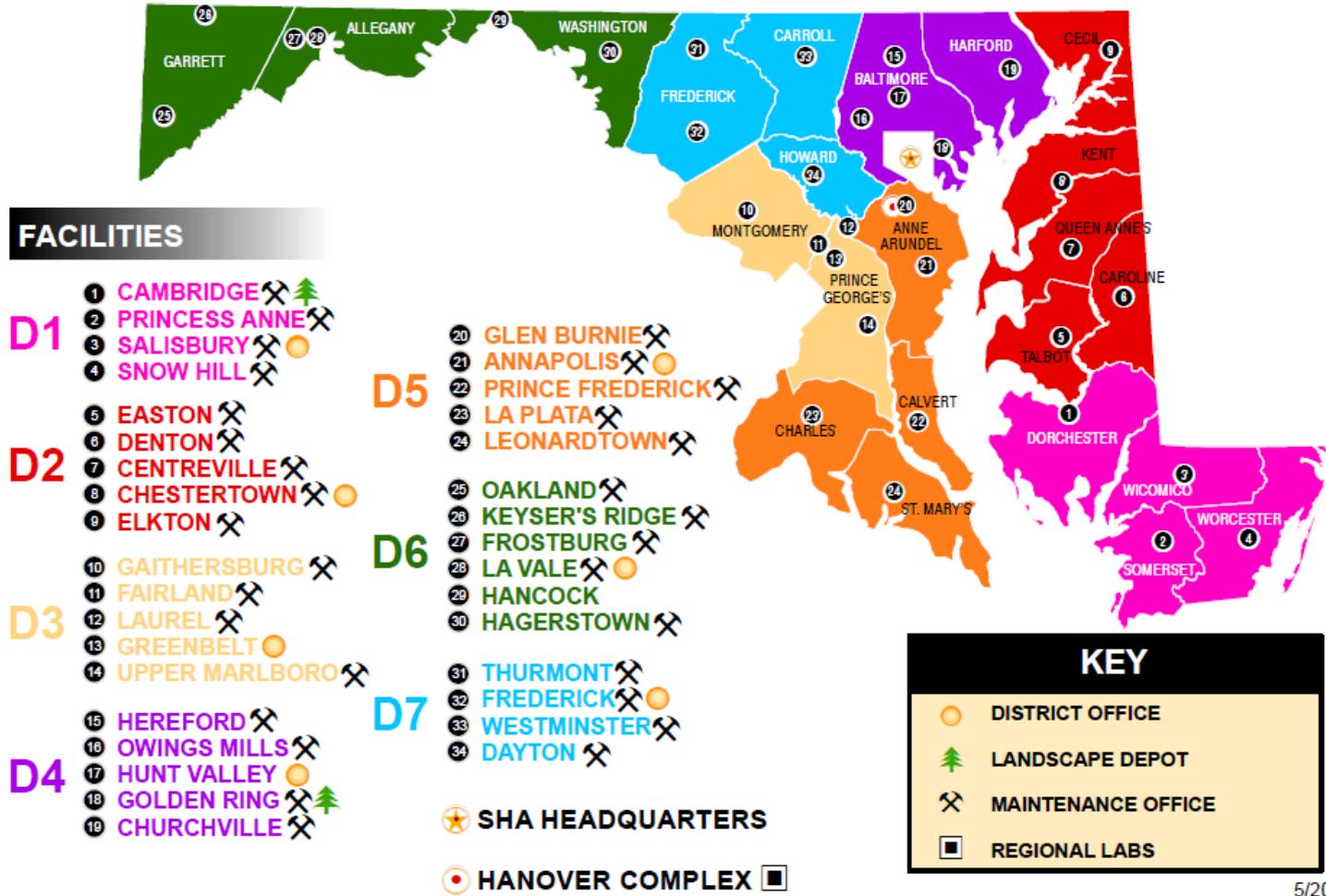
MARYLAND DEPARTMENT OF TRANSPORTATION



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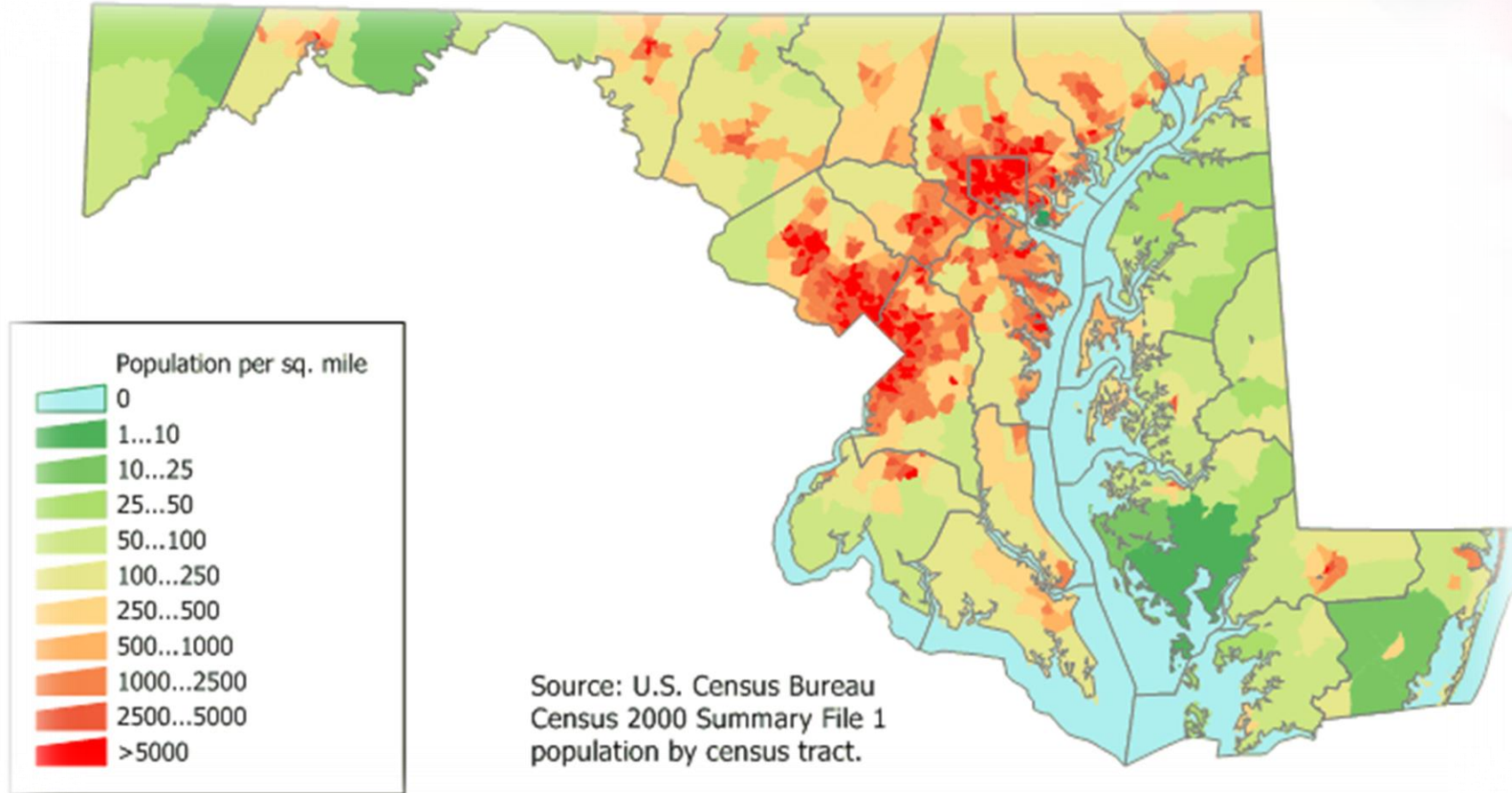
FACILITIES



Operations

- Maintenance Districts
 - 7 District Offices
 - 28 Maintenance Shops (2 Satellite Shops)
- Central Offices
 - Maintenance
 - Construction
 - Traffic
 - Statewide Operations Center
 - Materials

POPULATION DENSITY



INVENTORY

- 17,143 Lane Miles (280 to 1,050 per Maintenance Shop)
- 5,151 Centerline Miles
- 13,085 Roadside Miles (237 to 856 per Maintenance Shop)
- 38.6 Trillion Annual Vehicle Miles of Travel (179 Million to 3.4 Trillion per Maintenance Shop)
- Annual Average Daily Traffic
 - 50,000+: 3,075 Lane Miles (18%)
 - 10,000-49,999: 7,441 Lane Miles (43%)
 - <9,999: 6,616 Lane Miles (39%)

RESOURCES

- ~1,050 Maintenance Shop Employees
 - ~750 Field Employees (15 to 48 per Maintenance Shop)
 - ~100 Managers
 - ~200 Administrative Staff and Mechanics
- \$261 Million Operating Budget
 - Routine: \$123 Million (\$1.5 Million to \$6.2 Million per Maintenance Shop)
 - Winter: \$61 Million (\$0.3 Million to \$5.0 Million per Maintenance Shop)
 - Other: \$77 Million

ROUTINE BUDGET

- Roadway & Shoulder Maintenance
 - Patching
 - Sweeping
 - Shoulder Drop-Off/Build-Up
- Roadside & Drainage Maintenance
 - Mowing
 - Litter
 - Brush & Tree
 - Drainage Maintenance
- Traffic Services
 - Sign Maintenance
 - Pavement Markings
 - Guardrail Repair
- Structure Maintenance
 - Small Structure Repair
- Support Services
 - Rest Area Maintenance
 - Lighting
 - Drawbridge Operation

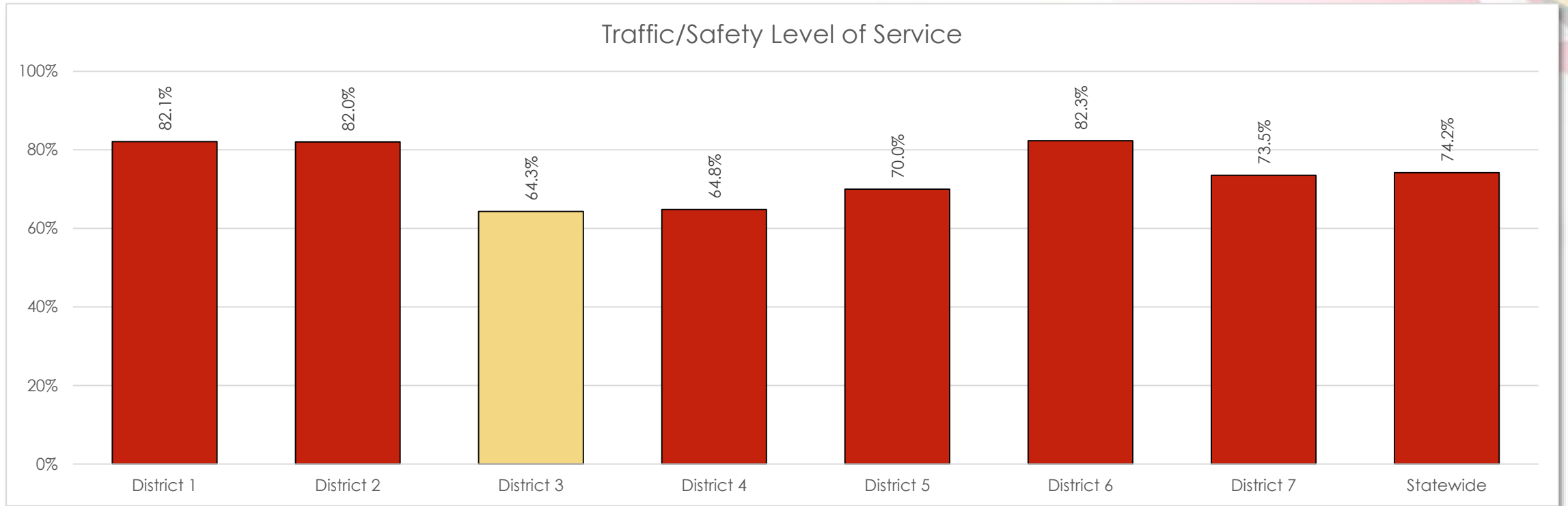
OTHER BUDGET

- *Statewide Maintenance Support*
- Statewide Traffic
- Statewide Operations Center
- Statewide Bridge
- Statewide Environmental Design
- Electricity
- Headquarters

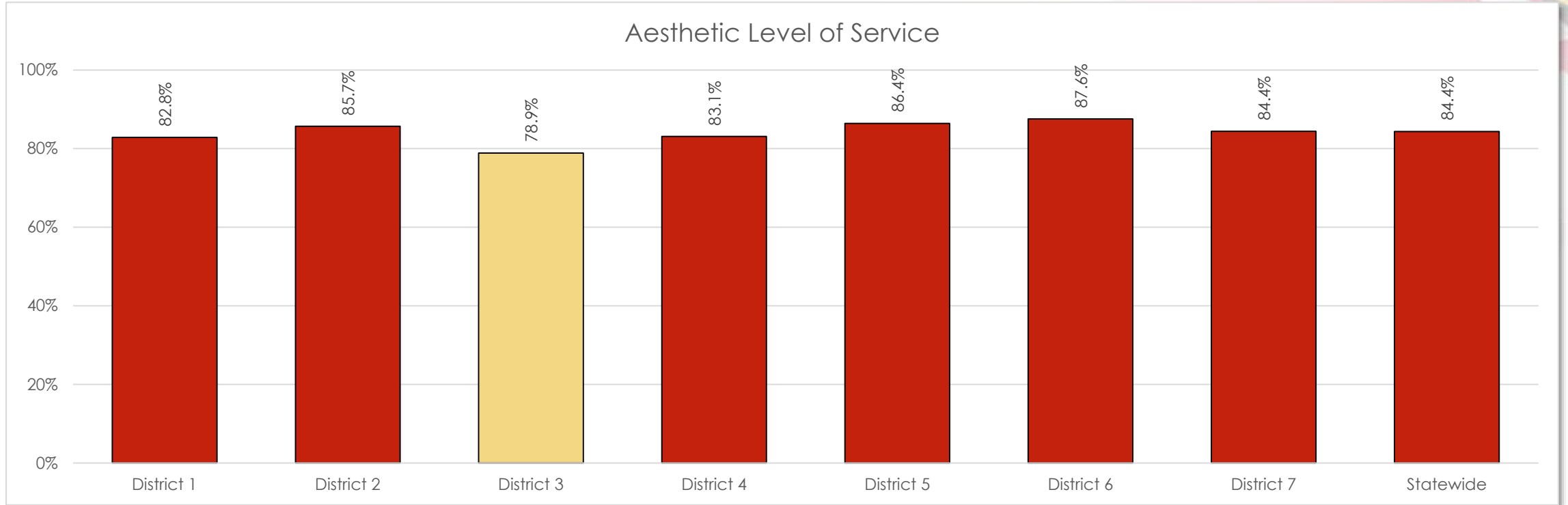
LEVEL OF SERVICE

- Condition Assessment
 - Assess 1/3 of centerline miles in 1/2 mile segments annually
 - 16 maintenance elements/assets
 - Traffic/Safety
 - Aesthetic
 - Drainage
 - Meets/Does Not Meet (Pass/Fail) desired maintenance condition
 - Provides managers with evaluation of service provided to customers
- Maintenance Business Plan
 - Traffic/Safety Level of Service (Target 87%)
 - Aesthetic Level of Service (Target 71%)
 - Overall Level of Service (Target 84%)

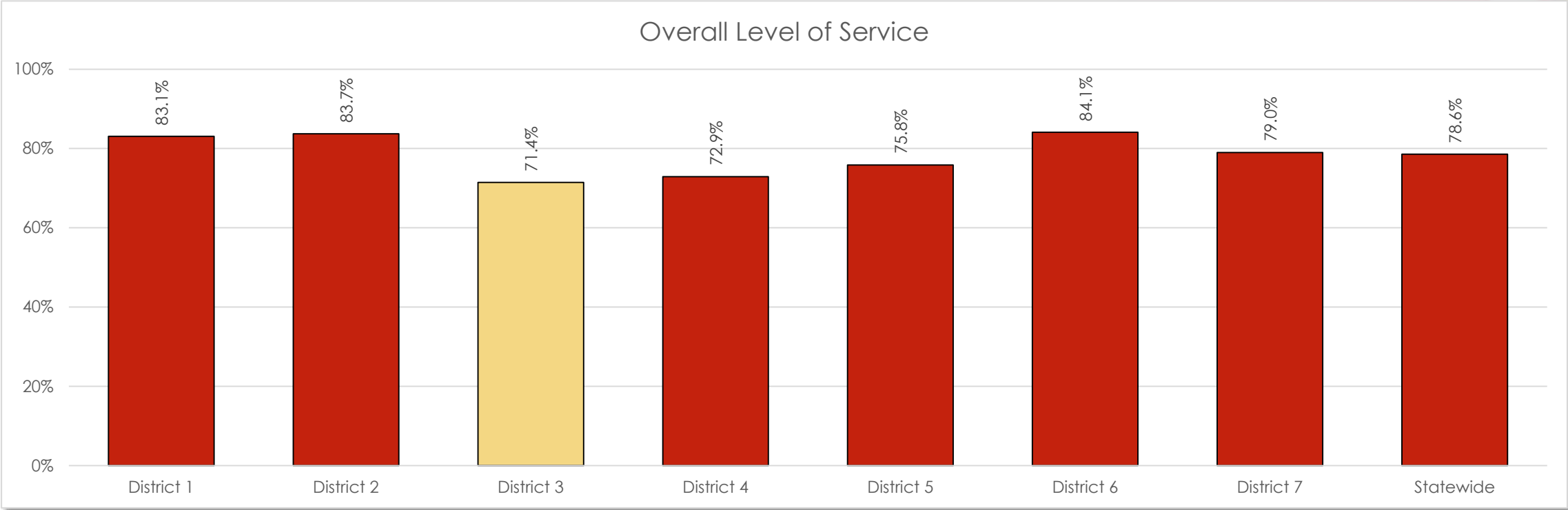
TRAFFIC/SAFETY LEVEL OF SERVICE



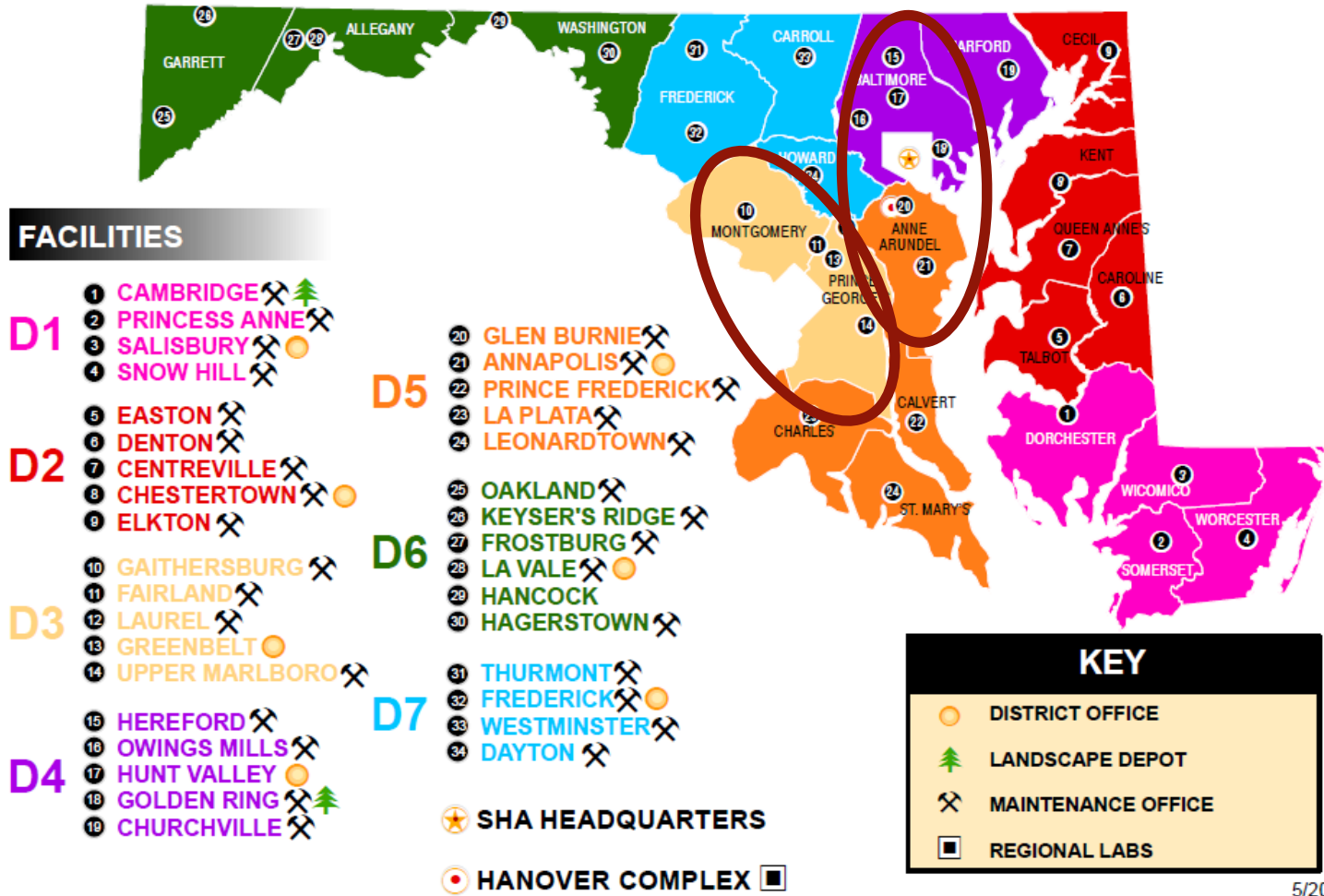
AESTHETIC LEVEL OF SERVICE



OVERALL LEVEL OF SERVICE

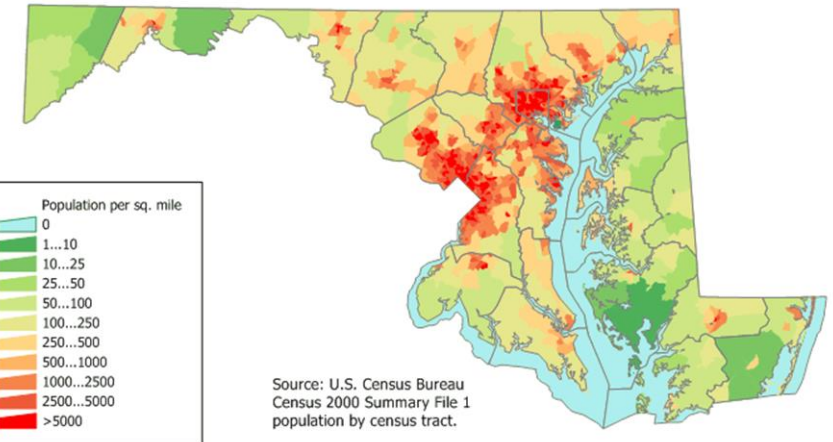


GEOGRAPHICAL CHALLENGES



Metropolitan Areas

- Raising the LOS
- Employee Recruitment and Retention



5/2009

OPERATIONAL CHALLENGES

- Reduced staffing levels
- Increased reliance on contractors
- Keeping durable pavement markings on high volume roads
- Increased use of protection vehicles
- Frequent guardrail and end treatment hits and repair time
- Environmental requirements
- Permit process and requirements
- Customer requests

OTHER CHALLENGES

- IT Issues
 - Antiquated financial system
 - No Asset Management System (other than bridges and pavements)
 - Varied inventory collection applications and no formal update process
 - Limited/ineffective use of technology
- Internal Issues
 - Slow procurement process
 - No “Office of Asset Management”

STRENGTHS

- Budget
 - Consistently grown for past 5 years
- Maintenance Training Programs
 - Equipment Operator
 - TC3
 - New Supervisor
 - Leadership Education
- Work Order Application
 - Deployed 150+ iPads to Team Leaders (field supervisors) in 2013

STRENGTHS

- New Equipment
 - Skid Steer Attachments
 - Mini Excavator
 - Telehandler Attachments
 - Boom Axe Mower Heads
 - Athey Loader
- Equipment Replacement Schedule
 - Dump Trucks: 10 years/4,500 hours
 - Mowers: 12 years/4,500 hours
 - Loader/Excavator: 15 years/4,500 hours
 - Pick-Ups: 125,000 miles

QUESTIONS?

