



DEPARTMENT OF TRANSPORTATION STRATEGIC PLAN - JULY '20 TO JUNE '21

STRATEGIC OBJECTIVES... Where We Must Focus Our Strengths and Resources to Overcome Our Challenges

Provide Excellent Services

Value All Team Members

Continually Improve

Everyone Home Safe & Healthy Every Day

Provide the Best Transportation System

OVERALL DEPARTMENT GOALS... The Future Condition We Intend to Attain

OUR MISSION why we exist...

To efficiently provide a safe and effective public transportation system

OUR VISION what success looks like...

Better lives through better transportation by being the best

CORE VALUES principles and expected behaviors that guide our actions and conduct...

All employees contribute to providing a high-quality transportation system by continuously striving to improve the quality of services

- **High Ethical Standards:** Honesty, integrity, respect, and professionalism with our internal customers, partners, stakeholders, and the public
- **Stewardship:** Innovative, efficient and accountable use of public resources
- **Transparent Public Service:** Exemplary public service with unprecedented access to information and decision-making processes
- **Safety:** Safety in all we do

Short Term Goals

- Increase customer engagement to inform, influence, and listen to customers to improve services
- Increase the transparency in our business and operational decision making

Long Term Goals

- Increase external customer satisfaction through improved communication and engagement
- Increase collaboration with contractors on better ways to accomplish our work that meets the needs of the customer and contractors
- Improve the quality of plans that allow the contractors to competitively bid and efficiently construct projects
- Increase landowner communication throughout the project life to inform, influence and listen
- Increase customer communication, engagement and access to information providing transparency throughout the department

Short Term Goals

- Increase employee awareness of the Department's goals and priorities
- Increase accessibility of leaders to all employees to listen to concerns and take action to address them
- Increase two-way communication between supervisors and employees to implement ideas and suggestions
- Decrease workload and job stress concerns of employees

Long Term Goals

- Increase employee engagement
- Increase retention of new employees
- Increase employee training and development opportunities
- Increase supervisor communication with their employees
- Increase employee's commitment to customer focused quality work

Short Term Goals

- Increase number of projects meeting the project ready dates as scheduled in Primavera
- Increase use of 511 App, 511 Road Condition Service, and Safe Travel USA website
- Articulate and implement TSM&O program status to include awareness and focus among DOT staff
- Increase systematic process improvements on daily work and key work processes
- Increase employee knowledge and skills on process improvement strategies

Long Term Goals

- Increase number of projects meeting the planned milestone scheduled dates
- Improve the effectiveness of winter operations and travel reliability
- Increase employee initiated and implemented innovation within SDDOT

Short Term Goals

- Reduce state vehicle backing crashes
- Reduce the winter related crashes
- Reduce the number of fatalities related to highway crashes
- Reduce the number of serious injuries related to highway crashes

Long Term Goals

- Reduce workforce lost time injuries
- Reduce state vehicle crashes
- Reduce work zone serious injury and fatal crashes
- Reduce snowplow truck crashes

Short Term Goals

- Increase the condition of prioritized assets
- Increase the condition of pipe culverts

Long Term Goals

- Maintain highway pavements in good to excellent condition
- Maintain highway bridges in good or fair condition
- Maintain pipe culverts in good or fair condition
- Increase the effectiveness of high-quality pavement markings

