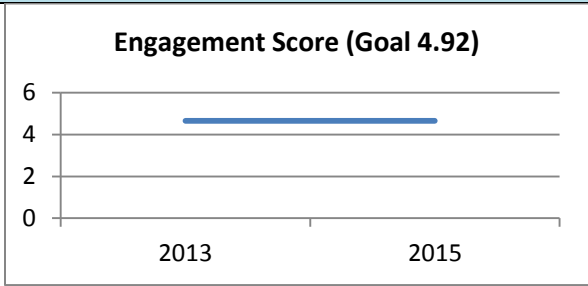


2015 Strategic Goal Result Summary 7-18-16

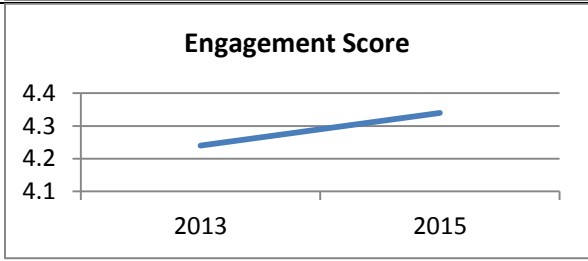
Improve Customer and Stakeholder Satisfaction												
<p>4 year Goal – Improve External Customer Satisfaction to 85%</p>	<p>External Customer Satisfaction</p> <table border="1"> <caption>External Customer Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>2004</td> <td>78</td> </tr> <tr> <td>2006</td> <td>81</td> </tr> <tr> <td>2011</td> <td>82</td> </tr> <tr> <td>2015</td> <td>75</td> </tr> </tbody> </table>	Year	Satisfaction (%)	2004	78	2006	81	2011	82	2015	75	
Year	Satisfaction (%)											
2004	78											
2006	81											
2011	82											
2015	75											
<p>4 Year Goal – Achieve 85% of contractors rating SDDOT as Extremely Satisfied or Satisfied with administration of the construction program.</p>	<p>Contractor Satisfaction</p> <table border="1"> <caption>Contractor Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>80</td> </tr> <tr> <td>2015</td> <td>60</td> </tr> </tbody> </table>	Year	Satisfaction (%)	2011	80	2015	60					
Year	Satisfaction (%)											
2011	80											
2015	60											
Sustain and Grow a High Quality Workforce												
<p>1 Year Goal - Increase by 50% (37% to 55.5%) percentage of employees aware of action being taken in DOT to improve employee engagement.</p>	<p>Percent of Employees Aware</p> <table border="1"> <caption>Percent of Employees Aware Data</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>37</td> </tr> <tr> <td>2015</td> <td>55.5</td> </tr> </tbody> </table>	Year	Percentage (%)	2014	37	2015	55.5					
Year	Percentage (%)											
2014	37											
2015	55.5											
<p>1 Year Goal - Improve 2013 employee engagement survey score by 5% (4.17 to 4.42) for statement "I clearly understand the direction DOT is heading."</p>	<p>Engagement Score</p> <table border="1"> <caption>Engagement Score Data</caption> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>4.17</td> </tr> <tr> <td>2015</td> <td>4.42</td> </tr> </tbody> </table>	Year	Score	2013	4.17	2015	4.42					
Year	Score											
2013	4.17											
2015	4.42											
<p>4 Year Goal - Improve to 90% of employees engaged or moderately engaged.</p>	<p>Employee Engagement</p> <table border="1"> <caption>Employee Engagement Data</caption> <thead> <tr> <th>Year</th> <th>Engagement (%)</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>85</td> </tr> <tr> <td>2014</td> <td>70</td> </tr> <tr> <td>2015</td> <td>72</td> </tr> </tbody> </table>	Year	Engagement (%)	2013	85	2014	70	2015	72			
Year	Engagement (%)											
2013	85											
2014	70											
2015	72											
<p>4 year Goal - Retention of 85% of all new employees after 18 months of hire date.</p>	<p>FY2015 Result 82.25%</p>											

Sustain and Grow a High Quality Workforce

4 Year Goal - Improve 2013 employee engagement survey score by 5% (from 4.66 to 4.92) for statement "I receive sufficient ongoing training needed to perform my job well."

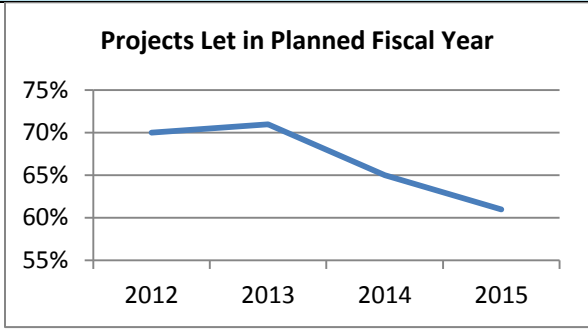


4 Year Goal - Improve 2013 employee engagement survey score by 5% (4.24 to 4.49) for statement "I feel that there is good communication within my office."



Improve the Efficiency, Quality, Timeliness of Department Services

1 Year Goal – Let 80% of planned projects for the current fiscal year.



1 Year Goal – Let 75% of those projects planned to be let March 1, 2016.

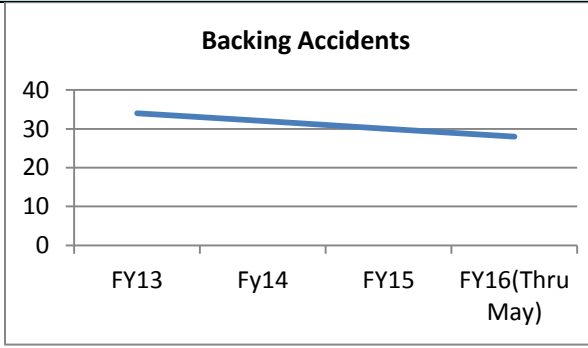
Need updated data

1 Year Goal – Achieve an 80% response from 511 and Safe Travel USA users that report road conditions as very accurate or accurate.

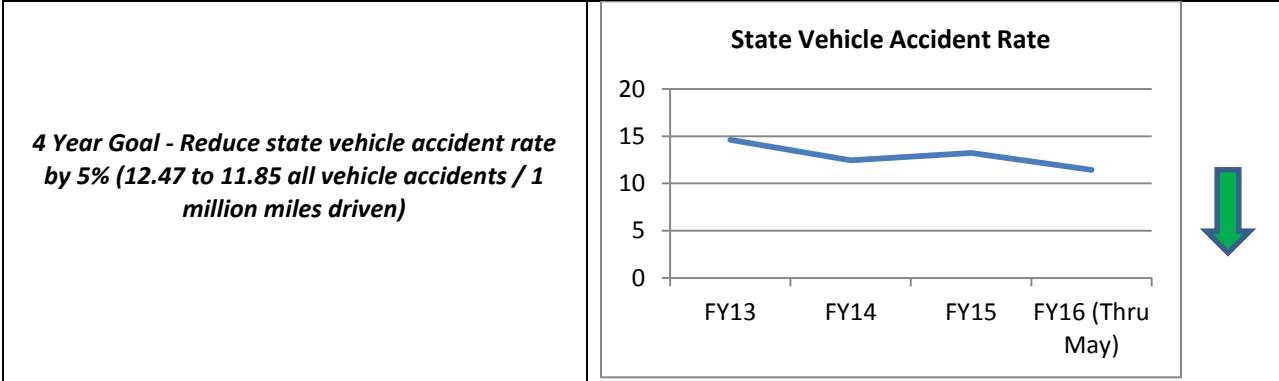
Need updated data from 2015 survey

Improve Public and Workforce Safety

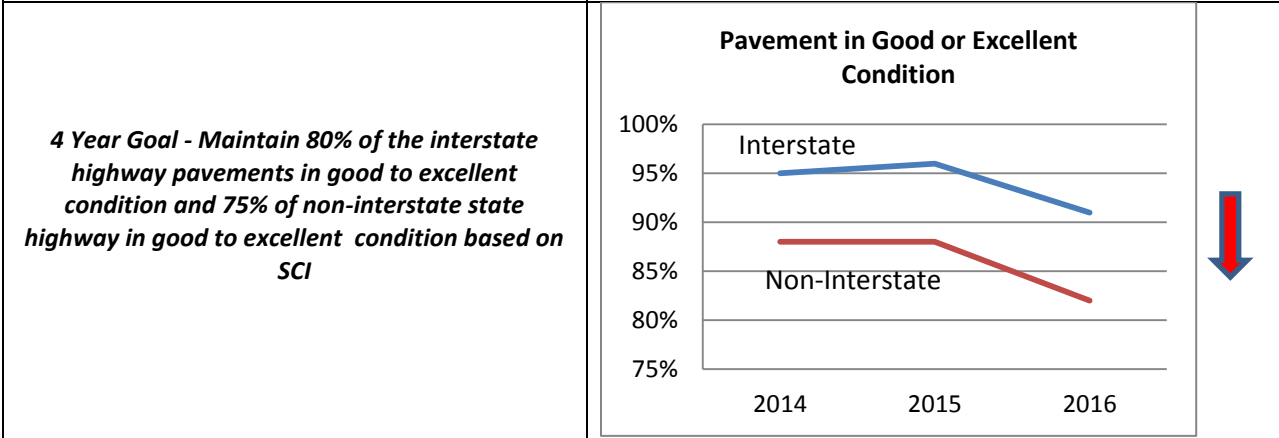
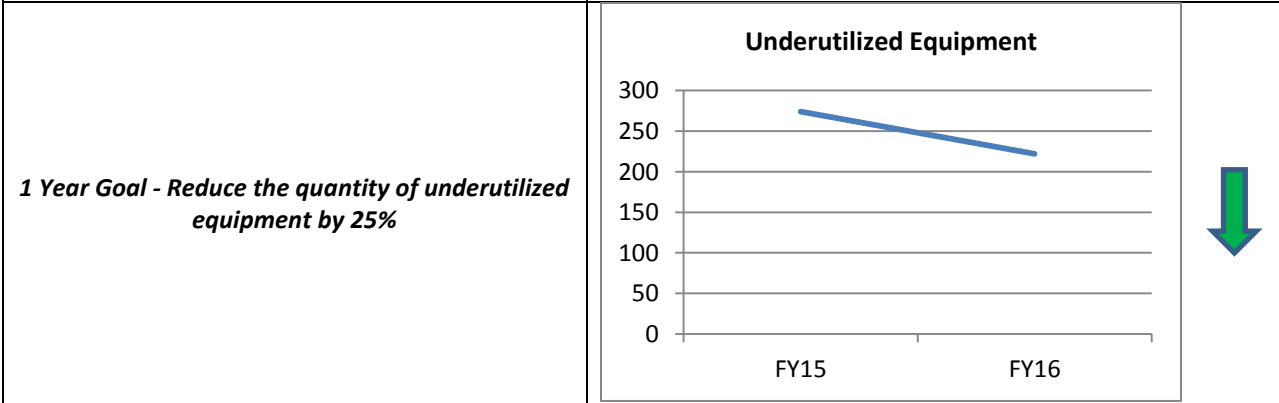
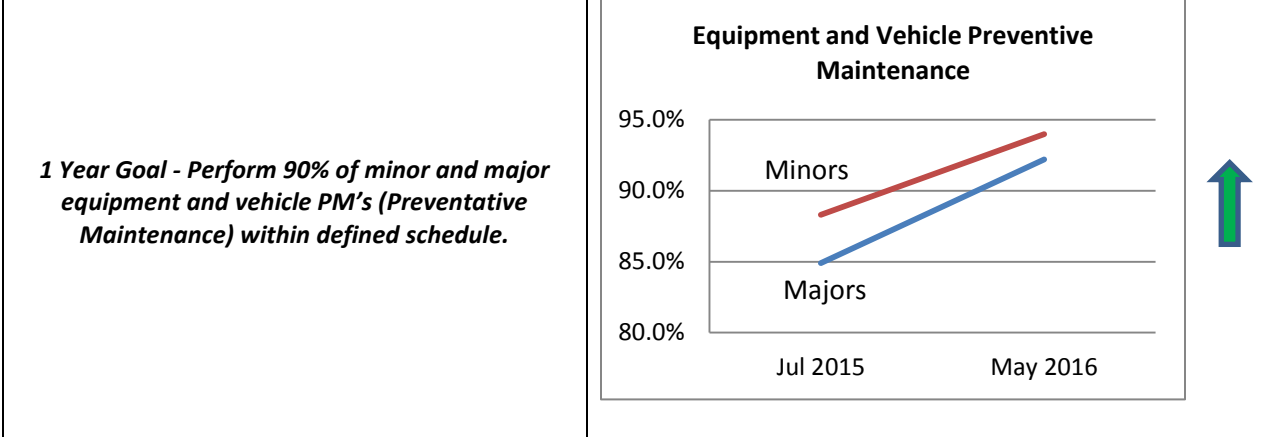
1 Year Goal - Reduce state vehicle backing crashes by 20% (From 30 to 24 backing accidents).



<p>1 Year Goal - Reduce the winter related crash rate (3-year average) by 5% (995 to 945 weighted by winter severity index).</p>	<p style="text-align: center;">Winter Crashes</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Crashes</th> </tr> </thead> <tbody> <tr> <td>CY14</td> <td>910</td> </tr> <tr> <td>CY15</td> <td>995</td> </tr> <tr> <td>FY16</td> <td>970</td> </tr> </tbody> </table>	Year	Crashes	CY14	910	CY15	995	FY16	970											
Year	Crashes																			
CY14	910																			
CY15	995																			
FY16	970																			
<p>4 Year Goal - Reduce the 5 year rolling average of fatal crashes to 92</p>	<p style="text-align: center;">Fatal Crashes (5 Yr Rolling Avg)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Fatal Crashes (5 Yr Rolling Avg)</th> </tr> </thead> <tbody> <tr><td>2008</td><td>145</td></tr> <tr><td>2009</td><td>135</td></tr> <tr><td>2010</td><td>130</td></tr> <tr><td>2011</td><td>115</td></tr> <tr><td>2012</td><td>110</td></tr> <tr><td>2013</td><td>115</td></tr> <tr><td>2014</td><td>115</td></tr> <tr><td>2015</td><td>115</td></tr> </tbody> </table>	Year	Fatal Crashes (5 Yr Rolling Avg)	2008	145	2009	135	2010	130	2011	115	2012	110	2013	115	2014	115	2015	115	
Year	Fatal Crashes (5 Yr Rolling Avg)																			
2008	145																			
2009	135																			
2010	130																			
2011	115																			
2012	110																			
2013	115																			
2014	115																			
2015	115																			
<p>4 Year Goal - Reduce the 5 year rolling average of serious injury crashes to 522.</p>	<p style="text-align: center;">Serious Injury Crashes (5 Yr Rolling Avg.)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Serious Injury Crashes (5 Yr Rolling Avg.)</th> </tr> </thead> <tbody> <tr><td>2008</td><td>750</td></tr> <tr><td>2009</td><td>700</td></tr> <tr><td>2010</td><td>650</td></tr> <tr><td>2011</td><td>620</td></tr> <tr><td>2012</td><td>610</td></tr> <tr><td>2013</td><td>600</td></tr> <tr><td>2014</td><td>600</td></tr> <tr><td>2015</td><td>580</td></tr> </tbody> </table>	Year	Serious Injury Crashes (5 Yr Rolling Avg.)	2008	750	2009	700	2010	650	2011	620	2012	610	2013	600	2014	600	2015	580	
Year	Serious Injury Crashes (5 Yr Rolling Avg.)																			
2008	750																			
2009	700																			
2010	650																			
2011	620																			
2012	610																			
2013	600																			
2014	600																			
2015	580																			
<p>4 Year Goal - Reduce workforce lost time injury incident rate by 10% (4.25 to 3.83 Lost Time Injuries / 100 employees).</p>	<p style="text-align: center;">Lost Time Injury Rate</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Lost Time Injury Rate</th> </tr> </thead> <tbody> <tr><td>FY13</td><td>5.8</td></tr> <tr><td>FY14</td><td>4.2</td></tr> <tr><td>FY15</td><td>4.4</td></tr> <tr><td>FY16 (Thru May)</td><td>4.2</td></tr> </tbody> </table>	Fiscal Year	Lost Time Injury Rate	FY13	5.8	FY14	4.2	FY15	4.4	FY16 (Thru May)	4.2									
Fiscal Year	Lost Time Injury Rate																			
FY13	5.8																			
FY14	4.2																			
FY15	4.4																			
FY16 (Thru May)	4.2																			



Sustain and Manage the State Transportation System and Assets



<p>4 Year Goal - Maintain 95% of the state highway bridge on the National Bridge Inventory in good or fair condition.</p>	<div data-bbox="771 300 1349 646"> <p style="text-align: center;">Bridge Condition</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>96.22%</td> </tr> <tr> <td>2015</td> <td>96.05%</td> </tr> <tr> <td>2016</td> <td>96.28%</td> </tr> </tbody> </table> </div>	Year	Percentage	2014	96.22%	2015	96.05%	2016	96.28%
Year	Percentage								
2014	96.22%								
2015	96.05%								
2016	96.28%								
<p>4 Year Goal - Increase percentage of permanent signing exceeding replacement criteria from 73.7% to 85%.</p>	<div data-bbox="771 661 1349 1020"> <p style="text-align: center;">Permanent Sign Condition</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>73.7%</td> </tr> <tr> <td>2016</td> <td>76.2%</td> </tr> </tbody> </table> </div>	Year	Percentage	2015	73.7%	2016	76.2%		
Year	Percentage								
2015	73.7%								
2016	76.2%								
<p>4 Year Goal – Overall equipment and vehicle fleet maintained with less than 20% recommend for replacement.</p>	<p style="text-align: center;">As of July 1, 2016 at 28.02%</p>								