

SOUTH DAKOTA DEPARTMENT OF TRANSPORTATION STRATEGIC PLAN (Jul '17 to Jun '18) 7-31-17

MISSION... Why We Exist.

To efficiently provide a safe and effective public transportation system

VISION... What Success Looks Like.

Achieve excellence in providing transportation facilities that meet the needs of the public.

CORE VALUES... Principles and Expected Behaviors that Guide our Actions and Conduct.

“Better lives through better transportation”

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

A collaborative workplace where each employee models:

- 1. High Ethical Standards** - *Honesty, integrity, respect, and professionalism with our internal customers, partners, stakeholders, and the public*
- 2. Stewardship** – *Innovative, efficient and accountable use of public resources*
- 3. Public Service** - *Exemplary and transparent public service*
- 4. Safety** - *Safety in all we do*

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

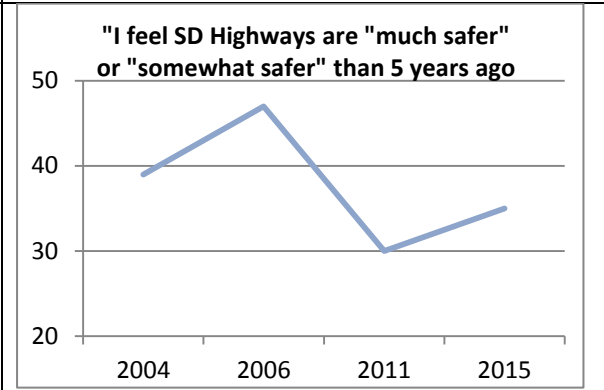
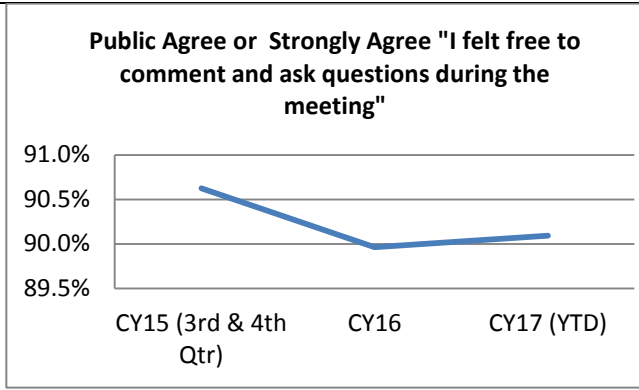
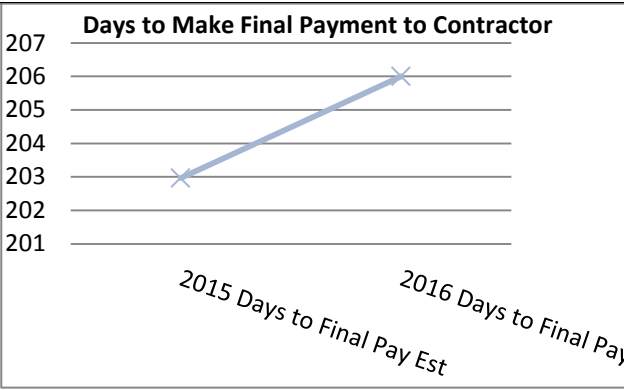
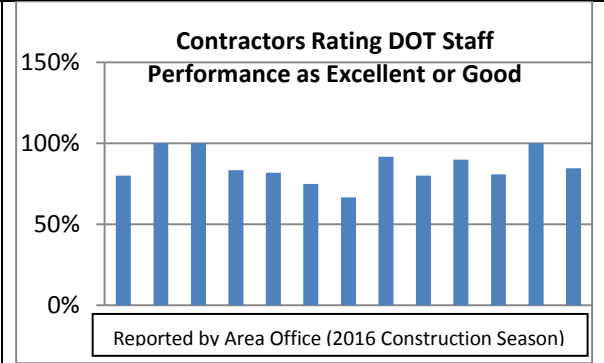
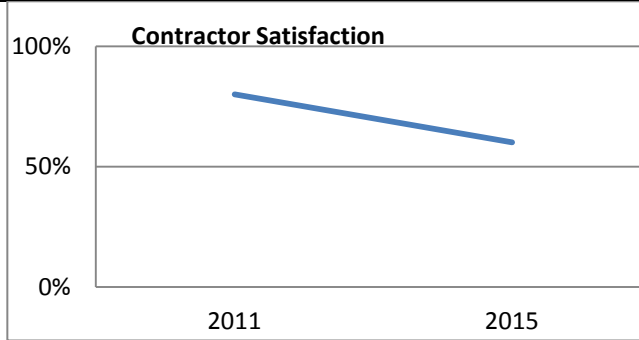
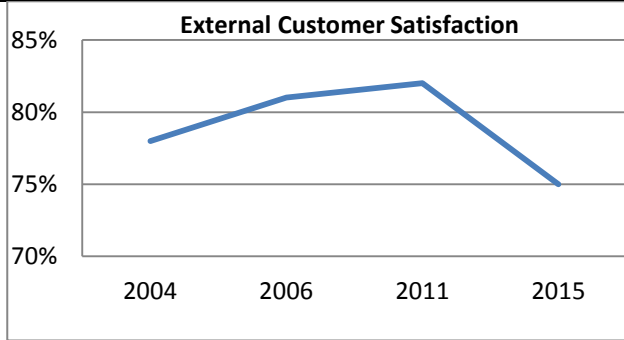
<i>Improve Customer and Stakeholder Service</i>	<i>Sustain and Grow a High Quality Workforce</i>	<i>Improve the Efficiency, Quality, Timeliness of Department Services</i>	<i>Improve Public and Workforce Safety</i>	<i>Sustain and Manage the State Transportation System and Assets</i>
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OVERALL DEPARTMENT GOALS... The Future Condition or Performance Level We Intend to Attain.

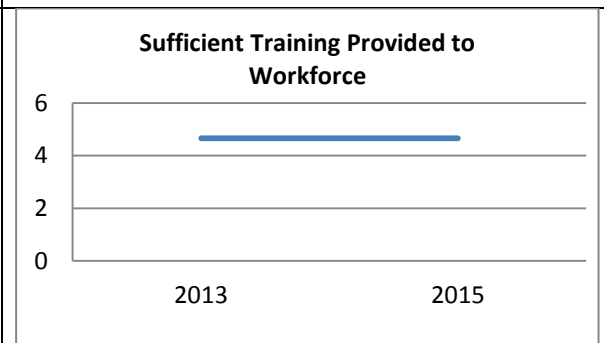
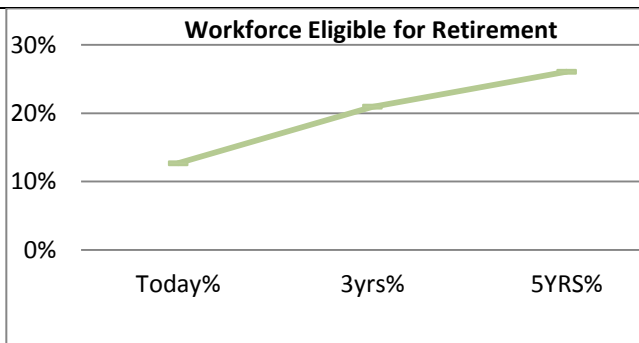
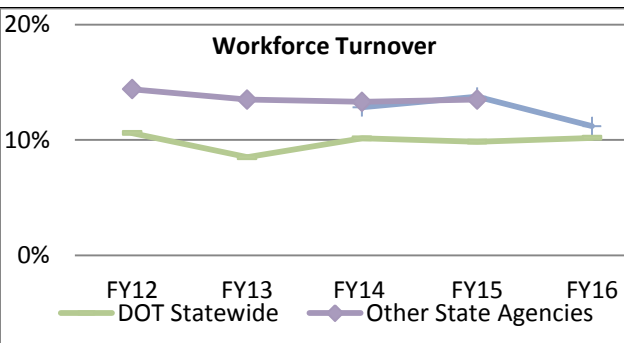
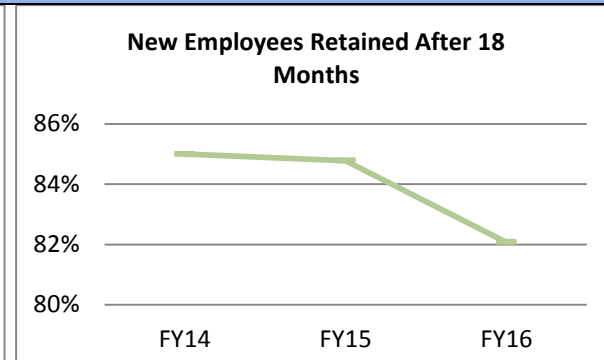
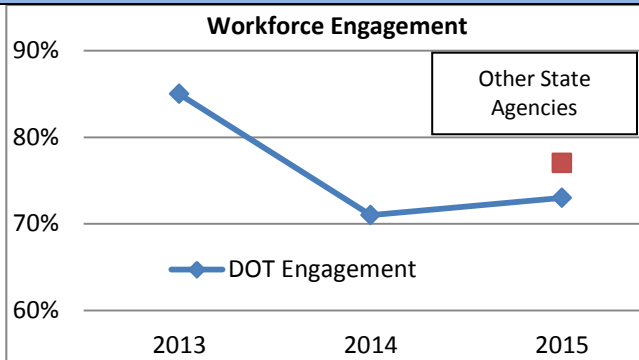
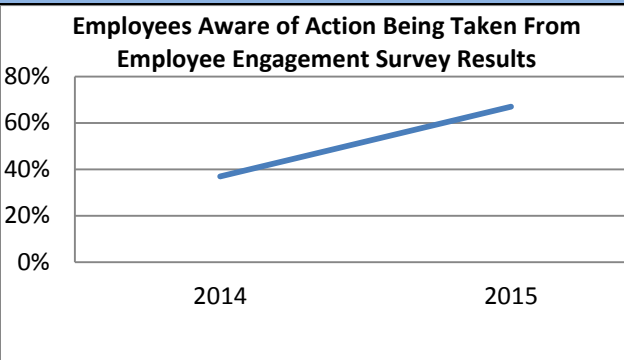
<u>Short Term Goals (1 – 2 Years)</u>	<u>Short Term Goals (1 -2 Years)</u>	<u>Short Term Goals (1 -2 Years)</u>	<u>Short Term Goals (1 – 2 Years)</u>	<u>Short Term Goals (1 - 2 Years)</u>
<ol style="list-style-type: none"> 1. Increase public involvement of transportation projects by 10% and achieve 92% of public meeting attendees indicating they agree or strongly agree “They felt free to comment and ask questions during the meeting” 2. Develop strategic communication plan for the public and key stakeholders. 3. Achieve 85% of contractors rating DOT staff performance as excellent or good on annual post construction survey. 	<ol style="list-style-type: none"> 1. Increase to 75% of employees aware of action being taken in SD Department of Transportation to improve employee engagement. December 2017 2. Improve employee engagement score for statement “I clearly understand the direction the SD Department of Transportation is heading” from 4.46 to 4.71. December 2017 3. Improve to 76% of employees engaged or moderately engaged. December 2017 4. Improve employee engagement score of “The Executive Team is accessible to me” from 3.80 to 4.18. December 2017 5. Improve employee engagement score “My immediate supervisor asks for my ideas and suggestions” from 4.53 to 4.77 December 2017 	<ol style="list-style-type: none"> 1. 80% of projects in the current fiscal year will meet the ready date as scheduled in Primavera. 2. Promote and provide opportunity to implement systematic process improvements on key work processes. 3. Sustain an 80% response from 511 and Safe Travel USA users that report road conditions as very accurate or accurate. 4. Develop a Department wide plan to analyze workforce capability and capacity. 5. Implement Transportation Systems Management and Operation (TSM&O) in order to optimize system operation, improve safety, and manage system reliability. 	<ol style="list-style-type: none"> 1. Reduce state vehicle backing crashes for FY 2018 to 24. 2. Reduce the winter related crashes for the 2017-2018 winter from 1069 to 962 weighted by winter severity index. 	<ol style="list-style-type: none"> 1. Reduce the equipment fleet in EMS as of September 2016 by 10% through surplus or identification of underutilized equipment. October 2017 2. Collaborate with State Rail Board to develop a state owned rail investment plan. December 2018 3. Overall equipment and vehicle fleet maintained with less than 20% recommended for replacement. August 2018
<u>Long Term Goals (2 – 5 Years)</u>	<u>Long Term Goals (2 – 5 Years)</u>	<u>Long Term Goals (2 -5 Years)</u>	<u>Long Term Goals (2 – 5 Years)</u>	<u>Long Term Goals (2 – 5 Years)</u>
<ol style="list-style-type: none"> 1. Improve and sustain an external customer satisfaction level of 85%. 2. Achieve 95% of contractors rating overall performance of SDDOT as Good or Excellent on annual post construction survey. 3. Achieve 90% of contractors rating Agree or Strongly Agree that SDDOT provides a quality set of plans and bidding documents on annual post construction survey. 	<ol style="list-style-type: none"> 1. Improve to 90% of employees engaged or moderately engaged. 2. Retention of 85% of all new employees after 18 months of hire date. 3. Improve employee engagement for statement “I receive sufficient ongoing training needed to perform my job well” from 4.66 to 4.92. December 2019 4. Improve employee engagement survey score for statement “I feel that there is good communication within my office” from 4.34 to 4.49. December 2019 5. Improve the employee engagement score for statement “My immediate supervisor holds his / her staff accountable for performing quality work” from 4.63 to 4.86 	<ol style="list-style-type: none"> 1. 80% of projects in the STIP will meet the planned milestone rescheduled dates. 2. Develop and maintain a program to encourage and implement innovation within SD Department of Transportation. 3. Develop and implement a methodology to evaluate effectiveness of winter operation to include travel reliability. 	<ol style="list-style-type: none"> 1. Reduce the number of fatal crashes from 125 to 92. December 2019 2. Reduce the number of serious injury crashes from 596 to 522. December 2019 3. Reduce workforce lost time injury incident rate to 3.61 Lost Time Injuries / 100 employees. December 2020 4. Reduce state vehicle accident rate to 9.80 state vehicle accidents / 1 million miles driven. December 2020 5. Reduce work zone serious injury and fatal crashes by 33%. 	<ol style="list-style-type: none"> 1. Maintain 80% of the interstate highway pavements in good to excellent condition and 75% of non-interstate state highway in good to excellent condition based on SCI through December 2019 2. Maintain 95% of the state highway bridge on the National Bridge Inventory in good or fair condition through December 2019 3. Increase percentage of permanent signing exceeding replacement criteria to 90%. December 2019

Results from 2016-2017 Strategic Goals and Action Plans

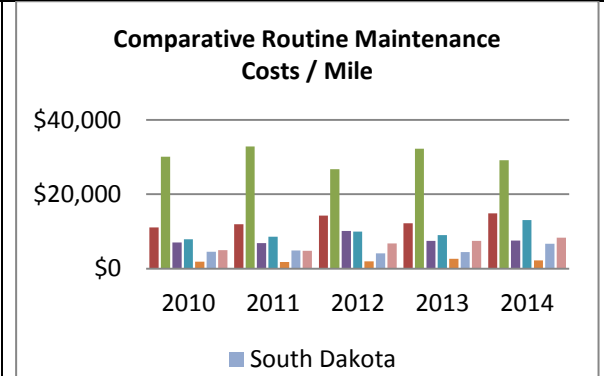
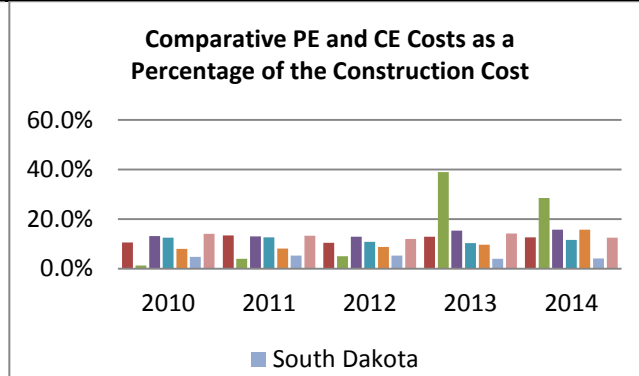
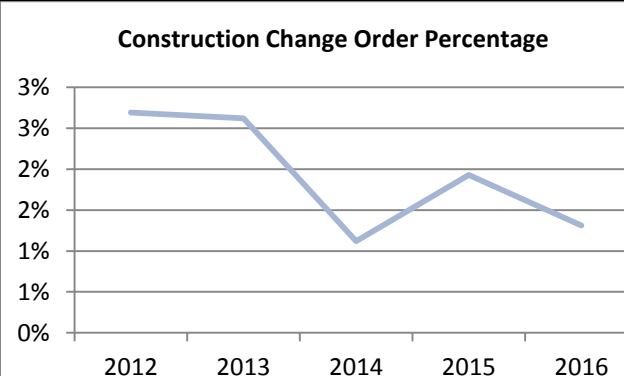
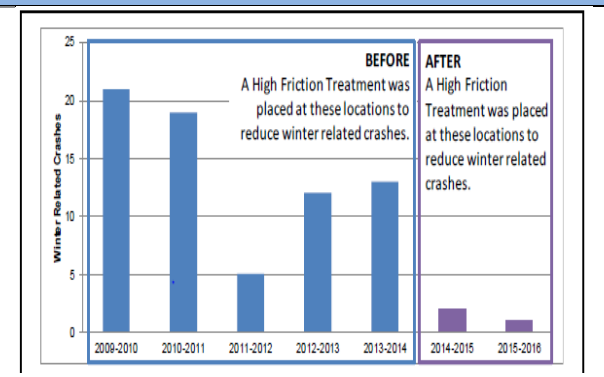
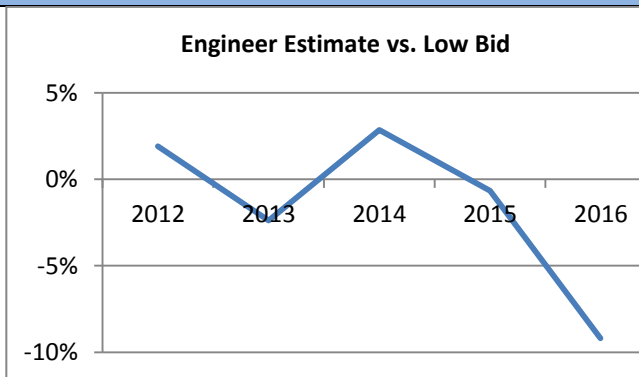
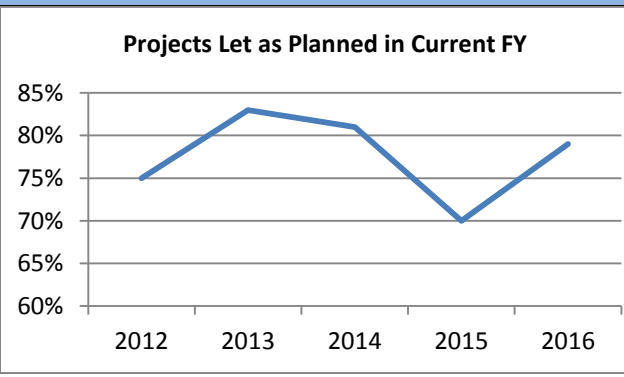
Improve Customer and Stakeholder Service



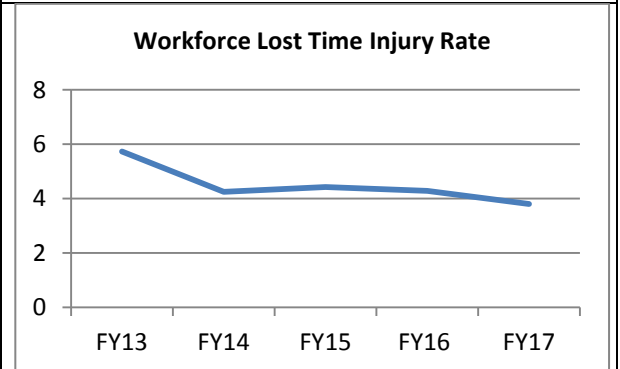
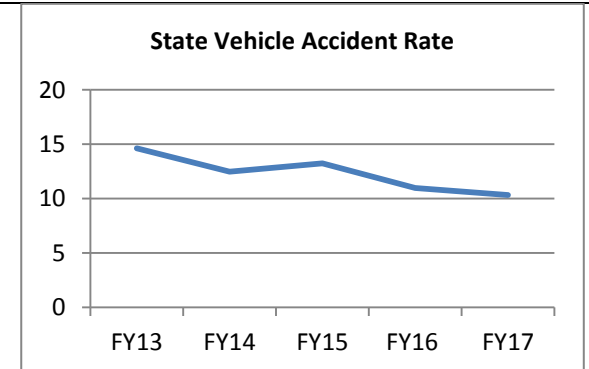
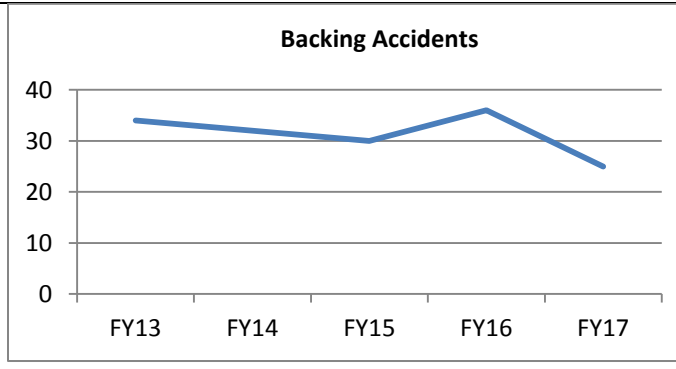
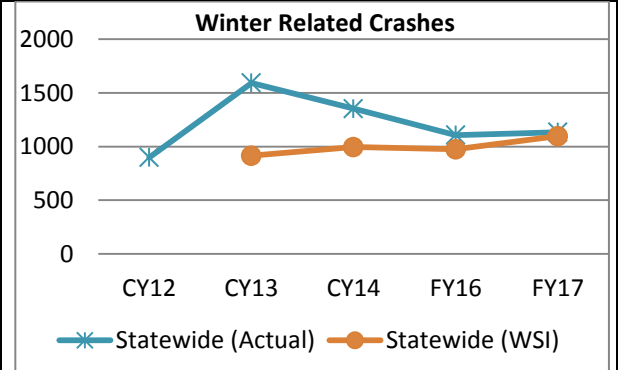
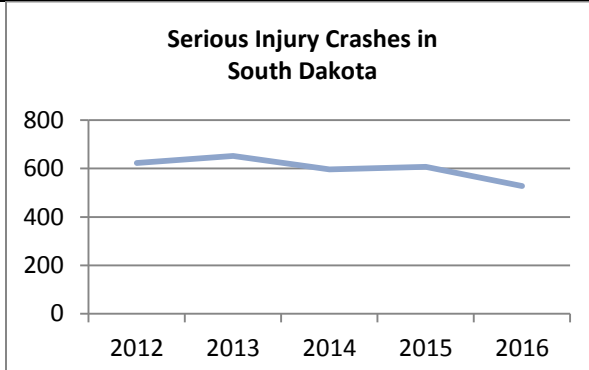
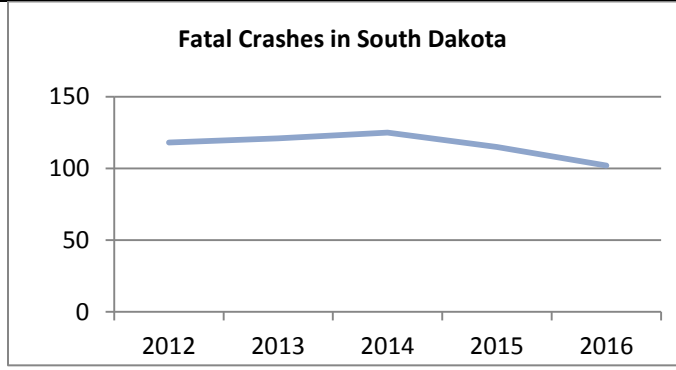
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Improve the Efficiency, Quality, Timeliness of Department Services



Improve Public and Workforce Safety



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