**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**

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. Transparent Public Service - Exemplary public service with unprecedented access to information and decision-making processes
4. Safety - Safety in all we do

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

*Improve Customer and Stakeholder Service*

*Sustain and Grow a High Quality Workforce*

*Improve Processes*

*Improve Public and Workforce Safety*

*Sustain and Manage the State Transportation System and Assets*

**OVERALL DEPARTMENT GOALS... The Future Condition or Performance Level We Intend to Attain**

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<tr>
<th>Short Term Goals (1 – 2 Years)</th>
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<td>1. Increase customer communication, engagement and access to information to provide transparency throughout the department. Improve to 75% of customers responding positively to “Level of Satisfaction with SDDOT’s Overall Efforts to Keep Residents Informed”</td>
<td>1. Improve employee engagement score for statement “Agency leaders clearly communicate the agency’s goals and priorities” from 4.33 to 4.57</td>
<td>1. 80% of projects in the current fiscal year will meet the ready date as scheduled in Primavera.</td>
<td>1. Reduce state vehicle backing crashes for FY 2020 to 24.</td>
<td>1. Increase percentage of permanent signing exceeding replacement criteria to 90% at Area level. December 2019</td>
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<td>2. Implement strategic communication plan for the public and key stakeholders.</td>
<td>2. Improve employee engagement score of “Agency leaders listen to employee concerns and take action to address them” from 3.86 to 4.25</td>
<td>2. Increase by 10% the utilization of 511 App, 511 Road Condition Service, and Safe Travel USA website.</td>
<td>2. Maintain the winter related crashes for the 2019-2020 winter below 850 weighted by winter severity index.</td>
<td>2. Develop overall approach to asset management.</td>
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<td>3. Provide process improvement training for 25% of the workforce. December 2020</td>
<td>3. Improve employee engagement score “My immediate supervisor asks for my ideas and suggestions” from 4.47 to 4.69</td>
<td>3. Articulate and implement TSM&amp;O program status to include awareness and focus among DOT staff.</td>
<td>3. Reduce the number of fatal crashes from 125 to 92. December 2019</td>
<td>3. Increase of 5% in the inventory. December 2024</td>
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<td>4. Improve process improvement training for 25% of the workforce.</td>
<td>4. Develop and maintain a program to encourage and implement innovation within SD Department of Transportation</td>
<td>4. Reduce the number of serious injury crashes from 546 to 522. December 2019</td>
<td>4. Improve the effectiveness of pavement markings including a method to measure quality. December 2024</td>
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<td>5. Promote and provide opportunity to implement systematic process improvements on daily work and key work processes</td>
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