

# SD STRATEGIC PLAN 2021-2022

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 innovate and improve the quality of services

- 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 trustworthy public service with unprecedented access to information and decision-making processes
- 4. **Safety -** Safety in all we do
- 5. **Teamwork** Inclusive, diverse, innovative, and supportive work culture
- 6. Innovation Initiate and implement new ideas or methods to create value

# **Strategic Objectives**

# Where We Must Focus Our Strengths and Resources to Overcome Our Challenges



Short Term Goals

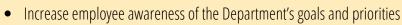
- **Everyone Home Safe Everyday**
- Long Term Goals

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

#### Short Term Goals

#### **Value All Team Members**

Long Term Goals



- Increase accessibility of leaders to all employee 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
- 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 doing quality work
- Cultivate a Teamwork culture that creates a collaborative, positive, effective, and efficient work environment
- Develop and sustain a workforce culture that reflects the communities we serve

#### Short Term Goals

### **Provide Excellent Services**

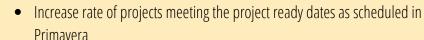
Long Term Goals



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

#### Short Term Goals

Long Term Goals

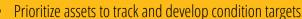


- Increase use of 511 App, 511 Road Condition Service, and Safe Travel USA website
- Implement variable speed limits and integrate ITS improvements along identified corridors
- Increase systematic process improvements on daily work and key work processes
- Increase readily available data for decision making to improve performance and outcomes
- Increase rate of projects meeting the planned milestone scheduled dates in
- Improve the effectiveness of winter operations and travel reliability
- Increase employee initiated and implemented innovation and within SDDOT



#### **Provide the Best Transportation System** Short Term Goals

Long Term Goals



- Increase the condition of pipe culverts as rated by the inventory system
- Maintain highway pavements in good to excellent condition
- Maintain highway bridge in good or fair condition
- Maintain pipe culverts in good or fair condition
- Increase the effectiveness of high-quality pavement markings
- Increase the condition targets on prioritized assets



