

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. **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

<i>Improve Customer and Stakeholder Service</i>	<i>Sustain and Grow a High Quality Workforce</i>	<i>Improve Processes</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 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” 2. Implement strategic communication plan for the public and key stakeholders. 	<ol style="list-style-type: none"> 1. Improve employee engagement score for statement “Agency leaders clearly communicate the agency’s goals and priorities” from 4.33 to 4.57 2. Improve employee engagement score of “Agency leaders listen to employee concerns and take action to address them” 3.86 to 4.25 3. Improve employee engagement score “My immediate supervisor asks for my ideas and suggestions” from 4.47 to 4.69 4. Provide process improvement training for 25% of the workforce. December 2020 	<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. Increase by 10% the utilization of 511 App, 511 Road Condition Service, and Safe Travel USA website. 3. Articulate and implement TSM&O program status to include awareness and focus among DOT staff. 4. Develop and maintain a program to encourage and implement innovation within SD Department of Transportation 5. Promote and provide opportunity to implement systematic process improvements on daily work and key work processes 	<ol style="list-style-type: none"> 1. Reduce state vehicle backing crashes for FY 2020 to 24. 2. Maintain the winter related crashes for the 2019-2020 winter below 850 weighted by winter severity index. 3. Reduce the number of fatal crashes from 125 to 92. December 2019 4. Reduce the number of serious injury crashes from 596 to 522. December 2019 	<ol style="list-style-type: none"> 1. Increase percentage of permanent signing exceeding replacement criteria to 90% at Area level. December 2019 2. Develop overall approach to asset management.
<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 staff 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. 4. Achieve 85% of landowners rating satisfied or very satisfied with the overall communication provided by the department on construction projects. 	<ol style="list-style-type: none"> 1. Improve to 90% of employees engaged or moderately engaged. 2. Retain 85% of all new employees after 18 months of hire date. 3. Improve employee engagement for statement “I am encouraged to participate in training and development opportunities” 4.58 to 4.84 4. Improve employee engagement survey score for statement “My supervisor keeps me well-informed about what is happening at work” 4.37 to 4.46 5. Improve the employee engagement score for statement “My coworkers are committed to doing quality work” from 4.69 to 4.92 	<ol style="list-style-type: none"> 1. 80% of projects in the STIP will meet the planned milestone scheduled dates. 2. Improve the effectiveness of winter operations and travel reliability. 	<ol style="list-style-type: none"> 1. Reduce workforce lost time injury incident rate to 3.61 Lost Time Injuries / 100 employees. December 2020 2. Reduce state vehicle crash rate to 9.80 state vehicle accidents / 1 million miles driven. December 2020 3. Reduce work zone serious injury and fatal crashes to 10 or less annually. 4. Reduce snowplow truck crashes involving private party vehicle to a rate of 6.5 per million miles driven from the 5 year average of 8 per million miles driven. 	<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 2. Maintain 95% of the state highway bridge on the National Bridge Inventory in good or fair condition 3. Provide a complete and accurate pipe culvert inventory. December 2024 4. Improve the effectiveness of pavement markings including a method to measure quality December 2024