

MISSION Why We Exist:
To efficiently provide a safe and effective public transportation system

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



SAFETY

EVERYONE HOME SAFE EVERYDAY

Short Term Goals

- Reduce state vehicle backing crashes
- Reduce winter related crashes
- Reduce the number of fatalities related to highway crashes
- Reduce the number of serious injuries related to highway crashes

Long Term Goals

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



WORKFORCE

VALUE ALL TEAM MEMBERS

Short Term Goals

- Increase employee awareness of the Department's goals and priorities
- Increase accessibility of leaders to all employees, to listen to concerns, and take action to address them
- Increase two-way communication between supervisors and employees to implement ideas and suggestions
- Balance workload and job stress concerns of employees

Long Term Goals

- Increase employee engagement
- Increase retention of new employees
- Increase employee training, career growth, 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, enhance, and sustain a diverse workforce culture that reflects the communities we serve



SERVICE

PROVIDE EXCELLENT SERVICES

Short Term Goals

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

Long Term Goals

- Increase external customer satisfaction through improved communication and engagement
- Increase collaboration with contractors to accomplish our work to better meet the needs of the customer and contractors
- Improve the quality of plans so contractors can competitively bid and efficiently construct projects
- Increase landowner, stakeholder, and general user communication throughout the project life to better inform, influence, and listen



PROCESSES

CONTINUALLY IMPROVE

Short Term Goals

- Increase rate of projects meeting the project ready scheduled dates in Primavera
- Increase use of 511 App, 511 Road Condition Service, and sd511.org
- Increase systematic process improvements and innovations on daily work and key work processes
- Increase readily available data for decision making to improve performance and outcomes

Long Term Goals

- Increase rate of projects meeting the planned milestone scheduled dates in Primavera
- Improve the effectiveness of winter operations and travel reliability
- Improve work processes to provide efficiency in delivering our program and services considering capability, capacity, and quality of work



ASSETS

PROVIDE THE BEST TRANSPORTATION SYSTEM AND ASSETS

Short Term Goals

- Prioritize assets to track and develop condition targets
- Increase the condition of pipe culverts as rated by the inventory system

Long Term Goals

- Maintain highway pavements in good to excellent condition
- Maintain highway bridges 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