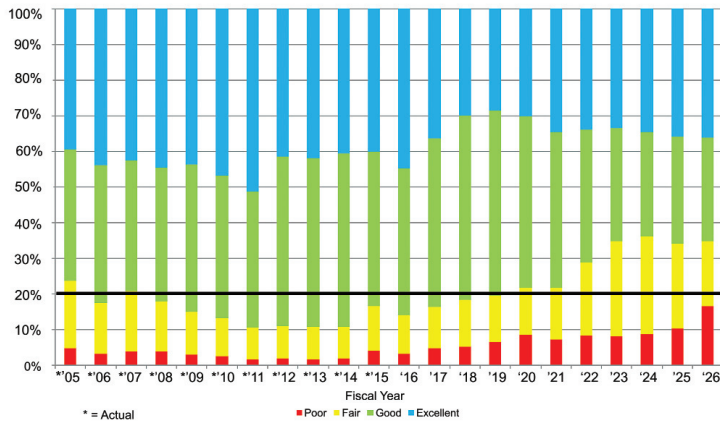


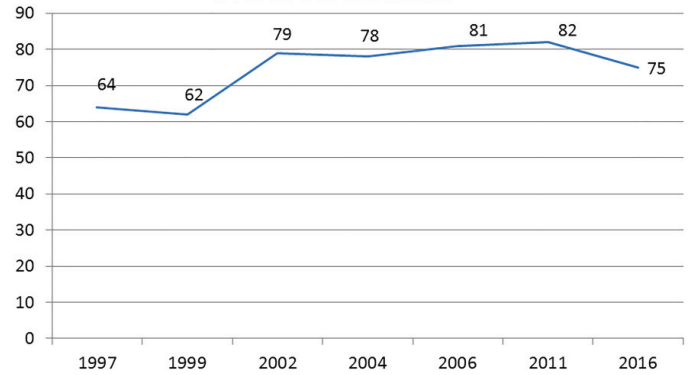
SOUTH DAKOTA DEPARTMENT OF TRANSPORTATION

2016 Performance Indicator Summary

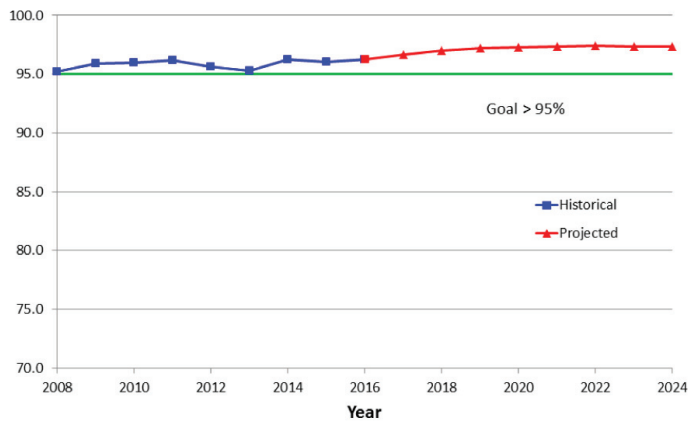
Historical & Projected Future Pavement Condition Based on Current Investment



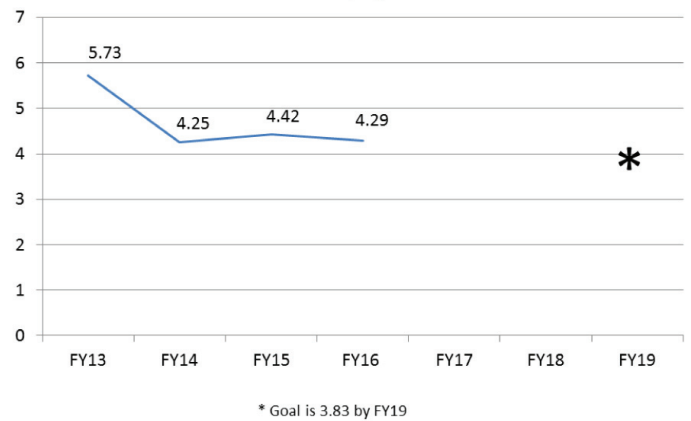
Percent of Customers Satisfied or Very Satisfied with Overall Performance



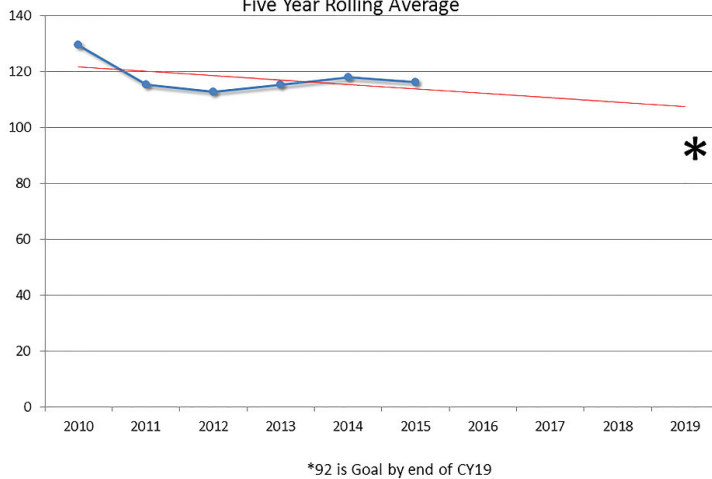
Structures in Good or Fair Condition



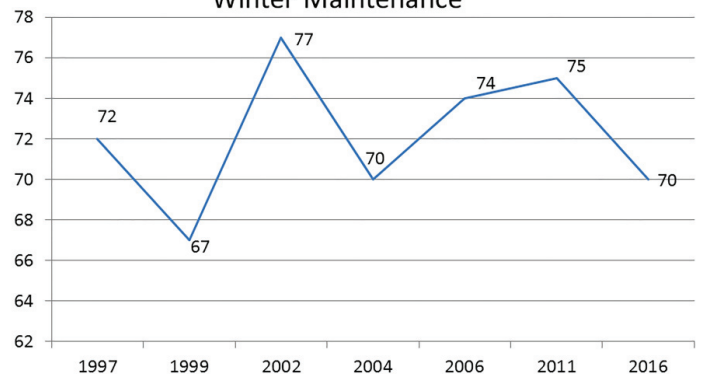
Injury Rate Resulting In Lost Time Per 100 Employees



Fatal Crashes Five Year Rolling Average



Percent of Customers Satisfied or Very Satisfied with Winter Maintenance



The South Dakota Department of Transportation's main responsibility is to build, maintain and operate the state highway system. Ensuring those assets and the significant investment in them are maintained in good condition is a high priority. The Department's goal is to maintain 80% of the highway pavements and 95% of our structures (bridges) in good or excellent condition. Both of these goals are currently being exceeded. Information on the condition of state highway pavements and bridges is collected and reported through the Department's respective pavement and bridge management systems.

The Department periodically conducts a comprehensive survey of our customers to determine their satisfaction with the Department's services in a wide variety of areas. The results of the survey are combined for an overall customer satisfaction score. In recent years the Department has scored well in overall customer satisfaction, but there was some decline in the most recent survey. Rather than establishing an arbitrary goal, the Department seeks to maintain an upward trend in customer satisfaction from survey to survey.

One of the most important services the Department provides to travelers is winter maintenance activities, which includes snowplowing and road condition reporting. As part of the customer satisfaction survey, participant satisfaction with winter maintenance activities is assessed. The Department was surprised to see overall satisfaction with winter maintenance recently decline as there have been no changes in how these activities are conducted. Additional follow-up questions have been submitted to participants in order to gain more information as to the reason for the decreased satisfaction. The full report for each of the recent customer satisfaction surveys can be accessed at the following link: <http://www.sddot.com/resources/reports/>

The Department cannot achieve any of its goals without maintaining a dedicated, well-qualified staff that is relatively free from injury. One of the measures tracked by the Department to measure the effectiveness of our safety programs is the rate of occurrence of injuries resulting in time away from work. Significant improvement has been made in recent years at reducing the frequency of these types of injuries, with a goal of further reductions by 2019.

While South Dakota ranks high nationally on the condition of our pavements, our highway fatality rate is one of the worst in the country. While not a direct result of the Department's activities, maintaining a safe highway system is part of the Department's overall mission. Fortunately, South Dakota's highway fatality rate per 100 million vehicle miles traveled has been trending downward over the long term. In 2015 it was 2.12, down from 2.22 in 2005, but still almost twice the national average.

The most common fatal crash in South Dakota is a single vehicle, single occupant crash resulting from the vehicle leaving the roadway and rolling. The two biggest contributors to these fatalities are alcohol and seatbelt use. As of September 26th, there had been 75 fatal crashes in South Dakota resulting in 86 fatalities (down 10% from 2015). Of the fatalities, 69% involved unbelted occupants while in 3.4% seatbelt use was unknown. Only 16 fatalities involved belted occupants. Alcohol was involved in 37 (up 15.6% from 2015) of the fatalities.

In the Strategic Highway Safety Plan, the Departments of Transportation and Public Safety have established a goal of reducing fatal crashes to 92 by 2019. The Strategic Highway Safety Plan is available at the following link: <http://www.sddot.com/transportation/highways/traffic/safety/docs/FinalSHSP.pdf>

Further information regarding these and other performance measures tracked by the Department of Transportation can be obtained at:

<http://www.sddot.com/resources/reports/2015StrategicGoalResultSummaryJuly2016.pdf>

<http://www.sddot.com/resources/reports/2016PerformanceMeasuresAnnualReport-full.pdf>