

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.

"Going Beyond Good"

All employees continuously improving their performance to enhance the quality of services, processes, and products provided by the Department.

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** - Efficient and accountable stewardship of public resources
3. **Public Service** - Exemplary and transparent public service
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 the Efficiency, Quality, Timeliness of Department Services</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.

<p>4 Year Goal</p> <ol style="list-style-type: none"> 1. Improve external customer satisfaction to 85% 2. Achieve 85% of contractors rating SDDOT as Extremely Satisfied or Satisfied with administration of the construction program. 	<p>4 Year Goal</p> <ol style="list-style-type: none"> 1. Improve to 90% of employees engaged or moderately engaged. 2. Retention of 85% of all new employees after 18 months of hire date. 3. Improve 2013 employee engagement survey score by 5% (from 3.19 to 3.35) for statement "I receive sufficient ongoing training needed to perform my job well." 4. Improve 2013 employee engagement survey score by 5% (2.94 to 3.09) for statement "I feel that there is good communication within my office." 	<p>4 Year Goal</p> <ol style="list-style-type: none"> 1. Let 70% of state projects in federal fiscal year as originally programmed in 4 year Statewide Transportation Improvement Program. 2. Evaluate future service demands to establish baseline capabilities and capacities for key services to assure delivery to our customers. 	<p>4 Year Goal</p> <ol style="list-style-type: none"> 1. Reduce the 5 year rolling average of fatal crashes to 92. 2. Reduce the 5 year rolling average of serious injury crashes to 522. 3. Reduce workforce lost time injury incident rate by 10% (4.25 to 3.83 Lost Time Injuries / 100 employees). 4. Reduce state vehicle accident rate by 5% (12.47 to 11.85 all vehicle accidents / 1 million miles driven) 	<p>4 Year Goal</p> <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. Overall equipment and vehicle fleet maintained with less than 20% recommended for replacement. 4. Increase percentage of permanent signing exceeding replacement criteria from 73.7% to 85%.
<p>1 Year Goal</p> <ol style="list-style-type: none"> 1. Achieve 80% Extremely Satisfied or Satisfied rating by customers or stakeholders on effectiveness of DOT interaction and communication. 2. In order to minimize travel delay or inconvenience to the customer complete 90% of construction projects by completion date. 	<p>1 Year Goal</p> <ol style="list-style-type: none"> 1. Increase by 50% (37% to 55.5%) percentage of employees aware of action being taken in DOT to improve employee engagement. 2. Improve 2013 employee engagement survey score by 5% (2.90 to 3.05) for statement "I clearly understand the direction DOT is heading." 3. Improve 2013 employee engagement survey score by 1.5% (from 3.19 to 3.24) for statement "I receive sufficient ongoing training needed to perform my job well." 4. Each supervisor will increase performance in one or more self-chosen employee engagement drivers. 	<p>1 Year Goal</p> <ol style="list-style-type: none"> 1. Let 80% of planned projects for the current federal fiscal year. 2. Let 75% of those projects planned to be let March 1, 2016. 3. Map and evaluate key work processes to include preliminary project scoping and contract administration. 4. Achieve an 80% response from 511 and Safe Travel USA users that report road conditions as very accurate or accurate. 	<p>1 Year Goal</p> <ol style="list-style-type: none"> 1. Reduce state vehicle backing crashes by 20% (From 30 to 24 backing accidents). 2. Reduce workforce lost time injury incident rate by 2.5% (4.25 to 4.14 Lost Time Injuries / 100 employees) 3. Reduce the winter related crash rate (3-year average) by 5% (995 to 945 weighted by winter severity index). 	<p>1 Year Goal</p> <ol style="list-style-type: none"> 1. Perform 90% of minor and major equipment and vehicle PM's (Preventative Maintenance) within defined schedule. 2. Reduce the quantity of underutilized equipment by 25%. 3. Increase percentage of permanent signing exceeding replacement criteria from 73.7% to 76%.