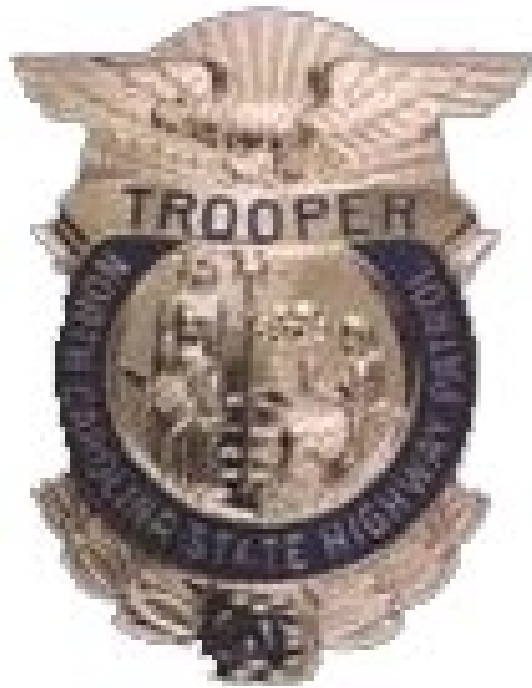


# North Carolina Highway Patrol



A large, faint watermark of a trooper badge is centered in the background. The badge is shield-shaped with a sunburst at the top, wings on the sides, and the word "TROOPER" written across the middle.

# Mission

*To ensure safe, efficient transportation on our streets and highways, reduce crime and respond to natural and manmade disasters.*

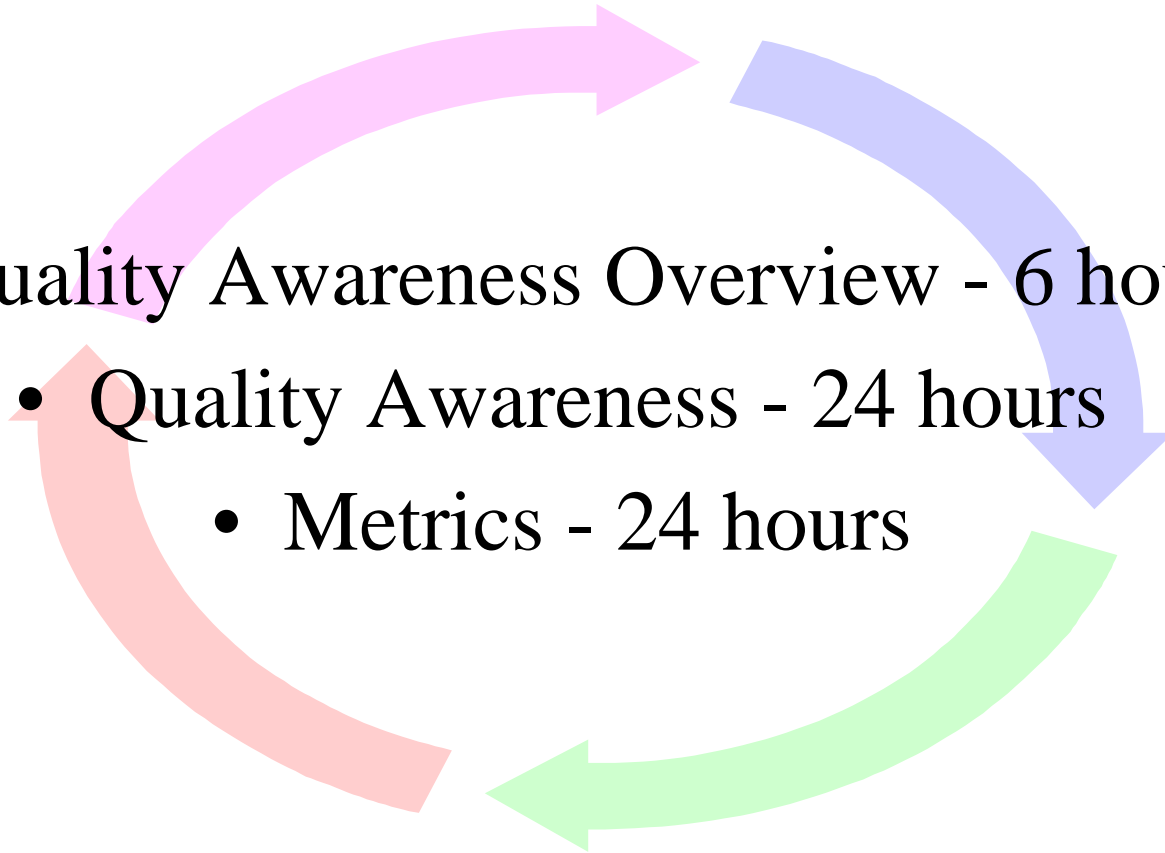
# Statutory Responsibilities

- Patrol the highways of the state.
- Enforce the motor vehicle laws.
- Assist the motoring public.



# Quality Training

- Quality Awareness Overview - 6 hours
  - Quality Awareness - 24 hours
    - Metrics - 24 hours



*“The value of measuring  
outcomes verses outputs.”*

# Troopers per NC Road Miles

- 89.7 Miles of Roadway per Trooper

# Troopers per Registered Vehicle

- 6,000 Registered Vehicles per Trooper

# Quality Management Board (QMB) Accomplishments

- Key & Critical Process Team
  - Identifying and prioritizing organizations processes.
- Evidence Team
  - Reviewing and making recommendations on how to uniformly store and preserve evidence.
- Collision Investigation Team
  - Improving the reporting process to ensure quality and uniformity. The team is currently developing a short form of the DMV-349 (accident form) for animal collisions.



# Quality Management Board (QMB) Accomplishments

- Recognition and Awards Team
  - Reviewing and reworking the process to reward and recognize for quality practices.
- Forms & Reports Team
  - Reviewing all forms and reports, eliminating reports and improving others to increase efficiency and effectiveness.
  - Elimination of the third copy of the HP308 (Highway Patrol Warning Ticket). Estimated savings of approximately \$1,300.00 in yearly printing costs and 988 man/hours per year.

# Quality Management Board (QMB) Accomplishments

- Forms & Reports Team (continued)
  - Elimination of the HP201A (Weekly Report of Daily Activity) saving supervisory and support personnel approximately 20 minutes per person per week in loss of time. This was a duplicative report for supervisory personnel that added no value to the organization.
  - Elimination of the Gasoline Voucher Ticket saving approximately \$18,000 in printing costs.

# Quality Management Board (QMB) Accomplishments

- Forms & Reports Team (continued)
  - Revision of the HP721 (Patrol Vehicle incident and Collision Report) reducing the time for report completion approximately 75%.
- Implementing an updated employee suggestion program.

# Using Statistical Data

- Decrease in (*SHP Investigated*) alcohol/drug related crashes in 1998 as compared to 1997
- Decrease in (*SHP Investigated*) crashes in 1998 as compared to 1997

# **The Burnsville, NC Experience**

# **The Durham, NC Experience**

- 29% Reduction in total crashes

# **The Pigeon River Gorge Experience Haywood County, NC**

- 66% Reduction in crashes







- In the private sector the bottom line is financial.
- For the North Carolina State Highway Patrol, our bottom line is *saving lives.*