

MONTANA DEPARTMENT OF TRANSPORTATION

-Strategic Business Plan-



FINANCIAL

- Maximize revenue streams and explore innovative financing options
- Deliver cost-effective transportation programs and services to the citizens of Montana
- Ensure investment decisions consider policy directions, customer input, available resources, system performance, and funding levels

CUSTOMER

- Enhance traveler mobility by providing a safe and efficient multimodal transportation system that supports Montana's economy and is sensitive to the environment
- Reduce fatal and injury crash rates
- Develop and maintain positive relationships with MDT customers through communication and responsiveness
- Implement the policy goals and actions of *TranPlan 21* and other policy initiatives to support commitments to MDT's customers

INTERNAL BUSINESS

- Continuously strive to improve the effectiveness and efficiency of operations and processes
- Support MDT's Strategic Business Plan through annual performance plans and performance appraisals for all employees
- Provide a safe and healthy workplace for employees through education and compliance

LEARNING & GROWTH

- Maintain an effective work force by attracting, hiring, and retaining qualified employees
- Use information technology cost effectively to improve efficiency of programs and processes and support changing business needs
- Consistently communicate standards, guidelines, policies, and expectations throughout MDT