

Employees

GOAL: Enhance employee recruitment, development, and well being.

Objectives:

- 4.1 Develop an ongoing employee recruitment and retention program. NLT: July 2009 (Owner: Deputy Director for Business Support)
- 4.2 Develop ongoing professional growth and development programs for employees emphasizing quality products and services. NLT: August 2010 (Owner: Deputy Director for Engineering and Deputy Director for Driver and Vehicle Services)
- 4.3 Review and enhance health and wellness programs. NLT: January 2010 (Owner: Deputy Director for Business Support)
- 4.4 Develop and implement a Workforce Assessment plan. NLT: May 2010 (Owner: Deputy Director for Business Support and Deputy Director for Engineering)
- 4.5 Continue to improve work facilities. NLT: December 2013 (Owner: Deputy Director for Engineering)

Stakeholders

GOAL: Strengthen stakeholder relationships.

Objectives:

- 5.1 Establish a communication strategy to inform stakeholders about NDDOT. NLT: June 2009 (Owner: Deputy Director for Business Support)
- 5.2 Promote transportation partnerships. NLT: December 2010 (Owner: Deputy Director for Business Support and Deputy Director for Driver and Vehicle Services)

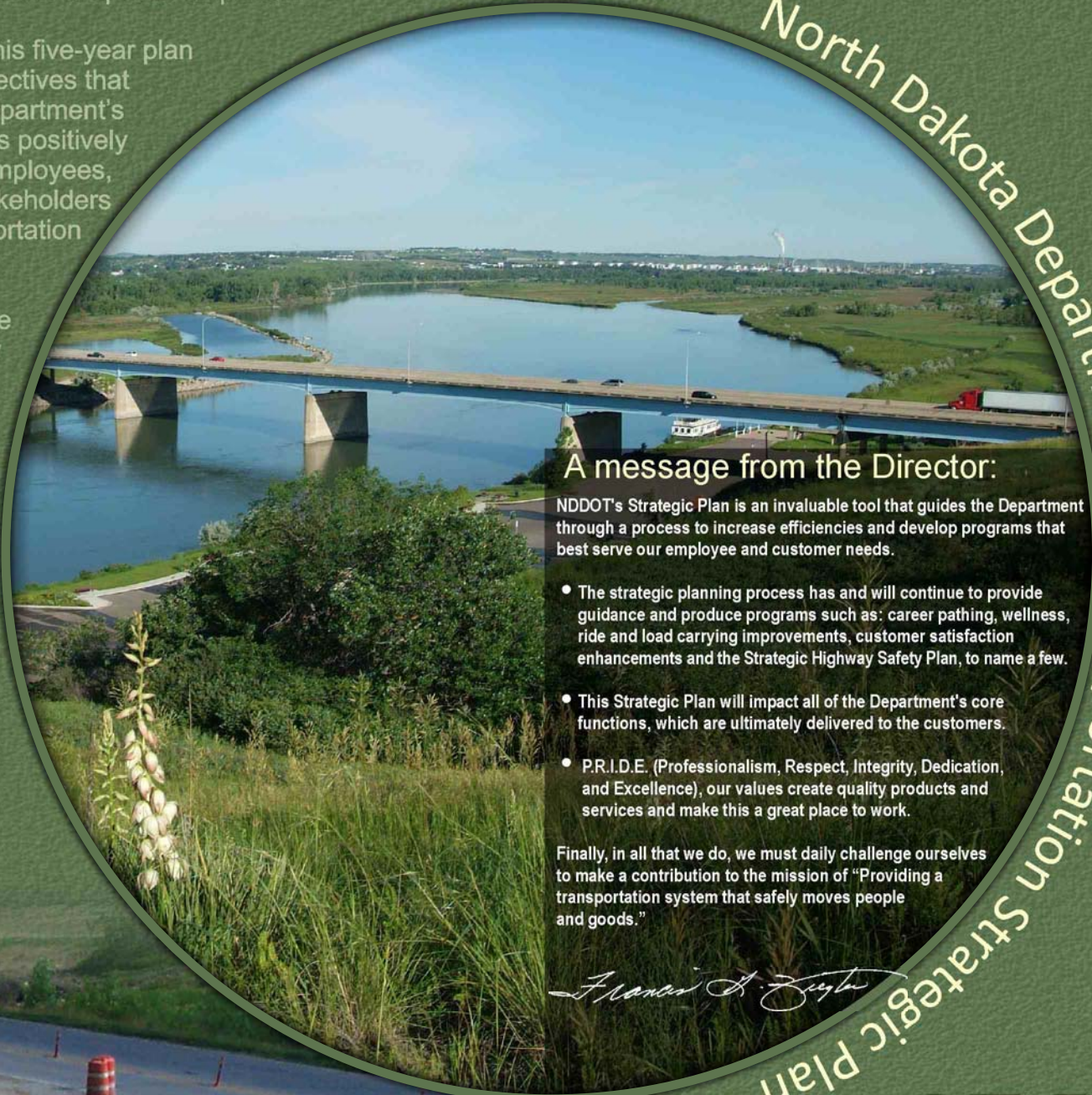
The purpose of this plan is to identify and convey the Department's areas of special emphasis.

The scope of this five-year plan focuses on objectives that achieve the Department's emphasis areas positively affecting our employees, customers, stakeholders and the transportation system.

This plan will be used to identify objectives and measure performance toward achieving our strategic vision, mission and goals.

2008-2013

North Dakota Department of Transportation Strategic Plan



A message from the Director:

NDDOT's Strategic Plan is an invaluable tool that guides the Department through a process to increase efficiencies and develop programs that best serve our employee and customer needs.

- The strategic planning process has and will continue to provide guidance and produce programs such as: career pathing, wellness, ride and load carrying improvements, customer satisfaction enhancements and the Strategic Highway Safety Plan, to name a few.
- This Strategic Plan will impact all of the Department's core functions, which are ultimately delivered to the customers.
- P.R.I.D.E. (Professionalism, Respect, Integrity, Dedication, and Excellence), our values create quality products and services and make this a great place to work.

Finally, in all that we do, we must daily challenge ourselves to make a contribution to the mission of "Providing a transportation system that safely moves people and goods."

Francis A. Ziegler



Quality and Efficiency

GOAL: Improve the quality and efficiency of transportation systems and services.

Objectives:

- 1.1 Enhance the state highway system by improving ride, load, capacity, preservation and maintenance service levels. NLT: January 2012 (Owner: Deputy Director for Engineering)
- 1.2 Complete the development of and implement an Asset Management Program. NLT: November 2010 (Owner: Deputy Director for Engineering)
- 1.3 Enhance the strategic performance measurement system. NLT: June 2010 (Owner: Deputy Director for Business Support)
- 1.4 Conduct a statewide highway needs assessment. NLT: December 2008 (Owner: Deputy Director for Engineering)
- 1.5 Analyze data needs, collection standards, and processes. NLT: May 2011 (Owner: Deputy Director for Business Support)
- 1.6 Enhance engineering products and services by continually improving project development and construction oversight. NLT: December 2009 (Owner: Deputy Director for Engineering)
- 1.7 Evaluate policies and programs to determine roles and responsibilities to effectively manage DOT's core functions. NLT: July 2009 (Owner: Deputy Director for Business Support)

Customers

GOAL: Enhance customer satisfaction.

Objectives:

- 2.1 Enhance customer service through coordinated survey processes to determine areas of needed improvement and actions. NLT: February 2010 (Owner: Deputy Director for Business Support)
- 2.2 Enhance external and internal communications by developing and implementing a strategic communication plan. NLT: June 2009 (Owner: Deputy Director for Business Support)



Vision
A Transportation Organization Promoting
Safe Ways
Superior Service
Economic Growth

Mission
Providing a transportation system that safely moves people and goods.

Goals
Improve the quality and efficiency of transportation systems and services.
Enhance customer satisfaction.
Improve traveler and workforce safety.
Enhance employee recruitment, development, and well being.
Strengthen stakeholder relationships.

Values
Professionalism - Our employees strive to improve themselves and the products and services they deliver.
Respect - Our employees treat others courteously and are treated with courtesy by the Department.
Integrity - Our employees deal honestly with coworkers and with contacts outside the Department.
Dedication - Our employees assume responsibility for their work and do the job right the first time.
Excellence - Our employees continually exceed and raise the high standards they set for themselves.

Director: Francis G. Ziegler
Deputy Director for Engineering: Grant Levi
Deputy Director for Business Support: Tim Horner
Deputy Director for Driver & Vehicle Services: Linda Butts

Customers continued...

Objectives:

- 2.3 Enhance public involvement in project development Context Sensitive Solutions (CSS) and processes. NLT: December 2009 (Owner: Deputy Director for Engineering)
- 2.4 Enhance the harmony and compatibility of truck movements and truck size/weight laws, policies and regulations. NLT: May 2009 (Owner: Deputy Director for Engineering)

Safety

GOAL: Improve traveler and workforce safety.

Objectives:

- 3.1 Improve work zone safety. NLT: December 2013 (Owner: Deputy Director for Engineering)
- 3.2 Enhance DOT workforce safety and security. NLT: March 2010 (Owner: Deputy Director for Engineering and Deputy Director for Business Support)
- 3.3 Enhance security of the state transportation system by coordinating with appropriate stakeholders. NLT: December 2013 (Owner: Deputy Director for Engineering)
- 3.4 Work toward zero deaths by coordinating the DOT's engineering and education programs with external partners. NLT: January 2013 (Owner: Deputy Director for Engineering and Deputy Director for Driver and Vehicle Services)
- 3.5 Enhance snow and ice maintenance service levels. NLT: October 2009 (Owner: Deputy Director for Engineering)

