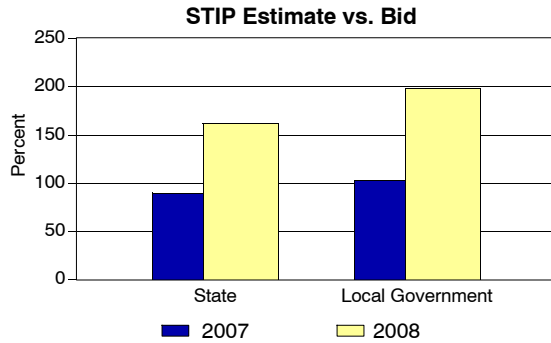
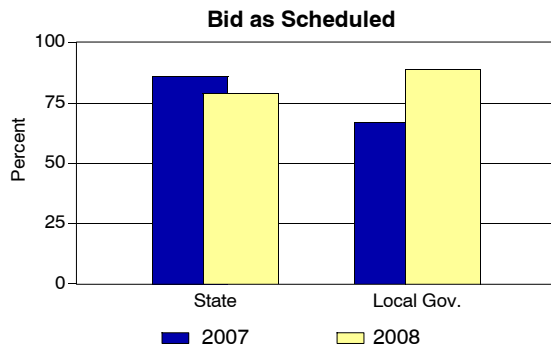


Project Development and Delivery

These graphs illustrate total bid cost compared to the estimates published in the Statewide Transportation Improvement Plan (STIP) and percentage of projects bid compared to scheduled. The ideal ratio of estimate versus the bid is 100 percent. During 2007, bid costs were 90 percent of STIP estimates for NDDOT and 103 percent for local government organizations (cities and counties). This compares to 162 percent for NDDOT and 198 percent for local government for 2008.



NDDOT developed 96 major projects for 2007, and 171 major projects for 2008 construction, which were outlined in the previous STIP. In 2007, 86 percent of the STIP projects were bid as planned. In 2008, 79 percent (135 out of 171 projects) were bid as scheduled. There were also 18 STIP projects that were developed by local government organizations in 2008. Eighty-nine percent (16 out of 18 projects) were bid as scheduled.



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 co-workers 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.

Performance Measures Report Card



North Dakota Department of Transportation

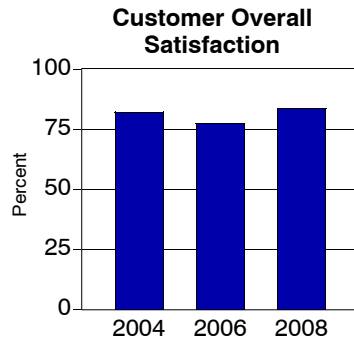
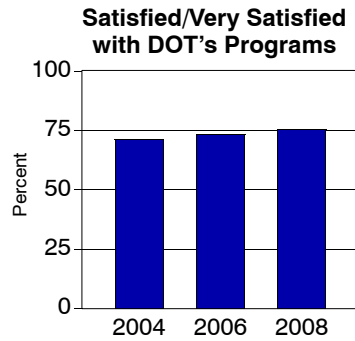


DIRECTOR
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December 2008

In 2004, the North Dakota Department of Transportation (NDDOT) identified five significant Performance Measure outcome areas that were directly tied to our strategic goals and customer satisfaction areas. The 2008 report expands on these measures and helps the department revise its strategies to better enhance our products and services.

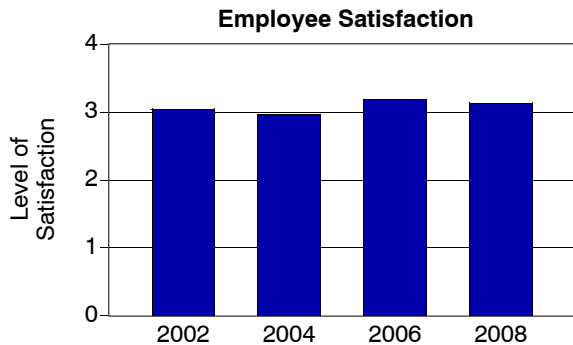
Customer Satisfaction

In 2008, the average overall customer satisfaction with NDDOT's programs was 75 percent, a slight increase from 2006's 73 percent. When asked a single question during the survey on how the department is doing overall, almost 84 percent said they were satisfied or very satisfied in 2008. Five categories are in the 90 percentile rating: overall safety, highway signing, rest area cleanliness, and the Drivers License and Traffic Safety and Motor Vehicle division's customer service.



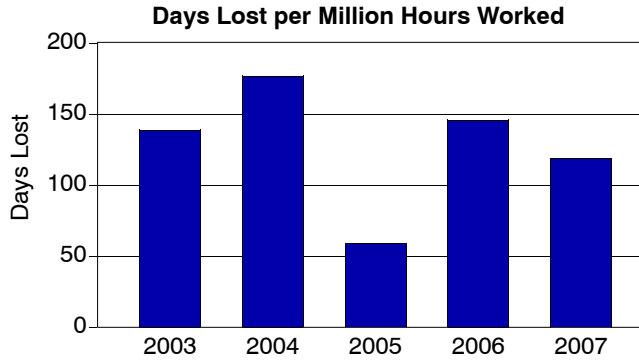
Employee Satisfaction

In 2002, NDDOT started conducting biennial employee satisfaction surveys. Overall satisfaction saw a noteworthy improvement climbing to 3.19 in 2006, the result in 2008 was 3.14.



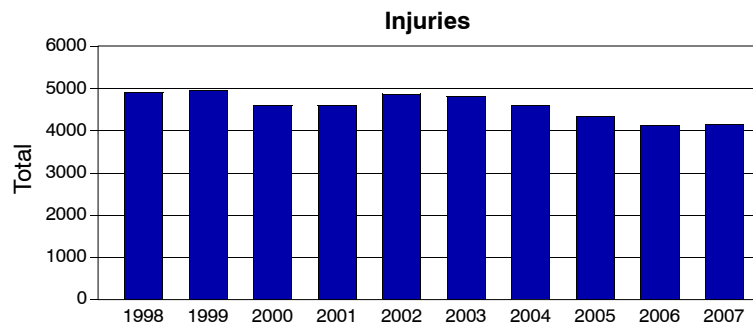
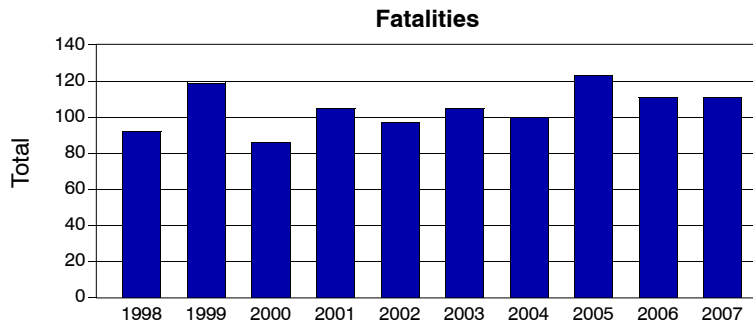
Worker Safety

In 2004, the department saw a number of workplace accidents that resulted in 177 days lost per million hours worked by employees. In 2007, the department lost 119 days per million hours worked. Over this timeframe, NDDOT employees worked an average of approximately 2.37 million hours annually.



Highway Safety

From 1998 through 2007, North Dakota has averaged 4,608 highway injuries and 105 highway deaths each year. In 2007, there were 4,161 injuries and 111 fatalities.



Highway System Condition

North Dakota has 7,382 centerline miles (8,482 current roadway miles with available roadway data) on its state highway system. These miles fall into five categories of the Highway Performance Classification System (HPCS). The department puts an emphasis on the roadways that accumulate the most Vehicle Miles Traveled (VMT). The data depicted below was collected in the fall of 2005 and 2007. Data collected in the fall of 2008 will be processed over the next six months and that data will likely reflect the deterioration resulting from the increased traffic seen recently in various parts of the state.

NOTE: As of 2007, the calculation of ride quality will be using International Roughness Index (IRI) instead of Public Ride Perception Index (PRPL). 2005 data for the charts listed below has been recalculated using IRI.

