

Work with stakeholders to provide leadership in transportation.

Objectives:

- 1 Develop partnerships with stakeholders on specific transportation training topics to share. Owner: Deputy Director for Business Support and Engineering
- 2 Work with stakeholders to identify and implement new technology and best practices. Owner: Deputy Director for Business Support, Engineering, and Driver and Vehicle Services
- 3 Review and update the Department's Transportation Plan. Owner: Deputy Director for Engineering
- 4 Prioritize internal and external communications through the development of a strategic plan. Owner: Deputy Director for Business Support

Enhance customer satisfaction.

Objectives:

- 1 Continue to enhance reporting/notification of traveler information. Owner: Deputy Director for Business Support and Engineering
- 2 Continue to enhance the issuing of drivers license and motor vehicle plates/titles by modifying means and methods and balance staffing and outsourcing. Owner: Deputy Director for Driver and Vehicle Services

- 3 Inform the public on service capability and online services. Owner: Deputy Director for Business Support, Engineering, and Driver and Vehicle Services
- 4 Continue to enhance maintenance service levels. Owner: Deputy Director for Engineering

2012-2017 North Dakota Department of Transportation Strategic Plan



North Dakota Department of Transportation
Bismarck, N.D.
www.dot.nd.us

Director

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Vision

**North Dakota's
Transportation Leader Promoting:
Safe Ways
Superior Service
Economic Growth**

Mission

Safely move people and goods.

Goals

Improve the quality and efficiency of transportation systems.

Objectives:

- 1 Review business practices and procedures to improve ride, load capacity, and roadway width service levels. Owner: Deputy Director for Engineering
- 2 Enhance the system preservation levels. Owner: Deputy Director for Engineering
- 3 Incorporate performance measures and asset management into the Department's decision making processes. Owner: Deputy Director for Engineering
- 4 Enhance collaboration between and among Districts and Divisions. Owner: Deputy Director for Business Support, Engineering, and Driver and Vehicle Services

Enhance employee recruitment, development, well-being and safety.

Objectives:

- 1 Improve physical environment and security of NDDOT facilities. Owner: Deputy Director for Business Support, Engineering, and Driver and Vehicle Services
- 2 Enhance employee safety to include work zone (snow/ice control, NDDOT facilities, personnel clothing, education, etc.). Owner: Deputy Director for Business Support and Engineering

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.

Message from the Director

The Strategic Planning process has steadily brought significant change to the Department since its inception in 1997. Through these efforts, the Department has become known by its stakeholders as a progressive and innovative organization that accomplishes its mission, while putting its employees first.

As the Department transitions into a new era of transportation, we face different and increasing challenges as the State's transportation leader. The 2012 - 2017 Strategic Plan addresses those challenges, and I encourage everyone in the Department to see how they contribute to accomplishing our mission to "Safely move people and goods."

In practicing the Department's values of Professionalism, Respect, Integrity, Dedication, and Excellence, we will be successful in being "North Dakota's Transportation Leader Promoting, Safe Ways, Superior Service and Economic Growth."



Francis G. Ziegler, P.E.

- 3 Develop a workforce development program that provides all employees the opportunity to receive relevant balanced training and professional development. Owner: Deputy Director for Business Support, Engineering, and Driver and Vehicle Services
- 4 Properly allocate and obtain resources (balancing staffing and outsourcing) to enhance employee well-being. Owner: Deputy Director for Business Support, Engineering, and Driver and Vehicle Services
- 5 Continue to implement a package of market-based pay and benefits to allow the Department to recruit and retain our workforce. Owner: Deputy Director for Business Support
- 6 Implement a program to resolve housing issues (cost/availability) for employees in oil impacted areas. Owner: Deputy Director for Business Support
- 7 Continue the wellness program. Owner: Deputy Director for Business Support