

Employees

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

Objectives:

- 4.1 Develop an ongoing employee recruitment and retention program.
- 4.2 Develop ongoing professional growth and development programs for employees emphasizing quality products and services.
- 4.3 Review and enhance health and wellness programs.
- 4.4 Develop and implement a Workforce Assessment plan.
- 4.5 Continue to improve work facilities.

Stakeholders

GOAL: Strengthen stakeholder relationships.

Objectives:

- 5.1 Establish a communication strategy to inform stakeholders about NDDOT.
- 5.2 Promote transportation partnerships.

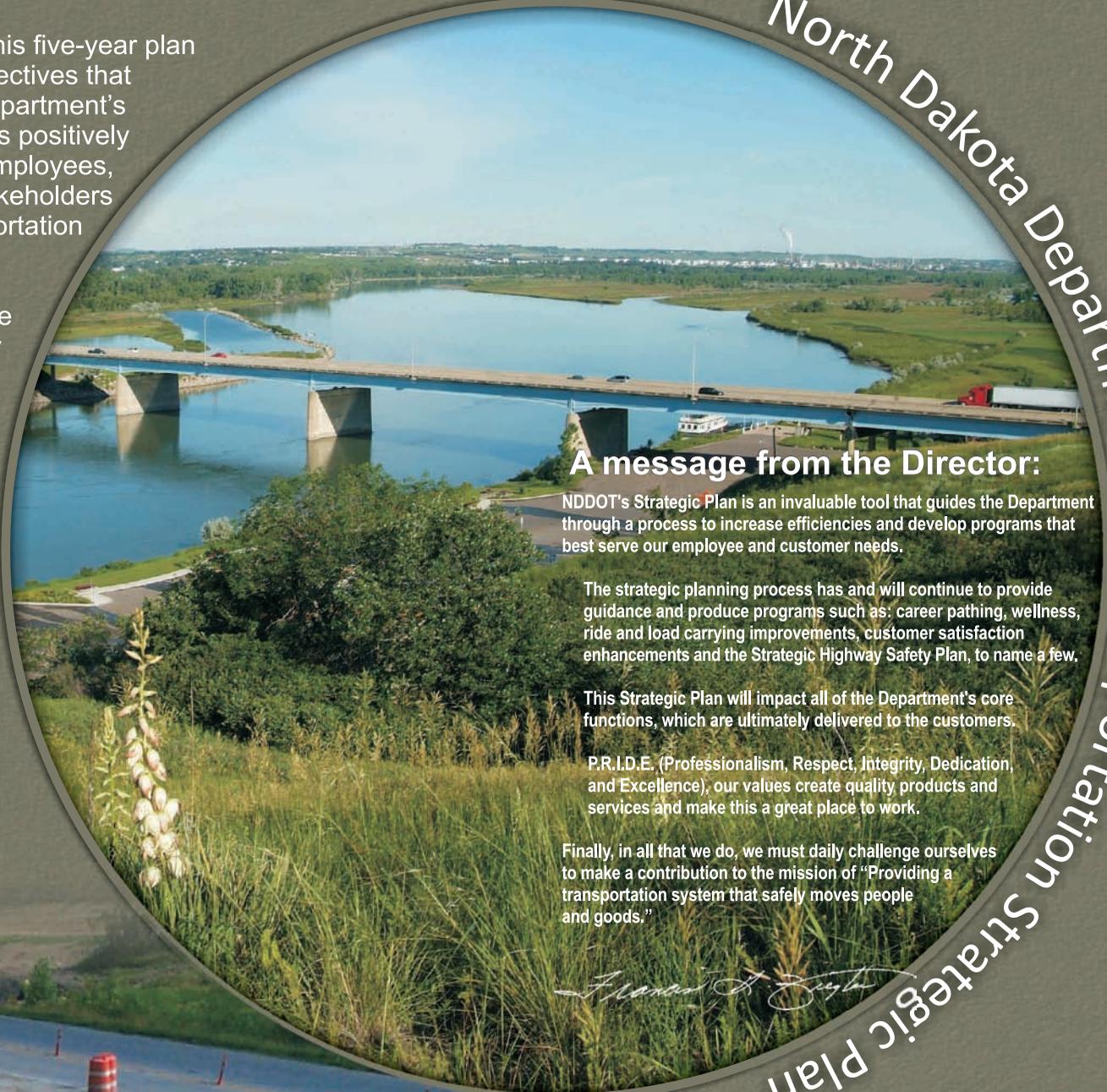
The purpose of this plan is to identify and convey the Department's areas of special emphasis.

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 J. Foy

NDDOT
North Dakota
Department of Transportation

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.
- 1.2 Complete the development of and implement an Asset Management Program.
- 1.3 Enhance the strategic performance measurement system.
- 1.4 Conduct a statewide highway needs assessment.
- 1.5 Analyze data needs, collection standards, and processes.
- 1.6 Enhance engineering products and services by continually improving project development and construction oversight.
- 1.7 Evaluate policies and programs to determine roles and responsibilities to effectively manage DOT's core functions.

Customers

GOAL: Enhance customer satisfaction.

Objectives:

- 2.1 Enhance customer service through coordinated survey processes to determine areas of needed improvement and actions.
- 2.2 Enhance external and internal communications by developing and implementing a strategic communication plan.



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.
- 2.4 Enhance the harmony and compatibility of truck movements and truck size/weight laws, policies and regulations.

Safety

GOAL: Improve traveler and workforce safety.

Objectives:

- 3.1 Improve work zone safety.
- 3.2 Enhance DOT workforce safety and security.
- 3.3 Enhance security of the state transportation system by coordinating with appropriate stakeholders.
- 3.4 Work toward zero deaths by coordinating the DOT's engineering and education programs with external partners.
- 3.5 Enhance snow and ice maintenance service levels.