



STRATEGIC PLAN 2002-2008

A note from the Director:

NDDOT created its first strategic business plan in 1997, and much of that plan has been implemented. During the past six months, nearly 100 department employees, in a broad range of classifications from across the state, created the updated 2002-2008 Strategic Plan. This brochure gives the highlights of the new plan.

The department's vision, mission, and values, described in the plan, are the ultimate destinations we wish to reach. The goals and objectives are the 'map' showing the route to the destinations. Not every important NDDOT activity is listed in the plan, but all activities should support the vision, mission, and values.

NDDOT is a remarkable organization of hard-working professionals who are highly trained and skilled in dozens of disciplines. Our list of accomplishments earns the respect of our counterparts across the nation. I'm proud of our employees, and I believe that this updated Strategic Plan will take the department successfully into the 21st century.

*David A. Sprynczynatyk, P.E.
June 2002*

OUR MAP TO THE FUTURE

STRATEGIC PLAN 2002-2008

VISION

Safe Ways

Great Ways

Promoting Economic Growth

MISSION

Providing a transportation system that safely moves people and goods.

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.



GOALS AND OBJECTIVES

Goal 1. Enhance customer satisfaction.

Goal 2. Increase safety on North Dakota's transportation system and within the Department of Transportation.

Goal 3. Improve the quality and efficiency of North Dakota's transportation system and services.

Goal 4. Review, assess, and enhance employee satisfaction.

Goal 5. Take a lead role in promoting a transportation system for the future.

Goal 6. Strengthen stakeholder relationships.

Goal 1. Enhance customer satisfaction. GOAL SPONSOR: Director, DOT

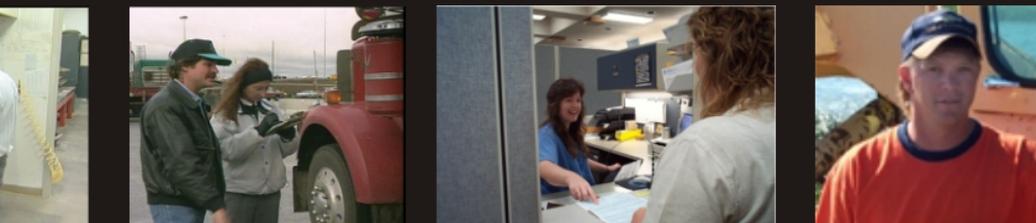
Objective 1.1. Conduct customer satisfaction survey NLT July 31, 2003 to determine: Perception of road ride quality, Road maintenance quality, Quality of drivers licensing services, Quality of information and services at visitor centers/rest areas, Perception of road safety information and traffic services, Customer communications, Customer groups and segments. **Objective owner: Deputy Director for Business Support**

Objective 1.2. Enhance communications with public NLT September 30, 2002. **Objective owner: Deputy Director for Business Support**

Objective 1.3. Improve ride quality by 10% NLT March 31, 2007. **Objective Owner: Deputy Director for Engineering**

Objective 1.4. Enhance maintenance service levels NLT April 30, 2007. **Objective owner: Deputy Director for Engineering**

Objective 1.5. Improve load carrying capacity of the state highway system by 20% NLT September 30, 2006. **Objective owner: Deputy Director for Engineering**



Objective 1.6. Enhance customer service in the motor vehicle division NLT December 31, 2006 **Objective owner:** Deputy Director for Driver and Vehicle Services

Objective 1.7. Enhance customer service in the driver's license division NLT December 31, 2006. **Objective owner:** Deputy Director for Driver and Vehicle Services

Goal 2. Increase safety on North Dakota's transportation system and within the Department of Transportation. GOAL SPONSOR: Director, DOT

Objective 2.1. Review all safety information on an annual basis to determine priorities and emphasis areas beginning NLT July 31, 2003. **Objective owners:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

Objective 2.2. Develop a plan to increase driver awareness by enhanced communication of traveler information NLT September 30, 2003. **Objective owner:** Deputy Director Business Support

Objective 2.3. Reduce the ratio of transportation related reportable crashes, injuries, and fatalities relative to vehicle miles traveled (VMT) by 10% NLT December 31, 2007. **Objective owner:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

Objective 2.4. Enhance safety and security plan (worker safety and internal security) NLT December 31, 2003. **Objective owners:** Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

Goal 3. Improve the quality and efficiency of North Dakota's transportation system and services. GOAL SPONSOR: Director, DOT

Objective 3.1. Develop a strategic performance measurement system NLT July 31, 2005. **Objective owner:** Deputy Director for Business Support

Objective 3.2. Refine and implement investment strategy for transportation projects NLT December 31, 2003. **Objective owner:** Deputy Director for Engineering

Continued — 



Objective 3.3. Refine and implement roadway classification system
NLT January 31, 2003. [Objective owner: Deputy Director for Engineering](#)

Objective 3.4 Review, map, and assess processes NLT December 31, 2006. [Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, Deputy Director for Driver and Vehicle Services](#)

Goal 4. Review, assess, and enhance employee satisfaction. GOAL SPONSOR: Director, DOT

Objective 4.1. Complete the development of the career path program
NLT January 31, 2003. [Objective owner: Deputy Director of Business Support](#)

Objective 4.2. Develop a consistent plan for pay administration NLT December 31, 2002. [Objective owner: Deputy Director of Business Support](#)

Objective 4.3. Determine current employee level of job satisfaction NLT June 30, 2002. [Objective owner: Deputy Director of Business Support](#)

Objective 4.4. Improve the entry-level supervisory development program NLT December 31, 2002. [Objective owner: Deputy Director of Business Support](#)

Objective 4.5. Implement a 5-year plan to improve NDDOT work facilities by 25% NLT March 31, 2007. [Objective owners: Deputy Director for Business Support and Deputy Director for Engineering](#)

Objective 4.6 Develop a succession planning program NLT June 30, 2003. [Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services](#)

Objective 4.7. Develop and implement plans that provide employees with effective and efficient equipment NLT June 30, 2004. [Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services](#)

Objective 4.8. Enhance training opportunities to ensure employees continued growth NLT August 31, 2003. [Objective owner: Deputy Director for Business Support](#)



Goal 5. Take a lead role in promoting a transportation system for the future. GOAL SPONSOR: Director, DOT

Objective 5.1. Complete development of the State Strategic Transportation Plan NLT January 31, 2003. Objective owner: Deputy Director for Engineering

Objective 5.2. Develop a process to devise a bi-annual legislative action plan NLT June 30, 2003. Objective owner: Deputy Director of Business Support

Objective 5.3. Develop a process to track trends, best practices, and technological advancements which impact transportation NLT June 30, 2004. Objective owner: Deputy Director for Engineering

Objective 5.4. Enhance public relations program NLT December 31, 2004. Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

Goal 6. Strengthen stakeholder relationships. GOAL SPONSOR: Director, DOT

Objective 6.1. Enhance our knowledge and understanding of stakeholders NLT January 31, 2004. Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

Objective 6.2. Identify, develop, and maintain communications processes with stakeholders NLT July 31, 2004. Objective owners: Deputy Director for Business Support, Deputy Director for Engineering, and Deputy Director for Driver and Vehicle Services

**DAVID A. SPRYNCZYNATYK, P.E.
DIRECTOR**

Tom Freier	Deputy Director for Business Support
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Keith Magnusson	Deputy Director for Driver and Vehicle Services
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