

GOAL:
Become the best organization by continually developing employees and implementing innovative business practices

Why it Matters

ITD needs to continually review and improve its business practices to be responsive to its customers. Strong leadership is the key to this process. Leaders drive critical innovation, implement change, and create adaptable organizations that succeed in meeting and exceeding customer expectations.

Teamwork plays a vital role in ITD achieving its goals. It insures broad employee input and creates an empowered and motivated workforce. Collaborative decision-making leads to better solutions and improves services to taxpayers.

Training ITD's workforce is also critical. Trained employees are more productive and deliver higher-quality results. As they gain higher-level skills, employees need to be financially compensated accordingly. Strong leadership combined with a developed, stable workforce will reduce turnover in key positions and improve ITD's organizational culture.

What We Will Measure

- Reduction in costs through innovation, process improvement, and technology
- Improvement in performance measures
- Increase in customer satisfaction
- Progress toward the desired organizational culture
- Effectiveness of the department's leadership
- Individual performance plans linked to the department's strategic goals
- Increase in employee productivity
- Reduction in turnover
- Total employee compensation compared to similar markets

Learn More

To learn more about ITD's strategic plan, go to itd.idaho.gov and click on the "Dashboard" icon.

There you will find details of the strategic plan and a dashboard showing the department's progress on eight key performance measures:

- Five Year Fatality Rate
- Percent of Pavement in Good or Fair Condition
- Percent of Bridges in Good Condition
- Construction Cost at Award as a Percent of Construction Budget
- Percent of Highway Projects Developed on Time
- Administration and Planning Expenditures as a Percent of Total Expenditures
- Vehicle Title Processing Time
- DMV Transactions Processed on the Internet



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November 22, 2011

The Idaho Transportation Department (ITD) is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. ITD assures that no person shall on the grounds of race, color, national origin, gender, age, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any ITD service, program, or activity. The department also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, the department will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency.

2011 Strategic Plan

Your Safety

Your Mobility

Your Economic Opportunity



Our Mission:

Your Safety.

Your Mobility.

Your Economic Opportunity.

To achieve its mission, the Idaho Transportation Department adopted a new strategic plan in 2011 with three primary goals:

- **Commit to having the safest transportation system possible**
- **Provide a mobility-focused transportation system that drives economic opportunity**
- **Become the best organization by continually developing employees and implementing innovative business practices**

A vision for our customers, the people of Idaho

The department's vision represents what we need to become—to fulfill and exceed the expectations of the citizens of Idaho. The overriding vision for the department is:

- **Continually getting better with the goal of being the best transportation department in the country**
- **Being transparent, accountable, and delivering on promises**
- **Being more effective and saving costs through increased efficiencies**
- **Providing extraordinary customer service**
- **Using partnerships effectively**
- **Valuing teamwork and using it as a tool to improve**
- **Placing a high value on employees and their development and retention**

GOAL: Commit to providing the safest transportation system possible

Why it Matters

In 2010, 209 people were killed and 11,725 people injured in crashes on Idaho's highways. The economic and personal costs of these deaths and injuries, along with the more than 22,000 collisions that occurred throughout the state, amount to more than \$2.4 billion.

More importantly, those figures represent a husband, a wife, a son, or a daughter—each individual death a tragic and unacceptable loss.

Using the combination of innovative engineering, advanced technology, improving driving behavior, and expanding partnerships, the department—within available resources—can reduce the number of people who die or who are injured on Idaho's roads.

What We Will Measure

- **Reduction in fatalities**
- **Reduction in serious injuries**
- **Reduction in injuries and fatalities related to distracted driving**
- **Reduction in injuries and fatalities related to impaired driving**
- **Impact of corridor-safety initiatives and improvements**
- **Increase in seat belt use**

GOAL: Provide a mobility-focused transportation system that drives economic opportunity

Why it Matters

As Idaho developed, investments in its roads, airports, railroads, canals and rivers have always preceded economic growth. Taxpayer dollars are spent on transportation projects after rigorous analysis of safety, congestion, optimum life cycle, and many other factors. The investment return to Idaho citizens is improved quality of life and prosperity.

Improving and maintaining Idaho's infrastructure is a key component of Governor C.L. "Butch" Otter's vision to strengthen and diversify the state's economy through his Project 60 Initiative.

Project 60 is Governor Otter's plan to grow Idaho's gross domestic product to \$60 billion annually by selling more of Idaho's products and services to the world and showcasing Idaho's stable and predictable tax and regulatory environment. This is why it is important for ITD to partner with others to achieve Project 60 goals.

Idaho's gross domestic product and the state's transportation system are intrinsically linked. People and businesses depend on a network that provides safe, reliable, fast, and efficient service.

What We Will Measure

- **Increase in Idaho gross domestic product**
- **Increase in jobs and business revenues**
- **Increase in the efficiency in which goods are transported**
- **Reduction in travel times for commuting, commerce, recreation, and tourism**