



**MONTANA**

Department of Transportation

**Our Mission:** MDT's mission is to plan, build, operate, and maintain a safe and resilient transportation infrastructure to move Montana forward.

**Our Vision:** To accomplish this mission, MDT will set the gold standard for a highly effective, innovative, and people-centric department of transportation.

**We are B.U.I.L.D.E.R.S.**

DEPARTMENT OF TRANSPORTATION

ANNUAL PLAN

FY2024

## Executive Summary – What we BUILD.

### Administration Division

**WE BUILD** a seamless connection between taxpayer investment and service delivery by safeguarding Department assets, providing for the efficient and effective movement of financial resources, and conveying a single source of financial truth about the Department.

### Aeronautics Division

**WE BUILD** relationships with communities, organizations, airports, and governments to encourage, foster, and assist in the protection and development of aviation by promoting a safe, efficient, and effective statewide aviation system.

### Highways and Engineering Division

**WE BUILD** a safe, economical and resilient transportation system now and for future generations by engaging stakeholders in an authentic manner, recognizing that we are part of something bigger, understanding that there is always room for improvement, and listening and being open to others' viewpoints.

### Human Resources and Occupational Safety Division

**WE BUILD** a safe and highly effective statewide transportation workforce by creating and implementing innovative, efficient, and successful recruitment, retention, and development programs.

### Information Services Division

**WE BUILD** an effective and secure technology portfolio by engaging our users to implement modern technology solutions and services that serve MDT's needs and support our external customers.

### Maintenance Division

**WE BUILD** a safe and resilient infrastructure by utilizing maintenance, equipment, facilities, and communication resources to provide increased mobility and a transportation system that the traveling public depends on daily.

### Motor Carriers Services Division

**WE BUILD** a one-stop-resource for the trucking industry by providing responsive information, credentials and a level playing field.

### Professional Services Division


**WE BUILD** trust and rapport between MDT, its employees, and stakeholders by assuring legal compliance, conducting objective audits and reviews, and ensuring equal opportunities for participation in MDT's programs and activities.

### Rail, Transit, and Planning Division

**WE BUILD** the long-range plan for a safe and resilient multimodal transportation system through data driven processes, strong relationships and collaboration while promoting economic vitality and environmental stewardship.

### Districts

**WE BUILD** effective relationships with customers and transportation stakeholders at all levels to design, build, operate, and maintain safe, efficient, and cost-effective transportation systems connecting communities and supporting economic growth.

 <p>Strategic Outcome</p> <p>#1</p>	<b>PROVIDE A RESILIENT MULTIMODAL TRANSPORTATION SYSTEM</b>	
	<ul style="list-style-type: none"> <li>• Plan, design, and deliver a transportation system in good repair that serves the diverse needs of Montana residents and visitors.</li> <li>• Leverage state and non-state funding sources to meet the growing infrastructure demand.</li> <li>• Enhance safety on public roadways.</li> </ul>	
	<b>Key Measures</b>	<ul style="list-style-type: none"> <li>• Deliver 10 quick fix repairs leveraging funding through SB 536 by December 2023</li> <li>• Develop a five-year plan to repair, replace, or remove all load posted bridges by October 1, 2023.</li> <li>• Implement the first year of the five-year bridge plan by 6/30/2024.</li> <li>• Submit IIJA grant applications for 100% of applicable bridge funding opportunities.</li> <li>• Enhance Montana highway safety by reducing motor vehicle crashes, fatalities, and serious injuries to less than 201 in 2023.</li> <li>• Leverage Numetrics to get the 7 largest cities to provide their crash reports by 12/31/2023.</li> </ul>



## Strategic Outcome


# #2


### MAINTAIN DEPARTMENT ASSETS

- **Keep Montana moving by ensuring safe and effective access to transportation facilities.**
- **Preserve assets to avoid more costly repairs and replacements.**
- **Provide consistent levels of service to the traveling public**

#### Key Measures

- Obtain results through the Maintenance Biennial Customer Survey indicating 90% or more respondents are satisfied with MDT's winter maintenance operations.
- Inspect and maintain MDT's traffic signs, and drainage assets with a goal of an overall condition grade of B+ or better through the Department's maintenance quality assurance report card.
- Use MDT's asset management approach to develop an optimal funding allocation and investment plan based on strategic highway system performance goals and select projects that support those goals through the Tentative Construction Plan update by November 1<sup>st</sup> of each year.
- Enforce commercial motor carrier size and weight compliance through the annual development and execution of the Size and Weight Plan.
- Manage inflationary and resource constraints to maintain 90% of our bridge assets in fair and good condition.
- Manage inflationary and resource constraints to maintain "State of Good Repair" (SOGR) rating of desirable or superior on our highways

  Strategic Outcome  #3	<b>CAPITALIZE ON INNOVATION</b>	
	<ul style="list-style-type: none"><li>• Utilize newly approved alternative contracting methods to leverage innovation and expedite crucial infrastructure improvements.</li><li>• Seek out opportunities to partner with local, federal, and private partners to meet common goals.</li><li>• Consolidate and modernize legacy systems to reduce technical debt.</li></ul>	
	<b>Key Measures</b>	<ul style="list-style-type: none"><li>• Partner with Department of Environmental Quality to develop and implement the state’s National Electric Vehicle Infrastructure Program (NEVI) and present the first project from this program in August 2023.</li><li>• Increase alternative contracting usage on core federal funding sources from 19% to 25% and 80% on discretionary grant projects by June 2024.</li><li>• Partner with Counties on 42 quick fix repairs identified through OSB strategic plan by June 2024</li><li>• Partner with local governments and stakeholders to expand real Time Network (RTN) to cover Northwest MT by December 2024.</li><li>• Implement Cloud Based Solutions for Enterprise Initiatives as scheduled by SITSD.</li><li>• Contract to continue the Federal Billing system project by December 31, 2023.</li></ul>

<div><p>Strategic Outcome</p><p>#4</p></div>		<b>PROVIDE EXCEPTIONAL CUSTOMER EXPERIENCE</b>
<ul style="list-style-type: none"><li>• Modernize public facing technologies and processes.</li><li>• Continuously seek out, process, and respond to customer input.</li><li>• Provide gold standard of service to Montana’s traveling public.</li></ul>		
<b>Key Measures</b>		<ul style="list-style-type: none"><li>• Launch statewide citizen portal and deploy 4 services within the portal by June 2024.</li><li>• Develop a web-based access to System Impact Action Process (SIAP) educational information and review process by September 1, 2023.</li><li>• Maintain safety rest areas in a “satisfactory” condition as measured through a biennial customer satisfaction survey with a goal of a grade of B+ or above.</li><li>• Communicate results of biennial stakeholder surveys to agency leadership within 60 days of close of survey.</li><li>• Provide roadway conditions updates to MDT’s advanced traveler information system at a minimum of twice per day during the winter road reporting season (November through April).</li><li>• Respond to 90% of motor fuel tax inquiries within 24 hours and resolve 80% on the first call.</li></ul>



Strategic  
Outcome

#5

## SUSTAIN A SAFE AND HIGHLY EFFECTIVE TRANSPORTATION WORKFORCE

- Recruit and retain driven, dedicated, and customer-focused professionals.
- Instill a culture that promotes innovation, safety, and personal development of our employees.
- Enhance transparency and communication at all levels within the agency.

### Key Measures

- Develop “High schools to Highways” program by 12/31/2023.
- Reduce staff turnover by 10%
- Reduce workplace injuries by 5%
- Implement career development program by 12/31/23.
- Consistently disseminate information and updates agency-wide through a monthly e-mail from the Director.
- Encourage two-way communication, developing channels for feedback from and communication with employees by conducting bi-monthly agency-wide town hall meetings with executive staff.