



Objective: Plan, build, maintain and operate a safe and resilient transportation infrastructure to move Montana forward

Goal: Fewer than 699 fatalities and serious injuries on Montana roadways by end of 2024

Strategy	Initiative	Who/Program	Measure
Keep Montanans Safe	Reduce the number of workers' compensation claims by 10% through accident investigations, safety awareness and training.	M. Keele/Gen Ops	% Reduction of Work Comp Claims
	Reduce fatality rate by .041 per 100M Annual Vehicle Miles Traveled (AVMT) on Montana roadways through safety improvement efforts to address crash pattern locations and reduce unsafe driving behavior.	R. Stapley/Planning	Reduction in fatality rate on MT roadways
	Reduce serious injury rate by .114 per 100M Annual Vehicle Miles Traveled (AVMT) on Montana roadways through safety improvement efforts to address crash pattern locations and reduce unsafe driving behavior.	R. Stapley/Planning	Reduction in serious injury rate on MT roadways
Build & Maintain Resilient Infrastructure	Maintain a State of Good Repair (SOGR) rating of desirable or superior on our roads.	D. Rouse/Construction	% of Desirable/Superior Rated Roads
	Maintain 90% of our bridge assets in fair and good condition.	D. Rouse/Construction	% of Bridge Assets in Fair/Good Condition
	Use Innovative Contracting Methods (ICM) (i.e., Design Build; Job Order Contract; Construction Manager/General Contractor; Progressive Design Build) for at least 20% of total construction projects.	D. Rouse/Construction	% of Construction Projects Using ICM
Move Montana Forward	Attract and retain a highly effective, empowered and enabled workforce resulting in an annual employee engagement score of at least 4 (on scale of 1-5).	M. Keele/Gen Ops	An overall employee engagement score of 4
	Achieve customer satisfaction grade of 'A' based on annual survey.	J. Swartz/Maintenance	Grade Based on Annual Customer Survey
	Streamline, modernize and digitally enable 100% of customer facing services to gain efficiencies and improve customer experience.	M. Bousliman/Gen Ops	100% Customer Facing Services Improved