

Wyoming Highway Patrol (WHP) BSC

WHP is committed to serve and protect all people in Wyoming with courtesy, professionalism and integrity

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Improve Overall Highway Safety						
	# of Fatalities		< 87	TBD	Target will be based on the lowest actual amount of the previous 3 years for all measures except seat belt usage.	145 (2015) 150 (2014) 87 (2013)
	# of Fatal Crashes		< 75	TBD		129 (2015) 131 (2014) 75 (2013)
	# of Impaired Driver Related Fatal Crashes		< 26	TBD	In 2010, 69 fatalities resulted from these crashes.	57 (2015) 46 (2014) 26 (2013)
	Change in Rate of Impaired Driver Related Fatal Crashes		< 34.6%	TBD		44% (2015) 35.1% (2014) 34.6% (2013)
	# of Incapacitating Injury Crashes		< 358	TBD	Often defined as "needing help from the scene."	374 (2015) 358 (2014) 393 (2013)
	# of CMV Fatalities		< 23	TBD		29 (2015) 35 (2014) 23 (2013)
	# of CMV Fatal Crashes		< 20	TBD		23 (2015) 26 (2014) 20 (2013)
	% of Seat Belt Use		87%	TBD	Note: The methodology for gathering data for seatbelt use was changed by NHTSA in 2012.	79.8% (2015) 79.2% (2014) 81.9% (2013)
		<i>Reduce annually the total number of ALL fatalities and crashes</i>				
		<i>Maximize our Enforcement, Educational and Support Efforts</i>			Maximize criminal interdiction efforts	
		<i>Increase Seat Belt Usage to Equal Nationwide Usage Rate</i>				
		<i>Conduct and meet quality CVSA inspections in accordance with policy</i>				

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Develop and Care for Our Employees						
	% of all positions filled		95% by the end of 2016	TBD	Percent of filled positions: 2015: Dispatch 88%, POE 94%, Sworn 84%; 2014: Dispatch 83%, POE 92%, Sworn 87%; 2013: Dispatch 92%, POE 94%, Sworn 88%; Civilian positions were 100% filled for all three years, but were not included in last year's calculations.	88% (2015) 87% (2014) 91% (2013)
	Rating from Employee Survey		At least 70%	TBD		67% (15) 65.2% (13) 66.7% (11)
		<i>Continue to vigorously execute the recruitment strategy</i>				
		<i>Maintain a formal leadership development program</i>				
		<i>Continue to host a recognition award ceremony, annually</i>				
		<i>Periodically conduct an employee satisfaction survey and follow-up with results</i>				
		<i>Continue to use Guardian Tracking for recognizing employee's efforts</i>				
		<i>Encourage the use Employee Assistance Program (EAP)</i>				

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GOAL	MEASURE	STRATEGY	TAR-GET	ACT-UAL	COMMENTS	LAST YR
Committed to Exceptional Customer Service						
	% of positive comments/total responses		> 76%	TBD	2015 - Total responses: 327 Total positive comments: 272 2014 - Total responses: 362 Total positive comments: 262 Includes all (Sworn and POE) responses from customer cards	83% (2015) 72.4% (2014)
	% of complaints/total responses		< 24%	TBD	55/327 (2015) 100/362 (2014)	17% (2015) 27.6% (2014)
	% of complaints investigated and found to be unfounded complaints		>95% of complaints are unfounded	TBD	4 complaints/ 51 total complaints = 8% (2015) 13 complaints/100 total complaints = 13% (2014)	91% (2015) 87% (2014)
	Rating from CSS regarding courtesy of personnel		At least 80%	TBD	"I believe Highway Patrol personnel treat people with courtesy." 2014 calculations based on responses of those who had some contact with WHP; 2012 calculations based on total number of responses	____(2016) 84% (2014) 76.7% (2012)
	Rating from CSS regarding timeliness		At least 75%	TBD	"I believe Highway Patrol personnel respond to situations in a timely manner." 2014 calculations based on responses of those who had some contact with WHP; 2012 calculations based on total number of responses	____(2016) 79.0% (2014) 74.4% (2012)
	Rating from CSS regarding expectations met		Greater than 80%	TBD	"Overall, the Wyoming Highway Patrol meets the expectations I have for our highway patrol." Calculations based on total number of responses.	____(2016) 77.5% (2104) 84.0% (2012)
		<i>Continue to use and track the customer satisfaction survey cards for Sworn and POE personnel</i>				
		<i>Demonstrate a professional service oriented approach</i>				
		<i>Continue to ask WHP questions on Statewide Customer Satisfaction Survey conducted by WYSAC for WYDOT</i>				
		<i>Optimize efforts to outreach with the public</i>			Continue hwy safety education with trucking companies, school presentations, and PSAs	

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Evaluate and Structure the Agency to Prepare for the Future						
	Completion date for implementing critical components of the Support Services business case		12/31/2015	TBD		
		<i>Develop a foundation for WHP that addresses present needs and future demands</i>				
		<i>Identify and prioritize critical components of business case and set target(s) for completion</i>				
		<i>Continually evaluate positions to determine if they are properly classified</i>				
		<i>Improve consistency between districts</i>			Provide periodic updates to all field personnel	

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Excellent Stewards of Our Resources						
	Budget variance		At or Under Budget		Includes Law Enforcement and Ports of Entry Programs for fiscal year ending Sept 30, 2011 - 2013	0% (2015) 0% (2014) - 2% (2013)
		<i>Maintain fiscal responsibility</i>				
		<i>Assess the impact of current and future technology</i>				
		<i>Continue to carry-out internal efficiency initiatives reported to the Governor</i>				