

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. | 112 (2016) 145 (2015) 150 (2014) |
| | # of Fatal Crashes | | < 75 | TBD | | 100 (2016) 131 (2014) 75 (2013) |
| | # of Impaired Driver Related Fatal Crashes | | < 26 | TBD | In 2010, 69 fatalities resulted from these crashes. | 28 (2016) 57 (2015) 46 (2014) |
| | Change in Rate of Impaired Driver Related Fatal Crashes | | < 34.6% | TBD | | 50% (2016) 44% (2015) 35.1% (2014) |
| | # of Incapacitating Injury Crashes | | < 358 | TBD | Often defined as "needing help from the scene." | 300 (2016) 374 (2015) 358 (2014) |
| | # of CMV Fatalities | | < 23 | TBD | | 26 (2016) 29 (2015) 35 (2014) |
| | # of CMV Fatal Crashes | | < 20 | TBD | | 21 (2016) 23 (2015) 26 (2014) |
| | % of Seat Belt Use | | 87% | TBD | Note: The methodology for gathering data for seatbelt use was changed by NHTSA in 2012. | 80.5% (2016) 79.8% (2015) 79.2% (2014) |
| | | | <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. | 87% (2016) 89% (2015) 87% (2014) |
| | Rating from Employee Survey | | At least 70% | TBD | <i>Next survey will be conducted in May, 2017.</i> | ____% (16) 67% (15) 65.2% (13) |
| | | <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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|--|---|---|----------------------------------|---------|--|--|
| 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 | 82% (2016) 83% (2015) 72.4% (2014) |
| | % of complaints/total responses | | < 24% | TBD | 55/327 (2015) 100/362 (2014) | 18% (2016) 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) | 15% (2016) 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 | 77.3% (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 | 79.3% (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. | 83% (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 | -15% (2016) 0% (2015) 0% (2014) |
| | | <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> | | | | |
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