

Wyoming Department of Transportation Annual Report 2015

General Information

- Wyoming Department of Transportation
- John Cox, Director
- Contact Person:
 - Janet Farrar, Strategic Performance Improvement Program
 - 5300 Bishop Blvd
 - Cheyenne, WY 82010
 - (307) 777-4780
 - janet.farrar@wyo.gov

Statutory Reference

W.S. 9-2-2004 and W.S. 24-2-101 grant authority to the Department of Transportation to conduct business as a state government agency.

Clients Served

The Wyoming Department of Transportation (WYDOT) provides a safe, high quality, and efficient transportation system to all citizens of Wyoming and for those customers who use the transportation system for interstate commerce and travel.

Budget Information

WYDOT is authorized to operate under the federal fiscal year, which runs from October 1 through September 30. The anticipated expenditures for fiscal year 2015 total \$ 644,938,915 including federal funds of \$280,046,836.

Commission

The Wyoming Transportation Commission is comprised of seven members appointed by the Governor, with approval of the Senate. Each commissioner serves a six-year term. Each county within a transportation district is represented, in turn, by successive appointments. State law requires that the minority party be represented on the commission. The Transportation Commission of Wyoming governs activities of the Department of Transportation ([W.S. 24-2-101](#)). The commission generally meets monthly.

Wyoming Department of Transportation Annual Report 2015

Report Period:

FY2015 (October 1, 2014 through September 30, 2015).

Wyoming Quality of Life Result:

The following are result statements that the Governor and all state agencies are serious about achieving and maintaining for all citizens of Wyoming:

- Result #2: Wyoming has a diverse economy that provides a livable income and ensures wage equality.
- Result #6: Wyoming state government is a responsible steward of State assets and effectively responds to the needs of residents and guests.
- Result #7: Wyoming enjoys a safe, high quality, efficient transportation system.
- Result #8: Wyoming natural resources are managed to maximize the economic, environmental, and social prosperity of current and future generations.

Contribution to Wyoming Quality of Life:

The Wyoming Department of Transportation (WYDOT) contributes to Wyoming's quality of life by:

- Providing a critical avenue for commerce,
- Providing for safe travel,
- Maintaining and enhancing a quality infrastructure (including the interstate system and all state highways), and
- Protecting and preserving the environment and Wyoming's natural resources.

Basic Facts

The Wyoming Department of Transportation has approximately 2,000 employees and a 2015-2016 Biennium Budget of \$1,249,854,224 consisting of \$ 560,093,672 federal funds and \$689,760,552 state funds.

Primary functions of the department include the following:

- **Construction** planning, designing, and building transportation projects.
- **Maintenance** keeping existing pavements (chiefly highways and airport runways) and roadside features (such as bridges, drainage, fences, guardrail, and rest areas) in as good a condition as possible through highway maintenance activities.
- **Administration/regulatory** issuing and regulating driver's licenses, regulation of commercial vehicles, administering vehicle title and registration, issuing Wyoming operating authority, and collecting and distributing state fuel taxes. Providing road and travel information. Investigating complaints against businesses that WYDOT licenses (such as auto dealers).
- **Law Enforcement** enforcing Wyoming's motor vehicle traffic laws, providing crash response and investigation, criminal interdiction, facilitating safety education, and collecting commercial user fees.
- **Aeronautics** managing the state's Airport Improvement Program, operating the state's aircraft, enhancing commercial air service, and administering federal-aid funds related to aeronautics.

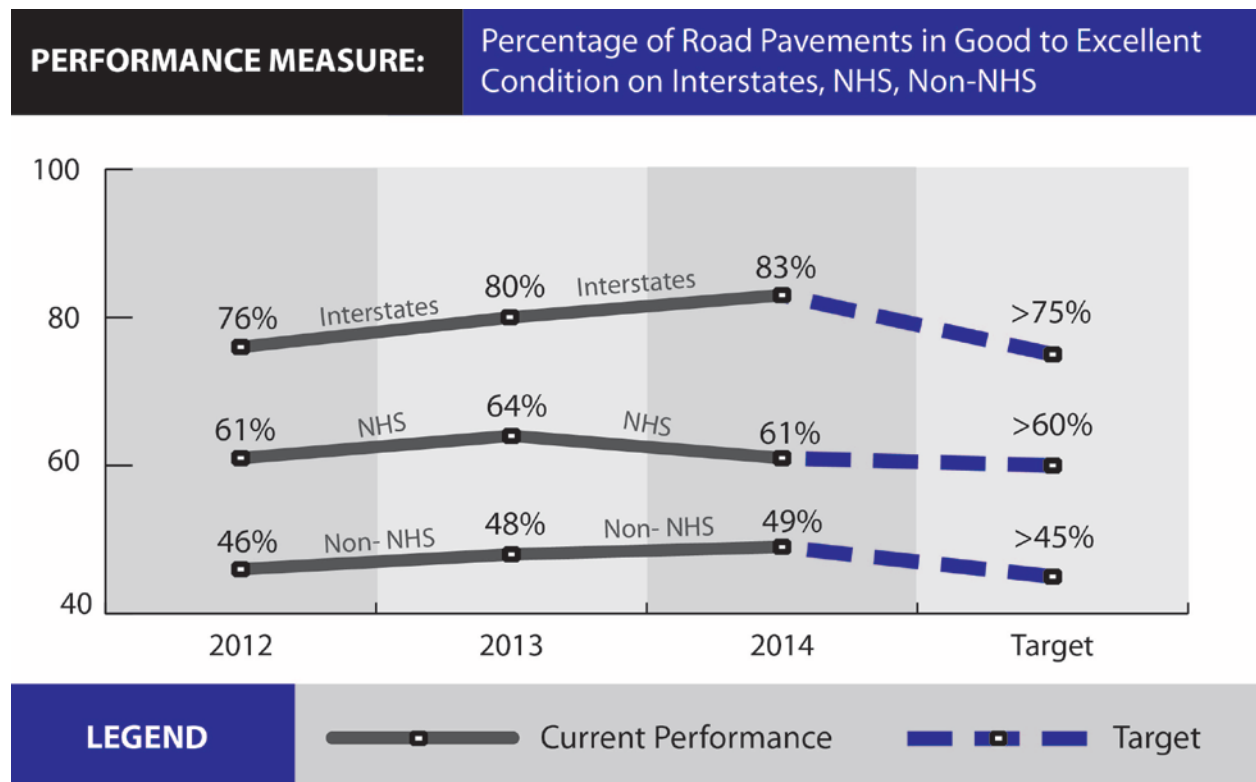
Note about Safety:

Safety is an overriding concern of the department. Performance measures throughout the department integrate safety components. Arriving at one overall safety measure for this report is problematic as safety is all encompassing.

Performance:

Shown below are a few of the measures that WYDOT uses to gauge performance. To view the overall agency strategic plan, balanced scorecards (BSC), and annual reports, please refer to http://www.dot.state.wy.us/home/administration/strategic_performance.html.

Performance Measure #1 - Percentage of Road Pavements in Good to Excellent Condition on Interstates, NHS, and Non-NHS



Note: Targets are based on 2018 condition projections shown in the Pavement Management System (PMS) Analysis Report 2014/2015.

Story Behind the Last Year of Performance

In 2013, the Wyoming Legislature raised the state motor fuel tax to 24 cents per gallon. The 10 cent increase brings Wyoming into a comparable range with nearby states. The Department has made the decision to use this new funding solely for non-interstate highway construction projects. One of WYDOT’s top priorities is to focus on highway system preservation.

In addition, MAP-21, “Moving Ahead for Progress in the 21st Century Act” (P.L. 112-141), was signed into law by President Obama on July 6, 2012. MAP-21 is the first long-term highway authorization enacted since 2005 and creates a streamlined and performance-based surface transportation program including measuring infrastructure condition.

The Department also uses the Long Range Transportation Plan (LRTP) and the Asset Management System to assist in decision making. Both the LRTP and Asset Management System use a systems approach to identify the state’s transportation needs. WYDOT then uses the State Transportation Improvement Program (STIP) to schedule projects. The Pavement Management System (PMS) is an integral part of the Asset Management System and takes into consideration pavement condition.

What has Been Accomplished

WYDOT has developed a tentative list of 53 projects for fiscal years 2013-2016 to be paid for with the estimated \$47.5 million a year in additional fuel tax revenue (from the 10 cent increase) the Department expects to receive. This extra funding will assist the Department in maintaining the current condition of the pavements which was the intent of the legislature. Sixteen pavement preservation projects have been completed using the additional fuel tax revenue WYDOT received during 2014. Work is expected to begin on 15 more projects in 2015. Please refer to WYDOT’s web site to view the status of these projects.

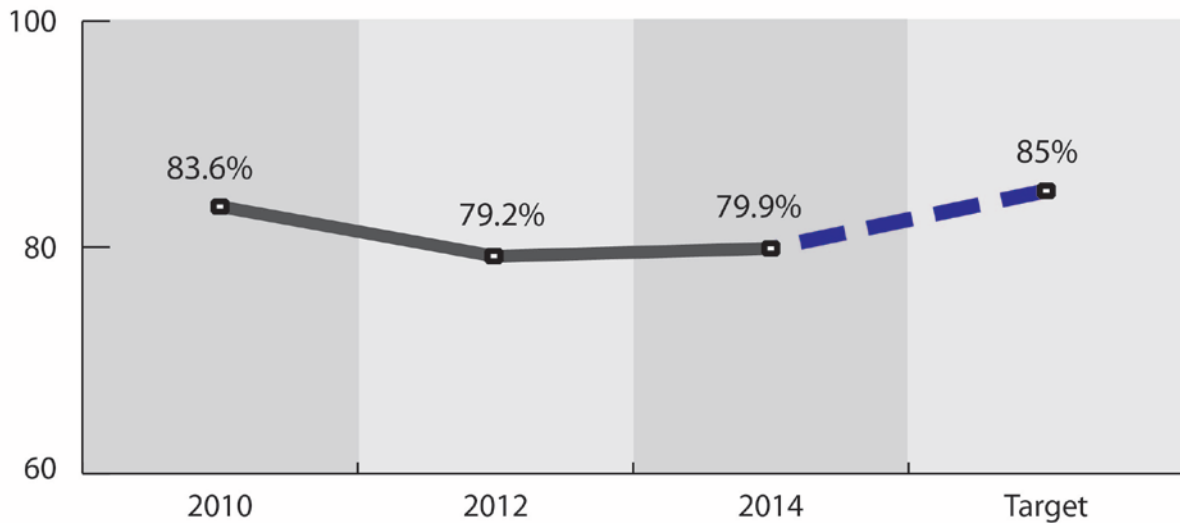
MAP-21 establishes national performance goals for federal highway programs which WYDOT will be responsible for tracking and reporting. These national performance goals include safety, infrastructure condition, congestion reduction, system reliability, freight movement and economic vitality and environmental sustainability. WYDOT officials are continuing to wait for final rule making on MAP 21.

WYDOT is currently measuring infrastructure (pavement) condition as shown in the above graph, which is in compliance with the MAP-21 requirements. However, final rulemaking on all MAP-21 national performance measures is not expected until 2018.

WYDOT decision makers will continue to use information from the LRTP, Asset Management System, and funding limits to assist them in determining future projects which will help in maintaining road pavement conditions.

Performance Measure #2 - Percentage of Customer Satisfaction with WYDOT's Overall Performance

PERFORMANCE MEASURE: Percentage of Customer Satisfaction with WYDOT's Overall Performance



LEGEND — Current Performance — Target

Note: Rating scale and wording of this question was changed in 2012; however previous year ratings have been included.

Story Behind the Last Year of Performance

WYDOT along with the Wyoming Survey and Analysis Center at the University of Wyoming has conducted a customer satisfaction survey every two years since 2002. The most recent survey was conducted at the end of 2014. The next survey will be conducted at the end of 2016.

The survey was designed to obtain at a minimum 800 completed surveys. The survey has a margin of error of + or - 3.1 percentage points with a 95% level of confidence. In addition, the survey was designed to reach cell phone owners as well as land line telephone users, and invited respondents to volunteer as members of our Customer Feedback Panel.

The 2014 survey revealed that overall satisfaction remains high. Seventy-nine and nine-tenths percent (79.9%) of respondents were satisfied with WYDOT's stewardship of the statewide transportation system.

What has Been Accomplished

The survey indicated the highest levels of satisfaction are with:

- The cleanliness of Wyoming's highway rest areas (92%)
- The courtesy of office staff at Driver's license offices (90%), and
- Amount of improvement in road after construction project is completed (88%).

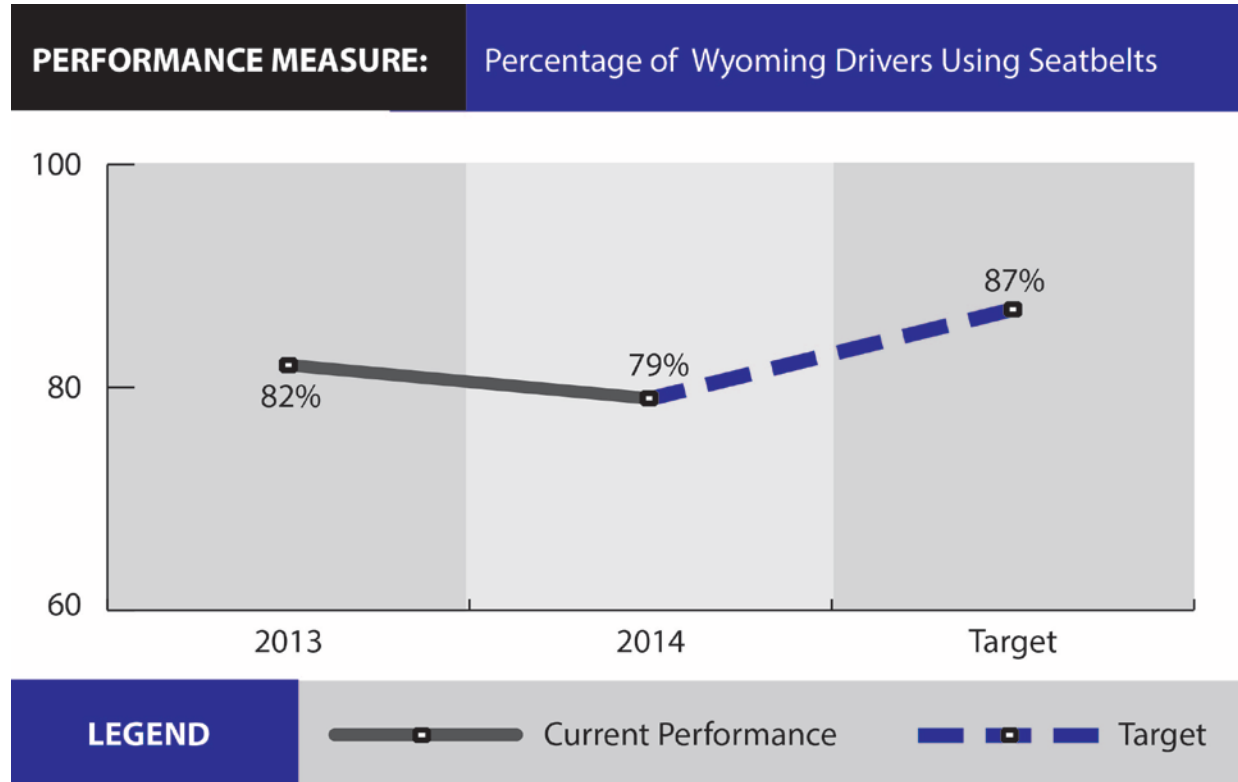
In regards to the overall facilities at Wyoming airports, 80% are satisfied. Over one-third of residents said they had flown into or out of a Wyoming airport on a commercial flight in the past two years. Of those who traveled, 61% said they were satisfied. The top concerns of those who were dissatisfied were high cost and lack of options.

Thirty-six percent of the respondents said they had direct contact with Highway Patrol personnel during the past two years, and 84% of those said Patrol personnel treat people with courtesy, 79% believe Patrol responds in a timely manner, and 78% said the Patrol meets their expectations.

Residents who had direct contact or experience of any kind with Patrol personnel during the past two years were significantly more likely to express satisfaction with Patrol than those with no contact. Of the 64 percent of respondents who had no contact, 69% agreed that Patrol personnel are courteous, 70% believe Patrol responds in a timely manner and 77% said Patrol meets their expectations.

WYDOT will compare results from the 2014 survey with results from the 2016 survey after it is conducted. Follow-up actions will be developed at that time. However, there was an increase in the percent of respondents who indicated that travel lanes in construction zones are poorly identified. This may have been due to the wording of the question, but WYDOT will continue to monitor the situation. There was a decrease of six percentage points in the number of respondents who indicated that the Wyoming Highway Patrol meets their expectations. Even though the rating remains favorable at 78%, WYDOT will continue to monitor that situation as well.

Performance Measure #3 - Percentage of Wyoming Drivers Using Seatbelts



Story Behind the Last Year of Performance

Wyoming's seat belt usage rate in 2014 was 79%, which is down from 82% in 2013. Although the rate has decreased, it is still higher than the 77% reported in 2012. WYDOT officials will continue to remain vigilant in increasing the seat belt usage rate to the national average of 87%. WYDOT is certain that increasing the use of vehicle restraints will decrease fatalities.

What has Been Accomplished

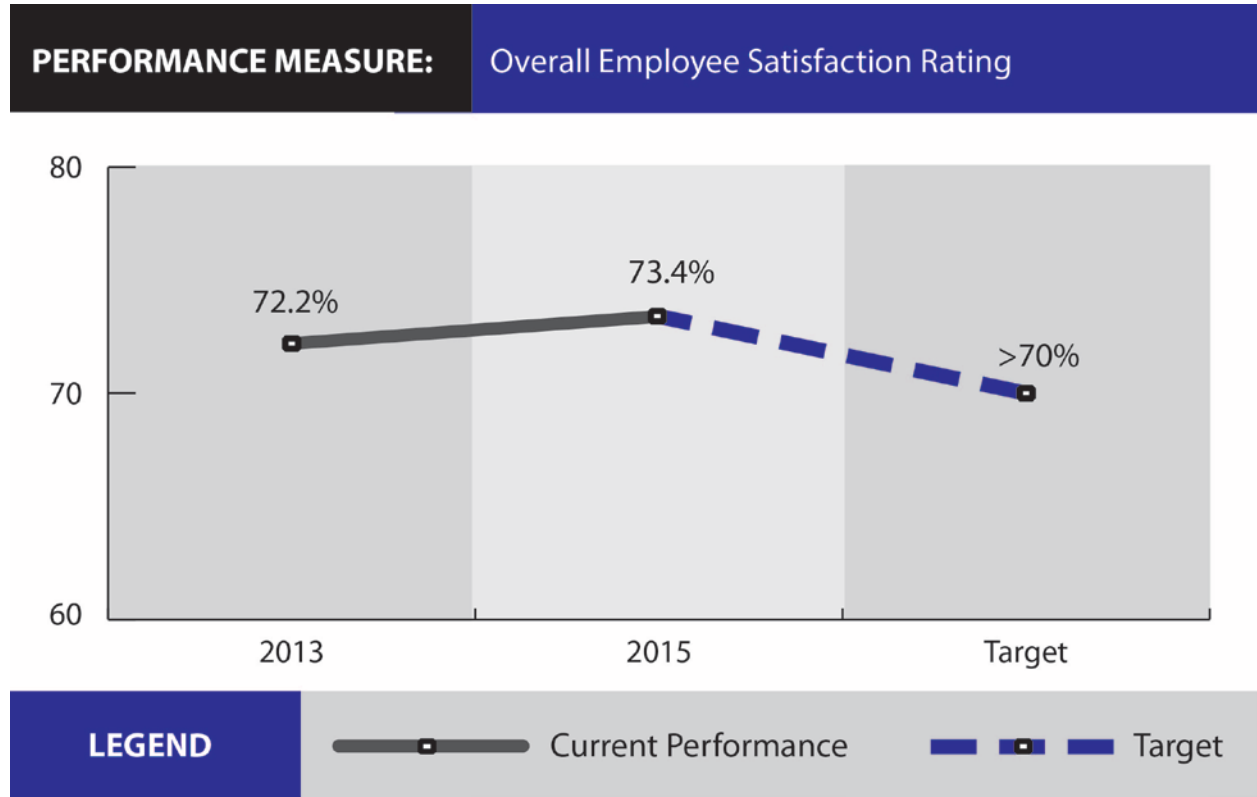
WYDOT continues to invest resources on enforcement and education to increase seat belt use. WYDOT continues to educate all drivers of the importance of using seat belts by providing campaigns and education classes, such as *The WYDOT Report* that is televised, the *Alive at 25* classes for teen drivers, and visits to schools by WYDOT representatives.

Since the introduction of the *Alive at 25* Defensive Driving program by the Wyoming Highway Patrol in 2007, the *Alive at 25* program has taught over 10,000 Wyoming drivers ages 14-24 years, statewide. The number of teen crashes and deaths has also been declining since the program's introduction as it works concurrently with the Graduated Driver License (GDL) law.

Alive at 25 continues to grow due to court efforts and to young drivers recommending the class to their friends.

Both WHP and the WYDOT Highway Safety Program continue to implement their strategic plans, which concentrate on increasing the use of safety restraints (seat belts) as well as reducing fatalities, impaired driving, and speeding. The Safety Management System (SMS) continues to be implemented. The SMS is a resource that monitors the roadway system and identifies high risk locations for further review and decision making.

Performance Measure #4 - Employee Satisfaction Survey Rating



Note: The percentages shown above are for the WYDOT employee survey only. The rating scale and some of the questions were changed in 2015, so year to year comparison should be made cautiously. WHP’s employee survey will be conducted in August, 2015.

Story Behind the Last Year of Performance

WYDOT conducts an employee satisfaction survey periodically and has set a target of at least 70% overall satisfaction. In 2015, WYDOT employees were surveyed and the overall satisfaction from the surveys was 73.4% up from 72.2% in 2013. At the time this report was written, the WHP employee satisfaction survey had not been conducted or compiled; however, it will be conducted in August, 2015.

What has Been Accomplished

Among questions that received the most favorable responses in 2015 “my supervisor holds me accountable for what I am supposed to do” and “I know what is expected of me at work.” The least favorable responses were “I have the resources I need to do my job well” and “my supervisor and I have talked about ways I can develop in my career.” It is noteworthy that 79% of respondents said they would recommend WYDOT as a good place to work. The next employee survey is scheduled for 2017.

WYOMING DEPARTMENT OF TRANSPORTATION ORGANIZATION CHART

