



Wyoming Highway Patrol

Strategic Plan

January 2014 - December 2016



Wyoming Department of Transportation



Wyoming Highway Patrol Strategic Plan 2014 - 2017
Colonel Kevin Haller - Administrator

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Introduction

Strategic planning is an important activity that the leadership of Wyoming Highway Patrol (WHP) takes seriously as it assists in providing direction, setting priorities (goals), and focusing resources (strategies) in accomplishing the agency's vision and mission.

The WHP uses the balanced scorecard (BSC) to gauge goal achievement. The BSC is a template that contains the goals, performance measures, strategies, targets and actual performance.

The BSC assists in:

- translating WHP's strategic plan,
- reporting past performance, and
- helping to plan for the future.

Leadership adopted a formal process to strategic plan and develop BSCs, every three years. This planning process integrates employees into the process, emphasizes buy-in and accountability for the BSC, and helps communicate results to interested stakeholders. Each section within Patrol is responsible for developing a BSC, including goals and strategies which align to the overall BSC.

Overview

The primary duty of WHP is to keep the motoring public safe as they travel over the 6,800 miles of highways in the state, including 900 miles of interstate. The WHP is comprised of two sections: Field Operations and Support Services. Field Operations involves patrolling the roads, traffic enforcement, crash investigation, criminal interdiction, and commercial vehicle enforcement, among other duties.

Support Services provides statewide dispatch services, issues and collects fees from permits, conduct commercial vehicle inspections, and provides safety programs to schools and other safety-minded service organizations across Wyoming. Additionally, they ensure the day-to-day activities of WHP run smoothly and oversee the recruitment and training of new employees including troopers.

Organization Chart



Organization Chart

**Wyoming Highway Patrol
ADMINISTRATOR
Colonel**

**OPERATIONS COMMANDER —
Lt. Colonel**

**PROFESSIONAL
STANDARDS CAPTAIN
Executive Protection Detail**

**FIELD OPERATIONS COMMANDER
MAJOR**

**DISTRICT 1 CAPTAIN
Div: A, H, J, P**

**DISTRICT 2 CAPTAIN
Div: B, F, M**

**DISTRICT 3 CAPTAIN
Div: D, E, K, T**

**DISTRICT 4 CAPTAIN
Div: C, L, Q**

**DISTRICT 5 CAPTAIN
Div: G, I, N**

**SUPPORT SERVICES COMMANDER
MAJOR**

COMMUNICATIONS CENTER MANAGER

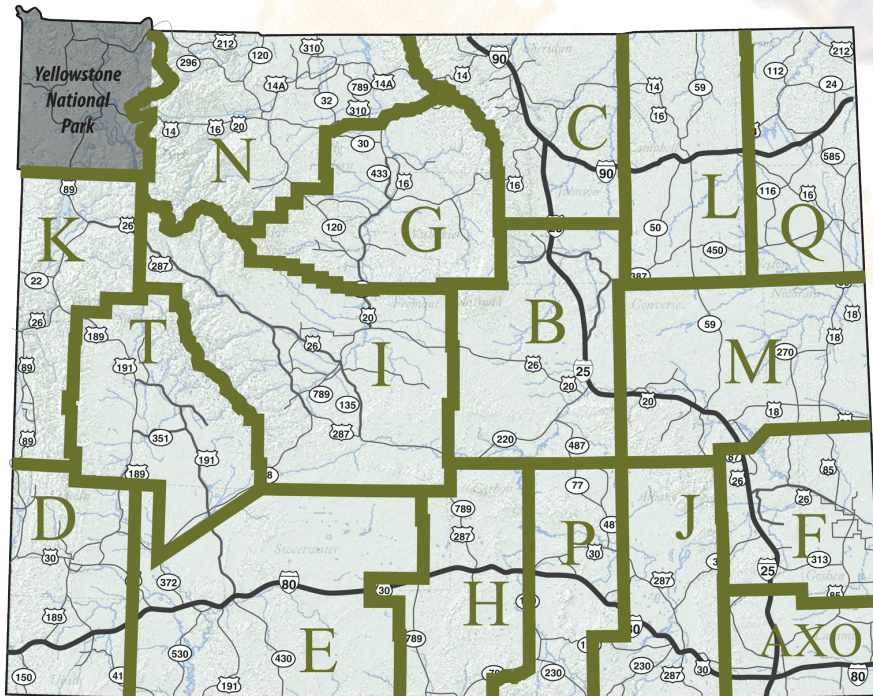
EVIDENCE, EQUIPMENT & TECHNOLOGY CAPTAIN

**COMMERCIAL CARRIER CAPTAIN
POEs**

SAFETY, TRAINING & RECORDS CAPTAIN



Highway Patrol Division Locations



Functions



The primary functions performed by Wyoming Highway Patrol include:

- Enforcing the State's traffic laws;
- Performing criminal interdiction on Wyoming highways focusing on criminal activity and the transportation of illegal drugs;
- Directing, controlling and regulating motor vehicle traffic on public roadways;
- Providing Executive Protection and Capitol security;
- Inspecting vehicles for safety-related equipment violations;
- Providing community education and administering safety programs to the public;
- Assisting in state homeland security efforts;
- Regulating road closures for special events, inclement weather or when necessary to prevent further injury or damage following an emergency;
- Circulating and enforcing rules and regulations for commercial motor vehicles; and
- Providing emergency assistance in the event of major disasters, civil protests or when requested by local law enforcement.
- Operating statewide communication center for Patrol and multiple diverse state agencies.

Vision, Mission, and Values

Following are the overall vision, mission, and values of the WHP:

Vision Wyoming's Leader in Highway Safety

Mission The Wyoming Highway Patrol is committed to serve and protect all people in Wyoming with courtesy, professionalism and integrity.

Values The Wyoming Highway Patrol is dedicated to fostering organizational pride by exemplifying the following eight core values:

Integrity Be truthful, ethical, accountable, consistent, fair and predictable.

Courage Overcome fear, have administrative fortitude, remember principle over expediency, do what is right, and demonstrate self-initiative.

Discipline Display self-control, be respectful, and maintain objectivity.

Loyalty Have allegiance and trust to: ourselves, each other, and to the public; submit to authority; and use difficult times to demonstrate my commitment to those I serve. Submission equates to "being under authority grants authority."

Diligence Pursue excellence through hard work, dedication, and perseverance. Stay the course. Be committed. Invest the time and energy to complete each task assigned to me.

Humility Have compassion, good listening skills, be a servant leader. Recognize weaknesses in myself and strengths in others.

Optimism Focus on the future with a clear understanding of responsibilities to achieve agency goals, maintain a positive outlook, demonstrate patience and understanding, and recognize others.

Conviction We approach our day-to-day activities with confidence, passion, and sincerity.

Goals



Improve Overall Highway Safety

Overall Strategy:

The WHP plans to significantly reduce fatalities and serious injuries and increase seat belt usage by maximizing enforcement, educational and support efforts.

Overall Performance Measures: See page **three** of the [BSC](#).

Develop and Care for Our Employees

Overall Strategy:

WHP is committed to building a stronger workforce by recruiting, training, recognizing and retaining exceptional employees.

Overall Performance Measures: See page **two** of the [BSC](#).

Committed to Exceptional Customer Service

Overall Strategy:

All members of WHP are expected to demonstrate a professional, service oriented approach in carrying out their responsibilities, on and off duty.

Overall Performance Measures: See page **three** of the [BSC](#).

Goals



Evaluate and Structure the Agency to Prepare for the Future

Overall Strategy:

Executive Command Staff is working diligently on developing a foundation for the organization that addresses the needs of today while strengthening the structure for the future.

Overall Performance Measures: See page **four** of the [BSC](#).

Excellent Stewards of Our Resources

Overall Strategy:

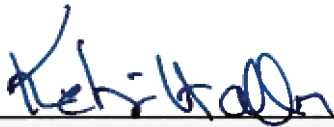
Each member of WHP is expected to be fiscally responsible and continually looking for ways to increase efficiency and effectiveness of job duties.

Overall Performance Measures: See page **five** of the [BSC](#).

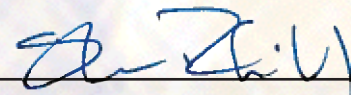
Summary

This strategic plan provides the overall direction for WHP for the next three years. An annual review will be conducted on the overall BSC as well as each individual work groups' BSCs to determine how well this plan is being carried out. Those documents will be reviewed and updated.

The Commanding Officers of the Wyoming Highway Patrol reaffirm their belief in the value of this Strategic Plan.



Colonel Kevin Haller



Lieutenant Colonel Shannon Ratliff



Major Keith Groeneweg



Major Perry Jones