



# **Wyoming Highway Patrol**

## ***Strategic Plan***

***January 2014 - December 2016***



***Wyoming Department of Transportation***



***Wyoming Highway Patrol Strategic Plan  
Colonel John Butler***

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# *Introduction*

Strategic planning is an important activity 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.

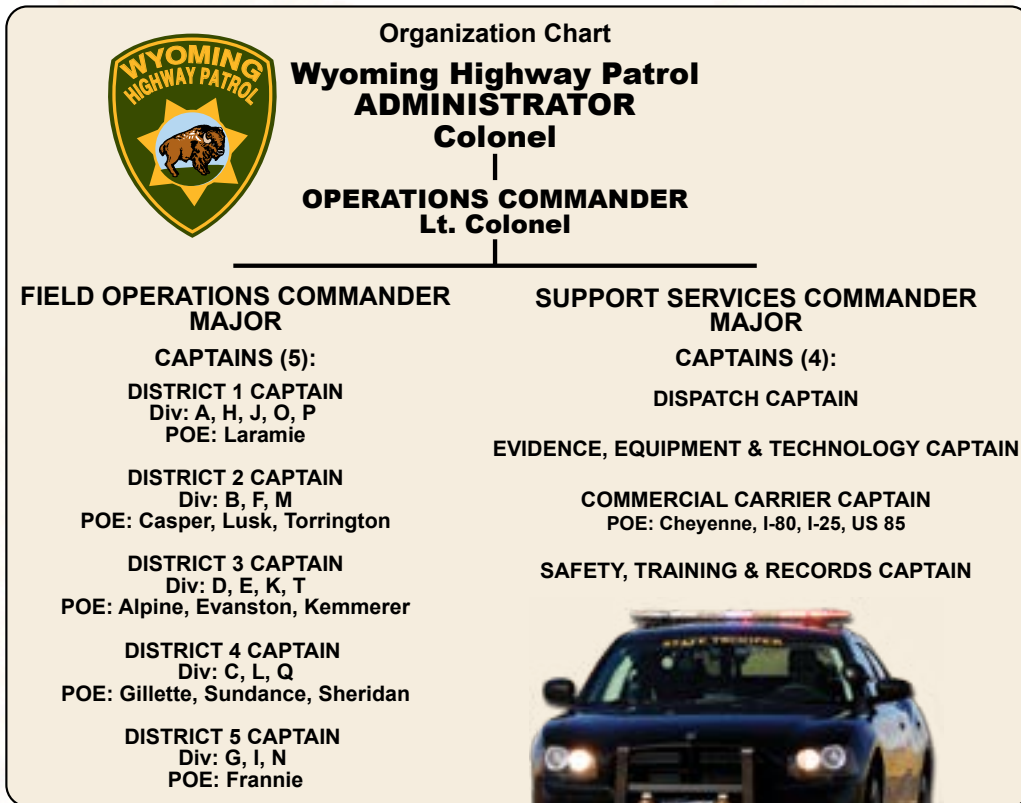
Leadership adopted a formal process to strategically plan and develop BSCs every three years. This planning process integrates employees into the process, emphasizes buy-in and accountability for the BSC, and helps communicate results to interested stakeholders. Each section within Patrol is responsible for developing a BSC, including goals and strategies which align to the overall BSC. To view the latest BSC, click [here](#).

# *Overview*

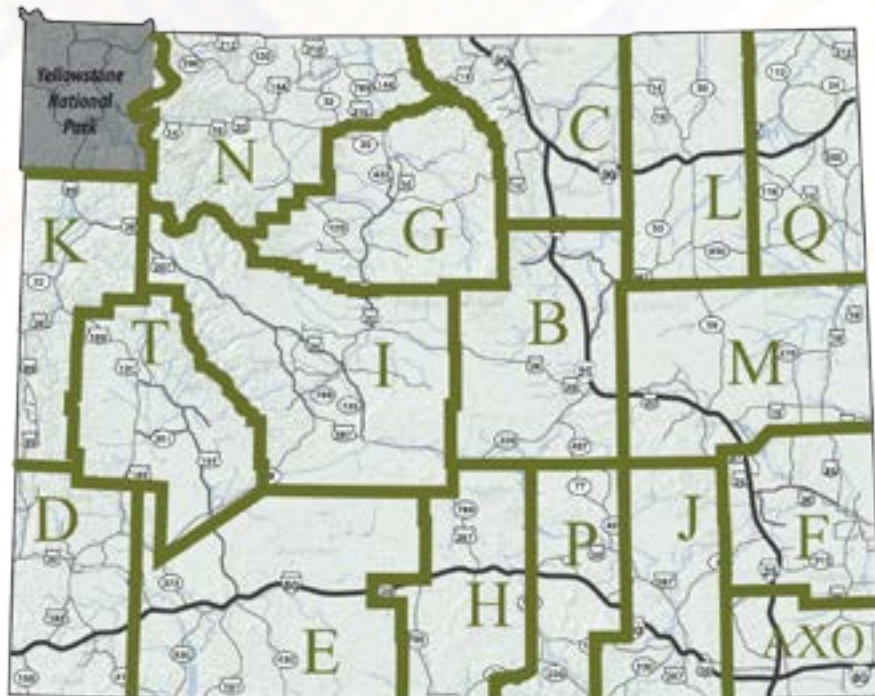
The primary duty of WHP is to keep the motoring public safe as they travel throughout the state of Wyoming. The WHP is comprised of two sections: Field Operations and Support Services. Field Operations involves patrolling the roads, traffic enforcement, crash investigation, criminal interdiction, and commercial vehicle enforcement, among other duties.

Support Services provides statewide dispatch services, issues and collects fees from permits, coordinates commercial vehicle programs, 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



## 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;
- Circulating and enforcing rules and regulations for commercial motor vehicles;
- Operating statewide communication center for Patrol and multiple diverse state agencies.
- Utilizing equipment and technology to maintain industry standards for today and the future.

# ***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, and 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



**Below are the five overall goals for WHP:**

- Improve Overall Highway Safety
- Develop and Care For Our Employees
- Committed to Exceptional Customer Service
- Evaluate and Structure the Agency to Prepare for the Future
- Excellent Stewards of Our Resources

*To view the latest BSC, click [here](#).*



# ***Achievements***



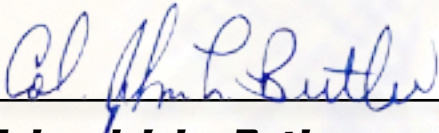
## **Achievements completed by the Wyoming Highway Patrol:**

- Installed mobile data terminals
- Implemented record management system (RMS)
- Secured temporary evacuation location for the communication center
- Improved the internal promotional process
- Partnered with the Attorney General and Information Technology to obtain in-car video
- Instituted a software system (Guardian Tracking) for employee recognition
- Convened a statewide strategic plan summit
- Earned a high score on the Customer Satisfaction Survey
- Maintained a high rating on the customer satisfaction cards
- Implemented E-Citation Program statewide
- Expanded internal and external partnerships to improve highway safety
- Increased criminal interdiction efforts yielding significant seizures

# Summary

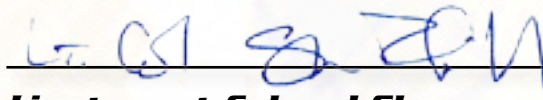
This strategic plan provides the overall direction for WHP for the next three years. An annual review will be conducted on the overall BSC as well as each individual work groups' BSCs to determine how well this plan is being carried out. Those documents will be reviewed and updated.

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



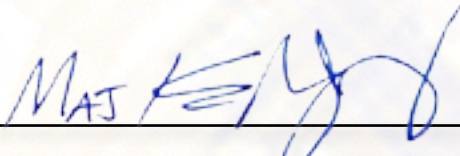
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**Colonel John Butler**



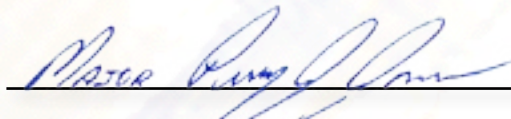
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**Lieutenant Colonel Shannon Ratliff**



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**Major Keith Groeneweg**



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**Major Perry Jones**