

Sticking to the Mission

WYDOT's mission is to provide a safe, high quality and efficient transportation system. It's not just words on a laminated card or a plaque on the wall; it's the backdrop for everything we do, every day.

Safety is at the heart of all WYDOT activities and guides us in all our decisions. Last year saw great improvements to our 511 travel information system, including a new interactive travel conditions map and implementation of the 511 Notify system, which feeds winter travel information directly to the public via email or text messaging.

We also began our second year of seasonal speed limits along I-80 between Laramie and Rawlins. This effort, combined with our Variable Speed Limit (VSL) signs, continues to show promise for reduction of crashes and road closures. As funding allows, we'll continue to install VSL signs where appropriate around the state.

This winter season also saw the implementation of a new chain law. We see this additional level to the chain law as a tool in improving mobility along selected roadways, especially when it comes to keeping roads open and limiting crashes.

Efficiency is something we can all appreciate during these trying economic times, although WYDOT has always excelled in this area. A prime example is the fact that Wyoming was the first state to obligate 100 percent of our federal stimulus funds. Working together with our partners, we got \$157.6 million dollars worth of valuable projects out the door and on the roads in record time. In fact, we did so well that I



John Cox, Director of the Wyoming Department of Transportation, was asked to speak before a congressional committee in Washington, D.C., regarding Wyoming's successful usage of the American Recovery and Reinvestment Act of 2009 (ARRA) initiatives for stimulus projects related to transportation and highway construction.

was invited to address Congress this last October to answer questions regarding our ability to accomplish this impressive feat.

Quality is really the true measure of how well we meet the combined needs of safety and efficiency. In our most recent public survey, 79 percent of Wyoming residents were satisfied with WYDOT's overall performance. That's an admirable 4 percent increase over two years and something in which we can all take a great deal of pride.

Perhaps the truest illustration of our commitment to safety, efficiency, and quality comes in the form of one of our lowest statistics. In 2009, *Wyoming's highway fatality rate hit a 15-year low at only 134*. This was influenced by enforcement, education, and engineering. The men and women of WYDOT worked together and pushed hard toward our goals in 2009. My thanks to all of you as we serve the people of Wyoming together.





DISTRICT ENGINEERS

DISTRICT 1: Jay Gould
Laramie
DISTRICT 2: Jack Bell
Casper
DISTRICT 3: John Eddins
Rock Springs
DISTRICT 4: Mark Gillett
Sheridan
DISTRICT 5: Shelby Carlson
Basin

DIRECTOR John Cox CHIEF ENGINEER **Del McOmie ASST CHIEF ENGINEER Engineering & Planning Pat Collins ASST CHIEF ENGINEER Operations** Tim Hibbard **AERONAUTICS Dennis Byrne HIGHWAY PATROL** Col. Sam Powell SUPPORT SERVICES **Tom Loftin**





DIRECTOR John Cox

Director, Wyoming Department of Transportation (WYDOT)

The Wyoming Department of Transportation's **Director** leads the entire Department in its mission to keep people safe on the state transportation system, serve its customers, take care of all physical aspects of the state transportation system, develop and care for its people, respectfully perform its lawful responsibilities, and exercise good stewardship of its resources. WYDOT is broken into six divisions made up of several programs, with the following three programs answering directly to the Director.

In FY09, the Internal Review Services Program (IR) continued to provide critical information to WYDOT's Executive Staff to mitigate risk and ensure compliance and good stewardship of resources. To this end, IR completed the compliance portion of the required Office of Management and Budget (OMB), Circular A-133 audit, which is an important function because the audit's results play a critical role in determining WYDOT's eligibility to receive federal funding. This year's audit required significantly more testing and additional staff resources due to the American Recovery and Reinvestment Act of 2009 (ARRA). Also, IR worked on the development team of WYDOT's first Indirect Cost Allocation Plan (ICAP), which will allow WYDOT to allocate indirect costs to federal projects and allow state money to be used on other projects.

The Public Affairs Office (PAO) continued to

disseminate key messages about Department operations and highway safety issues to the public and WYDOT employees through monthly and special publications, video productions, news releases, and advertisements during FY09. PAO and Information Technology launched the Department's new Web site, which is designed to be easier to use for both Department personnel and the public.

PAO also helped develop an information campaign to educate the public about the I-80 tolling feasibility study WYDOT completed at the Legislature's direction.

The Program earned EMPixx and Telly awards for the PAO-produced video documentary, "Living with Loss," the story of the families of the eight University of Wyoming athletes killed by a drunken driver in 2001.

The Strategic Performance Improvement Program (SPIP) has made great progress in cascading the balanced scorecard (BSC) down into the Department. SPIP has worked with program managers to establish goals and performance measures to assist them in determining their program's success. SPIP helped 21 programs establish their first BSC during the year and helped 7 programs review their BSCs to update and improve them. See WYDOT's strategic plan at www.dot.state.wy.us to view all BSCs.

SPIP also continued to compile information for performance measures used by the Governor in the state's strategic plan. See pages 8 and 9 of this report to view those measures.

Additionally, SPIP conducted an employee satisfaction survey for District 5 and a customer satisfaction survey for the Equipment Program. The Program also continued the Director's Extra Mile Award program, which recognizes employees who go beyond the call of duty.

Implementing Projects through the ARRA

The **Chief Engineer** oversees WYDOT's five engineering districts, two programs, and the Assistant Chief Engineer of Engineering & Planning and Assistant Chief Engineer of Operations divisions. Of most significant note in FY09 was the tremendous effort to implement and construct projects funded through the American Recovery and Reinvestment Act of 2009 (ARRA) to make the best use of these additional federal funding dollars.

District 1 used funding of \$102.9 million in 2009. Completed projects included constructing four miles of divided highway on US 287 south of Laramie for \$9.95 million as part of several projects planned for a divided highway from Laramie to the Colorado border. Also completed was construction on 11 miles of US 30 near Medicine Bow for \$10.6 million, widening of 11 miles on WYO 72 between Elk Mountain and Hanna for \$9.98 million, upgrade to and addition of dynamic message signs on I-80 and I-25 for \$4.0 million, bridge replacement at the I-25 Randall Avenue Interchange in Cheyenne for \$13.7 million, and an underpass for deer and other big game animals on WYO 789 near Baggs for \$1.2 million.

In **District 2**, \$50 million was let on various projects. Reconstruction was completed on I-25 between Glenrock and Casper for \$24 million and the Douglas Streets project, including replacing a bridge over the North Platte River. Other projects included the Kaycee Streets project for \$2.7 million, the Manville-Lusk project for \$11.5 million, a project in downtown Casper for \$2.5 million, overlay projects on WYO 93 and US 85 south of Torrington, a rehabilitation project on I-25 between Wheatland and Orin Junction, and an overlay project on US 85 north of Lusk for \$13 million.

District 3 let over \$86.8 million in work, including over \$32 million in ARRA money, in FY09. On I-80, 34 miles east of Rock Springs was micro-surfaced and work started on 28 miles near Evanston for concrete slab replacement and dowel bar installation. On WYO 89 north of Evanston, a 10-mile pavement overlay was completed. One of the District's biggest successes was the Nugget Canyon wildlife-crossing project, which documented 14,197 animals passing through the underpasses between December 2008 and September 30, 2009.

In FY09, **District 4** let to contract 23 projects for about \$95 million. The major project finished this year was reconstruction on WYO 59 from US 14-16 to I-90 in Gillette. ARRA funding allowed the District





CHIEF ENGINEER
Del McOmie

to overlay 23 miles of I-90 and about 35 miles of twolane highways and funded overlay projects on US 85 south of Newcastle and on US 16 between Upton and Newcastle. District maintenance forces used a new sealing technique on two bridges along US 14-16 to prevent further deterioration.

In **District 5**, a total of \$62.6 million was awarded for 32 construction projects. Of that, \$27.4 million came from ARRA funding, allowing for the upgrade of surfacing on 37.8 miles of highway; upgrades to five rest areas; work on 16.28 miles of the Togwotee Pass corridor, including construction of a wild-life underpass; and enhancement projects in Powell and Lander. Other work included reconstruction on 3.62 miles of US 14A between Ralston and Cody to continue the five-lane initiative between Powell and Cody, a \$6.6 million project in Cowley, and work with the Joint Tribal Business Council to improve safety near the Wind River Casino.

This year the headquarters **Construction Program** was involved in developing monthly employment reporting requirements and specifications and tracked and collected the monthly employment reports on all ARRA projects. The Program also monitored over 70 projects to ensure they stayed on schedule; continued to use Quality Control/Quality Assurance specifications for pavement rideability and contractor-produced materials; began developing a new *Standard Specifications for Road and Bridge Construction* book; and continued to develop solutions to mitigate snow blowing across the highways.

The headquarters **Maintenance Program** coordinated the overall state maintenance work program; acted as an emergency management liaison with the Wyoming Office of Homeland Security; improved the recently deployed Maintenance Performance Measurement System/Quality Assurance process, which measures WYDOT's overall road maintenance effectiveness and indicates the condition of the entire surface transportation system; processed 364 utility/railroad licenses or agreements; and conducted 67 mechanized equipment training events for 611 students.





Asst. CHIEF ENGINEER Engineering & Planning Pat Collins

The Assistant Chief Engineer, Engineering & Planning Division, spent much of FY09 focusing on additional work to finish the preliminary engineering and subsequent tasks necessary to begin the highway projects added through the American Recovery and Reinvestment Act of 2009 (ARRA). Wyoming was the first state to obligate 100 percent of the ARRA monies made available in February 2009.

The **Bridge Program** administered bridge structure work totaling \$26.5 million, including replacing 6 new on-system bridges; rehabilitating 69 bridges; designing 14 retaining walls; and installing several box culverts and overhead sign structures. Program staff completed work on 24 ARRA structure work projects totaling \$7.5 million, inspected 471 off-system bridges, administered the inspection of 783 on-system bridges, and oversaw the letting of 7 off-system bridges totaling \$2.7 million.

The **Contracts and Estimates Program** oversaw the letting of 158 projects for a total construction cost of \$383 million. This resulted in a net cost per project decrease from FY08 of almost 17 percent, which can mostly be attributed to lower fuel and crude oil costs. Over \$150 million of ARRA funds helped increase the number of projects. Also, the Program made digital plans available on WYDOT's Web site.

The **Geology Program** completed 955 drill holes for a total of 15,992 lineal feet of drilling for subsurface investigations, investigated 13 landslides that affected the highway system, and installed instrumentation for landslides that included nine inclinometers at five separate landslide locations and 24 water monitoring tubes and piezometers. Also, the first Osterberg Cell (O-Cell) Test at WYDOT was completed.

The **Highway Development Program** led the completion of 124 projects with combined costs of \$383 million, including one-time state legislature monies of \$67 million (14 projects) and about \$140 million (54 projects) from the ARRA; issued 26 revised

standard plan sheets; began posting standard plans on WYDOT's Web site; oversaw the letting of seven building projects; coordinated with other state agencies to design the new I-90 Welcome Center near Sundance; issued 60 new consultant contracts totaling \$7.3 million; saw the remodel of the film photo lab into a complete digital processing center; flew aerial photography for 7 engineering projects, 22 landslides in 17 areas, and one emergency mission for a flood area, as well as city photography of Cheyenne, Evanston, Green River, Rock Springs, Torrington, Riverton, Lander, Powell, Cody, and Rawlins and highway systems photography for 7 counties; processed 131 survey submittals; established 225 monuments on 9 projects; and completed 19 control surveys.

The **Materials Program** provided materials and pavement engineering and testing services to WYDOT field offices and programs. The Program also provided surfacing strategies and materials criteria for improvement projects on nearly 600 miles of pavements statewide. The ARRA provided funding for overlays and other pavement improvements on about 330 miles of roadway.

The **Planning Program** continued to coordinate transportation planning issues with local, county, and tribal entities; completed multiple projects on various public rail-grade crossings; finalized two passenger rail studies; continued the Safe Routes to School Program for Wyoming's K-8 school children through funding to 13 communities; produced the 2009-2014 State Transportation Improvement Plan; helped ensure all ARRA projects met the criteria and received the correct approvals; completed eight research projects on wildlife safety, avalanche mitigation, and asphalt longevity; worked to minimize wetland impacts on remaining Togwotee Pass projects; provided 90 project revegetation plans; prepared proposals from independent living programs for a statewide ARRA mobility management/coordination initiative; administered public transit programs; ensured compliance with federal transit guidelines; and administered the Transportation Enhancement Activities – Local and Congestion Mitigation/Air Quality programs.

The **Right-of-Way Program** worked with 391 landowners, 231 more than in FY08. All parcels acquired were done through negotiation, with only one legal settlement and 15 administrative settlements. The Program worked with other WYDOT programs to schedule projects with extensive right-of-way acquisition to keep work on schedule.

The **Assistant Chief Engineer, Operations Division**, provides WYDOT with behind-the-scenes services so that the Department has the technology, information, supplies, equipment, and other support it needs to work as efficiently and effectively as possible.

The Enterprise Technology Program continued to inventory and track pending and active technology projects. At the end of FY09, there were about 32 active projects, 43 pending projects, and 14 projects in production. WYDOT's Enterprise Resource Planning (ERP) Project Management Office continued to turn over project management tasks to WYDOT personnel.

In FY09, the **Equipment Program** purchased 427 pieces of equipment for \$9.4 million. The Program began purchasing stainless steel dump bodies for its 8-yard dump trucks instead of the cheaper mild steel, which needs to be reworked and repainted up to three times during its life because of corrosion from salts and chemicals for snow removal. Also, WYDOT began disposing of retired vehicles and equipment using an internet-based Web site.

The **Facility Maintenance Program** continued to maintain, improve, upgrade, and develop energy efficient programs to help WYDOT meet or exceed mandates set by the Governor's Office. To this end, several major heating and cooling projects at the headquarters complex began in FY09 to improve efficiency and provide greater monitoring and control.

The **Financial Services Program** processed and reported on WYDOT's financial activities, including revenues transactions of \$611 million; expenditures totaling \$619 million; highway, bridge, and communication infrastructure assets for \$5 billion; capital assets of \$165 million; and inventories totaling \$24 million.

The Geographic Information Systems/Intelligent Transportation Systems (GIS/ITS) Program continued to enhance GIS applications and initiate other systems, such as a "511 Notify" system for use during the 2009 - 2010 winter season that will alert travelers of road conditions by sending them real-time road condition updates by text message or email. The Program also updated the Wyoming Travel Information Web map and initiated the Enhanced Citizen-Assisted Reporting (ECAR) system, which trains volunteers to report road conditions observed as they travel and is proving beneficial for confirming weather data gathered through road sensors and other sources.

The **Highway Safety Program** continued to promote safety on all Wyoming roadways through engineering, education, enforcement, and training pro-



Asst. CHIEF ENGINEER
Operations
Tim Hibbard



grams. In FY09, the Program completed numerous traffic records projects. Roadway and crash information is now more easily combined and readily accessible for studies and problem identification.

The Information Technology (IT) Program provided hardware and software support; replaced nearly 190 computers; upgraded the ERP financial application; implemented software to allow non-IT personnel to manage their own Web pages; installed and upgraded 74 specialized applications; trained employees on Falcon software and installed it in Districts 1, 3, and 5; and automated fuel tax distribution.

In FY09, the **Management Services Program** worked on many American Recovery and Reinvestment Act of 2009 (ARRA) activities, including representing WYDOT on the Governor's interagency work group to coordinate statewide ARRA activities. The Program also worked with the American Association of State Highway and Transportation Officials (AASHTO) and others on surface transportation reauthorization and other federal legislation to benefit Wyoming.

In FY09, the **Purchasing Program** solicited 442 competitive bids for the purchase of equipment, materials, supplies, and services; issued 2,950 purchase orders totaling \$55.5 million; issued 159 blanket purchase orders totaling \$17.9 million; and brought in \$280,000 in revenue through surplus property sales.

The **Telecommunications Program** maintained WYDOT's telecommunications systems, including critical radio sites, microwave communications, dispatch consoles, data communications to roadside devices, and more than 2,000 mobile/portable radios. The Program continued to implement WyoLink, the state's public-safety radio communications system.

The **Traffic Program** fabricated 9,465 signs, completed 70 projects for contract bid lettings, completed over \$15 million worth of electrical projects, installed wireless detection systems in four towns to communicate the presence of vehicles at an intersection through a low-power radio system, and completed several traffic flow studies.





AERONAUTICS Administrator Dennis Byrne

The **Aeronautics Division** assists publicly-owned airports with state and federal funding for airport and runway improvements, planning, and construction and administrates the projects from the design phase through construction. The Division also focuses on aviation safety, promotes air service in Wyoming, and provides flight services for the Governor and other state employees on state business.

In FY09, the Division administered total airport improvement funds of \$58 million, of which \$34.5 million was state funds, \$22.3 million was federal funds, and \$1.2 million was local funds. The state funds included \$16.1 million in supplemental funding provided by the Legislature for airport improvement projects. Airport improvement grants for 71 projects were provided to 31 different airports.

The **Planning and Budgeting Program** staff oversaw the completion of airport master and layout plans at ten airports. Special planning studies included a feasibility study for a proposed airport in Wright and an environmental analysis project for the Thermopolis airport to investigate possible impacts of constructing a replacement airport. In FY09, the Federal Aviation Administration (FAA) awarded two grants totaling \$320,000 for system planning, including aeronautical surveys, Geographic Information Systems development, Pavement Condition Indexing, and federal specification review.

The "Wyoming Statewide Airport Economic Impact Study" was completed and published in FY09 to illustrate the value of aviation and airports to Wyoming. The study found that airports annually generate 14,460 jobs, \$375.5 million in payroll, and \$1.4 billion in economic activity. This represents 4.6 percent of the gross state product for Wyoming. The Program also published the "Wyoming Statewide Airport Inventory and Implementation Plan" in FY09. The plan works toward consensus among various stakeholders about the airport system's long-term development and emphasizes the unique community and regional role of each airport. It identifies system-wide vision, goals, and objectives and creates an implementation plan outlining the type, location, and cost of the air-

port improvements needed to meet the stated vision, goals, and objectives.

The Engineering and Construction Program provided design and construction oversight for major construction projects administered through the airport improvement program at Buffalo, Cheyenne, Cody, Greybull, Jackson, Rawlins, Riverton, and Worland. Additionally, the statewide group maintenance crack seal project included 12 airports for a total of \$390,000.

A pilot program began this year to bring together various individuals from the airport construction community to review and make recommendations for improving federal airport construction specifications, which often do not take into account the state of the industry or regional or state differences in materials and so forth. The Wyoming/FAA Specification Review Committee includes contractors, airport infrastructure consultants, materials experts, FAA representatives, and various WYDOT representatives. So far, a number of recommendations for modification have been made and subsequently approved by the regional FAA office.

Installation of five automated weather observation system (AWOS) sites at mountain pass locations was completed in 2009. These weather stations are critical for improving aviation safety in Wyoming and will help with forecasting weather for fire fighting, search and rescue, agricultural, and recreational purposes.

The Air Service Enhancement Program received an additional \$1.5 million this year for grant assistance to communities. Since its inception in 2004, seven Wyoming communities have participated in the program, and the Wyoming Aeronautics Commission has approved 32 applications.

The **Flight Operations Program** operates two Cessna Citation Encores and is the custodian for a Cessna Caravan operated by WYDOT's Photogrammetry and Surveys Section. The Program, based in Cheyenne, provides air transportation for Wyoming state agencies for official in- or out-of-state travel.

The **Aeronautics Division** received the AASH-TO President's Award this year for its Fly Wyoming campaign, including air service efforts through the legislative program and a handbook created to raise awareness and educate the public about Wyoming air service. The Division also hosted the first ever Wyoming Aviation Conference in September. The three-day event, held in Cheyenne, was attended by more than 200 individuals and provided education and networking opportunities for airport managers, airport businesses, pilots, consultants, and government representatives. The conference was well received by those who attended.

Patrolling the Highways

The **Wyoming Highway Patrol (WHP)** is a diverse and widespread agency, encompassing the traditional role of patrolling the state's highways as well as providing dispatch services for many Wyoming law enforcement agencies, commercial vehicle enforcement, executive and dignitary protection, K-9 drug interdiction teams, traffic safety education, and law enforcement-related training.

During FY09, WHP completed its first full year of implementing its strategic plan. As leaders in highway safety, Patrol's mission is to serve and protect all people in Wyoming with courtesy, professionalism, and integrity. Through the diligence of all WHP employees, several performance measures were met, including reducing highway fatalities by 5 percent, reducing driver-impaired crashes and fatalities by 5 percent, reducing commercial vehicle crashes and fatalities by 5 percent, and increasing WHP's customer service satisfaction rating to 98 percent.

WHP also completed training and developed individual growth plans for all supervisors, developed and conducted an employee survey, completed an electronic crash reporting project and associated training, and developed a successful recruiting strategy.

Field Operations Troopers spent 136,927 hours patrolling the highways, drove 7,291,243 miles, wrote 88,269 citations, made 91,305 warning contacts, issued 35,873 faulty equipment warnings, made 11,023 assists to disabled motorists, investigated 7,597 motor vehicle crashes, spent 10,993 hours conducting on-scene crash investigations, and spent 8,548 hours on follow-up investigations and report writing. Troopers also initiated 74 felony drug interdiction stops, of which 35 cases involved WHP drug detection dogs and 51 cases were transferred to the Wyoming Division of Criminal Investigation; seized more than 970 pounds of illegal narcotics and 448 pharmaceutical tablets for an estimated street value of \$3,157,932; and recovered \$229,633 in U.S. currency.

Capitol Protective Services (CPS) troopers provided limited law enforcement services in the Capitol complex area in Cheyenne and provided protective services for the Governor during travel in Wyoming and 15 other states. The CPS canine used for explosive detection was deployed 13 times prior to events involving dignitary protection.

The Patrol's **Communications Center** answered 518,805 phone calls, logging 226,038 WHP events and another 15,252 events for State Agency Law Enforcement Communications System agencies. Traffic



HIGHWAY PATROL Administrator Col. Sam Powell



stops (127,495), motorist assists (18,210), and reported crashes (10,336) accounted for most of Patrol's logged events.

The Patrol's **Technology Section** determined the best mobile computer solution to meet its needs and hopes to begin deploying them to all troopers statewide by mid-FY10.

Troopers entered 6,658 records into **Evidence** and **Recovered Property Section** databases, documenting the 2,276 items collected either as evidence of a crime or as property taken for safekeeping or found. WHP's K9 program was increased to 11 handler and canine teams, which are an integral part of the Patrol's criminal interdiction program.

The **Safety Education Section** continued the Alive-At-25 program, reaching over 1,100 students at 40 locations across the state. The **Training Section** continued to actively recruit in the western U.S. and conducted two recruit tests with over 100 applicants per testing site for 20 openings. **Records Section** personnel entered each citation, warning, commercial vehicle inspection, vehicle searched, and daily activity log for every Patrol officer.

The **Commercial Carrier Section** conducted 11,507 inspections throughout the state, resulting in 21,319 total violations for both vehicles and drivers.

The **Ports of Entry** weighed 595,939 commercial vehicles; conducted 1,690 vehicle/driver safety inspections and 5,656 driver-only inspections; cleared 1,454,372 commercial vehicles in port offices; cleared 1,273,150 commercial vehicles using automated systems; and collected about \$9 million for various permits.

The **Mobile Education and Enforcement Team** weighed 1,554 commercial vehicles, conducted 397 vehicle/driver safety inspections and 280 driver-only safety inspections, and issued 266 permits.

The **Overweight Loads Office** authorized 8,281 loads; issued 37,404 permits; collected initial application fees for two new companies; submitted 385 loads for bridge analysis; and collected \$3,074,770.

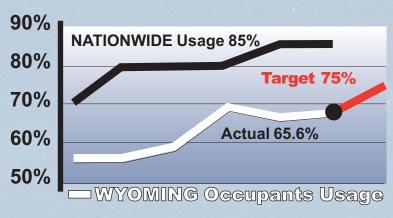
View of the Year continues on Page 10.



PERFORMANCE MEASURES

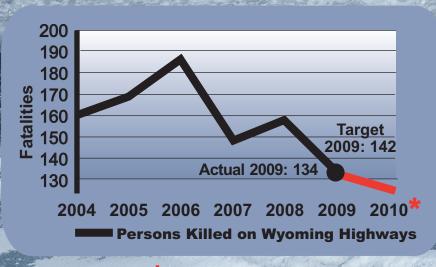
The Wyoming Department of Transportation utilizes a tool called a balanced scorecard (BSC). This concept includes six goals for the Department as well as strategies and measures relevant to WYDOT's overall performance. In this 2009 Annual Report, WYDOT has selected the following measures from the BSC to demonstrate accountability and commitment to the citizens of Wyoming. For information regarding the Department's BSC measures, please refer to: http://www.dot.state.wy.us.

SEAT BELT USAGE



2004 2005 2006 2007 2008 2009 2010

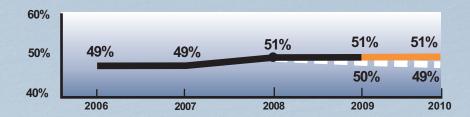
HIGHWAY FATALITIES



* WYDOT Target for 2010 is less than Actual for 2009

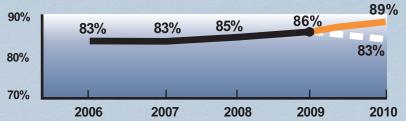
PERFORMANCE MEASURE: Percentage of Road Pavements in Good to Excellent Condition

% of Pavement Good to Excellent



PERFORMANCE MEASURE: Percentage of Airport Pavements in Acceptable Condition

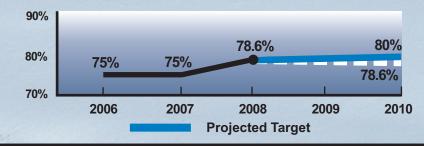
% of Pavement Acceptable



NOTE: The 2008 and 2009 projections exhibit higher ratings resulting from pavement improvements made possible through additional supplemental funding received in the 2007/2008 biennium.

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

% of Customer Satisfaction

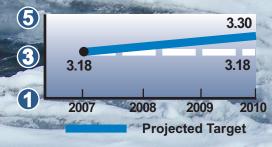


PERFORMANCE MEASURE: Overall Employee Satisfaction Survey Rating

Employee Satisfaction Rating

(2007 was first year survey was conducted; next survey 2010.)

(Ratings: High is 5, Low is 1)





LEGEND for CHARTS:

Current Performance Additional State Funding No Change in Funding

Otters playing in a Yellowstone National Park winter.





SUPPORT SERVICES Administrator Tom Loftin

Programs in the **Support Services Division** work to ensure WYDOT and other governmental and private entities comply with various state and federal laws. Other programs in this division provide the Department's employees with educational, employment, and office management services.

During FY09, the **Budget Program** allocated the Department's resources, estimated and managed all budgeted revenue and expenditure streams, and maintained the funding streams available to WYDOT. The Program also managed the budgets for American Recovery and Reinvestment Act of 2009 (ARRA) surface transportation, rural mass transit, and airport improvement projects and produced the required state and federal reports.

The Compliance & Investigation Program continued to provide education and enforce statutes pertaining to vehicle-related industries in Wyoming, including title and registration issues, vehicle dealers, salvage yards, rental vehicle agencies, taxi and shuttle services, and motor fuel companies. During FY09, Compliance worked with several governmental entities on legislation pertaining to motor vehicle title and registration, rental vehicle agencies, and abandoned vehicles.

WYDOT's **Driver Services Program** administered and maintained Wyoming's driver record system for testing, issuing, and processing all driver licenses and identification cards and maintains a record system of convictions for motor vehicle offenses and accidents. In FY09, a new state law passed mandating an ignition interlock on vehicles of those convicted of driving under the influence of alcohol at 0.15 percent or greater for a first offense, any second or subsequent offense, or refusing to take a chemical test. The device requires a driver to take a breath alcohol test, and if the test reveals a detectable amount of alcohol, the vehicle will not start. Currently Wyoming has 673 drivers in the interlock program.

The **Employee Safety Program** continued to promote safe work habits by WYDOT employees and ensured employee compliance with state and federal regulations and standards. Worker visibility remains a high priority, so the Program is constantly working to make employees more noticeable on project sites.

The **Fuel Tax Administration Program** processed for distribution \$55.9 million in gasoline taxes, \$41.6 million in diesel taxes, and \$621,294 in aviation fuel taxes in FY09.

The **Human Resources (HR) Program** continued to work on recruiting, retention, placement, and classification of over 2,000 positions and managing all active and inactive employee records, employee benefits, compensation, and employee relations. HR also worked extensively with various other entities to help develop a new statewide classification and compensation system.

The **Motor Vehicle Services Program**, along with Magic City personnel and clients, produced and distributed 495,000 new Teton license plates and more than 2 million license plate validation stickers to the counties; collected over \$21.3 million in state registration fees; facilitated the transfer of 962,111 vehicle registration and 224,776 title transactions to the state mainframe; collected \$45.4 million in registration fees and distributed \$8.1 million to 57 International Registration Plan jurisdictions and \$4.2 million to the counties; and collected \$699,300 in fuel tax and decal revenues from Wyoming-based carriers and received \$1.6 million from other jurisdictions.

In FY09, the **Office Services Program** produced over 7 million copies; filmed 1.5 million documents; indexed 860 new WYDOT agreements; managed and maintained the disbursement and collection of 1,460 agreements; made 9,500 prints for both internal and external requests; scanned over 1,500 as constructed roadway project sheets onto the network; processed over a million pieces of inter-office and external mail; and began pre-sorting mail jobs, resulting in a savings of over \$20,000.

Like much of the nation, the **Training Services Program** experienced a slow-down in FY09 with overall attendance at WYDOT University and Transportation Learning Network (TLN) events dropping by 30 percent due to various reasons. To save costs and take advantage of advancing technologies, TLN and Training Services are looking into expanding distance learning by including more videoconferencing, webinar classes, and 24-hour access to on-line technical training modules.

2009 Annual Report WYDOT

Transportation & Aeronautics Commissioners

Wyoming's Governor selects both the Transportation and Aeronautics commissioners. Transportation Commission appointments rotate among the counties in each district and commissioners serve six-year terms. Aeronautics commissioners have no geographic rotation requirements and are limited to two six-year terms.



TRANSPORTATION Back Row: I. to r., Jim Latta, Cactus Covello, Jim Hladky and Ted Ertman. Front Row: I. to r., Sandi McCormick, Susan Dziardziel and Charlie Monk.



AERONAUTICS Back Row: I. to r., Charlie Ksir, Pete Schoonmaker, Raymond Lee and Doyle Vaughan. Front row: I. to r., Carrol Orrison, Vince Tomassi and Jeff Rose.

TRANSPORTATION COMMISSIONERS

DISTRICT 1

Cactus Covello Torrington, WY

DISTRICT 2

Sandi McCormick Rock Springs, WY

DISTRICT 3

Jim Latta Pinedale, WY

DISTRICT 4

Jim Hladky Gillette, WY

DISTRICT 5

Charlie Monk VICE CHAIRMAN Lovell, WY

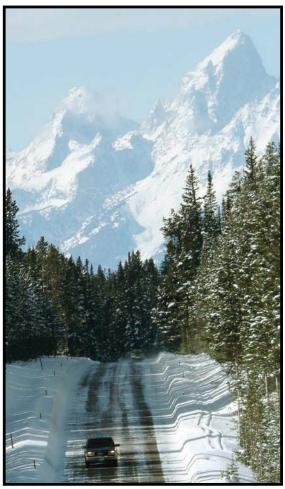
DISTRICT 6

Ted Ertman Newcastle, WY

DISTRICT 7

Susan Dziardziel CHAIR Douglas, WY

Togwotee Trail, US 26 - US 287, near Dubois.



DISTRICT 1Charlie Ksir

Laramie, WY

DISTRICT 2

Vince Tomassi CHAIRMAN Diamondville, WY

DISTRICT 3

Carrol Orrison Casper, WY

DISTRICT 4

Raymond Lee Cody, WY

DISTRICT 5

Pete Schoonmaker Sheridan, WY

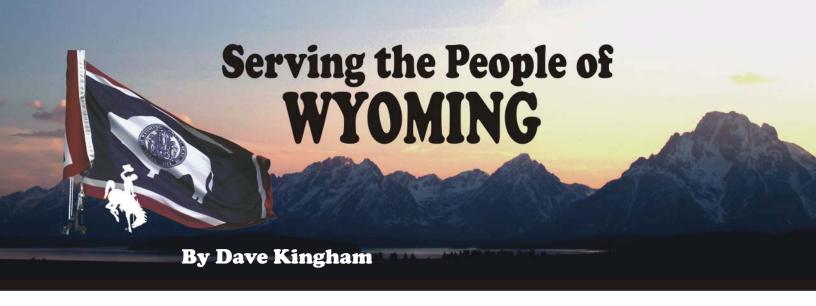
DISTRICT at LARGE

Doyle R. Vaughan Jackson, WY

DISTRICT at LARGE

Jeff Rose VICE CHAIRMAN Lingle, WY

AERONAUTICS COMMISSIONERS



Improving Travel Information

One of WYDOT's top priorities is getting information to the public to allow travelers to make informed decisions on whether to make a trip and to prepare for the conditions they'll encounter on the roads if they do.

The 511 Travel Information Service provides that information, and WYDOT's Graphic Information Systems/Intelligent Transportation Systems Program has made continuous improvements in the scope of information it offers and how it's delivered.

In addition to telephone and Web site text descriptions of road conditions, the service provides Web camera views of actual conditions, a map showing road conditions, atmospheric sensor readings, observed weather, and radar. E-mail and text message notifications of road closures and other advisories are sent to subscribers of the new 511 Notify service.

Those improvements have resulted in increasingly heavy usage of the 511 system by the public. During the first major fall storm of 2009, the 511 Web site got more than 50 million total hits during a three-day period. Previously the site's record was 8 million hits recorded during a storm in 2007.

The 2009 storm resulted in 267,000 calls to the 511 telephone system, 93,000 of them in a single day. The 511 Notify system delivered approximately 180,000 road condition reports and advisories to subscribers during the storm.

The Web camera views of highway conditions around the state are the most popular feature on WYDOT's Web site, and the map graphically depicting road conditions and text descriptions of the conditions by route or area also are heavily viewed.



I-80 near Cheyenne

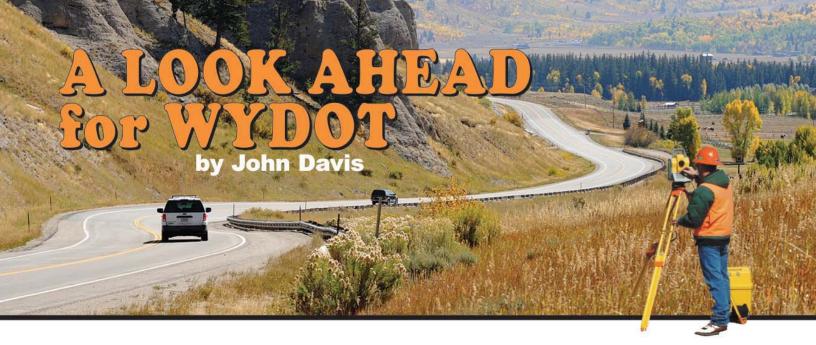
In addition to the 511 site, WYDOT's Web site provides information on a wide variety of other safety and customer-service topics from driver license questions to construction project updates. The redesigned Department site was launched in 2009 and also has proven popular with the public.

From the April 17 launch through Sept. 30, the new site received nearly 437,850 visits and 1.2 million page views. Some of the visitors were as far away as Australia, China, South Korea, and the Philippines.

The improvements have garnered positive comments from the public and contributed to a high level of satisfaction with the Department's efforts to keep the public informed.

In the most recent customer satisfaction survey completed for WYDOT by the University of Wyoming, 96 percent of residents said they find the Department's Web site useful and 85 percent believe the information on the site is kept current and accurate.

WYDOT is pleased to have achieved that level of satisfaction with its efforts to keep the public informed and will continue to pursue additional opportunities for improvement wherever resources allow.



ARRA and Other Upcoming Projects

Several important Wyoming Department of Transportation (WYDOT) projects and other work will be underway in 2010.

A key undertaking for the year will be continuing projects related to Wyoming's share of highway and other transportation funds from the American Recovery and Reinvestment Act of 2009 (ARRA), which funded 65 highway projects for \$157.6 million plus an additional \$13 million for transit and airport projects. An ARRA TIGER discretionary grant of \$6 million will also fund work on the Beartooth highway in northwest Wyoming. Other stimulus projects include a wide range of work involving pavement overlay, reconstruction, snow fence repair or replacement, transportation enhancements, rest area upgrades, transit vehicle and infrastructure upgrades, and airport improvements. WYDOT will also work to keep up with certification and reporting requirements for stimulus projects and coordinating with other state agencies to help ensure that Wyoming takes advantage of available stimulus funds. A map showing Wyoming's highway and transit projects is shown at http://www. dot.state.wy.us/wydot/news info/stimulus.

Significant highway improvements scheduled to be underway in 2010 include work on Main Street in Sheridan for \$13.7 million, \$11.6 million for a 2.2-mile project on US 16 just outside Buffalo, a \$9.5 million upgrade to 5.1 miles of US 191 between Daniel and Hoback Junction, an \$8.5 million I-80 project east of Rawlins in Carbon County, \$7.0 million to improve 16.8 miles of US 85 north of Lusk, \$6.3 million to construct the Speer Interchange and associated improvements along I-25 south of Cheyenne, and a \$6 million project northwest of Greybull on 3.9 miles of US 14-16-20.

A total of \$28.8 million in airport projects is also anticipated. Significant scheduled airport improvements include the following: \$5.8 million for runway rehabilitation and other work in Sheridan, \$4.6 million for runway relocation in Greybull, runway design and construction for \$3.7 million in Kemmerer, \$2.2 million for terminal rehabilitation in Jackson, and \$2.1 million for work on a new terminal in Cody.

It should be noted that state or federal funding reductions have the potential to delay highway or airport projects throughout the year.

In addition to the stimulus funds, the Department will administer \$10.9 million in aid for public transit programs throughout the state. Most of these funds will go to local transit providers to finance vehicle purchases, rural transit, urbanized transit (in Casper and Cheyenne), intercity bus, and other services.

WYDOT will continue to work with Wyoming's Congressional delegation and the Wyoming Legislature to address transportation needs. A key to securing needed long-term transportation funding will be working with Congress to reauthorize the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the surface transportation legislation that expired at the end of September 2009.

The Wyoming Highway Patrol in 2010 will begin using computers in patrol cars to increase efficiency and coordination of law enforcement activities.

The Department also continues efforts to upgrade drivers license security measures to meet federal requirements using federal and state funding.

Department personnel will also be working with local officials, the public, and others to update the state's long range transportation plan.

Budget Anticipated Tax Receipts Motor Fuel 2012

Motor Fuel 2010

Total Distributions: \$101.98 Million

Vehicle Miles Traveled on State Highways: 6.30 Billion Miles ('09)

Highway Fuel Consumption in Wyoming: 657.4 M Gallons ('09)

Chart includes \$12.15 M for Leaking **Underground Storage Tank (LUST Program)**

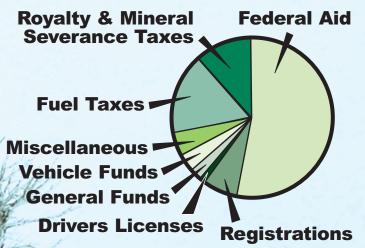
Diesel Gasohol (\$57.77 M) (\$44.21 M)

| Wyoming | 17,914 |
|-------------|--------|
| Mississippi | 14,848 |
| New Mexico | 13,630 |
| Alabama | 13,270 |
| Oklahoma | 13,151 |
| National | 10,045 |
| Average* | 10,043 |

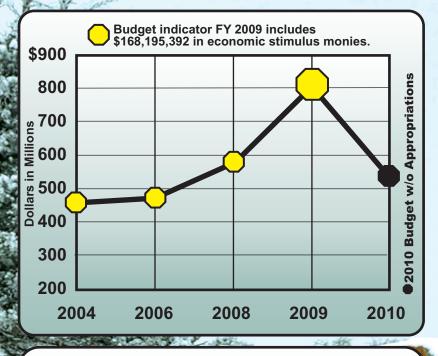
Source: 2008 Figures FHWA

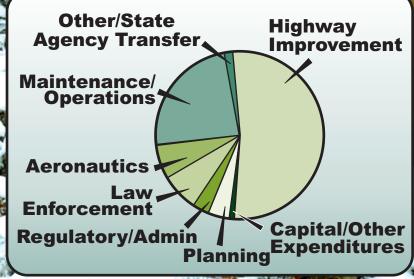
WYDOT ANTICIPATED REVENUE SOURCES

2010



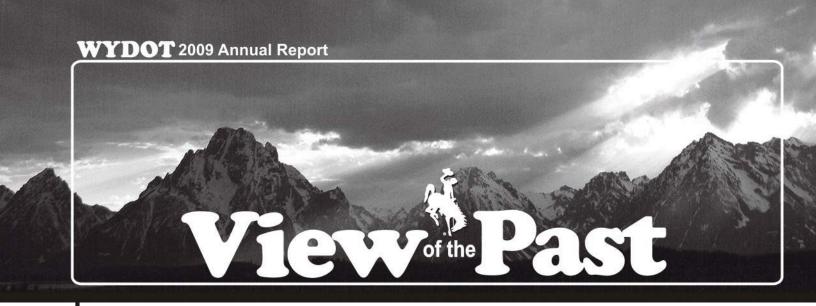
WYDOT **REVENUES**





Municipalities 9.38%

> **WYDOT** 67.51%



"There is an ever-increasing demand for snow removal. With improved surface conditions, car and truck owners do not wish to place their conveyances in storage during the winter months as in past years, but to use them continuously."

Reference: Seventh Biennial Report of the State Highway Commission

The Evolution of Snow Removal

"As an indication of the serious growth of the snow removal problem in Wyoming, reference is made to the following table which shows the number of snow plows bought and amount expended for same since 1923:"

of Wyoming, 1928-1930 - Page 29.

46

1923 1 \$ 322.30 1926 2 3,609.85 1927 4 2,143.76 1928 6 3.096.95

1928 6 3,096.95 1929 33 22,949.43

Total 46 \$32,122.29

Reference: Seventh Biennial Report of the State Highway Commission of Wyoming, 1928-1930 - Page 30.

"...LATEST bid pricing and cost of purchasing and rigging a tandem axle plow truck..." (2009)

Truck Chassis \$ 89,155

Dump Body 10,979

Spreader 9,316

Wing 3,166

Wing 3,166
Plow 4,945
Hydraulic System 15,277
Rigging 14,000

Rigging Supplies 4,000

TOTAL 1 \$150,838.00

Reference: Memorandum - "Fleet Analysis of Single and Tandem Axle Truck Purchases." Bernie Kushnir, Equipment Manager, Wyoming Department of Transportation, 2009.



