



2025 STRATEGIC OUTCOMES, STRATEGIES & KEY MEASURES

Strategic Outcome	PLAN AND DELIVER A RESILIENT TRANSPORTATION SYSTEM THAT SERVES THE DIVERSE NEEDS OF MONTANA RESIDENTS AND VISITORS		
Strategy	Key Measures	Who	Measure
Safety	Reduce commercial motor vehicle fatalities rate to 1.23 in calendar year 2025.	Motor Carriers Services Administrator	Less than 1.23
Safety	Develop Standard Operating Procedures (SOPs) for the operation of Intelligent Transportation System (ITS) devices within the I-90 incident management corridor between Three Forks and Billings by June 30, 2025.	Maintenance Administrator	Did it happen?
Safety	Reduce percentage of load-posted on-system bridges to 2%	Chief Engineer	2% or less
Efficiency and Effectiveness	Leverage the Department’s Pavement Management System (PvMS) data to ensure the appropriate pavement preservation treatments are considered for at least 75% of planned maintenance projects for Calendar year 2025.	Maintenance Administrator	75% or greater
Efficiency and Effectiveness	Develop a user-friendly manual for Local Project Administration to assist locals in development and construction of federal aid projects by 12/31/24	Chief Engineer	Did it happen?
Organizational Excellence	Provide at least five (5) training opportunities to local and government agencies in calendar year 2025 to bolster workforce skills and knowledge in highway maintenance operations	Maintenance Administrator	5 or greater



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Strategic Outcome	MAINTAIN DEPARTMENT ASSETS		
Strategy	Key Measures	Who	Measure
Safety	Evaluate state-owned airport conditions at least twice per year and perform necessary maintenance.	Aeronautics Administrator	Twice per year or more
Efficiency and Effectiveness	Inspect and maintain MDT’s traffic signs, and drainage assets to achieve a statewide condition grade of A- or better through the Department’s Maintenance Quality Assurance (MQA) report card.	Maintenance Administrator	A- or better
Efficiency and Effectiveness	80% of all third-party damages to highway infrastructure (AR’s) are repaired within 80 calendar days of when the damage occurred.	Maintenance Administrator	80% or greater
Efficiency and Effectiveness	Achieve an overall ride index of 75 from PX3 on our Interstate, NH and Primary highways.	Chief Engineer	75 or greater
Customer Experience	Maintain and enhance a technology-driven system for efficient and safe routing of oversize and overweight loads at 99.9% availability.	Motor Carriers Services Administrator	99.9% or greater
Customer Experience	Develop and share clear, concise messaging for aging bridge infrastructure in Montana.	Public Information Officer	Did it happen?
Organizational Excellence	Develop and execute the Citywide MDT maintained agreements.	Rail, Transit, and Planning Administrator	Did it happen?



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Strategic Outcome	CAPITALIZE ON INNOVATION		
Strategy	Key Measures	Who	Measure
Safety	Equip twenty (20) additional snowplows with front facing cameras by September 2025 and integrate near real-time road image feeds from the cameras into the Traveler Information Map by November 2025 to enhance traveler safety and decision-making	Maintenance Administrator	20 or more
Efficiency and Effectiveness	Explore, plan, prioritize, procure, or deploy at least two new technologies to improve and/or streamline efficiency and effectiveness of freight movement within the federal grant cycle.	Motor Carriers Services Administrator	2 or more
Efficiency and Effectiveness	Achieve documentation of at least 5 identified critical business processes, with clear process maps and updated (as needed) Service Level Agreements (SLA) per quarter through June 2025.	Chief Information Officer	5 or more
Efficiency and Effectiveness	Achieve 85% SAFe Achievement score by PI25.3 (Calendar Q3).	Chief Information Officer	85% or more



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Strategic Outcome	PROVIDE EXCEPTIONAL CUSTOMER EXPERIENCE		
Strategy	Key Measures	Who	Measure
Customer Experience	Each employee tallies at least 10 proactive outbound touches each month	Director	240,000 annually
Customer Experience	Create and publish a public facing dashboard highlighting winter maintenance operations. Utilize the data discovery methods already established in the Maintenance Operations Reporting Tool (MORT) by September 2025.	Maintenance Administrator	Did it happen?
Customer Experience	Deliver the Yellowstone Airport terminal project to be operational by May 1, 2025.	Aeronautics Administrator	May 1, 2025
Customer Experience	Develop GIS interactive maps that provide customers with available data and information so it is accessible at their fingertips	Chief Engineer	1 or more
Customer Experience	Maintain and enhance a technology-driven system for efficient and safe routing of oversize and overweight loads at 99.9% availability.	Motor Carriers Services Administrator	99.9% or greater



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Strategic Outcome	SUSTAIN A SAFE AND HIGHLY EFFECTIVE TRANSPORTATION WORKFORCE		
Strategy	Key Measures	Who	Measure
Efficiency and Effectiveness	Acquire and deploy a truck driving simulator by December 2025, to enhance driver training for MDT employees, attract potential employees at job fairs and engage high school students through the Departments High School to Highways program.	Maintenance Administrator	December 1, 2025
Organizational Excellence	By July 1, 2025, develop a one-week, comprehensive highway and maintenance operations training program for new employees to be implemented annually in the fall of each year. This program will serve as a foundational introduction to the MDT Maintenance operations program.	Maintenance Administrator	July 1, 2025
Organizational Excellence	Weekly senior leadership focus time - one hour per week	Chief Engineer	1 hour per week
Organizational Excellence	Director “Shout-outs” of recognition of employee contributions. Goal of 10 per week.	Motor Carriers Services Administrator	500 per year
Organizational Excellence	Modernize and personalize the on-boarding experience. New process by 7/1/2025.	Public Information Officer	7/1/2025