STRATEGIC PLAN

Your Safety • Your Mobility
Your Economic Opportunity

Idaho Transportation Department
Boise, Coeur d’Alene, Lewiston, Shoshone, Pocatello, and Rigby
itd.idaho.gov

Our Mission
Your Safety • Your Mobility
Your Economic Opportunity

Our Vision
To become the best transportation department in the country

Adopted 2021
To achieve its mission and vision, the Idaho Transportation Department established a strategic plan and is committed to:

**PROVIDE THE SA�FEST POSSIBLE TRANSPORTATION SYSTEM AND WORK ENVIRONMENT**

**WHY IT MATTERS**
We care about your safety because each person is a mother, father, son, or daughter and even one fatality or serious injury is not acceptable.

A safe transportation system connects families and communities, enables a vibrant economy, and allows the movement of essential supplies and services.

Safety is essential to maintaining and enhancing Idaho’s high quality of life.

**WHAT DOES SUCCESS LOOK LIKE?**
- A more secure transportation system that makes communities in Idaho safer with a consistent decrease in fatalities and serious injuries
- Shift in driver behavior to be more engaged, wearing seat belts and driving without impairments or distractions
- Continued partnerships that reinforce the importance of safety in our culture, education, and day to day lives
- Every employee, industry partner, and member of the public returns home safely

**A MOBILITY-FOCUSED TRANSPORTATION SYSTEM THAT DRIVES ECONOMIC OPPORTUNITY**

**WHY IT MATTERS**
A mobility-focused transportation system sets the stage for a healthy economy that improves quality of life and prosperity for every citizen, as well as future generations.

Investments in transportation put people to work and facilitate strong communities that attract new business. This brings more jobs and ensures Idaho’s economy remains strong.

**WHAT DOES SUCCESS LOOK LIKE?**
- Strategically modernize the transportation system to enhance commerce, increase mobility, improve safety, and boost reliability
- Invest transportation dollars to create the greatest benefit to system users
- Integrate emerging transportation technologies appropriately into Idaho’s transportation system
- Customers conveniently obtain needed permits, licenses, registrations, and credentials timely

**CONTINUALLY IMPROVE THE EMPLOYEE EXPERIENCE**

**WHY IT MATTERS**
Creating an ideal experience for employees, where they are engaged in meaningful work with opportunities for development and growth, drives better results with increased customer satisfaction.

Employees thrive in an environment where their innovation and contributions matter.

Employees are essential to delivering transportation systems and services, so attracting and retaining quality employees is critical to our success.

**WHAT DOES SUCCESS LOOK LIKE?**
- Employees actively engage in their work, are excited to contribute, and feel valued
- Leaders value, recognize, and coach employees
- Teams are high-performing and collaborative
- Employees are accountable to deliver high quality results on time
- Customers benefit from the expertise and results the employees provide daily

**CONTINUALLY INNOVATE BUSINESS PRACTICES**

**WHY IT MATTERS**
Adapting to growth and change is essential to meeting customer expectations. Innovation provides freedom and motivation for employees to try new things and helps ITD to make the best use of our resources.

Saving time and money allows us to stretch resources further, making us a more efficient agency.

Continuous improvement keeps ITD focused on the future.

**WHAT DOES SUCCESS LOOK LIKE?**
- Trust and satisfaction from the public, partners, policy makers, customers, and employees
- Continued improvement in productivity, capabilities, and the ability to adapt to unexpected challenges
- Employees engage in improving performance, safety, and continue to look for better ways to do their jobs
- Other organizations look to ITD for best practices and ways to improve