

# Wyoming Department of Transportation Annual Report 2008

## General Information

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## Statutory Reference

W.S. 9-2-2004 and W.S. 24-2-101 grant authority to the Department of Transportation to conduct business as a state government agency

## Clients Served

The Wyoming Department of Transportation (WYDOT) provides a safe, high quality, and efficient transportation system to all citizens of Wyoming and for those customers who use the transportation system for interstate commerce and travel.

## Budget Information

WYDOT is authorized to operate under the federal fiscal year, which runs from October 1 through September 30. The anticipated expenditures for fiscal year 2008 total \$622,726,306 including federal funds of \$289,501,385.

## Commission

The Wyoming Transportation Commission is composed of seven members appointed by the Governor, with approval of the Senate. Each commissioner serves a six-year term. Each county within a transportation district is represented, in turn, by successive appointments. State law requires the minority party be represented on the commission. The Transportation Commission of Wyoming governs activities of the Department of Transportation ([W.S. 24-2-101](#)). The commission generally meets monthly.

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### Report Period:

FY2008 (July 1, 2007 through June 30, 2008).

## Wyoming Quality of Life Result:

The following are result statements that the Governor and all state agencies are serious about achieving and maintaining for all citizens of Wyoming:

- Result #2: Wyoming has a diverse economy that provides a livable income and ensures wage equality.
- Result #6: Wyoming state government is a responsible steward of state assets and effectively responds to the needs of residents and guests.
- Result #7: Wyoming enjoys a safe, high quality, efficient transportation system.
- Result #8: Wyoming natural resources are managed to maximize the economic, environmental, and social prosperity of current and future generations.

**Contribution to Wyoming Quality of Life:**

The Wyoming Department of Transportation (WYDOT) contributes to Wyoming's quality of life by:

- Providing a critical avenue for commerce,
- Providing for safe travel,
- Maintaining and enhancing a quality infrastructure (including the interstate system and all state highways), and
- Protecting and preserving the environment and Wyoming's natural resources.

WYDOT's mission is to provide a safe, high quality, and efficient transportation system.

**Basic Facts**

The Wyoming Department of Transportation has approximately 2,000 employees and a fiscal year 2008-2009 Biennium Budget of \$1,264,421,797 consisting of \$568,085,991 federal funds and \$696,335,806 general funds.

Primary functions of the department include the following:

- Construction—planning, designing, and building transportation projects.
- Maintenance—keeping existing pavements (chiefly highways and airport runways) and roadside features (such as bridges, drainage, fences, guardrail, and rest areas) in as good a condition as possible through highway maintenance activities.
- Administration/regulatory—driver's license issuing and regulation, regulation of commercial vehicles, administering vehicle title and registration, issuing Wyoming operating authority, and collecting and distributing state fuel taxes. Providing road and travel information. Investigating complaints against businesses the department licenses (such as auto dealers).
- Law Enforcement—enforcing Wyoming's motor vehicle traffic laws, providing crash response and investigation, facilitating safety education, and collecting user fees.
- Aeronautics—managing the state's Airport Improvement Program, operating the

state's aircraft, enhancing commercial air service, and administering federal-aid funds related to aeronautics.

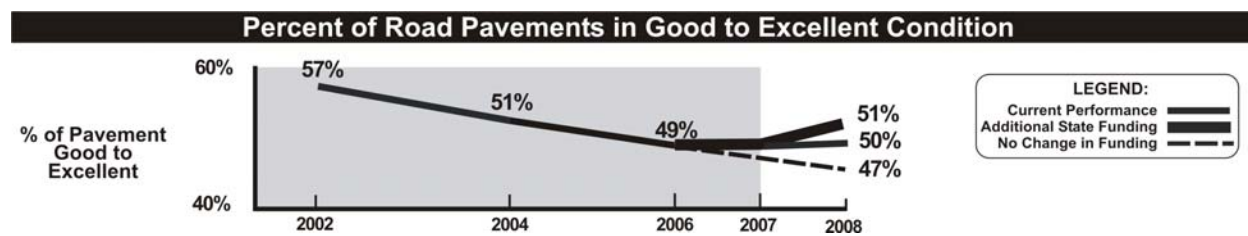
**Note about Safety:**

Safety is an overriding concern of the department. Performance measures throughout the department integrate safety components. Arriving at one overall safety measure is problematic as safety is all encompassing.

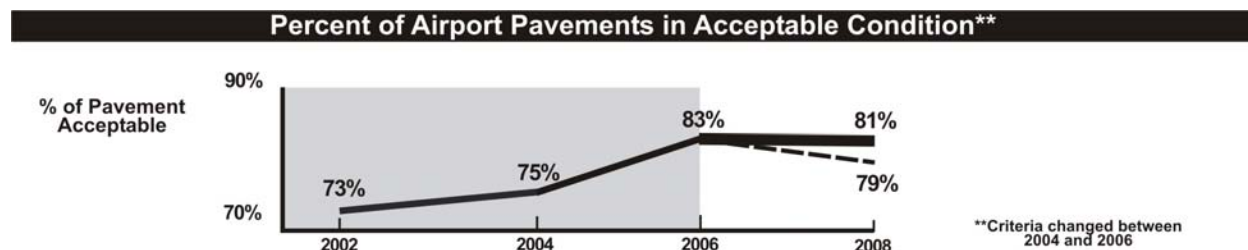
**Performance:**

To achieve 2008 targets for both the Strategic Plan and the Balanced Scorecard's performance measures, some additional state funding will be sought. Also as an ongoing effort, WYDOT will continue to pursue no cost and low cost solutions.

**Performance Measure #1 - Percentage of Road Pavements in Good to Excellent Condition**



**Percentage of Airport Pavements in Acceptable Condition**



**Story Behind the Last Year of Performance**

The additional state funding appropriated by the Legislature over the last three years has allowed WYDOT to halt the decline of road pavement conditions. Road pavement conditions have improved slightly over the last two years but will require continued additional state funding to remain constant. Continuing increases in traffic are accelerating the deterioration rate of state road pavements while construction costs continue to escalate. In the absence of additional state funding WYDOT will not be able to rehabilitate an adequate number of miles of pavement, and prediction models show that pavement conditions will again begin to decline.

In 2007, 83 percent of airport pavements were rated in acceptable condition. Aircraft are highly sensitive to pavement condition. For instance, maintaining a high rating for runways is critical since

airplanes travel at high speeds during takeoff and landing.

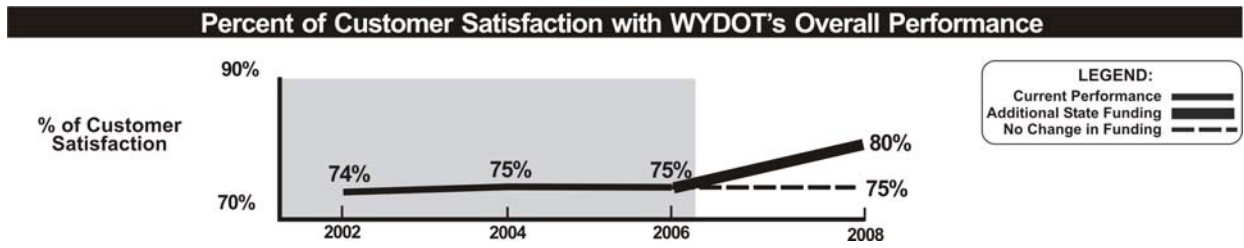
### **What has Been Accomplished**

WYDOT continues to place emphasis on highly traveled roads. Following the Federal Highway Administration (FHWA) guidelines for funding, WYDOT continues to spend the bulk of its construction funds on the National Highway System (NHS). The additional appropriation of state funds has allowed WYDOT to begin to address the declining condition of the lower traffic volume roads. Much of the additional funding appropriated in 2007 and 2008 was used for maintenance of very poor roads (those that were very rough and/or those that contained pot holes) and for resurfacing projects. This strategy halted the six-year decline of pavement conditions and provided a slight improvement. Many of Wyoming's roads are in a condition that continued maintenance and resurfacing are not feasible, and rehabilitation will be required. The high cost of rehabilitation will limit the number of projects that can be completed, and pavement conditions are expected to stabilize. Without the additional state funding from the Legislature, pavement conditions will quickly begin to resume their decline. WYDOT will continue to work with the Legislature to develop a long-term funding strategy. Without such a strategy, the state road system will deteriorate.

Over \$32 million in total projects were funded in 2008 for airports across Wyoming. This amount consists of \$25.5 million in federal money, \$4.6 million in state money, and \$2.0 million in local matching funds. A large part of the state funding goes toward matching federal funds; however, there were many state and local projects including land acquisition for airport protection, snow removal equipment, statewide group pavement maintenance, and pavement construction. State funding was also used to supplement some federal projects to ensure a complete project is accomplished and completed in as few phases as possible, saving in mobilization and inflation costs. Two major federal projects include the Cheyenne cross-wind runway reconstruction and the final phase of the Worland primary runway relocation.

The struggle to maintain airport infrastructure at an acceptable level continues. While improvement in the overall condition rating of pavement isn't feasible with current funding levels versus inflation, the additional state funds have helped slow the deterioration rate for airport infrastructure. Federal funding is not keeping pace with inflation, especially rapidly rising costs for asphalt in this part of the country.

### **Performance Measure #2 - Customer Satisfaction Survey Rating**



**Story Behind the Last Year of Performance**

At the end of 2008 WYDOT will conduct its fourth Customer Satisfaction Survey in eight years. The most recent Customer Satisfaction Survey conducted in 2006 revealed that WYDOT's overall customer satisfaction remains high. However, WYDOT customers want to see more troopers on the road, an increase in rest areas, and additional dynamic messaging signs (DMS). WYDOT is addressing these specific items by using advances in technology to reduce administrative time and increase patrol time for troopers. WYDOT is planning a new rest area near Opal. In addition, WYDOT continues to procure more DMS signs as travelers are depending more on these signs to give accurate and timely information so that they can make informed and safe travel decisions.

**What has Been Accomplished**

From the 2006 survey, WYDOT continues to address customer concerns of wanting more troopers on the road, more rest areas, and more dynamic messaging signs by deploying the federal funds mandated for transfer from core highway programs for non-compliant open container and repeat offender state laws to critical safety-related needs. WYDOT will also seek funding in the 2009-2010 Exception Budget to help finance VeriSol, Real ID, and WYOLINK. WYDOT has also requested assistance to help fund retirement at the current levels for dispatchers. The following provides detail for the preceding items and explains why the funding is needed.

*VeriSol*

The VeriSol on-line system for insurance verification of Wyoming privately owned vehicles was implemented July 1, 2008, in accordance with W.S. 31-4-103. All law enforcement entities have access to it. The long range plan for VeriSol is to provide access to all county treasurers to confirm insurance coverage when customers obtain registration on their privately owned vehicles.

*Real ID*

WYDOT has secured an agreement with BearingPoint to help determine the needs and costs of implementing Real ID in Wyoming, an unfunded federal mandate passed May 11, 2005. WYDOT has been given approval by Homeland Security to delay implementation until December 31, 2009.

*WYOLINK*

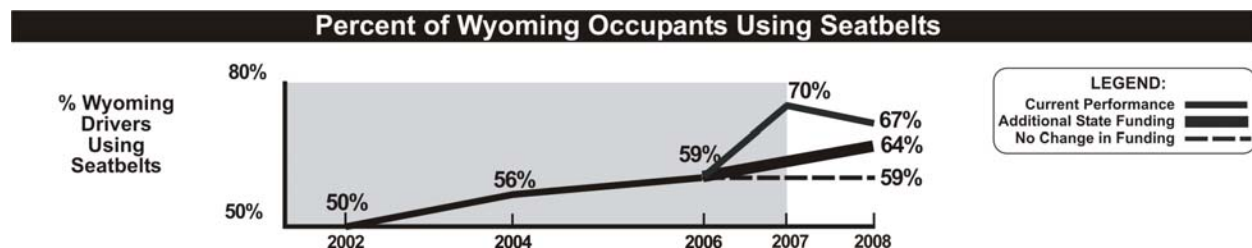
The WyoLink Project continues to proceed on schedule. WyoLink will be implemented by all WYDOT's District 1 Maintenance personnel by October 15, 2008. More districts will be included in WyoLink as necessary resources, such as radios for vehicles, are obtained. In 2008, Wyoming Highway Patrol (WHP) had its dispatch consoles upgraded and connected to WyoLink. Highway Patrol is implementing WyoLink statewide.

### *Retirement at the Current Levels for Dispatchers*

WYDOT has requested retirement funding at the current levels for long-term dispatch employees to help resolve discrepancies in retirement packages. The dispatchers employed before the Legislature increased benefits are not currently receiving the same benefit package as those hired since the additional benefits were offered. The Joint Appropriation Committee has taken on this issue and will be discussing it when they meet in the fall of 2008.

As mentioned earlier, the Highway Patrol is using technology to increase the time that troopers are on the road instead of doing paperwork in an office. The WHP was able to secure funding to acquire Mobile Data Terminals (MDTs) for all patrol cars. The MDTs are essentially laptop computers that have dispatch capability and allow troopers to complete reports from the roadside. This technology will help keep troopers on the road and also reduce their response time to emergencies.

### **Performance Measure #3 - Seat Belt Usage Rate**



### **Story Behind the Last Year of Performance**

The June 2008 statewide seat belt survey showed 66.9 percent of Wyoming vehicle occupants were using seat belts. Although this surpassed the goal of 64 percent, it was 3.5 percentage points less than observed in June 2007. In 2006, Wyoming occupants were observed to be belted 58.8 percent of the time. This total increased to 70.4 percent in 2007. The 11.6 percent increase occurred while WYDOT was conducting sustained law enforcement focused seat belt media with National Highway Traffic Safety Administration (NHTSA) demonstration funds. Despite these efforts, 2007 crash data reveal that 60.7 percent of the crash fatalities were **not** belted.

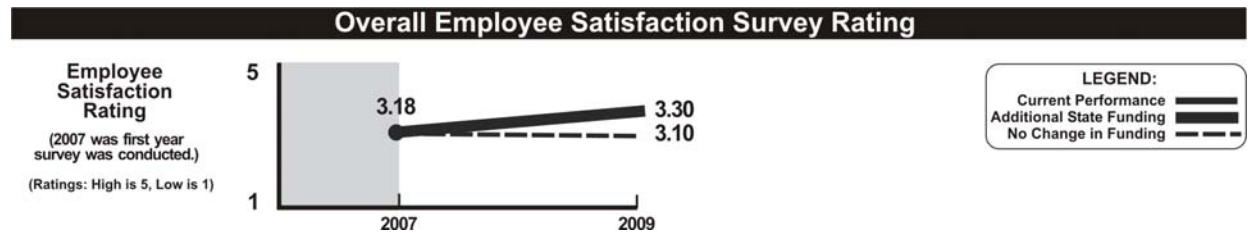
### **What has Been Accomplished**

WYDOT and the Wyoming Highway Patrol (WHP) continue to fund enforcement and education to increase seat belt use. Through WYDOT interest, funding, and stakeholder enthusiasm, safety partners have joined together in an effort to increase seat belt use by forming the Wyoming Seat Belt Coalition, which includes both professionals and volunteer safety advocates. WYDOT continues to educate drivers about the importance of using seat belts with regularly televised segments of *The WYDOT Report* and WHP's "Alive at 25" classes for teen drivers.

Both WHP and the WYDOT Highway Safety Program continue to implement their strategic plans—which concentrate on increasing the use seat belts and other safety restraints as well as reducing fatalities, impaired driving, and speeding. In addition, Highway Safety continues to build its Safety Management System (SMS). This system is a comprehensive set of policies, procedures, and

methodologies to address highway safety issues in Wyoming spanning the four E's of Engineering, Enforcement, Education, and Emergency Services in a positive benefit to cost manner. Data improvements in the areas of collection and analysis have been the first steps in improving the SMS. An electronic crash report form and database transformation have taken place along with the implementation of new analysis software to allow for greater efficiency and access to Wyoming crash and roadway data. Integrations with other data are now being pursued to allow decision makers within state and local governments to make data driven choices regarding safety issues.

#### **Performance Measure #4 - Employee Satisfaction Survey Rating**



#### **Story Behind the Last Year of Performance**

Employee satisfaction is a huge component of a highly productive and successful agency, and WYDOT knows that its most important resource is its employees; therefore, improving employee satisfaction is a main priority. Employees assessed their overall satisfaction at 3.18 (on a scale of 1-5, with 5 as high satisfaction). This was the first agency-wide employee survey the department has conducted, and it was pleased to get a response rate of 78 percent from its employees.

It is important for WYDOT to gauge employee satisfaction as employees are responsible for carrying out the department's mission, for ensuring that customer needs are met, and for being good stewards of all the other resources entrusted to WYDOT. The survey reflects that employees are committed, take pride in their work, are loyal, and are oriented to the department's mission. These qualities are the main reasons for WYDOT's continued success.

#### **What has Been Accomplished**

WYDOT plans to conduct another employee survey in 2009. However, WYDOT is now addressing issues raised in the 2007 survey. The new compensation plan and "hot spot" pay have helped, but WYDOT still has some challenges to pursue in increasing morale and reducing job-related stress. WYDOT continues to pursue financial support to fund retirement at the current level for dispatchers employed before the dispatchers' retirement package was increased to match that of uniformed officers. Employee satisfaction is critical for WYDOT to continue to offer excellent customer service and be a good steward of its resources. Communicating more with employees and increasing the level of employee recognition are two ways WYDOT is addressing these challenges. WYDOT officials will continue to advocate for fair compensation to recruit and retain competent and experienced employees. Developing and caring for its employees are two main reasons WYDOT continues as a top agency.

# Wyoming Department of Transportation Organization Chart

