

The South Dakota Department of Transportation's main responsibility is to build, maintain and operate the state highway system. Ensuring those assets and the significant investment in them are maintained in good condition is a high priority. The Department's goal is to maintain 80% of the highway pavements and 95% of our structures (bridges) in good, fair, or excellent condition. Both of these goals are currently being exceeded. Information on the condition of state highway pavements and bridges is collected and reported through the Department's respective pavement and bridge management systems.

The Department periodically conducts a comprehensive survey of our customers to determine their satisfaction with the Department's services in a wide variety of areas. The results of the survey are combined for an overall customer satisfaction score. In recent years the Department has scored well in overall customer satisfaction, but there was some decline in the most recent survey. Rather than establishing an arbitrary goal, the Department seeks to maintain an upward trend in customer satisfaction from survey to survey.

One of the most important services the Department provides to travelers is winter maintenance activities, which includes snowplowing and road condition reporting. As part of the customer satisfaction survey, participant satisfaction with winter maintenance activities is assessed. The Department was surprised to see overall satisfaction with winter maintenance recently decline as there have been no changes in how these activities are conducted. The full report for each of the recent customer satisfaction surveys can be accessed at the following link:

<http://www.sddot.com/resources/reports/>

The Department cannot achieve any of its goals without maintaining a dedicated, well-qualified staff that is relatively free from injury. One of the measures tracked by the Department to measure the effectiveness of our safety programs is the rate of occurrence of injuries resulting in time away from work. Significant improvement has been made in recent years at reducing the frequency of these types of injuries, with a goal of further reductions by 2019.

While South Dakota ranks high nationally on the condition of our pavements, our highway fatality rate is closer to the national average. South Dakota's highway fatality rate per 100 million vehicle miles traveled has been trending downward over the long term. In 2016 it was 1.23, down from 2.08 in 2006.

The most common fatal crash in South Dakota is a single vehicle, single occupant crash resulting from the vehicle leaving the roadway and rolling. The two biggest contributors to these fatalities are alcohol and seatbelt use. As of December 7<sup>th</sup>, there had been 98 fatal crashes in South Dakota resulting in 114 fatalities (down 3% from 2016). Of the fatalities, 65.6% involved unbelted occupants and in 11.1% of the fatalities seatbelt use was unknown. Only 21 fatalities involved belted occupants. Alcohol was involved in 32 (down 40.7% from 2016) of the fatalities.

In the Strategic Highway Safety Plan, the Departments of Transportation and Public Safety have established a goal of reducing fatal crashes to 92 by 2019. The Strategic Highway Safety Plan is available at the following link:

<http://www.sddot.com/transportation/highways/traffic/safety/docs/FinalSHSP.pdf>

Further information regarding these and other performance measures tracked by the Department of Transportation can be obtained at:

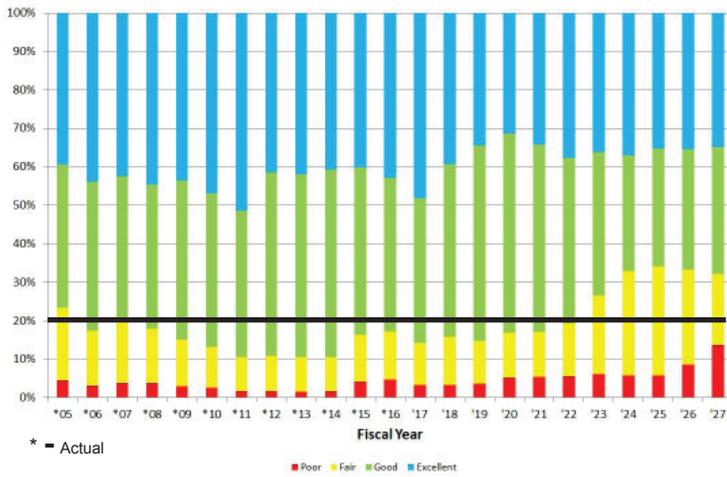
<http://www.sddot.com/resources/reports/2017StrategicGoalResultSummary.pdf>

<http://www.sddot.com/resources/reports/2017PerformanceMeasuresAnnualReport-full.pdf>

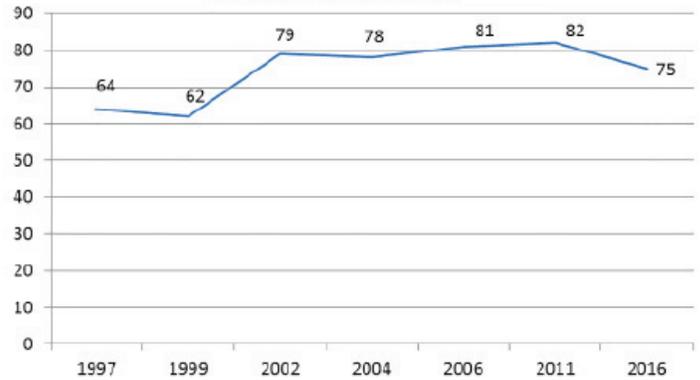
# SOUTH DAKOTA DEPARTMENT OF TRANSPORTATION

## 2017 Performance Indicator Summary

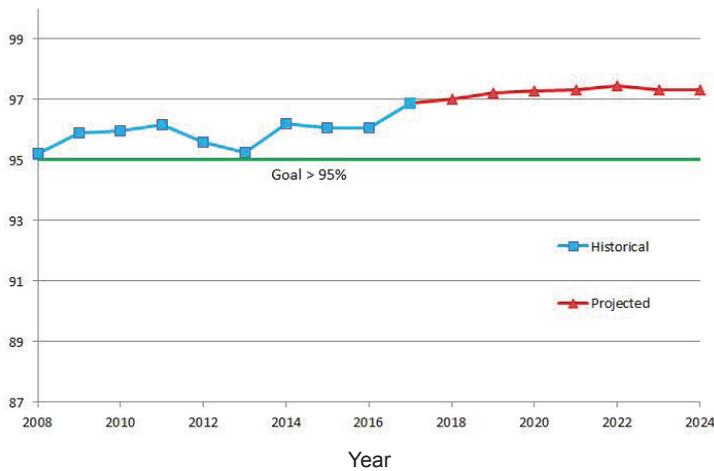
### Historical & Projected Future Pavement Condition Based on Current Investment



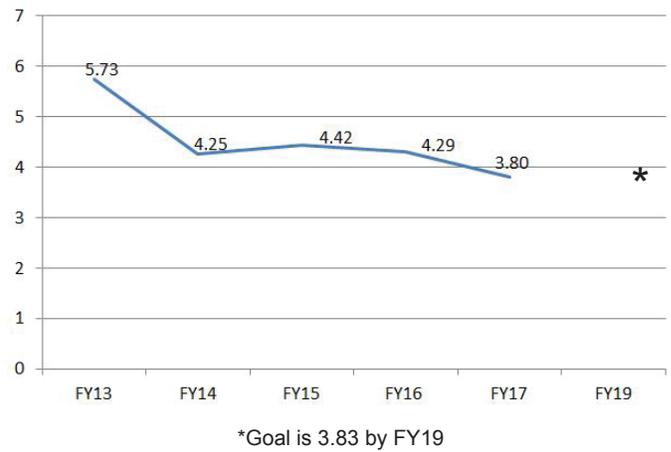
### Percent of Customers Satisfied or Very Satisfied with Overall Performance



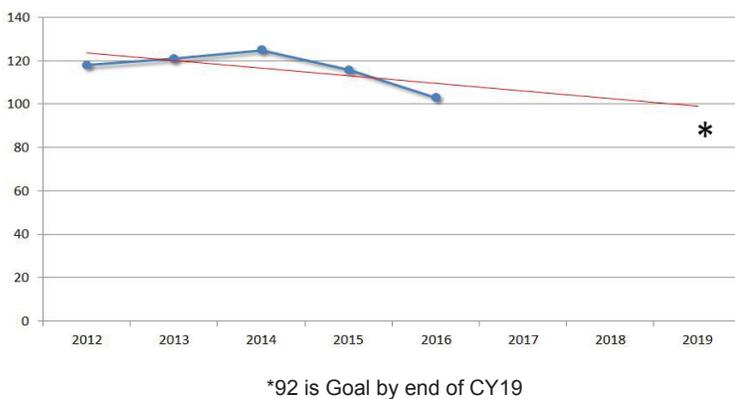
### Structures in Good or Fair Condition



### Injury Rate Resulting In Lost Time Per 100 Employees



### Fatal Crashes Five Year Rolling Average



### Percent of Customers Satisfied or Very Satisfied with Winter Maintenance

