MONTANA DEPARTMENT OF TRANSPORTATION
-Strategic Business Plan-

FINANCIAL

• Maximize revenue streams and explore innovative financing options
• Deliver cost-effective transportation programs and services to the citizens of Montana
• Ensure investment decisions consider policy directions, customer input, available resources, system performance, and funding levels

CUSTOMER

• Enhance traveler mobility by providing a safe and efficient multimodal transportation system that supports Montana’s economy and is sensitive to the environment
• Reduce fatal and injury crash rates
• Develop and maintain positive relationships with MDT customers through communication and responsiveness
• Implement the policy goals and actions of TranPlan 21 and other policy initiatives to support commitments to MDT’s customers

INTERNAL BUSINESS

• Continuously strive to improve the effectiveness and efficiency of operations and processes
• Support MDT’s Strategic Business Plan through annual performance plans and performance appraisals for all employees
• Provide a safe and healthy workplace for employees through education and compliance

LEARNING & GROWTH

• Maintain an effective work force by attracting, hiring, and retaining qualified employees
• Use information technology cost effectively to improve efficiency of programs and processes and support changing business needs
• Consistently communicate standards, guidelines, policies, and expectations throughout MDT

MDT’s mission is to serve the public by providing a transportation system and services that emphasize quality, safety, cost effectiveness, economic vitality and sensitivity to the environment.