

SOP Goals and Strategies: Business Planning Context

SOP Goal: Customer Trust

Customer Trust

- We engage customers, listen to understand and balance the diverse needs of all to achieve the best possible outcomes
- We understand and communicate how our program, project and service delivery decisions impact people differently, and actively makes decisions to reduce disparities in Minnesota
- We cultivate a transportation sector in Minnesota that reflects the diverse communities we serve

Strategy – Strengthen relationships: Strong relationships enable effective engagement, resulting in opportunities to understand and balance the diverse needs of elected officials; tribal governments; federal, state and local partners; and MnDOT’s external and internal customers

Strategy – Make investments through open decision-making processes: Open, inclusive decision-making processes enable the public to influence and respond to investment decisions, resulting in opportunities for consultation, involvement, coordination, collaboration and efficient/effective use of resources

Strategy – Expand access to contracting and employment opportunities: Eliminating barriers to equitable transportation contracting and employment opportunities leads to a more diverse transportation industry

SOP Goal: Operational Excellence

Operational Excellence

- We plan, build, operate and maintain Minnesota’s multimodal transportation system to get the most out of investments and optimize system performance
- We demonstrate effective and efficient stewardship of public resources
- We prepare for and adapt to the challenges and opportunities associated with change

Strategy – Be nimble and responsive: A nimble organization makes, communicates and implements decisions quickly and reliably, enabling employees to take advantage of opportunities and respond effectively to anticipated and unanticipated challenges

Strategy – Ensure the safety and security of MnDOT’s employees and assets: Safe and secure operating environments save lives, prevent injuries, increase employee morale and productivity, cultivate trust, and enable the efficient and effective use of transportation facilities, services and technologies

Strategy – Make forward-looking, customer-driven improvements: Planning for change enables MnDOT to make long-term investments and product and service improvements that respond effectively to evolving needs

Strategy – Maximize existing resources: Effective management of existing systems, processes and assets enables MnDOT to achieve the maximum possible customer impact with constrained resources

SOP Goal: Workforce Excellence

Workforce Excellence

- We achieve and maintain a diverse, safe and inclusive workplace that allows each employee to contribute their full potential
- We attract and retain a workforce with the knowledge, skills abilities, and experiences that MnDOT needs to be successful

Strategy – Plan MnDOT’s future workforce: Critical skill identification, succession planning and other workforce planning activities enable MnDOT to adapt effectively to changes in transportation needs, technology and labor markets

Strategy – Develop, engage and retain MnDOT employees: Intentional employee engagement supports the development and retention of a diverse and motivated workforce

Strategy – Improve the experience of prospective/new employees: Fast, user-friendly recruitment, application, hiring and onboarding processes increase MnDOT’s ability to attract and retain people with in-demand skills and experiences