Results Strategic Goals and Action Plans Provide Excellent Services Contractors Rating DOT Staff Performance as Public Agree or Strongly Agree "I felt free to **External Customer Satisfaction Excellent or Good** comment and ask questions during the meeting" 84% 95.0% 82% 90.0% 80% 90.0% 78% 88.0% 76% 85.0% 74% 86.0% 72% 80.0% 70% 84.0% CY15 CY17 CY18 CY19 CY16 2004 2006 2011 2015 2018 2016 2017 2018 2019 Percentage of Contractors Rating Agree or Landowners Satisfied or Very Satisfied with Strongly Agree DOT Provides a Quality Set of **Project Communication Plans** 78% 94.0% 73% 89.0% 84.0% 68% 2016 2017 2018 2019 2017 2018 2019 **Value All Team Members** "I clearly understand direction SDDOT is **Workforce Engagement** "Executive team is accesible to me" heading" 4.6 90% 4.6 4.5 4.4 80% 4.4 4.2 4.3 70% 4.2 60% 4.1 3.8 2014 2015 2017 2019 4 3.6 2015 2017 2013 2019 Fully or Moderately Engaged 2013 2015 2017 2019 ■SDDOT Other Agencies SDDOT Other Agencies Other State Agencies "My Supervisor Asks for My Ideas and solutions" **Percent New Hires Retained After 18 Months** "I Receive Sufficient Ongoing Training to 90.0% Perform My Job Well" 4.9 85.0% 4.7 4.8 4.7 80.0% 4.65 4.6 4.6 75.0% 4.5 4.55 4.4 70.0% 4.3 4.5 65.0% 2013 2015 2017 2019 2013 2015 2017 2019 60.0% SDDOT Other Agencies SDDOT — Other Agencies FY15 FY16 FY18 FY14 FY17 "I feel there is good communication within my "My co-workers are committed to doing quality office" work" 4.9 4.6 4.8 4.5 4.4 4.7 4.3 4.6 4.2 4.5 4.1 4.4 2013 2015 2017 2019 2013 2015 2017 2019 -SDDOT Other Agencies SDDOT Other Agencies **Continually Improve Percent Projects Current FY Meeting Ready Date Project Percent Meeting Milestone Dates** 80% 80% 70% 70% 60% 60% 50% 50% 40% 40% 30% 30%

20%

FY20

FY18

Complete Scope -

FY19

Prelim Design 🛑

FY20

ROW Release -

20%

10%

0%

FY18

FY19

