Results Strategic Goals and Action Plans

Provide Excellent Services

- Public Agree or Strongly Agree "I felt free to comment and ask questions during the meeting"
- External Customer Satisfaction
- Contractors Rating DOT Staff Performance as Excellent or Good

Value All Team Members

- Percentage of Contractors Rating Agree or Strongly Agree DOT Provides a Quality Set of Plans
- Landowners Satisfied or Very Satisfied with Project Communication
- Workforce Engagement
- "Executive team is accessible to me"

Continually Improve

- Percent Projects Current FY Meeting Ready Date
- Percent New Hires Retained After 18 Months
- "I receive sufficient ongoing training to perform my job well"

- Project Percent Meeting Milestone Dates
- "My co-workers are committed to doing quality work"