Results Strategic Goals and Action Plans Improve Customer and Stakeholder Service Public Agree or Strongly Agree "I felt free to **External Customer Satisfaction Contractors Rating DOT Staff Performance as** comment and ask questions during the **Excellent or Good** 84% meeting" 82% 90% 91.0% 80% 88% 78% 90.0% 76% 86% 89.0% 74% 88.0% 72% CY15 (3rd CY16 CY17 CY18 70% 82% & 4th Qtr) 2006 2011 2015 2016 2017 2018 Percentage of Contractors Rating Agree or Landowners Satisfied or Very Satisfied with **Project Communication** Strongly Agree DOT Provides a Quality Set of Plans 87.5% 79% 87.0% 86.5% 86.0% 85.5% 75% 85.0% 2018 2017 2017 2016 2018 **Sustain and Grow a High Quality Workforce** "I clearly understand direction sddot is **Workforce Engagement** "Executive team is accesible to me" heading" 4.4 4.3 75% 70% 3.8 4.1 65% 2013 2015 2017 2013 2015 2017 2015 2017 2014 % New Hires Retained After 18 Months "I receive sufficient ongoing training to "My supervisor asks for my ideas and 90% suggestions" perform my job well" 85% 4.7 4.7 80% 4.6 75% 4.6 4.5 70% 4.5 65% 4.4 4.5 4.4 60% 2013 2015 2017 2013 2015 2017 FY14 FY15 FY16 **FY17 2017 Survey Statement Modifications Are Reflected** "I feel there is good communication within New Hire Retention After 18 Mo. (Segmented) in the Above Results: my office" 100% 1. 2017 "Agency leaders clearly communicate 4.4 the agency's goals and priorities" versus 90% 2013/2015 "I clearly understand direction SDDOT is heading" 80% 4.3 2. 2017 "Agency leaders listen to employee concerns and take action to address them" 70% versus 2013/2015 "Executive team is accesible to me" 4.2 60% 3. 2017 "I am encouraged to participate in 2013 2015 2017 training and development opportunities" versus 2013/2015 "I receive sufficient iviy supervisor holds his / her staff ongoing training to perform my job well' 40% accountable for performing quality work" 4. 2017"My supervisor keeps me well informed about what is happening at work" versus 4.7 30% 2013 / 2015 "I feel there is good FY15 FY16 FY17 communication within my office" 5. 2017 "My coworkers are committed to doing –Engineer I –—Engr Tech – -HMW quality work" versus 2013 / 2015 "My -All DOT Equip Shop = supervisor holds his / her staff accountable for performing quality work" 4.6 2013 2015 2017

