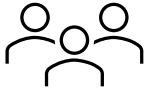


Helping every Washington resident live, work, drive, and thrive.

- **Respect:** We treat each other with dignity and respect.
- **Trust:** We earn your trust through our actions.
- **Diversity:** Our differences are our strengths.
- **Equity:** We meet each person's unique needs.
- **Inclusion:** Your voice informs and influences.

STRATEGIC PLAN 2022-2026

Engaged & Prepared Employees



GOALS:

- DOL employees demonstrate diversity, equity, inclusion, trust, and respect.
- Every employee has the opportunity for professional development.
- DOL's reputation for engaged employees makes people want to work for us.

STRATEGIES:

- Establish and document competencies for each agency value and create a model for development, recognition, and accountability.
- Build an employee experience program to develop a model for growth and development within the agency.
- Connect every employee to DOL's purpose and values.

Equity & Inclusion



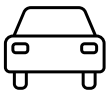
GOALS:

- All residents will have equitable access to DOL's services.
- DOL will eliminate barriers in the services we provide.
- DOL will address systemic inequities in staffing, budgeting, program, and policy development.

STRATEGIES:

- Improve culturally and linguistically appropriate services and communications.
- Identify and remove service barriers in the agency's internal business practices, procedures, policies, and rules.
- Create and implement a standardized stakeholder and community engagement model and process for developing policy, agency request legislation, reviewing/revising agency rules and policies, and diverse hiring.

Safe & Supported Communities



GOALS:

- All customers will receive efficient, effective, and timely service.
- DOL will consistently and equitably apply rules and policies across programs.
- Reduce the number of serious injuries and fatalities on Washington roadways.

STRATEGIES:

- Improve access to online services.
- Ensure timely service for the public.
- Improve existing in-person and phone channel offerings.
- Identify and implement opportunities for rule and policy improvements.
- Implement DOL's portion of the state's highway safety plan, Target Zero.

Safe & Secure Data



GOALS:

- All DOL data meets the highest standard of privacy and security.

STRATEGIES:

- Continually implement best practices to improve stewardship and standards for the management of data.
- Protect our customers' personal information.