



2023-2026

STRATEGIC PLAN

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



Growing a culture of belonging through our values:

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 PRIORITIES



ENGAGED AND 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.



EQUITY AND 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.



SAFE AND 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.



SAFE AND SECURE DATA

GOAL

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

