

A Message from the Commissioner

Hello Team,

As we continue on our journey of continuous improvement, this month I'm highlighting our goal of Enhancing Internal Services, by talking about some of the things we're doing to optimize our internal customer service.

Design Thinking Sessions

I hope you have had a chance to participate in Chief Legal Counsel Kate Shelby's design thinking sessions as she's traveled around the state to collect your feedback on ways to improve how we currently do business. With two district locations left to visit, so far nearly 3,000 unique feedback items have been received during the thinking sessions. These items touch on every area of INDOT.

As you can see, the participation has been robust. Being able to meet and discuss your ideas in person has enhanced the meaningfulness of your feedback, and as Kate and her team continue to collect your ideas, they're hearing and seeing recurring themes. Once all information is gathered, they will begin to identify those ideas that we can develop further.



If you haven't had an opportunity to provide your feedback during one of the thinking sessions, you will have a chance to do so in a survey that is coming soon to employees. While I'm not going to tell you that each of your ideas will be implemented, I can assure you that we will look at and consider each and every one.



EXECUTIVE PRIORITY POINTS

A new initiative that I'm excited to tell you about, and coming to you next week, is *Priority Points*. Our executive leadership team meets biweekly, and those meetings generate information that all employees

should be aware of. We know that information from those leadership meetings doesn't always filter through the organization, and *Priority Points* is a new opportunity for us to communicate with you better.

So, beginning March 7, you will start receiving email messages from the executive team that contains information from the executive staff meetings. If you have subscribed to receive INDOT text alerts, you will receive this information via text too.

I believe that all of you should have access to agency information in order to perform your jobs at the highest level. The intent of *Priority Points* is to create opportunities for meaningful conversations to occur between employees and their managers. Next week, if you receive the email, or text, and do not hear from your manager, seek them out and begin the conversation with them about the *Points* that are contained in the message. This new initiative is one that I trust will help all our team members be better informed of things happening at INDOT.

We are always better when we work together, and with Kate's sessions and our new *Priority Points*, I am confident we're going to begin improving our internal services.

Thank you for all you do!

Mike