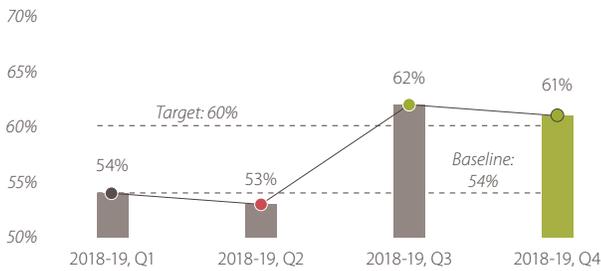




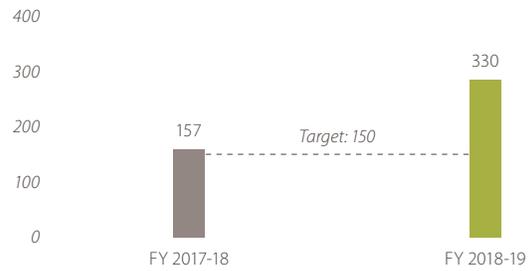
Goal: Organizational Excellence

Be a national leader in delivering quality service through excellent employee performance, public communication and accountability.

1. Percentage of Customer Service Requests on the State Highway System Closed Within 30 Days



2. Number of Caltrans Employees Who Attended Risk Management Strategies Training



Key

- Currently meeting target
- Trending toward future target
- Falling short of target



Road Repair and Accountability Act

By the Numbers (Progress as of July 2019)

102
projects completed

469
projects in the works



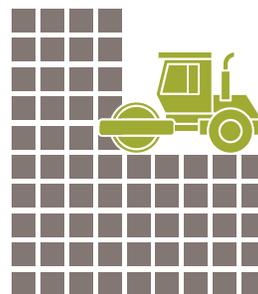
14 overall bridge projects
that include:
115 bridges improved or replaced



57
pavement projects completed

which includes:

1,449
lane miles repaired or replaced



65
SB 1-funded projects completed by the end of the current construction cycle

May 2019 – November 2019