

Vision: To safely connect people and empower our economy.

Mission: We provide highway infrastructure and transportation services.

Agency Description: The Arizona Department of Transportation is responsible for planning, constructing, and maintaining the State’s transportation system.

The Department also provides drivers license and registrations services; is responsible for commercial vehicle enforcement and registration compliance; and operates the Grand Canyon National Park Airport.

Executive Summary: The Arizona Department of Transportation (ADOT) has identified three strategic focus areas that will deliver meaningful outcomes while improving safety, innovation, and customer service:

1. **Integrate multi-year planning priorities from across the agency into a comprehensive view of resources and commitments.** Goals: increase stakeholder and public understanding of state transportation system priorities; improve transportation system safety and reliability; generate efficiencies that save money, increase agency capacity, and lead to more investment in the transportation system.
2. **Establish ADOT as a modern leader and employer of choice.** Goals: empower our workforce with top tier growth and development opportunities; leverage job seekers who want to make a positive contribution to their communities, but may not actively think of the public sector; catalyze a compelling case for working at ADOT such as: work-life balance; opportunities for advancement; impactful work that is often at the cutting edge of issues.
3. **Improve and innovate business practices to stay ahead of changing customer needs.** Goals: strengthen internal and external customer service delivery; develop products and services to meet customer’s unique needs; modernize ADOT’s business systems.

Summary of Multi-Year Strategic Priorities

#	Five Year Strategy	Start Year	Progress / Successes
1	Communicate the priority projects that address the state’s most pressing transportation system issues	2024	ADOT has all new initiatives for FY 2024. Focus areas include: <ul style="list-style-type: none"> • Deliver 5-year program on time and on budget • Develop a multi-year pavement maintenance plan • Improve safety outcomes in high risk areas
2	Improve our ability to attract and retain the best talent	2024	<ul style="list-style-type: none"> • Launch Pride of Public Service project • Expand career development opportunities
3	Improve customer service delivery through business system modernization	2024	<ul style="list-style-type: none"> • Implement MVD Field Office of the Future • Complete comprehensive IT assessment and prioritization plan • Reduce permit turnaround time

Strategy #	FY24 Annual Objectives	Objective Metrics	Annual Initiatives
1	Communicate the priority projects that address the state's most pressing transportation system issues	<ul style="list-style-type: none"> Percent progress of major projects Percent pavement management plan achieved Percent facilities lifecycle plan achieved 	<ul style="list-style-type: none"> Deliver the 5-year program (including IIJA, Bipartisan Infrastructure Law, and discretionary grants) Develop 3-5 year maintenance and operations plans for the transportation system (e.g., HSIP, Vulnerable Road User, Asset Management, etc.) Develop 3-5 year maintenance and operations plans for enterprise business functions (e.g., facilities, Grand Canyon Airport, IT, etc.)
2	Improve our ability to attract and retain the best talent	<ul style="list-style-type: none"> Percent Pride of Public Service plan achieved Percent regrettable attrition 	<ul style="list-style-type: none"> Develop a pride of public service campaign to be used in recruiting activities and internal employee communications Complete rollout of workforce development, knowledge sharing, and career development programs
3	Improve customer service delivery through business system modernization	<ul style="list-style-type: none"> MVD trips avoided IT vulnerability score Permit processing time 	<ul style="list-style-type: none"> Increase MVD's capacity to serve customers Develop a sustainable IT service delivery model Deploy new online permitting software system (Breakthrough Project)