

Vision: Moving AZ. Becoming the safest, most reliable transportation system in the nation.

Mission: Connecting AZ. Everyone. Everywhere. Every Day.

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 four strategic priorities to reach our vision:

Transportation Safety: implementing the most effective safety improvement countermeasures will help promote safe driving behaviors and reduce roadway crashes in high risk areas.

Employee Engagement: ensuring that our employee's basic needs are met and that they are inspired and enabled to function at the highest level will allow ADOT to thrive well into the future.

Customer Value: creating an enterprise-wide understanding of customer value and leveraging the customer-supplier relationship to improve and innovate our business processes will ensure we stay ahead of changing customer needs.

Maximize Resources: pursuing innovations and organizational efficiencies will save money, increase agency capacity, and lead to more investment in the transportation system.

Summary of Multi-Year Strategic Priorities

#	Five Year Strategy	Start Year	Progress / Successes
1	Promote Transportation Safety	2018	<ul style="list-style-type: none"> Targeted countermeasures helping to reduce roadway crashes in high risk areas Improved electronic reporting helping law enforcement deliver faster and more accurate crash data New technology at ports-of-entries helping to improve and strengthen commercial vehicle safety inspections
2	Build a Culture of Highly Engaged Employees	2018	<ul style="list-style-type: none"> Achieved agency goal of all AMS elements at 3.0 or higher Deployed AMS training to 3,000 front line employees
3	Deliver Value to the Customer	2018	<ul style="list-style-type: none"> Implemented state-of-the-art MVD legacy system replacement Expanded the number of MVD services offered online
4	Maximize Resources	2018	<ul style="list-style-type: none"> Annually, 7,000+ kaizen improvement ideas submitted and standardized by ADOT employees (Over 30K since inception)

Strategy #	FY22 Annual Objectives	Objective Metrics	Annual Initiatives
1	Reduce roadway crashes	<ul style="list-style-type: none"> Crash report backlog Percent overweight CVS @ POEs 	<ul style="list-style-type: none"> Improve safety outcomes in high crash locations Reduce unpermitted overweight commercial carriers
2	Improve our ability to recruit and retain the best talent	<ul style="list-style-type: none"> Percent remote capable EE survey scores Percent regrettable attrition 	<ul style="list-style-type: none"> Define and implement Work from Anywhere Program Improve lowest scores on employee engagement survey Reduce regrettable attrition
3	Maximize efficiencies and confidence in MVD service delivery	<ul style="list-style-type: none"> Office experience time Level 2 call center hold time Number REAL-ID licenses issued 	<ul style="list-style-type: none"> Improve customer experience time Transition drivers to Travel ID
4	Improve/maintain the transportation system condition based on existing revenues	<ul style="list-style-type: none"> Achieve project milestones Pavement treatments (miles) 	<ul style="list-style-type: none"> Deliver federal and state funded life expansion projects I-10 improvements from Phoenix to Casa Grande I-17 expansion from Anthem to Sunset Point Install broadband on I-17 and I-19
	Improve reliability of core business processes	<ul style="list-style-type: none"> Incident Resolution Time 	<ul style="list-style-type: none"> Improve core IT business processes Optimize ADOT's physical footprint
	Finalize the transition of state fleet to ADOT	<ul style="list-style-type: none"> Achieve transition plan milestones 	<ul style="list-style-type: none"> Phase 1: complete transition of licensed over the road light duty fleet owned by ADOA Phase 2: transition licensed over the road light duty fleet purchased outside of ADOA fleet program