

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"> Updated Strategic Traffic Safety Plan (STSP) is helping to ensure adoption of best safety practices in all transportation investments First in nation thermal detection system is helping to reduce wrong way driver incursions First in nation dust detection warning system is helping drivers navigate blinding dust storms Newly created Incident Response Unit is helping drivers and DPS clear crashes quicker Major I-17 and I-10 projects underway to help improve safety and traffic flow Received emmy for best Public Service Announcement "Distracted Driver's Terrify Me"
2	Build a Culture of Highly Engaged Employees	2018	<ul style="list-style-type: none"> Steady annual increases in employee engagement (current survey = 81% positive) Successfully transitioned AMS culture from <i>Deploy to Sustain</i> (current score = 3.8/5.0) High employees satisfaction with first year onboarding program (current score = 3.6/4.0)
3	Deliver Value to the Customer	2018	<ul style="list-style-type: none"> Completed Motor Vehicle Division (MVD) computer system modernization New azmvdnow.gov portal provides quick and secure access to a wide range of new online features (over 3M customer accounts activated) First in nation where residents can add their driver licenses to Apple Wallet and present as valid ID at Phoenix Sky Harbor TSA checkpoints
4	Maximize Resources	2018	<ul style="list-style-type: none"> Over 39K kaizen improvement ideas implemented by ADOT employees Over 500 core business processes mapped and improved

Strategy #	FY23 Annual Objectives	Objective Metrics	Annual Initiatives
1	Improve the operation of the transportation system based on existing revenues	<ul style="list-style-type: none"> Percent of project funding dashboard operationalized Number of Infrastructure Investment & Jobs Act (IIJA) grants awarded Miles of fiber optic conduit installed MVD trips avoided Number of Arizona Travel ID issued 	<ul style="list-style-type: none"> Create visual management system to track progress of newly funded state and federal projects Recommend the best and most efficient use of available funding to deliver public safety and service Identify opportunities for increased stakeholder engagement in addressing the recurring transportation funding shortfall Increase MVD capacity to serve customers
2	Improve agency performance on all AMS elements	<ul style="list-style-type: none"> Percent huddle boards meeting standard Percent observed assessment milestones achieved 	<ul style="list-style-type: none"> Increase the effective use and application of the tiered huddle system and check for corresponding improvement in supporting AMS elements
3	Improve internal customer service delivery	<ul style="list-style-type: none"> Average days to issue procurement award (breakthrough) Percent fleet transfer milestones achieved 	<ul style="list-style-type: none"> Develop process delivery standards based on a clear understanding of what internal customers expect in terms of quality and level of service Complete the transfer of statewide fleet to ADOT
4	Improve our ability to attract and retain the best talent	<ul style="list-style-type: none"> Percent regrettable attrition AKA Development Index 	<ul style="list-style-type: none"> Align our leaders and people systems to the vision and expectations of AKA - The ADOT Way