MDOT Strategic Plan

**MDOT Mission**

*Providing the highest quality integrated transportation services for economic benefit and improved quality of life.*

**MDOT Vision**

MDOT will be recognized as a *progressive* and *innovative* agency with an *exceptional workforce* that inspires *public confidence*.

**MDOT Values**

- **Quality**: Achieving our best within our resources.
- **Teamwork**: Effective involvement of people.
- **Customer Orientation**: Knowing our customers and understanding their needs.
- **Integrity**: Doing the right thing.
- **Pride**: In MDOT and the importance of our work.
Strategic Areas of Focus

Leadership
Align the organization to carry out the MDOT mission, achieve the vision and demonstrate the values.

Strategies
- Establish clear, measurable and aligned performance goals and desired outcomes across the organization.
- Regularly evaluate organizational performance and adjust direction as necessary.

Customer-centered
Understand our customers’ most important needs to achieve a more customer-focused agency that results in better service and lower cost.

Strategies
- Align our programs and services to be responsive to customer feedback.
- Be accountable and transparent to our customers through tracking and reporting on MDOT’s key performance metrics.

System Focus
Provide cost-effective, integrated and sustainable transportation solutions.

Strategies
- Apply asset management principles to prioritize and implement the most cost-effective transportation investment strategies.
- Optimize the value of transportation investments by employing solutions that consider all users and modes and how the entire transportation network is used to move people, goods and services.

Safety
Move Michigan toward zero deaths through the incorporation of safety in all our transportation efforts.

Strategies
- Foster communication, coordination and collaboration with our public and private safety partners to achieve the goal.
- Prioritize MDOT safety investments toward those with the highest probability to move us toward the goal of zero deaths.

Partners
Foster and sustain partnerships to optimize operations and achieve customer-centered results.

Strategies
- Prioritize and strengthen partnerships that create organizational efficiencies and optimize the contribution of transportation investments to Michigan’s economy.

Innovative & Efficient
Move people and goods through better customer-centered services and performance-driven decision-making.

Strategies
- Pursue innovations, transformational changes and organizational efficiencies that lead to investing more in the transportation system.
- Manage performance to provide value and better customer-centered results.

Workforce
Recruit, develop, and retain a high-performing workforce.

Strategies
- Target employee development to improve organizational performance, with a focus on customer service.
- Use workforce planning to increase flexibility in the workplace.
- Value, engage and empower our employees at all levels of the organization.
Wildly Important Goal for 2017

MDOT will build upon our innovative culture by measuring, promoting and celebrating innovations

Department-wide Measure
Highlight five to 10 MDOT innovations that can yield measurable results and/or can be effectively communicated to the public

How will this happen?

• Each work area will continue to have an innovation Sub-WIG!
  Each work area (division or bureau, office and region) will develop an innovation Sub-WIG aimed at adding value in terms of safety measures, cost reduction, increased quality, or reduced schedule that can be substantially completed by December 2017.

• Internal and external communications will remain a critical component of our WIG and Sub-WIGS!

• In March, the Strategic Plan Coordination Team (SPCT) will select up to 10 innovations that appear to be measurable and/or are good candidates for public promotion and will help the work area highlight these innovations though internal and external communications.

• Workforce development is a key to our success!
  MDOT’s commitment to innovation requires a commitment to our workforce. While there is not a specific WIG or Sub-WIG associated with workforce development, each work area should ensure they are undertaking efforts that support each employees’ ability to innovate.

Bureau, region or office champions, managers, and coaches will work together with all staff to develop and implement performance plans in their operating areas.