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.
Our Strategic Focus is to ensure MDOT’s workforce is inspired and enabled to function at a high level, allowing MDOT to thrive well into the future.

**Vision**

**Recruit:**
- Leverage Passion
- Competitive Employment Offers
- Diverse Candidate Pools

**Develop:**
- Career Opportunities
- National Impact
- Future Leaders
- Mentoring and Coaching

**Retain:**
- Clarity and Trust
- Inspire and Empower Staff
- Pride in Public Service

We will accomplish this by executing specific actions to recruit, develop and retain exceptional and innovative employees.

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