

VTrans Strategic Plan Mission, Vision, Goals and Objectives

Mission

Provide for the safe and efficient movement of people and goods.

Vision

A safe, reliable and multimodal transportation system that promotes Vermont's quality of life and economic wellbeing.

Strategic Goals and Agency-wide Objectives

- **Goal 1:** Provide a safe and resilient transportation system that supports the Vermont economy.
 - Reduce the number of major crashes
 - No unplanned road closures or restrictions due to conditions within VTrans' control
 - Increase the resilience of the transportation network to floods and other extreme weather and events.

- **Goal 2:** Preserve, maintain and operate the transportation system in a cost effective and environmentally responsible manner.
 - Maintain pavement, structures and other transportation system assets in a state of good repair
 - Implement an Asset Management System and integrate it with Planning and Programming (budget decisions).
 - Minimize the environmental impacts of the transportation system.

- **Goal 3:** Provide Vermonters energy efficient, travel options.
 - Minimize traveler delay
 - Increase use of walking, biking, transit, rail, and Travel Demand Management options
 - Increase use of state and municipal Park & Ride system

- **Goal 4:** Cultivate and continually pursue innovation, excellence and quality customer service.
 - Information given to customers is accurate and comprehensive
 - Staff are competent, fair, polite and sympathetic to customers' needs
 - Staff deliver the outcome as promised and manage any problems

- **Goal 5:** Develop a workforce to meet the strategic needs of the Agency.
 - Recruit excellent, qualified and diverse employees.
 - Retain and develop excellent and diverse employees
 - Implement succession planning