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