

Strategic Plan 2023 - 2025

Mission

Through excellent customer service, provide for the safe and efficient movement of people and goods in a socially, economically, and environmentally sustainable manner.

Vision

A safe, reliable, and environmentally sustainable multimodal transportation system that grows the economy, is affordable to use and operate and serves vulnerable populations.

Strategic Goals and Objectives

Goal 1: Promote organizational excellence by attracting, developing, and retaining a talented, diverse, and engaged workforce.

- By 2025, reduce percentage of turnover below statewide annual year average. (ALL)
- By 2025, increase the annual number of BIPOC and women hired to 17%. (ALL)
- By 2025, increase the percentage of employees who perceive they receive timely and meaningful feedback to 65.7%. (ALL)
- By 2025, increase the percentage of employees who believe they are encouraged to improve service delivery and efficiency to 53%. (ALL)
- By 2025, increase the percentage of employees who agree that AOT is an inclusive work environment to 64%. (ALL)

Goal 2: Grow Vermont's economy by providing a safe, reliable, and efficient transportation system in a state of good repair.

- By 2024 institutionalize use of Resilience Planning Tool, by providing training to multiple and varied user groups. (PPAID)
- By 2024, increase the number of state highway projects programmed with the purpose of reducing vulnerability to flood damage to 8. (PPAID; /HWY)
- By 2024, increase improvements on Bridge Inspection Findings to 100%. (DMF)
- By 2024 update the Long-Range Transportation Plan, incorporating strategies identified in the Transportation Equity Framework, Resilience Improvement Plan, Carbon Reduction Strategy, National Electric Vehicle Infrastructure Plan. (PPAID)
- By 2024 update the Vermont Project Selection and Prioritization Process (VPSP2) to include all modes of transportation with an emphasis on equity. (HWY/PPAID)

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- By 2024, fully implement the VT Asset Management Information System (VAMIS) to optimize investments in all asset classes. (HWY)
- By 2024, incorporate corridor management principles into 100% of our projects, (HWY; PPAID)
- By 2025, increase total public transit trips to the pre-COVID level of 4.5 million. (PPAID)
- By 2025, increase cyclical bridge maintenance to 65% of needs. (DMF)
- By 2026, increase preventative bridge maintenance to 40% of needs. (DMF)
- By 2026, reduce major crashes (fatalities and serious injuries) by 10% for the 5-year period of 2022-2026. (HWY)

Goal 3: Make Vermont more affordable and serve the vulnerable by providing accessible, convenient, and affordable travel choices.

- By 2025, increase the number of public transit “Community Drivers” to 300. (PPAID)
- By 2024, update the Vermont Project Selection and Prioritization Process (VPSP2) to include all modes of transportation with an emphasis on equity. (HWY; PPAID)

Goal 4: Provide a sustainable and energy efficient and advanced technology transportation system.

- By 2024, Increase the number of Light Duty EVs registered to 9,000. (PPAID)
- By 2024, increase the number of New EV Incentives issued to 2,180. (PPAID)
- By 2024, increase the number of universally accessible Fast Charging Stations procured by state to 60. (PPAID)
- By 2024, incorporate usage of the Terrestrial Passage Screening Tool into Corridor Planning, Project Prioritization and Project Development processes. (PPAID; /HWY)
- By 2024, reduce Phosphorus loading from state owned roads, rights-of-way, and facilities in the Lake Champlain Basin by 1,604 kg. (PPAID; /DMF)
- By 2024, complete 80% of the Intelligent Transportation Systems Implementation Plan. (HWY)
- By 2024 acquire, implement, and operationalize Transportation Probe Data within HWY Safety, Mobility, and Planning initiatives. (HWY; PPAID)
- By 2025, construct 38 of the 58 stormwater flow reduction practices identified in the Agency’s Flow Restoration Plan across 10 stormwater impaired watersheds in Lake Champlain Basin. (PPAID; HWY)
- By 2025, increase the number of e-buses in the state’s transit fleet to 60. (PPAID)

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Goal 5: Modernize and improve government efficiency through innovation, continuous improvement, and quality customer service.

- By 2024, increase the percentage of processes with a Standard Operating Procedure updated according to requirements to 100%. (FAD)
- By 2024, translate DMV-identified documents to 12 languages. (DMV)
- By 2024, investigate the necessary steps for translating DMV documents into American Sign Language and develop a plan to do so. (DMV)
- By 2024, update the webpage on the DMV site so it shows accessibility options for each location. (DMV)
- By 2024, increase the percentage of customers with appointments to be served within 30 minutes of scheduled appointment to 90%. (DMV)
- By 2024, increase the average number of customers who make an appointment for service to 80% for the entire year, which will decrease wait times throughout all locations. (DMV)
- By 2024, increase the number of FAD processes standardized, stabilized, and documented by 5 annually. (FAD)
- By 2025 (and annually thereafter), increase the number of FAD processes improved by eliminating waste and/or improving customer value /service by 10%. (FAD)
- By 2025, complete the implementation of the modernized construction management system. (HWY)

Notes

() Indicates the responsible division or department

DMV – Department of Motor Vehicles

FAD – Finance and Administration Division

HWY – Highway Division

DMF – Maintenance & Fleet

PPAID -Policy, Planning and Intermodal Development Division