Agility is a forum through which PennDOT builds and/or strengthens relationships with local communities and governments. These relationships occur as a result of sharing human resources, equipment and knowledge without exchanging money.

- **Emphasizing People and Information**
  People and information determine the success of an organization, not technology, facilities or equipment.

- **Organizing to Master Change and Uncertainty**
  Create a flexible organization that can quickly adapt its human and physical resources to a rapidly changing environment.

- **Enriching Customers**
  Involve customers in developing products and services, which are customized to meet their needs.

- **Cooperating to Enhance Cooperativeness**
  Identify “win-win” relationships that cut through the red tape and promote cooperative ventures.

These four principles are common among leading organizations throughout the world and serve as the basis for creating Agility. This strategy defines a framework within which companies can remain competitive and prosper through constant change. An agile organization shifts its focus from competition based on mass-market products and services, to competition based on niche market products and services.