

PennDOT Strategic Plan








MISSION

Enhance, connect and add value to our communities by providing a sustainable, equitable transportation system and quality services for all.

VISION

An enhanced quality of life built on transportation excellence.

STRATEGIC THEMES AND VALUES

-  **Safety at All Levels:** We value the safety of our employees, customers and partners in all that we do.
-  **Innovation:** We pursue and incorporate evolving technologies and innovative practices to improve transportation.
-  **Mobility and Connectivity:** We enhance quality of life through investments in equitable, efficient and safe movement of people and goods.
-  **Customer Service:** We are committed to providing a positive customer experience for all.
-  **Communication that Fosters Relationships and Encourages New Ideas:** We are committed to effective, transparent, timely communication with our employees, customers and stakeholders.
-  **Recruiting, Retaining and Developing a Diverse and Inclusive Workforce:** We build a strong team by respecting one another, promoting teamwork and seeking to recruit and empower our diverse workforce.
-  **Effectively Leveraging Available Resources by Modernizing Technology and Assets:** We connect Pennsylvania to the world's economy through environmentally and fiscally sustainable, resilient transportation systems.

