

# PennDOT

## Strategic **PLAN**

P e n n s y l v a n i a   D e p a r t m e n t   o f   T r a n s p o r t a t i o n



**pennsylvania**

DEPARTMENT OF TRANSPORTATION



## A Message from the Secretary

If we're intent on making a difference, the goals, performance and morale of our team is critical to our success. As PennDOT Secretary, I am responsible for fostering an environment in which the agency can achieve its mission. As such, the executive team and I wanted this strategic agenda to be much more than a distant high-level briefing far removed from PennDOT's everyday realities. These initiatives exist to serve us and the people of Pennsylvania and must therefore address real concerns we face daily.

Effective communication is PennDOT's life blood, and managers should reach out to staff at every level to help them understand their value and the importance of their work. Similarly, our top executives must build and maintain effective relationships with elected officials, industry partners and other stakeholders to explain our needs and performance. Most importantly, the public deserves an accurate accounting of how their tax dollars are being invested to improve their mobility.

Our existence is not static. Life is ever changing and ideally is on an upward trajectory of improvement. For PennDOT, that means embracing innovation that allows us to increase our effectiveness with greater efficiency. Even more fundamental is our commitment to safety. We cannot succeed if either our staff or the public is jeopardized by our actions.

PennDOT faces many challenges. We are tasked with securing necessary resources to make a difference; we must address the need for resilience in our infrastructure in the face of changing climate conditions; and, it is imperative we recruit and sustain a diverse workforce to deliver high quality transportation for the people of Pennsylvania.

This strategic agenda aims to provide a realistic and meaningful roadmap for all of us at PennDOT in pursuit of those goals. I encourage staff members to explore each initiative and hope stakeholders rest assured that PennDOT is committed to serving their interests.

Yassmin Gramian, P.E.  
Secretary of Transportation

## 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.



# VALUES



**Safety:** We value the safety of our employees, customers and partners in all that we do.



**Innovation and Evolution:** We pursue and incorporate evolving technologies and innovative practices to improve transportation.



**Equity in Mobility:** We enhance quality of life through investments in equitable, efficient and safe movement of people and goods.



**Customer Experience:** We are committed to providing a positive customer experience for all.



**Communication:** We are committed to effective, transparent, timely communication with our employees, customers and stakeholders.



**Inclusive Workforce Investment:** We build a strong team by respecting one another, promoting teamwork and seeking to recruit and empower our diverse workforce.



**Sustainable Transportation:** We connect Pennsylvania to the world's economy through environmentally and fiscally sustainable, resilient transportation systems.



# STRATEGIC THEMES

**Safety at All Levels** | **Innovation** | **Mobility and Connectivity** | **Customer Service** | **Communication that Fosters Relationships and Encourages New Ideas** | **Recruiting, Retaining and Developing a Diverse and Inclusive Workforce** | **Effectively Leveraging Available Resources by Modernizing Technology and Assets**





# Safety at All Levels

Ensure safety is engrained in the culture of PennDOT to protect our employees, customers, partners and the traveling public as well as our assets.





# Innovation



Promote creativity and continuous quality improvement at all levels to improve effectiveness and efficiency, and enhance customer service.





# Mobility and Connectivity

Provide access to equitable, affordable, reliable and sustainable transportation options that support quality of life and economic prosperity.





# Customer Service



Equitably serve all customers and communities by working to understand and empathetically respond to their unique needs.





# Communication that Fosters Relationships and Encourages New Ideas



Strengthen internal and external relationships, cultivate employee ideas and engage customers equitably using collaborative, transparent communication tools and services.



# Recruiting, Retaining and Developing a Diverse and Inclusive Workforce



Ensure a flexible work environment that inspires employee development, is strengthened by team diversity, values employee insight and empowers employees to pursue rewarding careers at PennDOT.





# Effectively Leveraging Available Resources by Modernizing Technology and Assets



Assure excellence in productivity, efficiency, sustainability, service quality and resiliency in asset stewardship by leveraging technology and innovation to improve Pennsylvania's multimodal transportation infrastructure and processes while maintaining the integrity, confidentiality and protection of customer records and personally identifying information.



