

## 2024-2027 Roadmap

### Strategic Plan Goals

Prioritize people in all we do  
Expand our reputation as a national leader  
Demonstrate financially sound and fiscally responsible decision making  
Ensure the safety and security of our employees, customers and facilities

Undertake Francis Scott Key Bridge salvage and reconstruction activities

Support work zone safety initiatives

Develop a knowledge management program

Deliver two new software applications to support socio-economic compliance

Utilize KPIs to enhance customer experience

Build a diverse, equitable and inclusive team

Provide education and engagement regarding MDTA major projects

Coordinate with local jurisdictions on possible bicycle/pedestrian accommodations

Expand preventive maintenance programs

Develop and implement employee safety near-miss reporting

Actively review and update processes, policies and procedures

Utilize asset management resources to support budget and contract decisions

Provide job opportunities through projects that offer workforce training

Expand and implement employee development opportunities

Bay Crossing Study Tier 2 NEPA Final Record of Decision/Selected Alternative Identified

Avoid, minimize and mitigate impacts to the natural and man-made environment