



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

Actively review and update processes, policies and procedures

Provide job opportunities through projects that offer workforce training

Coordinate with local jurisdictions on possible bicycle/pedestrian accommodations

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

Utilize asset management resources to support budget and contract decisions

Support work zone safety initiatives

Deliver two new software applications to support socio-economic compliance

Provide education and engagement regarding MDTA major projects

Expand preventive maintenance programs

Expand and implement employee development opportunities

Build a diverse, equitable and inclusive team

Develop and implement employee safety near-miss reporting

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

Develop a knowledge management program

Utilize KPIs to enhance customer experience