2023-2028 STRATEGIC PLAN

PURPOSE

To deliver a modern transportation system to enhance safety and quality of life in Arkansas

CORE VALUES

Safety
Committed to Arkansans’ wellbeing

Trust
Dependable public service

Excellence
Quality in everything we do

Accountability
Responsible and transparent

Modern
Innovating for the future

Safety first, working as a TEAM

GOALS & STRATEGIC OBJECTIVES

SYSTEM
Provide innovative transportation solutions to improve safety and mobility
• Plan, develop, operate, and maintain an efficient, reliable, and resilient highway system
• Focus on all aspects of safety
• Continue to emphasize system preservation
• Excel at project delivery
• Manage assets in a transparent, data-driven, and cost-effective manner
• Ensure environmental stewardship

EMPLOYEES
Ensure ArDOT is a great place to work
• Recruit and retain quality employees
• Encourage and empower decision making at all levels
• Invest in employee career development
• Promote teamwork and accountability
• Encourage innovation and risk-based decision making
• Strengthen knowledge management

SERVICE
Deliver reliable and efficient customer service
• Strive to exceed customer expectations
• Provide timely and courteous customer service in all communications
• Be transparent
• Ensure compliance with all relevant regulations

PARTNERS
Collaborate and strengthen partnerships
• Listen to Arkansas residents and community leaders
• Engage with federal, state, and local governments
• Partner with industry to improve efficiency
• Learn from peer states’ best practices