

## MISSION STATEMENT, PRINCIPLES & VALUES

### MISSION STATEMENT

*It is the mission of the Connecticut Department of Transportation to provide a safe, efficient and cost effective transportation system that meets the mobility needs of its users.*

*Achieving this mission will be a great challenge.*

*The public and the business sector will continue to demand improved mobility. We must meet this demand in a context of scarce financial, human, social and environmental resources.*

*In addition, we realize that the Department is a part of a broader society; and we are sensitive to the competing goals and values that make up Connecticut's quality of life.*

*The Department also recognizes its role in Connecticut's economy-- as a creator of jobs statewide, and as a building block of Connecticut's ability to compete internationally. Our actions are critical to Connecticut's economic vitality.*

### PRINCIPLES

*In order to achieve this mission, the Department will continue to strive toward realization of the following principles:*

*Upgrade: to strive to identify, analyze, and continually improve the way we do our work so that we may deliver better products and services, and improve our work environment.*

*Productivity: to operate the Department with maximum efficiency, so as to create additional resources for investment in the transportation infrastructure.*

**Safety:** *to maintain the transportation system to ensure continued high levels of safety and mobility.*

**Efficiency:** *to maximize the utilization and efficient operation of existing transportation assets.*

**Determination:** *to focus our human and financial resources on priorities established through an ongoing, analytical planning process that continually asks the question, “What should the DOT do next to fulfill the Mission?”*

**Mobility:** *to invest in projects that ensure safety, maintain the existing transportation infrastructure, increase the productivity of the transportation system, promote economic development, and provide necessary capacity enhancements.*

**Funds:** *to effectively utilize all available federal and state funds.*

**Environmental:** *to seek to protect and enhance the natural environment as we develop transportation improvements.*

**Advisory:** *to engage stakeholders in a consultative process from the earliest stages of project development.*

## **VALUES**

*The following values will guide the Department in everything it does:*

**People:** *respect for the diversity, talents and ideas of all DOT team members.*

**Excellence:** *continuously reexamining our assumptions and always looking for a better way.*

**Customer Service:** *commitment to understanding and satisfying the needs of our customers through a total quality effort.*

**Teamwork:** *listening to each other, working with each other and relying on each other.*

**Integrity:** *maximizing the effectiveness of the public resources entrusted to us.*