



Dear Colleagues,

January 24, 2020

I am pleased to present the Pennsylvania Turnpike Commission's (PTC's) strategic plan, covering the timeframe from 2019 to 2024. I can think of no better way to kick off the year by launching a refreshed, reinvigorated strategic plan. This plan was essentially created by the nearly 2,000 employees of the PTC whose ideas, observations, and reactions are the driving forces behind the plan. I'd like to thank our commissioners, as well, for their involvement in and support of the plan.

On the subject of planning, famous Philadelphian (and founding father) Benjamin Franklin (1706-1790) once said, "By failing to prepare, you are preparing to fail." Simply put, failure won't do for an \$1.4-billion organization that oversees 552 miles of toll roads and accommodates average daily traffic of 588,000 vehicles.

This plan – which represents more than a year of thought, collaboration, and development – consists of our mission, vision, commitments, and values. These principles will assist us in achieving our goals as well as the plan's other elements needed to realize our Vision, "**Driving the standard for safety, customer service, and mobility.**"

The planning team identified four new organizational Commitments, shown in the framework, that we can only achieve together. Notably, the first Commitment is safety. It denotes that each day, we must work together to eliminate work-zone injuries. It means we must continue reducing incidents on our system and at our workplaces. The Commitments are:

- **Improve Safety – zero fatalities, no work-zone injuries, reduced incidents;**
- **Achieve accessible, reliable, and uninterrupted travel;**
- **Manage all assets in a restorative manner; and**
- **Be the leader in transportation services.**

Based on the input we received from "the 2,000," our Values are:

- **SAFETY ALWAYS – We care deeply about the safety of our colleagues and customers;**
- **COMMUNICATE OPENLY – We listen and collaborate to connect people with one another;**
- **CUSTOMER DRIVEN – We provide our customers with premium service;**
- **RESPONSIBILITY MATTERS – We embody diversity, integrity, and sustainability in all our practices; and**
- **TEAMWORK DELIVERS – We are accountable to one another and succeed when we work together.**

And even though our vision, our commitment, and our values are different for the new planning cycle, one thing that hasn't changed is our Mission. That remains intact: **To operate a safe, reliable, customer-valued toll road system that supports national mobility and commerce.**

Every day, we arrive at our work locations with some idea about what, exactly, it is that we're going to do. This strategic plan tells us precisely WHY we do it.

I want to thank our nearly 2,000 employees for their participation on behalf of our customers, business partners, and colleagues. I'd also like to thank PTC commissioners for their involvement and support. I'm excited to work with our team to ensure this plan serves as our daily inspiration for why we show up every day.

Sincerely,

Mark Compton

Chief Executive Officer