

CURRENT (OLD) Mission Statement:

The Harris County Toll Road Authority (HCTRA) improves mobility in the Greater Houston area through excellence in the operation of urban toll highway systems, while upholding a commitment to leadership, public service and quality of life.

PROPOSED (NEW) Mission Statement:

HCTRA's mission is to responsibly operate and maintain a safe, reliable, sustainable and evolving mobility system that meets the diverse connectivity needs of all Harris County residents.

Vision:

HCTRA will:

- Collaborate with local partners to create innovative and resilient mobility solutions which improve quality of life by providing greater access to health, jobs, and housing.
- Deliver mobility solutions that create value for customers and the community by incorporating stakeholder collaboration throughout planning, development and implementation.
- Strengthen the region's economic vitality by improving mobility for all with safe and efficient mobility solutions throughout Harris County.

Core Values / Guiding Principles:

Safety:

An organizational commitment to safety begins with our employees, is integral to our projects, and extends beyond the roadway; safety is fundamental to everything we do.

Reliability:

Deliver dependable roadways and service, consistent quality – on the road and off – including customer service, billing, and responsiveness.

Resiliency and Sustainability:

Ensuring that new construction and maintenance of existing assets integrate best practices in resilience and sustainability standards, with the purpose of improving the capacity of our community to prevent, withstand, respond or adapt to, and recover from disruptions.

Accessibility:

Pursue projects that are developed to respond to the needs of the community, with an emphasis on safety, equity, improvements to quality of life, and accessibility for all residents of Harris County.

Innovative and Evolving:

Adapting to meet the needs of our growing county and to carry out HCTRA's strategic vision in alignment with the vision of the Harris County Commissioners Court and stakeholders, to jointly define, develop, implement and influence initiatives to be of maximum service to all.

Stewardship and Accountability:

Commit to continuously earning the trust of our customers and the public through responsible management of public funds, transparency in our activities, and upholding high standards of accountability for all employees at every level within the agency to carry out HCTRA's mission.