

Corporate Plan 2009-2013

Vision	Connecting Queensland
Strategic purpose	Plan, manage and oversee the delivery of a safe, efficient and integrated transport system that supports sustainable economic, social and environmental outcomes in Queensland
Values	We will achieve this vision and purpose guided by the value we place on our customers, our people and our reputation

Strategic opportunities

- Achieve integrated transport system efficiency
- Realise the benefits of a new, effective organisation
- Optimise travel choices, including public transport, cycling and walking
- Provide equity of access to services
- Partner with government and industry stakeholders
- Generate economic opportunities in Queensland's diverse regions

Our priorities

- Improve the safety of the transport system and its users
- Manage the impact of economic and population growth
- Increase the use of public transport
- Achieve the best investment mix between capital, maintenance and services within funding constraints
- Efficient and safe movement of freight
- Complete, release and deliver major transport plans
- Plan for the impacts of climate change and energy scarcity on the transport system
- Generate efficiencies across the organisation

Strategic challenges

- Planning transport solutions for Queensland's diverse population
- Competing expectations of our stakeholders
- Travel demand exceeding transport system capacity
- Maximising productivity in a dynamic freight environment
- Safe and secure transport
- Dependence on carbon-based energy
- Climate change mitigation and adaptation
- Uncertain economic environment
- Ensuring skills and capability of transport industries

Transport and Main Roads' contribution to government objectives

Government objectives for Queensland	Strong Creating a diverse economy powered by bright ideas	Green Protecting our lifestyle and environment	Smart Delivering world-class education and training	Healthy Making Queenslanders Australia's healthiest people	Fair Supporting safe and caring communities
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Objective 1: Effective, efficient and sustainable transport system

Our strategies	Our performance indicators
<ol style="list-style-type: none"> 1.1 Implement integrated transport system plans and policies 1.2 Ensure balanced capital, maintenance and services expenditure 1.3 Invest in transport infrastructure 1.4 Achieve efficient use and operation of the transport system 1.5 Maintain transport system security and continuity 	<ul style="list-style-type: none"> • Transport system planning effectiveness • Urban congestion management effectiveness • Freight system effectiveness • Transport infrastructure effectiveness • Transport system security

Objective 2: Safe transport system promoting health and wellbeing

Our strategies	Our performance indicators
<ol style="list-style-type: none"> 2.1 Manage access to the transport system 2.2 Enhance the safety of vehicles, vessels and trains 2.3 Maintain a safe transport environment 2.4 Enhance safe movement of people and freight on air, land and water 2.5 Encourage more cycling and walking 	<ul style="list-style-type: none"> • Transport system safety • Personal security of transport system users • Use of active transport (cycling and walking)

Objective 3: Cost-effective transport system delivery

Our strategies	Our performance indicators
<ol style="list-style-type: none"> 3.1 Deliver transport infrastructure programs 3.2 Manage and protect transport system assets 3.3 Strong focus on customer service delivery 	<ul style="list-style-type: none"> • Transport infrastructure delivery economy and efficiency • Transport network condition • Customer satisfaction with services

Objective 4: A transport system providing access to employment, education and services

Our strategies	Our performance indicators
<ol style="list-style-type: none"> 4.1 Plan and provide appropriate, accessible and reliable transport services, including in regional and remote Queensland 4.2 Provide accessible and efficient transactional services 	<ul style="list-style-type: none"> • Public transport services effectiveness • Transactional services access and efficiency • Transport system accessibility

Objective 5: Transport related impacts on the natural, cultural and built environments managed

Our strategies	Our performance indicators
<ol style="list-style-type: none"> 5.1 Build and share knowledge about the potential impacts of climate change on the transport system 5.2 Facilitate increased use of environmentally sustainable transport options 5.3 Conduct regulatory and compliance activities to reduce transport-related impacts on the environment 	<ul style="list-style-type: none"> • Transport behaviours related to improved environmental outcomes • Transport emissions and pollution

Objective 6: Transport system leadership

Our strategies	Our performance indicators
<ol style="list-style-type: none"> 6.1 Influence national transport policy 6.2 Lead state transport policy and planning 6.3 Build partnerships, alliances, networks and knowledge-sharing with government, community and industry stakeholders 6.4 Support the capability of Queensland industries 6.5 Lead transport technologies 	<ul style="list-style-type: none"> • Transport leadership effectiveness • Stakeholder satisfaction • Relationship management effectiveness • Industry training and development

Objective 7: Contemporary and progressive people, processes and systems

Our strategies	Our performance indicators
<ol style="list-style-type: none"> 7.1 Continuously improve departmental planning, management, governance and ethical standards 7.2 Attract, develop and retain talented, dedicated people 7.3 Provide safe, healthy and secure workplaces 7.4 Implement consistent state-wide systems, processes and practices 	<ul style="list-style-type: none"> • People capability and capacity • Organisational climate supporting delivery of business outcomes • Business systems reliability and effectiveness