

# Transport and Main Roads Strategic Plan 2014–2018

**Connecting Queensland** – *Delivering transport for prosperity*



# Our Vision

Connecting Queensland –  
Delivering transport for prosperity

# Our Purpose

An integrated, safe, efficient and reliable transport system

# Our Values



**Customers first**



**Ideas into action**



**Unleash potential**



**Be courageous**

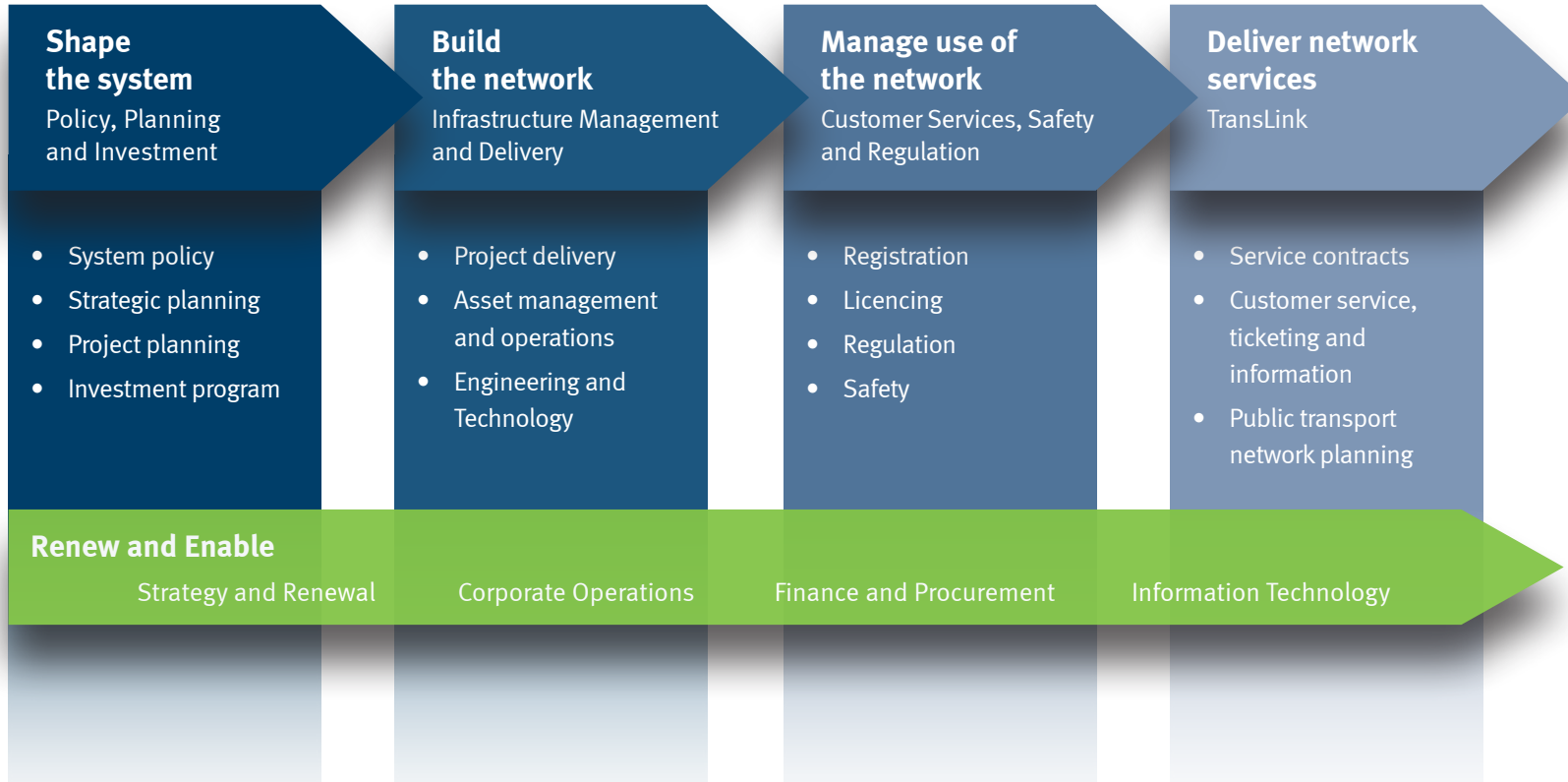


**Empower people**

Our objectives	Strategies	Performance indicators
<p><b>1.</b> Putting the customer at the centre of all we do</p>	<p><b>1.1</b> We engage, listen to and respond to our customers and what matters to them</p> <p><b>1.2</b> We share customer feedback and learning across the organisation</p> <p><b>1.3</b> We invest in front-line services and innovative technologies to continually improve the customer experience</p> <p><b>1.4</b> We work tirelessly for the safety and security of the transport system and the customers who use it</p>	<ul style="list-style-type: none"> <li>• Transactional customer satisfaction</li> <li>• Safety of transport users</li> </ul>
<p><b>2.</b> Delivering a fit-for-purpose transport network</p>	<p><b>2.1</b> We plan, manage and invest to meet the needs of Queenslanders now and in the future</p> <p><b>2.2</b> We use ingenuity and innovation to deliver fit-for-purpose and value for money infrastructure and supply chains that contribute to Queensland's economic growth</p> <p><b>2.3</b> We deliver an integrated modern, safe, efficient, reliable, affordable, and accessible transport system</p> <p><b>2.4</b> We ensure resilience of the transport system – planning for and responding quickly to disruptive events to support and connect our communities</p>	<ul style="list-style-type: none"> <li>• Transport infrastructure investment</li> <li>• Transport infrastructure condition</li> <li>• Transport network efficiency</li> </ul>
<p><b>3.</b> Partnering with government, industry and the community</p>	<p><b>3.1</b> We partner with industry and government to deliver the best solutions for our customers and the community</p> <p><b>3.2</b> We work with all of our stakeholders to ensure social, economic and environmental sustainability</p> <p><b>3.3</b> We implement innovative funding and investment models to achieve the best value for money</p> <p><b>3.4</b> We ensure our regulation is simple, outcomes focused and helps reduce red tape</p>	<ul style="list-style-type: none"> <li>• Industry engagement</li> <li>• Delivery of legislative reform program</li> </ul>
<p><b>4.</b> Living One TMR – enabling people to do their best</p>	<p><b>4.1</b> We live and lead the public service values</p> <p><b>4.2</b> We empower our people to collaborate across the business and support our staff to build a high-performance culture</p> <p><b>4.3</b> We enable responsible decision making – local solutions to local problems</p> <p><b>4.4</b> We engage our staff to build the best public service in Australia</p> <p><b>4.5</b> We innovate, use technology and redesign our processes to be connected, productive and effective</p> <p><b>4.6</b> We review all of our services to ensure they are being delivered using the optimal business model</p>	<ul style="list-style-type: none"> <li>• Safe, healthy and sustainable workforce</li> <li>• Employee engagement</li> <li>• ICT investment</li> </ul>

# How we deliver One TMR

A single integrated, safe, reliable and efficient transport system that is accessible to all.



Contributing to the Government's Objectives for the Community

**A well planned and managed transport system plays an essential role in developing a robust economy and ensuring communities and industry are connected to services and opportunities.**

In meeting our business objectives, the Department supports the Government's objectives for the community to:

- grow a four pillar economy based on tourism, agriculture, resources and construction
- lower the cost of living for families by cutting waste
- deliver better infrastructure and better planning
- revitalise frontline services
- restore accountability in government.

## The risks we manage

- Economic growth:** Transport solutions to drive prosperity
- Planning and investment prioritisation:** Delivering a fit-for-purpose transport system
- Disruptive events:** Managing the impacts of unforeseen or significant events on transport infrastructure and services
- Sustainable infrastructure and services:** Responding to changes in transport demand, accessibility, mobility, safety and security