## **Queensland Government objectives for the community**

## Integrity and accountability Creating jobs and **Delivering quality** a diverse economy frontline services • increasing workforce participation • ensuring safe, productive and fair workplaces • stimulating economic growth and innovation **Protecting Building safe, caring and** connected communities the environment protecting the • ensuring an accessible and **Great Barrier Reef** effective justice system • conserving nature and heritage providing an integrated and reliable transport network • ensuring sustainable management of natural resources encouraging safer and inclusive communities • enabling responsible building regions

Consultation

## **Our values**



#### **Customers first**

- Know your customers
- Deliver what matters
- Make decisions with empathy



#### **Unleash potential**

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



#### **Be courageous**

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



#### Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



## **Empower people**

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Transport and Main Roads

# Strategic Plan 2015–2019





## **Our vision**

Connecting Queensland – Delivering transport for prosperity

## **Our purpose**

To provide a safe, integrated, reliable and efficient transport system accessible to everyone

## **Government objectives**

We contribute to all of the Queensland Government objectives for the community with a key role in:

- Building safe, caring and connected communities
- Creating jobs and a diverse economy

# How we deliver for Queenslanders



## **Priorities – the things we must get right**

#### Putting the customer at the centre of all we do

- 1 We listen and respond to our customers and focus on what matters to them.
- 2 We share customer feedback and learning across the organisation.
- 3 We are 'Customer Connectors' enabling customers to play an active role in shaping their own service experience.
- 4 We invest in front-line services and innovative technologies to continually improve customer experience.



### $\label{partnering} \textbf{Partnering with the community, research institutions, government, and industry}$

- We partner with industry and government to deliver solutions for our customers and the community.
- We work with our stakeholders across the state to ensure social, economic and environmental sustainability and address shared challenges.
- 3 We implement innovative funding and investment models to achieve the best value for money.



#### Improving the way we do business

- 1 We continually look for better ways of working.
- 2 We review all of our services to ensure they are being delivered using the optimal business model.
- 3 We innovate, use technology and redesign our processes to be connected, productive, efficient and effective.
- 4 We ensure our regulation is simple, outcomes focused and reduces red tape.



#### Living One TMR - enabling our people to do their best

- 1 We live and lead the Queensland public service values.
- 2 We empower our people to collaborate across the business.
- 3 We value our people and build a high-performance and safe work culture.
- 4 We meet our legal and statutory obligations as an agency with integrity and accountability.

## **External factors affecting Transport and Main Roads**

- Diverse community, industry and government expectations
- Pace of technological change
- Evolving demographics and population growth
- Fiscal constraints and limited resources
- Geographical spread and diversity, and urban development
- Impact of disruptive events

## What we deliver for Queenslanders

#### We shape We build We manage use We provide the system the network of the system passenger services Integrated transport system Sustainable, cost-effective Customer, safety and An integrated passenger transport **Business** that supports the efficient transport network accessible regulatory services that system, safe and accessible to all improve community safety and reliable movement of objectives people and goods and satisfaction Our end goals Develop long-term Deliver long-term, Provide customers with Enable efficient and cost effective **Strategies** strategies, policies and innovative, value for services that are quick, delivery of passenger transport services through flexible and plans to improve an money infrastructure easy to access and easy How we will get there integrated transport solutions to use responsive frameworks and system models Develop new Ensure the safety, · Plan to meet demand technologies and security and resilience Deliver the right balance of customer and network services associated with growth systems in transport of our transport system in the economy and infrastructure and infrastructure through an Regulate access to, and population construction, integrated investment framework use of, our transport preservation and · Invest to optimise the Optimise customer experience, system management maintenance, operation patronage and revenue by responding to our customers' and expansion of the Manage and operate the state-controlled needs and the market road network to ensure system Connect people and communities travel reliability and state-wide through coherent efficiency planning and a robust transport services model Transport system Transport network Safety of transport Customer satisfaction with public **Performance** efficiency users areas Transport infrastructure Transport infrastructure • Efficient regulation Effectiveness of transport condition delivery services Customer experience How we will know Transport infrastructure Patronage on public transport we have achieved investment Innovate and enable

Finance and Procurement Corporate Operations Information Technology