Creating a single integrated transport network accessible to everyone

Our objectives

- Customer-centric services that deliver a quality customer experience
- An integrated transport network that supports economic prosperity and is sustainable into the future
- Safety and regulatory services that improve community safety and efficiency
- A sustainable, cost-effective transport network accessible to everyone
- An integrated passenger transport network that allows fair access to all

Meeting Government objectives

We contribute to the government’s objectives for the community by delivering a transport network that:

- Is customer centric
- Is efficient and affordable
- Considers the environment
- Responds to emergencies
- Is resilient
- Provides jobs
- Encourages economic prosperity
- Is prepared for the future impact from the actions of today

Our customers

Create a customer-centric culture that meets our customers’ needs first time every time

- Shape deliverables and services with a customer focus
- Co-design solutions that embrace the future and create value for customers
- Communicate effectively and meaningfully with customers

Innovation

Lead emerging technologies so our transport network meets the needs of customers now and into the future

- Lead for innovation to inspire new and different ways of doing things
- Connect and partner with industry and community to design for the future
- Promote agile solutions to problems to keep pace with the rate of change

Liveable regions and active cities

Deliver a single, integrated transport network that promotes prosperity in our cities and regions

- Integrate land use and transport to promote community cohesion, economic development and environmental sustainability
- Promote and invest in active and public transport solutions that support broader community benefits
- Prepare for the freight tasks of tomorrow
- Protect, maintain and operate our network to ensure resilience and safety

Our indicators of success

- Customer experience improves
- Transport network performance improves
- Our transport network is safer
- We provide increased value for money
- Our workforce is better trained and more satisfied

Our opportunities and challenges

- Keeping pace with technological change
- Maintaining our expansive network within a tight fiscal environment
- Keeping pace with customer and stakeholder expectations
- Appropriate governance structures, policy and regulation to support innovation and ensure safety and efficiency
- Fostering equitable ways to fund our infrastructure that is sustainable and reflects economic and community demands
- Developing the workforce of the future
- Ensuring our regions and cities remain prosperous
- Emerging considerations for our diverse and ageing community

Sustainable funding

Ensure our funding model is equitable, serves our customers’ needs and is responsive to our future network

- Deliver best value investment in the transport system of the future, creating opportunities for innovation
- Maximise the benefits from our investments through long-term (10 year) planning and prioritisation

Contemporary workforce

Skill our people to provide excellent customer service and deliver the transport network of the future

- Establish and retain an agile and connected workforce
- Co-design pathways for the skills we need with industry
- Embed diversity to form a productive, resilient, representative workforce

Regulation

Build with our customers a regulatory framework that is fair and reasonable

- Review the regulatory framework to embrace flexibility, enhance safety and improve productivity through innovation

We bring Queensland closer together