

Strategic Plan 2016–2020

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

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

Creating a single integrated transport network accessible to everyone

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

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

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

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 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

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



We bring Queensland closer together

