Strategic Plan 2016–2020
(revised for 2018-19)

Customer focus
Delivering customer-centric solutions in partnership with our stakeholders

Creating a single integrated transport network accessible to everyone

Building prosperity
Advancing economic prosperity across our cities and regions

Investing in the future
Our people and our investments delivering the future transport network

Liveable regions and active cities
An accessible network connecting communities and contributing to Queensland’s quality of life

Innovation
Embracing critical and creative thinking to deliver on our key priorities, now and into the future

We bring Queensland closer together
Creating a single integrated transport network accessible to everyone

Objective: Delivering customer-centric solutions in partnership with our stakeholders

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

Indicators of success:
- Improved customer satisfaction
- Improved customer experiences

Meeting government objectives

The Department of Transport and Main Roads meets the Government objectives for the community in a number of ways including the following objectives and their relevant strategies:

**Create jobs in a strong economy**
- Advancing economic prosperity across our cities and regions
- Our people and our investments delivering the future transport network

**Be a responsive Government**
- Delivering customer-centric solutions in partnership with our stakeholders
- Embracing critical and creative thinking to deliver on our priorities, now and into the future
- Our people and our investments delivering the future transport network

**Keep Queenslanders healthy**
- An accessible network connecting communities and contributing to Queensland's quality of life

**Protect the Great Barrier Reef**
- An accessible network connecting communities and contributing to Queensland's quality of life

**Investing in the future**
- Our people and our investments delivering the future transport network

- Grow an agile and future ready workforce that is diverse and inclusive
- Deliver best value investment through long-term planning and prioritisation
- Develop and implement innovative finance, funding and procurement practices

**Our opportunities and challenges**

- Increased value for money
- Improved workforce satisfaction
- Improved diversity and inclusivity
- Improved research and development outcomes

The following are external forces that form the sources of TMR's strategic risks and impact our ability to achieve our objectives. In such a large and diverse department, it should be noted what is an opportunity to some areas will be a challenge to others:

- Changing workforce demands
- A geographically diverse population and transport network
- Cyber-security
- Disasters and unplanned network incidents including to analyse it (Big data)
- Increasing volume and complexity of data and the ability to analyse it (Big data)
- Local, national and other state regulatory frameworks and processes
- Increasing volume and complexity of data and the ability to analyse it (Big data)
- Disasters and unplanned network incidents including cyber-security

- Improved accessibility to the transport network (freight and people)
- Improved performance of the transport network
- Improved condition of the state-controlled transport network

**Our purpose**

We bring Queensland closer together