Strategic Plan 2016–2020 (revised for 2017-18)

**Customer focus**

**Objective:**
A customer-centric organisation that better meets the needs of our customers

**Strategies:**
- 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

**Indicators of success:**
- Improved customer satisfaction
- Improved customer experience

**Contemporary workforce**

**Objective:**
A prepared and capable workforce that meets the future mobility needs of Queenslanders

**Strategies:**
- 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

**Indicator of success:**
- Improved workforce satisfaction

**Sustainable funding**

**Objective:**
Responsive finance and investment arrangements that deliver value for money

**Strategies:**
- Deliver best value investment in the transport network of the future
- Maximise the benefits from our investments through long-term planning and prioritisation
- Provide flexible procurement processes that change with circumstances and community expectations
- Embrace innovative financing and funding opportunities

**Indicator of success:**
- Increased value for money in service delivery

**Creating a single integrated transport network accessible to everyone**

**Building prosperity**

**Objective:**
A network that advances economic prosperity across our cities and regions

**Strategies:**
- Review the regulatory framework to embrace flexibility and innovation to improve productivity
- Enable the movement of goods and people cost-effectively, reliably and quickly
- Reduce the impact of network disruption
- Provide access to important centres of economic activity in our regions and cities
- Maintain high quality standards of service and delivery without onerous compliance

**Indicators of success:**
- Improved accessibility to the transport network
- Improved performance of the transport network
- Improved condition of the state-controlled transport network

**Innovation**

**Objective:**
An organisation that embraces change and adapts to external influences to minimise the impact of disruption

**Strategies:**
- 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

**Indicators of success:**
- Innovation maturity
- Research and development

**Liveable regions and active cities**

**Objective:**
A network that connects communities and contributes to Queensland’s quality of life

**Strategies:**
- Integrate land use and transport to promote community cohesion and environmental sustainability
- Promote and invest in active and public transport solutions that support broader community benefits
- Protect, maintain and operate our network to ensure resilience and safety

**Indicators of success:**
- Improved accessibility to the transport network
- Improved safety and security of the transport network

**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 strategies:

- **Creating jobs in a diverse economy**
  - Deliver best value investment in the transport system of the future
  - Establish and retain an agile and connected workforce
  - Deliver quality frontline services
  - Shape deliverables and services with a customer focus
  - Co-design solutions that embrace the future and create value for customers

- **Protecting the environment**
  - Integrate land use and transport to promote community cohesion and environmental sustainability
  - Inspire new and different ways of doing things

- **Building safe, caring and connected communities**
  - Protect, maintain and operate our network to ensure resilience and safety
  - Promote and invest in active and public transport solutions that support broader community benefits

- **Unleash potential to everyone**
  - Increasing pace of technological and social change
  - Changing customer and stakeholder expectations
  - Unexpected economic conditions
  - Constrained fiscal environment
  - Unplanned or unforeseen changes in network demand
  - 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
  - A geographically diverse population and transport network
  - Changing workforce demands

We bring Queensland closer together