

Artificial Intelligence (AI) Strategy

Why we need an AI Strategy? AI is a new and emerging discipline, and our strategy will drive organisational focus to achieve the desired benefits.

Our AI Vision Optimising transport services through ethical AI adoption.

Our benefit areas focus our future AI investments

- Network Optimisation**
Reducing travel times for Queenslanders and maximising network planning and performance.
- Road Safety**
Improving road safety outcomes through faster identification and remediation of road safety risks.
- Enhanced Customer Service**
Integrating AI into services to decrease the time and cost to serve and improve information delivery.
- Corporate Services**
Automating processes, minimising costs and maximising corporate productivity.
- Predictive Maintenance**
Improving service performance and reducing asset risks through advancing predictive maintenance.
- Environmental Monitoring**
Reducing our environmental impact through AI modelling and predictive insights.

Our priority focus areas enable our AI benefits

Strategic Priorities	Objectives	Measures
Enable <i>Create conditions to thrive and build on trust.</i>	<ul style="list-style-type: none"> Enable safe adoption. Implement consistent, effective practices. Measure performance and realise benefits. 	<ul style="list-style-type: none"> ✓ Adoption of AI governance frameworks. ✓ Operating within TMR risk appetite. ✓ Compliance with related policies. ✓ Benefits quantified, measured and realised. ✓ Ethical and safe use of AI.
Build <i>Prepare data, enable technical capability and implement AI services.</i>	<ul style="list-style-type: none"> Create enabling data and technology environment. Prepare our platforms and data. Develop and explore AI solutions. 	<ul style="list-style-type: none"> ✓ Secure repeatable access to trusted, quality data for AI services. ✓ AI prototypes are developed in a timely manner. ✓ We learn quickly and adapt AI services.
Empower <i>Uplift our capability and foster innovative culture.</i>	<ul style="list-style-type: none"> Boost awareness and understanding. Develop capability and capacity. Integrate into business operations. 	<ul style="list-style-type: none"> ✓ Our people understand AI benefits and risks. ✓ Ideas are converted into action. ✓ AI is embedded into day-to-day business. ✓ New use cases emerge and extend into our business.
Collaborate <i>Work together and with industry and community.</i>	<ul style="list-style-type: none"> Learn from experiences. Strengthen internal and external strategic partnerships. Collaborate with key stakeholders. 	<ul style="list-style-type: none"> ✓ New partnerships are formed and cultivated. ✓ Existing partnerships are extended. ✓ Joint initiatives are established and delivered. ✓ We adapt AI services based on learnings.