

Corporate objectives, Key Performance Indicators and supporting performance measures of the TMR Corporate Plan 2011 - 2015

Toward Q2 objectives	Corporate objectives	Key Performance Indicators	Supporting Performance Measures*
Strong <i>Creating a diverse economy powered by bright ideas</i>	1. A sustainable transport system which promotes economic growth and enhances liveability	a) Transport efficiency b) Proximity to transport c) Transport infrastructure delivery d) Transport infrastructure condition	a) Road Network Performance – Efficiency, Reliability and Productivity b) Performance statement c) % of transport projects in the State Planning Program completed no more than 10% over budget c) Percentage of finalised major QTRIP construction projects completed no more than 10% after the programmed construction period c) Percentage of finalised major QTRIP construction projects costing less than 10% over the programmed estimate c) Percentage of major QTRIP construction projects for which construction commenced no later than four months after the programmed commencement date d) Road ride quality (the proportion of travel undertaken each year on rural & urban state-controlled roads with conditions better than the specified benchmark, using Austroad's Smooth Travel Exposure methodology) d) Road system seal age (% of the state-controlled road network exceeding optimal seal age) d) % of track-kms on the state-supported rail network that fall within the agreed "Overall Track Condition Index Review Point Threshold"
Healthy <i>Making Queenslanders Australia's healthiest people</i>	2. A safe transport system leading to improved health and wellbeing for Queenslanders	a) Safety of users of the transport system b) Active transport	a) Road fatalities per 100,000 population a) Rail fatalities per 100,000 population a) Marine fatalities per 100,000 registered vessels b) % of kilometre length completed to date in the South East Queensland Principal Cycle Network Plan b) % of kilometre length completed to date in the Far North Queensland Principal Cycle Network Plan
Fair <i>Supporting safe and caring communities</i>	3. Inclusive transport services linking people to employment, education, services and their communities	a) Effectiveness of public transport services b) Transactional service delivery c) Inclusiveness of transport services	a) Patronage on government-contracted regional urban bus services a) User satisfaction ratings for public transport – Regional urban bus (Government contracted) a) User satisfaction ratings for public transport – Taxi a) User satisfaction ratings for public transport safety b) % of call centre calls answered within three minutes b) Average wait times in Customer Service Centres b) Customer satisfaction with transactional services c) Wheelchair accessible taxi response times compared to conventional taxi fleet response times c) Taxi Subsidy Scheme – passenger trips provided
Green <i>Protecting our lifestyle and environment</i>	4. Transport-related impacts on the natural, cultural and built environments managed for the community	a) Transport greenhouse emissions b) Transport-related environmental incidents	a) Road transport greenhouse gas emissions (CO₂ eq tonnes per capita) b) Number of significant environmental incidents at road projects investigated by regulatory agencies b) Officer hours preparing for ship-sourced pollution incidents
Smart <i>Delivering world-class education and training</i>	5. Enhanced capability of people involved in the transport, logistics and supply chain industry	a) Capability of the transport, logistics and supply chain industry	a) Number of transport, logistics and supply chain industry partners involved in programs and initiatives to meet skills and labour challenges a) Construction training on departmental civil infrastructure projects
Enabling	1. Enhanced leadership and stakeholder relationships, improving transport outcomes for Queensland	a) TMR influence over national transport-related policy b) TMR leadership of state transport-related policy c) Stakeholder relationships	a) Performance statement b) Performance statement c) Performance statement
	2. Contemporary people, processes and systems, enabling us to achieve our corporate objectives	a) Workplace health and safety b) Capability and capacity of our organisation c) Reliability and effectiveness of our business systems	a) Number of lost time injury claims of five working days or more a) Number of work days lost due to injury b) Employee turnover c) ICT system availability (proportion of time the system is available to use)

*Performance measure results are reported in the *TMR Annual Report*

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