

About us

our vision

Connecting Queensland – delivering transport for prosperity

our goal

An integrated, safe, efficient and reliable transport system for Queensland

our strategic objectives

- Integrated transport system that supports the safe, efficient and reliable movement of people and goods
- Safe and cost-efficient transport infrastructure that meets the current and future needs of Queensland
- Customer, safety and regulatory services that improve community safety and satisfaction
- Integrated passenger transport services that are safe and accessible
- Strategic corporate services that enable business outcomes and create a great workplace that values our people

Formed in March 2009 when the former Queensland Transport and Department of Main Roads merged, the Department of Transport and Main Roads plans, manages and delivers Queensland's integrated transport environment to achieve sustainable transport solutions for road, rail, air and sea.

Our principal place of business is the Capital Hill Building, 85 George Street, Brisbane, Queensland. Our customer service centres and other metropolitan and regional bases are provided on pages 94–97.

In 2013–14, the department administered an operating budget of \$5.458 billion and a capital budget of \$4.369 billion, including \$2.392 billion on the national and state transport networks and \$1.934 billion for capital works under Natural Disaster Relief and Recovery Arrangements to replace and repair roads destroyed by extreme weather events. This enables delivery of the following core services outlined in the *Department of Transport and Main Roads Service Delivery Statements 2013–14*:

- **Transport system investment planning and programming**
– focused on developing policy frameworks for the future development of the transport system and to plan and prioritise strategic investment in effective, efficient and sustainable integrated transport infrastructure, systems and services



33,353km

of state-controlled
road network



317.6m tonnes

of cargo shipped in and out of
20 declared ports (15 trading ports,
2 community ports and 3 smaller
gazetted ports) in 2013–14

- **Transport infrastructure management and delivery**
– focused on constructing, maintaining, managing and operating an integrated transport network accessible to all



1.57m

13 19 40 information
requests (across
phone service and
website) in 2013–14



2,195km

of roads reconstructed
under Natural Disaster
Relief and Recovery
Arrangements in 2013–14

- **Transport safety, regulation and customer service** – focused on improving customer service and managing and regulating the transport system safely, economically and sustainably

- **Passenger transport services** – focused on leading and shaping Queensland’s overall passenger transport system.



3,813,222
customers served
face-to-face at TMR
in 2013–14



18,298
ship movements in
Queensland ports
in 2013–14



49,888
authorised drivers
of public transport



188.33m
passenger trips on bus, rail
and ferry in 2013–14*

* The results include estimated passenger trips for some operators outside SEQ due to the inherent time lag in obtaining data.

Figure 1: Statistics for Queensland at 30 June 2014

Population of Queensland*	4,690,910
Registered vehicles	4,794,765
Licensed vehicle drivers	3,384,271
Taxi licences	3,264
Limousine service licences	576
Accredited transport operators	4,845
Registered recreational vessels	250,231
Recorded recreational marine driver licence holders	917,874
Total investment in transport infrastructure program (2013–14), including:	\$4,532,494
Natural Disaster Relief and Recovery Arrangements (NDRRA) works	\$1,820,899
Maintenance and operation state transport network	\$629,880
Note:	
• * Australian Bureau of Statistics (ABS) estimate as at 31 December 2013, sourced from the ABS – Catalogue 3101.0	

Operating environment

The department operates under the *Administrative Arrangements Order (No.2) 2013* and the *Public Service Departmental Arrangements Notice (No.1) 2012*. It discharges its statutory obligations under 23 acts listed in Appendix 1 (see page 61 for details). Progress in achieving these obligations is outlined throughout the report.

Our operating environment presents significant challenges in managing Queensland’s transport system.

We categorise these challenges into strategic risk categories, which include:

- **Economic growth** – meeting transport demand so that the economy can continue to grow
- **Funding prioritisation** – using resources efficiently and prioritising investment in system operation and maintenance

- **Engaging with partners** – working across government, industry and community to deliver and operate the transport system
- **Future disasters** – managing disrupted transport infrastructure and services due to unforeseen or significant events
- **Changing demographics and transport patterns** – addressing changes in population growth and distribution, mobility, safety and security
- **Workplace challenges** – maintaining business systems and capability to meet operational needs.

We counter the potential impact of these risks by identifying and realising strategic opportunities, which include:

- innovative funding models and partnerships to deliver an integrated, efficient, reliable and safe transport system
- innovative, cost-effective transport solutions including using new technologies to reduce the cost of transport construction, operation, maintenance and service delivery
- partnering with other levels of government and the private sector to fund, build, maintain and operate new and existing infrastructure and services
- using strategic planning tools to prepare and plan for disasters and significant events
- making greater use of existing capacity of infrastructure and services to meet demand
- focusing on delivering core services in an efficient and effective way.

Recognising the challenges faced by government agencies, the Queensland Government embarked on two major initiatives:

- the implementation of the Commission of Audit recommendations. The commission's final report (www.commissionofaudit.qld.gov.au/reports/final-report.php), released in April 2013, recommended a fundamental change in the way government services are structured and managed
- extensive community consultation to identify a shared vision for the next 30 years along with local and statewide priorities. Released in October 2013, *The Queensland Plan: a 30-year vision for Queensland – our working draft* will inform our policy, planning and service delivery, as well as the government's priorities over the short to medium term.

For more information on these initiatives and their impact on service delivery, see the Director-General's Report on pages 8–9.

Stakeholder engagement

We communicate with our stakeholders through one-on-one engagement, community engagement, industry briefings, and alliances and partnerships with external organisations. Key stakeholders include the Australian Government, other state government departments, local government, and peak industry and government bodies. These vital stakeholders provide critical analysis, input and advice that helps the department refine its policies, programs, investment decisions and services. The department asks key stakeholders to rate its performance against the elements of trust, commitment, recognition and inclusiveness. The department uses this information to continue to improve stakeholder interactions. Other partners and suppliers include the private sector industry, contracting and engineering peak bodies, universities, Indigenous groups, and environmental groups and agencies.

Our people represent Queensland's interests nationally on peak Australian transport and road bodies such as the Transport and Infrastructure Council, Transport and Infrastructure Senior Officials Committee, Austroads, Roads Australia and Australian Roads Research Board Ltd. In addition, we collaborate with 19 Regional Roads and Transport Groups (voluntarily formed by regional groupings of mayors and departmental regional representatives) in the Roads and Transport Alliance to manage Queensland's road and transport network, irrespective of ownership. We also work in conjunction with organisations such as AgForce to administer the Grain Harvest Management Scheme. The scheme helps ensure an efficient grain harvest and protects the road infrastructure by eliminating gross overloading.

Our Board of Management also established the Stakeholder Consultative Committee in October 2013 to:

- support the resolution of current and emerging issues for the department and our stakeholders
- provide a forum for sharing government and department direction
- open discussion on common and emerging issues.

The committee is comprised of the department's top 23 stakeholders and meets four times a year.

Community partnerships

Our decentralised operations have provided a strong local presence in Queensland communities for many years built on long-term engagement with the community for infrastructure projects. An overarching engagement policy, accompanied by standards and guidelines, and staff training and support is in place.

During 2013–14, we partnered with the community on initiatives such as the *Join the Drive to Save Lives* road safety social change strategy to help reduce the road toll. In an Australian-first approach to road safety, production crews travelled around the state filming Queenslanders telling real-life stories, providing the material for television commercials, radio advertisements and social media for the 2013 Christmas campaign. The *No time for speeding* Easter 2014 campaign invited Queenslanders to put their name to personalised billboards to show their support.

We also developed a \$2 million community grants program for approved road safety initiatives, and consulted with the community on priority roads for a speed limit review.