

# Transport and Main Roads Strategic Plan 2014–2018

## Supporting performance measures

Performance information is used by TMR divisions and branches to report their progress in achieving the targets set out in the service standards (as described in TMR's Service Delivery Statements) and supporting performance measures (as shown in TMR's strategic plan).

We report on our performance in several ways, including:

- quarterly performance reports to the Board of Management
- the department's annual report which informs our stakeholders of TMR's achievements, performance and financial position for the reporting year and the outlook for the coming year
- Service Delivery Statements which report on TMR's progress in achieving its service standards.

# How we measure performance

Performance Indicator	Performance measure
<b>1a. Transactional customer satisfaction</b>	Average wait time Customer Service Centres (minutes)
	Percentage of call centre calls answered within three minutes
	Overall customer satisfaction with transactional services (on a scale of 1 to 10)
	Customer satisfaction ratings of public transport by service type (using a 0–100 index – 100 being excellent) in
	<b>Whole of Queensland</b>
	<ul style="list-style-type: none"> <li>• Taxi</li> </ul>
	<b>South-east Queensland</b>
	<ul style="list-style-type: none"> <li>• Bus</li> <li>• Rail</li> <li>• Ferry</li> </ul>
	<b>Rest of Queensland</b>
	<ul style="list-style-type: none"> <li>• Regional urban bus</li> </ul>
Customer service complaints in SEQ per 10,000 trips	
Average on-time running performance in peak times – CityTrain	
Percentage of scheduled services delivered – CityTrain	
<b>1b. Safety of transport users</b>	Marine fatalities per 100,000 registered vessels
	Rail fatalities per 100,000 population
	Hospitalised rail casualties per 100,000 population
	Number of level crossing collision occurrences per 1,000,000 train kilometres travelled
	Fatalities per 100,000 population on state-controlled roads
	Road fatalities per 100,000 population
	Hospitalised road casualties per 100,000 population
	Percentage of vessel movements without serious incidents
	<ul style="list-style-type: none"> <li>• Pilotage areas</li> <li>• ReefVTS area</li> </ul>

Performance Indicator	Performance measure
<b>2a. Transport infrastructure investment</b>	Asset Sustainability Ratio (a measurement of whether assets are being replaced at the rate they are wearing out)
<b>2b. Transport infrastructure condition</b>	Road system seal age (percentage of the state-controlled road network exceeding the optimal seal age) Road system condition (percentage of urban and rural state-controlled roads with condition better than the specified benchmark) <ul style="list-style-type: none"> <li>• Urban</li> <li>• Rural</li> </ul>
<b>2c. Transport network efficiency</b>	Road network efficiency – am peak, off peak, pm peak Road network reliability – am peak, off peak, pm peak Road network productivity – am peak, off peak, pm peak Arterial intersection performance – Percentage of intersections congested less than 20 minutes per hour
<b>3a. Industry engagement</b>	Performance statement – Industry feedback through DG’s quarterly TMR Stakeholder Consultative Committee Meeting
<b>3b. Delivery of legislative reform program</b>	Percentage of legislative reform initiatives on track or delivered
<b>4a. Safe, healthy and sustainable workforce</b>	TMR lost time injury frequency rate TMR severity frequency rate
<b>4b. Employee engagement</b>	TMR separation rate TMR sick leave – average sick leave rate TMR sick leave – average sick leave occurrences per employee
<b>4c. ICT investment</b>	Increase in business productivity as a result of completing Phase 2 of the Microsoft Upgrade Project Percentage of TMR workforce having access to mobile information capabilities Average cost of providing smart mobile devices per eligible staff Cost of implementing a managed service based model for video conferencing Percentage of all TMR staff using video conferencing at least once a month Savings as a result of implementing a unified communications capability throughout TMR