

# Transport and Main Roads Strategic Plan 2014–2018

**Connecting Queensland** – *Delivering transport for prosperity*



# Our Vision

**Connecting Queensland –**  
*Delivering transport for prosperity*

## Our Purpose

An integrated, safe, efficient and reliable transport system

## Our Values



**Customers first**



**Ideas into action**



**Unleash potential**



**Be courageous**

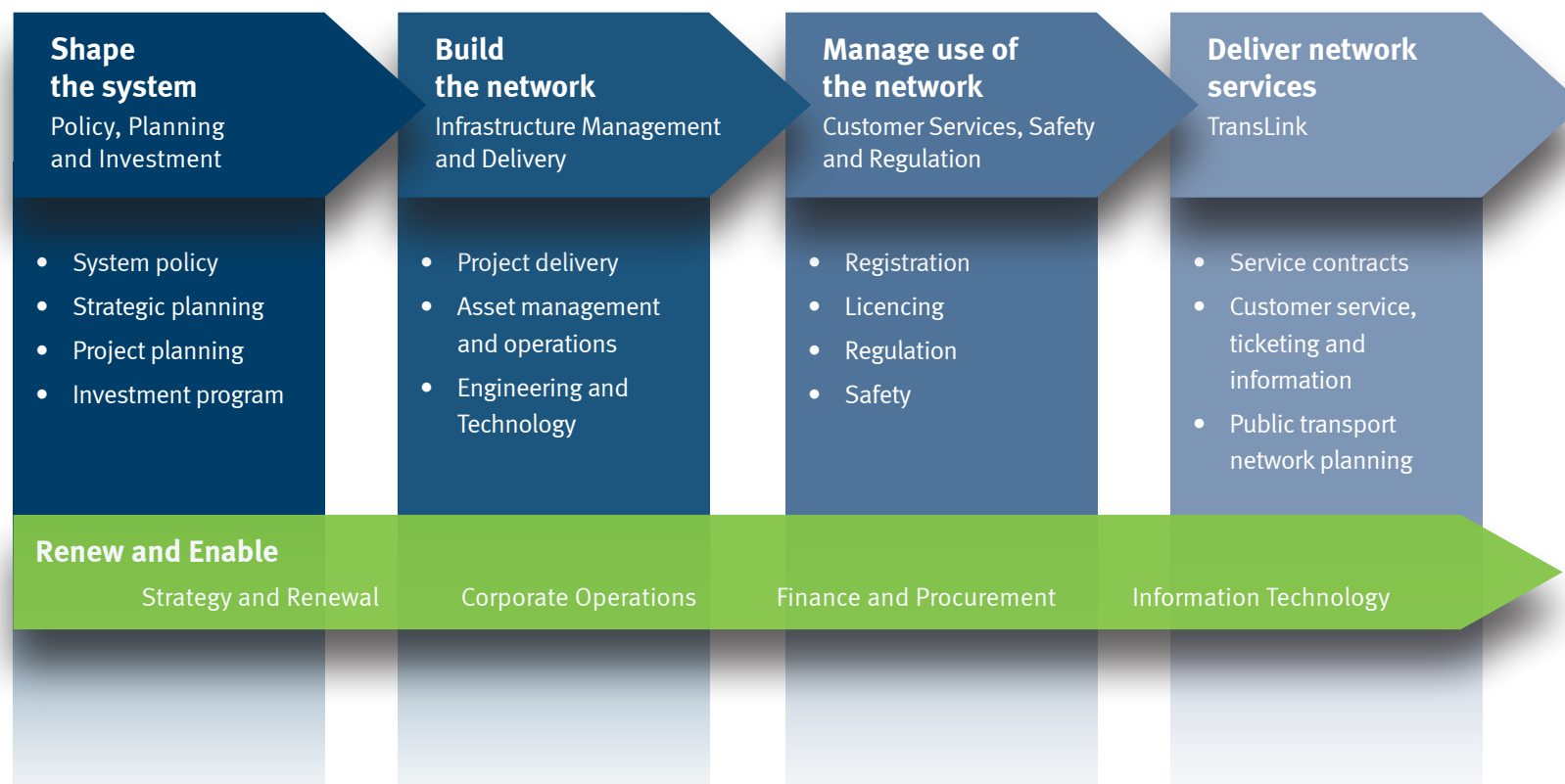


**Empower people**

Our objectives	Strategies	Performance indicators
1. Putting the customer at the centre of all we do	<p><b>1.1</b> We engage, listen to and respond to our customers and what matters to them</p> <p><b>1.2</b> We share customer feedback and learning across the organisation</p> <p><b>1.3</b> We invest in front-line services and innovative technologies to continually improve the customer experience</p> <p><b>1.4</b> We work tirelessly for the safety and security of the transport system and the customers who use it</p>	<ul style="list-style-type: none"> <li>Transactional customer satisfaction</li> <li>Safety of transport users</li> </ul>
2. Delivering a fit-for-purpose transport network	<p><b>2.1</b> We plan, manage and invest to meet the needs of Queenslanders now and in the future</p> <p><b>2.2</b> We use ingenuity and innovation to deliver fit-for-purpose and value for money infrastructure and supply chains that contribute to Queensland's economic growth</p> <p><b>2.3</b> We deliver an integrated modern, safe, efficient, reliable, affordable, and accessible transport system</p> <p><b>2.4</b> We ensure resilience of the transport system – planning for and responding quickly to disruptive events to support and connect our communities</p>	<ul style="list-style-type: none"> <li>Transport infrastructure investment</li> <li>Transport infrastructure condition</li> <li>Transport network efficiency</li> </ul>
3. Partnering with government, industry and the community	<p><b>3.1</b> We partner with industry and government to deliver the best solutions for our customers and the community</p> <p><b>3.2</b> We work with all of our stakeholders to ensure social, economic and environmental sustainability</p> <p><b>3.3</b> We implement innovative funding and investment models to achieve the best value for money</p> <p><b>3.4</b> We ensure our regulation is simple, outcomes focused and helps reduce red tape</p>	<ul style="list-style-type: none"> <li>Industry engagement</li> <li>Delivery of legislative reform program</li> </ul>
4. Living One TMR – enabling people to do their best	<p><b>4.1</b> We live and lead the public service values</p> <p><b>4.2</b> We empower our people to collaborate across the business and support our staff to build a high-performance culture</p> <p><b>4.3</b> We enable responsible decision making – local solutions to local problems</p> <p><b>4.4</b> We engage our staff to build the best public service in Australia</p> <p><b>4.5</b> We innovate, use technology and redesign our processes to be connected, productive and effective</p> <p><b>4.6</b> We review all of our services to ensure they are being delivered using the optimal business model</p>	<ul style="list-style-type: none"> <li>Safe, healthy and sustainable workforce</li> <li>Employee engagement</li> <li>ICT investment</li> </ul>

# How we deliver One TMR

A single integrated, safe, reliable and efficient transport system that is accessible to all.



## The risks we manage

- **Economic growth:** Transport solutions to drive prosperity
- **Planning and investment prioritisation:** Delivering a fit-for-purpose transport system
- **Disruptive events:** Managing the impacts of unforeseen or significant events on transport infrastructure and services
- **Sustainable infrastructure and services:** Responding to changes in transport demand, accessibility, mobility, safety and security

Contributing to the Government's Objectives for the Community

**A well planned and managed transport system plays an essential role in developing a robust economy and ensuring communities and industry are connected to services and opportunities.**

In meeting our business objectives, the Department supports the Government's objectives for the community to:

- grow a four pillar economy based on tourism, agriculture, resources and construction
- lower the cost of living for families by cutting waste
- deliver better infrastructure and better planning
- revitalise frontline services
- restore accountability in government.

# What we deliver

## We plan, we invest

We plan how the department will deliver an efficient and integrated road, rail, port and freight system for Queensland. We invest to deliver transport infrastructure, ensuring value-for-money from smart engineering solutions. In 2013–2014 we will invest:



**\$5.8b**

*total transport infrastructure program, including:*



**\$2.1b**

*Natural Disaster Relief and Recovery Arrangement works*



**\$730m**

*maintenance and operation state and national transport networks*

## We deliver, we manage

We deliver, maintain, manage and operate road and marine infrastructure assets across Queensland. As at 31 December 2013:



**33,367km**

*of state-controlled road network (including busways)*



**6,832km**

*roads reconstructed in natural disaster relief and recovery works*



**6,585km**

*of rail corridor*



**333**

*marine assets*

## We regulate

We regulate access to and use of Queensland's transport system to ensure people use it safely, fairly and in a way that contributes to the economic prosperity of Queensland. As at 31 December 2013:



**4.7m**  
*vehicles registered*

**3.4m**  
*drivers licensed*



**249,869**  
*recreational vessels registered*

**776,040**  
*recreational marine drivers licensed*



**1,793**  
*bus and rail operators accredited*



**3,262**  
*taxis registered*

## We help, we educate

We help millions of people every year with their transport enquiries. We encourage safety on the transport network through information and education. In 2012–2013:



1.6m 1.3m  
*TMR TransLink*  
calls handled by  
the call centres



2.9m  
13 19 40  
information requests



63%  
Queenslanders aware of the  
Join the Drive campaign  
as at 31 January 2014



4.8m  
licensing and registration  
transactions

## We get people and industry moving

We lead and shape Queensland's passenger transport system and work with bus, rail and ferry transport providers to deliver an integrated transport network that is easy to use, accessible and affordable. We also work with boat operators to ensure the safety and sustainability of Queensland's maritime transport system. In 2012–13:



175.7m 12.2m  
*in SEQ outside SEQ*  
trips taken on bus, rail, ferry



2m  
go cards in use



267m 18m  
*tonnes of cargo shipped ship movements*  
in and out of 19 ports



80m  
trips taken in taxis

## For more information contact:

Organisational Performance & Risk  
Corporate Operations Branch