Transport and Main Roads Strategic Plan 2013–2017

Vision: *Connecting Queensland – delivering transport for prosperity*

Goal: *An integrated, safe, efficient and reliable transport system for Queensland*

We contribute to all the government's objectives for the community, with a key role to *deliver better infrastructure and better planning* and *grow a four pillar economy*.

Business 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
Strategic priorities	**We will do this by:** • developing strategies, policies and plans to improve the integration of the core components (road, rail, bus, ports, air, freight) of the transport system • planning to meet demand associated with growth in the economy and population • investing to optimise the maintenance, operation and expansion of the transport system	**We will do this by:** • delivering long-term, innovative infrastructure solutions which deliver value for money • developing new delivery models in road construction, preservation and management • managing and operating the state-controlled road network to ensure travel reliability.	**We will do this by:** • providing customers with services that are quick, easy to access and easy to use • ensuring the safety, security and resilience of our transport system • regulating access to, and use, of our transport system.	**We will do this by:** • effectively managing and regulating industry to provide safe and accessible transport services • enhancing customer experience by improving service integration, passenger information and ticketing products • driving efficiencies through network optimisation and next generation service contracts.	**We will do this by:** • developing a high-performing, safe and capable workforce • meeting our legal and statutory obligations as an accountable public sector organisation • providing timely business advice and fit-for-purpose information and communication services • applying best-practice corporate financial management, accounting and procurement support to find organisational savings.
Performance indicators	• Transport system planning • Transport infrastructure condition • Transport infrastructure investment	• Transport network efficiency • Transport infrastructure delivery	• Transactional customer satisfaction • Safety of transport users	• Effectiveness of transport services • Customer satisfaction with public transport • Patronage on public transport	• Delivery of agreed savings • Capable, high-performing organisation • Safe, healthy and sustainable workforce

Strategic risk categories

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 and failures – managing disrupted transport infrastructure and services due to unforeseen or significant events

Changing demographics and travel patterns – addressing changes in population growth and distribution, mobility, safety and security

Workplace challenges – maintaining business systems and capability to meet operational needs

Strategic opportunities

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

Make greater use of existing capacity of infrastructure and services to meet demand

Focus on delivering core services in an efficient and effective way

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Great state. Great opportunity.

Queensland Government