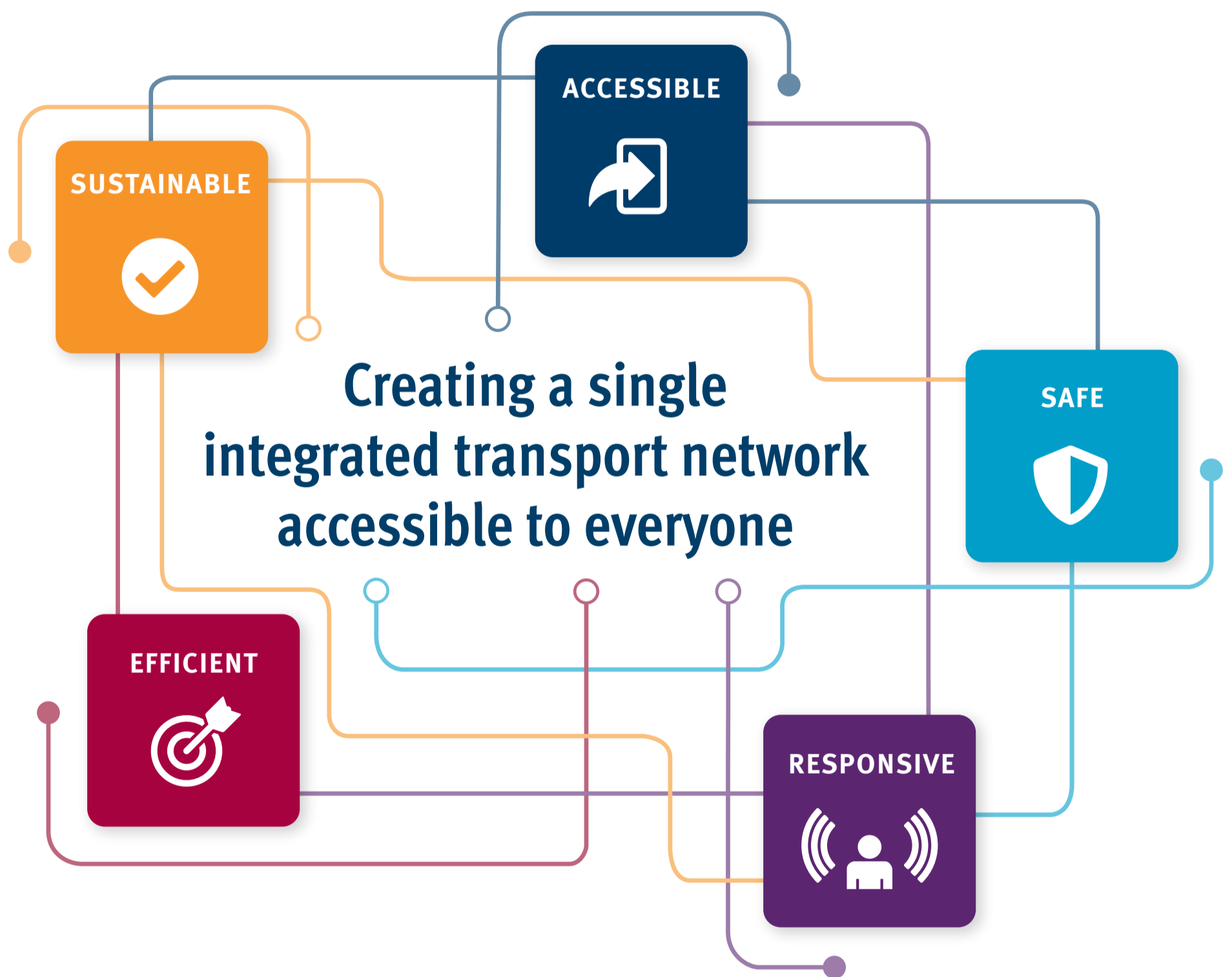


Strategic Plan

2019–2023 (revised for 2021–22)



Our vision and purpose

Creating a single integrated transport network accessible to everyone

To deliver to our customers, the Department of Transport and Main Roads (TMR) values and supports our workforce as our greatest strength. We are committed to contributing to Queensland Government's objectives for the community as reflected throughout the Strategic Plan.

	Objectives	Success looks like	Ways to get there	Our contribution to the Queensland Government's objectives for the community
 Accessible	Deliver a transport system that is accessible and inclusive for our customers	<ul style="list-style-type: none"> Improved access to the network Improved customer experience Improved inclusivity and diversity for our customers and workforce 	<ul style="list-style-type: none"> Support Queensland jobs and communities through inclusive connections Facilitate solutions to improve accessibility and customer experience Build collaborative networks to embed inclusion and diversity and co-design our services 	<ul style="list-style-type: none"> Supporting jobs Growing our regions
 Safe	Provide a safe and secure transport system and TMR workplaces	<ul style="list-style-type: none"> Improved safety, security and well-being of our customers Improved safety, security and well-being of our workforce Improved resilience of the transport system 	<ul style="list-style-type: none"> Enable the safe introduction of new technologies and services onto the network Prioritise health and safety in all the work we do Design, operate and maintain a secure, safe, and resilient transport system 	<ul style="list-style-type: none"> Safeguarding our health Building Queensland Backing our frontline services
 Responsive	Actively manage a transport system that is responsive to evolving customer expectations and business disruptions	<ul style="list-style-type: none"> Improved customer satisfaction Improved workforce satisfaction Better digital choices to engage with the transport system 	<ul style="list-style-type: none"> Deploy solutions that respond to government priorities and critical incidents Adapt emerging technologies and provide easy-to-use streamlined digital services Provide learning opportunities to support a purpose-driven, capable and agile workforce 	<ul style="list-style-type: none"> Supporting jobs Making it for Queensland Investing in skills Backing our frontline services
 Efficient	Deliver an efficient and reliable system to advance the movement of people and goods and optimise our resources	<ul style="list-style-type: none"> Improved reliability of the transport network Improved cost efficiency and cost effectiveness Improved partnerships with industry, government and the community Improved freight efficiency 	<ul style="list-style-type: none"> Effectively use assets to deliver improved network outcomes Partner effectively with stakeholders to create benefits for our customers Ensure best value-for-money approach to delivery Leverage technology, data and information to enhance performance 	<ul style="list-style-type: none"> Backing small business Building Queensland Growing our regions
 Sustainable	Create an environmentally, economically and socially sustainable transport system that supports liveable and prosperous communities	<ul style="list-style-type: none"> Reduced waste and emissions from the transport system Increased uptake of active and shared transport modes Increased fiscal sustainability of investments and services Recognised as a transport industry leader in sustainability 	<ul style="list-style-type: none"> Encourage active and shared transport modes Enhance network resilience to minimise the impacts of disruptive events and climate change Prioritise planning and investment decisions that deliver benefits Support low and zero emission transport technologies, modes and materials Prioritise local and sustainable suppliers Manage social impacts and embed innovative sustainable solutions as an integral part of doing business 	<ul style="list-style-type: none"> Making it for Queensland Building Queensland Protecting the environment

Our opportunities and challenges

- Analysis and effective use of the increasing volume of data
- Changing conditions leading to new ways of working
- Disasters and network incidents
- Diverse and geographically dispersed population
- Evolving customer expectations requiring greater responsiveness
- Fiscal and resourcing pressures
- Increasing pace of technological and social change
- More demand for sustainable and active transport
- Shifts in travel behaviour affecting transport funding