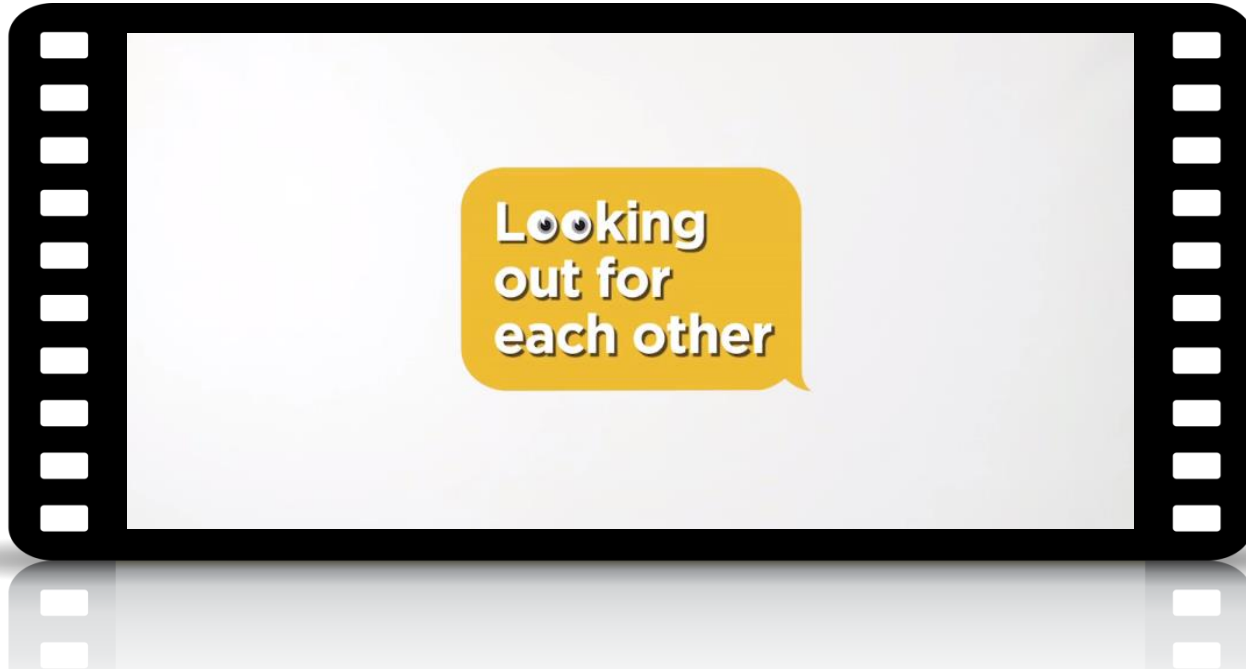




# **Our people at the heart**

**Tim Reardon**  
Secretary, Transport for NSW

# >> Looking out for each other



# »» Our priorities



**Delivering  
Every Day**

**Transforming  
Transport**

**Leading  
Innovation**

# >> Customer satisfaction

**T** Sydney Trains

**90%**

**B** State Transit Buses

**87%**

**F** Harbour City Ferries

**97%**

**T** NSW Trains

**91%**

**B** Private Buses

**90%**

**F** Manly Fast Ferry

**98%**

**L** Light Rail

**89%**

 Cyclist

**85%**

 Pedestrian

**85%**

 Private vehicles

**83%**

 Motorcyclist

**86%**

 Heavy vehicles

**66%**

# >> Our people at the heart



# ➤➤ Transforming our workplaces



Leading an integrated Transport cluster

# >> Leading innovation: Future Transport



# ➤➤ Disruption: accelerating workplace diversity



- Leadership commitment
- Engaging the entire organisation
- Applying a test and learn mindset