Connected leadership

Rodd Staples
Secretary

Customer satisfaction improvements

Sydney Trains	NSW Trains	Metro	Private vehicles	Taxi
89%	90%	95%	85%	86%

State Transit Buses	Private Buses	Cyclist	Motorcyclist	Rideshare
92%	90%	85%	87%	91%

Harbour City Ferries	Light Rail	Pedestrian	Heavy vehicles	Hire Car
98%	91%	87%	70%	86%

Source: Customer Satisfaction Survey May 2019

Sydney Metro up and running



New M4 tunnels open for business



More Trains, More Services



Safety on our roads



Grafton Bridge opening soon



Raleigh Bridge upgrade



Sydney Light Rail nearing completion










TRAIN IN
TESTING





An integrated vision



Our 10 Year Blueprint

Our purpose: To make NSW a better place to live, work and visit

Our long term vision: Future Transport 2056

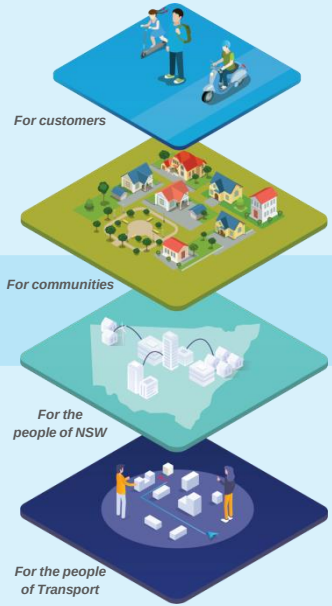
Core values, principles and commitments



Strategic priorities

- Working in partnership
- Data-driven decision making
- Technology and innovation
- Place-based integrated service design
- Enabling the mobility ecosystem
- Financial sustainability
- Evolution of work

10 year ambitions

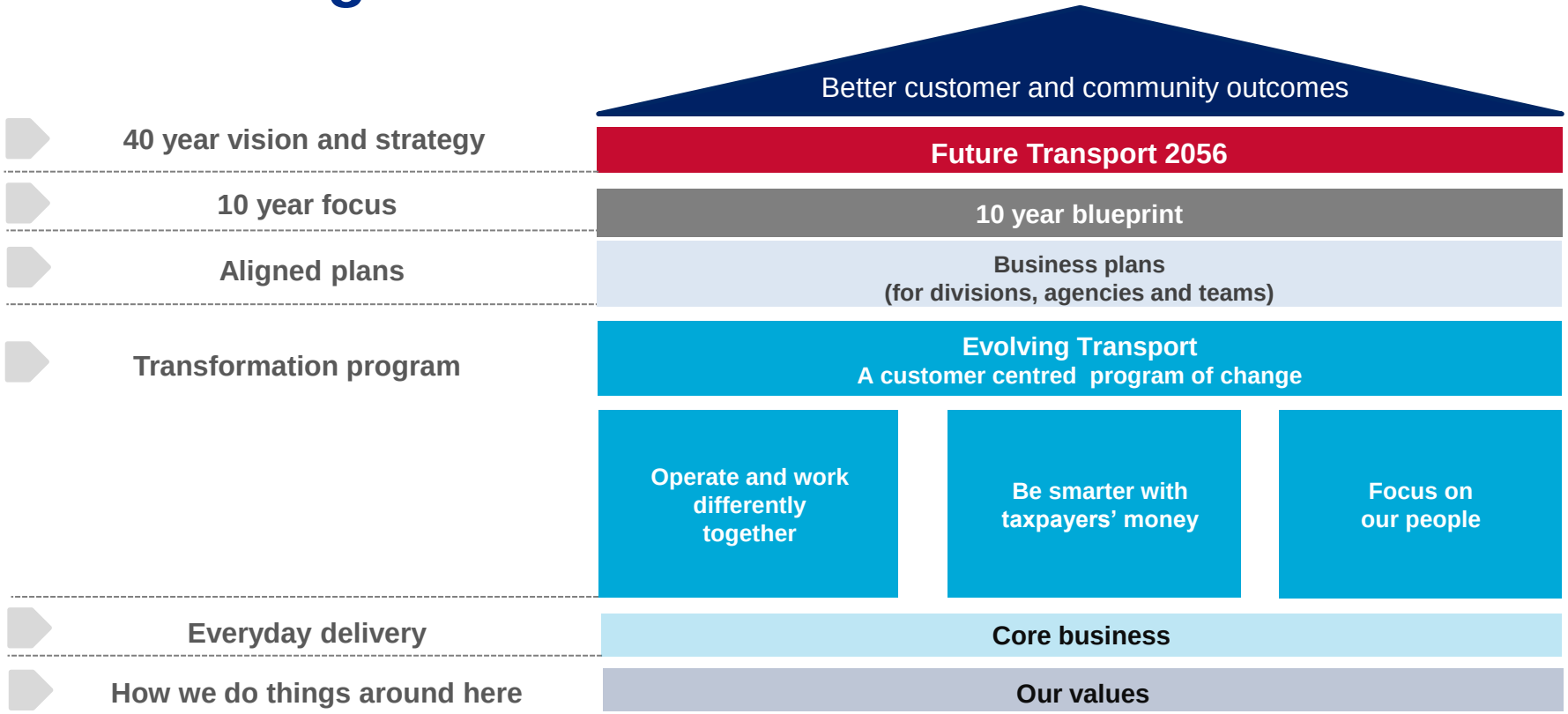


Primary outcomes

- Connecting our customers' whole lives
- Successful places
- Strong economy and quality of life
- Thriving people doing meaningful work

How it all fits together

Our purpose is to make NSW a better place to live, work and visit



Connected leadership

