

# Agency priorities for FY16/17

AGENCY	AGENCY PRIORITIES
	<ul style="list-style-type: none"> <li>»» Transforming transport</li> <li>»» Delivering every day</li> <li>»» Leading innovation</li> </ul>
	<ul style="list-style-type: none"> <li>»» Making safety paramount</li> <li>»» Delivering our infrastructure program</li> <li>»» Meeting customer and community needs</li> </ul>
	<ul style="list-style-type: none"> <li>»» Maintaining customer satisfaction</li> <li>»» Deliver our promises</li> <li>»» Do better business</li> </ul>
	<ul style="list-style-type: none"> <li>»» Fleet renewal</li> <li>»» Transformation</li> <li>»» Reducing antisocial behaviour</li> </ul>
	<ul style="list-style-type: none"> <li>»» Quality customer outcomes</li> <li>»» Value for money</li> <li>»» Safety for our customers and staff</li> </ul>

## Transport Leader Alliance – Agency priorities for FY16/17

Agency	Agency Priorities	Outcome	1 – 2 sentences explaining the priority	Cluster interdependencies
TfNSW	Transforming Transport	Successfully implementing a game changing transport agenda that sets NSW up for the future	Delivering the infrastructure and services NSW needs today and engaging with government, industry and the community to develop a clear strategy for the future.	<ul style="list-style-type: none"> <li>A large part of infrastructure delivery is delivered by cluster agencies and other partners</li> </ul>
TfNSW	Delivering Every Day	Delivering the services and outcomes our customers expect	Continually improving the things our customers care about and managing a safe, sustainable and integrated transport system that connects our customers with people, places and opportunities.	<ul style="list-style-type: none"> <li>Almost all customer services and a large part of infrastructure delivery is delivered by cluster agencies and other partners</li> </ul>
TfNSW	Leading innovation	We do things differently and better. We create an environment where innovation can thrive.	We're applying innovative thinking and ways of doing things to all aspects of transport.	<ul style="list-style-type: none"> <li>Key solutions are being implemented by cluster agencies</li> <li>The majority of assets are managed by cluster agencies</li> <li>The majority of cluster staff are part of cluster agencies</li> </ul>
RMS	Making safety paramount	Safe and healthy networks for our customers, industry, partners and workers	Safety is our priority and defines every activity we undertake. We will work to reduce the road toll, boating fatalities and workplace incidents by ensuring our workplaces and networks are safe and healthy for our customers, workers and industry partners	<ul style="list-style-type: none"> <li>Partnership with Centre for Road Safety in implementation of <i>NSW Road Safety Strategy</i> to reduce fatalities and serious injuries.</li> <li>Drive positive safety culture across teams, external stakeholders and contractors engaged in delivery of infrastructure and services – we can learn from each other across the Cluster.</li> </ul>
RMS	Delivering our infrastructure program	Successful delivery of the largest infrastructure program in our history	Successful delivery of the largest infrastructure program in our history including; Pacific Highway Upgrade, Westconnex, Northconnex, Western Sydney Infrastructure, Freight and Regional Projects, Easing Sydney's Congestion and Bridges for the Bush.	<ul style="list-style-type: none"> <li>Cluster is working to deliver NSW State Priorities, State Infrastructure Strategy to make the State a better place to live and do business.</li> <li>Ensuring infrastructure delivery is coordinated so the disruption to customers of road, rail, light rail, urban renewal, and growth centre development is better managed.</li> <li>Working with CBD Coordinator General to avoid 'disruption becoming chaos' in Sydney, Parramatta and Newcastle.</li> <li>RMS can share insights from establishment and operation of the Program Management Office delivery model, alliancing and procurement.</li> <li>Fixing Country Roads and Bridges for the Bush delivering</li> </ul>

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				regional infrastructure – collaboration between Freight Strategy and Planning Division and RMS Network NSW.
RMS	Meeting customer and community needs	Customers will be highly satisfied with our networks and services	Our role is to evaluate the options available to manage the growing demands for the road and waterways networks and implement solutions to fulfil the needs of our customers.	<ul style="list-style-type: none"> <li>Working with Transport Agencies to enhance integration of services (road, rail, light rail, ferry, buses active transport)</li> <li>Actively partner in development of the Customer Service Improvement Program, new Customer Feedback System and Reputation Action Plan focused on our stakeholders</li> <li>Collaborate with TfNSW to establish the ‘Point to Point’ Regulator and also on the Regulatory Transformation Program to ensure RMS is a responsive, risk based and outcome focused regulator</li> <li>Continuing to work with TfNSW on Service NSW implementation, licensing and registration reforms.</li> </ul>
Sydney Trains	Maintenance customer satisfaction	Customer expectations met or exceeded	We will continue to improve our customer service and reliability to maintain high levels of customer satisfaction.	<ul style="list-style-type: none"> <li>We will continue to work closely with TfNSW to deliver on the customer value proposition.</li> </ul>
Sydney Trains	Deliver our promises	Critical programs delivered on-time and to budget	Sydney Trains will deliver the works and projects required of it to ensure the success of the 2018 timetable. We will also deliver programs driving step-changes in asset management and delivering significant cost savings.	<ul style="list-style-type: none"> <li>We will work closely with I&amp;S and RSDO to ensure a one team approach to delivery of cluster critical works.</li> <li>We will partner with TfNSW to ensure EAMS integrates with the cluster ERP.</li> </ul>
Sydney Trains	Do better business	Net operating cost per revenue car km reduced	While maintaining high levels of service, we will do more with less, reducing net costs in-line with Australian and international suburban railway best-practice.	<ul style="list-style-type: none"> <li>We will leverage savings from the TfNSW delivery of ERP</li> <li>We will partner with TSS to drive down overheads</li> <li>We will work closely with TfNSW to maximise secondary revenue opportunities</li> </ul>
NSW Trains	Fleet Renewal	Optimising customer service outcomes through fit-for purpose assets	Preparing to optimise the investment in the New Intercity Fleet and potentially a New Diesel Fleet – as one in a generation investments designed to provide a dramatically improved customer experience for intercity and regional customers.	<ul style="list-style-type: none"> <li>Partnering with TfNSW on the development of the Regional Rail Strategy and refresh of the Long Term Regional Rail Plan to confirm the service offering relating to regional transport – with the fleet investment story being a component of that.</li> <li>Partnering with Sydney Trains on the performance of the current fleet. Assisting them with identifying</li> </ul>

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				<p>priority works and hot spots to improve the performance of the current fleets.</p> <ul style="list-style-type: none"> <li>Working with TfNSW on understanding customer needs – so we can ensure the procurement of a new fleet is tailored to customer needs.</li> </ul>
NSW Trains	Transformation	Successful, cost effective project and customer service delivery	Embarking on an ambitious transformational change program to deliver on our 5 Year strategy and optimise the investment in the New Intercity Fleet – ultimately delivering an improved experience for customers.	<ul style="list-style-type: none"> <li>Working with Program and Project managers on setting up NSW TrainLink's input/involvement into the projects.</li> <li>Understanding the interdependencies across Cluster and NSW TrainLink projects – to ensure smooth integration, improved change management and operational readiness.</li> </ul>
NSW Trains	Reducing antisocial behaviour	Improved safety and security – for our staff and our customers	Tackling antisocial behaviour from a range of perspectives (such as engineering, legislative, customer service, community education and engagement).	<ul style="list-style-type: none"> <li>Working with Police Transport Command to provide front line support when things go wrong.</li> <li>Partnering with Sydney Trains and other public transport service providers to understand contemporary techniques to address anti-social behaviour.</li> <li>Partnering with TfNSW on policy considerations such as Authorised Officers and Banning Orders.</li> <li>Partnering with Customer Services to provide the community with information on behavioural expectations on-mode, and where to go for help.</li> </ul>
STA	Quality Customer Outcomes	Customers are more satisfied with our services year on year	Our customer service improvement program is tapping innovation in ideas and technology to deliver the best customer experience on State Transit's 300 routes in Sydney. Customer satisfaction is going up.	<ul style="list-style-type: none"> <li>Working with CSD on better customer information through innovation – Customer Channel Transformation Program.</li> <li>Working with CBD Coordinator General to manage change during the SELR construction in Sydney CBD and eastern suburbs.</li> <li>Working with TMC on service disruption messaging for bus customers.</li> <li>Partnering with TfNSW in development of the Customer Service Improvement Program, new Customer Feedback System and Reputation Action Plan.</li> </ul>
STA	Value for money	State Transit's operational efficiencies deliver value for money	State Transit's Reform program aims at being as efficient as possible to deliver value for money for our customers and stakeholders and	<ul style="list-style-type: none"> <li>State Transit has delivered significant recurrent savings for the transport budget thereby ensuring funds can be reallocated for new cluster projects and programs.</li> </ul>

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		for customers and stakeholders	being cost- competitive with the private bus industry.	<ul style="list-style-type: none"> <li>• Optimizing value for money in network design with transport planners across the cluster.</li> <li>• Working with TfNSW and the other transport agencies to manage change in service delivery.</li> <li>• State Transit also provides value for money by working closely with TMC to provide bus service contingencies for transport network emergencies.</li> <li>• Working with TfNSW in implementing OPAL and efficient ticketing programs.</li> </ul>
STA	Safety for our customers and staff.	Our customers and staff are always safe under all conditions	State Transit has an excellent safety record and is partnering with the Centre for Road Safety, NSW Police, RMS and TfNSW to maintain and improve safe services and safe workplaces.	<ul style="list-style-type: none"> <li>• Partnership with Centre for Road Safety, NSW Police, RMS and TfNSW in implementation of the Bus Safety Action Plan to reduce injuries and the potential for fatalities.</li> <li>• Working with CSD on campaigns to drive positive customer safety change behaviour for customers and other using the road.</li> <li>• Working with TfNSW to reduce the potential for assaults on staff through introducing fully cashless services.</li> </ul>