Our Vision

Quality transport services and systems to support the growth of the Northern Territory.

Our Purpose

To provide strategic transport planning, regulatory and customer services to ensure safe, efficient and sustainable transport systems which meet community needs and support Government’s goals for the economic and social development of the Northern Territory.

Our Context

This Strategic Plan supports the Northern Territory Government’s priorities for delivering and improving transport systems and the Framing the Future Blueprint and its objectives and goals for the Territory to have a Prosperous Economy, Strong Society, Confident Culture and Balanced Environment.

Our Organisation

The Department of Transport was created in September 2012.

Nearly 70 per cent of the Department’s approximately 270 staff members are employed in front line service delivery areas such as Motor Vehicle Registry and the Darwin Bus Service.

Approximately 57 Darwin Bus Service staff and services will transfer to a private sector contractor in 2014.

In 2013 the Department took on policy responsibility for the aviation industry and domestic and international air services and its responsibility for freight, logistics, maritime and shipping industry policy was formalised.

Our Values

The Department is committed to delivering quality public services consistent with the Northern Territory Public Sector values, behavioural principles and standards of professional conduct, including:

- being professional, hardworking, effective, innovative and efficient, working collaboratively to achieve the best results for the NT;
- upholding the highest standards of practice and acting with integrity;
- respecting all people, and in particular their rights as individuals;
- being transparent and accountable in all our actions;
- being apolitical and provide Government with advice that is objective, timely and based on the best available evidence; and
- valuing the diversity of our workforce as well as the NT population served.
Department of Transport

TRANSPORT INFRASTRUCTURE PLANNING
Develops strategies, policies, and standards for the management of the Territory’s 22 000 km of road network and transport infrastructure assets such as remote aerodromes; jetties, pontoons and barge landings; rail level crossings; bus stops, shelters and interchanges; and cycling and walking paths.

TRANSPORT SERVICES
Plans and manages public bus services, regulates commercial passenger transport services, provides driver licensing and vehicle standard registration and inspection services, and delivers regulatory and education programs for marine safety.

TRANSPORT PLANNING, POLICY & REFORM
Undertakes strategic transport planning and policy development, develops and implements national and local transport reforms, oversees transport industry policy (road, aviation, freight, logistics, maritime, rail and shipping sectors), delivers road safety education and awareness programs, and undertakes regional, domestic and international air service development.

OFFICE OF THE CHIEF EXECUTIVE & BUSINESS SERVICES
The Office of the Chief Executive provides executive project management and support, and Secretariat and Ministerial liaison services. Business Services provides corporate services support through a Service Level Agreement with the Department of Lands, Planning and the Environment.

AUSTRALASIA RAILWAY CORPORATION
Oversees delivery of the Concession Deed between the Corporation and the Rail Operator.
Our Core Role
The Department is responsible for providing a number of core planning, regulatory and customer service roles including:

- Planning strategic transport systems and developing transport policy.
- Developing and managing the Northern Territory Government’s transport infrastructure assets including the road network; remote aerodromes; jetties, pontoons and barge landings; rail level crossings; bus stops, shelters and interchanges; and cycling and walking paths.
- Planning and managing the delivery of public and school bus transport services and special needs student transport.
- Participating in, and representing the Northern Territory position on, the national transport reform agenda.
- Developing aviation policy and regional, domestic and international air services for the Northern Territory.
- Overseeing freight, logistics, rail, aviation, maritime and shipping industry policy in the Northern Territory.
- Providing Motor Vehicle Registry driver licensing and vehicle registration services and on-road auditing of heavy and commercial passenger vehicles.
- Undertaking commercial passenger vehicle licensing, operator accreditation and regulatory services.
- Establishing road safety policy and delivering road and marine pleasure craft safety education and awareness programs.
- Undertaking marine regulatory services on behalf of the National Maritime Regulator, the Australian Maritime Safety Authority.
- Delivering sustainable and active transport programs.
- Developing and implementing innovative transport services such as the DriveSafe NT Remote and Remote Bus Programs.

The Department undertakes appropriate consultation and communication with internal and external stakeholders for all major projects, issues and reforms.
Our Strategic Priorities

The Department has a number of key priorities and actions against which the Department’s performance and outcomes are measured on a regular basis:

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<tr>
<th>Strategic Planning to Enable Infrastructure and Major Projects</th>
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<tr>
<td><strong>PRIORITY</strong></td>
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| 1. Plan for the Territory’s transport needs | • Produce an Integrated Transport Planning and Investment Roadmap, which outlines a long term transport service and infrastructure delivery plan for the Territory (by mid 2014).  
• Lead a Whole of Government Northern Territory Regional Infrastructure Study, with a focus on resource sector and regional community needs.  
• Establish a Northern Territory Freight and Logistics Industry Strategy, to determine industry requirements and identify and protect major transport and infrastructure corridors and areas for the future (by mid 2015).  
• Develop a policy framework for the long term operational management and responsibility for the Territory’s regional barge landings and aerodromes.  
• Finalise the Darwin Regional Transport Plan in consultation with the Planning Commission, to provide direction for the future development of the Darwin transport network (by mid 2014). |  
| | • Key stakeholders satisfied with consultation on plans and strategies:  
  Target: 95% very satisfied.  
• Integrated Transport Planning and Investment Roadmap, Northern Territory Freight and Logistics Industry Strategy and Darwin Regional Transport Plan developed and implemented on time. |  
| Reporting Division: Transport Planning, Policy and Reform | Reporting Division: Transport Infrastructure Planning |  
| 2. Develop and manage the Territory road network and transport assets | • Prepare a Road and Bridge Strategy to support the development of Northern Australia (by end 2014).  
• Streamline the management and delivery of the Territory’s transport infrastructure program.  
• Facilitate a climate for private investment in transport infrastructure by reducing red tape.  
• Implement Government’s decision on open speed limits (*Election Commitment: EC0118*). |  
| | • Road and Bridge Strategy developed and implemented on time.  
• Five year funded road plan agreed by the Australian Government within allocated timeframe.  
• Major transport infrastructure projects delivered in accordance with Northern Territory Government announcements.  
• Reduction in average time taken for road access planning approvals |  
| Reporting Division: Transport Infrastructure Planning |
- Develop and implement a governance framework for third party developments which impact on the road network.
- Prepare quality submissions to maximise the Australian Government’s road funding programs road and transport infrastructure projects.
- Develop a policy for land tenure requirements for transport assets on Aboriginal land, including roads.
- Improve the Territory’s roads (part of *Election Commitment EC0120*).
- Duplicate Lee Point Road between Tambling Terrace and Vanderlin Drive: NT Government to contribute $5 million to project (*Election Commitment: EC0110*).
- Duplicate Tiger Brennan Drive (*Election Commitment: EC0111*).
- Improve roads to ensure transportation of cattle is effective and efficient (*Election Commitment EC0114*).
- Invest in the upgrade of roads in the Borroloola area including the Savannah Way (*Election Commitment EC01119*).
- Beautify urban streetscapes (part of *Election Commitment EC0180*).

compared to previous year:
- Target: 2% annual reduction.
- Improved industry satisfaction with responsiveness and communication: Target: 95% very satisfied.
- Election Commitments EC 0110, 0111, 0114, 0118, 0119, 120 and 180 delivered.
**Transforming Our Transport Services**

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<th>PRIORITY</th>
<th>KEY ACTIONS</th>
<th>KEY PERFORMANCE INDICATORS</th>
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| 1. Provide a modern regulatory regime | • Continually review and improve how we do business and deliver services.  
• Review and modify transport legislation to remove red tape for industry and the community.  
• Streamline Motor Vehicle Registry services including provide improved online capabilities and transition services to the private sector.  
• Develop a maritime regulatory environment to support maritime industry opportunity (by end 2014). | Reporting Division: Transport Services  
• Increased proportion of online transactions compared to previous year:  
  Target: 5% annual increase.  
• Increased proportion of transactions undertaken by external service providers compared to previous year:  
  Target: 5% annual increase.  
• Improved average wait times at Motor Vehicle Registry offices:  
  Target: average wait time of 10 minutes.  
• Reduction in proportion of heavy vehicles inspected which were subject to an infringement or breach:  
  Target: 2% annual reduction.  
Reporting Division: Transport Planning, Policy and Reform  
• Maritime regulatory review finalised and implemented on time. |
| 2. Influence the national transport agenda | • Encourage the development of a National Regional and Remote Transport Infrastructure and Services Strategy for Australia.  
• Advocate the Northern Territory’s issues and position during the ongoing national transport legislative and policy reform process, to ensure delivery of benefits to the Territory.  
• Deliver national regulation obligations in accordance with the Northern Territory Government’s agreed timeframes. | Reporting Division: Transport Planning, Policy and Reform  
• National Regional and Remote Transport Infrastructure and Services Forum held and strategy approved and implemented.  
• National reforms agreed to by the Northern Territory implemented on time. |
| 3. Enhance passenger transport services | • Transfer services delivered by Darwin Bus Service to the private sector.  
• Produce an Aviation Industry and Services Strategy (by mid 2014).  
• Facilitate more airline competition and services (part of Election Commitment EC0120).  
• Prepare a Public Transport Strategy for the Northern Territory (by February 2016).  
• Develop a Taxi Industry Reform Strategy (by late 2014).  
• Review and implement a redesigned urban bus network service in the Darwin region.  
• Expand the public transport network (part of Election Commitment EC0120).  
• Review the delivery of school bus services throughout the Territory.  
• Deliver a bus ticketing and real time passenger information service in Darwin and Alice Springs.  
• Implement a bus advertising policy and meet revenue targets.  
• Monitor the Remote Bus Program. | Reporting Division: Transport Services  
• Transfer of Darwin Bus Services finalised on time.  
• Reviews and strategies finalised and implemented on time.  
• Public transport network expanded (part of Election Commitment EC0120).  
• Number of service kilometres of public bus services delivered in Greater Darwin Area and Alice Springs:  
  Target: in accordance with budget and contractual requirements.  
• Number of service kilometres of school bus services delivered across the Northern Territory:  
  Target: in accordance with budget and contractual requirements.  
• Proportion of special needs students transported to school on time:  
  Target: 100%.  
• Reduction in proportion of commercial passenger vehicles inspected which were subject to a notice, defect, breach or infringement:  
  Target: 2% annual reduction.  
• Level of customer satisfaction with public transport:  
  Target: 95% very satisfied.  
• Bus advertising policy implemented:  
  Target: annual budgeted income achieved.  
| 4. Enable sustainable and active transport | • Develop and deliver policy and programs for active transport, including walking, cycling and increased patronage of public transport. | Reporting Division: Transport Services  
• Increased bus ticket sales by contractor compared to previous year:  
  Target: annual budgeted income achieved.  
• Aviation Industry and Services Strategy developed and implemented on time.  
• Airline services to the Northern Territory increased (part of Election Commitment EC0120).  
• Number of Remote Bus Program services and passenger numbers.  

## Improving Transport Safety

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| 1. Improve road user behaviour | • Review road safety policy and implement the Northern Territory Road Safety Action Plan.  
• Conduct road safety education and awareness programs and initiatives throughout the Territory.  
• Establish a vehicle impoundment and forfeiture regime aimed at repeat drink driving and other traffic offenders (*Election Commitment EC0115*).  
• Expand the NT DriveSafe Remote Program and provide additional places on the DriveSafe NT Urban Program (*part of Election Commitment EC0116*).  
• Provide additional motorcyclist education, training and licensing (METAL) courses (*part of Election Commitment EC0116*).  
• Improve safety at intersections and install more speed and red light cameras to support road safety (*part of Election Commitment EC0172*).  
• Increase penalties for speeding and running a red light (*part of Election Commitment EC0172*). | Reporting Division: Transport Planning, Policy and Reform:  
• Reduction in percentage of road fatalities:  
  Target: reduce the annual number of road crash fatalities by at least 30 per cent by the end of 2020*.  
• Forfeiture and impoundment regime Election Commitment EC0115 implemented:  
  Target: Regime implemented by end 2014.  
• Increased penalties for speeding and running a red light implemented.  
*Target is from the National Road Safety Strategy 2011-2020. The targeted reduction is relative to the average number of fatalities in the baseline period 2008–2010. |
| 2. Enhance safety on the water | • Undertake a review of recreational boating regulations.  
• Conduct water safety education and awareness programs throughout the Territory. | Reporting Division: Transport Services:  
• Reduction in number of water safety breaches:  
  Target: 3% annual decrease. |
## Enabling Outcomes

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| 1. Develop strong relationships | • Strengthen communications and undertake regular internal and external stakeholder communication for all major projects and issues. | Reporting Division: All Divisions:  
• Key stakeholders satisfied with Departmental communications:  
  Target: 95% very satisfied. |
| 2. Enhance business and budget management processes | • Establish internal budget control processes and deliver all outputs within allocated budget.  
• Develop and implement communications, governance, audit and risk management, information technology, records management and performance monitoring policies and procedures to deliver outputs.  
• Implement effective asset management systems. | Reporting Division: Business Services:  
• Agency expenditure compared to approved budget and previous year expenditure:  
  Target: budget variation within 1% of total approved budget.  
• Internal budget controls established and monitored:  
  Target: positive external audit report. |
| 3. Recruit, support and develop our people | • Implement the Department’s workforce plan and monitor workforce metrics and performance.  
• Recruit appropriately skilled, qualified and experienced staff.  
• Promote effective leadership and implement a leadership development and succession planning process.  
• Ensure staff and management are responsible and accountable for their performance and outcomes.  
• Undertake performance reviews on a regular basis and link to strategic priorities.  
• Improve employment opportunities for Indigenous Australians and people with a disability.  
• Create an environment that encourages productivity, innovation and engagement. | Reporting Division: Business Services:  
• Employee turnover reduced:  
  Target: 2% annual decrease.  
• Plan Do Review process undertaken with employees:  
  Target: reviews completed with 98% of employees.  
• Annual DoT workforce plan and people plans in Divisional Operational Plans implemented and reported on.  
• Annual DoT internal employee satisfactions surveys completed and reported on.  
• Number of employees completing Equal Employment Opportunity details in myHR increased:  
  Target: increased to 95% |
4. Monitor transport service performance, transport activities and trends

- Implement a data management system and policy to assist with transport planning, performance monitoring and reporting.

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<tr>
<th>Reporting Division: Transport Planning, Policy and Reform:</th>
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<td>• Accurate and useful monthly performance reports provided across all business areas.</td>
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