

STATE TRANSIT CORPORATE PLAN

FROM THE CHIEF EXECUTIVE

The next few years are important for State Transit. Our company goal is to achieve the right to negotiate second seven-years Metropolitan Bus Services/Outer Metropolitan Bus Services contracts in 2010 and win the contracts in 2012. It will be hard work, but I'm confident that we have the right people for the job.

We are currently experiencing exceptionally high growth in patronage and initiatives in the Strategic Plan will help us ride this wave and meet our goals.

Peter Rowley
Chief Executive

STRATEGIC INITIATIVES

The following key projects will help us get traction and achieve our objectives:

- Scheduling Efficiencies Project
- Procurement Reform Project
- Reduced customer complaints
- Service Reliability Program including PTIPS
- Prepay Roll Out (network wide)
- Develop and implement new Safety Management System
- Workplace safety Performance Project (to meet Premier's Goal and including the reduction in LTFR of 50% by 2010)
- Recruitment & Retention- Best Practice Project
- Consent Award Implementation Program.

KEY OBJECTIVES

Strategic Theme #1

Improve Competitive Business Performance

- Reduction in net cost to government
- Increased scheduling efficiency
- Increased efficiency in Fleet maintenance
- Increased revenue through patronage growth, charters, advertising contract and Tourism Services
- Reduction in costs of risk
- Innovate to reduce greenhouse gases

Strategic Theme #2

Improve Customer/Stakeholder Satisfaction

- Increased patronage in peak and off peak periods
- Reduced Customer Complaints

- Increased customer and stakeholder satisfaction
- Expanded PrePay rollout program across Sydney and Newcastle networks

Strategic Plan #3

Improve Safety Performance

- Full compliance with WorkCover 2005 Safety Management Systems (SMS) standard for self-insurers
- Reduced total collision rate
- Reduced at fault claim collision rate
- Reduced Lost Time Injury Frequency Rate
- Reduced passenger injury rate

Strategic Theme #4

Improve Productivity, Safety and Service Quality through People

- Attract desired workforce
- Retain desired workforce
- Enhance competency levels of State Transit staff
- Fully implement new Consent Award
- Succession Planning implemented across all levels
- New Internal Communications program introduced

OUR STRENGTHS

1) We are proud.

We show this in how we talk about State Transit and in how we present ourselves to, and communicate with, our customers.

2) We co-operate.

We work together, and we help each other, between depots, regions and corporate.

3) We get the job done right.

We make sure we do our job the right way, the first time.

4) We think ahead and take action.

We anticipate issues and take action early, using our extensive expertise to help solve our customers' travel needs.

5) We know our job.

We know what is expected of us, and we are constantly building our skills to meet our customers' needs.

6) We communicate well.

We do this by listening to those around us, by speaking up and contributing positively to efforts aimed at achieving State Transit's Vision, Purpose and Goals.