

# ITSRR Goals

ITSRR's vision is "Safe and Reliable Transport Services for New South Wales".

It aims to achieve this by working in partnership with transport authorities, transport operators and employees, and the community to deliver the following results:

1. Operators have effective safety management systems;
2. Operators have a continuously improving safety culture;
3. ITSRR identifies and alerts industry to potential safety issues; and
4. Government and the community are informed about service reliability.

ITSRR's first Corporate Plan sets out the strategies that ITSRR will use to achieve these results. The Plan covers the period January 2004 to June 2006, but focuses on the projects that were undertaken in the first six months to establish ITSRR.

To achieve its aims, ITSRR has adopted four core values:

**Professionalism:** ITSRR is proud of the quality, timeliness and independence of its work. It encourages the professional development of all staff.

**Transparency:** ITSRR is open with the community and industry about its practices and policies, the information it collects and analyses, and the decisions it makes.

**Integrity:** ITSRR staff strive to be fair, honest and trustworthy in all dealings with the community and industry.

**Innovation:** ITSRR aims to take a leading role in transport safety and encourage the cross-fertilisation of skills and ideas across transport modes. Its practices are based on the collection and analysis of current information, having a strong technical and research capability, and making decisions based on evidence.

During its first six months of operation, ITSRR identified the performance measures against which it will assess its achievements in the future. These measures will be reported in future years. The performance measures fall into the following broad categories:

- The outcomes from ITSRR's accreditation audits;
- Risk profiles across transport services;
- Safety culture measures;
- Industry compliance;
- Quality of ITSRR services;
- Timeliness of ITSRR services;
- Improved awareness of public asset sustainability.

# Corporate Plan

January 04  
- June 06



INDEPENDENT  
TRANSPORT  
SAFETY AND  
RELIABILITY  
REGULATOR

## Vision

**Safe and reliable transport services in  
New South Wales**

## Mission

Working in partnership with transport authorities, transport operators and employees, and the community to deliver the following results:

1. Operators have effective safety management systems
2. Operators have a continuously improving safety culture
3. ITSRR identifies and alerts industry to potential safety issues
4. Government and the community are informed about service reliability.

## Strategies

**Rigorous and transparent safety investigation**

**Consistent and effective safety regulation**

**Excellence in corporate governance**

**Better informed stakeholders through leadership and communication**

**Rigorous analysis and reporting of reliability and safety performance information**

## ITSRR's establishment projects to 30 June 2004

1. Development and communication of sound, rigorous and transparent policies and procedures for conducting investigations, accreditation and compliance activities.
2. Implementation of strategies for working with industry to assist it to introduce and enhance safety management systems and safety culture.
3. Development of strong education and communication strategies for industry and the community.
4. Establishment of and participation in forums for consulting with rail, bus and ferry authorities (through the Transport Reference Group), the community (through the Transport Advisory Group) and national transport agencies.
5. Implementation of systems and processes for measuring safety and reliability performance, researching and identifying safety issues, and communicating results.
6. Establishment of excellent internal management systems including a quality management program, an integrated information management system, and a professional development program.

## Our Values

**Professionalism:** We are proud of the quality, timeliness and independence of our work. We encourage the professional development of all our staff.

**Transparency:** We are open with the community and industry about our practices and policies, the information we collect and analyse, and the decisions we make.

**Integrity:** We strive to be fair, honest and trustworthy in all our dealings with the community and industry.

**Innovation:** We aim to take a leading role in transport safety and encourage the cross-fertilisation of skills and ideas across transport modes. Our practices are based on the collection and analysis of current information, having a strong technical and research capability, and making decisions based on evidence.