

## Executive Summary

The kick-off meetings for the 2020-2023 cycle for all Technical Committees of the World Road Association (PIARC) were held in Paris France in January and February. Alan Colegate, from Main Roads Western Australia attended meetings as part of Strategic Theme1: Road Administration over the period 5 – 7 February. Specifically, Alan is the English-speaking Secretary for TC 1.1 – Performance of Road Transport Administrations.

In this cycle, the Technical Committee is addressing three specific issues:

1. Understanding how Road and Transport Administrations are measuring the efficiency and effectiveness of Customer Experience and Public Value Creation.
2. The role of transport agencies in shaping disruptive technology and service models.
3. Organisation of staff and human resources.

The main activities of the meetings were to:

- Participate in a plenary session to introduce all members of the Strategic Theme to PIARC, the new Strategic Plan, the focus of strategic theme 1 and the operations and activities of the association on the international stage.
- Discuss, define and agree to the Work Plans, approach and outputs that will be produced for each of the three issues identified in the Strategic Plan that this Technical Committee has carriage of.
- Establish the three Working Groups and assign individual members for each and begin the allocation of work tasks and actions.
- Appoint a Webmaster and appoint members to fill all of the associated roles that ensure the effective operation of the Technical Committee.
- Begin planning of future meetings and Seminars.

The next meeting will be in Thessaloniki, Greece in September 2020.

## Background

PIARC (World Road Association) is an international road organisation that has 124 Member National Governments and operates on a four-year cycle governed by its Strategic Plan. In order to activate the plan, technical committees deliver the strategic outcomes. The PIARC strategic plan for 2020-2023 has four Strategic Themes, including Road Administration, Mobility, Safety and Sustainability and Resilient Infrastructure. There are 17 committees and 5 task forces each aligned to a strategic theme and with detailed terms of reference. They meet over the four years of the plan and will report to their respective organisation, Austroads, the World Road Congress and consequently the wider profession.

The Technical Committee on Performance of Road and Transport Administrations brings together matters related to the policies and strategies that transport administrations develop and enact including looking at overall customer experience. This Committee will develop guidance on these issues based on the experience of member countries at different stages of development focussing around the following terms of reference.

During this four-year period, the Committee will be looking at reporting on the performance of road and transport administrations focussing on the customer facing levels of service underpinning asset management decisions process and communicating, engaging and activating the community.

The Committee will also be looking at the transformation and new role of road and transport administrations in the face of the sharing economy model and new disruptive and innovative technologies such as connected and autonomous vehicles (CAV), on-demand ride sharing services, Mobility as a Service (MaaS) and so on. These will continue to alter the landscape of how people view mobility, how

they travel, how freight moves, and what their overall travel behaviour and expectations are. The power of new technologies to connect us along with the emergence of sharing platforms is forcing transport industries to re-evaluate their current business-models.

The final area of focus is concerned with matters of diversity, whether it be gender, ethnicity, culture, disability, age, religion, political ideas or ideology, income or other factors perceived to represent disadvantage in achieving personal and community opportunities. Approaches include positive discrimination, the setting of targets for recruitment or career progression, professional networks, publicity around role models or selective support for educational or training opportunities. The Committee will analyse effective approaches for defining and promoting diversity in opportunity across the roads and transportation sectors including how to attract new employees into the transport industry and profession, especially, young professionals.

**Work Program**

The following outlines the agreed program and outputs for each work stream:

Strategies / Objectives	Outputs	Due Dates
<b>1.1.1 Understanding how Road and Transport Administrations are measuring the efficiency and effectiveness of Customer Experience and Public Value Creation</b>		
<ul style="list-style-type: none"> <li>Define and create an understanding of customer experience and public value creation as it applies to road and transport administrations building on the work carried out in cycle 2016-2019 by T.C.A.1 – Performance of Transport Administrations.</li> <li>Identify existing frameworks within road and transport administrations that are aimed at delivering an improved experience for all our customers and stakeholders</li> <li>Identify current practices, methodologies and approaches to measurement aimed at delivering improved customer experience and insights that contribute to better operational and strategic outcomes.</li> <li>Determine how community insights can assist with customer facing levels of service within the context of asset management</li> <li>Encourage coordination and if possible, collaboration with T.C.3.3 – Asset Management</li> </ul>	<p>Report on current practice and methodology of current practices on improved customer experience</p> <p>Report on good practice aimed at improved customer experience and public value creation</p>	<p>December 2021</p> <p>December 2022</p>
<b>1.1.2 The Role of Transport Agencies in Shaping Disruptive Technology and Service Models</b>		
<ul style="list-style-type: none"> <li>Define the role, responses, required and actual transformation of transport agencies in the face of so-called disruptive technologies and associated ownership and service models.</li> <li>Technologies and models within scope include, but are not confined to, automated and electric vehicles, smart highways, personalized journey management, transport brokerage, micro-mobility and autonomous aerial vehicles, as well as the data, communication and other enablers associated with them.</li> <li>Put this analysis in the context of following up the work carried out by T.C.A.1 – Performance of Transport Administrations during 2016 – 2019 on change management and its identification of new technologies and business models as major change drivers on transport agencies in policy and organizational terms.</li> </ul>	<p>Glossary and terminology of disruptive technologies, ownership and service models</p> <p>Case studies of emerging policy, regulatory and organisational approaches</p> <p>Recommendations on organisational responses to dynamic change in technology, ownership and service models</p>	<p>December 2020</p> <p>December 2021</p> <p>June 2022</p>

Strategies / Objectives	Outputs	Due Dates
<ul style="list-style-type: none"> <li>Encourage coordination with other TCs and TFs, such as with T.C. 2.1 – Mobility in Urban Areas, T.C.2.4 – Road Network Operation/ITS, T.F.B.2 – Automated vehicles – challenges and opportunities for road operators and authorities, T.F. 2.1 – New mobility and its impact on Road Infrastructure and Transport, T.C.3.3 – Asset Management and T.F.3.1 – Road Infrastructure and Transport Security</li> <li>Encourage coordination with NCHRP Project Number: 08-127 / B-12 Emerging Issues: Impact of New Disruptive Technologies on the Performance of DOTs.</li> </ul>	<p>Round table discussions as part of each T.C 1.1 meeting with host country</p> <p>Full report</p>	<p>Up to June 2022</p> <p>October 2022</p>
<b>1.1.3 Organisation of Staff and Human Resources</b>		
<ul style="list-style-type: none"> <li>Identify, investigate and document organizational issues of Staff and effective approaches for defining and promoting diversity and equity in opportunity of Human Resources within Transport Administrations.</li> <li>Effective approaches for recruiting and retaining new talent in Transport Administrations.</li> <li>Identify, investigate and document participation within Transport Administrations.</li> <li>Encourage coordination with other TCs and TFs, such as with T.C. 1.2 – Planning Road Infrastructure and Transport to Economic and Social Development and T.F.3.1 – Road Infrastructure and Transport Security</li> </ul>	<p>Round table discussions as part of each TC 1.1 meeting with host country</p> <p>Full report</p>	<p>Up to December 2022</p> <p>December 2022</p>

The majority of the discussion at the meeting was around the refinement of the strategies and objectives and determining a methodology and action plan aimed at delivering the agreed outputs.

## Meeting Outputs

As the initial meeting, one of the first outputs of the meeting was to assign roles within the Committee. The roles of the Chair and language secretaries were determined prior to the meeting as follows:

- Chair – Christos Xenophontos – USA
- English speaking Secretary - Alan Colegate – Australia
- French speaking Secretary - Joseph Ahissou Benin
- Spanish speaking Secretary - Jose Manuel Blanco Segarra Spain

The Leaders and co-leaders for the three Working Groups are:

- Working Group 1 Leader – Alan Colegate – Australia
- Working Group 1 Co-leaders Ilaria Copa - Italy
- Working Group 2 Leader – Jonathan Spear – UK
- Working Group 2 Co-leaders Anne-Severine Poupeleer - Belgium
- Working Group 3 Leader – Anna Wildt Persson - Sweden
- Working Group 3 Co-leaders Alex Walcher – Austria

The roles of contact members were allocated at the meeting and included:

- Webmaster – Deanna Beldon - USA
- Communication - Alan Colegate - Australia
- Engaging with Corresponding Members - Christos Xenophontos USA
- Partnerships – Christos Xenophontos - USA
- Terminology - Anne-Severine Poupeleer – Belgium

The location of future meetings was discussed, whilst some ideas have been proposed, nothing has been confirmed at this stage beyond the proposal for Thessaloniki, Greece in September 2020.

Discussions have also commenced with South Africa for our first Seminar in a low to middle-income country. It is proposed that this would include southern African road agencies along with AGEPER, which coordinates eastern African road and transport agencies. Current considerations include:

Approximate Timing	Potential Locations	Purpose
Sept 2020	Greece – Thessaloniki	Workshop TC Meeting
March/April 2021	South Africa – Capetown	Seminar TC Meeting
Sept/October 2021	Austria – Vienna	TC Meeting
Feb/March 2022	Canada – Calgary South or Central America China Ukraine	Seminar/Workshop TC Meeting
Sept/October 2022	TBD	Workshop TC Meeting
March/April 2023	Germany – Leipzig (ITF Summit)	Workshop TC Meeting
October 2023	Czech - Prague	World Road Congress

## Emerging Issues

This meeting was primarily focussed on administrative tasks and establishing future direction. Beyond this, no new issues emerged during the course of our meetings.

## Learnings for Australia and New Zealand

Alan has a key role in the success of this committee and ensuring that the activities undertaken are bringing benefit to Austroads members across Australia and New Zealand. Customer Experience is a key strategic direction for all Austroads members whilst issues around diversity, inclusion and improving our people’s capabilities and conversations around gaps in the market and resource capability of our sector is occurring at a national level and continue to be at the forefront of actions to be addressed for agencies across the public sector. The impacts arising from the wave of new and disruptive technologies from a change management perspective, not the technical application, is something we all continue to grapple with and to learn and share those experiences from others will be of benefit.

## **Conclusions and Recommendations**

These meetings set up a good foundation for the delivery of some strong outcomes from our work program that align well to the needs of the road and transport sector. We are very fortunate to have a strong leadership team in place that brings with it a wealth of experience from across our industry but also brings knowledge from previous involvement with PIARC activities. There is a strong commitment from everyone who participated to share what they know and contribute towards achieving products that will be useful and highly valued.

**Alan Colegate**  
**A/Executive Director Strategy and Communications**  
**Main Roads Western Australia**  
**February 2020**