



PIARC TC 1.1 – Performance of Road and Transport Administrations Virtual Meeting, 21 to 25 September 2020

Executive Summary

The first get together after the kick-off meetings in Paris has been a virtual meeting held over the period 21 to 25 September. Alan Colegate, from Main Roads Western Australia participated in the meetings in his role as English Speaking secretary and as one of three Working Group Leaders. The numbers of participants varied over the 5 days however, at its peak during the plenary sessions we had 31 participants from 22 countries. 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

A summary of the activities undertaken during the week are included in the work program section of this report. The main activities of the meetings were to meet all of the members of the Technical Committee, understand the work programs and terms of reference for each of the issues being addressed and to break out into Working Groups to progress the work undertaken.

Overall the meeting was very successful and we took the opportunity to refine and lock in the work plans for each stream of work including reviewing our PIARC schedules to considered the impacts of COVID 19 on our work programs. In addition some time was spent discussing the practical inclusion of how we could ensure that Lower and Middle Income Countries matters are explicitly addressed and discussed the future directions we might be taking in relation to our meetings.

Three members from this Technical Committee have been heavily involved in the PIARC effort around communicating and sharing experiences in relation to addressing the pandemic and some time was spent sharing lessons learnt. There has been 22 seminars to date attracting more than 1500 participants, 910 speakers and reaching 94 countries. The webinars will recommence this month in all three languages.

In addition, the meeting concluded with a presentation from the President of the International Association of Transportation Regulators (IATR) Matt Daus. IATR is non-profit professional association of government transport officials whose mission is “Multi Modal innovation for all”. IATR participated in the meeting and is assisting WG 2 with their work program.

A program was outlined for future meetings everyone accepted that the reality is there is unlikely to be any significant change within the next 12 months and that the situation would continue to be monitored. As has occurred in the past the use of virtual meetings is an effective extension of tools that we have all used previously. However, this is going to at some point significantly impact on the effectiveness of the work being undertaken.

Background

The second meeting was to be in Thessaloniki in Greece however, the Leadership Group agreed to hold a virtual meeting over the period 21 to 25 September 2020. The meeting structure was for Days 1 and 5 as plenary sessions with the other days set for each Working Group. Included in the meeting was updates from the Strategic Theme Coordinator Ernesto Barrera Gajardo and our Technical Advisor Veronica Arias Espejel.

Work Program

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. This TC is developing guidance on these issues based on the experience of member countries at different stages of development focussing around the following terms of reference split into three distinct pieces of work.

Working Group 1 - Understanding how Road and Transport Administrations are measuring the efficiency and effectiveness of Customer Experience and Public Value Creation – Working Group Leaders – Alan Colegate (Australia) and Ilaria Coppa (Italy)

During this cycle 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, models and frameworks in use, how we capture creation of public value and understanding decisions and practices around communicating, engaging and activating the community. During this meeting the Working Group

- Confirmed that it's producing two distinct outputs during this cycle with the first to be completed by Dec 2021 being a collection of Case Studies going with the working title "Case Studies from the Frontline". It will be a small fact based report focused on sharing experiences, not best practice, and whilst it will be a standalone product, it will form a strong input into the final Technical Report.
- The request for input into the Case Study template will be released early October and all members will be invited to contribute with the view that the submission should be received by end of November.
- The second output is the Final Technical Report and the Group developed up a proposed table of contents drawing on three themes being around Frameworks and Models, Value Creation and Asset Management supported by reporting and communication and future trends for consideration.
- The Group have confirmed its ToR and scope and sought to ensure that LMIC are addressed in its report. There was a view that there had been little impact as a result of COVID on the timeframes at this point.

Working Group 2 – The Role of Transport Agencies in Shaping Disruptive Technology and Service Models – Working Group Leaders – Jonathan Spears (UK) and Anne-Séverine Poupeleer (Belgium)

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. During this meeting the Working Group:

- Reviewed their deliverables and found that overall they remain as expected but made small changes in the 2020 timelines that have slipped a little with the focus for the year remaining on definitions, literature review and the survey. It is proposed that during 2021 the focus is on case studies drawn from the surveys and literature review and then 2022 will bring it all together
- The main discussion in the context of COVID was around the impacts on start-ups, release of new models and the timing of delivery of technology as testing is halted and so on. So whilst that impact is around the subject matter, in terms of the program the focus will be on the survey of agencies and that the remainder of the program is on track
- There was a presentation by SANRAL on the use of technology on the road network in the South African context during their Group sessions
- In a work context the WG have identified 31 items to define key definitions for the glossary and have 33 items on their literature review list.
- It is planned that the survey of transport agencies will be distributed early October with a one-month turn around and they have developed some early ideas for case studies.
- They also developed up a first draft Table of Contents for the Final Report and are looking at developing a Routes and Roads articles arising from the survey.

Working Group 3 – Organization of Staff and Human Resources – Working Group Leaders Anna Wildt Persson (Sweden) and Alex Walcher (Austria)

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. During this meeting the Working Group:

- Confirmed the ToR and the scope of the work and felt that good progress had been made including determining the approach that would be taken for the roundtables and the documentation and format that would be used.
- They established a number of dates and times for the hosting of the round tables including who the participants would be and the format and nature of the interviews.
- Identified the scope of the Literature Review based around two primary theories being Diversity Management and Talent Management. It was agreed that it would be appropriate to create a Routes-Roads article from the Literature Review.
- Similar to WG 1 they agreed that they would not do a stand-alone survey and that they would leverage off the work of the survey done in conjunction with WG 2.
- The team have made some adjustments to their work program timing on some events due to the impacts of COVID and will monitor it closely as to how it impacts on the effectiveness of the round table approach.

PIARC COVID-19 Response

PIARC has been very active in seeking to provide an appropriate COVID-19 response to support members through the sharing of information. It was noted that TC 1.1 has played a leading role in the work done to date with three members involved in preparing, hosting and managing the webinars. So far, PIARC has hosted more than 22 webinars in three languages with many partner organisations joining the discussions. Some other facts

- 48% of world countries reached in less than 4 months (94 out of 195)
- More than 1500 participations (more than 860 individual persons in total)
- More than 90 speakers from all over the world
- ~47 hours of presentations and discussion (like 6 full days congress)
- 2 persons out of 3 participated at least twice

The Webinars will return during October and will run on a monthly basis. To help with the planning process, a number of areas have already been identified areas that seem to be primed for a revisit given the on-going issues and questions with COVID-19.

These include Handling Emergency Situations, Finance / Revenue and Road Operations, Freight, Safety, Urban Transport/Mobility in the context of a road administration

Presentation by IATR

The meeting concluded with a presentation from the President International Association of Transportation Regulators (IATR) Matt Daus. IATR is non-profit professional association of government transport officials whose mission is "Multi Modal innovation for all". IATR participated in the meeting and is assisting WG 2 with their work program. Matt gave an overview of the role of the IATR and some of the work they had been doing in terms of providing support for industry during the pandemic. This included Model Regulations and a range of safety topics. They are hosting a virtual conference at the end of October exploring what the new normal is going to be for the industry into the future with IATR committees discussing Technology and Innovation, Accessible Transport, Safety, and TNC Regulations and a presentation from the Canadian Regulators Committee.

Emerging Issues

COVID-19 remains the single largest emerging issue facing TC1.1 with both positive and negative implications. The negative is in the risk associated with the delivery of our outputs in an effective and timely manner. From a positive perspective, the work that we are doing in each of our streams can assist transport administrations in the recovery and way forward from the pandemic in the context of the strategic issues we are addressing. Globally resourcing issues and the impacts of specific groups from the pandemic are addressed through WG3, customer information, experience, perspective is covered in WG1, and the implications of disruptive technology are multiplied during this period and are addressed by WG2. Beyond that, the work programs and issues being addressed remain relevant and current.

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

In closing, there was a strong consensus that we felt that we achieved our primary goals of getting to know each other, that we developed an understanding of the issues that each WG is addressing, that we got the WGs going and allocated tasks, started the work and addressed the work plans. In addressing the work plans, we reviewed and confirmed our PIARC schedules considered the impacts of COVID 19 and discussed the practical inclusion of how we could ensure that LMIC matters are explicitly addressed and we revisited the future directions and meetings of the committee as a whole.

There was agreement that this type of meeting whilst satisfactory in the current circumstances is not as good or as productive as the face to face meetings but it is helping people to get started. 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.

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