

TECHNICAL COMMITTEE 1.1 – PERFORMANCE OF TRANSPORT ADMINISTRATIONS

1.1.1. Understanding how Road and Transport Administrations are measuring the efficiency and effectiveness of Customer Experience and Public Value Creation

Strategies / Objectives

- 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.
- Identify existing frameworks within road and transport administrations that are aimed at delivering an improved experience for all our customers and stakeholders.
- Identify current practices, methodologies and approaches to measurement aimed at delivering improved customer experience and insights that contribute to better operational and strategic outcomes.
- Determine how community insights can assist with customer facing levels of service within the context of asset management.
- Encourage coordination with other TCs and TFs, such as *T.C.3.3 – Asset Management*.

Implementation of Performance Management is at various degrees of adoption throughout the world. Some countries have been working on this issue for some time and continue to advance the implementation of Performance Management including the codification of infrastructure related performance measures in law. At the same time other countries are still lagging in the implementation of an even basic framework of organizational and performance management.

The *Technical Committee A.1 – Performance of Transport Administrations (SP 2016-2019)* and its predecessors have done quite a bit of work on the identification of good practices for performance frameworks and indicators for the road sector.

This cycle should look into updating and providing a more in-depth analysis of the work that was done in previous cycles, concentrating on identifying best practices for establishing a framework for measuring the efficiency and effectiveness of Transport Administrations, including the establishment of assessment indicators/evaluation indexes (benchmarking) that can be used to recognize opportunities for improving the overall performance of transport administrations, with a particular focus on overall customer experience and communication of performance information.

In this Cycle, two reports are expected to be completed. One on current practice and methodology of current practices on improved customer experience, and the other one, on good practice aimed at improved customer experience and public value creation.

Outputs	Expected Deadlines
<ul style="list-style-type: none"> • Report on current practice and methodology of current practices on improved customer experience 	<ul style="list-style-type: none"> • December 2021
<ul style="list-style-type: none"> • Report on good practice aimed at improved customer experience and public value creation 	<ul style="list-style-type: none"> • December 2022

1.1.2. The Role of Transport Agencies in Shaping Disruptive Technology and Service Models

Strategies / Objectives

- 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.
- 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.
- 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.
- 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*.
- Encourage coordination with NCHRP Project Number: 08-127 / B-12 Emerging Issues: Impact of New Disruptive Technologies on the Performance of DOTs.

The combination of the new 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), etc., will continue to drastically alter the landscape of how people view mobility, how they travel, how freight moves, and what their overall travel behavior and expectations are. The power of new technologies to connect us to one another and the emergence of sharing platforms is forcing transport industries to re-evaluate their current business-models.

The new paradigm even has the potential to redefine what constitutes our transportation network. This will require organizations that are currently narrow-focused on the “traditional” road infrastructure to adapt to the new paradigm if they are to provide the required services to their customers.

Taking into consideration that the “Sharing Economy” and “Disruptive Technologies” are subtly different things, the Strategic Plan could provide the option of looking at “The impact of the Sharing Economy and Other Disruptive Technologies on the Performance of Transport Administrations” either separately (Impact of Sharing Economy & Impact of Disruptive Technologies) or under one umbrella.

It is also important to separate the strategy and policy issues from the technological issues. The work of this cycle should focus on the strategy and policy issues associated with these topics and not the technology and technical aspects of each one (as for example in the case of CAV’s where a separate Technical Committee is looking at the technology issues).

T.C. A.1 drafted a report focused on Change Management and outside forces of change for a Transport Administration. Therefore, this Issue would be an ideal follow up to that work as emerging and disruptive technologies are part of the outside forces of change that Transport Administrations are facing. It means to investigate about the role and required transformation of Transport Administrations in the face of sharing economy, emerging technologies, and Transport as a Service (TaaS) - focusing on the here and now and immediate future in this rapidly evolving field.

In addition, earlier in 2018, *T.C. A.1* worked with AASHTO’s Committee on Performance Based Management (CPBM) and TRB’s ABC30 Committee on Performance Management on the submission of a research proposal to NCHRP on the Impact of Emerging Technologies to the Performance of Transport Administrations. While AASHTO and TRB will be taking the lead on that research proposal, *T.C. 1.1* could leverage the information coming out of the research to advance this topic.

In this Cycle, a full report is expected to be completed. Prior thereto, it would be interesting to schedule round table discussions as part of each *T.C. 1.1* meeting with host country.

Outputs	Expected Deadlines
<ul style="list-style-type: none"> • Outputs 	<ul style="list-style-type: none"> • Expected Deadlines
<ul style="list-style-type: none"> • Glossary and terminology of disruptive technologies, ownership and service models 	<ul style="list-style-type: none"> • December 2020
<ul style="list-style-type: none"> • Case studies of emerging policy, regulatory and organisational approaches 	<ul style="list-style-type: none"> • December 2021
<ul style="list-style-type: none"> • Recommendations on organizational responses to dynamic change in technology, ownership and service models 	<ul style="list-style-type: none"> • June 2022
<ul style="list-style-type: none"> • Round table discussions as part of each <i>T.C 1.1</i> meeting with host country 	<ul style="list-style-type: none"> • Up to June 2022

1.1.3. Organization of Staff and Human Resources

Strategies / Objectives
<ul style="list-style-type: none"> • 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. • Effective approaches for recruiting and retaining new talent in Transport Administrations. • Identify, investigate and document participation within Transport Administrations. • Encourage coordination with other TCs and TFs, such as with <i>T.C. 1.2 – Planning Road Infrastructure and Transport to Economic and Social Development</i> and <i>T.F.3.1 – Road Infrastructure and Transport Security</i>.

Organizations across the World are increasingly concerned with matters of diversity, whether it be focused on gender, ethnicity, culture, disability, age, religion, political ideas or ideology, income or other factors perceived to represent disadvantage in achieving personal and community opportunities. The roads and transportation sector are no exception to this.

There are arguments for transport administrations to focus on, and reflect, all sections of society within their customer base, as well as mirroring this base within their own management structures and workforces. 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.

T.C. 1.1 should analyze effective approaches for defining and promoting diversity in opportunity across the roads and transportation sectors. Other important issue to investigate is how to attract new employees into the transport industry/profession, specially, young professionals.

It would be advisable to look at holding the Roundtable/Conference as part of the TRB Conference in January 2022 and organize a foresight session on these issues in the World Road Congress in 2023. In this Cycle, a full report is expected to be completed. Prior thereto, it would be interesting to schedule round table discussions as part of each *T.C. 1.1* meeting with host country.

Outputs	Expected Deadlines
<ul style="list-style-type: none"> • Round table discussions as part of each TC 1.1 meeting with host country 	<ul style="list-style-type: none"> • Up to December 2022
<ul style="list-style-type: none"> • Full report 	<ul style="list-style-type: none"> • December 2022