

ROAD AND ROAD TRANSPORT OPERATIONS

**OPERATING THE NETWORK:
IMPROVING THE SERVICE**

Tuesday 21 October 2003 (1h30 – 5h00 p.m.)

SESSION AGENDA & INTRODUCTORY REPORT

Session Agenda

Introduction

Ms. Ginny CLARKE (ST3 Coordinator/UK)

SESSION 1: WHAT DO ROAD CUSTOMERS WANT?

1. Customer demands in Victoria

Mr. David ANDERSON (VicRoads/AUSTRALIA)

2. Rural Roads Network – Users perspective in Developing Countries

Ms. Camilla LEMA (ILO/ZIMBABWE)

3. Contributions from the audience and Discussion

SESSION 2: WHAT ARE THE SOLUTIONS FOR ROAD ADMINISTRATIONS?

1. The way forward for the Highways Agency in England

Mr. Stephen HICKEY (Highways Agency/UK)

2. Funding Road Services in South Africa

Mr. Andrew DONALDSON (National Treasury/SOUTH AFRICA)

3. Contributions from the audience and Discussion

Closing

Ms. Ginny CLARKE (ST3 Coordinator/UK)

CONTENTS

CONTENTS	3
INTRODUCTION	4
SESSION I - WHAT DO CUSTOMERS WANT AND WHAT PROBLEMS DO THEY ENCOUNTER?	4
SESSION II - WHAT ARE THE SOLUTIONS FOR ROAD ADMINISTRATIONS?	6
ORGANISATION OF THE SESSION	7

INTRODUCTION

In the fast developing world of road transport, Road Administrations are coming under increasing pressure to operate their networks as a quality service to users, judged not just by a set of “technical standards” but also by service levels which reflect what road users consider to be the important. The purpose of the session is to identify what the demands are from road users and how these are being addressed by Road Administrations both in developed and developing countries.

In the session, two speakers will present their perspective on what the customer wants, what problems do customers encounter and what is important to them and a further two speakers will present the solutions and constraints that Road Administrations face. The presentations will be supplemented by contributions from the audience and discussions which will build on the issues that the speakers present.

Session I - What do Customers Want and What Problems do they Encounter?

The first part of the session will contain presentations by David Anderson, Chief Executive of VicRoads, which is the Road Corporation responsible for roads in Victoria, Australia and Camilla Lemma who is a Senior Technical Advisor for Access and Rural Employment in ILO/ASIST-Africa.

VicRoads is an organisation which is responsible for developing and implementing road safety strategies, managing the arterial road network of Victoria State and providing vehicle registration and driver licensing services. As a Road Administration it is a principal advisor to Ministers on the development and implementation of infrastructure directions and policies and a service provider to the people of Victoria through a network of offices and agencies across the State. David Anderson will explain how the services that road users want are identified through the structured working of the organisation and what those demands are for a network that has objectives to support road safety, economic and regional development, transport integration, liveable communities and service to the community. As well as reflecting the diverse needs of people within different communities, VicRoads has to reflect the needs of freight operators, rail operators, and private transport operators that have both local and strategic demands for the road network. Through his experience as leader of VicRoads David will identify the trends in customer needs in the urban and inter urban situation for the developed road systems for Victoria. He will reflect on how the needs and/or values of customers vary depending on which of the organisation services they are experiencing at any given time.

Camilla Lema's particular interest is in the broad perspective of rural transport and accessibility in developing countries. The ASIST programme provides Advisory Support Information Services and Training on employment intensive strategies and local resource utilisation in the provision of sustainable infrastructure to various countries in Eastern and Southern Africa. The goal of the programme is to reduce poverty by mainstreaming employment – intensive strategies in the provision of infrastructure and services for improved and sustainable livelihoods and local economic development. In particular, ASIST provides technical and advisory support in the development of rural access of which road infrastructure has received the main emphasis especially with regard to the employment creation potential during the implementation process.

Camilla Lema will examine users needs (perceived and real) in terms of the level of service desired for efficient rural transport infrastructure - which in many contexts encompasses roads as its main component. The discussion will draw on facts from rural transport studies' findings in some Sub-Saharan Africa countries as well as on practical lessons from rural roads network development and other complementary rural transport infrastructure improvements. Camilla will further identify problems faced by users and limitations of rural roads network in meeting social and economic objectives of development and livelihoods in the rural contexts of developing countries. To this effect, Camilla will point out important aspects to be considered by service providers in order to meet the users' demand for efficient rural roads/transport infrastructure services. This will draw on the current initiatives by governments and development partners going beyond the conventional transport planning approaches for road network development towards holistic planning for rural accessibility improvement. The latter approach reflects the diverse needs and contexts of rural populations and inherent constraints in terms of provision of adequate road network. It also reflects on the need to involve various service providers (i.e. including the users) in the development and sustenance of transport infrastructure services. This is mainly due to the existence of large portions of unclassified rural transport infrastructure networks, which consequently lack proper definition of management and operational responsibilities.

Following these presentations, contributions from the audience will be invited to add to the issues raised by speakers and to provide further evidence of the customer viewpoint. The five representatives of the Technical Committees, who have been working within the theme of this Strategic Direction Session throughout the four years leading up to the Congress, will make contributions from their areas of interest. These include Road Tunnel Operation, Road Safety, Network Operations, Risk Management and Winter Maintenance. They have a current view of what road users demand in these specific areas and have gained an understanding of the particular aspects relating to developing countries through their seminar programme. Contributions from the audience, particularly those who represent other transport operators, will be welcomed to encourage a debate and set the questions for the second part of the session.

Session II - What are the Solutions for Road Administrations?

The second part of the Session has presentations by Tim Matthews, Chief Executive of the Highways Agency in England and Andrew Donaldson, Deputy Director General, National Treasury and Board member of the South African National Roads Agency. The two speakers will be putting forward their experiences of how Road Administrations meet the challenges of improving the service to customers and identifying some of the problems which face their authorities.

The Highways Agency is responsible for managing, maintaining and improving the strategic road network in England. The network carries nearly forty percent of all the traffic in England and about sixty percent of all road freight, although it represents only 3.5% of all the roads in the country. Tim Matthews will highlight what the service is that the Agency is seeking to provide and how this meets the demands of the road user. As a key strategic transport provider there are significant and wide-ranging impacts of meeting customer demands within the constraints that exist. He will identify what are the limitations that Road Administrations face in a developed country with the opportunities to exploit technology and the drive from Government to improve the service that the Agency provides. The recent initiative within the Agency to focus on the Network Manager role will be explained in the context of improved service and the increased demands placed on an organisation that has previously concentrated on asset management as a core business objective.

In the second presentation Andrew Donaldson will outline the issues that face Road Administrations in South Africa from a finance perspective. The South African road network can be classified in four categories, national roads, provincial roads, urban roads and rural roads. There are different authorities responsible for each category and there is a developing understanding of how these networks need to fit together to achieve the national and local objectives and provide the service to road users. Finance is one of the key factors in delivering the services that will provide the social and economic benefits that road authorities are seeking. The present finance initiatives in place in South Africa will be described to illustrate how the country is seeking to achieve the change in situations where the financing of the road infrastructure is severely constrained. This will include both the structure of financing responsibilities and the budgetary/financing arrangements. The disparate demands of customers will be illustrated and the reality of funding roads in the context of other development needs in South Africa will be addressed.

The final discussion session will provide the opportunity from the audience to respond to the solutions given by the presenters in the second part of the session and to bring together aspects from the customer viewpoint. It is intended that the sharing of these views and opinions will provide those who work in Road Administrations with a broader view of the customer viewpoint and those who use the services a clearer insight into some of the issues that face the operator of road networks.

Organisation of the Session

The session will last for three and a half hours with the following programme:

13.30 pm Introduction by Chairperson Ginny Clarke, UK First Delegate PIARC

Part I - What do Road Customers Want?

13.40 pm Customer demands in Victoria. – David Anderson, Chief Executive of VicRoads, Australia.

14.10 pm Rural Roads Network - Users perspective in Developing Countries – Camilla Lema, Senior Technical Advisor ILO/Asist, Africa.

14.40 pm Contributions from the audience and discussion.

15.00 pm Break for tea/coffee

Part II - What are the Solutions for Road Administrations?

15.30 pm The way forward for the Highways Agency in England. – Tim Matthews, Chief Executive of the Highways Agency, UK

16.00 pm Funding Road Services in South Africa – Andrew Donaldson, Deputy Director-General of the National Treasury in South Africa

16.30 pm Contributions from the audience and discussion.

17.00 pm Close.