



TAKING INTO ACCOUNT EXPECTATIONS OF USERS AND RESIDENTS

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MANAGEMENT OF ROAD INFRASTRUCTURE ASSETS

“Taking into account expectations of users
and residents.”

Case Study Findings



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Background

- Case studies
- Looked at engagement of users in residents in 7 countries
- Focus was on planning and project management
- Did not focus on how network levels of service are determined



Case studies

1. Switzerland - *Coordination between three tiers of Government*
2. England - *Road closure for heavy maintenance works*
3. Australia - *Major road construction in a city*
4. Scotland - *Major road maintenance*
5. Nepal - *A developing country's perspective*
6. Sweden - *More value for money through user involvement in maintenance planning*
7. Canada - *Upgrading Strategic Highways*



General advice

As a country develops, citizens will demand a say in how roads are planned and projects managed.

Their demand will be greatest when the works will have negative impacts on some users and residents.

The level of engagement with users and residents will vary considerably but may benefit from some or many of the following approaches:

When Planning

- Stakeholder groups – establish high level permanent stakeholder advisory groups in areas such as:
 - ➔ Road freight
 - ➔ State and local road interface management
 - ➔ Road construction and maintenance practice
- Undertake large community forums or workshops to help resolve seemingly intractable planning issues



When Planning

- Hold public enquiries
- Consult widely – all levels of government, key stakeholders, residents, users. It may take a very long time.
- Have avenues of appeal

With Project Management

- Work towards community engagement – the next step after community consultation
- Form a community reference group for a project – comprising community members, road administration people, road contractors and consultants
- Communicate widely what is happening – signs, newspapers, leaflet drops, radio, television, web sites, telephone help services, etc



With Project Management

- Be prepared to negotiate how the objective will be achieved
- Provide feedback on progress – personally and broadly
- Create high level steering committees when the project involves more than one level of government
- Use partnering and alliance contracting when projects are complex



Case Study Key Findings

Switzerland – Coordination between three tiers of government

- ❖ With major road projects be prepared for a long and complicated process - to guarantee individual rights and democracy.
- ❖ Users and residents needs are taken into account through:
 - Alternative evaluation; or
 - Public enquiry.

England – Road closure for heavy maintenance works

- ❖ Early consultation with key stakeholders pays dividends.
- ❖ Extensive, accurate and timely communications work.
- ❖ Public relations management is vital.
- ❖ Multi-lingual signing can be valuable.
- ❖ Advance publicity to influence driver behaviour and journey choices.

Australia - Major road construction in a city

- ❖ Involving users and residents in a timely and genuine way saves time and money.
- ❖ Better projects with better community acceptance come when all views are taken into account.
- ❖ Maximum support and satisfaction is achieved by involving others in the decision making processes.

Scotland - Major road maintenance

- ❖ Take into account the needs and aspirations of users and residents prior to and during works.
- ❖ Public acceptance and tolerance increases if they know what is going to happen.
- ❖ Partner with:
 - Local Authorities
 - Police
 - Contractors
 - Consultants

Nepal - A developing country's perspective

- ❖ Focus on road upkeep and maintenance.
- ❖ Establish a Roads Board to manage road maintenance.
- ❖ Address road users' expectations in the technical design
- ❖ Address residents' expectations in the Environmental and Social Impact Assessments.

Sweden - More value for money through user involvement in maintenance planning

Use reference groups and the Internet:

- ❖ They improve efficiency and trust between the users, the road authority and the contractor.
- ❖ They provide a simple and efficient approach for understanding users' expectations
- ❖ They result in transparency and good co-operation between the road authority and the contractor

Complying with users' expectations does not necessarily mean extra cost!

Canada - Upgrading Strategic Highways

- ❖ Consult with key stakeholders – even if there are a lot
- ❖ Have public meetings and be prepared to make changes
- ❖ Consultation with users and residents should take place in the preliminary stages of road projects.
- ❖ Consultation results in better projects with less delays and lower costs.

Summary - Taking into account expectations of users and residents

- When Planning
 - Stakeholder groups
 - Community forums
 - Public enquiries
 - Consult widely
 - Avenues of appeal
- Project Management
 - Community engagement
 - Community reference groups
 - Communicate widely
 - Negotiate
 - Provide feedback on progress
 - Steering committees
 - Partnering and alliance contracting when projects are complex



What next? – Levels of service – how do you involve users and residents in setting them?

- Remote Scotland has many single lane roads – with passing places – is this the level of service wanted by users and residents?
- England has major traffic congestion – but smooth roads – is this right?
- Australia has some rough unsealed roads but few single lane sealed roads – is this right?
- Sweden is striving for Vision Zero – should safety come before an all weather road to a remote community?

How do you involve users and residents in setting levels of service? Our next challenge?