

## EXPECT

### Stakeholders' Expectations and Perceptions of the future Road Transport System

#### A research project of the cross-border funded joint research programme “ENR04 – Effective asset management meeting future challenges”

The programme is a cross-border funded, transnational joint research programme that was initiated by **ERA-NET ROAD II** (ENR2).

The participating National Road Administrations (NRA) in this Joint Research Programme are Belgium (Flanders), Denmark, Finland, France, Germany, Ireland, Lithuania, Netherlands, Norway, Slovenia, Sweden, Switzerland, and United Kingdom.

The budget is EUR 2.85 million and the duration of this joint research programme is 30 months.

#### Intro

There is a growing recognition that effective management of the road network requires road managers to understand and address the needs and expectations of stakeholders' (i.e. all those who directly or indirectly interact with the system) economically, efficiently and effectively.

#### Description

The aim of EXPECT is to develop methodologies to help National Road Administrations to determine the requirements of different categories of stakeholders and develop effective strategies that address stakeholder expectations. The key areas that will be addressed within the project will include:

- Establishment of who the “stakeholders“ are and their interactions with the different road assets
- An understanding of stakeholder's perceptions and requirements of the different road assets and the overall network
- Establishment of stakeholder priorities and levels of tolerance (e.g. for unacceptable condition)
- Translation of the factors into measurable parameters (e.g. engineering standards) for the identification of maintenance needs
- Development of methodologies to integrate these factors within the overall asset management process to enable a customer focussed efficient road network.

A cross-asset approach will be adopted to enable optimal allocation of resources to the different asset components to address the short and longer-term requirements of the different stakeholders and deliver value for money.

#### Expected results

The main output from the EXPECT project will be a generic methodology to help road administrations establish service levels, based on stakeholder's needs and expectations, incorporate these effectively within the asset management process and ensure development of effective maintenance strategies that meet financial, environmental and social requirements.

The project will provide information about the generic methodology to asset management practitioners. The technical notes will be designed to be highly accessible by practitioners and will include examples and illustrations where possible.

Road administrations will be involved in the project from the beginning through the structured interviews and the case studies. They will be kept informed during the project about the progress made and will be contacted when new results are made available on the website.

Official deliverables of the project will be provided in English only but presentations or summaries used by the different partners in the project can be in any other language and will be made available through the website.

<b>Duration</b>	01/05/2010 – 31/01/2012
<b>Project coordinator</b>	Dr. Vijay Ramdas, TRL Limited, United Kingdom
<b>Project manager</b>	Ramesh Sinhal, Highways Agency, United Kingdom
<b>Partners</b>	Transport Research Laboratory, United Kingdom Austrian Institute of Technology, Austria Belgian Road Research Centre The Netherlands Organisation for Applied Scientific Research Swedish National Road and Transport Research Institute