



Fact sheet – Management of transport agencies

Number 12, 2015

Part of the [Tranzinfo Hot Topics](#) series, this fact sheet offers a selection of Australasian and international material on the management of transport departments and agencies.

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Performance measurement & management

Covering areas including performance metrics, sustainability, customer service, and safety.

[Preliminary efforts to quantify the safety culture of transportation agencies](#)

Ward, Nicholas et al., Transportation Research Board 94th annual meeting, 2015

Argues that the safety culture fostered within transport agencies can have an impact on the types of policies and strategies that are prioritized, funded, and implemented.

[Performance management in practice](#)

TR News, number 293, July-August 2014

This issue of TR News contains articles on different aspects of performance management in transport agencies.

[Strategic issues facing transportation, volume 4: sustainability as an organizing principle for transportation agencies](#)

Booz Allen Hamilton, NCHRP report 750, 2014

An analytical framework for implementing and evaluating sustainable practices in transport agencies.

See also 2015 follow up report [Valuation analysis in support of transportation organizations' adopting sustainability as an organizing principle](#) which explores the application of valuation tools.

[WisDOT 2012 statewide customer satisfaction survey](#)

WisDOT 0092-12-10, Wisconsin Department of Transportation, 2013

Report on the development of a new customer satisfaction tool to establish a set of baseline departmental performance measures.

Governance

Covering areas including risk management and change management

[Identification and control of strategic risks in highway agencies](#)

McGuire, Timothy Bret et al., Transportation Research Board 94th Annual Meeting, 2015
Presents the results of a national survey of 44 US Departments of Transportation regarding their Enterprise Risk Management (ERM) programs and how they use them to assess and control risks to achieve their organizations strategic objectives.

[DOT lacks an effective process for its transition to cloud computing](#)

Department of Transportation Office of Inspector General, 16 June 2015
Questions the US Department of Transportation's management of its transition to cloud computing and makes recommendations.

[Managing catastrophic transportation emergencies: a guide for transportation executives](#)

Frazier, Ernest R., et al., NCHRP Project 20-59(36), 2014
A reference guide specifically designed for newly appointed executive-level leaders of transportation organizations. Discusses their roles and responsibilities in the event of an emergency, and issues that need to be considered.

Knowledge management

Covering areas including data sharing and management of technical knowledge.

[Management guide to intellectual property for state departments of transportation](#)

Bradley, J. et al., NCHRP report no. 799, 2015
Provides information to assist transport agency staff to recognize the potential value of the agency's intellectual assets and the agency's responsibilities regarding the intellectual property (IP) rights of others.

[Sharing operations data among agencies](#)

Pack, Michael L., & Ivanov, Nikola, NCHRP Synthesis of Highway Practice, no. 460, 2014
Presents a business cases for sharing data among transport agencies and considers the institutional, legal, and technical challenges involved.

[Data business plans and governance programs: aligning transportation data to agency strategic objectives](#)

Stickel, Jack R. & Vandervalk, Anita, Transportation Research Record, no. 2460, 2014
Outlines how an effective transportation data business plan and good institutional data governance can mitigate risk to the organisation and result in better decision-making.

[Advances in transportation agency knowledge management](#)

Halikowski, John S. et al., NCHRP Project 20-68A, 2014
Summarises the findings from a workshop which scanned the state of knowledge management (KM) within transportation agencies and identified best practices.

[Knowledge Management as part of strategic workforce development in transportation agencies](#)

Cronin, Brian et al., Transportation research Board 92nd annual meeting, 2013
Provides advice on implementing successful KM programs within transportation agencies, and highlights the importance of KM programs in larger workforce development. Includes a detailed description of the Virginia Department of Transportation's award-winning knowledge management program.

Human resources/workforce

Covering areas including workforce capability analysis, attraction and retention of staff, and staff diversity.

[Women in transport](#)

Magdalena Olczak-Rancitelli, International Transport Forum, 2015
Summary of a debate at the recent International Transport Forum 2015 Annual Summit on the importance of closing the gender gap in the transport sector.

[Australia and New Zealand roads capability analysis 2013-2023](#)

Gradwell, D., Austroads report no. AP-R453/14, 2014
Discusses workforce capability to undertake road construction and maintenance activities for road agencies in Australia and New Zealand over the next decade.

[Theory to identify the influencing factors of staffing in road transportation authorities](#)

Xu, Wenqiang & Wu, Qunqi, 14th COTA International Conference of Transportation Professionals, 2014

Analyses and identifies the factors that affect staffing in road transportation authorities through the use of data models. Identifies factors such as market size, physical geography, management systems and administrative efficiency in retaining staff.

[Link to further resources on management of transport agencies](#)

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WA Department for Transport Library

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