

TC B.1 "GOOD GOVERNANCE OF ROAD ADMINISTRATIONS"

Time: Sep. 28, Wed. 15:00-18:30

Venue: [Casa del Diezmo 1, 2](#)

Chair: Mr. Paul van der KROON, DWW, The Netherlands, Chair TC B.1

Introduction

- *Mr. Paul van der KROON*

Part 1. Best Practice For Good Governance

Corruption in the broader sense (issues, cost and societal implications, and interaction between the cycles of integrity and corruption)

The cost of corruption and the case for integrity

- *Mr. Jonathan SPEAR*, Atkins Transport Planning and Management, UK

The cycle of integrity – societal considerations

- *Mr. Soren FOGH*, Danish Road Directorate, Denmark

Part 2. Improved Services for Customers

Steps of customer cooperation and the segmentation of customers

The Auckland Motorway Alliance approach focusing on users, neighbours, agencies and citizens: 'tell us about your motorway'

- *Mr. Dave RENDALL*, Auckland Motorway Alliance, New Zealand

Changes undertaken to better understand and address the diverse transportation needs of Singaporeans

- *Mr. Chandrasekar PALANISAMY*, Land Transport Authority, Singapore

Break 16:30-17:00

Part 3. Mind the Gap! Human Resources for the Future.

Key topics: Identify skills gap, attract/recruit/retain, influence education

Recruitment and training processes for the Trans-Maghreb Motorway

- *Mr. Aïssa BENTABET*, Egis, France

Questions and answers

Conclusions

- Chair *Mr. Paul van der KROON*