

TPM Webinar 20 – Resource links

- [World Road Association \(PIARC\)](#)
- [27th World Road Congress \(2003\) – Program](#) (proceedings will be available early 2024)
- [Customer Experience -- A PIARC Case Study Analysis](#) (report 2022R26EN)
- [Customer Experience and Public Value Creation – Technical Report](#) (report 2023R06EN)
- [The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models -- Survey Report](#) (report 2022R18EN)
- [The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models – A Private Sector Roundtable](#) (report 2022R19EN)
- [The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models -- Case Study Summary Report](#) (report 2022R27EN)
- [The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models -- Technical Report](#) (report 2023R01EN)
- [The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models – High Impact Summary](#) (report 2023R02EN)
- [Diversity and Talent Management in Transport Administrations – The Road to Success?](#) (report 2022R01EN)
- [It's All About People – Defining and Promoting Diversity and New Talent Management -- Technical Report](#) (report 2023R12EN)
- [FHWA's Office International Programs](#)
 - [Benefits of U.S. participation in PIARC 2016-2019 cycle](#)
 - Useful and effective best practices, technologies and lessons learned through FHWA's international programs and activities [Technologies and Best Practices](#)
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