CERIS Civil Engineering Research and Innovation for Sustainability

MaaS governance: a collaborative model for public authorities role definition

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Summary

Technological innovation is making platform-based economies almost inevitable. In urban transport, the Mobility as a Service (MaaS) systems aim to digitalize transport services by integrating different modes, ticketing, booking, and planning through a single app. However, most MaaS initiatives are led by private companies, potentially hindering transport authorities' (government) control and planning. Government intervention is needed to correct potential market failure (e.g., unequal access to information or transportation), protect consumer interest and reach the desired societal goals. However, the challenge remains on "to what extend?" given that, in this regard, the "one fits all" approach is not feasible. Hence, a context-specific guideline must be designed for policymakers and transport authorities to identify the governance model that better fits their needs and urban conditions.

This work explores different MaaS governance models based on the different factors that may condition the government role within MaaS and the six governance models proposed by Hirschhorn et al. (2019). Outcoming the previous analysis, we propose a MaaS governance decision tree based on Multi Level Perspective methodology and meta-governance concepts, then we aim apply it to the Lisbon Metropolitan Area and Barranquilla as case studies. This work provides a helpful tool to create a baseline for transport authorities to visualize the need for possible regulations efforts and long-term planning towards MaaS.

Keywords

Mobility as a Service (MaaS), governance, platform-based economies, government intervention in urban transport, multi level perspective in MaaS governance, transportation regulation and planning.