

Activation, Consultation and Evaluation (ACE) Model Overview

Background

The Activation, Consultation and Evaluation (ACE) Model is a delivery model developed by the Department of Transport's Cycling Team for application on built environment projects to ensure the engagement and evaluation components are considered throughout the project life cycle.

The ACE Model supports the objective of the Department of Transport to enable people of all ages and abilities to walk and ride.

Application of the ACE Model provides for consideration and measurement of built and social outcomes side-by-side, ensuring that:

- The built infrastructure reflects the social needs and desires of the people who will use it;
- Integration of engagement throughout the full project lifecycle activates the physical infrastructure that is delivered; and
- The impact of the project can be measured against a range of anticipated outcomes.

Benefits

When applied successfully, the ACE model actively encourages people to utilise the infrastructure delivered, creates opportunities for constructive engagement, links social and built environment factors, and facilitates definition and measurement of project outcomes.

The model is adapted to the project and does not replace broader strategic planning, project management, or behaviour change methodologies. It instead works alongside them to integrate consideration of activation, consultation, and evaluation into the project from scoping through to design, construction, and post-construction monitoring and improvement.

Implementation

As ACE is a delivery model, not a program, milestones associated with its components are typically incorporated into project plans, scopes and contracts, and detailed information on specific components captured in other key documents as required.

Depending on the project type and scale these key documents may include one consolidated project plan with all technical and ACE components outlined together, or information may be captured in several documents. For example:

- Western Australian Bicycle Network (WABN) Grants Program projects have two key documents: a Grant Contract that outlines project scope, milestones and timeframes and an ACE Form that includes all ACE related planning and reporting.
- Safe Active Streets Program projects have several key documents: a Grant Contract, Project Plan, Consultation Plan, Activation Plan, and Evaluation Plan.

It is recommended that ACE requirements are planned by the lead delivery agency and agreed by all respective stakeholders. This enables resources, timeframes and responsibilities to be agreed from project outset.

As with the technical design and construction components, planning and implementation of ACE components requires specific skills and it is recommended project teams are put together accordingly. It may be necessary to bring in people with different expertise at various points on the project and it is always recommended to include a diverse skill set in initial project planning.

Governance

All key funding and delivery stakeholders are generally responsible for implementation of ACE on a project, alongside the technical project components.

Project Managers are typically responsible for coordinating ACE as part of their overall project delivery.

Funding for ACE is allocated as part of the whole project budget and needs to be incorporated from project outset to completion (including in funding submissions).

Broader application

The model has been developed for application on bicycle infrastructure projects, however it may be applied on broader infrastructure projects. In particular, it may be applied on projects seeking to encourage walking, bike riding, and public transport usage where community awareness of the project is essential to uptake and ongoing use.

Contact

For more information on the ACE Model and guidance on how to apply it, contact the Department of Transport Cycling Team at cycling@transport.wa.gov.au.