


Sunday 14 May 2017

Technical Visits

Cultural & Technical Activities

 9.00am to 12.30pm

For this edition, the UITP Summit's hosts and partners have organised various technical visits that will give the opportunity to see first-hand some successful projects in Montréal and you will be spoilt for choice!


- Visit 1: STM's Stinson Bus Garage
- Visit 2: STM's Metro Control Centre and Operating Systems
- Visit 3: STM's iBUS Operations Centre
- Visit 4: STM's Youville Metro Workshops
- Visit 5: STM's Underground Fire Prevention Training Centre
- Visit 6: AMT's Lachine Commuter Train Maintenance Centre
- Visit 7: AMT's New Commuter Train Line: Mascouche Line
- Visit 8: City of Montréal /STM – Management centre for urban mobility and Traffic Signal Priority (TSP)
- Visit 9: BIXI MONTREAL, welcome to the epicentre of bike sharing
- Visit 10: Communauto's station based and free floating carsharing service

Technical visits are a free and exclusive service for registered attendees of the Global Public Transport Summit. Registration will take place on a first come / first served basis. Attendees can request registration to one technical visit only. Registration will be effective only after reception of a formal confirmation message from the host of the visit

Opening Ceremony

Plenary Sessions

LEVEL 5 710

 4.00pm to 6.00pm

Welcome Reception

Networking & Social Activities

 6.00pm to 8.30pm

Monday 15 May 2017

New governance for urban transport in Montreal (BS1A)

Breakfast Sessions

LEVEL 5 511

 8.30am to 9.00am

 EN/FR

In 2016, the Québec government sanctioned a new law aiming to modify the organisation and the governance of public transport in the Greater Montreal area. The new organisation divides the planning functions of transport at the metropolitan scale and transport operation functions in order to provide more coherence and complementarity between transport services, as well as fostering citizens' mobility. Moreover, it decreased the number of urban transport organisations in the metropolitan region from 15 to 5 bodies. The session introduces the new structures, including their roles and responsibilities, to assess the changes in the management of public transport for the metropolitan region of Montreal and the results expected.

Chairperson: To be confirmed

- *Presentation title to be confirmed*
Paul CÔTÉ, President Director General, Agence Metropolitaine de Transport (AMT), Montréal, Canada
- *Presentation title to be confirmed*
Speaker to be confirmed

 *Tags: Governance, planning, funding*

Photo contest: winners announced (BS1B)

Breakfast Sessions

LEVEL 5 511

 9.00am to 9.30am


 EN/FR

 *Tag: Service excellence*

Making the economic case for financing public transport (BS1C)

Breakfast Sessions

LEVEL 5 511

 9.30am to 10.30am

 EN/FR

In the recent past UITP has stressed how much public transport generates value for citizens, businesses, and public authorities. The session will highlight how on one hand improving accessibility through new services such as night services can benefit citizens as well as businesses and the local economy. It will also highlight the importance of demonstrating the economic benefits of public transport for securing financing and funding by engaging public authorities as well as the business community

Chairperson: To be confirmed

- *Presentation title to be confirmed*
Mike BROWN, Commissioner, Transport for London (TFL), London, United Kingdom
- *Presentation title to be confirmed*
Paul WIEDEFELD, CEO, Washington Metropolitan Area Transit Authority (WMATA), Washington, United States of America

 *Tags: Governance, planning, funding*



COFFEE BREAK

Planning, design and construction of mass transit systems (PS1)

Parallel Session

LEVEL 5

710



11.00am to 12.30pm



CN/DE/EN/ES/FR/RU

Mass transit systems have proven to be catalysts in transforming cities into more liveable and human-friendly environments. Planning and implementing a good mass transit system is not easy. The ability to deliver a high-quality public transport system within the budgets and under time pressure remains a strong challenge. The session will include presentations of mass transit systems which will support a discussion around the key challenges of delivering ambitious public transport projects, from planning and project preparation to financing and implementation. It will also cover issues such as reducing project delivery time, communications, marketing and contracting.

Maksim LIKSUTOV, Deputy Mayor from Moscow Department of Transportation and The Development of Road Infrastructure of the City of Moscow, Moscow, Russia
Dr. Michèle DIX CBE, Managing Director, Crossrail 2, Transport for London, London, United Kingdom




Tags: *Bus Rail*

The power of alliances in Asia to re-imagine the customer journey (WS1)

Workshop Session

LEVEL 5 516 AB

 11.00am to 12.30pm

 EN

A successful public transport system or operation requires partnerships, from large scale to small scale projects. With the rise of digital technologies, roles and contributions of different companies and organisations involved in public transport are connected more than ever before. In Asia, the digital phenomenon brought new opportunities and partners together to transform and improve the customer experience, and ultimately work together on the mission of growing public transport. The presentations aim to showcase the diversity of partnerships in Asia, using innovative digital technology and solutions, to improve and redefine the customer experience. Presentations in this session will be mainly conducted in pairs to illustrate the partnerships.

Chairperson: **CHEUNG Morris**, UITP Asia-Pacific Assembly Chairman and President of MTR Academy, MTR, Hong Kong, China

Masaki OGATA, President of UITP and Vice Chairman, East Japan Railway Company (JR East), Tokyo, Japan

Speaker to be confirmed, IBM (Invited)

Nina TENG, Vice President of Public Affairs - GrabTaxi Pte. Ltd., Petaling Jaya, Malaysia

Holly KRAMBECK, Senior Transport Specialist, World Bank, Washington DC, United States of America

HUANG Shao Fei, Director of Smart Nation (Urban Mobility), Land Transport Authority, Singapore

Speaker to be confirmed, Mastercard

 Tags:

 *Digitalisation Service excellence*

Integrating public transport health benefits in urban policies (WS2)

Workshop Session

LEVEL 5

516 C



11.00am to 12.30pm



EN

Urban life offers significant advantages in terms of economic productivity and the potential for improved quality of life for residents. However, there are transport-related challenges for cities to address in terms of air quality and noise, road safety, social exclusion and boosting levels of physical exercise. In this context, progressive public transport policies can do much more to unlock the broad range of positive impacts of transport and mobility on health. These include improving, promoting and integrating sustainable travel modes as both a means to increase modal shift away from the private car, yielding improved air quality, reducing road traffic collisions and congestion, and also increasing overall levels of physical activity through walking and cycling. Generating wider, positive effects depends partly on individual behaviours but more significantly on planning and investment.

Jon LAMONTE, Chief Executive, Transport for Greater Manchester, Manchester, United Kingdom

Dr Ryan FALCONER, Transportation Consulting Leader, Canada, ARUP, Toronto, Canada

Lucy SAUNDERS, Public Health Specialist – Transport & Public Realm, Transport for London / Greater London Authority, London, United Kingdom

Niels LUND, Vice President, Health Advocacy, Novo Nordisk, Copenhagen, Denmark



Tags: Governance, planning, funding

How gender balance in public transport can improve social and business outcomes (WS3)

Workshop Session

LEVEL 5

516 D



11.00am to 12.30pm



EN

There is considerable evidence that women's employment is key to drive up innovation and to increase financial, managerial and commercial performances, as well as to improve the working conditions for all employees. Nevertheless the public transport sector remains a highly male-dominated sector while the majority of customers are women. In 2012 figures for EU countries show an average of 17.5% of women and the "male domination" being evident for top leadership positions and technical professions. There are diverse barriers for women to be employed in the sector or become senior executives: image of the sector, cultural stereotypes, corporate culture, working policies and practices, etc. The objective of the workshop is to exchange on good practices that successfully contribute to reverse the trend and accelerate progress toward gender balance.

Chairperson: **Joe KENNY**, Human Resource and Operations management
Consultant and Chair of the Commission on Business and HR Management, Dublin,
Ireland

Chairperson: **Asbjørn WAHL**, Chair of ITF, Urban Transport Committee, ITF, Oslo,
Norway

Marie-Christine MAHÉAS, Head of Business Development, Europe, Silverrail
Technologies, London, United Kingdom

Claude FAUCHER, General Delegate, UTP, Paris, France

Anne-Marie LOMBARDI, Head of HR Staffing Section, STM, Montréal, Canada

Diana HOLLAND, Unite Assistant General Secretary for Transport, Unite, London,
United Kingdom

Wilma CLEMENT, Assistant General Secretary, Barbados Workers Union, Saint
Michael, Barbados

The taxi technology revolution as an opportunity for transformation and integration (WS4)

Workshop Session

LEVEL 5

516 E



11.00am to 12.30pm



EN

The recent increase of smartphone-enabled transport services to connect passengers and drivers with vehicles has changed urban transport, and further changes will occur in the immediate and distant future. This transportation technology revolution has and will continue to create tremendous opportunities for multi-modal transformation and integration.

Meanwhile, the market disruption methods to introduce this new technology has led to regulatory conflicts in many countries as transport authorities of many international cities continue to be faced with the dilemma of how to define such new services while creating a level playing field. This session will discuss multi-modal transformation and integration, share experiences on how transport authorities are dealing with the rise of these new technology-enabled services, and look at the various efforts undertaken by the taxi and for-hire vehicle industry to both lead new developments and keep pace with the latest industry trends.

Below topics will be further elaborated in this session:

- Concepts and trends of Mobile App Based Taxi and Ride Service;
- Impact of sharing economy on urban mobility and main trends, emergence of mobile apps and impact on taxi industry;
- Current regulatory environment, its objectives and the costs involved with regulation;
- Operations and technology of Mobile Apps, Impact on urban transport;
- Strategy and policy for organisations;
- The role of regulators in the rapidly moving environment;
- How the traditional taxi sector is responding to the app revolution? – High tech for high quality service?

Speaker to be confirmed, Roads and Transport Authority, Dubai, United Arab Emirates

Nilesh SANGOI, Chief Executive Officer, Meru Cab Company Pvt. Ltd., Mumbai, India

Other speakers to be confirmed



Tag: *Digitalisation*

Next steps in the ticketing journey (WS5)

Workshop Session

LEVEL 5

513 A



11.00am to 12.30pm



EN

Making life easier for passengers is the philosophy behind the Dutch 'OV-chipkaart', one of the earliest nationwide smart card systems. The benefits for the passenger and the operator are numerous, but in today's high-tech and connected world, systems need to constantly evolve to keep up with the latest technology, trends and user expectations. However, managing systems in a secure and efficient way is a challenge which is also shaping the future of smart ticketing. The session will look at examples from the Netherlands, Chicago, Montréal and Belgium among others, drawing on experience from public transport operators as well as ticketing providers, not just as good examples of smart ticketing but to discuss how systems and technologies are set to evolve in the coming years.

Chairperson: **René ZELLER**, Managing Director, Atron Electronic GMBH, Munich, Germany

Michael GWINN, Director, Chicago transit authority, Chicago, United States

René COUTU, Directeur d'Etudes Billettiques (Ticketing Orientation and Strategy), STM, Montréal, Canada

Andy TAYLOR, Cubic, London, United Kingdom

Carl COMMONS, Executive Director of Sales, INIT INNOVATIONS IN TRANSPORTATION INC, Chesapeake, United States

Filip BRUTSAERT, Sales & Customer Care Manager, De Lijn, Mechelen, Belgium



Tag: *Digitalisation*

What can cycling do for public transport? (WS6)

Workshop Session

LEVEL 5

513 B



11.00am to 12.30pm



EN

Investing in cycling infrastructure, making cities attractive for cyclists and implementing bike-sharing schemes helps develop sustainable mobility patterns. Bicycles are no longer exclusively personal mobility modes, as there are ever more bike-sharing schemes in operation in cities around the world. As a result, bicycles are increasingly seen as the solution of choice for the first/last mile issue. This workshop will give the audience the opportunity to discuss how bike-sharing can be integrated with public transport to provide more sustainable travel options with case studies from New York, India and South Korea.

Chairperson: **Jay WALDER**, President and CEO, Motivate, Brooklyn NY, United States of America

Hee Cheol SHIN, Research Fellow, The Korea Transport Institute, Sejong, South Korea

Parvesh KUMAR, Head of Innovations, Innovative Transport Solutions Pvt. Ltd., New Delhi, India

Marcio DESLANDES, Velo-City Series & Global Policies Director, European Cyclist Federation, Brussels, Belgium

Oscar PUIGDOLLERS, Chief of the Studies Unit, Barcelona de Serveis Municipals (B:SM), Barcelona, Spain



Tag: Mobility as a service & combined mobility

Focus Session 1

WITHIN THE

11.00am to 12.30pm

Focus Session 2

WITHIN THE

11.00am to 12.30pm



LUNCH

An ecosystem of partnerships to meet today's customer demand (LS1)

Lunch Session

LEVEL 5

513 B



12.30pm to 2.00pm



EN

The session will show how operators and start-ups can work together to give leading edge customer service. With the emerging of new mobility, citizens get access to a plethora of new players and modes of transport. Car Sharing, Ride Sharing, Bike Sharing, and smart vehicles all share a place in today's urban transport network with traditional mass-transit solutions. How can we ensure optimal customer service and integration between all these offers? In this session, along with start-ups from the new transportation ecosystem, we will describe the evolution of mobility and the vision and expectations of customers in the digital age.

Chairperson: **Kara LIVINGSTON**, Director Marketing Group, Keolis, Paris, France

Zachary WASSERMAN, Vice President Strategy, VIA Transportation, New York City, United States of America

Christa AMBROSIUS, Head of Corporate Marketing, Üstra Hannoversche Verkehrsbetriebe (ÜSTRA), Hannover, Germany

Clément MICHEL, President, Keolis North America, Boston, United States of America

Nir EREZ, CEO/Co-Founder, Moovit, Nes Tziona, Israël

 *Tag: Service excellence*

Paradigm shift in maintenance strategies (LS2)

Lunch Session

LEVEL 5

513 EF



12.30pm to 2.00pm



EN

Operators value low and predictable LCC and maximum fleet availability. They see the potential of digitalisation for maintenance optimisation, but are equally worried about the fast evolution of electronics (5 years) and software (2 years) that can lead to asset unavailability. On the other hand, manufacturers can commit to answer operators' requirements only if they have the possibility to increase the understanding of their product's behaviour over its life cycle. Hence, there should be a mutual interest to redefine their relationship during the operational lifetime of the vehicle fleets through constructive dialogue between both sides. The session will address the pros and cons and obstacles of maintenance outsourcing in bus and rail.

Chairperson: **Sebastian SCHMIDT**, Head of Strategy LLS, Bombardier, Berlin

Sandra GOTT-KARLBAUER, CEO of Urban Transport, Siemens, Vienna, Austria

Alex DE JONG, Business Manager Public Transport, VDL Bus & Coach,
Walkenswaard, Netherlands

Michael CLAUSECKER, CEO, Rheinbahn, Düsseldorf, Germany

Stephan LEWISCH, Chairperson of UITP Light Rail Committee - Head of tramway
operation, Wiener Linien, Vienna, Austria



Tag: *Bus Rail*

Growing electrification of the urban transport system (PS2)

Parallel Session

LEVEL 5

710



2.00pm to 3.30pm



CN/DE/EN/FR/RU

This lunch session will focus on key determinants in changing the business culture such as structure, organisation, communication and management. Key words are motivation, engagement and empowerment. High level speakers will share with the audience their visions and experience of the diversity of strategies and practices in building a culture of service excellence. How to make the human factor a central concern inside the company, restoring for each staff member the meaning of his/her job, respecting the principle of service symmetry (customer satisfaction – employee satisfaction) will be central in the discussions.

Chairperson: **François CHAMBERLAND**, Executive Director, STM,
Montréal, Canada

Electro-Mobility and Clean Transport, experience of Foothill, California
Doran BARNES, Chair of APTA, Foothill Transit Agency, West Covina,
United States of America

Trolleybus system as a modern and reliable mode of public transport
Feyzullah GÜNDOĞDU, Managing Director, Kayseriulasim, Kayseri, Turkey
Presentation title to be confirmed

Vasily Andreevich OSTRYAKOV, CEO, SPB Elektro Transport, Saint
Petersburg, Russia



Tag: *Decarbonisation*

Gold dust – the impact of digitalisation (PS3)

Parallel Session

LEVEL 5

516 AB



2.00pm to 3.30pm



EN/ES/FR

This session will seek to highlight the expected impacts of digitalisation for the public transport sector. The roundtable discussion will deconstruct the impact that digitalisation will have upon the sector and the steps required to reap the benefits from it. Invited guests will represent different perspectives from the operators, industry, authorities and information suppliers, providing their insights and experiences. They will showcase leading initiatives from the sector which illustrate how the digital revolution creates opportunities for traditional public transport organisations if they actively embrace it. This will allow to provide a high level exchange on critical topics such as the availability and exploitation of data, changing customer relationships and mobility as a services among others.

Chairperson: **Beat MÜELLER**, International Market Director, Postauto Schweiz AG, Chambesy, Switzerland

Yann LERCIHE, Group Performance Chief Officer, Transdev Group, Paris, France
Oliver WOLFF, General Manager, Verband Deutscher Verkehrsunternehmen e.V., Köln, Germany

Laurence BATLLE, Chairwoman of the Management Board, RATP, Paris, France
Ekroop CAUR, Managing Director, Bangalore Metropolitan Transport Corporation (BMTCL), Bangalore, India

Omid ASHTARI, General Manager, Citymapper, London, United Kingdom

Tag:  *Digitalisation*

The new security paradigm – addressing threats old and new (PS4)

Parallel Session

LEVEL 5

516 C



2.00pm to 3.30pm

A feeling of being safe and secure is one of the most important criteria for passengers. Networks have long been engaged in fighting crime and the fear of crime in public transport; both equally important in building this positive perception. From pickpocketing to aggression to anti-social behaviour, the challenges vary between regions and networks. On top of these daily, high frequency and low impact events, recent months have been littered with atrocious terrorist attacks in Europe and beyond. Public transport has not escaped as a target, with the deadly attack on the Brussels metro in March 2016. But recent months have also shown that modus operandi of terrorists is evolving, introducing fresh challenges in terms of prevention, readiness and response of public transport networks. This session will examine the threats today, old and new, and showcase the best practices in fostering a safe and secure environment.

Chairperson: to be confirmed

Anne-Sophie PONSOT, Analyst and project officer, International Centre for the Prevention of Crime, Montréal, Canada

Fernando COVAC, Director, CITTATI TECNOLOGIA EM DESENVOLVIMENTO DE SOLUÇÕES LTDA, Sao Paulo, Brazil

Focus Session 3

WITHIN THE



2.00pm to 3.30pm

Focus Session 4

WITHIN THE



2.00pm to 3.30pm



COFFEE BREAK

Transformative transport: planning urban transport for better cities (PS5)

Parallel Session

LEVEL 5 710

 4.00pm to 5.30pm

 DE/EN/ES/FR/RU

The session will highlight how ambitious public transport strategy can define for the best the liveability of cities. It will provide examples from across the world of urban transport planning relying upon strong public transport projects which are supporting ambitious urban development policies. The presentations of these examples will support the discussion which is expected to focus on the main challenges in planning and implementing ambitious transport policies. This should highlight the critical role of sustainable urban mobility planning.

 *Tags: Governance, planning, funding*

Clean up your act: decarbonisation (PS6)

Parallel Session

LEVEL 5 516 AB

 4.00pm to 5.30pm

 CN/EN/FR

Helping decision makers establish pathways to carbon-neutral mobility The 2015 Paris Climate Agreement (COP 21) raised the politics of ambition and created a political pathway for global CO2 mitigation and carbon neutral efforts. Urgent action is also needed on air quality. This lays down the gauntlet for the transport sector but represents an opportunity for public transport to lead by example. Achieving decarbonisation will be complex and while advances in digital connectivity and technology innovations in transport power and vehicles will deliver significant progress, this will not be enough. Avoiding inefficient or unnecessary travel or shifting to low carbon transport modes and systems will be just as important through changes in behaviour, new approaches to organising mobility, infrastructure investments and land use planning. The session will focus on developing new policy pathways, success factors and actions required to move from concept to implementing a carbon neutral transformational pathway. <http://www.uitp.org/climate-leadership>

Chairperson: **HEIPP Gunnar**, Director Strategic Planning Department, Münchner Verkehrsgesellschaft, Munich, Germany

PROJJAL Dutta, Director Sustainable Initiatives, MTA, New York, United States of America

PORLIER André, Sustainable Development Corporate Manager, Société de transport de Montréal, Montréal, Canada

BERTNES Norli Hanne, VP Strategy & Development, RUTER, Oslo, Norway

SABERWAL Kewal Krishan, Director Finance, Delhi Metro Rail Corporation, New Delhi, India

DUPOIS Marie-Claude, Director Strategy, innovation and development, member of comex, RATP, Paris, France

Tag:  *Decarbonisation*

Design and customer experience, travelling along the user journey. (PS7)

Parallel Session

LEVEL 5

516 C



4.00pm to 5.30pm



EN

“Experience” has become a key word throughout all the design disciplines with the customer as centre of their activities. “Design” experts are expected to deliver meaningful experiences to the final user by means of efficient services, usable and attractive products as well as significant public spaces. This takes on a particular meaning in the PT sector, where the service delivered is in true an actual piece of the daily life of our customers – and therefore, a social and cultural matter. The speakers will present, in this dynamic session, how their disciplines address the customer experience through different angles (service design, information design, interaction design and vehicle design). Pecha Kucha 20x20 is a simple presentation format where you show 20 images, each for 20 seconds. The images advance automatically and the speaker talks along to the images. The session will propose concrete cases to give a powerful and stimulating message

Chairperson: to be confirmed

Giuseppe ATTOMA, Senior Design Strategist, Attoma, Paris, France

Alok NANDI, Creative Director - UX Strategist - Interaction Designer, Architempo Design, Brussels, Belgium

Patricia BASTARD, Director of Development - Partner, Yellow Window, Paris, France

Riccardo DI MARCO, Head of Architecture Section, STM, Montréal, Canada

Gabriel MALO, Architect - Projects management department, RATP, Paris, France



Tag: Service excellence

Focus Session 5

WITHIN THE



4.00pm to 5.30pm

Focus Session 6

WITHIN THE



4.00pm to 5.30pm

UITP welcomes you on its stand


Networking & Social Activities



5.30pm to 6.30pm

Poster Sessions

Poster Sessions

 9.30am to 5.30pm

Tuesday 16 May 2017

Local Hosts Session (BS2)

Breakfast Sessions

LEVEL 5

511



8.00am to 9.00am



EN/FR

Session presented by Agence Metropolitaine de Transport (AMT) and Société de Transport de Montréal (STM)

Metro systems: balancing performances, costs and risks for a better asset management (PS8)

Parallel Session

LEVEL 5

710



9.00am to 10.30am



CN/DE/EN/ES/FR/RU

In a context of increasing demand and limited resources, authorities and operators need to assess adequately the objectives and associated risks of developing metro systems. This requires an accurate knowledge of the resources needed to support metro service throughout the life of the system and is particularly relevant in a framework where design choices, asset ownership, operation and maintenance may well be split over as many different organisations. The session will dispel the notion of asset management as a pure technical maintenance activity and illustrate how a comprehensive and structured approach is a key strategic tool. It will build on the work of the UITP Metro Committee and Subcommittees on asset management and the experience of reference operators to open a discussion on how asset management is, beyond a technical activity, a strategic management tool to balance the three main conflicting drivers for metro systems: performance, cost and risk.

Chairperson: **Luc BIOUL**, Senior Vice-President Operations, STIB, Brussels, Belgium

Colette ERICSSON, Chief Sustainability Officer & Enterprise Asset Management Lead, MTA, New York, United States of America

Joubert FORTES FILHO, Engineering Director, Concessao Metroviaria do Rio de Janeiro, Rio de Janeiro, Brazil

Dr. Tony LEE, Chief of Operations Engineering, MTR Corporation Limited, Hong Kong, China

Panel discussion with additional panellists:

Philippe MARTIN, Deputy General Manager, Régie autonome des transports parisiens, Paris, France

Fifth panellist to be confirmed



Tags: Rail

Dealing with informal transport across the world (PS9)

Parallel Session

LEVEL 5

516 AB



9.00am to 10.30am



EN/FR

In the absence of accessible formal PT services, informal transport remains predominant in many developing countries where it constitutes the main means of motorised trips for most citizens. Although it provides essential benefits to the citizens in terms of mobility and livelihoods, informal transport generates a number of economic, social and environmental externalities. A significant challenge is to balance the efficiency and social equity aspects of informal transport that is to achieve the social benefits of free-market services without exceeding social costs. The session will discuss what is being done by governments and stakeholders in developing cities in Asia, the Middle East, Africa and Latin America to address the challenge of the informal transport sector.



Tag: Service excellence.

Putting the customer at heart (PS10)

Parallel Session

LEVEL 5

516 C



9.00am to 10.30am



EN

The change of culture from a transport company to a customer centric company is not a fad but an important turn for the public transport sector. More and more public transport companies have made the move. But why and how did they do it? Why have companies decided to shift to a customer centric approach and how has the change impacted the whole structure, from the front line staff to management? This session will propose a dialogue between speakers from different regions who will exchange on their experience inside their company.

Chairperson: to be confirmed

Chie SASAKI, General Manager of Customer Service Quality Reformation Department, JR East, Tokyo, Japan

Marielle VILLAMAUX, Group Commercial Director, Transdev, Paris, France

Sébastien DUFAUT, Head of Marketing, Transports Publics de la Région Lausannoise, Lausanne, Switzerland

Benoit LAVIGNE, Vice-president by interim - Strategic information and metropolitan affairs, AMT, Montréal, Canada

 *Tag: Service excellence.*

UITP Membership: What's in it for me?

Focus Session

WITHIN THE

9.00am to 10.30am



COFFEE BREAK

Big Data: what it can tell you and how to use it (PS11)

Parallel Session

LEVEL 5 710

 11.00am to 12.30pm



DE/EN/ES/FR/RU

It's all about data. From service planning to travel planning; from predictive maintenance to new services, big data is key to tomorrow's mobility. However, dealing with data is easier said than done. What data can you access and how? What is missing? Who can access it? What external data do you want or need? How do you cope with sheer quantities? How do you make sense of it, treat it, clean it and use it? What about security? Crucially, public transport is not (no longer) an island, and the need for cooperation between multiple stakeholders, particularly when it comes to the manipulation of data, is paramount. This session seeks to make a molehill out of the mountain of data, looking not only at how individual stakeholders could and should handle data, but how the sector can come together to make the most of it collectively.

Chairperson: to be confirmed

Daniel BERGERON, Vice-President, Strategic information and metropolitan affairs, AMT, Montréal, Canada

Lauren SAGER WEINSTEIN, Head of Analytics Oyster Card, Finance, Transport for London, London, United Kingdom

Stefan HULMAN, CEO, 9292 REISINFORMATIEGROEP B.V., Utrecht, The Netherlands

Brendon HEMILY, Public Transportation Consultant, BRENDON HEMILY, Toronto, Canada



Tag: Digitalisation

Deploying urban electric bus systems (WS7)

Workshop Session

LEVEL 5

516 AB



11.00am to 12.30pm



CN/EN/FR

A high level roundtable debate session, with leading bus operators facing some of the global market players for bus original equipment manufacturers to confront expectations and requirements in a constructive dialogue. The focus is on the challenges coming from the side of growing demand – with accelerated massification in deployment of electric bus fleets / systems – and how this matches the bus supply side. How ready is today's leading bus manufacturing industry to match the demand? After one hour of roundtable discussion with structured questions, the session will open the discussion table to the participants.

Chairperson: **Thomas FONTAINE**, Chief Technical Officer Deputy Managing Director, Keolis, Lyon, France

Panellists:

Håkan KARLSSON, Vice President UITP – Industry and CEO, AB Volvo, Gothenburg, Sweden

Thierry WAGENKNECHT, Vice president UITP – Bus - Technical Director, TPG, Geneva, Switzerland

Dr. HU Jian Ping, Executive Vice Chairman & Secretary General, China Public Transportation Association, Zhejiang, China

Hartmut SCHICK, CEO, Daimler Buses, Neu Ulm, Germany

Rudolf KUCHTA, CEO, MAN Bus, Munich, Germany



Tags: *Bus Decarbonisation*

Paratransit: building the inclusive transportation chain (WS8)

Workshop Session

LEVEL 5 516 C



11.00am to 12.30pm



EN

People with reduced mobility (PRM) represent more than 30% of the world's population and this will continue growing due to an ageing population. Public transport is an essential service to respond to their mobility needs without which no inclusion is possible. Transport must be equipped to serve people with mobility restrictions. These services do not only include adapting the systems to make transport accessible but also to coordinate and integrate different systems to maximize the effectiveness of the travelling experience. This session will present the challenges faced by PRM while travelling, how public transport agencies adapt their systems and partner with private players to respond to all mobility needs, what solutions and technologies contain paratransit costs while improving quality, and finally how investing in better accessibility is a benefit to our society. As a reminder PRM represent people with physical, hearing, learning, visual difficulties, elderly people, children, pregnant women or people carrying heavy or bulky luggage.

Chairperson: **Isabelle DUCHARME**, Chairwoman of the Board of Directors, Kéroul, Montréal, Canada

Arjan VAN ANDEL, Director of Business Development, GIRO, Montréal, Canada

Christian LACASSE, Planning Manager, STM, Montréal, Canada

Dan LEVY, Executive Officer Civil Rights Programs, Los Angeles County Metropolitan Transportation Authority, Los Angeles, United States of America

Jonathan BRAY, Director, Urban Transport Group, Leeds, United Kingdom




Tag: Service excellence

A system approach to unlock the benefits of metro automation (WS9)

Workshop Session

LEVEL 5 516 D

 11.00am to 12.30pm

 EN

Metros are designed to maximise capacity: all infrastructure, engineering, rolling stock and availability specifications are designed to meet the requirements of peak hour. However, peaks “only” represent 20% of a working day; 5-10% of the operating hours in a year. Accordingly metro systems are “over-dimensioned” for up to 95% of the time. Metro automation has already proven it can make metros more efficient, thanks to its potential to increase capacity, flexibly adapt offer to demand, and reduce operating costs. However, automated lines are still very often designed using criteria from conventional metro, restricting their flexibility. Moreover, design is often fragmented across subsystems, leading to over-specification, redundancy and over dimensioning. This session will explore how to unlock the full benefits of automation with a full system approach starting with the design of the system, leading to less redundancy – reducing capex and opex, and facilitating more flexible, adaptive operations. UITP observatory of automated metros:

www.metroautomation.org

Chairperson: **Ramon MALLA**, Director of Strategic Projects, TMB, Barcelona, Spain

Vivienne KING, President, British Columbia Rapid Transit Company (Sky Train), Vancouver, Canada

Philippe Leguay, International Director Urban Railway Systems, Groupe Keolis Lyon, France (invited)

Edgar SEE, Paris Line 4 Automation Project Director, RATP, Paris, France

Thorsten BOMKE, Market Portfolio Director, Alstom, Paris, France

Grégoire SULMONT, Vice President, Systems Sector Lead, Systra, Paris, France

 Tags:

 *Digitalisation Rail*

Deploying innovation across the public transport sector (WS10)

Workshop Session

LEVEL 5

516 E



11.00am to 12.30pm



EN

The workshop aims to illustrate and discuss some innovation processes which can help cities to foster innovation to improve urban mobility:

- collective innovation: crowd sourcing, engaging users in the creation process
- testing new technologies: living labs – test and cooperation with private entities
- transferability between cities: cooperation to influence policy changes
- data collection and management: new skills to deal with data, new tools to collect data

The “innovation” workshop should provide answers to questions like:

- how innovation is perceived today by transport operators and cities
- how innovation is addressed by public transport
- where and when should innovation be addressed?
- what needs to be done for public transport to be leading on “innovation” in urban mobility?
- how some cities have managed to set up a favourable environment

Chairperson: **Karine SBIRRAZZUOLI**, Senior Project Manager - Research & Innovation, UITP, Brussels, Belgium

Nadine LEE, Deputy Chief Innovation Officer, Los Angeles County Metropolitan Transportation Authority, Los Angeles, United States of America

Shao Fei HUANG, Director for Smart Nation (Urban Mobility), Land Transport Authority, Singapore

Laila MT FARIDOOON, RTA Executive Director, Dubai, United Arab Emirates (invited)

Speaker to be confirmed, Helsinki Region Transport (HSL), Helsinki, Finland

Laurent KOCHER, Executive Director, Marketing, Innovation & Services Group Director, Keolis, Paris, France

Guido DI PASQUALE, Project Manager, UITP, Brussels, Belgium

Yannick BOUSSE, Project Manager, UITP, Brussels, Belgium

 Tag: *Governance, planning, funding*

School transport (WS11)

Workshop Session

LEVEL 5

513 A



11.00am to 12.30pm



EN

Even though school transport is one of the main forms of collective local transport and represents a very high volume of trips in many regions of the world, it is seldom considered in relation to public transport. The workshop will be an opportunity to identify how the expertise of the public transport sector can help to set school transport services in places and countries where they do not exist yet. This will offer the opportunity to identify what can be the interest of the traditional public transport sector in engaging in and with school transport in places where this has not happened yet.



Tag: Service excellence

Transport aggregators and their role in developing cities (WS12)

Workshop Session

LEVEL 5

513 CD



11.00am to 12.30pm



EN

This workshop will compare and contrast data collection and provision challenges faced by emerging economies with case studies and experiences from more advanced cities. It will discuss challenges related to the informal transport sector in mapping public transport and providing information to users, as well as the use of cell- phone technology in data collection. Presentations will include case studies of public transport aggregators from three developing cities, discussing process and issues related to data collection, integration and sharing, as well as lessons learned and experience from three European cities. The session will argue the importance of free and open source public transport data and information, highlight the role of public transport and look ahead at the potential future roles of aggregators globally. The workshop would involve three 15-minute presentations about each case outlining main obstacles and challenges, a discussion to identify the three main challenges faced by aggregators in developing countries and roundtables with groups including aggregators from developed and developing cities, public transport authorities and operators to discuss potential solutions for aforementioned challenges.



Tag: Digitalisation

Focus Session 7

WITHIN THE

11.00am to 12.30pm

Focus Session 8

WITHIN THE

11.00am to 12.30pm



LUNCH

Serving the suburbs with autonomous vehicles (LS3)

Lunch Session

LEVEL 5 513 CD



12.30pm to 2.00pm



EN

This session brings together speakers from different cities across the world that face similar challenges in relation to providing high quality public transport in low density urban and suburban environments. It will explore the transformative effect that public transport can have on urban environments, making them more productive and sustainable places to live. It will for this look at the impact of autonomous vehicles on public transport in low density urban environments. Speakers will address the rise of autonomous vehicles and its impact on urban mobility and relate it to issues such as transport and land use planning integration, integrated mobility planning, infrastructure delivery and accessibility and social inclusion.

Chairperson: **Ian DOBBS**, PTV Representative, Public Transport Victoria (PTV), Melbourne, Australia

Mark STREETING, Partner, L.E.K. Consulting, Sydney, Australia

Matthew LONGLAND, Deputy Director General, Policy Planning and Investment, Department of Transport and Main Roads, Brisbane, Australia

Dr. Jürg MICHEL, Project Manager, CarPostal, Bern, Switzerland



Tag: Mobility as a service & combined mobility

Become an attractive employer with brand leadership! (LS4)

Lunch Session

LEVEL 5 513 EF

 12.30pm to 2.00pm

 EN

The attractiveness of the public transport sector and how it is viewed by customers and potential employees has a number of dimensions; the quality and perception of services, job satisfaction for existing staff, and being an attractive employer in a crowded labour market are key issues. These issues are set in the wider context of a changing business culture aimed at developing strong relationships with both customers and the talented individuals who work in the industry. The session's chair and speakers will demonstrate how fully aligned and strong commercial and employer branding contribute to the wider success and development of public transport. Despite the diversity of contexts and variety of branding campaigns, one shared aspect is the absolute requirement to ensure that the functions and policies of marketing and human resource management are aligned with corporate policies and best practice business culture.

Chairperson: **Joe KENNY**, Human Resource and Operations management
Consultant and Chair of the Commission on Business and HR Management, Dublin,
Ireland

Claudia KUDLINSKI, Manager of Corporate Culture and Internal Communications,
Üstra, Hannover, Germany

David FAVEST, Marketing Director, STIB, Brussels, Belgium
Other speakers to be announced

 *Tag: Service excellence*

Parallel Session 12

Parallel Session

LEVEL 5 710

 12.00pm to 3.30pm

 CN/DE/EN/FR/RU

Information will be soon available

Urban Transition, planning neighbourhood for people (PS13)

Parallel Session

LEVEL 5

516 AB



2.00pm to 3.30pm



EN/ES/FR

Cities are incredibly vibrant centres of innovation, education, employment and commerce. They are the heart of the modern global economy and as such they continue to attract rural migrants seeking a better quality of life for themselves and their families. As we become mainly urban, we have significant challenges and exciting opportunities ahead of us, as we try to transition towards more sustainable and liveable urban futures. Urban design based on neighbourhoods is of growing importance. Planning for neighbourhoods implies rethinking streets as multi-functional urban spaces that serve connectivity needs but also impact land distribution and reconfigure public space. The objective of this session is to explore case studies that present neighbourhood development for people through reorganising space allocation and public transport intervention.

Chairperson: **Beverly SCOTT**, CEO, Beverly Scott and Associates, Albany, United States

Jade LAM SIN CHO, Strategic Railway Network Planner, Infrastructure Planning and Land Services (IP&LS), PTA Western, Perth, Australia

Michael, PELLOT, Director of Research & Development and International Affairs, Transports Metropolitans de Barcelona, Barcelona, Spain

Arthur, GOSÉE, CEO, TEC Hainaut, Mons, Belgium
Gehl Architects, invited




Tags: Governance, planning, funding

A global perspective on Smart Cities programmes (PS14)

Parallel Session

LEVEL 5 516 C

 2.00pm to 3.30pm

 EN

Ambitious programmes to support smart cities are putting a justified emphasis on the integration of urban transport, and in particular public transport, in their urban environment. This is the case of the flagship programmes in the United States, of the European Smart Cities initiatives and of the efforts in India to support smart cities. It is the aim of this session to bring together flagship projects and supporting authorities from each of these three regions of the world. This will enable to learn from and compare the different approaches, but also to discuss the potential role of various organisations involved, from manufacturers and service providers to cities to national and international authorities in the deployment of smart cities solutions in favour of sustainable urban transport.

 Tags:

 *Digitalisation Governance, planning, funding*

Focus Session 9

WITHIN THE

 2.00pm to 3.30pm

Focus Session 10

WITHIN THE

 2.00pm to 3.30pm



COFFEE BREAK

Enabling innovation for greater urban transport

Plenary Sessions

LEVEL 7 710

 4.00pm to 6.00pm

 CN/DE/EN/FR/RU

Information will be soon available

Focus Session 11

WITHIN THE



4.00pm to 5.30pm

Poster Sessions

Poster Sessions



9.30am to 5.30pm

Wednesday 17 May 2017

Innovation by design (BS3)

Breakfast Sessions

LEVEL 5

511



8.00am to 9.00am



EN/FR

Innovation and design is more than just technological design. Design enables science and technology research to achieve greater results. There are parts of the economy where design awareness remains low. Public transport is still not considered as the most innovative sector. Nevertheless, more and more operators, authorities and manufacturers are investing in new sectors, research, new technologies... Design has shown that it can accelerate innovation, make the process more reliable, and truly customer-oriented. For this session, speakers from the industry, operators and authorities will present how innovative the public transport sector can be. This Pecha Kucha 20x20 session consists in a simple presentation format where each speaker shows 20 images, each for 20 seconds. The images advance automatically and the speaker talks along to the images. The session will propose concrete cases to give a powerful and stimulating message.

Chairperson: **Alok NANDI**, Creative Director, UX Strategist, Interaction Designer, Architempo Design, Brussels, Belgium

Yo KAMINAGAI, Head of Design, Projects Management Department, RATP Group, Paris, France

Miki SZIKSZAI, CEO, Snapper Service Ltd, Wellington, New Zealand
Peugeot Design Lab representative

Can rail systems survive current multiple challenges? (PS15)

Parallel Session

LEVEL 5

710



9.00am to 10.30am



DE/EN/ES/FR/RU

Multiple megatrends have a major influence on the delivery of rail assets and services. The session sets out to propose high-level discussions between (urban) rail operators to exchange ideas on how to shape the sector to respond to tomorrow's challenges. It is proposed to focus especially on the inter-related areas of digitalisation, quality of service and financing.

With their features of long cycles and capital and human intensive business models, can rail systems be agile enough to adapt and survive in the digital age?

Chairperson: **Vivienne KING**, President of the Rapid Transit Company, British Columbia Rapid Transit Company (Sky Train), Vancouver, Canada

Panellists:

Jorge GAVIÑO, CEO, Sistema de Transporte Colectivo, Mexico City, Mexico (invited)

Catherine LAPLANTE, Economist, SNC-Lavalin, Montréal, Canada

Alain KRAKOVITCH, CEO, SNCF/Transilien, Paris, France

Neil McFARLANE, CEO, Tri-met Portland, Portland, United States of America

Sir Peter HENDY, UITP Honorary President and Chairman, Network Rail Infrastructure, Limited London, United Kingdom



Tag: Rail

Greening public transport in Asia Pacific (PS16)

Parallel Session

LEVEL 5

516 AB



9.00am to 10.30am



CN/EN/FR

Asia, being the most populous continent in the world, is undeniably a target for stressing stronger efforts in addressing climate change. Public transport professionals are working on all fronts to improve energy efficiencies to fulfil their nations' pledge to cut carbon emissions. Asian authorities, operators and industry providers need to act fast and provide innovative solutions to improve the energy efficiencies in public transport systems. This session aims to bring a roundtable of public transport professionals from all areas of Asia to discuss their efforts in driving energy efficiencies in public transport planning and operations, and the economic benefits of being green.

Chairperson: **LOOI Teik Soon**, Dean, Land Transport Authority Academy, Singapore

Dr. OH Jaehak, Vice President, Korea Transport Institute, Sejong, Korea
YU Gang, Chairman, Shenzhen Bus Group Co. Ltd, Shenzhen, China

Vijay JAGANNATHAN, Secretary General, Citynet (invited)

Fourth speaker to be confirmed

Tag:  *Decarbonisation*

MaaS Mobility as a Service, different models, one aim: providing the key to less car ownership! (PS17)

Parallel Session

LEVEL 5

516 C



9.00am to 10.30am



EN

A model of urban mobility combining public transport and shared modes offers citizens the travel flexibility and convenience of the private car, without its negative externalities. Mobility as a Service, Mobility Shops or integrated mobility platforms are hence key to reduce car ownership. Indeed, an integrated mobility platform providing registration, information, routing, booking, payment, and billing for the use of all available mobility services leads to more sustainable mobility behaviour. But setting up such platforms is not an easy task and raises many issues. The session aims on the one hand to give the opportunity to different types of companies and organisations to present different models of how to build an integrated mobility platform and on the other side to discuss questions on the integrator's role, governance, data, ticketing and business model in a panel.

Chairperson: to be announced

Martin RÖHRLEEF, Head of Project, mobility platform metropolitan area, Üstra, Hannover, Germany

Klaus BAMBERGER, Head of Transport Planning & Mobility Management, Wiener Linien, Vienna, Austria

Simone KÖHLER, Head of Marketing, Siemens, Munich, Germany

Roger VAHNBERG, Senior Vice-President, Västtrafik, Skövde, Sweden

Nathaniel PARKER, CEO, Moovel North America, Portland, United States of America



Tag: Mobility as a service & Combined mobility

UITP Membership: What's in it for me?

Focus Session

WITHIN THE

9.00am to 10.30am



COFFEE BREAK

More energy efficient rail systems (PS18)

Parallel Session

LEVEL 5

710



11.00am to 12.30pm



CN/DE/EN/ES/FR/RU

Energy is often seen from the environmental perspective of decreasing greenhouse gas emissions and helping meeting international climate commitments. But energy is also a major cost driver, representing 15 to 20% of railways operation expenditures in Western countries. The last years have seen dramatic price increases: in some places the cost of energy increased by no less than 8% per year! With global energy consumption predicted to grow further, this trend is likely to continue. Therefore, if operations of rail transport systems are to remain cost-effective, all options for smart energy use have to be explored and exploited; operational measures as well as technologies.

Chairperson: **Philippe CITROËN**, General Manager, UNIFE, Brussels, Belgium

- *JR-EAST strategy for the future*
Hiroaki KURAHASHI, Executive Director of New York Office, JR-EAST (East Japan Railway Company) New York Office New York, United States of America
- *Innovation of Metro de Santiago in supply of non-conventional renewable energies*
Ruben ALVARADO, CEO Metro de Santiago S.A., Santiago, Chili
- *Reducing energy consumption and generating a smart grid revenue stream*
Patrick SAVOIE, Business Development, Mana ABB Inc, Saint Laurent, Canada
- *Research strategy and deployment for more energy efficient railways in Europe*
Carlo BORGHINI, Executive Director, Shift²Rail Joint Undertaking Brussels, Belgium



Tags:



Decarbonisation Rail

Providing for large events, planning for the future (WS13)

Workshop Session

LEVEL 5

516 AB



11.00am to 12.30pm



EN/FR

Investing in public transport for large events is often a unique opportunity to transform the system of the city and create a legacy which will support the economic growth of the territory on the long term. From the FIFA World Cup in Russia and Qatar to the Olympic Games in Tokyo and the World Expo in Dubai, the session will be an opportunity to hear presentations about different events, confront the challenges faced by the operators and authorities in these regions and give them an opportunity to learn from each other. It will also bring together cities which host very large events attracting a very high number of visitors periodically, for religious pilgrimages for instance. The discussion will allow to go beyond the traditional recommendations on this topic to highlight what are the new challenges emerging for public transport in these specific situations.

Chairperson: **Khalid ALHOGAIL**, CEO - Board Director, Saudi Public Transport Co, Riyadh, Saudi Arabia

Terenty MESCHERYAKOV, General Director, Autonomous Non-commercial organization "Transport Directorate of 2018 FIFA World Cup Russia", Saint Petersburg, Russia

Other speakers to be confirmed

Tag:  *Governance, planning, funding*

Providing mobility for all through inclusive planning and services (WS14)

Workshop Session

LEVEL 5

516 AB



11.00am to 12.30pm



EN

The ability to access – in the spatial sense – jobs, education, health services and other facilities is a key factor of social inclusion. Within this context, public transport facilities and services are an essential component to re-connect socially excluded citizens to the social and economic structures of society. In this sense, public transport acts as a catalyst for attracting economic regeneration to deprived areas and strengthening social cohesion. This workshop will explore how public transport can contribute to the urban and social transition with examples from São Paulo (Brazil), Victoria (Australia) and the USA.

Madeline JANIS, Executive Director, Jobs to move America, Los Angeles, United States of America

Alan FEDDA, Executive Director, Franchise Operator Management, Public Transport Victoria, Melbourne, Australia

Other speakers to be confirmed

Tag:  *Service excellence*

Public and private players partnering for integrated mobility systems (WS15)

Workshop Session

LEVEL 5

516 D



11.00am to 12.30pm



EN

The lifestyles of today's customers challenge public transport to provide door-to-door services. Services combining different mobility systems such as car-sharing, bike-sharing, shared taxis, ride-sharing, demand-responsive transport (DRT) and other unconventional modes are the answer to multimodal behaviour. They provide access to urban public transport systems and create greater connectivity. This session aims to convince organising authorities and operators of the benefits of combined mobility services and showing them what services are missing in their product portfolio to become real mobility providers. It will present different combined mobility services, the economic and ecological advantages of partnering, highlight areas where coordination is mutually beneficial and give practical examples of how best to collaborate. Speakers representing different modes will present their case study in six minutes followed by parallel round table discussions enabling in-depth discussions on how to integrate these modes with public transport.

Chairperson: **Stephan ROLFES**, Director, Stadtwerke Osnabrück, Osnabrück, Germany

Marco VIVIANI, Vice President, Strategic Development, Communauto INC, Montréal, Canada

Sebastian SCHLEBUSCH, Director International Business Development, NEXTBIKE GmbH, Leipzig, Germany

Marc-Antoine DUCAS, CEO, Netlift, Montréal, Canada

John MCBRIDE, Operations Director, Bridj, Burlington-Vermont, Unites States of America

Marc BÉLANGER, Directeur Network planification and development, STM, Montréal, Canada



Tag: Mobility as a service & Combined mobility

Connecting public transport and the collaborative economy (WS16)

Workshop Session

LEVEL 5

516 E



11.00am to 12.30pm



EN

The ability to access – in the spatial sense – jobs, education, health services and other facilities is a key factor of social inclusion. Within this context, public transport facilities and services are an essential component to re-connect socially excluded citizens to the social and economic structures of society. In this sense, public transport acts as a catalyst for attracting economic regeneration to deprived areas and strengthening social cohesion. This workshop will explore how public transport can contribute to the urban and social transition with examples from São Paulo (Brazil), Victoria (Australia) and the USA.



Tag: Mobility as a service & Combined mobility

How to protect our systems – cybersecurity for public transport (WS17)

Workshop Session

LEVEL 5

513 A



11.00am to 12.30pm



EN

In November 2016, San Francisco's Muni system was hit by a ransomware attack: ticket machines were rendered out of order on a busy Saturday. Until now malicious cyber-attacks on public transport are few and far between, however as public transport networks become increasingly digitised and reliant on IT, the protection of systems from cyber threats, malicious or otherwise, becomes increasingly important. This workshop will examine where vulnerabilities lie in the digital age, as well as showcase how leading networks are tackling the cyber challenge.

Chairperson: **Paul GWYNN**, Managing Director, INIT ASIA PACIFIC PTE LTD, Singapore, Singapore

Michele HANSON, Chief Information Security Officer, Transport for London, London, United Kingdom

Thomas STÖRTKUHL, Lead Industrial IT Security, TÜV SÜD RAIL GmbH, Munich, Germany

Roni ZEHAVI, CEO, CYBERSPARK, Be'er Sheva, Israel

François BAYLOT, Head of Mobile Ticketing, THALES COMMUNICATIONS & SECURITY SAS, Paris, France



Tag: Digitalisation

Creating a practical model of land value capture (WS18)

Workshop Session

LEVEL 5

513 B



11.00am to 12.30pm



EN

The concept of land value capture has been at the forefront of the topics within the public transport and urban development sectors. Much literature has been developed on the value created mostly by rail modes, but capturing a significant part of that value for any transport project has proved much more difficult. The discussions will focus on the approaches used to create the value uplift, the impact of the different modes and how land value can be a funding tool for public transport, as well as a planning tool. This session will build upon the work of the UITP organising authorities committee on this topic, as well as on the examples of leading UITP members such as Transport for London. It will feature best practices and examples from across the world and discuss recommendations, also showing the multi-faceted approach of land value capture, in terms of the modes used, the local framework and tools in place.

Chairperson: **Julian WARE**, Senior Principal, Transport for London, London, United Kingdom

Other speakers invited to be confirmed

Tag:  *Governance, planning, funding*

Focus Session 12

WITHIN THE

11.00am to 12.30pm

Focus Session 13

WITHIN THE

11.00am to 12.30pm



LUNCH

Rethinking the public transport offer: service excellence up until the last mile. (LS5)

Lunch Session

LEVEL 5

513 CD



12.30pm to 2.00pm



EN

With more operators in the market and an increase in on-demand services, transit agencies need to rethink the way they offer service and increasingly think in terms of integrated mobility. The session will provide a platform to discuss the role of third parties, stakeholders, newcomers and suppliers in the planning and optimisation of better integrated-mobility solutions. It will address in particular the ability to provide tools and support for planning and modelling to authorities and operators to provide for integrated mobility solutions and mobility as a service.

Chairperson: **Guy PICARD**, General Manager, Société de Transport de Laval, Laval, Canada

Paul HAMELIN, President, Giro Inc., Montréal, Canada

Rafael CUESTA, Head of Innovation, Transport for Greater Manchester, Manchester, United Kingdom

Richard ALEXANDER, Senior Vice President, Transdev North America, Lombard, United States of America



Tags: Mobility as a service & Combined



mobility Service excellence

An operational culture v. a culture of service excellence: how do we make the transition? (LS6)

Lunch Session

LEVEL 5 513 EF

 12.30pm to 2.00pm

 EN

This lunch session will focus on key determinants in changing the business culture such as structure, organisation, communication and management. Key words are motivation, engagement and empowerment. High level speakers will share with the audience their visions and experience of the diversity of strategies and practices in building a culture of service excellence. How to make the human factor a central concern inside the company, restoring for each staff member the meaning of his/her job, respecting the principle of service symmetry (customer satisfaction – employee satisfaction) will be central in the discussions.

Chairperson : **François BOYER**, Responsable de l'Unité Développement de l'Entreprise Transports Publics De La Région Lausannoise SA, Lausanne, Switzerland

Jean-Pierre FARANDOU, CEO Keolis - Chair of UTP France, Keolis SA, Paris, France

Gerard KOH, Chief Corporate Officer, SMRT, Singapore, Singapore

Claire BONNIOL, Managing Director, Academie du Service UK, Paris, France

Other speaker to be announced

 *Tag: Service excellence*

Optimising bus operations, local constraints, common challenges (PS19)

Parallel Session

LEVEL 5 710



2.00pm to 3.30pm



CN/EN/ES/FR/RU

Bus transport costs are a monetary measure of what the public transport agency incurs for providing bus transportation services. In order to promote public transport use in cities, it is often typical for agencies to maintain low fares, in spite of fare subsidies being provided to several groups. This means that people who can afford higher fares pay very low fares for poor quality service. This results in a vicious circle, where people switch to private modes, forcing the agency to reduce fares to attract more users. This roundtable focuses on the existence of an imbalance between major operating costs for a bus transport operator, and the farebox and non-farebox revenues and confronts experiences from across the world to address this challenge. Argentina, Brazil and Mexico have applied a cost/bus fare calculation method, whereas for the major state transport organisations in India – where only 63 cities have a formal bus system – the improvement of the cost efficiency of bus operations is top of the agenda, where the cost of operation on fuel and manpower account to 80% of the total cost of operations.

Chairperson: to be confirmed

Ananda Rao PAVAGADA SHANKARANARAYANA, Executive Director, Association of State Road Transport Undertakings (ASRTU), New Delhi, India

Neil SMITH, Chairman, Tower Transit, London, United Kingdom

Luis Fernando LOZANO BONFIL, President, Avanza Grupo, Mexico City, Mexico



Tag: Bus

Setting employment conditions in urban and public transport companies/ how to bring about change? (PS20)

Parallel Session

LEVEL 5

516 AB



2.00pm to 3.30pm



DE/EN/FR

Significant drivers for change (financial, organisational, and technological) are reshaping urban mobility services, including the way those services are delivered. Urban public transport operators provide for substantial local employment and motivated, well trained and rewarded staff represents an essential element for delivering quality services to customers. The objective of the session is to present how working conditions have evolved and how transformation in the companies is managed. This session should enable an exchange of practices that successfully support the needed adaptation of the workforce to the upcoming structural changes in the public transport companies.

Chairperson: to be announced

Gisbert SCHLOTZHAUER, Member of the Board of Directors, Bogestra, Bochum, Germany

Nicolas BLAIN, Chef du Pôle Relations internationales et Affaires européennes, RATP, Paris, France

Adam LEISHMAN, Managing Director, Tower Transit Operations Ltd., London, United Kingdom



Tag: Service excellence

Paving the way for the shared use of autonomous vehicles (PS21)

Parallel Session

LEVEL 5

516 C



2.00pm to 3.30pm



DE/EN/FR

Autonomous vehicles (AV) offer a unique chance for a fundamental change in (public) mobility and could lead to a greener and more liveable future. But are we going in that direction? Even though it is clear that this would significantly improve road safety, it is unlikely that autonomous driving in itself will be sufficient unless... the shift to AV sparks us to rethink how vehicles are used in cities. The key issue is promoting the shared use of AV. Coupling the rise of autonomous driving with the shared use of these vehicles is what could transform mobility. Therefore the policy focus should be not only on vehicle technology, safety, and liability issues, but also on the conditions to promote shared mobility. This session will show examples and strategies to improve the efficiency of urban mobility with autonomous vehicles.

Chairperson: to be announced

David VAN KESTEREN, CEO, Taxistop, Gent, Belgium

Shashi VERMA, Chief Technology Officer and Director of Customer Experience, TfL London, United Kingdom

Yann LERICHE, Group Performance Chief Officer, Transdev, Paris, France

Jeremy YAP, Deputy Chief Executive, Public Transport, Policy & Planning, LTA, Singapore, Singapore



Tag: *Mobility as a service & Combined mobility*

Focus Session 14

WITHIN THE



2.00pm to 3.30pm

Focus Session 15

WITHIN THE



2.00pm to 3.30pm

Closing session

Plenary Sessions

LEVEL 5

710



4.00pm to 5.30pm



CN/DE/EN/ES/FR/RU

Networking Dinner

Networking & Social Activities

7.30pm to  10.30pm

NEW CITY GLAS

The Networking Dinner is taking place at the New City Gas, an industrial space which was responsible for introducing gas lighting to the streets and buildings of Montréal in the 19th century. The dinner offers the perfect opportunity to network, meet with your peers and create an unforgettable last impression of the 2017 UITP Summit as the dinner concludes the 4 day event.

Jeudi 18 mai 2017 & Vendredi 19 mai 2017

Activités Post-Sommet

Activités culturelles et techniques

L'Association du transport urbain du Québec (ATUQ) est fière de contribuer à l'organisation du «post tour» du Sommet mondial des transports publics UITP 2017 qui aura lieu à Montréal du 15 au 17 mai 2017.

Les 18 et 19 mai 2017, soit immédiatement après le Sommet, quatre activités sont offertes aux participants qui se seront inscrits au Sommet. Il s'agit d'une occasion unique de découvrir ce qui se fait dans quatre grandes villes de la province de Québec soit Laval, Longueuil, Québec et Gatineau.

- **LAVAL:** Présentation du système de mesures préférentielles pour autobus de la Société de transport de Laval, jeudi 18 mai 2017
- **LONGUEUIL:** Transition du BRT au LRT dans l'axe du pont Champlain, jeudi 18 mai 2017
- **QUÉBEC:** En plus d'assister à diverses présentations techniques dans le premier garage certifié LEED au Canada et de réseauter dans un bâtiment considéré comme le plus important projet culturel au Québec, vous découvrirez le charme européen des rues historiques du Vieux-Québec et contemplerez le majestueux fleuve St-Laurent à l'occasion d'une croisière guidée, jeudi 18 mai 2017
- **GATINEAU-OTTAWA:** Cette visite comprend un circuit touristique avec croisière sur la rivière des Outaouais et des visites techniques incluant un parcours sur le corridor Rapibus; un système rapide par bus (SRB) unique au Québec. La visite comprend également une visite du nouveau Centre de transport en commun de la Société de transport de l'Outaouais (STO) et de l'usine d'assemblage du Citadis Spirit, véhicule léger sur rail (LVR), jeudi 18 et vendredi 19 mai 2017

Les visites post-sommet sont offertes gratuitement et de façon exclusive aux participants inscrits au Sommet mondial des transports publics. Tous les frais sont inclus sauf votre hébergement et les frais accessoires afférents (visites de Québec et Gatineau-Ottawa). L'inscription est déterminée selon le principe « premier arrivé, premier servi ».