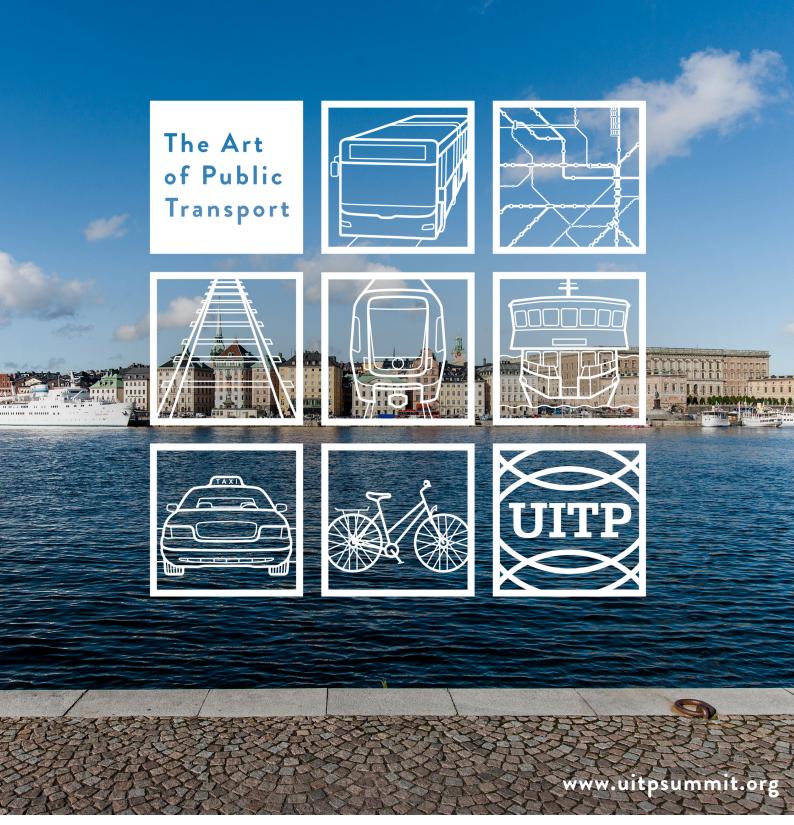


### Programme Available



Local host



### ABOUT STOCKHOLM, OUR HOST CITY

Considered as one of Europe's **fastest growing** capital cities in terms of both its economy and its population, Stockholm is also one of the world's hottest **technology** and **innovation hubs**, attracting expertise, talent and start-ups.

The high rate of growth also demands investment in infrastructure and housing, which is why the Stockholm region offers one of the best corporate climates for international investors. An impressive number of massive infrastructure projects are scheduled, including an **expansion of the metro system**, the East Coast Line railway project, extensions to terminals at Arlanda Airport, and The Stockholm Bypass motorway link. All in all, a package of investments totalling €95bn.





#### WELCOME TO THE DEFINING EVENT OF PUBLIC TRANSPORT

Population growth, urbanisation, and environmental realities, amongst other factors, are naturally influencing the course of public transport as it advances into the 21<sup>st</sup> century. Fueled by innovation, technology and an increased focus on operations and customer service, the sector spurs new exciting opportunities across the developed and developing markets.

The **UITP Global Public Transport Summit** is back and this unmissable edition will continue to provide a **global** and **unique platform** where various organisations from across the globe can build long lasting relationships, hear about the latest strategic thinking and case studies, and learn practical guidelines.

Taking place in **Stockholm, Sweden on 9-12 June 2019**, the UITP Summit will include **350 exhibitors** showcasing the latest innovations and products on **40,000m**<sup>2</sup> exhibition space and **more than 90 world-class sessions** which will feature **prominent leaders** from across the public transport sector. To truly bring a **global layer** to this event, many of the sessions will be **simultaneously interpreted** in one or many of the following languages: **Chinese, French, German, Russian and Spanish**!

The UITP Summit is your opportunity to see where the sector is heading, learn from the rest of the world and create **new business partnerships**.

One thing is for certain: public transport is creating a better future. Join us in Stockholm and be part of this future!

**Disclaimer:** All information contained in this programme is correct at the time of printing but may be subject to change without notice. For the latest information please visit our website: www.uitpsummit.org





### LAST **EDITION** AT A GLANCE

Every two years, the UITP Summit gathers midto high-level public transport professionals from over 80 countries representing some of the most renowned companies, institutions, associations and organisations.

Here are the figures from the last edition that took place in Montréal in 2017.



#### **DELEGATES BY POSITION**



#### **DELEGATES PARTICIPATION**



# **THEME & TOPICS**



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# The Art

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# THE **ART** OF **PUBLIC TRANSPORT**

The theme of this year's event is 'The Art of Public Transport' and is all about aspiring to excellence in crafting and delivering public transport services.

There is so much to say about this theme, so let us explain it, step by step...

#### STEP 1 - FIND THE ART OF PUBLIC TRANS-PORT EVERYWHERE

Art can take on many forms. We can find art in shapes, in colours, in sounds or movements. We also find art in the perfect urban journey.

In all branches of our sector, we are constantly evolving and designing the mobility of the future, seeking excellence in all we do.

> The Art of Public Transport

Each of us working together to craft the perfect urban journey is an artist. We are mobility artists.

As mobility artists, we see the art of public transport everywhere and anywhere, across all modes and in all corners of the world, but others might not...

Can you see it?

#### **STEP 2 - WHICH MOBILITY ARTIST** ARE YOU?

Dedicated workers in the public transport sector, UITP staff members are all mobility artists. You have seen their artwork on our Instagram account. If you want to catch them hard at work behind the scenes, view the video on **uitpsummit.org** 



The Art

f Public Transport

The Art

of Public Transport



Just as art comes in all shapes and forms, so does the artist. Whether you're an engineer or a marketer working in the public transport sector, you are a mobility artist, contributing to this innovative movement.

So, which mobility artist are you? Find out by taking this quick quiz on **uitpsummit.org** and share your results on social media using the hashtag #UITP2019

> us on Instagram **@uitpofficial** from now until June.

The Art

of Public Transport

### **DISCOVER WHAT** WILL BE AT THE (HE)ART OF THE **SUMMIT**

Within the Art of Public Transport we developed **7 core topics** around which we will focus our content for this edition of the to you and build your own schedule.

Summit. These clusters will help guide you in finding the content that is more relevant



#### Customer service excellence

Public transport is first and foremost a service industry, revolving around the customer. As the needs and expectations of the customer grow higher, public transport must continue to advance and develop new services to keep customers happy at every step of their journey. From **cleanliness** and **security** in stations to punctual and reliable planning, our services should exceed customers' needs. The sessions under this topic explore how to empower and properly motivate staff, and create a customer-centric company culture to ensure excellent customer service from the beginning to end of each passenger's journey.





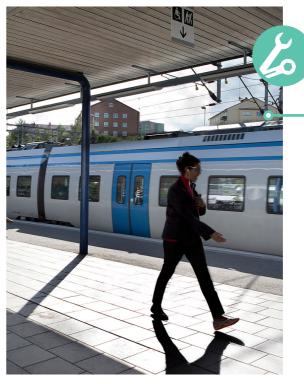
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Public transport is and will remain the backbone of urban mobility. New services are complementing traditional systems to provide seamless door-to-door services. The challenge for the public transport sector today is to continue to harness the potential of digitalisation to better **combine traditional modes** with other modes of transport for instance with Mobility as a Service. The sector must also prepare for the successful integration of shared fleets of autonomous vehicles into existing mobility systems.



#### Attracting new talents and skills o-

In the current public transport market, there is a growing need for new talents and skills to help meet the rising mobility challenges of today and tomorrow. Digitalisation is a norm and we need to expect even bigger disruptions in the future. The mobility sector needs to properly train its current staff to adopt new skills, as well as hire employees from a new generation of talents. The Summit will stress the importance of diversity in the workforce and analyse the composition of the public transport workforce of the future.



#### Planning and governance for improving oquality of life in cities

As urbanisation continues to grow, it is crucial for our sector to help optimise limited urban spaces with the goal of building more liveable cities. Well-planned urban public transport systems offer more opportunities for city residents, including access to jobs, shops, schools and recreational activities. Public transport can create a culture of **social inclusion** and promote a socially active lifestyle for city dwellers. This crucial topic will highlight the many ways in which public transport spurs economic growth and can create sustainable, flourishing and healthy cities.

#### Mobility as a Service and the new combined mobility



#### **Operational excellence**

The public transport sector is investing in innovative solutions to optimise its services. The expansion of rail automation, as well as the rise of artificial intelligence, allow for predictive maintenance and enhanced operational performance. The global transition to lower emissions is underway with the largescale development of **electricpowered vehicles**. The next step for the sector is to prepare for the deployment of large fleets of electric buses. The Summit will be the perfect place to discover the latest research, global achievements and innovative projects to improve our performance across the sector.



#### Funding and financing

Regardless of their specific financial situation, urban transport providers all over the world are continually looking to strengthen the current funding model as well as develop new sources of funding and finance. Some financing models that will be examined include also the use of untapped revenue sources such as naming rights, public private partnerships, as well as the use of land-value capture as a source of revenue.



Copyright: Staffan Eliasson

#### Harvesting innovation

Public transport is an art, constantly evolving and striving for excellence across all branches of the sector. Innovation is a key factor that drives us forward as we build the mobility solutions of the future. With each new challenge, such as digitalisation and growing urbanisation, we must remain flexible and creative, but also promote fresh perspectives and new ideas. In these sessions, discover the success stories of some new mobility players, as well as our expectations for the exciting future of urban mobility.

REGISTER NOW ON UITPSUMMIT.ORG





The Art of Public Transport

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### THE **EXHIBITIO**

For this edition of the UITP Summit, the exhibition promises to be even **bigger** and **better**. We are expecting 21,000 visits and 350 exhibitors featured on an exhibition space of 40,000m<sup>2</sup> spread over two halls. The most prominent and distinguished companies in the sector will showcase their newest technologies and latest products.

Make sure that you visit, explore and interact with our exhibitors!

#### GOOD TO KNOW! THE EXHIBITION WILL BE OPEN ON:

Monday 10 June	Tuesday 11 June	Wednesday 12 June		
09:30	09:00	09:00		
18:00	18:00	16:00		

#### ENHANCE YOUR VISIT TO THE EXHIBITION HALLS

Make sure that you attend our many Expo and Poster Sessions that will highlight various topics such as artificial intelligence, Building Information Modelling (BIM), electric bus fleet management, electric bus charging infrastructure and systems, autonomous vehicles, MaaS, big data, digitalisation of the rail industry, and more.

HERE ARE A FEW ORGANISATIONS THAT YOU WILL SEE AT OUR EXHIBITION As of 04/02/2019



Book your stand now!

# WHAT'S **NEW** AT THE **EXHIBITION**

#### An Exhibition for all

Along the big names of the sectors, the Exhibition will feature 3 brand new spaces.

The Studio, where ideas come to life: Explore a dedicated exhibition space for **start-up companies** and non-traditional transport players to showcase innovation and what they bring to the urban public transport sector, this space is bound to trigger discussion and offer opportunities for partnerships.



### **GOOD TO KNOW!**

The Studio will feature Expo and Poster Sessions dedicated to the exhibitors from this space to ensure high visibility and opportunities to present their products.



The Test Drive Zone: Seize this unique opportunity to **test drive** electric buses and autonomous vehicles in a dedicated outdoor parking area. Get 'on board' and discover the benefits of **electric** buses and autonomous vehicles!

Design Zone & Cycling and Micromobility Circuit:

Experience alternative mobility solutions on the Cycling Circuit on the Exhibition floor and explore the impact of design on travel experience in the Design Zone. See firsthand the leading contribution from those exhibitors to sustainable urban mobility within an international public transport community.



# PROGRAMME

Edition after edition, the Summit gets better and better. This year we are proud to present to you a content-rich programme covering all public transport modes and with a variety of formats allowing you to get the most of each session.



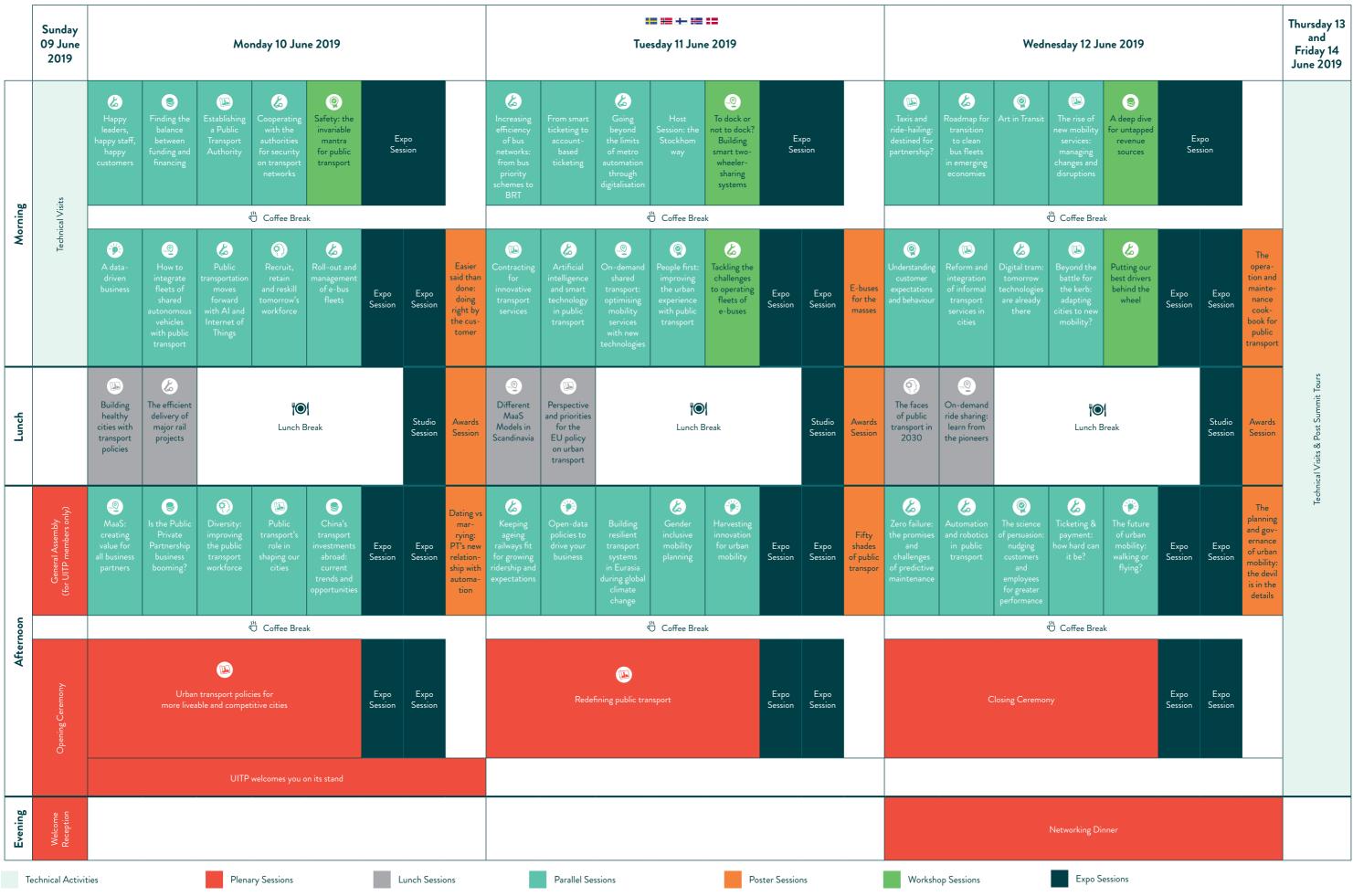


### The Art of Public Transport





Harvesting innovation Attracting new talents and skills Q Customer service excellence Planning and governance for improving quality of life in cities





## KEY TO PROGRAMME

#### PLENARY SESSIONS

These are must-attend sessions designed for all Congress attendees. High-level speakers address major and/or transversal topics.

#### LUNCH SESSIONS

Make the most of your time at the Summit by attending Congress sessions during lunchtime! You will enjoy a sit-down meal and engaging highlevel presentations and discussions. Please note that Lunch Sessions have limited seats. Access will be granted on a first-come, first-served basis.

#### **EXPO SESSIONS**

Hear exhibitors present their flagship solutions and learn about the latest developments from the public transport industry.

The special Studio Sessions on the Exhibition will feature speeches and discussions with speakers from start-ups from The Studio area of the Exhibition.

#### WORKSHOP SESSIONS

These are ideal for discussing, debating and networking a range of specific topics related to the main theme of the session. Their format (specific topics, smaller rooms, smaller audience) allows you to interact directly with the speakers and experts.

Please note that the number of available seats in Workshop Sessions are limited. Make sure to keep an eye on specific information which will be sent to delegates related to these sessions.

#### PARALLEL SESSIONS

These address specific topics in the form of a presentation, or a debate between panellists, and often a combination of the two.

#### POSTER SESSIONS

Bridging the gap between research and practitioners! This format aims to provide an interactive and personalised approach to participants to learn about new trends in research from a wide range of stakeholders.

#### Simultaneous interpretation in:

DE > German ES > Spanish FR > French

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CN > Mandarin Chinese

RU > Russian

#### Topics

- Harvesting innovation
- Attracting new talents and skills
- Customer service excellence

Planning and governance for improving quality of life in cities

- Mobility as a Service and the new combined mobility paradigm
- Operational excellence
- Funding & Financing

## DAY 1 SUNDAY 9 JUNE 2019

09:00 - 10:30	Technical Visits			
14:00 - 16:00	UITP General Assembly			
FR - DE - ES RU - CN	For UITP Members only. The General Assembly meets y			
16:30 - 18:30	Opening Ceremony Spo			
FR - DE - ES RU - CN	Don't miss the <b>official kick-off</b> of-a-kind event! Stay tuned o will inspire you during this sess			
18:45 - 20:30	Welcome Reception			
(SL)	Our local host, SL, is pleased to dedicated to networking.			

#### **MEET OUR SPEAKERS**

Many public transport leaders and insiders vision for the sector.



David ADELMAN









Endre ANGELVIK





Marita ALBREKTSON



yearly and exercises the full power of the Association.

nsored by تطویر الریاض



**f** of the UITP Summit that will set the tone for this one on **uitpsummit.org** to discover which prominent leaders ion.

o welcome all the Summit delegates during this evening



Hans ARBY

Anvita ARORA

Xavier ARRUFAT



Dadi ASLAUGARSON



Marie-Eve ASSUNCAO-DENIS



Berta BARRERO VAZQUEZ

### DAY 2 **MONDAY 10 JUNE 2019**

09:00 – 10:30	Happy leaders, happy staff, happy customers	09:00 - 10:30	Safety: the invariable m
	<b>Customer experience</b> is measured in <b>customer happiness</b> , rather than satisfaction. How do we create customer happiness? The best way to ensure customer happiness is not only to work directly on the customer experience, but also to properly <b>motivate</b> and <b>promote happy leaders and happy staff</b> . This implies reinventing management and organisation. This session will explore why and how to make the change through examples.		Accidents involving buses third parties and involve o can make headlines from time to and zero complacency. Discuss communication and safety mar
09:00 - 10:30	Finding the balance between funding and financing	10:30 - 11:00	Coffee Break Sponsored b
<b>O</b> CN - DE - RU	The balance between funding and financing of public transport remains a core issue in all regions, leading to differences in strategies on how to <b>ensure viable</b> <b>paths for the development of new mobility services</b> and the strengthening of public	11:00 - 12:30	A data-driven business
	transport. This session will provide snapshots of various approaches, while identifying the main ingredients for the successful recipe in funding and financing.		Strategic session discussi of the exploitation of dat to the <b>corporatisation of inform</b>
09:00 - 10:30	Establishing a Public Transport Authority		
FR - ES	The public sector is nebulous, made of numerous agencies that interact at different levels of governance. Subsequently, public intervention is not necessarily coordinated	11:00 – 12:30	How to integrate fleets of with public transport
	and might be inconsistent. To overcome this problem, this session discusses the benefits of <b>integrating all transport functions in one institutional structure</b> at a local/metropolitan sphere of government. This session also addresses the different steps needed to be taken to <b>set-up transport authorities</b> and different models will be presented.	DE - FR	The <b>UITP SPACE Project</b> present its <b>first results</b> and governance needed to integrate manage them. Get ready to hea
09:00 - 10:30	Cooperating with the authorities for security on transport networks	11:00 - 12:30	Public transportation mo
	This session will look at how public transport companies cooperate with police forces, authorities and other mobility actors to increase the security, and feeling of security, in urban transport networks. It will focus on the importance of <b>building</b> good relationships between the various actors as well as on the available <b>technology</b> to prevent and counter crime, such as bodycams and video surveillance.	CN - RU	The Internet of Things (IT) of every industry. Public t improve performance. With the are also faced with the challenges



Laurence BATTLE







Hanna BJÖRK





Research Fellow (Ph.D. Candidate) DLR (German Aerospace Center) - Institute of Transport Research -Germany

Milena BRAGA ROMANO



David BROWN



Guido BRUGGEMAN



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#### mantra for public transport

es and trams are a daily concern. Most of them are caused by only (minor) material damages, but injuries and casualties to time. Whatever the mode, safety requires daily attention ss with peers in a workshop format issues such as training, nanagement systems.



ssing how to make the best of data, with latest examples lata to the benefit of public transport, from contributing ormal transport to sustainable urban transport planning.

#### s of shared autonomous vehicles

ect on shared personalised automated connected vehicles will and cover the opening of the market to build **AV fleets**, the te them, and the readiness of the public transport sector to ear about scenarios, use cases and worldwide experiences!

#### noves forward with AI and Internet of Things

(IT) and artificial intelligence (AI) are changing the business c transport agents can use IOT and AI to **simplify tasks** and he increase use of these technologies, transport companies ges of cybersecurity. What are the opportunities and threats?

Rafael CUESTA

#### Krister DACKLAND

Leon DANIELS









Kevin DESMOND

Stefania DI SERIO

Recruit, retain and reskill tomorrow's workforce	12:45 - 14:15	The efficient delivery of majo
The need for <b>efficient transport</b> is becoming increasingly important as cities grow. With the continued urbanisation of many cities worldwide, demand for mobility has increased and the <b>expansion of existing public transport networks</b> has become crucial. The sector needs to <b>attract the right workers</b> by offering them a <b>worthwhile career</b> . This session will share approaches on how to attract and retain talents in the public transport industry from the perspectives of operators, authorities and product suppliers.		Major public transport projects of and implemented. This makes pu uncertainty, increasing nuisance for cit <b>major rail projects</b> could be <b>delivered wi</b>
industry from the perspectives of operators, authorities and product suppliers.	14:30 - 16:00	MaaS: creating value for all k
Roll-out and management of e-bus fleets		Whether through public transp efficient Mobility as a Service (M
European and North American public transport agencies are gradually adding electric buses to existing fleets, and in some cases have engaged in the transition towards full electric bus fleets, depending on the maturity and availability of solutions on the market. The objective of this service is to learn from various experiences, addressing		<b>business benefits to join an integrated</b> in the mobility eco-system: understa
the mapping of technical possibilities and costs, as well as risk management related to	14:30 - 16:00	Is the Public Private Partner
Lunch Break Sponsored by <b>XMTR</b>		The need for <b>infrastructure inv</b> any discourse on sustainable de Partnerships have grown in populari which expects <b>good value for money</b>
Building healthy cities with transport policies		the context and approaches that have
Car reliance has a negative impact on people's health in cities. It causes pollution,	14:30 - 16:00	Diversity: improving the publ
public transport authorities adopt <b>proactive and integrated transport policies</b> to create an enhanced urban environment where it is easier for everyone to adopt <b>healthier mobility</b> <b>habits</b> .		Why is <b>diversity in the workfo</b> successful organisation? How o benefit of companies and the public tra of <b>more women</b> in the sector, but also I question, such as <b>ethnicity and age</b> .
	<text><section-header><text><text><text><text><text><text></text></text></text></text></text></text></section-header></text>	<ul> <li>The need for efficient transport is becoming increasingly important as cities grow. With the continued urbanisation of many cities worldwide, demand for mobility has increased and the expansion of existing public transport networks has become crucial. The sector needs to attract the right workers by offering them a worthwhile career. This session will share approaches on how to attract and retain talents in the public transport industry from the perspectives of operators, authorities and product suppliers.</li> <li><b>Roll-out and management of e-bus fleets</b></li> <li><b>Roll-out and management of e-bus fleets</b></li> <li><b>Conception and North American public transport agencies are gradually adding electric buses to existing fleets, and in some cases have engaged in the transition towards full electric bus fleets, depending on the maturity and availability of solutions on the market. The objective of this session is to learn from various experiences, addressing the mapping of technical possibilities and costs, as well as risk management related to zero-emission requirements in tenders for regular bus services.</b></li> <li><b>Lunch Break</b> Sponsored by <b>EXERCE</b></li> <li><b>Didding healthy cities with transport policies</b></li> <li><b>Car</b> reliance has a negative impact on people's health in cities. It causes pollution, traffic injuries and various chronic disease. This session explores how cities and on public transport authorities door proactive and integrated transport policies to create an enhanced urban environment where it is easier for everyone to adopt healthier mobility</li> </ul>



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Eckart DIEPENHORST



Mats ELLMAN



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Jean-Pierre FARANDOU



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Arrigo Emilio GIANA Chief Executive Officer







Javier GOIKOETXEA







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#### major rail projects

ects can take a long time to become authorised, financed kes public transport projects more vulnerable to political for citizens and financial risk. This session will discuss **how** red within budget constraints and at low costs and on time.

#### all business partners

ransport or a third-party integrator, in order to run an ice (MaaS) solution, all mobility services need to see the grated offer. MaaS implies creating lasting partnerships erstanding the needs of each service is key.

#### tnership business booming?

re investment has been increasingly at the forefront of le development and urban regeneration. Public Private oularity for development agencies and governments, oney for their projects. This session will seek to address have made PPPs successful.

#### public transport workforce

orkforce so important and how does it contribute to a low can we improve diversity in the workforce for the lic transport sector? This session stresses the importance also looks at the benefits of diversity **beyond the gender** 

Zoe GREEN



Peter HAFMAR

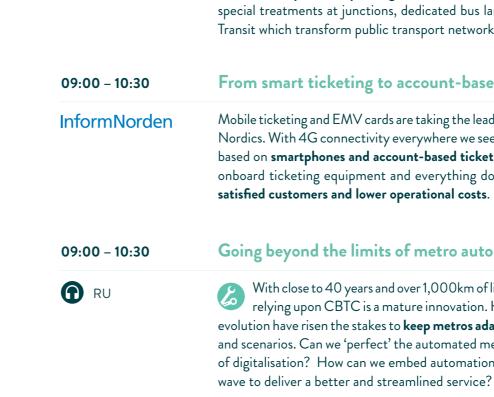




### DAY 3 **TUESDAY 11 JUNE 2019** NORDIC DAY

This is the day where you, as a visitor, can learn and get extra inspired from developments in the Nordic countries. The day will start with the local host session sharing experience from Stockholm with the main reasons how they got to a 50% share of motorised transports for public transport. All through the day there are sessions with the connecting name InformNorden that will highlight developments where Nordic countries are at the forefront. During the day, there will be some extra Nordic events in the Exhibition area especially close to the host and Nordic pavilion in the entrance hall.

09:00 - 10:30	Increasing efficiency of bus
DE - ES - FR CN	Buses have to share the ro congestion, which reduces several measures that can provide <b>commercial speed and passenge</b> special treatments at junctions, o Transit which transform public tra
09:00 - 10:30	From smart ticketing to a
InformNorden	Mobile ticketing and EMV cards a Nordics. With 4G connectivity ev based on <b>smartphones and accou</b> onboard ticketing equipment an <b>satisfied customers and lower op</b>
09:00 - 10:30	Going beyond the limits o
RU RU	With close to 40 years and o relying upon CBTC is a mat evolution have risen the stakes to and scenarios. Can we 'perfect' th



•	When properly integrated with urban planning, public transport is a powerful tool to <b>influence the life and shape of cities</b> , from contributing to neighbourhood regeneration to defining land-use patterns.
14:30 - 16:00	China's transport investments abroad: current trends and opportunities
CN - ES	This interactive session will attempt to highlight the recent and forthcoming transport and <b>infrastructure investments</b> driven by the People's Republic of China in <b>various</b> <b>fast-developing countries</b> , including Central Eastern Europe, Eurasia and Africa. The session will guide the audience to better understand the logic behind the <b>One Belt One Road</b> <b>Policy</b> . The panelists will analyse current trends, lessons learned and map out challenges and opportunities for the years to come.
16:00 - 16:30	Coffee Break Sponsored by FARA
16:30 - 18:00	Urban transport policies for more liveable and competitive cities
FR - DE -ES RU - CN	How urban (transport) policies can better integrate mobility as a key enabler to achieve the objectives of <b>improving accessibility, preserving health</b> and the <b>environment</b> and supporting the <b>economic dynamism</b> of cities. To progress in this direction, this session highlights efforts to better grasp the concept of accessibility and deliver on Sustainable Development Goals.
18:30 - 19:30	UITP welcomes you on its stand
Stand number: W1000	The UITP Summit is the opportunity to meet and get to know one another. Come and enjoy a drink with the UITP Secretary General Mohamed Mezghani, the UITP staff and fellow members.

Public transport's role in shaping our cities

The quality of life in cities is a large indication of the way public transport has developed.



Henrik HENRIKSSON

Ludmila HEITZ





14:30 - 16:00

DE - FR - RU

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Wai Yean, Christopher HOOI

Anne HORNUNG-SOUKUP



Hubert JOSEPH-ANTOINE





Karin JIHDE



Yo KAMINAGAI





Vivienne KAVANAGH



Roger KESTELOOT





#### s networks: from bus priority schemes to BRT

road with other traffic, and they can also be stuck in s operational efficiency and level of service. There are le more priority to buses. Bus priority schemes increase er satisfactions while reducing costs. They range from dedicated bus lanes, bus only areas, to full Bus Rapid ransport networks and cities.

#### account-based ticketing

are taking the lead in many large ticketing schemes in the everywhere we see a rapid growth in **innovative solutions** ount-based ticketing. With a minimum of stationary or nd everything done **digitally and online** we see more perational costs.

#### of metro automation through digitalisation

over 1,000km of lines in operation, full metro automation ature innovation. However, competition and technology **keep metros adapted to the new urban mobility** needs the automated metro model by leveraging the promises of digitalisation? How can we embed automation in the broader digital transformation

Naoto KIMURA

Nato KURSHITASHVILI







Milla LAITA

Wilhelm LANDERHOLM

Adam LAURELL

09:00 - 10:30	Host session: the Stockholm way	11:00 – 12:30	On-demand shared transpo optimising mobility service
	Stockholm public transport have a <b>modal share close to 50%</b> of motorised travelling in the region. You will hear experience from many years of public transport <b>managed by</b> <b>procurement and co-operation</b> with different operators, effects from <b>congestion charging</b> <b>and co-financing</b> from different municipalities in Sweden and from the government.	CN - ES - DE	On-demand ride sharing, als transport service with no fixe to <b>complement public transport</b> in of different models tested around t
09:00 - 10:30	To dock or not to dock? Building smart two-wheeler-sharing systems		
	Over the past decade, station-based bike sharing has been successfully implemented in many cities, promoting more <b>healthy lifestyles</b> . Since spring 2016, we have seen <b>free-floating bike-sharing</b> systems emerging in cities worldwide, and in 2018, many <b>e-scooter-sharing schemes</b> entered the market as well. Which two-wheeler systems work best and how can we boost their usage to build more sustainable cities?	11:00 – 12:30	People first: improving the This session will highlight how experience of citizens, and er design of intermodal hubs to urban of the people and their needs can s urban and public transport.
10:30 - 11:00	Coffee Break Sponsored by ENTUR		<b>•</b>
11:00 - 12:30	Contracting for innovative transport services	11:00 – 12:30	Tackling the challenges to a
11:00 - 12:30	The <b>procurement</b> of public transport services is increasingly complex. The rise of new technologies combined with changing social needs require public transport authorities, operators, and the industry to work together to <b>jointly construct the services</b> <b>of the future</b> . This session explores how <b>PTAs</b> from different cities address such challenges and translate them into tenders and contracts. <b>Artificial Intelligence and smart technology in public transport</b>		<ul> <li>main challenges related to t</li> <li>buses. It will address topics such as</li> <li>How to increase electric vel</li> <li>Dealing with costs of chargin</li> <li>Key planning considerations</li> <li>How to adjust scheduling problematics</li> <li>Tendering of e-buses</li> </ul>
InformNorden	With massive breakthroughs in <b>smart technologies</b> being reported every single day, it won't be long until our transport industries are dominated by Artificial Intelligence and <b>automated processes</b> . Learn how AI and smart technologies are utilised to create better and more <b>reliable services</b> .	12:30 – 14:30	Lunch Break Sponsored by K





Vice President of Council & Secretary General China Urban Public Transport Association - China

Erki LIPRE





(F)

Teik-Soon LOOI

Tiago LOPES FARIAS esident and Chief Executive Office ompanhia Carris De Ferro De sboa, E.m., S.a. - Portugal















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#### port: ces with new technologies

also referred to as 'microtransit', is an IT-based shared xed schedule and dynamic routing. How can it be used in various settings? Find out about the pros and cons d the world.

#### he urban experience with public transport

ow urban transport is essential to **improving the urban** enables a **better quality of life**. From the planning and an transport plans, better considering the experience n significantly impact and improve the way we design

#### operating fleets of e-buses

the opportunity for participants to exchange on the the deployment and operation of fleets of **electric** as:

rehicle utilisation and eliminate range anxiety

ging infrastructure by deploying smart charging ons

**practices** and the practical implications

KFW IPEX-Bank







Hanne NETTUM BREIVIK

Hoon Ping NGIEN

12:45 - 14:15	Different MaaS models in Scandinavia	14:30 - 15:30	Building resilient tran during global climate
InformNorden 12:45 - 14:15	The Nordic countries count among the most advanced in setting up Mobility as a Service (MaaS) schemes and pilot projects, but Sweden, Finland, Norway and Denmark each chose different approaches. Find out more about the different MaaS models in Scandinavia! Perspective and priorities for the EU policy on urban transport	RU	Countries in Eurasia have devel to extreme and changing climat transport system and transport others. The networks from the solutions in its unique climate
	A few days after the European elections and few weeks before the nomination of a new College of EU Commissioners, the session will give the opportunity to promote and discuss <b>UITP main European priorities for the new legislature 2019-2024</b> . Do the European institutions agree with the UITP priorities? What could the European Union do to support these priorities?	14:30 – 15:30	Gender inclusive mob All public transport use expectations and diffe not taken into account, whe inclusive planning some barr
14:30 - 15:30	Keeping ageing railways fit for growing ridership and expectations	14:30 – 15:30	Harvesting innovatior
ES - CN - FR DE	Despite proper maintenance, railways deteriorate over time, affecting performance and safety. Tracks need to be renewed, signalling replaced, stations restyled, tunnels rebuilt Such tasks are complex and politically unappealing! And yet, failing to do them in a proper and timely way will take your service delivery and company into a vicious circle, while the <b>modernisation of systems</b> can offer very rewarding improvements in <b>operational efficiency</b> .	Utban Wabiiny Innovation index	Public transport staked the <b>new generation of</b> practitioners will exchange on from the Urban Mobility inno
		15:30 - 16:00	Coffee Break Sponsore
14:30 – 15:30	Open data policies to drive your business		
InformNorden	Open Data has been a trademark for public transport in the Nordic countries	16:00 - 18:00	Redefining public trai
	for more than a decade. Why has our sector been so keen on making as much information available for re-use as possible and how does this drive our business? Learn more about <b>nationwide solutions</b> and the technologies used for simplified and <b>robust</b> <b>data handling.</b>	FR - DE - ES RU - CN	The increasing diversity making the <b>transport m</b> traditional public transport op industries. This session will brin



Anne-Laure NOAT



Dorthe NØHR PEDERSEN





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Chris O'BRIEN

Caroline OTTOSSON



Niklas Christoffer PETERSEN



Jan POLITIEK

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#### sport systems in Eurasia change

loped efficient public transport over history which proved resilient te conditions. The legacy remains with Moscow's ambitious public t policies, and Saint Petersburg leadership in trolleybuses among region continue to test and implement advanced technological e. If it works in Eurasia, it can work everywhere!

#### pility planning

ers are different. In many cities, women have specified travel rent journey patterns than men, and these needs are often en the public transport systems are planned. With genderriers can be overcome to provide **public transport for all**.

#### n for urban mobility

nolders have to find new ways to harvest innovation to deliver urban transport services. A panel of high-level international their experience. The discussion will be fed with some findings ovation index.

### ed by ENTUR

#### nsport

of mobility solutions are redefining public transport. They are narket more complex to apprehend, changing the approach of erators, and have triggered the **strategic repositioning** of other ng together leaders from our sector to discuss the impact of this redefinition and the various relationships developing between the different mobility actors.

Roland RIES





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Lucy SAUNDERS

Sebastian SCHLEBUSCH

### DAY 4 WEDNESDAY 12 JUNE 2019

09:00 - 10:30	Taxis and ride-hailing: destined for partnership?					
	Taxis provide a publicly available point-to-point service and are therefore part of public transport. They provide the 'missing link' between mass public transport and end destinations, acting as the <b>first or last mile option</b> . Both taxi and ride-hailing companie play an important role to <b>serve the mobility demand</b> . This session will focus on identifying the possible <b>collaboration between different modes of transportation</b> .					
09:00 - 10:30	Roadmap for transition to clean bus fleets in emerging economies					
<b>FR</b> - ES - CN	In emerging economies, buses represent the most commonly used mode of transportation. Transitioning these vehicles to electric and other clean fuel technologies can result in significant air quality improvement and climate change mitigation benefits. This session brings together experts from Asia, Africa and Latin America to discuss the best way forward for the deployment of clean bus fleets.					
09:00 - 10:30	Art in Transit					
	Many public transport agencies around the world have decorated their stations, routes, and vehicles with various works of art to <b>brighten up travel environments</b> for their customers. This practice has huge benefits for a city: it encourages people to use public transport, <b>improves customer satisfaction</b> scores, and <b>gives the city wider</b> <b>recognition</b> as being a culturally vibrant city. This session will highlight excellent case studies while addressing the <b>process</b> , and the <b>challenges</b> involved in the <b>implementation</b> .					
09:00 - 10:30	The rise of new mobility services: managing changes and disruptions					
DE - RU	Urban mobility systems are at a tipping point. While disruption is often associated with new business models and opportunities, nothing guarantees the unfolding urban mobility system will serve overarching societal goals. This session examines <b>how public transport authorities and operators collaborate with new players</b> to lead the urban mobility systems of the future to a sustainable path.					











C/S



Minna SOININEN

Sabrina SOUSSAN



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Coss!









09:00 - 10:30

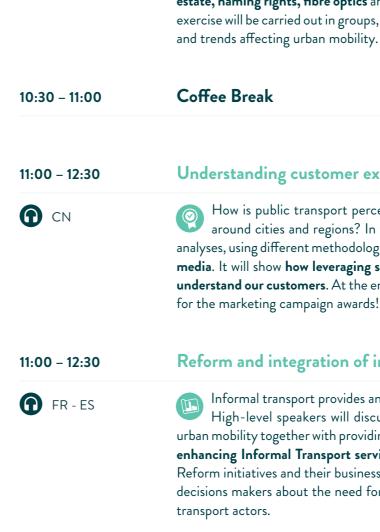
Ana-Maria TONITA

Roger VAHNBERG





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#### A deep dive for untapped revenue sources

The untapped potential of some revenue sources has been growing in interest to both operators and authorities. All potential opportunities to optimise revenues from private infrastructure needs to be explored in a creative manner: including real estate, naming rights, fibre optics and development of merchandising. This explorative exercise will be carried out in groups, remaining mindful of societal evolution, new needs

#### Understanding customer expectations and behaviour

How is public transport perceived by citizens? How do people prefer to move around cities and regions? In this session, we will present in-depth surveys and analyses, using different methodologies and looking into passengers' feedback and social media. It will show how leveraging social media and data analytics allows us to better understand our customers. At the end of the session, participants will be invited to vote

#### Reform and integration of informal transport services in cities

Informal transport provides an important mobility service in emerging countries. High-level speakers will discuss the role and impact of Informal Transport on urban mobility together with providing best practices for Rationalizing, integrating and enhancing Informal Transport services. The session will also highlight Formalisation/ Reform initiatives and their business models. It will discuss arguments to convince key decisions makers about the need for reform and ways to involve and support informal

Mark VAN HAGEN

Alexandra VAN HUFFELEN

Kerkko VANHANEN









Julian WARE

REGISTER NOW ON UITPSUMMIT.ORG

11:00 - 12:30	Digital tram: tomorrow's technologies are already there	12:45 - 14:15	The faces of public transpo
DE - RU	The latest technological innovations can already be seen in trams and light rail systems today. Automatic train operations pave the way for autonomous or even driverless operation. What will light rail look like in the digital age? How can we deal with safety, certification and authorisations? A panel of experts from operators and industry will discuss and analyse the bigger picture and take you on a journey to the future.		Who will be working in the currently facing complex ch artificial intelligence, robotics and will probably accelerate changes in the technological revolution on th workforce of public transport com
11:00 – 12:30	Beyond the battle for the kerb: adapting cities to new mobility	12:45 - 14:15	On-demand ride sharing: I
	The emergence of new mobility services will have an impact on urban development and mobility management in cities. <b>Ride-hailing systems, on-demand transport,</b> <b>bike and car-sharing</b> all influence our ways of travelling in and around a city, and have an impact on <b>street management, infrastructure, and land-use</b> . If not well managed, it may create conflicts and competition for the kerb access. This session will aim at understanding how cities manage the integration of new mobility services.		Many operators and authorit ride-sharing schemes which different types of mobility actors opportunity to learn about several
11:00 – 12:30	Putting our best drivers behind the wheel	14:30 - 15:30	Zero failure: the promises a
	Drivers are one of the <b>most important elements</b> of public transport operations. About 55% of the total number of employees of public transport operators are drivers and they are the <b>public face of their organisations</b> . This workshop session proposes an attractive and dynamic platform for discussions on <b>best practices</b> related to the	CN - RU - FR	Predictive maintenance ho exploring. From the Interne expected to deliver significant chang
	recruitment, training and performance management of drivers to help improve the level of customer satisfaction and company performance.	14:30 - 15:30	Automation and robotics in
12:30 - 14:30	Lunch Break		Automation and robotics ir depots, to the use of robots these technologies and what is the efficient operations and maintena







Ulrich WEBER Head of Staff Unit Funding/EU Affairs Stuttgarter Straßenbahnen AG Germany



Jeroen WEIMAR Chief Executive Officer Public Transport Victoria (P Australia



**A** 

Managing Director - Global H Aviation & Rail KFW IPEX-Bank GMBH - (

**Dliver WOLFF** General Manager /erband Deutscher /erkehrsunternehmen (VDV)



Associate Inc. America



Rachel ZACK Policy Strategist



#### Flavio ZATERCA CHEVIS

Director Addax Assessoria Economica e Financeira Ltda - Brazil



Natasha ZULKIFLI Stakeholder Director YTL Construction Malaysia Malaysia

#### sport in 2030

he public transport sector in 2030? Public transport is a challenges with the introduction of Internet of Things, and big data. These technical and **digital developments es in jobs in the next 15 years**. What will be the effect of **n the employees**? What will be the composition of the companies in the future?

#### g: learn from the pioneers

orities from around the world are developing on-demand ich vary greatly amongst themselves. They involve many **tors**, and take on **various forms**. This session will be an eral schemes and see their first results and impacts.

#### es and challenges of predictive maintenance

holds many promises which are worth discussing and ernet of Things, to artificial intelligence, **technology is tanges and improvements to public transport maintenance**.

#### s in public transport

cs in public transport are on the rise: from **automated nots in stations**. What are the current solutions posed by the potential for further deployment to support **more enance**?

Stay tuned and discover more speakers on www.uitpsummit.org

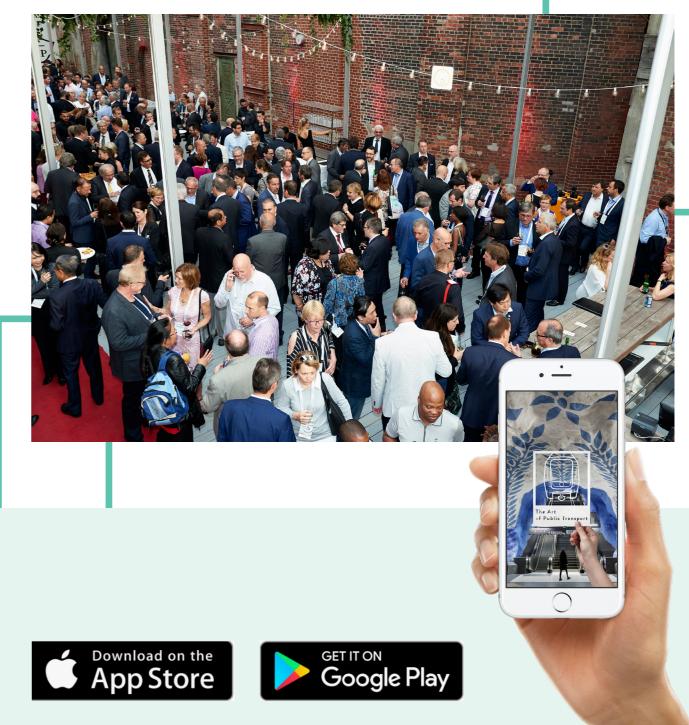
14:30 - 15:30	The science of persuasion: nudging customers and employees for greater performance
	When <b>behavioural science</b> meets advanced <b>data analytics to influence travelers</b> and <b>employees</b> to nudge them. The session will provide an overview of some current initiatives as well as discuss the potential for this approach in public transport, to increase performance and foster more sustainable transport patterns.
14:30 - 15:30	Ticketing and payment: how hard can it be?
DE - ES	Ticketing and payment systems are key elements of a public transport system. Technological advancement has triggered an <b>evolution in payment</b> over recent decades. However, selecting and implementing the most suitable solution has gotten more challenging. This session will demystify the <b>current ticketing and payment landscape</b> .
14:30 - 15:30	The future of urban mobility: walking or flying?
	This session takes the form of a high-level dialogue on the future of urban mobility. <b>Venture capital</b> plays a bigger role than ever in the transport sector, as <b>innovative</b> <b>new services and technologies</b> are discussed daily in the press. How can we navigate through uncertainties and find the proper way to adopt innovative solutions? Leaders from the sector will freely exchange their views in this session.
15:30 - 16:00	Coffee Break
16:00 – 17:30	Closing Ceremony Sponsored by
FR - DE - ES RU - CN	This is the usual conclusion to the four-day event where we will wrap-up what has been discussed and exchanged whilst highlighting key findings and issues.

#### Evening

#### **Networking Dinner**



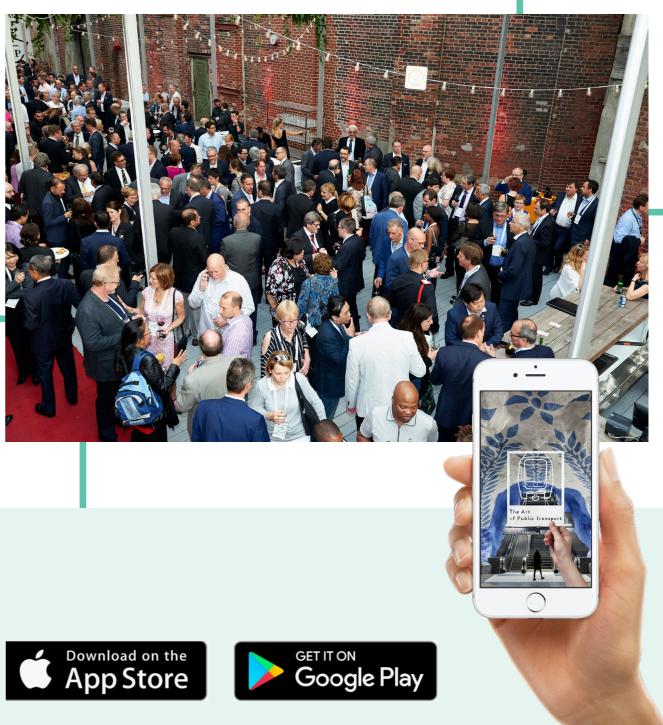
silhouettes in Stockholm.



#### DOWNLOAD THE UITP MOBILE APP AND GET ALL THE LATEST INFORMA-**TION AT YOUR FINGERTIPS!**

### **MyEvents**

- Personnalise your schedule
- Access the latest programme updates
- Give your opinion
- Take part in polls
- Increase your networking opportunities Find your way around the venue



Make valuable connections while enjoying yourself. The County Council and City of Stockholm are delighted to be hosting the Networking Dinner at the Stockholm City Hall. Famously known to host the great Nobel banquet and with its distinctive spire featuring the golden Three Crowns, this exclusive venue is one of the most famous

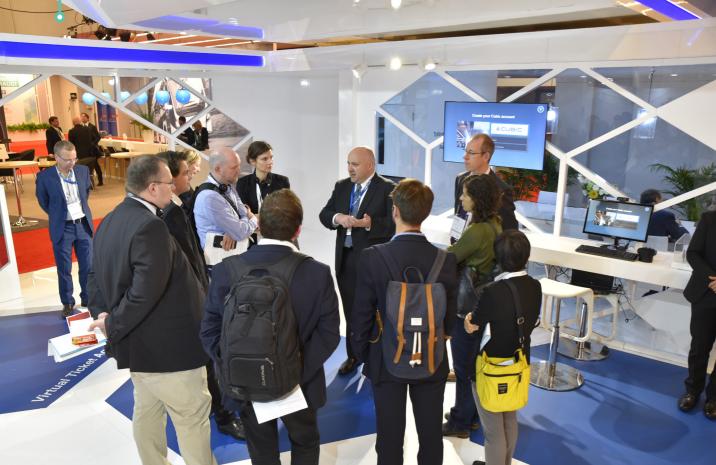
### VISITS AND TOURS

For each edition, we take pride in providing you with a **one-of-a-kind event.** This year, the UITP Summit will be a **truly immersive experience** that will give you the global picture of the public transport sector. Discover what we have in store for you!

#### o Innovation Guided Tours

During the Innovation Guided Tours, which will take place within both exhibition halls, Summit participants will have the opportunity to meet our most groundbreaking exhibitors and encounter the latest developments in public transport. The tours cover a wide range of exciting topics in urban mobility, such as autonomous and electric vehicles or digitalisation, and will provide helpful insights and the chance to network with industry peers. Don't miss this unique opportunity to meet our most groundbreaking exhibitors!

For registration details and more information about the Innovation Guided Tours, visit **www.uitpsummit.org** 



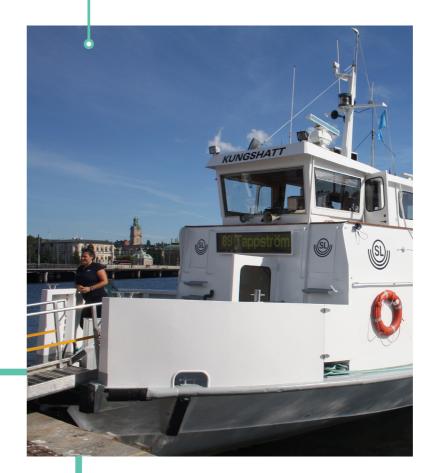
#### **9** Technical Visits

This year you will be spoiled with a choice of 16 Technical Visits.

No matter what your interests are the Technical Visits will show you first-hand best practices, real life implementations of some of the key issues being discussed at the UITP Summit.

#### Sunday 9 June 2019

- Ride with MTR Express (organised by MTR)
- Security and safety centre (organised by SL)
- Citybanan's brand new commuter train stations (organised by MTR and SL)
- Take a boat trip in lake Mälaren (organised by Transdev, Blidösundsbolaget and SL)
- Find your way around Stockholm (organised by T-Kartor)
- The world's longest art gallery (organised by SL)



To participate in any of the Technical Visits and Post Summit Tours, you must be registered to the UITP Summit as a full UITP participant. Participation is **optional** and **limited** to one programme per person, on a **first-come**, **first-served** basis.

For registration details and more information about the Technical Visits and Post Summit Tours, visit www.uitpsummit.org

#### Thursday 13 June 2019

- Fredriksdals bus depot (organised by Keolis and SL)
- Visit to tram depot and tram line traffic control centre (organised by Arriva and SL)
- Traffic control centre metro (organised by MTR/SL)
- Witness Stockholm daily boat service and take a trip on Saltsjön (organised by SL)
- Check Stockholm metro's latest state of the art depot: Norsborg (organised by MTR/SL)
- How to master renovation: the Slussen and Söderströmsbridge case (organised by SL)
- The world's longest art gallery (organised by SL)
- Visit the production of biogas and bio-fertilizer from waste (organised by Scania CV AB/Scandinavian Biogas Fuels AB)



#### Post Summit Tours

The event will also feature **4** Post Summit Tours which combine the latest public transport developments, scenery and cultural aspects around Scandinavia.

#### Thursday 13 June 2019 and Friday 14 June 2019

**BARKABY** – The world's most modern city traffic • Solution?

Discover the 2023 sustainable and modern solutions which autonomous door-to-door shuttles, electrified BRT, pilot with autonomous 12m city buses combined with commercial new mobility in a MaaS-solution.

GOTHENBURG - Welcome to Sweden's second biggest city!

Starting with a ride on an electric hybrid bus through the city, a ferry will take you across the river to visit Lindholmen Innovation Center to visit the indoor bus stop and charging station Teknikgatan. A fully electric BRT will take you to the Lipstick building, one of the tallest buildings in Gothenburg, to finish the day with a presentation about Gothenburg's plans on a fully integrated cable car in the public transport system.

OSLO – 2019 European Green Capital •

Visit Ruter's offices and get the insights on how to adapt public transport to citizens and customer individual needs and expand towards "sustainable freedom of movement" which implies flexibile and 'door-to-door' journeys.

HELSINKI - The creation of a transport ecosystem •

Discover the history of trams in Nordic climate and learn about the newly built West metro which can be viewed as an example of improvement in the regional co-operation between municipalities as well as an example of vulnerability of the co-operation based on voluntariness. This tour will also highlight how Finland is taking the lead in the creation of a transport ecosystem and how its implementation gives potential for new business models like tram as a service. Finishing the day with a ride on the West metro, you will hear about key details on art of station and terminal design.

# **SIDE EVENTS**





The Art









The coveted UITP Awards will return at the Summit to once again recognise and honour projects that are pushing the boundaries of public transport in cities and regions around the world.

This is a great opportunity for some healthy competition and benchmarking with your sector peers, where an exclusive international jury will assess the submissions, choose the winners and present them with the UITP Awards 2019 at the Summit in Stockholm, on Wednesday 12 June 2019!

### **GOOD TO KNOW!**

UITP will also present special recognition prizes for any or each of the above categories for high quality submissions from specific regions areas. There will be a separate ceremony per region on the UITP stand.

For more information about the UITP Awards or to submit a project visit www.uitpsummit.org/uitp-awards

To be selected, projects must have taken place between May 2017 and June 2019, and fall into one of the following Award categories:

**UITP AWARDS** 

2019

- Design processes and products •
- Diversity and inclusion •
- Marketing campaign
- Multimodal integration •
- Operational and technological excellence •
- Public and urban transport strategy •
- Smart funding, financing and business models •
- Young researchers





The UITP Awards 2019 Programme is organised with the kind support of Dubai Road and Transport Authority.



Following the success of the previous hackathons in Montréal in 2017, the UITP Summit will once again feature the Y4PT Global Transport Hackathons which create open and collaborative spaces reinforcing the powerful relationship between 'Human' and 'Technology': technology is the tool and human knowledge is the driving force.

Winners from each local hackathon across the globe will join other Swedenbased hackers in Stockholm, to compete in a final round for unveiling the world's best ground-breaking transport solutions.



After the Y4PT Global Transport Hackathon, the best projects will be showcased during a fair in a dedicated space at the UITP Global Public Transport Summit. All Summit participants will have the opportunity to take a closer look at the projects and their creators and interact with them to start a collaboration, make partnerships or just inspire one another.

Come discover the new projects and ideas, and learn the success stories of Montréal!

# ARE BACK!



Don't miss the Y4PT Global Transport Hackathon Fair!



# **PRACTICAL DETAILS**

#### VENUE

#### Stockholmsmässan

Stockholm Exhibition, and Congress Center Mässvägen 1 |Älvsjö Stockholm|Sweden

#### How to get there?

Stockholmsmässan is easily accessible.

#### By train and bus

Both buses and commuter trains stop at Älvsjö Station, which is right next to Stockholmsmässan (200 meters walk). The journey by commuter train from Stockholm Central Station to Stockholmsmässan takes around 10 minutes. Fast and environmentally friendly!





#### **GOOD TO KNOW!**

Other rates are available for groups, exhibitors and more. For more information, visit www.uitpsummit.org

#### ACCOMMODATION

UITP and C'accommodation, the official accommodation agency for the UITP Summit 2019, have chosen a range of hotels in Stockholm in the different hotel categories (3- to 5-star) and locations. UITP strongly advises you to book your rooms at UITP's negotiated rates, as soon as possible in order to get the best hotels and rooms at special rates. Hotel reservations will be made on a first-come, first-served basis.

For more information, visit www.uitpsummit.org/accommodation

#### **VISA INFORMATION**

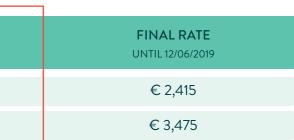
Non-EU citizens might need a visa to visit Sweden. To determine whether you are eligible we invite you to visit the official website of the Swedish Migration Agency.

www.migrationsverket.se/English/Private-individuals/Visiting-Sweden/Visitingon-business-and-for-conferences.html

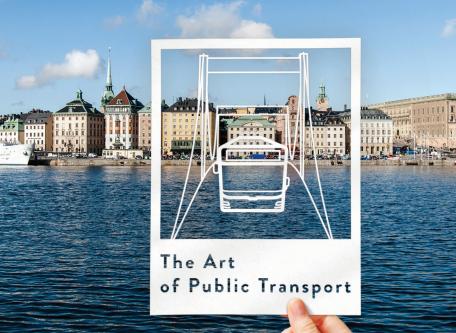
UITP reminds you that it is the sole responsibility of the participant to take care of visa requirements.



#### FILL IN THE ONLINE REGISTRATION FORM **ON WWW.UITPSUMMIT.ORG**



\*Prices are excluding VAT



### **Reasons to Attend**

- ✓ All public transport modes are covered.
- Network and exchange ideas with public transport professionals from across the world.
- Hear the views of ministers, CEOs, leading operators, industries and visionaries.
- Discover the latest innovations and products at the Exhibition with over 350 exhibitors from over 35 countries.
- Stockholm, a region with world class public transport and excellent business opportunities.

www www.uitpsummit.org

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