The Art of Public Transport

Programme Available

www.uitpsummit.org
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 21st 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 40,000m² 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!
Every two years, the UITP Summit gathers mid-to 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.

**KEY FIGURES**
- 2,500 total delegates from 80 countries
- 13,000 international visitors
- 25,000 m² of exhibition space
- 100 Press/Media delegates

**DELEGATES BY POSITION**
- Top Level Executive (38%)
- Senior Manager (29%)
- Manager (17%)
- Expert/Engineer (7%)
- Consultant (3%)
- Other (6%)

**DELEGATES PARTICIPATION**
- 2013 Geneva: 1,900
- 2015 Milan: 2,200
- 2017 Montreal: 2,500

**THEME & TOPICS**

*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 TRANSPORT 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.

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

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

You can see and discover our unique perspective as mobility artists by following us on Instagram @uitpofficial from now until June.
Planning and governance for improving quality 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.

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.

Attracting new talents and skills

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.

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 electric-powered 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.

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 EXHIBITION

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 40,000 m² 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:

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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

WANT TO JOIN THEM? Book your stand now!
There is still some space available www.uitpsummit.org
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 first-hand 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
### PROGRAMME AT A GLANCE

#### Sunday 09 June 2019
- **Morning**: Technical Visits
  - A data-driven business
  - How to integrate fleets of autonomous vehicles with public transport
  - Public transportation moves forward with AI and Internet of Things
  - Recruit, retain and realign the next generation workforce
  - Roll-out and management of e-buses

#### Monday 10 June 2019
- **Morning**: Expo Session
  - Happy leaders, happy staff, happy customers
  - Finding the balance between funding and financing
  - Establishing a Public Transport Authority
  - Cooperating with the authorities for security and priority services
  - Safety, the invisible service for public transport

- **Lunch**: Expo Session
  - Lunch Break

- **Afternoon**: Expo Session
  - MaaS: creating value for all business partners
  - Is the Public-Private Partnership business booming?
  - Diversity improving the public transport workforce
  - Changes in investment priorities: current trends and opportunities
  - Dating vs Redefining PT’s new relationship with customers

- **Evening**: Expo Session
  - UiptP welcomes you on its stand

#### Tuesday 11 June 2019
- **Morning**: Expo Session
  - Increasing efficiency of the networks: from priority services to BRT
  - From smart ticketing to automated booking
  - Going beyond the limits of metro automation through digitalization
  - Host Session: the sharing economy

- **Tech and Side-Hacking Session**: Expo Session
  - Is dock or not to dock? Building smart two-wheeler-sharing systems

- **Lunch**: Expo Session
  - Lunch Break

- **Afternoon**: Expo Session
  - Understanding customer expectations and behaviours
  - Digital transportation: where are we now?
  - Beyond the bubble: the battle for the kerb
  - Putting our best drivers behind the wheel

- **Evening**: Expo Session
  - Networking Dinner

#### Wednesday 12 June 2019
- **Morning**: Expo Session
  - The rise of new mobility services: managing changes and disruptions
  - A deep dive for untapped reverse resources

- **Lunch**: Expo Session
  - Lunch Break

- **Afternoon**: Expo Session
  - The planning and governance of urban mobility: what’s ahead?
  - The future of urban mobility: what’s flying?

#### Thursday 13 and Friday 14 June 2019
- **Morning**: Expo Session
  - The operation and maintenance cost book for public transport
  - The operation and maintenance cost book for public transport

- **Lunch**: Expo Session
  - Lunch Break

- **Afternoon**: Expo Session
  - The faces of public transport in 2030
  - On-demand ride-sharing: learn from the pioneers

- **Evening**: Expo Session
  - The science of urban mobility: what’s flying?

#### Sunday 16 June 2019
- **Morning**: Expo Session
  - A deep dive for untapped reverse resources
  - A deep dive for untapped reverse resources

- **Lunch**: Expo Session
  - Lunch Break

- **Afternoon**: Expo Session
  - The faces of public transport in 2030
  - On-demand ride-sharing: learn from the pioneers

- **Evening**: Expo Session
  - The science of urban mobility: what’s flying?

#### Monday 17 June 2019
- **Morning**: Expo Session
  - A deep dive for untapped reverse resources
  - A deep dive for untapped reverse resources

- **Lunch**: Expo Session
  - Lunch Break

- **Afternoon**: Expo Session
  - The faces of public transport in 2030
  - On-demand ride-sharing: learn from the pioneers

- **Evening**: Expo Session
  - Networking Dinner

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### Key Themes
- Harvesting innovation
- Mobility as a Service and the new combined mobility paradigm
- Attracting new talents and skills
- Operational excellence
- Customer service excellence
- Funding & Financing
- Planning and governance for improving quality of life in cities

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### Technical Activities
- Plenary Sessions
- Lunch Sessions
- Parallel Sessions
- Poster Sessions
- Workshop Sessions
- Expo Sessions
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 high-level 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 panelists, 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
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

MEET OUR SPEAKERS
Many public transport leaders and insiders will take centre stage at the UITP Summit to share with you their brightest ideas and vision for the sector.

KEY
TO PROGRAMME

DAY 1
SUNDAY 9 JUNE 2019

09:00 – 10:30
Technical Visits

14:00 – 16:00
UITP General Assembly
Sponsored by

For UITP Members only.
The General Assembly meets yearly and exercises the full power of the Association.

16:30 – 18:30
Opening Ceremony
Sponsored by

Don’t miss the official kick-off of the UITP Summit that will set the tone for this one of-a-kind event! Stay tuned on uitpsummit.org to discover which prominent leaders will inspire you during this session.

18:45 – 20:30
Welcome Reception

Our local host, SL, is pleased to welcome all the Summit delegates during this evening dedicated to networking.

MEET OUR SPEAKERS

David ADELMAN
Vice President of Global Partnerships
Via - United States of America

Anvita ARORA
Programme Director
KAPSARC - Saudi Arabia

Marita ALBREKTSON
Project Manager, MaaS
Västtrafik AB - Sweden

Dadi ASLAUGARSON
Head of IT
Strætó - Iceland

Hans ARBY
Chief Executive Officer
UbiGo Innovation AB - Sweden

Endre ANGELVIK
Vice President Mobility Services
Ruter AS - Norway

Xavier ARBUFAT
Founder & Chief Executive Officer
Awaait Artificial Intelligence S.L - Spain

Berta BARRERO VAZQUEZ
Head of Transportation Business
Indy - Spain

Maria-Eva ASSUNCAO-DENIS
EcoMobility Junior Officer
ICLEI - Germany

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
09:00 – 10:30  Happy leaders, happy staff, happy customers

*Customer experience is measured in customer happiness, 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 motivate and promote happy leaders and happy staff. This implies reinventing management and organisation. This session will explore why and how to make the change through examples.*

09:00 – 10:30  Finding the balance between funding and financing

*The balance between funding and financing of public transport remains a core issue in all regions, leading to differences in strategies on how to ensure viable paths for the development of new mobility services and the strengthening of public transport. This session will provide snapshots of various approaches, while identifying the main ingredients for the successful recipe in funding and financing.*

09:00 – 10:30  Establishing a Public Transport Authority

*The public sector is nebulous, made of numerous agencies that interact at different levels of governance. Subsequently, public intervention is not necessarily coordinated and might be inconsistent. To overcome this problem, this session discusses the benefits of integrating all transport functions in one institutional structure at a local/metropolitan sphere of government. This session also addresses the different steps needed to be taken to set-up transport authorities and different models will be presented.*

09:00 – 10:30  Cooperating with the authorities for security on transport networks

*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 building good relationships between the various actors as well as on the available technology to prevent and counter crime, such as bodycams and video surveillance.*

09:00 – 10:30  Safety: the invariable mantra for public transport

*Accidents involving buses and trams are a daily concern. Most of them are caused by third parties and involve only (minor) material damages, but injuries and casualties can make headlines from time to time. Whatever the mode, safety requires daily attention and zero complacency. Discuss with peers in a workshop format issues such as training, communication and safety management systems.*

11:00 – 12:30  A data-driven business

*Strategic session discussing how to make the best of data, with latest examples of the exploitation of data to the benefit of public transport, from contributing to the corporatisation of informal transport to sustainable urban transport planning.*

11:00 – 12:30  How to integrate fleets of shared autonomous vehicles with public transport

*The UITP SPACE Project on shared personalised automated connected vehicles will present its first results and cover the opening of the market to build AV fleets, the governance needed to integrate them, and the readiness of the public transport sector to manage them. Get ready to hear about scenarios, use cases and worldwide experiences!*
11:00 – 12:30
Recruit, retain and reskill tomorrow’s workforce

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.

12:30 – 14:30
Lunch Break

12:45 – 14:15
Building healthy cities with transport policies

Car 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 public transport authorities adopt proactive and integrated transport policies to create an enhanced urban environment where it is easier for everyone to adopt healthier mobility habits.

13:00 – 15:15
Roll-out and management of e-bus fleets

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 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.

13:30 – 15:00
Diversity: improving the public transport workforce

Why is diversity in the workforce so important and how does it contribute to a successful organisation? How can we improve diversity in the workforce for the benefit of companies and the public transport sector? This session stresses the importance of more women in the sector, but also looks at the benefits of diversity beyond the gender question, such as ethnicity and age.

14:00 – 15:30
The efficient delivery of major rail projects

Major public transport projects can take a long time to become authorised, financed and implemented. This makes public transport projects more vulnerable to political uncertainty, increasing nuisance for citizens and financial risk. This session will discuss how major rail projects could be delivered within budget constraints and at low costs and on time.

14:30 – 16:00
Is the Public Private Partnership business booming?

Whether through public transport or a third-party integrator, in order to run an efficient Mobility as a Service (MaaS) solution, all mobility services need to see the business benefits to join an integrated offer. MaaS implies creating lasting partnerships in the mobility eco-system: understanding the needs of each service is key.

14:30 – 16:00
MaaS: creating value for all business partners

The need for infrastructure investment has been increasingly at the forefront of any discourse on sustainable development and urban regeneration. Public Private Partnerships have grown in popularity for development agencies and governments, which expects good value for money for their projects. This session will seek to address the context and approaches that have made PPPs successful.

14:30 – 16:00
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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. When properly integrated with urban planning, public transport is a powerful tool to influence the life and shape of cities, from contributing to neighbourhood regeneration to defining land-use patterns.

China’s transport investments abroad: current trends and opportunities

This interactive session will attempt to highlight the recent and forthcoming transport and infrastructure investments driven by the People’s Republic of China in various fast-developing countries, including Central Eastern Europe, Eurasia and Africa. The session will guide the audience to better understand the logic behind the One Belt One Road Policy. The panelists will analyse current trends, lessons learned and map out challenges and opportunities for the years to come.

Coffee Break

Sponsored by

Urban transport policies for more liveable and competitive cities

How urban (transport) policies can better integrate mobility as a key enabler to achieve the objectives of improving accessibility, preserving health and the environment and supporting the economic dynamism of cities. To progress in this direction, this session highlights efforts to better grasp the concept of accessibility and deliver on Sustainable Development Goals.

UITP welcomes you on its stand

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.

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.

Increasing efficiency of bus networks: from bus priority schemes to BRT

Buses have to share the road with other traffic, and they can also be stuck in congestion, which reduces operational efficiency and level of service. There are several measures that can provide more priority to buses. Bus priority schemes increase commercial speed and passenger satisfaction while reducing costs. They range from special treatments at junctions, dedicated bus lanes, bus only areas, to full Bus Rapid Transit which transform public transport networks and cities.

From smart ticketing to account-based ticketing

Mobile ticketing and EMV cards are taking the lead in many large ticketing schemes in the Nordics. With 4G connectivity everywhere we see a rapid growth in innovative solutions based on smartphones and account-based ticketing. With a minimum of stationary or onboard ticketing equipment and everything done digitally and online we see more satisfied customers and lower operational costs.

Going beyond the limits of metro automation through digitalisation

With close to 40 years and over 1,000km of lines in operation, full metro automation relying upon CBTC is a mature innovation. However, competition and technology evolution have risen the stakes to keep metros adapted to the new urban mobility needs and scenarios. Can we ‘perfect’ the automated metro model by leveraging the promises of digitalisation? How can we embed automation in the broader digital transformation wave to deliver a better and streamlined service?
Host session: the Stockholm way

Stockholm public transport have a modal share close to 50% of motorised travelling in the region. You will hear experience from many years of public transport managed by procurement and co-operation with different operators, effects from congestion charging and co-financing from different municipalities in Sweden and from the government.

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 healthy lifestyles. Since spring 2016, we have seen free-floating bike-sharing systems emerging in cities worldwide, and in 2018, many e-scooter-sharing schemes entered the market as well. Which two-wheeler systems work best and how can we boost their usage to build more sustainable cities?

Artificial Intelligence and smart technology in public transport

With massive breakthroughs in smart technologies being reported every single day, it won’t be long until our transport industries are dominated by Artificial Intelligence and automated processes. Learn how AI and smart technologies are utilised to create better and more reliable services.

On-demand shared transport: optimising mobility services with new technologies

On-demand ride sharing, also referred to as ‘microtransit’, is an IT-based shared transport service with no fixed schedule and dynamic routing. How can it be used to complement public transport in various settings? Find out about the pros and cons of different models tested around the world.

People first: improving the urban experience with public transport

This session will highlight how urban transport is essential to improving the urban experience of citizens, and enables a better quality of life. From the planning and design of intermodal hubs to urban transport plans, better considering the experience of the people and their needs can significantly impact and improve the way we design urban and public transport.

Tackling the challenges to operating fleets of e-buses

This workshop will provide the opportunity for participants to exchange on the main challenges related to the deployment and operation of fleets of electric buses. It will address topics such as:
- How to increase electric vehicle utilisation and eliminate range anxiety
- Dealing with costs of charging infrastructure by deploying smart charging
- Key planning considerations
- How to adjust scheduling practices and the practical implications
- Tendering of e-buses

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- How to adjust scheduling practices and the practical implications
- Tendering of e-buses
Building resilient transport systems in Eurasia during global climate change

Countries in Eurasia have developed efficient public transport over history which proved resilient to extreme and changing climate conditions. The legacy remains with Moscow’s ambitious public transport system and transport policies, and Saint Petersburg leadership in trolleybuses among others. The networks from the region continue to test and implement advanced technological solutions in its unique climate. If it works in Eurasia, it can work everywhere!

Gender inclusive mobility planning

All public transport users are different. In many cities, women have specified travel expectations and different journey patterns than men, and these needs are often not taken into account, when the public transport systems are planned. With gender-inclusive planning some barriers can be overcome to provide public transport for all.

Keeping ageing railways fit for growing ridership and expectations

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 modernisation of systems can offer very rewarding improvements in operational efficiency.

Open data policies to drive your business

Open Data has been a trademark for public transport in the Nordic countries 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 nationwide solutions and the technologies used for simplified and robust data handling.

Perspective and priorities for the EU policy on urban transport

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 UITP main European priorities for the new legislature 2019-2024. Do the European institutions agree with the UITP priorities? What could the European Union do to support these priorities?

Different MaaS models in Scandinavia

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!
Coffee Break

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.

The rise of new mobility services: managing changes and disruptions

Many public transport agencies around the world have decorated their stations, routes, and vehicles with various works of art to brighten up travel environments for their customers. This practice has huge benefits for a city: it encourages people to use public transport, improves customer satisfaction scores, and gives the city wider recognition as being a culturally vibrant city. This session will highlight excellent case studies while addressing the process, and the challenges involved in the implementation.

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 decision makers about the need for reform and ways to involve and support informal transport actors.

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 and trends affecting urban mobility.

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 for the marketing campaign awards!

Reform and integration of informal transport services in cities
The emergence of new mobility services will have an impact on urban development and mobility management in cities. Ride-hailing systems, on-demand transport, bike and car-sharing all influence our ways of travelling in and around a city, and have an impact on street management, infrastructure, and land-use. 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.

Drivers are one of the most important elements of public transport operations. About 55% of the total number of employees of public transport operators are drivers and they are the public face of their organisations. This workshop session proposes an attractive and dynamic platform for discussions on best practices related to the recruitment, training and performance management of drivers to help improve the level of customer satisfaction and company performance.

Who will be working in the public transport sector in 2030? Public transport is currently facing complex challenges with the introduction of Internet of Things, artificial intelligence, robotics and big data. These technical and digital developments will probably accelerate changes in jobs in the next 15 years. What will be the effect of the technological revolution on the employees? What will be the composition of the workforce of public transport companies in the future?

Many operators and authorities from around the world are developing on-demand ride-sharing schemes which vary greatly amongst themselves. They involve many different types of mobility actors, and take on various forms. This session will be an opportunity to learn about several schemes and see their first results and impacts.

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.

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Predictive maintenance holds many promises which are worth discussing and exploring. From the Internet of Things, to artificial intelligence, technology is expected to deliver significant changes and improvements to public transport maintenance.

Automation and robotics in public transport are on the rise: from automated depots, to the use of robots in stations. What are the current solutions posed by these technologies and what is the potential for further deployment to support more efficient operations and maintenance?
The science of persuasion: nudging customers and employees for greater performance

When behavioural science meets advanced data analytics to influence travelers and employees 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.

Ticketing and payment: how hard can it be?

Ticketing and payment systems are key elements of a public transport system. Technological advancement has triggered an evolution in payment over recent decades. However, selecting and implementing the most suitable solution has gotten more challenging. This session will demystify the current ticketing and payment landscape.

The future of urban mobility: walking or flying?

This session takes the form of a high-level dialogue on the future of urban mobility. Venture capital plays a bigger role than ever in the transport sector, as innovative new services and technologies 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.

Coffee Break

Closing Ceremony Sponsored by

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.

Networking Dinner

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 silhouettes in Stockholm.

DOWNLOAD THE UITP MOBILE APP AND GET ALL THE LATEST INFORMATION AT YOUR FINGERTIPS!

MyEvents

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

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

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 Malaren (organised by Transdev, Blidösundsbolaget and SL)
- Find your way around Stockholm (organised by T-Kartor)
- The world’s longest art gallery (organised by SL)

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)

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

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.

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!
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 flexible and ‘door-to-door’ journeys.

- **HELSEINKI** – 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.
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!
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!

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/Visiting-on-business-and-for-conferences.html

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

SUMMIT REGISTRATION FEES

<table>
<thead>
<tr>
<th>BASIC RATE UNTIL 28/04/2019</th>
<th>FINAL RATE UNTIL 12/06/2019</th>
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</thead>
<tbody>
<tr>
<td>UITP Member</td>
<td>€ 1,925</td>
</tr>
<tr>
<td>Non UITP Member</td>
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</tr>
</tbody>
</table>

*Prices are excluding VAT

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

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scott.shepherd@uitp.org

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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.uitpsummit.org