Becoming a more efficient, customer-centric and sustainable metro

MORNING - DAY 1 - Tuesday 27 March 2012

8am Registration and refreshments

9am Chairman’s opening remarks

9.05am Opening keynote address: delivering a people-centred transport network

- Making public transport a choice mode
- Enhancing attractiveness of public transport through
- Expansion of rail network with integrated planning and development
- Meeting diverse needs of commuters
- Enhancing the "Last Mile" Connections
- Meeting challenges of infrastructure projects implementation in today’s environment
- Holistic solutions for sustainable transport in a modern city

9.25am Keynote address: tackling the key financial and operational challenges facing the metro industry

- Doing more with less: making operations more efficient and increasing capacity
- Cost reduction and rationalisation
- Balancing the books: maximising revenues from alternative sources
- Increasing ridership by adopting a more passenger-focused approach

9.45am Keynote address: achieving the vision for a world-class metro system

- Characteristics of a world-class metro system
- Best operational practices to implement for a world-class service
- Preparing metro systems for natural disasters
- What the future holds as the network expands

10.05am Keynote Address: optimization of public transport operations in Dubai

10.25am Informed insight: global metro challenges and the strategies to tackle them – lessons learned from the CoMET and Nova benchmarking groups
Metros across the world share surprisingly common challenges at both a strategic and technical level. CoMET and Nova reveal that where metros share challenges, they can share solutions. Recent surveys have shown that the key strategic challenges metros face are: reducing costs, managing network expansion, and maintaining government support and funding. At a tactical or strategic level, metros are most concerned with the implementation of new technology – particularly CBTC and automation, renewing and replacing rolling stock and fixed assets and ensuring reliability and service quality. Lessons learned from CoMET and Nova: meeting the challenges and maximising metro potential also requires the active engagement of governments, transport authorities and regulators.

Mr Richard Anderson, Managing Director, Railway & Transport Strategy Centre, Imperial College London

10.45am Panel discussion: doing more with less - increasing revenue while controlling costs

- What techniques and strategies are available to get more value from the tendering process?
- Strategies to optimise asset management and maintenance
- Organisational restructuring and modern management techniques
- Maximising the benefits of new technologies, such as CBTC and the modern control centre, to improve operations
- Generating ancillary revenue to cover the funding gap

Mr Mike Brown, Managing Director London Underground & London Rail, Rail & Underground, TfL
Mr Richard Anderson, Managing Director, Railway & Transport Strategy Centre, Imperial College London
Mr Howard Smith, Chief Operating Officer, London Rail
Mr Gary Thomas, President & Executive Director, Dallas Area Rapid Transit
Mr John English, CEO, Utah Transit Authority
Mr Roberto Bianchi, CEO, Metro de Santiago

11.15am Coffee Break

11.45am Keynote address: using most advanced technologies and pertinent customer service to cope with growing demand: the RATP approach in Paris

- Optimisation of operations to cope with increasing traffic
- The role of automation
- Passenger information, ticketing innovation and multimodal approach
- Expansion of network

Mr Jean-Marc Janaillac, CEO, RATP Développement

12.05pm Case study: Tyne and Wear Metro – yesterday, today and tomorrow

- Creating the Tyne and Wear metro: rebirth of an existing network
- Securing capital investment and upgrading the ageing infrastructure to meet modern customer requirements
- The rationale and structure of the operating concession; division of responsibilities between Nexus and DB International
- Feedback on how the concession has performed over the first two years
- Long-term development plans to better serve the Tyne and Wear region

Mr Bernard Garner, Director General, Nexus

12.25pm Keynote address: quantifying the benefits of implementing a metro line

- Continuing expansion of metro networks in South America
- Role of Alamys
- How can we quantify the external benefits that metros bring to urban centres?
- Research results and future plans

Mr Aurelio Rojo Garrido, Secretary General, Alamys

12.45pm Panel discussion: competing with the car

- What specific changes are required to company structure, culture and operations to make the organisation more customer-centric
- How best to handle operations: in-house or outsourced?
- Strategies and technologies for improving passenger information and customer relationship management
- Integration with other modes to provide a seamless travel experience
- Corporate social responsibility: becoming part of the local community through social dialogue, internal and external initiatives, job creation and training

Mr Chong Kheng Chua, Group Director of Rail, Thomson & Existing Lines, Land Transport Authority
Mr Jean-Marc Janaillac, CEO, RATP Développement
MORNING - DAY 1 - Tuesday 27 March 2012
STREAM A - DAY 1 - Tuesday 27 March 2012
STREAM B - DAY 1 - Tuesday 27 March 2012
MORNING - DAY 2 - Wednesday 28 March 2012
STREAM A - DAY 2 - Wednesday 28 March 2012
STREAM B - DAY 2 - Wednesday 28 March 2012
AFTERNOON - DAY 2 - Wednesday 28 March 2012
DAY 3 - Thursday 29 March 2012

1.15pm Networking lunch

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