

3
TRAINING
MODULES
+
WEBINAR
SERIES

MANAGERS IN PUBLIC TRANSPORT DIPLOMA PROGRAMME

ADVANCING TALENT IN PUBLIC TRANSPORT



VIENNA 20-22 JUNE 2022



AMSTERDAM 19-21 SEPTEMBER 2022



MADRID 21-23 NOVEMBER



Local hosts



- ▶ The Diploma Programme for Managers in Public Transport is an expert-level yearlong course composed of three modules in three different countries. It includes additional webinars organised between the classroom modules.



Who is it for?

- High-potential managers with daily responsibilities in administration, operation or maintenance
- Professionals looking to have a broader and international insight into the sector or who are new in public transport
- Applicants are persons eager to learn from others and share their knowledge and experience
- Staff from public transport operators, authorities and the industry worldwide



Programme Structure

20-22 June 2022	Module 1: Vienna
July	Webinar series
19-21 September 2022	Module 2: Amsterdam
October	Webinar series
21-23 November 2022	Module 3: Madrid



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“The Programme provides the necessary insights to understand what it takes to deliver high level mobility services in a fast developing sector. The knowledge provided by expert trainers is highly relevant - and the insights provided by engaging in discussions with fellow participants is of no less importance”

Stalund, Ola Viken - Public Transport Norway.



A top level methodology

- **Expert trainers** with extensive experience in public transport management and operations from different regions of the world
- **3 interactive classroom modules** with sharing of theory and practice
- **Case study teaching and workshops** organised in small groups on practical case studies and based on public transport facts and situations
- **Local host sessions and site visits** with focus on innovation in each city: presentations by local operators and authorities, discovery of network, visit of control rooms, depot and maintenance centres
- **Webinar series** with experts for each field



Reach your objectives

- Broaden your knowledge and understanding of **global mobility issues**
- Gain an insight into the **main challenges** facing the sector
- Analyse and discuss the **latest trends and developments** in the sector with experienced public transport experts and professionals
- Develop your **international network** of professionals
- Facilitate exchange of experience with **your peers**

To ensure a productive exchange, the number of participants is limited to approximate 30 persons.

Technical visit to the Operations and Maintenance Centre of FGC, Barcelona, 2018-2019 edition

“A great opportunity to connect with peers on an international level, learn about the mobility characteristics of other cities and exchange knowledge with UITP experts in workshops and interactive tutorials.”

Caroline Haseke, RATP Dev Transdev Asia



PREVIOUS COURSES INCLUDE PARTICIPANTS FROM:

STIB BRUSSELS - KEOLIS - WIENER LINIEN - RUTER OSLO - JR EAST - MTR HONG KONG - FGC - TPG GENEVA - ARRIVA - TFGM MANCHESTER - CENTRO BIRMINGHAM - MOVIA COPENHAGEN - ALSTOM - RTA DUBAI - BVG BERLIN - DPP PRAGUE - CITY OF JOHANNESBURG - RATP - FNM MILANO - HTM DEN HAAG - HSL HELSINKI - ATV VERONA - MTA NEW YORK - PLANET PROJECTS LAGOS - SYSTRA - TRANSPORT INFRASTRUCTURE IRELAND - METRO MEXICO - STM MONTREAL - İETT ISTANBUL - DVB DRESDEN - MTM TORINO - GVB AMSTERDAM - SHARJAH TRANSPORT - TMB BARCELONA - STADTWERKE MÜNCHEN - TPF FREIBURG - SBB SWITZERLAND - TL LAUSANNE - DOT ABU DHABI - EMT VALENCIA - CRTM MADRID - METRO DO PORTO - TRANS LINK BELFAST - DE LIJN - BKV BUDAPEST - ATM MILANO - BANGKOK METRO - HVV HAMBURG - DUBLIN BUS - SOLARIS - LTA SINGAPORE - SSB STUTTGART - RURA RWANDA - MALMÖ SKANETRAFIKEN - SHENZHEN METRO - SYDNEY METRO - OSLO VOGNSELKAP - CARS TAXI DUBAI - MINISTRY OF TRANSPORT SINGAPORE - FERROCARRIL METROPOLITA DE BARCELONA - RATP DEV - SOCIEDADE DE TRANSPORTES COLECTIVOS DO PORTO - PTA RIYADH - DPB BRATISLAVA - INIT - KNORR BREMSE - MRT CORP. KUALA LUMPUR



Module 1

Policy, Planning, Regulation & Funding

MONDAY | 20 JUNE

Setting the scene: mobility trends and impact on public transport

Current societal trends | Implications for urban mobility in terms of demand, car usage, electrification, automation and combined mobility | The indispensability of public transport: Economy - Environment and Energy use | Space/congestion - Social inclusion

Integrated policies for sustainable urban mobility in cities

Public transport and land use planning | Car traffic, access restrictions, parking management, road user charging | Demand management and travel behaviour | Integrated urban mobility plans

Funding and financing public transport

The funding mix | Operating and investment expenditures | Revenue strategy and fare management | Ear-marked taxes, charges and levies | Financing public transport: mechanisms and actors | Public private partnerships

Workshops

Networking reception

TUESDAY | 21 JUNE

Planning of public transport services

Overview of the public transport planning process | Data collection for network design | Main principles for network design and route planning | Essential parameters for public transport planning | Basics of a timetable design

Regulatory frameworks and relations between operators and authorities

Deregulation, liberalisation, privatisation and types of regimes | Levels of decision-making, share of competences between operators and authorities | Types of contractual agreements, sharing of risks, incentives | Globalisation and impact on the public transport sector

Workshops

WEDNESDAY | 22 JUNE

Local host session and site visit

Presentation of public transport and sustainable urban mobility in Vienna and a tour of the public transport infrastructure in the city.

Visit in maintenance facilities in Bergamo





AMSTERDAM 19-21 SEPTEMBER 2022

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Module 2

Public Transport Modes and Modal Choice: Bus, Rail, LRT & New Mobility Services

MONDAY | 19 SEPTEMBER

Innovation in the bus sector

Bus architecture and modularity of buses | The fuel choice (reduction of emissions, lower energy consumption) | Standardised On-Road Test cycles (SORT) | Benefits for operators and customers | Electric buses: Battery technology, charging systems infrastructure, the fuel cell principle, trends and latest developments | New bus systems: Bus Rapid Transit

Innovation in light rail systems

Light rail renaissance: new and revamped systems | Key success factors of light rail and the question of cost | New trends and latest developments

BRT vs LRT

Advantages and drawbacks | Capacity | Design and operation philosophy | Urban integration/ regeneration | Quality/ride comfort | Environmental impact | Political engineering/ deliverability | Costs

Workshops

Networking reception



UITP reserves the right to make amendments to the programme or any related activity

TUESDAY | 20 SEPTEMBER

Mass transit, automation and innovation in rail

System typology | Control-demand and CBTC - Grades of automation | Technology | Benefits for operators and customers | Implementation strategies | Platform-train interface | Fare evasion

Combined mobility: Public transport in synergy with new mobility services

New mobility trends and mobility services (Car-sharing, Bike sharing, Taxi, Ride-sharing, Pooling, etc.) | Benefits of combined mobility | Impacts of shared mobility | Public transport as the integrator of mobility services | MaaS | Autonomous vehicles | Combined Mobility

WEDNESDAY | 21 SEPTEMBER

Workshops

Local host session and site visit

Presentation of public transport and sustainable urban mobility in Amsterdam and a tour of the public transport infrastructure in the city.

“Excellent content, fabulous speakers and unforgettable moments experienced in this programme.”

TMB – Barcelona



Module 3

Customer-oriented Management

MONDAY | 21 NOVEMBER

Corporate management and business strategies

From a production to a service industry: changing culture | From traditional functional structures to service-oriented structures | Quality and performance management | How to translate a corporate strategy into operational terms

Human resources management

Human resources in public transport - what does it mean | Customer-orientation of staff | Current debates: recruitment, motivation, training, reward, diversity, absenteeism, performance management, etc.

Service quality management

Service Quality Management | EN 13816 International Public Transport Service Quality Standard | Customer Activity Cycle | Measurement of Service Quality | KPIs and monitoring

- ⋮ Workshops
- Networking reception

TUESDAY | 22 NOVEMBER

Marketing and communication

Successful marketing strategies and approaches | Revenue management | Customer centricity | Branding and image | Innovative communications tools | Product development

Electronic ticketing: solutions technologies and usage

From paper ticketing to e-ticketing | The technology: How does it work | Automated Fare Collection Systems, Smart Card Systems | Advantages and disadvantages | Open or closed systems | Examples of check-in systems and check-in/check-out systems | NFC, EMV, ID-based ticketing | Account Based Ticketing, blockchain, mobile | Interoperability / cross country / exchange rate etc. | Ticketing alliances

Innovative travel information systems

Meeting travel information needs | Different types of users, services and information | From collective to individual travel information | Travel information design

Security in public transport

Elements of a security concept | Security challenges and good practices | Public transport security objectives | Security policy tools

WEDNESDAY | 23 NOVEMBER

Local host session and site visit

Presentation of public transport and sustainable urban mobility in Madrid and a tour of the public transport infrastructure in the city.

Avenida de America interchange



Webinar series to complement your knowledge

WEBINAR SERIES



A series of webinars is organised to complement each module: one introductory webinar before the first module and several additional webinars throughout the course (including pre-defined and customised topics).

These additional sessions enable participants to gain more knowledge and ensure a closer link between them and UITP between the modules.

Each webinar will be conducted by a different mobility expert who will address best practice cases and the most innovative topics matching the interests of participants.

“The course attracts participants with a wide range of expertise from different countries. This diversity and possibility to hear how things are done differently elsewhere is very inspiring.”

Vojta Vlcek, Arriva

Topics of webinars can include:

- Best practice on Strategic Urban Mobility Planning
- Best practice on Bus Rapid Transit (BRT) implementation
- Exploitation of data to increase efficiency
- Autonomous vehicles and connectivity: technology, regulation, impacts
- Mobility as a Service (MaaS): concept and practice
- Best practice on contract management, quality management and use of incentives
- Electric buses
- Ride sourcing/TNC and transport on demand

Graduation ceremony of the 2018-2019 Diploma Programme for Managers in Public Transport





CONTACT US

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<https://www.uitp.org/trainings/managerstraining/>



Interested?

Registration fees (3 modules + webinar series)

	Until 18 March	After 18 March
Member	4,290€	4,990€
Non-member	5,990€	5,990€

Registration deadline

► 31 MAY 2022

Find more information and to register online:
<https://www.uitp.org/trainings/managerstraining/>

VAT not applicable for this programme

UITP is certified for ISO 29990:2010, the standard for learning services for non-formal education and training.



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