

# MANAGERS IN PUBLIC TRANSPORT 2024 DIPLOMA PROGRAMME



ADVANCING TALENT IN PUBLIC TRANSPORT



NEW JERSEY 24-26 JUNE 2024



MALMÖ 23-25 SEPTEMBER 2024



HONG KONG 11-13 NOVEMBER 2024



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
- Persons eager to learn from others and share their knowledge and experience
- Staff from public transport operators, authorities and the industry worldwide



## Programme Structure

24-26 June 2024	Module 1: New Jersey
July/August	Webinar series
23-25 September 2024	Module 2: Malmö
October	Webinar series
11-13 November 2024	Module 3: Hong Kong



*“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 will be limited to approximate 30 persons.

*“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



Technical visit to EMT Valencia operations centre 2023

### 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 – TRANSLINK 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



NEW JERSEY 24-26 JUNE 2024

## Module 1

# Policy, Planning, Regulation & Funding

## MONDAY | 24 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 | Earmarked taxes, charges and levies | Financing public transport: mechanisms and actors | Public private partnerships

### Workshops

### Networking reception



## TUESDAY | 25 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 | 26 JUNE

### Local host session and site visit

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

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

TMB – Barcelona



MALMÖ 23-25 SEPTEMBER 2024

Module 2

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

MONDAY | 23 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

TUESDAY | 24 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 | 25 SEPTEMBER

- Workshops
- Local host session and site visit

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



EMT Valencia – 2023 Technical Visit



GVB -2022 Amsterdam ferry operations visit



HONG KONG 11-13 NOVEMBER 2024

## Module 3

# Customer-Oriented Management

**MONDAY** | 11 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 or Service Quality | KPIs and monitoring

- Workshops
- Networking reception

**TUESDAY** | 12 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** | 13 NOVEMBER

### Local host session and site visit



# 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 2022 Diploma Programme for Managers in Public Transport





## CONTACT US

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[Visit our programme web page here](#)



## Interested?

Registration fees (3 modules + webinar series)

	Until 31 March	After 1 April
Member	4,590€	5,390€
Non-member	5,390€	6,390€

Registration deadline

► 31 MAY 2024

Find more information and to register online:

[Visit our programme web page](#)

*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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