

PEER REVIEW

AN EXPERT EYE ON YOUR BUSINESS



Receiving truly objective advice can be very difficult for the strategic decisions that public transport organisations sometimes face. A peer review aims to solve this problem.

WHAT DOES THE PEER REVIEW INVOLVE

UITP conducts Peer Reviews in several steps:

- **Pre-review** (up to three months in advance): UITP will acquaint itself with the subject, define the approach, identify the optimum Peer Review team members and undertake a desk review of relevant information and all reports provided by the Peer Review's beneficiary.
- **On-site mission** (three to five days): the Peer Review team will study the beneficiary's city/region transport system and main infrastructure, meet with key decision-makers and experts in the city/region and present the preliminary findings.
- **Post-mission:** UITP will elaborate the Peer Review report and deliver it two weeks after the end of the mission at the latest. The beneficiary may choose to hold a special meeting for the presentation and discussion of the report.

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A peer review is an excellent method of bringing a fresh perspective on your own city's or company's performance and potential. External experts provide you with valuable suggestions for improvements, helping you reach your goal of running a state-of-the-art public transport business.”



Dr. Michael Lichtenegger, Senior Strategist,
Upstream-Next Level Mobility GmbH, Vienna, Austria



With access to an unrivalled network of experts, UITP is uniquely positioned to bring the benefit of its cutting-edge expertise to its members.

A group of 4-5 members from UITP's extensive network will be carefully chosen based on their decades of operational experience in the sector.

During an on-site workshop at the requesting organisation (behind closed doors), each member will objectively comment, advise, and discuss the issues and challenges the public transport organisation is facing.

A UITP staff member will act as an observer of the peer review and act as a facilitator of the workshop, structuring the discussions and advice in a helpful format.



“ Peer reviews provide cities, transport authorities and operators with opportunities to gain valuable feedback and appraisals of transport strategies, plans and initiatives, enabling the adoption of best-in-class practices in the journey towards transport excellence. ”



Jeremy Yap, Deputy Chief Executive, Public Transport, Policy & Planning, Land Transport Authority, Singapore



WHAT IS THE SCOPE?

A Peer Review can address projects in both development and planning phases or policies that have already been implemented.

- Urban Transport Policies and Regulations
- Urban mobility plans for a city/region
- Public Transport Network & Operations
- Pricing, Fare Management and Fare Evasion
- Ticketing Systems
- Travel Information Systems, Signage and Wayfinding
- Safety and Security
- Emergency Preparedness & Crisis Management
- Anti-Terrorism
- Human Resources Management
- Marketing Strategy & Revenue Management
- Accessibility
- Asset & Maintenance Management
- Service Quality
- Mobility as a Service
- New Mobility Services
- Tendering and Contracting Model & Process
- Mode and Technology Choice
- Crowd Management and Organisation of Large Events
- Formalisation of Informal Transport
- Funding, Financing and PPPs
- Specific projects or systems
 - a BRT line
 - a metro extension
 - an interchange station
 - the set-up of a transport authority



WHO CARRIES IT OUT?

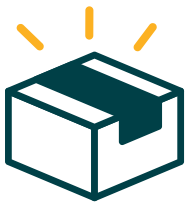
UITP Peer Reviews are conducted by an international multidisciplinary pool of three to five experts, led by a Senior UITP staff member.

All UITP experts are public transport professionals with extensive practical and field experience of the Peer Review topic. All are comfortable working in international contexts

and multicultural environments and are independent of any industrial or commercial interests.



WHAT ARE THE DELIVERABLES ?



UITP delivers a PeerReviewreport that analyses the main issues and provides concrete conclusions with recommendations for improvement. UITP may deliver a certificate of recognition to the subject of the Peer Review, expressing its support for

the achievements in the city/region. UITP may support the beneficiary in disseminating the results to the media (drafting press releases, conducting media interviews, holding a press conference etc.). The beneficiary may prefer to keep the results of the Peer Review confidential.

MORE INFORMATION

Upon request, UITP will provide a proposal and cost estimate.
For more information, please contact:



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