



Becoming a more efficient, customer-centric and sustainable metro

Bring your team
and save up to
25%

MORNING - DAY 1 - Tuesday 27 March 2012

[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 >](#)

last modified: 13 March '12

Hover over a speaker picture to read more about them

8am Registration and refreshments

TOWARDS MORE EFFICIENT AND CUSTOMER-CENTRIC METROS

9am Chairman's opening remarks



> **Mr Robert Wright**, Shipping & Logistics correspondent, **Financial Times**

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
- Optimising use of existing infrastructure and systems
- 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

> **Mr Chong Kheng Chua**, Group Director of Rail, Thomson & Existing Lines, **Land Transport Authority**

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-focussed approach

> **Mr Mike Brown**, Managing Director London Underground & London Rail, **Rail & Underground, TfL**

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

> **Dr Huel-Sheng Tsay**, Chairman, **Taipei Rapid Transit Corp**




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



> **HE Mattar Al Tayer**, Chairman of Board and Executive Director, **Roads & Transport Authority**

10.25am Informed insight: global metro challenges and the strategies to tackle them – lessons learned from the CoMET and Nova benchmarking groups

- home
- register
- programme
- speakers
- sponsors
- networking
- press & partners
- venue
- awards
- blog
- contact us

-  Email to a friend
-  Add to diary
-  Latest industry news

Follow us

-  
-   ShareThis



- 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 Janailac**, 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 Janailac**, CEO, **RATP Développement**

- > **Dr Huel-Sheng Tsay**, Chairman, **Taipei Rapid Transit Corp**
- > **Mr Bernard Garner**, Director General, **Nexus**
- > **Mr Aurelio Rojo Garrido**, Secretary General, **Alamys**

1.15pm Networking lunch

[Register for MetroRail 2012 >](#)
[Get the MetroRail 2012 brochure >](#)
[Back to top >](#)

[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 >](#)

last modified: 13 March '12

[sponsor MetroRail 2012 >](#)

Sponsors

Platinum Sponsor

THALES

Gold Sponsor

BOMBARDIER

Gold Sponsor



Associate Sponsor



Associate Sponsor

IMG

Associate Sponsor

Ingeteam

[sponsors list >](#)

terrapinn

©Terrapinn Holdings Ltd. MMXI | [privacy](#) | [T&Cs](#) | [contact](#)