Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Wednesday 18th & Thursday 19th May

EXCELLENCE IN PASSENGER TRANSPORT

Great British Railways TRANSITION TEAM · **Department for Transport** · **LNER** LONDON NORTH EASTERN RAILWAY · **WM 5G** · **ORR** OFFICE OF RAIL AND ROAD

TRANSPORT FOR LONDON · **HIGH SPEED** · **TRANSPORT FOR THE NORTH** · **Transport for West Midlands** · **milton keynes council**

Technology for a Smarter Journey.

Our future transport systems are being shaped and driven by technology. Technology such as the rollout of 5G which has made the Internet of Things (IoT) and Big Data central to the development and improvement of how passenger transport projects are delivered and run. This leads to better use of data, smarter ways of paying for our tickets, journey information in Real-Time, flexible timetables and embedding technology into the transport infrastructure.

The cost of the passenger transport sector in the UK is vast and recent Government figures show that public sector transport spending in 2021-2022 is expected to be £51b. In addition, the cost of HS2 phase one in 2021 stands at £40.3b. This does not however include the many privately funded projects across the country.

With a mix of successful case studies, and an introduction to new upcoming technology, Excellence In Passenger Transport will offer attendees an overview of what is possible now and in the near future.

As our transport system is shaped by technology, we all need to get on-board.

During Excellence In Passenger Transport delegates will have the opportunity to discuss and share their own experiences and the challenges they are currently facing. This will offer attendees the chance to look at different ways of addressing those challenges and gain an overall view of where they are now and what needs to be done to get them to where they need to be.

Topics to be discussed include:

• 5G • IoT • Apps • Cloud • BIG Data • E-Mobility • Cyber Security • Real-Time Data • Data Innovation • Data Ecosystems • Smart Motorways • Data Infrastructure • Connected Vehicles • Digital Infrastructure • Messaging – live updates • Data storage and sharing • Building Information Modeling • Digital Ticketing and Payments • Embedded Computer Technology • Joined up transport using Whim Maas • Cloud Data Management and Protection • Smartcard and Passenger Information schemes • Track maintenance using state of the art technology • Electric Vehicles – the need for more charging points • Better Timetables to keep passenger transport running on time • Better transport Planning – Embedding technology from the start

Chesford Grange Hotel
Kenilworth
Warwick
CV8 2LD

WEDNESDAY 18TH MAY

15:00 – 18:00	HOTEL CHECK-IN AND FREE TIME
19:00 – 20:30	REGISTRATION AND DRINKS RECEPTION
20:30 – 22:30	NETWORKING DINNER

THURSDAY 19TH MAY

07:45 – 08:20   REGISTRATION, TEA, COFFEE & PASTRIES

08:20 – 08:30   CHAIR'S WELCOME AND OPENING REMARKS

Anit Chandarana, *Lead Director*

08:30 – 09:00   IMPROVING PUBLIC TRANSPORT FOR PASSENGERS

Why passengers need multi-modal journeys (bus/rail/micro-mobility)

- Designing public transport systems that engage human beings

- The role of digital and data in transforming the passenger experience

Meera Nayyar, *Head of Open Data,*
Travel and Environment Data and Statistics

Department
for Transport

09:00 – 09:30   THE UK'S FIRST MAAS SOLUTION

In spring 2022 LNER will be launching a best-in-class mobility proposition which has been a work in progress for the past 14 months and will be the first rail Maas Solution in the UK.

Adrian will give an overview of why LNER developed this solution for the industry, the impact they aim it to have and its transformative effect on how they operate.

LNER
LONDON NORTH EASTERN RAILWAY

Adrian Varma, *Head of Business Transformation*

09:30 – 10:00 **WEST COAST PARTNERSHIP FOCUS ON GIVING CUSTOMER THE BEST OUTCOMES**

This session will provide an overview of our work to deliver significant benefits to customers now, and for the future railway. This session will cover topics including:

- Reacting and responding to the pandemic

- Investing in customer services, fleet and stations to attract passengers back

- Collaborating to ensure high speed services meet the needs of customers and communities

Russell Evans, *Train Services Director*
Philippa Cresswell, *Executive Director,*
On Board Customer Experience

WEST COAST
PARTNERSHIP

10:00 – 10:30 **5G'S ROLE IN IMPROVING TRANSPORT**

Chris will discuss how digitally enabled services are Transforming Public Transport. Review of some of the products and services that have been developed in partnership with WM5G to get to the market in the last 18 months across Road and Rail, providing cost saving and passenger benefit. Discussion on business case considerations and technology challenges and how partnership with local government, transport operators and T1's help.

WM5G is a subsidiary of the West Midlands Combined Authority and a partner of TfWM, working with central and local government. WM5G Transport is focused on digital connectivity and data as two key enablers, bringing proof of concept ideas to the market using live operational transport environments to develop the product robustness as part of final development.

Chris Holmes, *Transport Programme Director*

WM 5G

10:30 – 11:30 **TEA, COFFEE & NETWORKING BREAK**

11:30 – 12:00

CHIEF INSPECTOR'S EMERGING THEMES

For 10 years, ORR has had a vision of zero industry caused fatalities and reducing risk, achieved by moving towards excellence in Health and Safety Management. This is not about gold plating but about doing the right thing and continuous improvement. To help the sector achieve this, we developed the Risk Management Maturity Model and worked with the sector to improve it. Going forward the presentation will focus on key areas I feel the sector should focus on as we recover from the pandemic and face the financial difficulties the industry now challenge. Also, as many parts of the sector head towards significant organisation changes.

Ian Prosser, *Chief Inspector of Railways*

12:00 – 12:30

APPLICATION DEVELOPMENT TO IMPROVE CUSTOMER EXPERIENCE

Hanna Kops will talk about the development of the TfL Go app which has transformed how information is conveyed to customer and helps to improve the experience they have when travelling. The TfL Go app has delivered an innovative approach to digital maps as well as digital displays at stations and there is still more to come.

Hanna Kops, *Head of Experience – Digital*

12:30 – 13:00

STATION MATTERS

Operating in an ever-changing environment within the transport sector, how do we ensure that the customer is the central focus of the system we are delivering? Where is our opportunity to empower every customer over their journey? How do we enhance and ensure every customer has current relevant journey information?

We looked for a digital solution, something that could give the operation especially in stations a real time and predictive analysis of how these hugely important assets are being used by our customers, how both are interacting with each other and how we deliver that information to the customer.

We also utilise information received from the HS1 Station Matters application which Measures customer satisfaction to enhance the station experience.

Station Matters has helped HS1 analyse where to prioritise investment and resources in a way that is most beneficial to providing the best overall customer experience.

Jay Newton, *Head of Stations Engineering & Operations*
Parveen Bhavra, *Strategic Insight Lead*

13:00 – 13:45	**LUNCH**

13:45 – 14:15	**TEA, COFFEE & NETWORKING BREAK**

14:15 – 14:45   A MULTI-FACETED APPROACH TO GOING GREEN

This presentation will focus on the range of initiatives underway in a multi-faceted action plan to reduce carbon footprint – touching on both customers and staff.

In addition, Daniel will shed some light on some of the ways Transport for London is taking action inside and outside of the organisation.

Daniel Champion, *Head of Air Quality, Environment & Technology*

14:45 – 15:15   A DIGITAL-LED ROAD TO RECOVERY – DELIVERING INNOVATION FROM EXISTING FOUNDATIONS AND THE ART OF THE POSSIBLE FOR THE FUTURE

- How Digital innovation will lead the road to recovery in transport and help get people back on board

- Case studies of existing foundations ripe for digital innovation in the North

- What the future holds and how can we work to deliver it?

Matt Smallwood, *Head of Digital Strategy*

15:15 – 16:00	**TEA, COFFEE & NETWORKING BREAK**

16:00 – 16:30

THE BENEFITS OF SMART TICKETING AND THE TRANSITION TO MOBILITY-AS-A-SERVICE

In this presentation, Matt Lewis will be giving an overview of Swift, a smart ticketing solution in the West Midlands. Starting with a brief history of Swift, Matt will then give an overview of current progress in the areas of Account Based Ticketing & Best Value Capping.

Following on from this, Matt will then discuss the plans to implement Swift on Rail and the cEMV integration to enable multi-operator ticket capping.

In addition, Matt will present the work which is taking place around Swift integration with parking and micro-mobility before finishing the presentation by outlining the plans to incorporate Swift into the heart of Mobility-as-a-Service.

Matt Lewis, *Head of Swift*

16:30 – 17:00

DEMAND RESPONSIVE TRANSPORT AS PART OF AN INTEGRATED SOLUTION

Milton Keynes has been running a Borough wide DRT offer since April 2021 as a replacement for supported bus services. The system is integrated with local commercial routes in order to be part of an overall transport solution.

Adele will look at why MKC made this change, how the technology supports it and how it's performed over the first year.

Adele Wearing, *Strategic Lead Passenger Transport*

17:00 – 17:10

CHAIR'S CLOSING REMARKS AND EVENT FINISH