

# TRANSFORMING PUBLIC TRANSPORT FORUM

28 SEPTEMBER–  
21 OCTOBER 2021



INTERNATIONAL  
ASSOCIATION OF  
PUBLIC TRANSPORT  
AUSTRALIA / NEW ZEALAND

PREMIUM PARTNER



Department  
of Transport

GOLD PARTNER

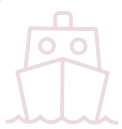
aurecon

# Session 1

## Changing Mobility Behaviour and Enabling New Travel Patterns: Lay of the Land in ANZ

TUESDAY 28 SEPTEMBER | 11:00 – 13:00 AEST

TIME	SESSION	SPEAKER
11:00 - 11:10	Welcome & Introduction	<b>Michelle Batsas</b> Executive Director, UITPANZ
11:10 - 11:15	Sponsor Remarks	<b>Aneetha De Silva</b> Managing Director, Government – Australia & New Zealand, Aurecon
11:15 - 11:25	Opening Remarks: Transforming Services Post-COVID	<b>The Honourable Ben Carroll MP</b> Minister for Public Transport, Government of Victoria
11:25 - 11:55	Keynote: The Post-COVID Customer and Their Mobility Needs	<b>Bernard Salt AM</b> Managing Director, The Demographics Group
12:00 - 12:05	<b>BREAK</b>	
12:05 - 12:10	Welcome Back	<b>Michelle Batsas</b> Executive Director, UITPANZ
12:10 - 12:20	Melbourne's Mobility Movements	<b>Nick Foa</b> Head of Transport Services, Department of Transport, Victoria
12:20 - 12:55	Panel Discussion: Responding to Emerging Mobility Trends in Australia and New Zealand  <b>Facilitator:</b> <b>Iris Stewart</b> Transportation Industry Director, Victoria & South Australia, Aurecon	<b>Natalie Reiter</b> Deputy Secretary - Policy, Precincts & Innovation, Department of Transport, Victoria  <b>Mark Lambert</b> Executive General Manager - Integrated Networks, Auckland Transport  <b>Tilly Loughborough</b> General Manager - Passenger Experience, Metro Trains Melbourne  <b>Greg Pollock</b> Chief Officer and Managing Director, Transdev New Zealand
12:55 - 13:00	<b>CLOSE</b>	





# Session 2

## In Real Time: Innovating for the Post-Pandemic Customer

THURSDAY 30 SEPTEMBER | 15:45 – 17:45 AEST

TIME	SESSION	SPEAKER
15:45 - 15:50	Welcome & Introduction	<b>Michelle Batsas</b> Executive Director, UITPANZ
15:50 - 16:35	Making Public Transport the Irresistible Option: Transforming London's Network to Bring Passengers Back	<b>Andy Byford</b> Commissioner, Transport for London
16:35 - 16:50	Sharing a Ride: New Services For Under-Served Communities	<b>Ben Gilligan</b> Area Director - East Yorkshire Motor Services (EYMS), Go-Ahead Group
16:50 - 16:55	BREAK	
16:55 - 17:00	Welcome Back	<b>Michelle Batsas</b> Executive Director, UITPANZ
17:00 - 17:40	<p>Panel Discussion: Global Innovations and Trends In Public Transport:</p> <ul style="list-style-type: none"><li>• Customer Insights Using Big Data</li><li>• Flexible Services</li></ul> <p><b>Facilitator:</b> <b>Emilie van de Graaff</b> Director, Elleeva Associates</p>	<p><b>Carmelo Costa</b> CEO, NTT Data</p> <p><b>Alexa Besson</b> Head of Customers, Products and CRM Marketing, Transports Publics de la région Lausannoise SA, Switzerland</p> <p><b>Trystan Eeles</b> COO &amp; Co-Founder, Liftango</p> <p><b>Mari Flink</b> Director - Sales, Marketing, CX, HSL Helsinki Region Transport</p>
17:40 - 17:45	CLOSE	

# Session 3

## Shaping the Future of Sustainable Mobility and a Door-to-Door Network Through Technology

TUESDAY 5 OCTOBER | 11:00 – 13:00 AEDT

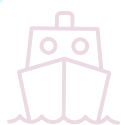
TIME	SESSION	SPEAKER
11:00 - 11:05	Welcome & Introduction	<b>Michelle Batsas</b> Executive Director, UITPANZ
11:05 - 11:20	The New South Wales Journey to Integrated Mobility	<b>Ed Debenham</b> Executive Director, Customer Strategy & Experience, Transport for NSW
11:20 - 12:00	Panel Discussion: Real Time and Occupancy Monitoring: Approaches in ANZ and Asia-Pacific  <b>Facilitator:</b> <b>Scott Smith</b> Market Operations Director - Transportation, Aurecon	<b>Catherine Rooney</b> Executive Director - Strategy, Innovation and Data Insights, Department of Transport, Victoria  <b>Joe Ma</b> Deputy General Manager, Shenzhen Bus Group  <b>Scott Winks</b> CEO, Trapeze  <b>Stacey van der Putten</b> Group Manager Metro Services, Auckland Transport
12:00 - 12:05	<b>BREAK</b>	
12:05 - 12:10	Welcome Back	<b>Michelle Batsas</b> Executive Director, UITPANZ
12:10 - 12:55	Panel Discussion: Flexible and Sustainable Services: The Future is On Demand, Door-to-Door and Green  <b>Facilitator:</b> <b>Angé Anczewska</b> General Manager, UITPANZ	<b>Segolene Deeley</b> Corporate Affairs and Innovation Director, Keolis Downer  <b>Evan Walker</b> Director - Smart Innovation Centre, Transport for NSW  <b>Vincent Doran</b> Executive Director – Service Planning & Infrastructure, Department of Transport & Main Roads, Queensland  <b>Martin McMullan</b> Founder, Mobli
12:55 - 13:00	<b>CLOSE</b>	

# Session 4

## Interactive Workshop

THURSDAY 7 OCTOBER | 11:00 – 13:00 AEDT

TIME	SESSION	SPEAKER
11:00 - 11:05	Welcome & Introduction	<b>Michelle Batsas</b> Executive Director, UITPANZ
11:05 - 11:30	Workshop Instruction & Allocation of Groups	<b>Sam Linke</b> Integrated Transport & Mobility Capability Leader, Aurecon
11:30 - 12:10	Workshop – Part One  <b>Facilitated by Aurecon:</b> <b>Sam Linke</b> Integrated Transport & Mobility Capability Leader <b>Lauren Davis</b> Design to Innovate Partner <b>Michael O'Brien</b> Lead Experience Designer <b>Lora Colussi</b> Integrated Transport and Mobility Practice Leader, Victoria & South Australia	<b>Hester De Wet</b> Portfolio Performance Manager, LUMEA  <b>Colin Hackwood</b> Planning Director, Victoria Health Building Authority  <b>Abel Immaraj</b> Rivers, Waterways & Catchment Management Leader, Aurecon  <b>Philip Motteram</b> Industry Leader - Built Environment, Aurecon
12:10 - 12:15	<b>BREAK</b>	
12:15 - 12:55	Workshop – Part Two  <b>Facilitated by Aurecon:</b> <b>Sam Linke</b> Integrated Transport & Mobility Capability Leader <b>Lauren Davis</b> Design to Innovate Partner <b>Michael O'Brien</b> Lead Experience Designer <b>Lora Colussi</b> Integrated Transport and Mobility Practice Leader, Victoria & South Australia	<b>Hester De Wet</b> Portfolio Performance Manager, LUMEA  <b>Colin Hackwood</b> Planning Director, Victoria Health Building Authority  <b>Abel Immaraj</b> Rivers, Waterways & Catchment Management Leader, Aurecon  <b>Philip Motteram</b> Industry Leader - Built Environment, Aurecon
12:55 - 13:00	<b>CLOSE</b>	





# Session 5

## We've Got a Ticket to Ride – Fighting Fit for Our Future

THURSDAY 21 OCTOBER | 11:00 – 13:00 AEDT

TIME	SESSION	SPEAKER
11:00 - 11:10	Welcome & Introduction	<b>Michelle Batsas</b> Executive Director, UITPANZ
11:10 - 11:37	Closing Keynote	<b>Stephanie Wiggins</b> Chief Executive Officer, LA Metro
11:37 - 11:54	Cross-Industry Innovations for Transport Demand Challenges: Reporting Back from the Interactive Workshop	<b>Sam Linke</b> Integrated Transport & Mobility Capability Leader, Aurecon
<b>11:54 - 12:00</b>	<b>BREAK</b>	
12:00 - 12:05	Welcome Back	<b>Michelle Batsas</b> Executive Director, UITPANZ
12:05 - 12:15	Transport X and the Future-Forward Innovation Agenda at DoT	<b>Catherine Rooney</b> Executive Director - Strategy, Innovation and Data Insights, Department of Transport, Victoria
12:15 - 12:50	Panel Discussion: Flying the Flag – Advocating for Public Transport  <b>Facilitator:</b> <b>Michelle Batsas</b> Executive Director, UITPANZ	<b>Natalie Reiter</b> Deputy Secretary - Policy, Precincts & Innovation, Department of Transport, Victoria  <b>Sally Stannard</b> A/Deputy Director General, Department of Transport and Main Roads, Queensland  <b>Joost de Kock</b> Deputy Secretary Customer Strategy and Technology, Transport for NSW  <b>Jeremy Yap</b> Deputy CEO, LTA Singapore
<b>12:50 - 13:00</b>	<b>CLOSE</b>	

