

Antti Vuorela, Head of Operational Research Group, Public Transport Planning Department, Helsinki Region Transport, Finland



Mr. Vuorela has a vast experience in digitalization and streamlining processes in agile and lean ways. "Expect the unexpected" is his motto. He has been a speaker at various world congresses such as UITP Milan World Congress, ITS Bordeaux World Congress and UITP Mena World Congress Dubai and EMTA Helsinki General Meeting, Finnish National NFC/RFID Conference, SmartCities Stockholm and WICS Ankara.

MSCE Antti Vuorela has over thirty years of varied experience in tasks related to public transport and transportation systems. He has worked as a project manager in several significant public transport development projects. Since 2010 at The Helsinki Regional Transport Authority he has been specializing in digitalization and customer experience. Currently he works as Special Researcher managing digitalization projects and developing new concepts.

The concept of Digital Dialogue (Passengers, Operators and Authorities working together) is truly unique and the first in the world like the Quality Monitoring System (Jola) was.