“We are living through an era of historic change that is altering the need, purpose, and function of our transit systems.”

Robert Puentes, President and CEO, Eno Center for Transportation, keynote speaker at the Global Public Transport Summit 2017
# Table of Contents

## Foreword
- 4

## UITP at a Glance
- 6

## The UITP Member Journey
- 8

## Growth of the Association
- 12
  - 15 Introduction
  - 16 A Local Presence
  - 18 5 Key Figures
  - 19 New Launches
  - 20 Interacting with Global Members
  - 22 Highlights 2016-2017

## The Next Two Years
- 56
  - 58 Introduction
  - 60 Interview with the New President
  - 61 Meet the New Secretary General

## Advancing Public Transport
- 24
  - 27 Introduction
  - 28 Advocacy
  - 29 Climate
  - 30 Political Agenda
  - 32 City Life
  - 34 Partnerships
  - 35 Knowledge
  - 36 Innovation
  - 38 Digitalisation
  - 40 New Mobility Players
  - 42 Bus
  - 44 Rail
  - 46 Building Sector Capacity
  - 47 Networking
  - 48 UITP Global Public Transport Summit
  - 50 Other Key Events
  - 54 Local Events Around the World
Population growth, urbanisation, and environmental realities, amongst other factors, are naturally influencing the course of public transport as it advances into the 21st century. While making steady progress on all fronts – from technology and innovation to operations and customer service – the sector is also welcoming new mobility services as part of its structure.

Our members are realising the importance of repositioning within this shifting ecosystem – taking significant steps to ‘lead the transition’ in the fields of energy and climate change, digitalisation for both service and operations and autonomous vehicle technology. We have also seen transport authorities and operators forging strategic partnerships with new industries and mobility players, advancing traditional public transport.

Significant progress indeed, but if public transport is to maintain and gain market share we must keep moving with the times. This calls for proactive approaches and open, future-orientated mindsets. In a transport world in transition, UITP’s supporting role has never been so crucial. Together, let’s embrace the future and move forward!

“Public transport needs entrepreneurship, a customer-oriented business mindset and innovative attitude.”

Masaki Ogata, UITP President 2015-2017
What were the milestones for public transport and UITP members in 2016-2017?

Masaki Ogata: One was innovation with the introduction of digitalisation; the other, emerging mobility services such as car and ride-sharing. Both mark a turning point for the sector.

Alain Flausch: The development of more sustainable practices is also a concrete accomplishment for the sector, with the global implementation of electromobility. I am also impressed to have seen a trending paradigm shift towards a more customer-centric business model.

Are members really leading the transition?

AF: Absolutely. But the transition is not over. We must continue our efforts to develop new sustainable transport networks to meet the new needs of our customers. It’s not the end of the road, and it will never be the end of the road, because the sector will continue to adapt with the world around us.

MO: Yes, but we must promote this ‘leadership’ role more and more as new mobility emerges around us. We also need to adopt the same entrepreneurship, customer-oriented business mindset, and innovative attitudes as the new players have.

Has public transport made progress in tackling issues such as rising capacity demand and budget cuts?

MO: Fortunately, in recent years our sector has been growing and gaining in efficiency worldwide, in part due to the rising competition.

AF: Indeed, the integration of new mobility services has helped us increase our capacity and expand the reach of our networks. By remaining the essential backbone of the mobility system and forging new partnerships, we can overcome these challenges.

How has the sector reacted to cyberattacks and terrorism?

AF: What many of us have done in these terrible times is offer our support and resources to help the victims, while continuing to delve deeper in the search for the most effective security measures—technologically and otherwise. Our utmost concern is customer safety.

MO: The sector has faced these fears with courage and strength, and continues to find ways to provide safe and reliable service. The task of countering terrorism, unfortunately, is infinite. We must keep going.

How are relations progressing between public transport and new mobility players?

MO: These new players should not be seen as possible rivals, but as potential partners. We should be seeking a ‘win-win’ relationship by acknowledging the strengths of both parties and establishing an advanced mobility ecosystem.

AF: As the sector continues to make the shift towards a more customer-centric focus, these relationships are naturally and necessarily becoming stronger. We share the common goal of giving customers the door-to-door solution they want without buying a private car.

Is the resilience of public transport a preoccupation for the coming years?

MO: Yes, resilience is becoming increasingly important for all industries. Public transport is no exception, especially against events such as devastating natural disasters.

AF: It will always be a preoccupation because nothing stays the same. However, I have no doubt in my mind that the world will always need public transport, so we will always find a way to persevere and adapt.

What room for improvement do you see for the sector in 2018-2019?

MO: Public transport should continue to innovate by 1) enabling all its modes to work together to deliver more efficient door-to-door service and 2) collaborating with new mobility services.

AF: Furthermore, we must continue to anticipate challenges and face them head-on, as well as improving the cultural image of public transport so that more people choose a sustainable mobility lifestyle and find it really cool.

needs entrepreneurship, a customer-mindset and innovative attitude.”

Masaki Ogata, UITP President 2015-2017
UITP (International Association of Public Transport) is the only worldwide network to bring together all public transport stakeholders and all sustainable transport modes.
WHAT WE DO

Together, we publish various kinds of reports, statistics and benchmarking studies among many other forms of research and analysis. UITP also coordinates leading Research and Innovation Projects based on regional priorities. Trainings and events are also defined by members’ needs.

Every day we make a difference for our members and for the wider sustainable transport community.

ADVOCACY & OUTREACH
We engage with decision makers, international organisations, key stakeholders

KNOWLEDGE
We generate cutting-edge knowledge and expertise

NETWORK & BUSINESS
We bring people together to exchange ideas, share best practice and forge partnerships

... AND MANY MORE!
THE UITP MEMBER JOURNEY

How do we advance public transport? By sharing unparalleled resources, created for our members and by our members.

Experience the UITP member journey...

BECOME A MEMBER NOW!
Fill in the form on uitp.org/become-member
2. CHOOSING MEMBERSHIP PACKAGE

3. BECOMING A MEMBER

4. ENTERING THE RIGHT DIVISIONS

5. WORKING WITH UI TP STAFF AND PEERS

6. JOINING COMMITTEES

7. JOINING COMMISSIONS
UITP IN 2016-2017
GROWTH OF THE ASSOCIATION
12 | GROWTH OF THE ASSOCIATION | UITP ACTIVITY REPORT 2016 & 2017
INTRODUCTION

As the world of public transport undergoes these revolutionary transitions, UITP is constantly growing and evolving too. Our number of trainings on offer all over the world has increased considerably in the past two years to help our members adapt.

As well as seeing members increase from 1,389 to 1,598, with notable growth in Asia-Pacific and Europe, the creation of a dedicated new membership subcategory for digital platforms is paving the way for integration and combined mobility.

The International Urban Rail Forum for North America, launched in January 2016, and a new liaison office in Shenzhen, China, opened in August 2016, are both designed to address the specific needs of these regions.

Our continual growth assures us that we are becoming an international reference in knowledge and expertise, a reliable advocate with visibility in the EU Commission and partnered with the UN and its agencies, and finally, we bring together the largest international network in the game to share best practices and experiences. Together, we strengthen the core role of public transport in our growing cities.
A LOCAL PRESENCE

WHERE WE ARE

At UITP, we believe in having an international influence with a local presence. Therefore, while our main office is located in Brussels, Belgium, we have opened 14 liaison and regional offices and two Centres for Transport Excellence across the globe. A Centre for Training has also been established in the Brussels main office in 2017, to organise training programmes worldwide.

Our network stretches across all parts of the globe, and it continues to grow every year. Since 2015, we have opened new offices in Morocco, Kazakhstan, the United States and China.
UITP will lead the evolution towards more liveable cities and a more equitable society by promoting modern, efficient, and sustainable public transport around the world.

Pere Calvet Tordera, UITP President 2017-2019
5 KEY FIGURES IN 2016-2017

+16 NEW RESEARCH & INNOVATION PROJECTS

286 TRAINING DAYS

+385 NEW MEMBERS

1,172 MOBILE APP DOWNLOADS

72 EVENTS

in 2016-2017
NEW LAUNCHES

MOBILE APP
So much to see and do, so many people to meet, so little time! The UITP MyEvents app helps you get the most out of our events. Launched at the Global Public Transport Summit in Montréal (May 2017) and subsequently activated for all our large events, it features customisable programmes and practical information, allows you to send instant messages to other attendees, or to set up quick meetings on-site. Meet like-minded attendees and build your business network – all from your smartphone!

ONLINE PORTAL
Whatever you’re looking for, MyUITP is the answer. Accessible through our main website, MyUITP serves as an online gateway to all UITP services. From MyUITP, identify your own interests and areas of expertise for a tailor-made overview of all UITP resources and services with the MyProfile tool.

Access an online database of over 60,000 articles with MyLibrary (formerly known as Mobi+). Connect and share with 18,000 peers from all over the world with MyNetwork. It all starts by logging in, and the world of UITP is yours.
INTERACTING WITH GLOBAL MEMBERS

INTERNATIONAL RAIL FORUM FOR NORTH AMERICA

Linking up rail transit agencies in this region with the broader international community, the inaugural Forum took place in New York in December 2016 and was attended by over 80 professionals. Hot topics included the challenges of maintaining and reinventing legacy rail systems; preparedness and resilience to climate change and terror threats; global best practice in light rail; innovation in customer service and safety.

The second forum was held in December 2017 in Washington D.C. under the theme ‘Public Transit as a Business’.

www.northamerica.uitp.org/irfna-meetings-2017

74 PARTICIPANTS
6 SESSIONS
2 DAYS
THE ‘ROSARIO MANIFESTO’

The 2017 edition of the UITP Latin American Assembly took place in Rosario, Argentina, where the congregated focused on the theme of combined mobility in the region. A declaration, dubbed the ‘Rosario Manifesto’, had been drafted and signed by UITP Secretary General Alain Flausch and Mónica Fein, Mayor of the city of Rosario, as well as 15 Latin American cities to signify a combined front in developing a sustainable, innovative and cost-efficient mobility system in Latin American countries.

SMART MOBILITY 20-20

In collaboration with our members from Tallinn (PTO) and Tartu (Municipality) and the Estonian EU Presidency, we organised a high-level international seminar in November 2017 under the theme ‘Innovative and sustainable urban transport in Europe’. This successful gathering brought together 130 participants to discuss urban mobility in Europe, but moreover to influence decision makers in the Central and Eastern Europe (CEE) region to support low-carbon and innovation-driven mobility and urban projects, policies, and strategies.
HIGHLIGHTS 2016

- Betrand Piccard delivers the keynote speech at the UITP New Year reception 2016.
- UITP publishes a Policy Brief supporting health, which focuses on environment, active travel and transport policy makers joining forces for a better urban life.
- Record-breaking attendance for the 5th edition of IT-TRANS.
- The UITP MENA Congress and exhibition addresses the future of public transport under the theme "Think big, act smart".
- UITP Secretary General Alain Flausch highlights the role of the public transport sector at the Climate Action Summit.
- The UITP Bus committee celebrates its 100th meeting.
- UITP opens a liaison office in Shenzhen, China.
- The LTA UITP Singapore International Transport Congress & Exhibition (SITCE) gathered under the theme 'Innovating Transport for Liveable Cities'.
- For the first time, the International Rail Forum for North America gathers public transport experts in New York.
- Together with the International Road Transport Union and the European Disability Forum, UITP publishes an Accessibility Guide to improve customer service for those with disabilities and reduced mobility.
- The ZeEUS Report is launched, providing an overview of electric buses in Europe.
HIGHLIGHTS 2017

A new UITP Policy Brief sets out various scenarios for the roll-out of autonomous vehicles.

A new and improved version of the magazine Public Transport International (PTI) is released, with a more dynamic editorial style and a vibrant layout.

Public Transport Trends 2017 offers a focus on the most significant developments impacting the mobility world in general and public transport in particular.

The first-ever Y4PT Global Transport Hackathon announces its winners in Montréal.

UITP and the China Association of Metros (CAMET) sign a memorandum of cooperation.

Pere Calvet Tordera, General Manager of Ferrocarrils de la Generalitat de Catalunya (FGC) in Spain, becomes UITP’s new President.

The mena transport report is launched at the first UITP MENA Open House event.

UITP and its members continue to lead through the UNFCCC Global Climate Action Agenda at COP23.

Montréal, Canada - 15-17 May 2017: the UITP Global Public Transport Summit gathers thousands of participants to ‘lead the transition’ through a defining period in the sector.

For the first time, the UITP-Busworld International Bus Conference successfully combines two of the world’s largest events on bus.

On the 31st, UITP Secretary General Alain Flausch retires after 6 years in office, and passes the torch to his successor Mohamed Mesghani, Deputy Secretary General of UITP since 2014.

UITP decides to sign the EU Commission’s Declaration on Clean, Alternatively-Fuelled Vehicles.

The MENA Transport Report is launched at the first UITP MENA Open House event.

The first-ever Y4PT Global Transport Hackathon announces its winners in Montréal.

A 5-module customised training programme is launched in Ethiopia titled Public Transport Development and Capacity Building Programme in Addis Ababa.

A new Common Position Paper from UITP, the European Cyclists’ Federation (ECF) and its Platform for European Bike Sharing and Systems (PEBSS), urges cities to develop an urban mobility strategy that successfully incorporates dockless bike systems.

A new and improved version of the magazine Public Transport International (PTI) is released, with a more dynamic editorial style and a vibrant layout.

Public Transport Trends 2017 offers a focus on the most significant developments impacting the mobility world in general and public transport in particular.

The first-ever Y4PT Global Transport Hackathon announces its winners in Montréal.

UITP and the China Association of Metros (CAMET) sign a memorandum of cooperation.

Pere Calvet Tordera, General Manager of Ferrocarrils de la Generalitat de Catalunya (FGC) in Spain, becomes UITP’s new President.

The mena transport report is launched at the first UITP MENA Open House event.

UITP and its members continue to lead through the UNFCCC Global Climate Action Agenda at COP23.

Montréal, Canada - 15-17 May 2017: the UITP Global Public Transport Summit gathers thousands of participants to ‘lead the transition’ through a defining period in the sector.

For the first time, the UITP-Busworld International Bus Conference successfully combines two of the world’s largest events on bus.

On the 31st, UITP Secretary General Alain Flausch retires after 6 years in office, and passes the torch to his successor Mohamed Mesghani, Deputy Secretary General of UITP since 2014.

UITP decides to sign the EU Commission’s Declaration on Clean, Alternatively-Fuelled Vehicles.

The mena transport report is launched at the first UITP MENA Open House event.

A 5-module customised training programme is launched in Ethiopia titled Public Transport Development and Capacity Building Programme in Addis Ababa.

A new Common Position Paper from UITP, the European Cyclists’ Federation (ECF) and its Platform for European Bike Sharing and Systems (PEBSS), urges cities to develop an urban mobility strategy that successfully incorporates dockless bike systems.
ADVANCING PUBLIC TRANSPORT IN A CHANGING WORLD
advancing public transport

IN A CHANGING WORLD
INTRODUCTION

To keep our members at the forefront of a rapidly changing mobility landscape, UITP offers invaluable advocacy, knowledge, and networking services. During 2016 and 2017 we delivered on all fronts, with our representation to decision makers and major international organisations spanning climate negotiations, sustainable urban development, and EU affairs.

In our portfolio of knowledge resources, further to increasing our number of training sessions around the world (from 30 training days in 2013 to 175 days in 2017), specialised toolboxes for tackling popular queries, and expert publications covering all fields of knowledge, highlights also included the revamped PTI magazine and release of the Public Transport Trends 2017 report. EU-funded projects foster cooperation between actors in the sector to advance knowledge and finance research and innovation priorities.

Networking at our events provide golden opportunities for members to meet peers and develop business. On the busy calendar for the last two years, in addition to IT-TRANS, the MENA Congress and Exhibition, SITCE, and of course, the re-branded Global Public Transport Summit, new dates included the International Rail Forum for North America and the UITP-Busworld International Bus Conference in Kortrijk, Belgium.
Through our varied, yet closely linked advocacy work, UITP gives each and every member a voice. Representing our members’ interests, promoting and defending public transport and sustainable mobility, through this largely transitional period. During 2016-2017, we engaged with all the actors that count – from decision makers in local and national governments, institutions and organisations at national and international levels, to businesses and urban visionaries.

The release of position papers on key issues such as health and mobility, rail passenger rights and dockless bike sharing provided members with strategic guidance on sector trends, as well as serving to create and advance a policy environment supporting the sector.
"We will continue the advocacy push to convince local and national governments to take action in favour of more and better public transport", said UITP Secretary General Alain Flausch in January 2016, in the wake of COP21. We have subsequently maintained this momentum by actively participating in all international meetings on climate change.

**COP 22 & COP 23**

Public transport was a high-profile and vocal presence at both COP22 and the United Nations Global conference on sustainable transport. At COP23 in Bonn, November 2017, UITP announced the approval of its partnership with the UNFCCC to promote sustainable public transport options during the UN Climate Change Conference, such as the ‘Clean Shuttle Service’.

**CLIMATE ACTION & CHANCE**

At Climate Action 2016, a follow-up multi-stakeholder meeting to the signing ceremony of the Paris Agreement, Mr. Flausch spoke about the major role public transport plays in cutting carbon emissions.

During the International Climate Chance Summit (September 2017), the biggest event for non-state actors in the run-up to COP23, we highlighted the importance of linking up global initiatives with concrete actions to decarbonise public transport.

**HIGH LEVEL ADVISORY GROUP**

As one of the 18 board members of the UN High-level Advisory Group on Sustainable Transport (2014-2017), UITP Secretary General Flausch’s role has been to provide former UN Secretary General Ban Ki-moon with advice on mediation initiatives and back specific efforts around the world. We welcomed the release of the Group’s ten-point plan (October 2016) suggesting how governments, businesses, and civil society should redirect resources within the transport sector to advance sustainable development.
POLITICAL AGENDA
KEEPING PUBLIC TRANSPORT HIGH ON THE AGENDA

Over 2016-2017, we kept members’ interests high on the political agenda by attending leading events. Our advocacy messages are determined by the output of our expert groups and influenced by trends and developments both within and beyond public transport. The emphasis is on gathering compelling and original evidence to strengthen policy messages.

SOCIAL DIALOGUE
With the creation of an additional working group on Urban Public Transport issues, UITP and ETF will be better equipped for the profound changes undergoing the public transport sector from a European Social Partnership perspective. A European project on “Social Dialogue in the Urban Public Transport sector in specific Central and Eastern European Countries” will be launched beginning of 2018.

4TH RAILWAY PACKAGE
The 4th Railway Package, proposed by the European Commission (EC) in January 2013, is a set of six legislative texts designed to complete the single market for Rail Services. It comprises two ‘pillars’: a ‘technical pillar’, adopted in April 2016, dealing with safety and interoperability of the railway sector, and a ‘market pillar’, adopted in December 2016, focusing on further opening of the railway market.
In October 2016, at the Habitat III conference in Quito, Ecuador, governments approved the New Urban Agenda (NUA). This action-oriented programme, which upholds the role of cities as main drivers of growth and development, aims to improve urban sustainability, equity among citizens, and resilience of the built environment. As co-chair of the policy unit responsible for much of the text written on transport in the NUA, we issued four recommendations for following through on urban mobility commitments: integration of urban design and policy; increasing public transport services; management of private car use; and procurement of adequate funds for necessary services.

ACCESSIBILITY ACT

Since 2015, the proposed directive for a European Accessibility Act has been heavily discussed in the European Parliament and the Council. The key elements include requirements to make all stations and bus stops accessible at any given point in time. We have been contributing not only by means of the usual lobbying activities, but also by designing a brochure (December 2017) gathering the experiences of more than 25 European public transport operators and authorities working to improve the accessibility of their services.

MOBILITY PACKAGE

The EC’s Mobility Package is a collection of new legislative proposals aiming at improving environmental and social aspects of road transport. The 1st part of the Package was published in May 2017 and covers areas such as drivers’ training and rest time rules. The EC published the 2nd part of the Package in November 2017. Revision of the Clean Vehicles Directive is one of the major legislation proposals in this part of the Package. We are currently assessing the proposals to define our position.
From health and mobility to dockless bikes, position papers released over 2016-2017 cover all the pressing issues in urban mobility today. Offering our members political support and informed guidance enables them to make positive choices to benefit their business and ultimately improve the quality of life for their customers and in the city they serve.

**HEALTH**

We believe encouraging more active travel through public transport calls for a comprehensive and long-term strategy, built upon horizontal – environment, health, transport – and vertical – national, regional, local – integration.

**PUBLIC TRANSPORT AT THE HEART OF THE URBAN MOBILITY SYSTEM**

Reducing car dependency in cities and encouraging ridership of public transport calls for appealing incentives and alternatives. For UITP, the solution lies in combined mobility.
RAIL PASSENGER RIGHTS

Following a public consultation in 2016 to which UITP contributed, the European Commission released in September 2017 its proposal to revise the Regulation 1371/2007 on rail passengers’ rights and obligations. We are continuing work to ensure that passengers remain at the centre of all public transport operations.

UNLICENSED DOCKLESS BIKES

Bike sharing functions best when part of an overall urban transport network and vision. Cities should therefore ensure that any dockless system they allow to operate within their boundaries is the right partner to help achieve their goals.

“We must not steal the blue skies and clean air from our future generations.”

Wang Chuanfu, President and Chairman, BYD Company Ltd
PARTNERSHIPS
EXPANDING OUR NETWORK

By joining forces at all levels of influence and across sectors, UITP is tackling global issues face on. Throughout 2016-2017, we built on existing cooperation and agreements, as well as forging new strategic partnerships and working relations with different organisations around the world promoting a sustainable mobility lifestyle.

GLOBAL ORGANISATIONS

/ UNITED NATIONS Framework Convention on Climate Change

/ WORLD BANK GROUP

/ MOBILITY FOR ALL

/ SUSTAINABLE

REGIONAL ORGANISATIONS

/ UNAMEMOS

/ ALAMYS

/ UNION FOR THE MEDITERRANEAN

/ EL ATANDAD

/ ECF

/ EUROPEAN CYCLISTS’ FEDERATION

/ SECTORIAL ORGANISATIONS

*collaboration between UITP, The World Bank Group, UNDESA, ITF, DFID, ITDP, UNECE, CAF, SLoCaT, WRI, IDB
Our knowledge team is constantly monitoring trends, advancing strategic expertise, and leading research across a broad range of fields. These resources on hand are keeping our members informed and ahead of the transition.

Among others, the major themes of the past two years included innovation, digitalisation, paving the way for integration with new mobility providers, advances in electromobility, and supporting excellence in metro operations and maintenance. With our leading publications, projects, case studies and trainings, we met these themes head-on.
“Public transport needs to be much more entrepreneurial and innovative. If we don't embrace innovation, we will be side-lined”, said UITP Secretary General Alain Flausch at UITP’s New Trends in Mobility Conference, April 2016. To build a culture of customer service excellence, we must apply innovation to every aspect of the sector - from ticketing and payment, to funding and governance, to partnerships and human resources.

INNOVATION

A PRIORITY FOR MEETING CUSTOMER NEEDS

INNOVHUB

Launched in May 2017, InnovHub flags up initiatives from members and UITP involving cutting-edge technology and fresh perspectives in public transport. By shining a light on industry pioneers, this innovative hub by UITP aims to inspire members to lead the mobility transition.

CREATION OF R&I DEPARTMENT

Following the growing demand to expand our research and innovation (R&I) activities beyond the EU, our new R&I Department was established in 2016 to support members worldwide in third party-funded initiatives. It also identifies regional priorities and funding, and provides innovative solutions that can be used as global examples.
Images speak louder than words. To showcase how public transport is leading the mobility transition, UITP’s Photo Contest 2016-2017 attracted 365 entries ranging from pictures of autonomous buses to sustainable stations to new mobility solutions, with 141 organisations participating from 50 countries.

**PHOTO CONTEST**

For cities around the world, our Urban Mobility Innovation Index (UMii) is a guide to encourage innovation in urban mobility services and systems. Sponsored by the Roads & Transport Authority of Dubai (RTA), it is being implemented by UITP with the support of Future Cities Catapult. Data for UMii, collected from 30 cities worldwide, has been shared in a final report, followed by a Position Paper, released in November 2017.

**URBAN MOBILITY INNOVATION INDEX (UMII)**

From electric buses to cutting-edge transport hubs, the seven winners epitomised the innovative contribution the public transport sector is making to sustainable mobility. The categories were public transport strategy, design, smart financing and business models, customer experience, operational and technical excellence, small cities and low-density areas, and Y4PT Young Leadership. Meet the winners on uitp.org/news.

**AWARDS**
A megatrend in all business sectors and everyday life, digitalisation is an exciting opportunity for public transport to boost its efficiency and appeal. We are supporting members in this direction with documentation, training sessions, and through participation in projects and events all over the world.

**DOCUMENTATION RELEASED DURING 2016 AND 2017**

*Digitalisation in public transport (June 2017)* explores the impacts of this trend on the sector. Outlining both the prospects and issues for members, the report provides a framework for our work on the topic, identifying the areas where we could and should develop activities.

Public transport is sitting on a potential data goldmine. Another source of inspiration is *Stakeholder cooperation on data in public transport (June 2017)* – an Action Point paper that highlights the opportunities of data and proposes approaches to the principles of sharing, responsibilities, and common goals.

‘A successful information security management system should be built upon three pillars – people, policies and procedures, and physical protection’. *Cybersecurity in public transport (February 2017)* gives action points to help public transport organisations protect their critical information and systems, and fulfil obligations to customers.

In 2017 we conducted a survey on digitalisation, the results of which are in the Knowledge Brief prepared to be published in January 2018.

- **62%** of respondents believe there is a lack of employees with digital expertise.
- **+50%** of respondents use “predictive maintenance”, at least in pilot phase.
- **58%** of respondents do have a strategy for digital transformation.
UITP played an active role in the IT2Rail project (May 2015 - October 2017), which focused on the technology side of solutions to enable interoperability. We are also involved in the Governance of the Interoperability Framework for Rail and Intermodal Mobility (GOF4R) initiative that seeks to create the conditions for these technologies to function. A 23-month project that kicked off in November 2016, it has 15 international partners on board.

→ www.gof4r.eu

EU AFFAIRS

By signing the Joint Declaration on Digitalisation, issued by the Public Services Employers Forum (PSEF) in March 2016, we recognise the need to better understand which types of data exist, how they could be used, and by whom. This allows us to efficiently address questions related to the ownership of data and the cost and benefits of providing it to third parties, for instance in the framework of an open data policy.

The European Bus System of the Future 2 (EBSF_2) is an R&I project launched in May 2015 and ends in April 2018. Milestones during 2016 - 2017 included development of open IT systems, tools for designing electric buses, and innovative fleet maintenance solutions.

→ www.ebsf2.eu

Y4PT HACKATHON

The Youth For Public Transport (Y4PT), a UITP Foundation, launched in 2016 local transport hackathons in 25 major cities worldwide. The objective? To stimulate development of sustainable solutions to meet urban mobility challenges. Winning ideas ranged from air-quality sensors to bus loyalty programmes to apps that encourage healthy mobility. The initiative culminated in May 2017 with the first-ever Y4PT Global Transport Hackathon, held in Montréal, with Team Ditch and Team upWay sharing top prize.
NEW MOBILITY PLAYERS
PAVING THE WAY FOR INTEGRATION

The arrival of new mobility players marks a turning point in the history of public transport that UITP has anticipated and is embracing.

We have created a new membership subcategory to welcome these new mobility services to the sector. Keeping cities on the go calls for an ecosystem built upon public transport ‘as the backbone’, supported by shared and on-demand services. Together, we are designing the future of sustainable door-to-door urban mobility.

POLICY BRIEF AUTONOMOUS VEHICLES

To grasp the opportunities of autonomous vehicles (AV), organising authorities and public transport operators should act now to integrate them into their networks.

In 2016, our members launched trials of autonomous shuttle buses in countries such as France, Switzerland, and Singapore. In the January 2017 Policy Brief on AVs, we put forward a clear message: ‘AVs will only help to meet public policy goals if they come as shared fleets integrated with public transport. If deployed as shared ‘robo-taxis’ and minibuses, if used to reduce car ownership through more effective car-sharing schemes, this driverless mode could dramatically enhance public transport.’
R&I PROJECTS

OPTICITIES
Reducing car dependency and combining available mobility solutions lay at the heart of OPTICITIES. With a collaborative approach between private and public stakeholders, the results of the project (November 2013-October 2016) can be considered the basis for developing Mobility as a Service (MaaS).
► www.opticities.com

IMOVE
Active from June 2017 to end-December 2019, IMOvE is building upon European initiatives such as UBIGO and Hannovermobil. To accelerate and scale up the MaaS market in Europe, the project team is exploring innovative business and technology enablers to pave the way for a ‘roaming’ capability for MaaS users at the European level.
► www.imove-project.eu

WORKSHOPS FOR NEW MOBILITY SERVICES

Barcelona, 14 April 2016
The theme of this Combined Mobility Workshop was ‘Tomorrow’s mobility: What should be the role of public authorities?’

Paris, 18 October 2017
Participants explored ‘Mobility as a Service: How to make an integrated mobility solution successful’.

“MaaS is first and foremost a step towards a new mobility mindset.”

Klaus Bamberger, Head of Transport Planning and Mobility Management, Wiener Linien, Austria
The push to decarbonise is strongly felt, and set to impact various industries and society at large over the coming decades. While already largely electrified with commuter and light rail, the sector still has fleets of fossil-fuelled buses on its hands.

With our members, UITP continues to support the deployment of electric buses through actions such as the milestone ZeEUS project and by participating in many other European initiatives.

**ELIPTIC**

From June 2015-May 2018, ELIPTIC is working to optimise existing electric infrastructure and rolling stock in order to reduce costs and energy consumption. Recent highlights include the first results of energy storage systems, presented in Rome (June 2017), a webinar on ‘E-bus planning supported with simulation tools’, and completion of the first ELIPTIC feasibility studies. ► www.eliptic-project.eu

**ZEEUS**

The UITP-led ZeEUS project (November 2013 - April 2017) has subsequently run demos in Barcelona, Bonn, London, Münster, Paris, Plzen, Ranstad, Stockholm, and Warsaw. Our most recent documentation includes the interim results of ageing tests for battery packs, lessons learned for the deployment of e-bus opportunity charging, and recommendations from ZeEUS Observatory workshops.

The 2nd edition of the ZeEUS eBus Report (October 2017) features an extra chapter on electric system suppliers for charging infrastructure, an expanded map of operations, new manufacturers, and an updated and extended overview of high capacity electric buses in Europe. ► www.zeeus.eu

“**We need to demonstrate the economic, environmental, and societal feasibility of electric urban bus systems.**”

E-SORT
In July 2017 we released E-SORT, a new addendum to the initial UITP SORT brochure. For members only, On Road Test Cycles for electric buses benefits bus operators, public transport authorities (during tender procedures), and the bus industry as a reference document.

JIVE
This project, which kicked off in January 2017, is the first time UITP has engaged with the hydrogen bus sector to provide objective expertise and guidance. Running until December 2022, JIVE aims to ease the commercialisation of fuel cell buses by deploying more than 140 vehicles across 9 locations. The team will test new hydrogen refuelling stations with capacity to serve fleets with over 20 buses.

ASSURED
Following up the success of ZeEUS, the ASSURED project (October 2017-September 2021) is addressing the electrification of urban commercial vehicles and their integration with fast charging infrastructure in different cities across Europe. UITP is leading the User Acceptance & Demonstration in the Cities activities, as well as the project dissemination, collaboration and networking tasks.

EXPOCITYTRANS
‘The future of mobility is electric’. This was one takeaway from the 2016 edition of ExpoCityTrans in Moscow. Yet the bus industry is still facing issues such as how to produce clean electricity and storage challenges. These topics, amongst others, were addressed in depth during the second day of the conference, which was dedicated to electric transport.
With capacity demands and customer expectations on the rise, the pressure is on metro operations and maintenance. Promoting excellence in the development of urban rail systems, our dedicated seminars, training programmes and research provide invaluable support and strengthen collaboration between our members in this particular field.

**STATISTICS BRIEF**

Half of the world’s fully automated metro infrastructure is concentrated in four countries: France, South Korea, Singapore, and the United Arab Emirates (UAE). Our statistics brief *World Report on Metro Automation* (July 2016), released every two years, gives an overview of the state of the art in this technology, including line characteristics, technological trends, supplier market share, and estimated future developments.

- 25% of 157 metro cities have at least 1 fully automated line
- 3 publications published in 2016 - 2017
KnowLedGe brieFs

STRATEGIC ASSET MANAGEMENT

In the light of developments such as international standards and digitalisation, this June 2017 brief sets out a strategy for the design and operation of metro systems, with a focus on safety, efficiency, and sustainability.

‘FROM VEHICLE PROVIDERS TO SERVICE PARTNERS’

A growing trend, public transport operators are turning to original equipment manufacturers (OEMs) for maintenance of their rolling stock. In this March 2017 Knowledge Brief, we compiled several case studies and highlighted the potential benefits for both parties.

OPEUS

UITP’s role in this 29-month project, which kicked off in November 2017, includes identifying urban rail energy requirements, helping define reference simulation scenarios for urban and suburban/regional operations, and assessing future energy needs and usage within the wider rail sector.

► www.opeus-project.eu

LOCAL RAIL AND FLOODING REPORT

With climate change expected to increase the frequency and severity of extreme weather events, are rail systems prepared for flooding? Our Local Rail and Flooding report, put out following a two-day UITP workshop in Berlin, September 2017, explores the need to reassess mitigation strategies and priorities, together with protection, organisation and operation measures.

NEXT GENERATION OF TRAIN CONTROL (NGTC)

Between September 2013-August 2016, this project analysed the similarities and differences of required functionalities for ETCS and CBTC systems, with an eye to possible convergence in the future. At the final conference in Brussels, February 2017, participants discussed the main project achievements and lessons learned, challenges and benefits for customers, and the way forward in R&I efforts.

► www.ngtc.eu

OVER THE LAST
30 YEARS

NATURAL DISASTERS HAVE BEEN MULTIPLIED BY A FACTOR OF 4
Broaden your horizons with our new look and feel PTI magazine, completely revamped with a more dynamic editorial style and vibrant layout. Issues are released 3 times a year, in January, May and September. From digitalisation and data, to rail, accessibility, and the customer experience, discover in-depth features that explore all aspects of sustainable mobility. More than just reading the news on the latest trends in the sector, benefit from expert insight on key public transport developments and learn about industry best practices.

**THE NEW PUBLIC TRANSPORT INTERNATIONAL (PTI)**

**PUBLIC TRANSPORT TRENDS 2017**

Our biennial Public Transport Trends report presents major socio-economic, technological and political developments from around the world, together with analysis of their impacts on the sector. The 2017 edition, compiled with the active participation of members, explores four trends driving change across the sector and across the globe: new mobility services; (re)organisation of the public transport market; fossil fuels and beyond; and the motorcycle boom.

To order any of our publications, please contact: publications@uitp.org

**TRAINING PROGRAMMES**

Our training programmes cover all relevant topics from Public Transport Fundamentals to Mobility as a Service (MaaS), and new ones are added every year. Customised trainings are also created by request.

**IN 2016-2017, WE HAD...**

- **286** training days
- **+2,500** participants
As the global marketplace changes and grows, we are keeping our finger on the pulse by expanding and developing our international and regional events. Bigger, better, and increasingly dynamic, they offer valuable opportunities for sector stakeholders to network. The 2017 Global Public Transport Summit in North America, IT-TRANS in Europe, and SITCE in Asia Pacific were just some of the dates on the busy calendar for 2016-2017. Benchmark, build business partnerships, exchange expertise and ideas – all great reasons to join in!
LEAD THE TRANSITION

Rebranded the Global Public Transport Summit, the 2017 edition of our biennial, must-attend event was hosted by the city of Montréal. The theme, ‘Lead the TRANSITION’, was strengthened by the strong presence of new mobility players as both speakers and exhibitors.

Highlights included the programme, featuring a record-breaking 50 sessions in different formats, InnovHub – UITP’s new, one-stop hub for outstanding projects and innovative ideas in public transport (more information on page 36) – and the Y4PT Global Transport Hackathon (more information on page 39), a first for the sector.

With exhibition space reserved for North American companies, the summit also focused on urban mobility in this region, together with dedicated sessions and a special North American day. “At this UITP Summit, the Canadian transit industry is having a real moment on the world stage,” said Patrick Leclerc, President and CEO, Canadian Urban Transit Association (CUTA).
Following the success of the 2017 Global Public Transport Summit, UITP is looking ahead to the next edition, which will take place in Stockholm, Sweden from 10 to 12 June 2019. The local host for the event will be Stockholm Public Transport Authority (SL). An ideal location for showcasing public transport, the theme for 2019 will be ‘The Art of Public Transport’.
Stay tuned for the latest news and updates about the Summit on our website.
► www.uitpsummit.org
“UITP has a long list of interests and activities, but is essentially a platform where various organisations from across the globe come together to work in the same direction”, says Pere Calvet Tordera, UITP President 2017-2019, elected unanimously by the General Assembly at the Global Public Transport Summit in Montréal, May 2017.

---

**LTA-UITP SINGAPORE INTERNATIONAL TRANSPORT CONGRESS AND EXHIBITION (SITCE)**

The ‘Innovating Transport for Liveable Cities’-themed SITCE 2016 attracted more than 3,000 participants from 42 countries. Covering all modes of transport, the 30 congress sessions included topics such as construction projects, maintenance, data, and smart cities.

“Finding the right balance in mobility for any city is not easy,” said Chew Men Leong, Chief Executive, Singapore Land Transport Authority (LTA). “Every country and every demographic is unique and the challenge is about meeting the needs of citizens whilst bearing in mind the common good for society.” The 2018 edition will be held in July in conjunction with the International Rail Conference.

► More information on www.sitce.org
One takeaway from IT-TRANS 2016 in Karlsruhe, Germany, was the crucial role of digitalisation in making public transport more user friendly and flexible, with the prerequisites being access to big data and real-time information. Yet issues remain. “Data protection and digitalisation must be closely coordinated”, said Winfried Hermann, Transport Minister for Baden-Württemberg. “Both are necessary and both are possible.”

The three-day event also flagged up the importance of putting people before technology – “[otherwise] we could be heading towards a dystopian future,” warned keynote speaker and US mobility visionary Gabe Klein. “We need policies and technology that prioritise people’s happiness.”

More information on www.it-trans.org
In October 2017 in Kortrijk, Belgium, the UITP-Busworld International Bus Conference brought together the brightest minds in the industry, sharing experiences and solutions, as well as introducing innovative concepts and launching new projects.

Electrification was one of the core themes of the Integrate + Connect! programme, which included sessions on the roll-out of large fleet, electric bus operations and operational concepts. Head to the website www.uitpbusworld.uitp.org for our day-to-day coverage of the event.
At the 2016 edition of this biennial event in Dubai, organised by UITP and RTA Dubai, participants debated the role of governance – “Nothing will ever happen in public transport without political will,” said Alioune Thiam, Director General, CETUD (Conseil Exécutif des Transports Urbains de Dakar) – as well as financing issues and the importance of providing safe and efficient school transport.

One of the main takeaways is the urgent need to find congestion-cutting solutions for the Middle East and North Africa (MENA) region.

► www.uitp-mena.com
In India, several events and trainings were held over the past two years, many focusing on electric buses. However, the first Seminar on rail in India provided an insight into the current status of metro projects and their role in developing better mobility systems and creating more liveable cities in the country. UITP and Delhi Metro Rail Corporation (DMRC) have jointly hosted the event ‘UITP India Seminar on Metro Rail Projects – A Future Perspective’ held in December 2017 in New Delhi, India.

In partnership with the Department of Roads and Transport (DRT) of the Gauteng Province, South Africa, and UATP, we hosted an International Conference on Transport Authority in March 2016, which focused on the transition towards an effective and efficient Transport Authority for the Gauteng Province. In June 2017, a regional workshop was held in collaboration with the UN Environment to promote soot-free buses and sustainable public transport in Accra, Ghana.

AFRICA

INDIA
AUSTRALIA & NEW ZEALAND

The annual Australian Transport Summit, co-hosted by UITP and the Transport and Tourism Forum (TTf), saw almost 200 leaders gather to debate and discuss trending issues facing the transport industry in the region. Held in August 2017, the programme featured heads of major transport operators and foremost industry experts, among other welcome guests.

TURKEY

In March 2017, we held the latest edition of the Turkey National Public Transport Conference in Kaysen, which was the largest public transport conference centred on the theme of ‘Formalisation and Reform of Public Transport’ in the region. Both national and international experts gathered for the discussion.
AND THE NEXT TWO YEARS
AND the next two years
INTRODUCTION

Delivering value to members is the number one priority for UITP. To fulfil this mission, over the next two years we will, of course, remain at the forefront of the sector through our core activities in advocacy, knowledge, and networking.

Considering the main trends influencing members and the specific themes of our working bodies, we have established the following umbrella topics for our Integrated Global Work Programme (IGWP) 2018-2019: decarbonising urban transport; excelling in customer support; improving cost efficiency and funding; making cities more public transport orientated.

Staying abreast of trends and developments in the coming years is crucial. Through the Integrated Global Working Programme, we will be focusing on areas such as advances in combined mobility and on-demand services; the evolution of public transport governance to embrace all shared modes; and ‘employer brand’ efforts by the sector to inspire people to consider a career in the industry.
OBJECTIVES

Learn and strengthen the overall knowledge on public transport and mobility

Serve public transport professionals (UITP members)

Engage with politicians and decision-makers

WORKING STREAMS

Business intelligence (market watch, information, data)

Business-oriented management and technological excellence

Policy-related activities

DELIVERABLES

Public transport Trends Report, PTI magazine, Statistics, market studies, etc.

Seminars, Trainings, Benchmarking, Knowledge Brief

Advocacy activities, Policy Brief
What are your objectives as the new President of UITP?

It’s an honour to reach the position of President. During my mandate I would like to further UITP’s global reach and reputation, since it’s crucial for our sector to be present in the main decision-making forums. This would be the first step. In addition, focus will be given to new players entering the sector. I also intend to strengthen the links between our Association and its members. Undoubtedly, the main strength of UITP is its membership, and the Association shall evolve on the course that its members set.

What is the role of UITP and one benefit of membership?

UITP has a long list of interests and activities, but is essentially a platform where various organisations from across the globe come together to work in the same direction. All members can get involved in a wide variety of work groups that offer huge potential in terms of sector-specific, technical information, as well as professional/personal touch. My experience is that benefits of active membership go far beyond expectations, both at personal and professional levels. The knowledge, skills and personal links that are reached within UITP cascade within the organisation. Not only in terms of specific information and data, but also in terms of global approach, openness to new ideas, and an overall increase in capacity to provide solutions to the challenges we all face on a daily basis. As a meeting place, UITP has constantly evolved in line with, and often in anticipation of changes.

Your vision of the future?

We are entering a new era in public transport, driven by huge social and technological changes. UITP has a major role to play in this new scenario. I am confident it will lead the evolution towards more liveable cities and a more equitable society by promoting modern, efficient, and sustainable public transport all around the world. Placing the passenger—the citizen—at the centre of public transport is essential. Technology and customer focused strategies will lead to the further development of Mobility as a Service (MaaS) and the seamless integration of all urban mobility services.

"Placing the passenger—the citizen—at the centre of public transport is essential."
Mohamed Mezghani took up his new position as Secretary General of UITP in January 2018. Besides his role as UITP Deputy Secretary General since 2014, he is an ambassador of the Dubai Association Centre.

Your predecessor, Alain Flausch, said: “Mohamed knows the next steps for UITP to keep developing as the international reference in the sector.” What are these ‘next steps’?

I have a vision on three levels – for public transport, for UITP, and for its General Secretariat in particular. For public transport, we must continue expanding large infrastructure networks to cope with the growing demand for mobility, and we have to do that within short timelines. On the other hand, the sector must move towards digitalisation and customer-centricity, while embracing new mobility services. At UITP, we must involve and work with the new mobility players; strengthen the advocacy of public transport by engaging with political decision makers and business leaders; develop high quality services with good value for money for our members; and continue the globalisation of the Association by answering local specificities and diversity of expectations in the different world regions and for various categories of members.

When asked what kind of Secretary General he plans to be, Mohamed Mezghani said: “I am the tenth Secretary General in the 132-year history of UITP. Those who follow football, like myself, know Maradona, Zidane, and Messi; they understand the significance of ‘squad number 10’. I have a lot to live up to!

I plan to have direct communications with our members, as well as stay close with the staff. I attach great importance to the human touch, to building relationships that are both professional and personal. So please, call me Mohamed.

Mohamed Mezghani took up his new position as Secretary General of UITP in January 2018. Besides his role as UITP Deputy Secretary General since 2014, he is an ambassador of the Dubai Association Centre.

For the Association governance, expect to see the Board members, who give their time and expertise freely to UITP, play a more active role in the budget, decision-making process and management. I’m really pleased about this development. Moreover, we must ensure the management of the General Secretariat is perfect and staff are happy. This is a question I will be asking myself every day.

The future of public transport looks to you?

Though public transport will remain the backbone of any mobility system in cities, we have to see it as one element of the multiple mobility options at the disposal of citizens. The more flexible and shared solutions are developed, the less individual use of cars will be. Consequently, this will increase the demand for public transport. This complementarity will be the future model.

This progress is also vital if the sector wants to fight climate change in the bigger picture, besides developing electromobility.

Q: How does the future of public transport look to you?

A: Though public transport will remain the backbone of any mobility system in cities, we have to see it as one element of the multiple mobility options at the disposal of citizens. The more flexible and shared solutions are developed, the less individual use of cars will be. Consequently, this will increase the demand for public transport. This complementarity will be the future model.

This progress is also vital if the sector wants to fight climate change in the bigger picture, besides developing electromobility.

Q: What kind of Secretary General do you plan to be?

A: I am the tenth Secretary General in the 132-year history of UITP. Those who follow football, like myself, know Maradona, Zidane, and Messi; they understand the significance of ‘squad number 10’. I have a lot to live up to!

I plan to have direct communications with our members, as well as stay close with the staff. I attach great importance to the human touch, to building relationships that are both professional and personal. So please, call me Mohamed.

For the Association governance, expect to see the Board members, who give their time and expertise freely to UITP, play a more active role in the budget, decision-making process and management. I’m really pleased about this development. Moreover, we must ensure the management of the General Secretariat is perfect and staff are happy. This is a question I will be asking myself every day.

Q: What kind of Secretary General do you plan to be?

A: I am the tenth Secretary General in the 132-year history of UITP. Those who follow football, like myself, know Maradona, Zidane, and Messi; they understand the significance of ‘squad number 10’. I have a lot to live up to!

I plan to have direct communications with our members, as well as stay close with the staff. I attach great importance to the human touch, to building relationships that are both professional and personal. So please, call me Mohamed.
PICTURES

Copyrights


© UITP (International Association of Public Transport), 2018. Any opinions expressed in the chapters are those of the authors. All rights reserved. No part of this report may be reproduced, stored in a retrieval system, transmitted in any form or by any means without the written permission of the publisher.

ACKNOWLEDGEMENTS

The Activity Report 2016 & 2017 is a collective effort which involved UITP staff, members and external suppliers.

Management Team:
Cynthia Bonsignore, Samantha Clark, Alain Flausch, Mohamed Mezghani, Anne-Françoise Piette

Editorial team:
Lesley Brown, Samantha Clark

Layout:
Laurent Murgia