

ENGINEERING THE RAILWAY PASSENGER JOURNEY

Institution of
**MECHANICAL
ENGINEERS**

18 May 2016
Institution of Mechanical Engineers,
One Birdcage Walk, London

More details available at
www.imeche.org/railwayjourney

KEY SPEAKERS INCLUDE:



Anthony Smith
Chief Executive
Transport Focus



Mike Stubbs
Director London Overground
Transport for London



Keith Wallace
Programme Director
Govia Thameslink Railway



River Tamoor Baig
Co-Founder
Hack Partners

Railway Division
Seminar



EVENT PARTNERS:



Railway Industry Association

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ENGINEERING THE RAILWAY PASSENGER JOURNEY WILL EXPLORE THE CREATIVE AND PRACTICAL ROLE THAT ENGINEERS PLAY IN IMPROVING CUSTOMER SATISFACTION, ADDRESSING REQUIREMENTS SUCH AS PUNCTUALITY, RELIABILITY, CUSTOMER SERVICE AND DELIVERING HIGHER NETWORK AND PASSENGER CAPACITY THROUGH SYSTEM IMPROVEMENTS.

Due to ever-increasing demand on UK railways, there is an urgent need to address network capacity and customer expectation. Engineers play an essential role by delivering regular upgrades, developing new infrastructure and improving the quality of rolling stock.

However, recent reports state that **42% of passengers** did not realise that engineering work was taking place when they booked their tickets, despite the introduction of the 'digital railway' to help keep passengers informed.

Engineering the Railway Passenger Journey will provide solutions to current problems facing the customer service experience as well as exploring what the future holds in terms of technology and system improvements.

TOPICS TO BE COVERED:

- What the end-to-end journey really means
- Managing customer experience and expectations during disruptions to the network
- Case studies on passenger-focused programmes, including Govia Thameslink Railway
- The creation and operation of the first automatic Delay Repay system with c2c
- How to improve passenger experience and operational efficiency with HackTrain
- New technologies to established functions that will transform current perceptions

BENEFITS OF ATTENDANCE:

- Hear from thought leaders dealing with passenger journey issues on a daily basis including **Transport Focus, Transport for London and Crossrail**
- Gain a unique insight into how technology will revolutionise customer experience with **Hack Train**
- Learn from other transport sectors including **Reading Buses** and how they are meeting customer expectations
- See technical presentations that demonstrate what can already be done to **improve passenger satisfaction**
- **Network** with the companies at the forefront of user experience in the rail industry

ORGANISING COMMITTEE

Railway Division
Institution of Mechanical Engineers

MEMBERS CREDITS:

Mark Gaynor,
Head of Technical Strategy,
Skills & Sustainability
Department for Transport

Ian Papworth
Independent Consultant

Martin Beable,
Fleet Engineering and Asset Manager
London Overground Rail Operations

Presentations from Transport Focus, National Task Force, Transport for London, Govia Thameslink Railway, c2c and many more.

SEE THE FULL SPEAKER LINE-UP
WWW.IMECHE.ORG/RAILWAYJOURNEY

PROGRAMME

WEDNESDAY 18 MAY 2016	
08:30	REGISTRATION AND REFRESHMENTS
09:00	CHAIR'S OPENING REMARKS
SESSION 1: PRACTICAL BEST PRACTICE	
09:10	KEYNOTE SPEAKER; DO PASSENGERS TRUST THE RAIL INDUSTRY? Anthony Smith, Chief Executive, Transport Focus
09:35	PUTTING PASSENGERS IN THE DRIVING SEAT Peter Wilkinson, Managing Director, Passenger Services
10:00	IMPROVING THE END-TO-END PASSENGER EXPERIENCE Gary Cooper, Director of Operations, Engineering & Major Projects, ATOC and Jacqueline Starr, Managing Director, Customer Experience, ATOC
10:25	QUESTION AND ANSWER SESSION
10:35	NETWORKING REFRESHMENT BREAK
SESSION 2: PRACTICAL BEST PRACTICE	
11:00	THE TRANSPORT FOR LONDON PERSPECTIVE Mike Stubbs, Director London Overground, Transport for London
11:25	ALL CHANGE PLEASE: GOVIA THAMESLINK RAILWAY'S (GTR) FOCUS ON THE PASSENGER Keith Wallace, Programme Director, Govia Thameslink Railway
11:50	SHIFTING THE FOCUS FROM TRAINS TO PASSENGERS IN PERFORMANCE MEASUREMENT? Stephen Draper, Performance Analysis Manager, Network Rail
12:15	QUESTION AND ANSWER SESSION
12:30	NETWORKING LUNCH
SESSION 3: PRACTICAL CONSIDERATIONS	
13:30	INTEGRATING BUSES WITH TRAINS: HOW A STRATEGIC APPROACH CAN IMPROVE THE PASSENGER EXPERIENCE Martijn Gilbert, CEO, Reading Buses
13:55	GIVING RAIL PASSENGERS A FAIRER DEAL: THE CREATION AND OPERATION OF AUTOMATIC DELAY REPAY (ADR) Anand Sampat, Head of Customer Experience, c2c and Kishan Vaja, Digital Marketing Manager, c2c
14:20	NETWORK RAIL PERSPECTIVE AND TECHNOLOGY ROUTE MAP Speaker to be confirmed
14:45	QUESTION AND ANSWER SESSION
14:55	NETWORKING REFRESHMENT BREAK
SESSION 4: PRACTICAL CONSIDERATIONS	
15:25	HACKTRAIN: AN ALTERNATIVE PERSPECTIVE River Tamoor Baig, Co-Founder, Hack Partners
	QUICK FIRE PRESENTATIONS ON HACKTRAIN INNOVATIONS:
	PRESENTATION 1
	<ul style="list-style-type: none"> Understanding how passengers move about during delays and disruptions to the network and how this affects platform congestion, retail purchases and train loading
	PRESENTATION 2
	<ul style="list-style-type: none"> Using mobile technology to reduce congestion on passenger services, drawing on evidence from applying this approach on the c2c line between Fenchurch Street and Southend
	PRESENTATION 3
	<ul style="list-style-type: none"> Improving the multi-modal experience, drawing on technology used by the likes of Zoopla and Rightmove to help people decide where to purchase a home, based on transportation links
16:00	CLASS 144E: TRANSFORMING PERCEPTIONS Helen Simpson, Engineering and Supplier Development Manager, Porterbrook Andy Houghton, Commercial Director, RVEL
16:20	THE CLASS 321 RENATUS MEETING PASSENGER NEEDS Mark Smith, Commercial Director, Wabtec
16:40	QUESTION AND ANSWER SESSION
16:50	CHAIR'S CLOSING REMARKS
17:00	END OF SEMINAR

For the most up-to-date and detailed programme for the event, please visit www.imeche.org/railwayjourney

- This programme is subject to change.
- The Institution is not responsible for the views or opinions expressed by individual speakers.

HOW TO BOOK YOUR PLACE

FEES AND CHARGES

Registration fees include entry to the sessions, refreshments, and a copy of selected presentations.

Fees and charges	Standard Rate	Total
Member, Institution of Mechanical Engineers/ Supporting Organisation	£315.00 + VAT	£
Non-member	£430.00 + VAT	£
Student/Retired	£115.00 + VAT	£

THREE WAYS TO BOOK

- 1 Online:
www.imeche.org/railwayjourney
- 2 Email:
eventenquiries@imeche.org
- 3 Phone:
+44 (0)20 7973 1251

Please read the information listed below as each booking is subject to the Institution's standard terms and conditions.

CONDITIONS OF BOOKING

Completed application forms should be returned to the address above, along with the correct payment. Attendance at the event will be confirmed on receipt of the full balance. All participants are advised to bring a copy of their confirmation with them on the day, to ensure the fastest possible entry.

SPECIAL REQUIREMENTS

Please inform us of any special requirements, ie dietary or access, on the relevant section of this form.

CANCELLATION

For a refund (minus £25+VAT admin charge), cancellations must be received at least 30 days prior to the event. Replacement delegates are welcome at any time. The Institution reserves the right to cancel any event. In this case, the full fee will be refunded unless a mutually convenient transfer can be arranged. In the event that the Institution postpones an event for any reason and the delegate is unable or unwilling to attend on the rescheduled date, they will receive a full refund of the fee paid.

The Institution is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. The Institution shall assume no liability whatsoever if this event is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For the purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency.

Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organisers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. The Institution reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on the event's webpage as soon as possible.

LIABILITY

The organisers do not accept liability for any injuries or losses of any nature incurred by delegates and/or accompanying persons, nor for loss or damage to their luggage and/or personal belongings.

CONFERENCE VENUE

Institution of Mechanical Engineers,
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OTHER EVENTS TO LOOK FOR



THERMAL ENGINEERING FOR TRANSPORT: OPTIMAL THERMAL SIMULATION AND DESIGN UNDER KEY WEIGHT, SPACE AND COST CONSIDERATIONS

2 June 2016, The Roundhouse, Derby

Discover best practices for thermal management design, simulation and packaging in transportation and optimising design under weight and cost restrictions.

www.imeche.org/thermalengineering



EVOLVING RAIL: INNOVATION FOR TOMORROW'S RAILWAY - YOUNG ENGINEERS' RAILWAY SEMINAR

15-17 June 2016, Institution of Mechanical Engineers, London

This year's seminar will look at the latest industry challenges with a plethora of engaging speakers covering projects and problems from all areas of rail.

www.imeche.org/YERS

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