

# Thredbo 10



## 10th International Conference on Competition and Ownership in Land Passenger Transport

Hamilton Island, Australia  
12 to 17 August 2007



conference  
program



# welcome



thredbo 1:  
thredbo, australia  
may 1989



thredbo 2:  
tampere, finland  
june 1991



thredbo 3:  
toronto, canada  
september 1993



thredbo 4:  
rotorua, new zealand  
july 1995



thredbo 5:  
leeds, uk  
july 1997

Dear Delegate

It gives me great pleasure to welcome you to the 10th International Conference on Competition and Ownership in Land Passenger Transport on Hamilton Island. This conference is proudly hosted by the Institute of Transport and Logistics Studies (ITLS), the University of Sydney, with support from a large number of sponsors (listed on back cover). I am delighted that the conference is returning to Australia for this significant anniversary.

In the 20 years since the inaugural conference was held in Thredbo, Australia, (hence it becoming known as the Thredbo series) the series has established itself as the premier international forum dedicated to the analysis and debate of competition and ownership issues in land passenger transport. The series has attracted high quality participation and delivered a large portfolio of impressive material synthesising developments not only from developed nations but increasingly from developing nations.

I would like to express my gratitude for the generous support of our sponsors and for the efforts of the local organising and international steering committees. These have greatly helped in making this conference, what we hope will be, the most successful in the series so far. I have every confidence you will be stimulated by the activities and discussions at this influential forum over the next few days. I particularly look forward to learning of the outcomes of the workshops.

Enjoy the surf, the sand and the excellent company!



Professor David Hensher

Executive Chair and Co-founder  
of the Thredbo Series

Director, Institute of Transport and Logistics Studies  
Faculty of Economics and Business  
The University of Sydney, Australia

# contents



	page
conference welcome	inside front cover
welcome to hamilton island	3
attendees	5
biographies of plenary speakers, chairs and workshop chairs	11
map of hamilton island	25
conference program	26-27
social program	28
round table sessions	29
workshop 1a growing patronage	30
workshop 2a growing patronage	32
workshop 3b nations and regions in transition	36
workshop 4c risk and reward in public transportation contracting	38
workshop 5c risk and reward in public transportation contracting	40
workshop 6c risk and reward in public transportation contracting	42
workshop 7d social exclusion—what can public transport offer?	46
workshop 8e analytical and institutional methods and frameworks	48
internet access and tourist refund scheme	52
the michael beesley award	inside back cover

the details in this program are correct at date of press: 27th july 2007





The University of Sydney

FACULTY OF  
**ECONOMICS  
AND BUSINESS**



Institute of Transport  
and Logistics Studies

**The primary object of the Institute of Transport and Logistics Studies (ITLS) is to undertake graduate teaching, management development programs, grant and contract research and development in the fields of transport and logistics studies.**

ITLS provides specialist training in transport, logistics and supply chain management through its graduate and executive programs and bus and coach accreditation courses. In addition, ITLS conducts transport, traffic, logistics and supply chain related contract research to industry and government. The Institute has an extensive program of related activities including publications, seminars, participation at conferences, software development, and links to other leading transport and logistics institutes around the world.

Transport and logistics specialists are in very high demand in the private and public sectors throughout the world. With the business world becoming more connected day by day, the need to have efficient and effective supply chains and transport systems for the movement of people and the distribution of freight, has become paramount. Transport is vital to modern life; transport experts solve some of the most pressing problems facing our society today, taking advantage of new technology to find innovative solutions. The supply chain is a complex sequence of events and decisions, which connects sourcing raw materials with manufacturing and the end consumer. Logistics is the management of this end-to-end supply chain and companies in every type of industry are increasingly using supply chain management to differentiate themselves from their competitors.

## Institute of Transport and Logistics Studies

The Institute of Transport and Logistics Studies is a world class research centre, with strong industry links and a key role in developing innovative ideas in transport policy and professional practice in Australia. It is recognised as a centre of excellence within Australia and is ranked amongst the top five such institutes in the world in transportation and logistics research and education.

EARNED EXCELLENCE



THE BEST BUSINESS SCHOOLS IN THE WORLD  
THE BEST ACCOUNTING PROGRAMS IN THE WORLD



[www.itls.usyd.edu.au](http://www.itls.usyd.edu.au)

# welcome to hamilton



Dear Delegate

As Conference Director I would like to wish you a warm welcome to Hamilton Island and to the tenth Thredbo conference. I hope that your stay on Hamilton will be thoroughly enjoyable.

Please take a moment to look at the back of the name badge that you have been given. This shows the workshop you are registered for and the location for that workshop. The back of your guest's name badge will indicate which of the social program activities (s)he is registered for. If any of these details are incorrect please see a member of the secretariat (contact details shown in right hand column). You will also have received your pre-purchased tickets for the Whitehaven Cruise (Wednesday, 1pm to 5pm). If you have not yet purchased tickets for the cruise please see a member of the secretariat who can arrange tickets for you. If you have pre-purchased breakfasts for the duration of your stay you may have breakfast at the Pool Terrace (opens 6am), Toucan Tango's (7am) or Koala Gallery (7.30am) restaurants; please provide them with your room / apartment number. If you have pre-purchased breakfasts for only some days of your stay at registration you will be issued with vouchers that can be used at these restaurants on the day(s) of your choice. If you have not pre-purchased breakfasts, you can purchase breakfast on the day and either pay then or charge to your room / apartment.

In the centre pages of this program you will find details of the conference timetable and the social activities as well as a map showing the locations on the island for all activities and facilities. Hamilton Island offers many facilities to its guests including the children's activities and child minding services offered by the Clownfish Club, many excellent restaurants and retail outlets, a range of activities from sea kayaking to relaxing by the pool and the opportunity to hire an electric buggy to explore the island. Details of all the activities and facilities, including how to book, may be found in the ABC guide to Hamilton and the Activities Guide included in your delegate pack.

Check out on your last day of stay will be at 10am. Porters will collect your luggage from inside your room at a pre-arranged time. A letter from the Hamilton Island staff will be placed in your room / apartment the day before your departure with full details on luggage collection and check out procedures.

During the conference if you have any questions please contact myself or a member of the secretariat. I would like to take this opportunity to say a very large thank you to our secretariat, Jo and Annette, for their support in ensuring that this conference is the success that I know it will be.



Ruth Steel

Conference Director

Projects Manager  
Institute of Transport and Logistics Studies  
Faculty of Economics and Business  
The University of Sydney, Australia

## secretariat



Jo Dumergue  
Office Manager



Annette Thomas  
Administration Officer

Institute of Transport and  
Logistics Studies  
Faculty of Economics and  
Business  
The University of Sydney

## contact details on hamilton island

**location**  
Convention Centre Foyer  
**telephone**

**mobile/cell phone**  
Ruth 0419 608 891  
Jo 0401 388 860  
Annette 0411 849 956

**email**  
[thredbo10@itls.usyd.edu.au](mailto:thredbo10@itls.usyd.edu.au)

**facsimile**  
+61 (0)7 4946 8689

# Introducing *qconnect*

Queensland Transport is making significant improvements to passenger transport in regional Queensland (outside south east Queensland) through improved services, improved modern infrastructure, lower fares and greater connectivity between services.

While the majority of Queenslanders live in the south east corner the Queensland Government invests in providing public transport services throughout Queensland. These services include:

- urban bus services in a number of regional cities from Cairns in the north to Toowoomba in the south;
- long distance passenger rail services which provide tilt train services along the east coast and contracted passenger services on three inland routes;
- 18 long distance bus routes, and
- 10 long distance air routes.

*qconnect* has been recently launched to provide improved public transport services and greater connectivity between services throughout regional, rural and remote Queensland similar to that of TransLink in south east Queensland.

Proposed initiatives under *qconnect* will:

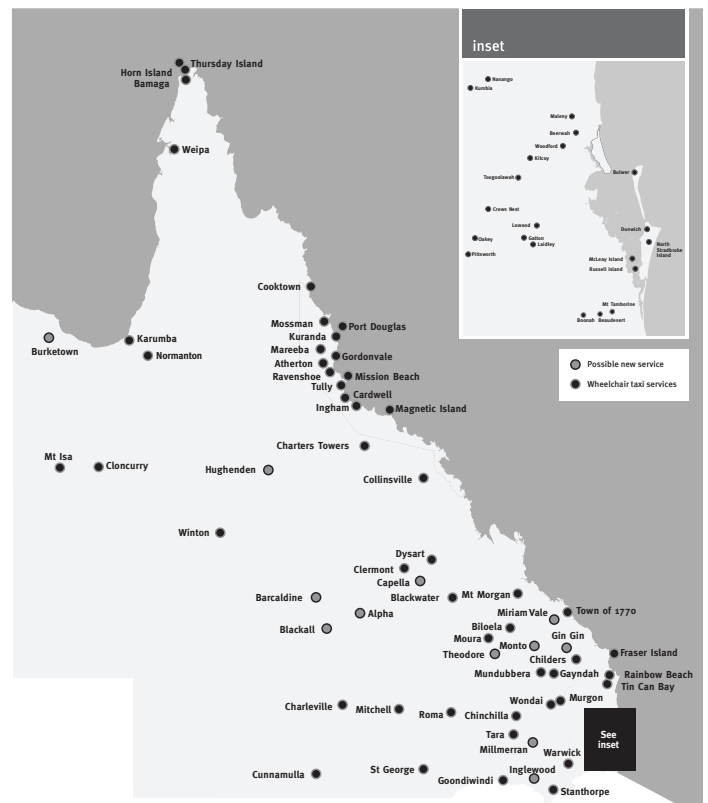
- increase frequency and introduce new services for urban bus services in major regional cities;
- introduce new long distance bus services;
- increase frequency on some air routes in western Queensland;
- support critical ferry services to offshore islands;
- fund infrastructure for Disability Discrimination Act compliance and airport upgrades;
- expand the current network of secure taxi ranks including CCTV, lighting, pedestrian barriers and the supply of rank marshals and security guards to staff the ranks;
- introduce innovative flexible transport services, and
- fund the introduction of approximately 70 wheelchair accessible taxis to small country towns.

For further information please visit  
[www.qconnect.qld.gov.au](http://www.qconnect.qld.gov.au)

Government supported long distance bus, air and urban bus services in regional Queensland



Accessible Taxis for Queensland initiative



# attendees



## australia

Michael S Apps  
Executive Director  
Bus Industry Confederation  
[appsm@bic.asn.au](mailto:appsm@bic.asn.au)

Daniel P Borowski  
Transport Planner  
Bus Association Victoria  
[dborowski@busvic.asn.au](mailto:dborowski@busvic.asn.au)

Jonathan Cook  
Director  
Australian Transit Enterprises  
[m.kneller@ate.com.au](mailto:m.kneller@ate.com.au)

Christine Atkins  
Associate Director  
SAHA International  
[catkins@sahainternational.com](mailto:catkins@sahainternational.com)

David J Bray  
Principal  
Economic and Policy Services Pty Ltd  
[david.bray@epservices.com.au](mailto:david.bray@epservices.com.au)

Dr David C Cosgrove  
Principal Research Scientist  
Bureau of Transport and Regional Economics  
[david.cosgrove@dotars.gov.au](mailto:david.cosgrove@dotars.gov.au)

John Austen  
Manager, Reliability Strategy  
Independent Transport Safety and Reliability Regulator  
[john.austen@transportregulator.nsw.gov.au](mailto:john.austen@transportregulator.nsw.gov.au)

Mark Burton  
Director  
Pitcher Partners  
[mark.burton@pitcher.com.au](mailto:mark.burton@pitcher.com.au)

Prof. Graham Currie  
Chair in Public Transport  
Institute of Transport Studies,  
Monash University  
[graham.currie@eng.monash.edu.au](mailto:graham.currie@eng.monash.edu.au)

Robin Barlow  
Group Manager  
TransLink  
[robin.n.barlow@transport.qld.gov.au](mailto:robin.n.barlow@transport.qld.gov.au)

Martin Byatt  
Depot Manager - Kingsgrove  
Sydney Buses  
[martin\\_byatt@sta.nsw.gov.au](mailto:martin_byatt@sta.nsw.gov.au)

Florian Dehne  
Manager  
L.E.K. Consulting  
[f.dehne@lek.com](mailto:f.dehne@lek.com)

Dr Simon M Barrett  
Managing Director  
L.E.K. Consulting  
[s.barrett@lek.com](mailto:s.barrett@lek.com)

Morris Caputi  
Managing Director  
Veolia Transport  
[mcaputi@veoliatrtransportnsw.com.au](mailto:mcaputi@veoliatrtransportnsw.com.au)

Edward Dotson  
Consultant  
World Bank  
[edotson@worldbank.org](mailto:edotson@worldbank.org)

Helen C. Battellino  
Director  
PPM Consultants  
[hbattellino@optushome.com.au](mailto:hbattellino@optushome.com.au)

Bernie Carolan  
Chief Executive Officer  
Metlink Victoria Pty Ltd  
[bernie.carolan@metlinkmelbourne.com.au](mailto:bernie.carolan@metlinkmelbourne.com.au)

Kerry C.H. Duncan  
Consultant  
Victorian Department of Infrastructure  
[k.duncan@bigpond.net.au](mailto:k.duncan@bigpond.net.au)

Paul R Blake  
Executive Director  
(Passenger Transport)  
Queensland Transport  
[paul.r.blake@transport.qld.gov.au](mailto:paul.r.blake@transport.qld.gov.au)

Dennis Cliche  
Chief Executive Officer  
Transdev—TSL  
[dennis.cliche@yarratrams.com.au](mailto:dennis.cliche@yarratrams.com.au)

Peter F Dwyer  
Partner  
MacGillivrays Solicitors  
[peterd@macgillivrays.com.au](mailto:peterd@macgillivrays.com.au)

David Gotze  
Group Managing Director,  
Indec Consulting  
[david.gotze@indec.com.au](mailto:david.gotze@indec.com.au)

Daniel J Graham  
Director  
New South Wales Treasury  
[grahamd@mail.treasury.nsw.gov.au](mailto:grahamd@mail.treasury.nsw.gov.au)

Bill Grant  
Director, Transport Operations  
New South Wales  
Ministry of Transport  
[bill.grant@transport.nsw.gov.au](mailto:bill.grant@transport.nsw.gov.au)

Luke W Gray  
Managing Director  
Surfside Buslines  
[luke@surfside.com.au](mailto:luke@surfside.com.au)

Scott Grenda  
Director  
Australian Transit Enterprises  
[m.kneller@ate.com.au](mailto:m.kneller@ate.com.au)

Hazel Haselgrove  
Project Director  
South Australian Department for  
Transport, Energy and Infrastructure  
[heather.haselgrove@saugov.sa.gov.au](mailto:heather.haselgrove@saugov.sa.gov.au)

Prof. David H Hensher  
Director  
Institute of Transport and Logistics  
Studies, University of Sydney  
[davidh@itls.usyd.edu.au](mailto:davidh@itls.usyd.edu.au)

Louise Hooper  
PhD Student  
Institute of Transport and Logistics  
Studies, University of Sydney  
[louiseh@itls.usyd.edu.au](mailto:louiseh@itls.usyd.edu.au)

Vivienne King  
General Manager,  
Operations Development Division,  
Product Development group  
RailCorp  
[vivienne.king@railcorp.nsw.gov.au](mailto:vivienne.king@railcorp.nsw.gov.au)

Eric Keys  
Principal  
Booz Allen Hamilton  
[keys\\_eric@bah.com](mailto:keys_eric@bah.com)

David Kilsby  
Director  
Kilsby Australia  
[david@kilsby.com.au](mailto:david@kilsby.com.au)

Zheng Li  
PhD Student  
Institute of Transport and Logistics  
Studies, University of Sydney  
[zhengl@itls.usyd.edu.au](mailto:zhengl@itls.usyd.edu.au)

Chris J Loader  
Manager, Transport Planning and  
Policy  
Bus Association Victoria  
[cloader@busvic.asn.au](mailto:cloader@busvic.asn.au)

Stephen Lucas  
Chairman  
Bus Industry Confederation  
[slucas@warbus.com.au](mailto:slucas@warbus.com.au)

Ian H Macdonald  
Executive Assistant  
Bus and Coach Association,  
New South Wales  
[imacdonald@bcansw.com.au](mailto:imacdonald@bcansw.com.au)

Loretta M McLaren  
Principal Advisor  
Queensland Transport  
[loretta.m.mclaren@transport.qld.gov.au](mailto:loretta.m.mclaren@transport.qld.gov.au)

Dr Paul Mees  
Senior Lecturer  
University of Melbourne  
[pmees@unimelb.edu.au](mailto:pmees@unimelb.edu.au)

Theresa Mejia  
Principal Research Officer  
Independent Transport Safety and  
Reliability Regulator  
[theresa.mejia@transportregulator.nsw.gov.au](mailto:theresa.mejia@transportregulator.nsw.gov.au)

Darryl J Mellish  
Executive Director  
Bus and Coach Association,  
New South Wales  
[dmellish@bcansw.com.au](mailto:dmellish@bcansw.com.au)

Erin Moogan  
Senior Advisor  
Queensland Transport  
[erin.m.moogan@transport.qld.gov.au](mailto:erin.m.moogan@transport.qld.gov.au)

Wayne Mountjoy  
Managing Director  
Martyrs Bus Service  
[w.mountjoy@martyrs.com.au](mailto:w.mountjoy@martyrs.com.au)

Jonathan Myers  
Partner  
SAHA International  
[jmyers@sahainternational.com](mailto:jmyers@sahainternational.com)

Angela Mylon  
Accounts  
Mylon Motorways  
[bernie@mylon.com.au](mailto:bernie@mylon.com.au)

Bernie Mylon  
Managing Director  
Mylon Motorways  
[bernie@mylon.com.au](mailto:bernie@mylon.com.au)

Brendan J Nugent  
Manager Corporate Planning  
and Performance  
New South Wales  
Roads and Traffic Authority  
[brendan\\_nugent@rta.nsw.gov.au](mailto:brendan_nugent@rta.nsw.gov.au)

Wayne Patch  
Managing Director and  
Chief Executive Officer  
Transit Australia Pty Ltd  
[transipho@bigpond.com](mailto:transipho@bigpond.com)

Phil Potterton  
Executive Director  
Bureau of Transport and Regional  
Economics  
[phil.potterton@dotars.gov.au](mailto:phil.potterton@dotars.gov.au)

Timothy Reardon  
Director  
SAHA International  
[fbrogan@sahainternational.com](mailto:fbrogan@sahainternational.com)

Sam Reid  
Marketing Strategic Support  
Yarra Trams  
[sam.reid@yartratams.com.au](mailto:sam.reid@yartratams.com.au)

Dr John Rose  
Lecturer  
Institute of Transport and Logistics  
Studies, University of Sydney  
[johnr@itls.usyd.edu.au](mailto:johnr@itls.usyd.edu.au)

Stephen J Rowe  
Director  
Busways Group  
[srowe@busways.com.au](mailto:srowe@busways.com.au)

David W Royle  
Managing Director  
Forest Coach Lines  
[droyle@forestcoachlines.com.au](mailto:droyle@forestcoachlines.com.au)

Michael G Scanlan  
Group General Manager  
Queensland Rail  
[michael.scanlan@qr.com.au](mailto:michael.scanlan@qr.com.au)

Peter Shepherd  
Managing Director  
Indec Consulting  
[peter.shepherd@indec.com.au](mailto:peter.shepherd@indec.com.au)

Arthur Smith  
Principal Consultant  
Indec Consulting  
[arthur.smith@indec.com.au](mailto:arthur.smith@indec.com.au)

Neil E Smith  
Director  
Transit Systems Australia  
[nsmith@torrenstransit.com.au](mailto:nsmith@torrenstransit.com.au)

Dr Janet R Stanley  
Senior Manager  
Brotherhood of St Laurence / Monash  
University  
[jstanley@bsl.org.au](mailto:jstanley@bsl.org.au)

John Stanley  
Executive Director  
Bus Association Victoria  
[jstanley@busvic.asn.au](mailto:jstanley@busvic.asn.au)

Dr Alastair J Stone  
Managing Director  
Pacific Infrastructure Corporation  
[stonecrp@bigpond.net.au](mailto:stonecrp@bigpond.net.au)

Mark Streeting  
Principal  
Booz Allen Hamilton  
[streeting\\_mark@bah.com](mailto:streeting_mark@bah.com)

Brett Thomson  
Regional Operations Manager  
Sydney Busways Group  
[bthomson@busways.com.au](mailto:bthomson@busways.com.au)

Alejandro Tirachini  
Occupational Trainee  
Institute of Transport and Logistics  
Studies, University of Sydney  
[alejandrot@itls.usyd.edu.au](mailto:alejandrot@itls.usyd.edu.au)

George Tisse  
Chief Executive Officer  
Busways Group  
[gtisse@busways.com.au](mailto:gtisse@busways.com.au)

Dr Jarrett Walker  
Senior Consultant  
McCormick Rankin Cagney  
[jwalker@mrcagney.com](mailto:jwalker@mrcagney.com)

Alan Warren  
Divisional Manager  
Brisbane Transport  
[alan.warren@brisbane.qld.gov.au](mailto:alan.warren@brisbane.qld.gov.au)

Dr Fei Wang  
Senior Policy Officer  
Victorian Department of  
Infrastructure  
[fei.wang@doi.vic.gov.au](mailto:fei.wang@doi.vic.gov.au)

Andrew D Wear  
Manager Transport Connections  
Department for Victorian  
Communities  
[andrew.wear@dvc.vic.gov.au](mailto:andrew.wear@dvc.vic.gov.au)

Heather Webster  
Executive Director  
South Australian Department for  
Transport, Energy and Infrastructure—  
Public Transport Division  
[webster.heather@saugov.sa.gov.au](mailto:webster.heather@saugov.sa.gov.au)

Thomas J Wilson  
Principal Consultant Service  
Development  
South Australian Department for  
Transport, Energy and Infrastructure—  
Public Transport Division  
[wilson.tom@saugov.sa.gov.au](mailto:wilson.tom@saugov.sa.gov.au)

## belgium

Heather C.T. Allen  
Sustainable Development Manager  
UITP, International Association of  
Public Transport  
[heather.allen@uitp.org](mailto:heather.allen@uitp.org)

## brazil

Dr Anisio Brasileiro  
Research and Graduated pro-Rector  
Universidade Federal de Pernambuco  
[abfd@propesq.ufpe.br](mailto:abfd@propesq.ufpe.br)

Prof. Joaquim J G De Aragão  
Professor  
University of Brasília  
[aragao@unb.br](mailto:aragao@unb.br)

Prof. Luis A Lindau  
Director, Centro de Transportes  
Sustentáveis do Brasil  
Universidade Federal do Rio Grande  
do Sul  
[lindau@producao.ufrgs.br](mailto:lindau@producao.ufrgs.br)

Marcos T. Q. Magalhães  
Researcher  
Urban Transport Human Resources  
Development Centre (Ceftru),  
University of Brasília  
[thadillo@gmail.com](mailto:thadillo@gmail.com)

Dr Romulo Dante Orrico Filho  
Professor  
The Federal University of  
Rio de Janeiro  
[romulo@pet.coppe.ufrj.br](mailto:romulo@pet.coppe.ufrj.br)

Prof. Enilson M. Santos  
Professor  
The Federal University of Rio Grande  
do Norte  
[enilson@interjato.com.br](mailto:enilson@interjato.com.br)

Sylvia Cotias Vasconcellos  
Engineer  
Urban Transport Human Resources  
Development Centre (Ceftru),  
University of Brasília  
[sylviacotias@ceftru.unb.br](mailto:sylviacotias@ceftru.unb.br)

## canada

Dr Michael W Roschlau  
President and Chief Executive Officer  
Canadian Urban Transit Association  
[roschlau@cutaactu.ca](mailto:roschlau@cutaactu.ca)

## chile

Prof. Sergio R. Jara-Díaz  
Professor  
University of Chile  
[jaradiaz@ing.uchile.cl](mailto:jaradiaz@ing.uchile.cl)

A/Prof. Juan Carlos Munoz  
Associate Professor  
Universidad Católica de Chile  
[jcm@ing.puc.cl](mailto:jcm@ing.puc.cl)

## china

Prof. Rong Zhang  
Professor  
Tongji University  
[gxxzr@online.sh.cn](mailto:gxxzr@online.sh.cn)

## finland

Marja Rosenberg  
Senior Research Scientist  
VTT Technical Research Centre of  
Finland  
[marja.rosenberg@vtt.fi](mailto:marja.rosenberg@vtt.fi)

Henriika Weiste  
Project Manager  
Liidea Ltd  
[henriika.weiste@liidea.fi](mailto:henriika.weiste@liidea.fi)

## france

Miguel Amaral  
PhD Student  
University of Paris 1  
[miguel.amaral@univ-paris1.fr](mailto:miguel.amaral@univ-paris1.fr)

Dominique Bouf  
Researcher  
Transport Economics Laboratory (LET)  
[dominique\\_bouf@yahoo.com](mailto:dominique_bouf@yahoo.com)

Philippe Segretain  
Chairman and Chief Executive Officer  
Transdev  
[philippe.segretain@transdev.fr](mailto:philippe.segretain@transdev.fr)

## germany

Juergen Kaiser  
Director  
PTV AG  
[juergen.kaiser@ptv.de](mailto:juergen.kaiser@ptv.de)

## india

P Mahalingan  
Coordinator  
Public Administration Help Tank  
[p@mahalingams.in](mailto:p@mahalingams.in)

Prof. Vishnuprasad SSV  
Nagadevara  
Professor  
Indian Institute of  
Management, Bangalore  
[nagadev@iimb.ernet.in](mailto:nagadev@iimb.ernet.in)

Prof. Tammana V Ramanayya  
Professor  
Indian Institute of Management  
Bangalore  
[tvr@iimb.ernet.in](mailto:tvr@iimb.ernet.in)

## ireland

Brian Caulfield  
Research Fellow  
Trinity College Dublin  
[caulfiebtcd.ie](mailto:caulfiebtcd.ie)

Brendan Finn  
Senior Consultant  
European Transport and Telematics  
Systems Ltd  
[etts@indigo.ie](mailto:etts@indigo.ie)

## japan

Prof. Mami Aoki  
Professor  
Doshisha University  
[maoki@mail.doshisha.ac.jp](mailto:maoki@mail.doshisha.ac.jp)

Puspita Dirgahayani  
PhD Student  
University of Tokyo  
[pdirg@ut.t.u-tokyo.ac.jp](mailto:pdirg@ut.t.u-tokyo.ac.jp)

A/Prof. Yoshinori Takahashi  
Associate Professor  
Kinki University  
[takahashi@bus.kindai.ac.jp](mailto:takahashi@bus.kindai.ac.jp)

## netherlands

Lars Lutje Schipholt  
Director  
inno-V  
[lls@inno-V.nl](mailto:lls@inno-V.nl)

Didier van de Velde  
Researcher  
Delft University of Technology  
[d.m.vandavelde@tudelft.nl](mailto:d.m.vandavelde@tudelft.nl)

## new zealand

John Collyns  
Executive Director  
Bus and Coach Association,  
New South Wales  
[john@busandcoach.co.nz](mailto:john@busandcoach.co.nz)

Michelle L McCormick  
Manager Public Transport  
Land Transport New Zealand  
[michelle.mccormick@landtransport.govt.nz](mailto:michelle.mccormick@landtransport.govt.nz)

William Rae  
Chief Executive Officer  
NZ Bus  
[bill.rae@nzbus.co.nz](mailto:bill.rae@nzbus.co.nz)

Anatole Sergejew  
Principal Advisor  
Ministry of Transport  
[a.sergejew@transport.govt.nz](mailto:a.sergejew@transport.govt.nz)

William Thorne  
Chief Financial Officer  
NZ Bus  
[scott.thorne@nzbus.co.nz](mailto:scott.thorne@nzbus.co.nz)

Ian Turner  
Chief Commercial Officer  
NZ Bus  
[ian.turner@nzbus.co.nz](mailto:ian.turner@nzbus.co.nz)

Ian P Wallis  
Principal  
Ian Wallis Associates Ltd  
[ian@ianwallis.org](mailto:ian@ianwallis.org)

## norway

Dr Lasse Fridstrøm  
Managing Director  
Institute of Transport Economics (TØI)  
[lef@toi.no](mailto:lef@toi.no)

## Trine Hagen

Senior Advisor  
Norwegian Public Roads  
Administration  
[trine.hagen@vegvesen.no](mailto:trine.hagen@vegvesen.no)

Merethe D. Leiren  
Research Political Scientist  
Institute of Transport Economics (TØI)  
[mdl@toi.no](mailto:mdl@toi.no)

Gustav Nielsen  
Chief Research Planner  
Institute of Transport Economics (TØI)  
[gni@toi.no](mailto:gni@toi.no)

Prof. James Odeck  
Professor  
Molde University College  
[james.odeck@vegvesen.no](mailto:james.odeck@vegvesen.no)

Oddgeir Osland  
Chief Research Sociologist  
Institute of Transport Economics (TØI)  
[oos@toi.no](mailto:oos@toi.no)

Tanu Priya  
Research Fellow  
Norwegian University of Science and  
Technology  
[tanu.priya@ntnu.no](mailto:tanu.priya@ntnu.no)

## portugal

Luís Miguel das Neves Filipe  
Graduate Student  
School of Engineering (IST),  
Technical University of Lisbon  
[lfilipe@ist.utl.pt](mailto:lfilipe@ist.utl.pt)

Tiago Fernandes Távora Veras  
Graduate Student  
School of Engineering (IST),  
Technical University of Lisbon  
[tveras@civil.ist.utl.pt](mailto:tveras@civil.ist.utl.pt)

Prof. Rosário M.R. Macário

Professor

School of Engineering (IST),  
Technical University of Lisbon

[rosariomacario@civil.ist.utl.pt](mailto:rosariomacario@civil.ist.utl.pt)

Prof. José Manuel Viegas

Professor

School of Engineering (IST),  
Technical University of Lisbon

[viegas@civil.ist.utl.pt](mailto:viegas@civil.ist.utl.pt)

## **russia**

Andrei Dementiev

Research Fellow

Centre for Advanced Studies, Higher  
School of Economics, State University

[adementiev@hse.ru](mailto:adementiev@hse.ru)

Prof. Vladimir Zyryanov

Chief of Department of Transportation

Rostov State Civil Engineering  
University

[tolbaga@mail.ru](mailto:tolbaga@mail.ru)

## **sri lanka**

Prof. Amal S Kumarage

Professor

University of Moratuwa

[kumarage@sltnet.lk](mailto:kumarage@sltnet.lk)

## **sweden**

Gunnar Alexandersson

Centre for Marketing, Distribution and  
Industry Dynamics

Stockholm School of Economics

[dga@hhs.se](mailto:dga@hhs.se)

Prof. Jan Owen Jansson

Professor

Linköping University

[jan.owen.jansson@liu.se](mailto:jan.owen.jansson@liu.se)

Dr Kjell Jansson

Researcher

Royal Institute of Technology  
Stockholm

[kjell.jansson@infra.kth.se](mailto:kjell.jansson@infra.kth.se)

Prof. Chris A Nash

Professor

Leeds University

[c.a.nash@its.leeds.ac.uk](mailto:c.a.nash@its.leeds.ac.uk)

Prof. Jonathan M Preston

Chair of Rail Transport

Transportation Research Group

[jpreston@soton.ac.uk](mailto:jpreston@soton.ac.uk)

Prof. Roger W Vickerman

Professor of Economics

University of Kent

[r.w.vickerman@kent.ac.uk](mailto:r.w.vickerman@kent.ac.uk)

Prof. Peter R. White

Professor of Public Transport Systems

University of Westminster

[whitep1@wmin.ac.uk](mailto:whitep1@wmin.ac.uk)

## **south africa**

Jan David De Villiers

Acting Chief Director

Department of Transport,  
Public Transport Branch

[villierj@dot.gov.za](mailto:villierj@dot.gov.za)

Tshifhiwa Mudzielwana

Assistant Director

Department of Transport,  
Bus Operation, Public Transport  
Branch

[mudzielt@dot.gov.za](mailto:mudzielt@dot.gov.za)

Prof. Jackie Walters

Chair, Department of Transport and  
Supply Chain Management

University of Johannesburg

[jwalters@uj.ac.za](mailto:jwalters@uj.ac.za)

## **united kingdom**

Prof. Abigail L. Bristow

Professor

Loughborough University

[a.l.bristow@lboro.ac.uk](mailto:a.l.bristow@lboro.ac.uk)

Norman James

Director

STAR Independent Consultants Ltd

[norman@startransport.co.uk](mailto:norman@startransport.co.uk)

Dr Karen Lucas

Principal Research Fellow

University of Westminster

[lucask1@wmin.ac.uk](mailto:lucask1@wmin.ac.uk)

## **united states of america**

Prof. Kenneth M Gwilliam

Professor

University of Leeds

[kengwilliam@yahoo.com](mailto:kengwilliam@yahoo.com)

# biographies



## Heather Allen

Sustainable Development Manager, UITP, Belgium  
Plenary Speaker

Heather is responsible for the UITP Sustainable Development Charter and UITP's international advocacy and outreach in sustainable development. The charter is a voluntary commitment for UITP members to monitor, measure and report on their own performance. The charter has been cited as a key milestone to motivate the sector and increase the awareness of the contribution of public transport to achieving international goals; it has over 100 signatories. Heather is the main UITP contact for their work with international agencies such as the United Nations Commission of Sustainable Development, UNEP, UNDESA, United Nations Framework for Climate Change, UN-HABITAT and the World Health Organisation PEP partnership. She attended the World Summit on Sustainable Development as a key member of the UITP, UIC and UNIFE transport delegation. Heather is the coordinator for the International Diversity Initiative and the Design and Culture Platform in public transport for UITP.



## Dr Simon Barrett

Managing Director, L.E.K. Consulting, Australia/New Zealand  
Plenary Speaker

Simon is the Managing Director of L.E.K. Australia/New Zealand. He joined L.E.K. in London in the early 1990s after postgraduate study in the UK and returned to Australia around 14 years ago. He advises major corporations on strategy and mergers and acquisitions, and also works extensively in the public sector on policy and commercial issues. Simon leads L.E.K.'s Asia Pacific transportation practice, covering passenger and freight rail, light rail, bus, aviation and airports, but also consults widely across many other industry sectors. He has been involved in many of the major transport reforms in Australia and New Zealand over the last decade. Simon has a BSc (Hons) from Melbourne University (1987) and a PhD from Cambridge (Bio-organic Chemistry) where he held a Cambridge Australia Trust scholarship.



## Robin Barlow

Group Manager, TransLink, Australia  
Plenary Speaker

## Paul Blake

Executive Director (Passenger Transport), Queensland Transport, Australia  
Plenary Speaker

Paul Blake is the Executive Director (Passenger Transport) within Queensland Transport and was appointed to this position in March 2003. In this position Paul has responsibility for leading and shaping the system for moving people throughout Queensland. Paul's focus is on creating a more sustainable, flexible and attractive passenger transport system. As Executive Director, he has responsibility for Passenger Transport policy across Queensland and leads the Passenger Transport Division with 160 full time staff working closely with Translink and regional staff delivering passenger transport services. Paul works with a range of government, industry and community partners to deliver air, bus, rail, taxi, limousine and ferry services and to encourage more sustainable forms of transport. Prior to his current appointment Paul was appointed by the Australian Transport Council of Ministers to lead →



**Paul Blake**

continued

the National Transport Secretariat from 2000 to 2003. From 1992 until May 2000, Paul held the position in Queensland Transport of Executive Director (Land Transport and Safety). In this position he was responsible for the major policy areas of road use management and rail and road safety including the delivery of a wide range of policy reforms in road safety and road transport efficiency. Paul previously held an executive role with the National Parks and Wildlife Service and has worked in a number of state government agencies in a variety of roles. Paul grew up in rural Queensland and has a strong interest in improving services in regional areas.



**David Bray**

Principal, Economic and Policy Services Pty Ltd, Australia  
Workshop 8e Chair

David Bray is the principal of Economic and Policy Services Pty Ltd. He has 35 years of professional experience, most of it as a self-employed consultant. He holds degrees in economics and engineering. He has worked widely in Australia and in 22 other countries in Asia and the Pacific where he has worked on about 60 assignments for agencies such as the World Bank and Asian Development Bank. His work experience has spanned broad areas of transport policy, planning, operations, finance and institutions, covering both urban and national transport. He has undertaken transport sector reviews for a number of developing countries. He regularly presents a commercial course on economic evaluation of transport projects, and is currently undertaking research on urban transport policy for a PhD at the University of South Australia.

**Mark Burton**

Director, Commercial Advice,  
Pitcher Partners Consulting Pty Ltd, Australia  
Plenary Speaker



Mark is a director in the Business Consulting group and worked in industry and commerce for over 20 years prior to commencing consulting in 1990. He has extensive hands on experience in commercial advice, sales and acquisitions of businesses and other commercial negotiations. Prior to Pitcher Partners, Mark held a variety of senior management positions in private companies. These positions included Merchandise Controller, Company Secretary, Finance Director and General Management in a range of retail, transport, service and manufacturing companies with turnover from \$10 to \$150 million per annum. In recognition of his role in contract negotiations throughout Australia, Mark won the Award for Industry Contribution at the 2005 Bus Association Victoria Conference and Expo. His areas of expertise include: commercial advice and negotiation; financial analysis and viability investigations; business valuation, sale and purchase; litigation support; project management; performance measurement; business planning and strategic planning; financing and loan funding proposals; systems evaluation, organisational reviews and reorganisation; contract analysis and negotiation; and government relations.

**John Collyns**

Executive Director, Bus and Coach Association (NZ) Inc., New Zealand  
Plenary Speaker



John Collyns was appointed Executive Director of the BCA (NZ) Inc in September 1994. The Association represents the interests of the owners of passenger transport services in New Zealand. He works with a wide range of government agencies such as the Ministry of Transport, Regional and local Councils and Land Transport NZ on urban transport issues, the Ministry of Education and school support services on school transport matters, and the Land Transport NZ, Department of Conservation, Tourism NZ, NZ Police, and politicians, among others, on general transport policies. In 2002 the BCA formed an alliance with the Marine Transport Association, which looks after the interests of "restricted limits" shipping such as ferries, charter boats, barges and the like, and the Rental Vehicle Association, which represents rental vehicle operators such as Avis and Hertz. Mr Collyns is the Executive Director for these organisations as well and is supported by a team of professionals in Wellington.

## Professor Graham Currie

Professor of Public Transport, Institute of Transport Studies,  
Monash University, Australia  
Workshop 1a Chair

Professor Currie holds Australia's first professorship in public transport and is based at the Institute of Transport Studies, Monash University in Melbourne Australia where he researches and provides training in public transport planning. He has over 25 years experience as a transit planner and has worked for some of the world's leading operators including London Transport. He is a member of the US Transportation Research Board committee on Light Rail Transit and also Bus Transit systems. He is a member of the UITP academic network and the Victorian Roads Based Public Transport Advisory Council in Australia. Professor Currie has led numerous research projects in public transport in all states and territories of Australia as well as assignments in Europe, Asia and North America.



## Edward Dotson

Transport and Urban Planner, Australia (formerly Lead Urban Transport  
Specialist in the East Asia/Pacific Region, World Bank)  
Plenary Speaker

Prior to his retirement in March 2006, Edward Dotson worked for the World Bank on urban transport projects and policy in China for 15 years, and has been involved with all the urban transport projects that World Bank has undertaken in China. In addition he led the research efforts that support the drafting of the Paper "Building Institutions for Sustainable Urban Transport". Mr Dotson has almost forty years experience in the area of urban development, urban transport policy and planning, air quality management, project and change management, and institutional development, in Australia, East and South Asia and Europe. His particular areas of expertise are in policy formulation and in the design and supervision of projects to implement agreed policies, in monitoring to ensure the projects achieve the desired outcomes, and capacity building to provide sustainability. Technically his skills lie in integrated land use/transport planning as well as all aspects of public transport. He is now an independent consultant, whose current interests lie in the integration of urban development, transport planning and the management of transport related air quality and greenhouse gas emissions to achieve sustainable poverty reduction, economic and urban development.



## Brendan Finn

Senior Consultant European Transport and Telematics Systems Ltd, Ireland  
Plenary speaker

Brendan Finn is a Civil Engineer with a MSc in Transport Engineering and Operations, and has been working in the passenger transport sector since 1980. From 1980 through 1993 he worked at Dublin Bus in Ireland, in various planning, operations, business and new technologies roles. In 1993 he formed ETTS Ltd. Since then he has been active in international ITS collaborative research, and in both international and Irish consultancy. In international consultancy he has participated in many projects and missions in East Europe, the CIS, China, and Africa for reform of the transport framework and institutions; and for rehabilitation and investment projects. In the domain of ITS and transport operations he has been particularly active in the areas of demand responsive transport, payment systems, operations control and dispatch systems. He has participated at both program and project level of the EU research effort since 1991. He is currently researching for his PhD in the regulatory frameworks for urban public transport services, and emerging practice in regions in transition.

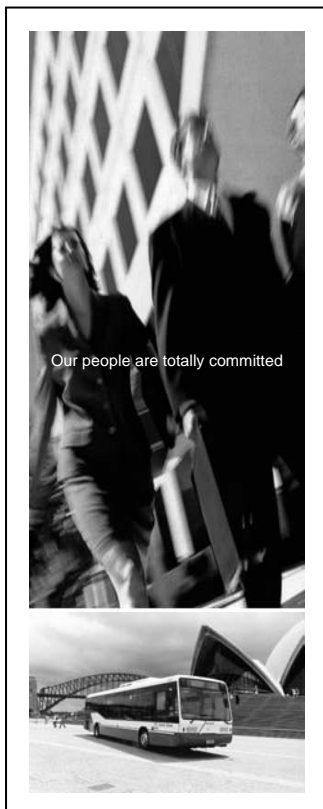
## Dr Lasse Fridstrøm

Managing Director, Institute of Transport Economics, Norway  
Plenary Chair

Dr Fridstrøm has been the Managing Director of the Institute of Transport Economics in Oslo since March 1, 2005. He is presently occupying a position on the board of ECTRI – the European Conference of Transport Research Institutes, as well as on the board AS Oslo Sporveier – the Oslo public transport company. Born in 1950, Fridstrøm is a Master of Science in Business from the Norwegian School of Economics and Business Administration in Bergen (1973), a Master of Arts in Statistics from the University of California, Berkeley (1976), and a PhD in Economics from the University of Oslo (2000). From 2001 to 2005 he held a position as Head of Department at the Norwegian Competition Authority, →



# Solutions for passenger transport



## Management and Technology Consultants

Indec Consulting, has extensive experience in passenger rail and public transport. The company has been at the forefront of passenger transport reform and our capabilities, expertise and results are widely recognised in the industry. Indec Consulting employ a large group of passenger rail and public transport specialists who know the transport market and who help to achieve the results our clients are seeking through innovative and sustainable solutions.

The company has developed and implemented substantial transport and competitive strategies, conducted feasibility studies for major international transport infrastructure projects, achieved significant cost savings and productivity improvements, increased revenues and patronage, improved asset utilisation, reliability and availability, and optimised transport services and networks.

Indec Consulting has also devised and implemented solutions to rail access issues, assisted with commercialisation, full-cost pricing and outsourcing, and managed major asset and service procurement projects.

The company provides advice on major projects including assessment of economic and public benefits, patronage and revenue projections, asset management and operational planning, costing and simulation, transition planning and implementation, and conducts due diligence work for the financial sector. Indec Consulting is also experienced in providing environmental management and site remediation solutions, safety management, and in assessing and managing risk.

The solutions and results Indec Consulting secures for its passenger transport clients are second to none. Our solutions are imaginative, well-researched and modelled, achievable and sustainable, cognisant of all stakeholders, and always competitive.

**Head Office** T: (03) 9670 2778 F: (03) 9670 2998

Email: [melbourne@indec.com.au](mailto:melbourne@indec.com.au) [www.indec.com.au](http://www.indec.com.au)

Adelaide, Auckland, Brisbane, Canberra, Melbourne, Perth, Sydney, Wellington,

China, Malaysia, United Kingdom

## Dr Lasse Fridstrøm

continued

being responsible for the enforcement of competition law in the markets for transport, telecommunication, media services, health services, construction, and culture. During this time he was in charge of the decision to ban the collection of frequent flyer points on domestic Norwegian air routes. Fridstrøm's research experience includes labour market analysis and forecasts, qualitative response models, air traffic forecasts, freight transport demand, stated preference analysis, long distance travel demand, value-of-time estimation, road pricing, cost-benefit analyses, road use externalities, and Public-Private Partnership. His special interest is applied econometrics, in particular as applied to accident analysis and modelling, upon which topic he wrote his PhD dissertation.

## Bill Grant

Director, Transport Operations, New South Wales Ministry of Transport,  
Australia

Plenary Speaker

Bill Grant is Director, Transport Operations at the NSW Ministry of Transport, responsible for managing bus and ferry contracts across the State and regulating the bus, taxi and hire car industries. Bill has worked in various roles across the NSW public sector and transport portfolio over the last 19 years, including strategic policy, project development and reform implementation. Most recently, he was responsible for the finalisation and negotiation of the new contracts under the metropolitan bus reform program.

## Professor Ken Gwilliam

Visiting Professor, Institute of Transport Studies, University of Leeds, UK

Plenary Chair, Plenary Speaker, Michael Beesley Award Committee Chair

Ken Gwilliam is now part-time Professor of Transport Economics at the Institute for Transport Studies at Leeds University UK, the country's leading transport teaching and research institute. Having retired from the World Bank in 2002 he has subsequently consulted widely both for the Bank and for its member governments. He worked for the World Bank for 10 years, and was Economic Advisor to the transport sector of the Bank. In that role he was responsible for project advice in many parts of the world, and was the primary author of the Bank 1996 transport sector policy paper "Sustainable Transport – Priorities for Policy Reform", the Bank policy paper on urban transport "Cities on the Move; A Review of World Bank Urban Transport Strategy" (2002) and the Bank policy manual on policy for reducing air pollution from transport in developing countries (2004). Much of his work with the Bank was concerned with franchising public transport services to the private sector, in which context he was instrumental in setting up the Bank's toolkit on bus franchising. Before joining the Bank, Ken held chairs in Transport Economics and Logistics at Erasmus University, Rotterdam and the University of Leeds, where for nearly 20 years he was the Director of one of Europe's leading transport research institutes. He has been extensively engaged both in policy advice and management in the transport sector. He was Economic Assessor to the Greater London Development Plan Inquiry, and worked as Advisor to the Director General of Transport of the European Community on evaluation of transport projects and to the British Parliamentary Transport Committee on Bus Regulation and Channel Tunnel. For six years he was a Director of the British National Bus Company. Ken has published extensively in the transport field, and for ten years was Editor of the Journal of Transport Economics and Policy.

## Trine Hagen

Senior Advisor, Norwegian Public Roads Administration, Norway

Plenary Speaker

Trine Hagen is a senior advisor at the Norwegian Public Roads Administration (NPRA), Transport Analysis Section. Her main field of work is public transport, in particular the bus industry. In her current position she is responsible for developing the specialized field of universal design/accessibility in public transport at the NPRA and for implementing universal design into the national transport plan. Previous to joining the NPRA, Trine worked for eight years as a social scientist at the Institute of Transport Economics (TØI) in Oslo. She has managed a number of projects on organizational and economical issues, all in public transport. She participated in projects on effects of competition, tendering and quality contracts, with a particular interest for developing projects on effects on public transport staff. She was assisting head of the department of passenger transport from 2000-2006, and was made head of department in 2006. Trine graduated from the University of Oslo in 1996 with an MA in sociology of work and organization, with economics and French as her subsidiary subjects. She lives in Oslo, is married and has three children.





## Professor David Hensher

Director, Institute of Transport and Logistics Studies,  
The University of Sydney, Australia

Thredbo Executive Chair and Co-founder, Plenary Chair, Plenary Speaker

Professor David Hensher is the Director of the Institute of Transport and Logistics Studies, the University of Sydney. David is the Executive Chair and Co-Founder of the International Conference Series on Competition and Ownership in Land Passenger Transport. He is a fellow of the Academy of Social Sciences in Australia, recipient of the 2006 Engineers Australia Transport Medal for lifelong contribution to transportation, Past President of the International Association of Travel Behaviour Research and a Vice-Chair of the International Scientific Committee of the World Conference of Transport Research. David is on the editorial boards of ten leading transport journals, is Area Editor of Transport Reviews and is Series and Volume Editor of the Elsevier Science press series Handbooks in Transport. He has published extensively (over 350 papers) in leading international transport journals and key journals in economics as well as publishing ten books. He is Australia's most cited transport academic and number three academic economist. His books include *The Demand for Automobiles* (North-Holland), *The Bus and Coach Business* (with Ann Brewer, Allen and Unwin), *Transport: An Economics and Management Perspective* (with Ann Brewer, Oxford University Press), *Stated Choice Methods* (with Jordan Louviere and Joffre Swait, Cambridge University Press) and *Applied Choice Analysis - a Primer* (with John Rose and Bill Greene, Cambridge University Press). David has advised numerous government and private sector organisations on transportation, especially matters related to forecasting demand for existing and new transportation services.



## Professor Jan Owen Jansson

Professor of Transport Economics, Linköping University, Sweden  
Plenary Speaker, Workshop 5c Chair

Professor Jansson has wide interests and research experience in transport, including road investment planning and cost-benefit analysis, road pricing, car ownership forecasting models, public transport system optimization, urban traffic management, urban amenities and town planning, seaports and shipping. Besides the transport sector, a main interest in recent years has been the wider issues of the growing service sector, both the services provided in the private sector and the tax-financed services. Main findings of the research are summarized in four reprints in the series of reprint volumes edited by Kenneth Button and Peter Nijkamp, published by Edward Elgar. Professor Jansson's most recently published book is *The Economics of Services – development and policy*. Edward Elgar, 2006.



## Professor Sergio Jara-Díaz

Professor, Transport Systems Division, University of Chile, Chile  
Plenary Chair, Workshop 2a Chair

Sergio Jara Díaz is Professor at the Transport Systems Division of the University of Chile in Santiago, a research unit he helped to found in the early seventies that became a forerunner in establishing transport as a distinctive field of knowledge in that country. He obtained his PhD from the Massachusetts Institute of Technology (MIT) in 1981 with a thesis in the field of Transport Economics. He has published more than 70 research articles in books and journals focusing on users' behaviour and benefits, value of time, scale and scope economies in transport network industries, public transport and pricing. Professor Jara-Díaz has designed and taught courses in Transport Economics both at the U. of Chile and MIT, and teaches regularly in many universities in Spain. He has been a member of the Highest Commission of Academic Evaluation at the University of Chile; is a member of the American Economic Association, the Association for European Transport, and a founding member of the Chilean Society of Transport Engineering. He runs a weekly radio show since 1991 and has published a book of chronicles and short stories. His book *Transport Economic Theory* will appear during 2007 (Elsevier).



## David Kilsby

Principle Consultant, Kilsby Australia, Australia  
Workshop 2a Chair

David Kilsby is the principal consultant of Sydney-based transport planning practice Kilsby Australia. Kilsby Australia has been active since 2000. Before then David was a senior executive in two world-class transport planning consultancies. His background covers land use and transport integration at all scales, transport sustainability, infrastructure planning, the practical development of public transport, demand modelling and other quantitative analysis. Originally trained as a mathematician, he is the 2006-07 Chairman of the Transport Panel of the Sydney Division of Engineers Australia. He is also the Sydney co-ordinator of ASPO Australia (ASPO is the Association for the Study of Peak Oil), and is a frequent contributor to professional forums including the T4 and T5 conferences.

## Professor Luis Antonio Lindau

Centro de Transportes Sustentáveis do Brasil and  
Universidade Federal do Rio Grande do Sul, Brazil  
Plenary Speaker

Professor Lindau has a Civil Engineering degree from the Federal University of Rio Grande do Sul - UFRGS, Brazil. In 1983, he got his PhD in transportation engineering from the University of Southampton, England. Dr Lindau was on a sabbatical leave at University College London in 1988 and spent a short period as an invited researcher at INRETS, France in 1992. Dr Lindau is an Associated Professor at the Engineering School of UFRGS where he is conducting teaching (lecturing graduate and undergraduate transportation courses), co-ordinating research projects, and advising master and doctorate students in transportation at the Laboratory for Transportation Systems (LASTRAN). From 2002 to 2006, Dr Lindau was the president of the Brazilian Association for Research and Teaching in Transportation (ANPET). He works as ad-hoc consultant for several national research councils and is member of editorial boards. Dr Lindau is a head of Centro de Transporte Sustentável do Brasil (CTS-Brazil), an NGO launched in Brazil by EMBARQ that is currently helping the authorities of the municipality of Porto Alegre in designing a high performance BRT system and developing a high-performance BRT microscopic simulator. Key research interests include BRT and new public transport bus based technologies, public transport operation and performance, safety and transport sustainability.



## Dr Karen Lucas

Principle Research Fellow, Transport Studies Group  
University of Westminster, UK  
Workshop 7d Chair

Dr Karen Lucas is the research co-ordinator for the Centre for Sustainable Development (CfSD) and a Principal Research Fellow with the Transport Studies Group at the University of Westminster. Her specialist research area is the relationships between sustainable development and social exclusion, with a particular emphasis on the two policy areas of neighbourhood renewal and transport. In 2002, Karen was seconded to the UK Government's Social Exclusion Unit to act as policy advisor on their study of transport and social exclusion and subsequently worked for the Department of Transport to develop guidance for the implementation of the policy strategy that resulted from this study. She has recently published a book on this subjected entitled *Running on Empty: transport, social exclusion and environmental justice*. She also pioneered a programme of research looking at ways to represent and address the local environmental concerns of people living in deprived areas. She has been responsible for a number of evidence reviews for the UK Government to support better policy making for pro-environmental behaviour change. Karen is an overseas representative for the US Transportation Research Board's Environmental Justice Committee and a founder member of the co-ordinating team for the UK Government's Sustainable Development Research Network.



**Queensland Bus Industry Council Inc.**  
**ABN 75 640 295 938**



**6/96 Cleveland Street**  
**STONES CORNER QLD 4120**

**Phone: (07) 3397 1700**  
**Fax: (07) 3397 1766**

**Email: [admin@qbic.com.au](mailto:admin@qbic.com.au)**  
**Web: [www.qbic.com.au](http://www.qbic.com.au)**

***Bus Travel—THE SAFE, SMART ALTERNATIVE***



**Stephen Lucas**

Chairman, Bus Industry Confederation, Australia  
Plenary Speaker

After gaining his matriculation in 1967 Stephen worked as a jackaroo until he was called up for National Service. Eight years as a helicopter pilot with Australian Army Aviation gave him extensive experience in all States of Australia and Papua New Guinea. At the completion of his military service he returned to Warrnambool and joined the family Bus Company and assisted in the takeover of the other Bus Operator in the area. Since that time the Company has grown by a mixture of strategic purchases and improved services. Stephen now operates buses in Victoria, New South Wales and Queensland as well as having owned a hotel in Cooktown Far North Queensland for over 20 years. Stephen is actively involved in Industry matters is a past President of Bus Association Victoria and the current Chairman of the Bus Industry Confederation. The BIC acts as the National Industry body for both suppliers and operators. On a local level Stephen is an active member of a wide range of committees encompassing transport, aviation, sustainability and business support. Married to Margaret and has four children. He plays golf off single figures, is a keen snow skier and maintains his Commercial Helicopter and Aeroplane licences.

**Professor Rosário Macário**

Instituto Superior Técnico, Lisbon, Portugal  
Workshop 2a Chair



Rosário Macário has a degree in Economics–Business Management, MSc in Transportation, and PhD in Transportation. Currently she is Assistant Professor at the Department of Civil Engineering and Architecture at the Instituto Superior Técnico–Lisbon Technical University, and Director in TIS–Transport, Innovation and Systems, an international consultancy company based in Lisbon. She has worked for an international Airline, where she obtained a wide experience in operational planning and coordination, as well as leading multi-disciplinary teams. More recently, she held the supervision of several professional traineeships and currently supervises higher research degrees in the field of transportation. She acts also as coordinator of national and international research and consultancy studies in transportation; at TIS she developed several studies and research projects in Transport Policy, Regulation, Planning, Organization and Management of Mobility Systems. In 1998 she established the Department of Transport Policy and Systems in that company and in 2000 she became also a member of its executive board of direction. In addition, she is also an Auditor for Quality Management Systems and President of the international association “ELITE – European Logistics, Infrastructure and Transport Expertise Network”.

**Michelle McCormick**

Public Transport Manager, Land Transport New Zealand  
Plenary Speaker



Michelle McCormick is Manager Public Transport, Policy and Planning Group, Land Transport New Zealand. Michelle has 14 years experience in transport planning, public transport procurement and policy development in previous roles at the Ministry of Transport, Transfund New Zealand and Transit New Zealand and in a regional authority. She is currently managing Land Transport New Zealand's public transport procurement review and assisting the Ministry of Transport with its public transport legislation changes.

**Wayne Mountjoy**

Managing Director, Martyrs Bus Service, Australia  
Plenary Speaker



Having studied and worked in accounting, I was approached by my Uncle, Geoffrey Mountjoy, in 1979 to come and work with his businesses, US Bus Lines and the newly acquired Martyrs Bus Service. I later worked for Ken Grenda's Peninsula Bus Lines, Portsea Passenger Service and Moorabbin Transit. A number of us had started attending APTA and Thredbo Conferences and could see competition was heading to our way. One night in Toronto, with the aid of some duty free scotch and a lot of brave talk, we all decided to seek the opportunities that were about to evolve. That association with Hornibrook and Grenda's was to become Australian Transit Enterprises. From 1995 ATE was successful in obtaining contracts in Adelaide and Perth. My own involvement was focused on the Adelaide operations and a joint venture with TransAdelaide. I have been fortunate to also be involved with the industry through the Bus Association Victoria, serving on the Metropolitan Committee and serving as President 2004-2006. Right from the start the industry has been a source of great excitement and long lasting friendships, one of the key issues that makes me proud to be involved with it. Current Positions: Managing Director – Martyrs Bus Service; Director Operations – Australian Transit Enterprises; Immediate Past President – Bus Association Victoria.

## Associate Professor Juan Carlos Muñoz

Associate Professor, Transportation Engineering,  
Universidad Católica de Chile, Chile  
Plenary Speaker

Juan Carlos Muñoz got his PhD in Civil and Environmental Engineering from the University of California at Berkeley in 2002 and a MSc in IEOR from the same university in 2001. He is now an Associate Professor in Transportation Engineering and the Director of Academic Affairs of the School of Engineering at the Universidad Católica de Chile. His main research areas are: transport networks, traffic flow theory, transit operations and logistics. He has published papers in Transportation Research, Transportation Science, Transport Economics and Policy, Mathematical Programming among other journals. During 2003 and 2004 he acted as a part time adviser for the Transportation Minister on the Transantiago project. The current minister of Transportation has asked Mr. Muñoz to be a member of an advisory board on this transit project. He has also acted as a logistics adviser of Chilean retail firms. Finally, he belongs to the Chilean society of Transport Engineers, to INFORMS and is a member of the Editorial Advisory Board of Transportation Research B.



## Professor Chris Nash

Professor of Transport Economics, Institute for Transport Studies,  
University of Leeds, UK  
Plenary Speaker, Workshop 6c Chair

Professor Nash is Professor of Transport Economics in the Institute for Transport Studies, University of Leeds, which is one of the leading transport research groups in Great Britain, with the top (5\*) rating for the quality of its research. Professor Nash leads research in the fields of rail policy and transport infrastructure charges, in which fields he has led many projects for both the British government and the European Commission. He has acted as expert advisor to many groups, including the High Level Group on Transport Infrastructure Charges of the EC, the Railways group of ECMT, and the Transport and European Union Select Committees of the British Parliament. His current work includes advising the Office of Rail Regulation on its structure of charges review and participating in both Rail Research UK, the British Universities' rail research group, and EURNEX, the European Network of Excellence in Rail Research (for which he is a pole leader in the strategy and economics field). His publications number more than a hundred books, contributions to books and journal articles.



## Professor James Odeck

Molde University and  
Norwegian University of Science and Technology, Norway  
Workshop 8e Chair

Professor Odeck specialises in applied transport economics, production economics and performance measurement. Research interest in transport includes all areas but specifically, valuation of impacts, benefit-cost analysis, road pricing, and price elasticities in transport and cost estimations of infrastructure projects. In production and performance measurement, his research interests include efficiency and productivity measurement using econometric methods such as Data Envelopment Analysis and Stochastic Frontier Analysis. He teaches both at Molde University College and The Norwegian University of Science and Technology, and also a frequent guest professor at University College, Nordland. He is also employed as a Senior research economist at the Norwegian Public Roads Administration. Professor. Odeck graduated with a BSc and MSc in Economics from the University of Oslo, Norway. He obtained his PhD in applied economics from the University of Gothenburg, Sweden.



## Oddgeir Osland

Chief Research Sociologist, Institute for Transport Economics (TØI),  
Norwegian Centre for Transport Research, Norway  
Plenary Speaker

Osland has a broad research experience covering such fields as comparative studies of different (national and international) policy sectors (transport, environment and agriculture), and local and urban public policy. His theoretical interest covers political sociology/science, economic sociology and organizational theory. At the Institute of Transport Economics his main research fields have been studies of national and international experiences from competitive tendering and performance contracting in the public →



transport sector. Lately these studies on the effects of competitive tendering have also included the effects on employment relations in Norwegian local public transport, rail and aviation. He has also participated in projects analysing cross-national variation in conditions for and effects of implementing EC-legislation in rail freight transport. For over a decade he has had the study of the organisation and financing of urban transport policy as a central research theme, conducting research in such areas as the development of urban transport packages in Norway as well as alternative ways of financing and organizing public transport more in general.

**Phil Potterton**

Executive Director, Bureau of Transport and Regional Economics,  
Department of Transport and Regional Services, Australia ,  
Plenary Speaker



Phil has been Executive Director of the Bureau of Transport and Regional Economics, the research and analysis unit in the Australian Government Department of Transport and Regional Services, since July 2004. Phil joined the Bureau in 2001 as Deputy Executive Director, Transport Research following two years with the Northern Territory Treasury, where he was involved in government business reform issues. From 1993 to 2000, Phil held senior management positions in program evaluation and policy in Canberra in the Department of Education, Training and Youth Affairs and its forerunners. Phil's previous career was with the Department of Finance, AusAid and predecessor agencies of the Department of Transport and Regional Services. Phil holds an Honours degree in history and masters degrees in international relations and public policy.

**Professor John Preston**

Professor of Rail Transport, Transportation Research Group  
University of Southampton, UK  
Workshop 6c Chair



John Preston is Professor of Rail Transport at the Transportation Research Group (TRG), School of Civil Engineering and the Environment, the University of Southampton, where he is also Director of Development of Rail Research. Previous posts have included Director of the Transport Studies Unit at the University of Oxford and Senior Lecturer in Transport Economics at the Institute for Transport Studies, University of Leeds. His research in transport covers demand and cost modelling, regulatory studies, and land-use and environment interactions, with a particular emphasis on bus and rail. He has held nearly 100 research grants and contracts and has published over 160 articles, book chapters, conference and working papers. He is currently leading TRG's input to Rail Research UK, a multi-institutional consortium funded by the Engineering and Physical Sciences Research Council. He is also undertaking research on high speed trains, rail technology and rail policy. He is the editor of Transport Policy, the house journal of the World Conference of Transport Research Society and on the Organising Committee of the International Conference on Competition and Ownership in Land Passenger Transport. He has been an ever present at the Thredbo Conferences and was at the Conference in Canada in 1993 whilst his eldest son was being born in England, some 12 weeks premature. He hopes to bring the evidence with him for Thredbo 10!

**Dr Michael W. Roschlau**

President and CEO, Canadian Urban Transit Association, Canada  
Plenary Speaker



Michael Roschlau is President and Chief Executive Officer of the Canadian Urban Transit Association (CUTA), which represents the public transit community across Canada. Michael has been with CUTA for 20 years and, before being appointed to his current position, was responsible for a variety of association services such as education and training, major conferences and trade events. Michael holds a PhD in transportation geography from the Australian National University, as well as a Master of Arts degree from the University of British Columbia and a Bachelor of Arts from the University of Toronto. He has worked directly with staff and senior management at over 150 transport agencies around the world. In addition to his role as CEO of CUTA, Michael chairs the Finance Working Group of the National Roundtable on Sustainable Infrastructure, is co-chair of the Canadian Motor Carrier Passenger Council and serves on the Board of Directors of the Ontario Community Transportation Association. Before joining CUTA in 1986, he spent several years with the Greater Vancouver Regional District, responsible for a variety of transit planning functions

## Dr John Rose

Lecturer, Institute of Transport and Logistics Studies  
University of Sydney, Australia  
Workshop 1a Chair

John is a Lecturer in Transport and Logistics Management and the Director of the Industry Program at Institute of Transport and Logistics Studies (ITLS). John began his academic career in the field of marketing at the University of Sydney in 1995. As an associate lecturer, John taught marketing principles, consumer behaviour, introductory and advanced marketing research techniques, and new product development, all at the undergraduate and postgraduate levels. In 2001 John moved over to the ITLS to complete his PhD under Professor. David Hensher, which he has since finished. At ITLS, John is responsible for running the industry program and professional development courses open to academics and public companies. John is responsible for teaching introductory statistics, transport economics, and discrete choice modelling. John's research interests are in the areas of discrete choice modelling and efficient stated choice experiments. John has several articles published in the top Transportation and Logistics journals and is a co-author of (with Professors David Hensher and William Greene) *Applied Choice Analysis; A Primer*, Cambridge University Press, 2005. Currently John is active in consulting, working in the areas of Toll Road evaluation and modelling, demand and take up for pharmaceutical and agricultural products.



## Philippe Segretain

Chairman and CEO, Transdev SA, France  
Plenary Speaker

With a Diploma from the Paris Institute of Political Science and a degree in Law, Philippe Segretain started his career over thirty years ago in economic research. Over a fifteen year period, Philippe Segretain was devoted to development projects in the regions of Africa and Asia. He was namely the managing director of the premier consulting engineers company, BCEOM from 1982 to 1987. He then proceeded into public transport and in 1988 became chief executive officer of Transcet which became Transdev in 1990. He has managed to balance the organisation both at the heart of the French public service department 'Caisse des Depots', (a financial institution under Parliament control), and at the same time leading the way in developing strong private enterprise partnerships both locally and globally. His policy is marked by a permanent action on public transport modernization and strong emphasis on the development of a sustainable and effective dialogue between union co-ordinators and Group management.



Philippe Segretain has also chaired the French public transport association (UTP) where he is now present as vice chairman. He also acted as chairman of the European Union Committee of the UITP. In this role, he represented industry professionals, in front of the Commission of the European Parliament, in defending the French ethos of public transport as a true public service. In 2005, he was appointed chairman of the board of EGIS, one of the world leading companies on transportation infrastructure engineering, providing full service solutions comprising engineering, major project development and the operating of motorway concessions.

## Neil Smith

Director, Transit Systems Australia, Australia  
Plenary Speaker

## Dr Janet Stanley

Senior Manager, Research and Policy,  
Brotherhood of St Laurence, Australia  
Workshop 7d Chair

Janet Stanley is the Senior Manager, Research and Policy at the Brotherhood of St Laurence, Australia, a large non-government agency, Senior Research Fellow, Faculty of Medicine, Nursing and Health Sciences, Monash University and Honorary Research Fellow at the National Research Centre for the Prevention of Child Abuse, Monash University. Janet undertakes social policy research in a range of fields including transport, child welfare, community arts and neighbourhood renewal. Due for publication mid 2007: Currie, G., Stanley, J., Stanley, J., (eds) *No Way to Go: Transport and Social Disadvantage in Australian Communities*, Monash Press. Previous book: Stanley, J.R. and Goddard, C.R. (2002) *In the Firing-Line: Violence and Power in Child Protection Work*, John Wiley and Sons, Chichester.



# Booz | Allen | Hamilton

delivering results that endure

Booz Allen Hamilton has been at the forefront of management consulting for businesses and governments for over 90 years. Integrating the full range of consulting capabilities, Booz Allen is the one firm that helps clients solve their toughest problems, working by their side to help them achieve their missions. Booz Allen is committed to delivering results that endure.

Booz Allen's global transportation experience spans aviation, highways, urban transportation, railroads and maritime operations, providing expertise in strategy and policy, operations, organizational design, technology and infrastructure. Booz Allen's Transportation staff of over 500 includes seasoned transit executives; operations and business strategists; design and manufacturing engineers; and safety, reliability and quality assurance specialists.

Working with carriers, shippers, transportation agencies and other clients, we have developed and implemented strategies for improving every aspect of transportation. Our transportation services include:

- Transportation strategy and planning
- Program management
- Organization and productivity improvements
- Economic and financial analyses
- Engineering and systems integration
- Privatisation and contracting strategies
- Operations and management
- Safety, security and systems assurance
- Information technology
- Infrastructure and vehicle technology

## Contact Details



Mark Streeting  
Principal  
Streeting\_mark@bah.com



Eric Keys  
Principal  
Keys\_eric@bah.com

[www.boozallen.com.au](http://www.boozallen.com.au)

## John Stanley

Executive Director, Bus Association Victoria, Australia  
Plenary Chair, Workshop 4c Chair

John is Executive Director of Bus Association Victoria, a position he has held for eight years. His role focuses on the development of more sustainable transport systems. John works closely with Government and other stakeholders to identify the benefits from improved public transport services and this has led to substantial service increases in his State. Prior to this, John was Deputy Chairman of the National Road Transport Commission for 8 years and chaired the Victorian Recycling and Resource Recovery Council for 10 years. He has a masters degree in economics and had his own consulting practice for twenty years, specialising in policy work in transport, regional economic development and in the environmental field. John is a Board member of Metlink, the Victorian public transport marketing organization, and of the Victorian Alpine Resorts Co-ordination Council. He was awarded a Commonwealth Centenary Medal for services to public transport and conservation.



## Dr Alastair Stone

Managing Director, Pacific Infrastructure Corporation, Australia  
Plenary Chair

Alastair has over thirty years experience in banking, economics and engineering. He has successfully initiated, implemented and participated in major projects and infrastructure deals. He has also advised various international and domestic agencies and governments; including the Asian Development Bank, World Bank, Jakarta Municipal Government, Shanghai Municipal Government, and several Australian State Governments, on private sector participation policies and strategies. His career has covered all facets of urban affairs including senior positions with the World Bank, Lend Lease and Merrill Lynch. Alastair teaches in the area of joint ventures in public infrastructure projects.



## Didier van de Velde

Researcher, Delft University of Technology, The Netherlands  
Plenary Speaker, Workshop 4c Chair

Didier van de Velde works at the Policy, Organisation and Management section of Delft University of Technology (Netherlands). His research concentrates on institutional reforms in the public transport sector, focussing on competition and contracting practices. He published several studies, both in academic circles and in the advisory world, analysing and comparing institutional evolutions in the bus and rail sectors in Europe. He was involved in various advisory works for authorities both in the Netherlands and also at the European level (European Commission). He promoted the "Strategic-Tactical-Operational" paradigm in public transport as a practical way to compare and understand the functioning of different public transport regulatory regimes. Didier participates in teaching of public transport courses in several master programmes and professional education in the Netherlands and France. Besides his academic appointment, Didier is also consultant at inno-V advisory (Amsterdam).



## Professor José M Viegas

Professor in Transportation, Dept. of Civil Engineering and Architecture  
Instituto Superior Técnico, Portugal  
Workshop 3b Chair

José Manuel Viegas is full Professor in Transportation at the Department of Civil Engineering and Architecture of the Instituto Superior Técnico, since 1992. He is a founder and Chairman of the Board of TIS.pt, consultants in Transport, Innovation and Systems, s.a., 2000-present and a researcher at CESUR (Research Centre for Urban and Regional Systems, of the Technical University of Lisbon), since 1986. His other activities and achievements include: Vice-President of the Scientific Committee of the World Conference on Transport Research Society, 1998-2007; Director of the Transportation Systems area in the MIT-Portugal program for advanced education, research and industry liaison, 2007-ongoing; Founding member and former General Coordinator of TransportNet, a network of 8 European University programs for advanced research in Transport systems; Head of Department of Civil Engineering and Architecture of the Instituto Superior Técnico, 2002 – 2004; Director of the Masters program in Transportation at Instituto Superior Técnico, 1987-2001 and 2004-2007; Responsible for numerous studies and projects on transport systems, at urban, regional, national and European level, in the areas of: urban mobility plans, →



modelling and demand estimation; projects and policy evaluation; Project Leader for the Lisbon Mobility Plan (2003-04) and the Transport and Mobility chapter in the revision of the Lisbon Master Plan (2003-05); Project Coordinator in several EU research projects on organization of Urban Mobility systems (ISOTOPE, MARETOPE), on pricing policies on transport systems (FISCUS, PATS, DESIRE), and on management of railway infrastructure (IMPROVERAIL); Frequent guest (and sometimes Chairman) at the Round Tables of the European Conference of Ministers of Transport; Originator of the concept of Intermittent Bus Lane and main responsible for its development and application in Lisbon since September 2005; Frequent guest as consultant or speaker by international organisations such as the European Commission, UITP, Council of Europe, Community of European Railways, etc., as well as by universities and research institutions.

### Professor Jackie Walters

Chairperson, Department of Transport and Supply Chain Management  
University of Johannesburg, South Africa  
Plenary Speaker, Workshop 5c Chair



Professor Walters holds a Doctoral degree in Transport Economics from the Rand Afrikaans University (RAU), and is a Fellow of the Institute for Transport and Logistics (UK). His academic speciality includes public transport and aviation policy studies, as well as transport economics. He joined the RAU (now the University of Johannesburg) in 1982 where he lectures under- and post-graduate students in Transport Economics. He is currently the Chairperson of the Department of Transport and Supply Chain Management. In this position he is also extensively involved in the department's industry training programmes for the freight and passenger transport sectors. More than 38 000 people have been trained on these programmes to date. Currently the department has more than 4000 students studying towards various qualifications in transportation and logistics. He has been involved in numerous research projects on a multi modal basis and is author and co- author of a number of papers and publications, especially on public transport policy. He also serves on a number of committees appointed by the Department of Transport. These committees deal with transport policy matters and policy formulation, tenders in public transport, road traffic policy and other related issues. He has been a specialist adviser to the Southern African Bus Operators Association since 1989. Recent research work undertaken involves air cargo trends at Oliver Tambo International Airport (ORT), an economic impact analysis of ORT on the Gauteng Province and an Air Cargo Strategy for the Airports Company South Africa. He has travelled extensively and studied transport systems and policies throughout the world.

### Heather Webster

Executive Director, Public Transport Division, Department for Transport,  
Energy and Infrastructure, Government of South Australia, Australia  
Plenary Speaker



Heather Webster, Executive Director of South Australia's, Department for Transport, Energy and Infrastructure, Public Transport Division, is the Chair of the UITP Australia New Zealand Board. Heather has held her current position since 1998 following four years as Chief of Staff in the office of the then Minister of Transport and has been a key player in a turn around in the performance of Adelaide's public transport system. Adelaide born, Heather attended university to gain a Bachelor of Science Degree and a Librarianship Diploma. Continuing study and an MBA led her to a series of senior positions in the CSIRO, involved in business Development, Communications and Policy, before joining the Transport portfolio. Heather quickly developed a passion for public transport and its increasingly pivotal role in the way our cities and communities develop within the environmental challenges of the 21st century. Her intellectual fascination with the complexity of the system combined with an interest in developing as financially efficient services as possible in partnership with service providers while meeting the social and environmental objectives of a public transport system has seen the delivery of continual patronage increases in Adelaide.



# KEY

- 1 Reef View Hotel (Registration and Workshop Boardrooms 3B, 7D and 8E)
- 2 Whitsunday Holiday Apartments
- 3 Convention Centre (Auditorium, Workshop Meeting Rooms 1A, 2A, 4C, 5C and Workshop Boardroom 6C, Internet Cafe and Secretariat)
- 4 Main Pool
- 5 Bougainvillea Marquee
- 6 Catseye Beach

- 7 Whitehaven Beach Cruise (Fantasea) Jetty
- 8 Resort Centre (Tour Desk)
- 9 Clownfish (Children's) Club
- 10 Sports Complex, Tennis Courts and Mini Golf
- 11 Health Centre
- 12 Church
- 13 Shops, Restaurants, Bars, Takeaways and Nightclubs

Sunday 12 August

2-5pm	Registration	Reef View Hotel Lawns
5-7pm	Welcome Reception	please see page 28 for details Main Pool

Monday 13 August

Convention Centre Auditorium

8.45am	Welcome	Professor David Hensher and Paul Blake
9.00am	International Overviews	Chaired by Professor David Hensher
	<b>Australia</b> Dr Simon Barrett	<b>New Zealand</b> John Collyns
		<b>France</b> Philippe Segretain
10.30am	Morning Tea	Porte-cochere
11.00am	International Overviews	Chaired by Professor Sergio Jara-Díaz
	<b>Brazil</b> Professor Luis Antonio Lindau	<b>Chile <i>Transantiago</i> and Colombia <i>Transmilenio</i></b> Associate Professor Juan Carlos Muñoz
12.30pm	Lunch	Bougainvillea Marquee
1.30pm	Sponsor Session	Pitcher partners eTRAC Online Reporting made simple Foyer
2.00pm	Round Table—Operators and Regulators	Chaired by John Stanley
	<b>Operators</b> Stephen Lucas Wayne Mountjoy Philippe Segretain	<b>Regulators</b> Trine Hagen Michelle McCormick Heather Webster
3.30pm	International Overviews	Chaired by Phil Potterton
	<b>Europe</b> Professor Chris Nash	
4.00pm	Afternoon Tea	Porte-cochere
	<b>North America</b> Dr Michael W. Roschleau	<b>South Africa</b> Professor Jackie Walters
		<b>China</b> Edward Dotson
6.00pm	Rules for Workshops	Professor David Hensher
6.15pm	Evening at leisure	
7.00pm	Meeting of International Steering Committee	Professor Hensher’s Suite, Reef View Hotel

Tuesday 14 August

Workshop Rooms

8.30am	Workshops	please see pages 30-49 for details and location of your workshop
10.30am	Morning Tea	Porte-cochere
11.00am	Workshops	
12.30pm	Lunch	Bougainvillea Marquee
2.00pm	Workshops	
4.00pm	Afternoon Tea	Porte-cochere
4.30-6pm	Workshops	
7.00pm	Surf’s Up Beach Party	please see page 28 for details Catseye Beach

Wednesday 15 August		Workshop Rooms	
8.30am	Workshops		please see pages 30-49 for details and location of your workshop
10.30am	Morning Tea		Porte-cochere
11-12.30	Workshops		
1-5.00pm	Cruise to Whitehaven Beach		includes lunch—please see page 28 for details
12.30-6pm	Workshop rooms available for delegates’ use		
5.00pm	Evening at leisure		
6.00pm	Meeting of Michael Beesley Award Committee		Boardroom 3B Reef View Hotel
Thursday 16 August		Convention Centre Auditorium	
8.30am	Workshop Reports		Chaired by Dr Alastair Stone
	15 minutes for each workshop including Q&A		
10.30am	Morning Tea		Porte-cochere
11.00am	Plenaries		Chaired by Professor Ken Gwilliam
	Sit next to someone different every day—How public transport contributes to inclusive communities		
	Heather Allen		
	BRT Today and Tomorrow—Some lessons learned with bus rapid transit systems in Latin America and Asia		
	Professor Luis Antonio Lindau		
	Busway—Smartway		
	Robin Barlow		
12.30pm	Lunch		Bougainvillea Marquee
1.30pm	Sponsor Session	Indec Consulting and Bus and Coach Association NSW	Foyer
2.00pm	Round Table—The Ideal Contract		Chaired by Professor David Hensher
	Mark Burton	Professor Ken Gwilliam	Didier van de Velde
	Bill Grant	Neil Smith	
4.00pm	Afternoon Tea		Porte-cochere
4.00pm	Plenaries		Chaired by Dr Lasse Fridstrøm
	Market role and regulation of extensive urban minibuss services as large bus service capacity is restored—Case studies from Ghana, Georgia and Kazakhstan		
	Brendan Finn		
	Institutional and political conditions for the establishment of congestion charging regimes		
	Oddgeir Osland		
	Public transport investment and pricing policy towards the market for central-city-bound travel in Stockholm after the introduction of road pricing		
	Professor Jan Owen Jansson		
6-6.15pm	Conference Conclusions		Professor David Hensher
	Concluding remarks and Thredbo11 announcement		
7.30pm	Conference Dinner		please see page 28 for details
	Presentation of the Michael Beesley Award		Bougainvillea Marquee



# social program



## **Welcome Reception\***

Sunday 12 August, 5pm to 7 pm

Main Pool

As Executive Chair of the Thredbo Conference, Professor David Hensher would like to welcome delegates and their guests to Thredbo 10 and Hamilton Island staff would like to welcome you to the island. Drinks and canapés will be served around the main pool of the hotel. At registration, delegates will be provided with information about the many excellent restaurants on the island where they may dine post reception.

Dress: Casual



## **Surf's Up Beach Party\***

Tuesday 14 August, 7pm for 7.30pm

Catseye Beach

This is the epitome of a Whitsundays dining experience—soak up the beach atmosphere. Kick off your shoes, feel the sand between your toes and enjoy a sumptuous Australian BBQ buffet dinner.

Dress: Smart Casual (No ties, jeans, shorts or Hawaiian shirts)



## **Cruise to Whitehaven Beach**

Wednesday 15 August, 1pm to 5 pm

Boarding at Fantasea Jetty  
Hamilton Island Marina

We have chartered Fantasea's high speed catamaran to take delegates and their families to the beautiful Whitehaven Beach—a 35 minute ride from Hamilton Island. Whitehaven Beach boasts seven kilometres of pure white silica sand. The cruise includes a sumptuous buffet lunch and (optional) beach activities organised by the Fantasea crew including beach cricket, touch football and volleyball.

**There are a few tickets still available, please see the Secretariat.**

Dress: No dress code



## **Conference Dinner\***

Thursday 16 August 7.30pm for 8 pm

Bougainvillea Marquee

On the shores of Catseye Beach the evening will begin with pre-dinner drinks and entrees served around the tropical Bougainvillea pool. Guests will then move to the elegantly set tables under the seaside Bougainvillea marquee.

Master of Ceremonies: Stephen Lucas

Presentation of Michael Beesley Award by Professor Ken Gwilliam

Dress: Smarter Casual (Dress shirt and jacket, but no tie. No jeans, shorts or flip flops)

NB: If you or your guest(s) have any special dietary requirements which you did not note at registration, please see the Secretariat as soon as possible

\* Regrettably children may not attend these social functions. Hamilton Island provides a child minding service and many other activities for children. Please speak to Hamilton Island staff about details.

# round table sessions



## Operators and Regulators

Monday 13th August 2.00pm

Chair: John Stanley

Speakers: **Operators**

Stephen Lucas

Wayne Mountjoy

Philippe Segretain

**Regulators**

Trine Hagen

Michelle McCormick

Heather Webster

Indicative themes:

- System development
- Safety management systems/practices
- The environment
- Organisational arrangements

## The Ideal Contract

Thursday 16th August 2.00pm

Chair: Professor David Hensher

Speakers: Mark Burton

Bill Grant

Professor Ken Gwilliam

Neil Smith

Didier van de Velde

Indicative themes:

- Contract scope
- Contract duration
- Contract size
- Risk allocation
- KPIs/Incentives
- Contracting process
- Roles and Responsibilities
- Agreement on a quality partnership



# workshop 1a

## Growing patronage—Challenges and what has been found to work

Chairs: Professor Graham Currie and  
Dr John Rose

Assistant: Alejandro Tirachini  
Institute of Transport and Logistics Studies, University of Sydney

Location:

Meeting Room 1A  
Convention Centre

### About Workshop 1a

The objective of this workshop is to look at ways in which patronage for land-based public transport might be grown. The workshop includes papers looking at the influence of policy to discourage car use and switching to public transport. The importance of infrastructure will be highlighted and the focus on the need to develop a network-based approach to delivering system wide services. Congestion charging, hypothecation and sourcing finance (including PPPs) will be covered as well as issues such as service quality, marketing and image.

\*Presenting author

Affiliation of presenting author only.

### Session 1: Introduction

Tuesday 14th August 8.30am

#### **Welcome and introduction from workshop chairs**

#### **Introduction to workshop participants**

### Session 2: Strategic factors influencing ridership

**Professor Peter White\***

The University of Westminster

Factors behind recent patronage trends in Britain and their implications for future policy

**Dr David Cosgrove\* and David Gargett**

Bureau of Transport and Regional Economics

Long term trends in modal share for urban passenger travel

**Mark Streeting\* and Robin Barlow**

Booz Allen Hamilton

Understanding key drivers of public transport patronage growth—recent south east Queensland experience

**Discussion:** Relevance of context (UK versus Australia) and endogenous factors influencing ridership

**Morning Tea**

**10.30-11.00am**

Session 3: Factors affecting service delivery performance Tuesday 14th August 11.00am

Professor Tammana V.Ramanayya\*,  
V. Nagadevara and S. Roy

Indian Institute of Management Bangalore

Impact of employee motivation on passenger satisfaction levels - a case study in the state of Karnataka (India)

Martin Byatt\*, Giselle Oscuro and  
Melina Rookes

State Transit Authority

Improving efficiency: an evaluation of Sydney buses "Bondi Bendy" prepay service

Session 4: Approaches to patronage growth

Dennis Cliche\* and Sam Reid

Transdev—TSL

Growing patronage: think trams?

Abigail Bristow\*, Marcus Enoch, Lian Zhang, Clare Greensmith, Norman James and Stephen Potter

Loughborough University

Kick starting growth in bus patronage: targeting support at the margins

**Lunch**

**12.30-2.00pm**

Bernie Carolan\* and John Stanley

Metlink Victoria Pty Ltd

Marketing of public transport services to achieve patronage growth in a multi-private operator environment

Professor Graham Currie\* and Ian Wallis

Monash University

Effective ways to grow urban bus patronage— A synthesis of evidence

**Discussion:** Factors affecting service delivery performance and approaches to patronage growth

**Afternoon Tea**

**4.00-4.30pm**

Session 5: Institutional context and ridership growth Tuesday 14th August 4.30pm

Puspita Dirgahayani\*, Noboru Harata  
Nobuaki Ohmori

The University of Tokyo

Barriers towards intermodality for pursuing modal shift to bus rapid transit system in Jakarta, Indonesia

Dr Yoshinori Takahashi\*

Kinki University

Provision of local bus services in Japan: focusing on the roles for local government and non profit organisations

**Discussion:** Institutional context and ridership growth

**Close**

**6.00pm**

Session 6: Theme A review Wednesday 15th August 8.30am

**Discussion:** With workshop 2a

Combined Meeting Room 1a and 2a

**Morning Tea**

**10.30-11.00am**

Session 7: Conclusions Wednesday 15th August 11.30am

**Discussion:** Conclusions for plenary

**Discussion:** Workshop report structuring and content

**Close**

**12.30pm**



# workshop 2a

## Growing patronage—Challenges and what has been found to work

Chairs: Professor Rosário Macário and  
Professor Sergio Jara-Díaz

Assistant: Zheng Li  
Institute of Transport and Logistics Studies, University of Sydney

Location:  
Meeting Room 2A  
Convention Centre

### About Workshop 2a

The objective of this workshop is to look at ways in which patronage for land-based public transport might be grown. The workshop includes papers looking at the influence of policy to discourage car use and switching to public transport. The importance of infrastructure will be highlighted and the focus on the need to develop a network-based approach to delivering system wide services. Congestion charging, hypothecation and sourcing finance (including PPPs) will be covered as well as issues such as service quality, marketing and image.

\*Presenting author

Affiliation of presenting author only.

### Session 1: Introduction

Tuesday 14th August 8.30am

#### **Welcome and introduction from workshop chairs**

#### **Introduction to workshop participants**

### Session 2: Service Design

Paul Blake\* and Peter Bradley  
Queensland Transport

Nightlink - public transport for the party crowd

Professor Rosário Macário\*  
CESUR - Instituto Superior Técnico

Transferability of sustainable urban mobility measures

**Discussion:** What's new in service design? Are we still able to bring innovation or just new packaging?

#### **Morning Tea**

**10.30-11.00am**

### Session 3: Planning methodologies

Tuesday 14th August 11.00am

Professor Sergio Jara-Díaz\*,  
Alejandro Tirachini and Cristián  
Cortés

Modelling public transport corridors with aggregate and  
disaggregate demand

Univesidad de Chile

Marcos Thadeu Queiroz Magalhães\*,  
Luís Sérgio da Cruz Silveira, Ernesto  
Pereira Galindo, Heider Augusto da  
Silva Gomes, Thaís Maria de Andrade  
Villela, Yaeko Yamashita and  
Joaquim José Guilherme de Aragão

Ceftru—University of Brasília

Teleological framework for transport planning and evaluation:  
a tool in the search for integrated and meaningful solutions for  
better results

Dr Alastair Stone\*

Institute of Transport and Logistics Studies

Institutional reform: A decision-making process view

**Discussion:** What's new in planning methodologies? Are we facing new challenges in the growing  
recognition of fully integrated (almost seamless) multimodal systems?

**Lunch**

**12.30-2.00pm**

Session 4: Public Service

Tuesday 14th August 2.00pm

Merethe Dotterud Leiren\*

Institute of Transport Economics

Public funding to long distance buses - an entry barrier or a  
necessity?

Dr Jarrett Walker\*

McCormick Rankin Cagney

Purpose-driven public transport—creating a clear conversation  
about public transport goals

Alan Warren\*

Brisbane Transport

BUZ=frequency and reliability—the winning formula

**Discussion:** Do we need to reform the way we make the concept of public service an operational  
outcome? How does public choice fit into this?

**Afternoon Tea**

**4.00-4.30pm**

Session 5: Strategic planning

Tuesday 14th August 4.30pm

Professor Rosário Macário\*

CESUR - Instituto Superior Técnico

What is strategy in urban mobility systems?

Chris Loader\* and Daniel Borowski

Bus Association Victoria

Growing bus patronage—the Melbourne experience

Professor David Hensher\*

Institute of Transport and Logistics Studies

Climate change, enhanced greenhouse gas emissions and passenger  
transport – What can we do to make a difference?

**Discussion:** Is it time to tackle the upper strategic, tactical and operational level? How to make  
convergence happen between political aims and options (for cities and regions) with  
day-by-day citizens' aspirations towards the mobility system?

**Close**

**6.00pm**

Session 6: Theme A review

Wednesday 15th August 8.30am

**Discussion:** With workshop 1a

Combined Meeting Room 1a and 2a

**Morning Tea**

**10.30-11.30am**

Session 7: Conclusions

Wednesday 15th August 11.30am

**Discussion:** Conclusions for plenary

**Discussion:** Workshop report structuring and content

**Close**

**12.30pm**



Nature prefers public transport.





Yarra Trams a Transfield Services and Transdev joint venture

As operator of Melbourne's tram network, Yarra Trams is committed to improving services, accessibility and travel times. We are working to ensure the future of trams as a vital and sustainable part of Melbourne's public transport system.

[yarratrams.com.au](http://yarratrams.com.au)





# workshop 3b

## Nations and regions in transition

Chairs: David Kilsby and  
Professor José Viegas

Assistant: Tiago Veras  
School of Engineering (IST), Technical University of Lisbon

Location:  
Boardroom 3B  
Reef View Hotel

### About Workshop 3b

The objective of the workshop is to consider how the transitional state of nations or regions should be recognised in public transport regulation.

\*Presenting author

Affiliation of presenting author only.

### Session 1: Introduction

Tuesday 14th August 8.30am

#### **Welcome and introduction from workshop chairs**

#### **Introduction to workshop participants**

### Session 2: Context

Professor Vladimir Zyryanov\* and  
R. Sanamov

Municipal Transport Company

Improving urban public operation: experience of Rostov-on-Don  
(Russia)

David Kilsby\*

Kilsby Australia

The impact of peak oil on public passenger transport policy

**Discussion:** The nature of transition

#### **Morning Tea**

**10.30-11.00am**

Professor José M Viegas\*

CESUR—IST

Outcomes of regulatory change in urban mobility: adjusting  
institutions and governance

Professor Amal S. Kumarage\* and  
M.D.R.P. Jayaratne

University of Moratuwa

Lessons in ownership, regulation and management from 100 years  
of bus transport in Sri Lanka

**Discussion:** Approaches that work

#### **Lunch**

**12.30-2.00pm**

Session 3: Emerging Countries/Regions and Informal Transport

Tuesday 14th August 2.00pm

**Romulo Orrico Filho**  
Federal University of Rio de Janeiro

Urban transport in South America: Trends in competition and competition policy

**Professor Anísio Brasileiro\***  
Universidade Federal de Pernambuco

Regulatory reform of the urban bus system in Recife (Brazil): the stakeholders and the constituency building process

**Discussion:** Directions for reform for emerging regions

**Afternoon Tea**

**4.00-4.30pm**

**Tiago Veras\***  
CESUR—IST

Integration barriers for informal transport modes

**Discussion:** How (and whether) to regulate informal transport?

**4.00-4.30pm**

**Close**

**6.00pm**

Session 4: Developed countries/regions and discussion

Wednesday 15th August 8.30am

**Marja Rosenberg\* and Henriika Weiste** Medium-sized Finnish public-transport-city in the future  
VTT Technical Research Centre

**Anatole Michael Sergejew\***  
Ministry of Transport

Review of regulation of commercial urban bus and ferry services in New Zealand

**Discussion:** How institutional arrangements shape outcomes

**Morning Tea**

**10.30-11.00am**

**Juergen Kaiser\***  
PTV Planung Transport Verkehr AG

Dubai transport bus master plan - a new era of public transport services in the world's fastest developing city

**Discussion:** What should a Master Plan contain?

Session 5: Conclusions

Wednesday 15th August 12.00pm

**Discussion:** Conclusions for plenary

**Discussion:** Workshop report structuring and content

**Close**

**12.30pm**



# workshop 4c

## Risk and reward in public transportation contracting

Chairs: John Stanley and  
Didier van de Velde

Assistant: Louise Hooper  
Institute of Transport and Logistics Studies, University of Sydney

Location:  
Meeting Room 4C  
Convention Centre

### About Workshop 4c

The objective of this workshop is to document experiences as countries try a whole range of approaches and begin to question the way in which competitive pressures actually work (or not) to deliver efficient and effective services. Themes within this workshop will include ways of improving competitive pressure in mature public transport markets, the role of government vs. operator (linked to theories of transaction cost, property rights, incomplete contracts, asymmetric information, tangible and intangible asset ownership and control, implication of reforms on service levels). The high agenda theme of growing trusting partnerships, collaboration and cooperation will be especially relevant here.

\*Presenting author

Affiliation of presenting author only.

Session 1: Introduction

Tuesday 14th August 8.30am

### Welcome and introduction from workshop chairs

### Introduction to workshop participants

Session 2

Didier van de Velde\*, Lars Lutje  
Schipholt and Wijnand Veeneman

Delft University of Technology

Competitive tendering in the Netherlands: central planning or  
functional specifications?

Professor Roger Vickerman\*

University of Kent

Provision of public transport under conflicting regulatory regimes

Louise Hooper\*

Institute of Transport and Logistics Studies

Paying for performance: uncertainty, asymmetric information and  
the payment model

### Morning Tea

10.30-11.00am

**Discussion:** Scale of risk and reward and how this impacts on performance. Evidence from case studies.

Session 3	Tuesday 14th August 11.30pm
-----------	-----------------------------

Fernando Rolim, Anísio Brasileiro and Joaquim José Guilherme de Aragão*, SAHA International	The economic regulation of Brazilian intermunicipal coach transport (TIPO)—contributions that may arise from the Court of Accounts role
--	---

Jonathan Myers* and David Ashmore SAHA International	When to tender, when to negotiate? Why are we ignoring the elephants in the room?
---	---

Didier van de Velde* Delft University of Technology	A new regulation for the European public transport
--	--

<b>Lunch</b>	<b>12.30-2.00pm</b>
--------------	---------------------

**Discussion:** Who can best manage different risks? Identification of the various forms of risk, discussion about ways they can be minimized and consideration of how residual risks best be managed, including by whom.

<b>Afternoon Tea</b>	<b>4.00-4.30pm</b>
----------------------	--------------------

Session 4	Tuesday 14th August 4.30pm
-----------	----------------------------

Ian Wallis* and David Bray Ian Wallis Associates Ltd	Adelaide bus reform—impacts, achievements and lessons
---	---

Joaquim José Guilherme de Aragão, Rômulo Dante Orrico Filho* and Marianne Trindade Câmara Federal University of Rio de Janeiro	Risk management clauses in tender contracts for passenger transport operations—the case of Manaus, Brazil
---	---

John Stanley* Bus Association Victoria	Delivering trusting partnerships for route bus services: a Melbourne case study
---	---

**Discussion:** The nature of the relationship between purchaser and provider (STO-allocation and contractual nature): how is it determined; how does it evolve; what can operators do? Are there any best practice models available? Particular attention will be given to “relationship management” approaches, as outlined at Thredbo 9.

<b>Close</b>	<b>6.00pm</b>
--------------	---------------

Session 5: Theme C review	Wednesday 15th August 8.30am
---------------------------	------------------------------

<b>Discussion:</b> With workshops 5c and 6c	Convention Centre Auditorium
---	------------------------------

Session 6: Conclusions	Wednesday 15th August 11.00am
------------------------	-------------------------------

**Discussion:** Conclusions for plenary (a particular focus will be on identifying a few best practice models on contracts, both in terms of how they relate to STO and how they are structured and implemented)

**Discussion:** Workshop report structuring and content

<b>Close</b>	<b>12.30pm</b>
--------------	----------------



# workshop 5c

## Risk and reward in public transportation contracting

Chairs: Professor Jackie Walters and  
Professor Jan Owen Jansson

Assistant: Andrea Luque  
Institute of Transport and Logistics Studies, University of Sydney

Location:  
Meeting Room 5C  
Convention Centre

### About Workshop 4c

The objective of this workshop is to document experiences as countries try a whole range of approaches and begin to question the way in which competitive pressures actually work (or not) to deliver efficient and effective services. Themes within this workshop will include ways of improving competitive pressure in mature public transport markets, the role of government vs. operator (linked to theories of transaction cost, property rights, incomplete contracts, asymmetric information, tangible and intangible asset ownership and control, implication of reforms on service levels. The high agenda theme of growing trusting partnerships, collaboration and cooperation will be especially relevant here.

\*Presenting author

Affiliation of presenting author only.

### Session 1: Introduction

Tuesday 14th August 8.30am

#### **Welcome and introduction from workshop chairs**

#### **Introduction to workshop participants**

### Session 2: Public versus private management

**Miguel Amaral\***

University of Paris 1 Panthéon - Sorbonne

Public versus private management of public utilities: the case of urban public transport in Europe

**Professor Ken Gwilliam\***

University of Leeds

Bus transport—is there a regulatory cycle?

**Darryl Mellish\*, Ian MacDonald and Peter Dwyer**

Bus and Coach Association NSW

A journey from adversary to partnership: Bus reform in New South Wales

**Discussion:** Public versus private management

**Morning Tea**

**10.30-11.00am**

Session 2: Negotiated versus competitively tendered contracts	Tuesday 14th August 11.00am
---	-----------------------------

Dr Simon Barrett*, Florian Dehne and Michelle McCormick	A framework approach to developing public transport procurement regimes
---	---

L.E.K. Consulting

Professor Jackie Walters* and Mr D Cloete	The South African experience with negotiated versus competitively tendered bus contracts
---	--

University of Johannesburg

**Discussion:** Negotiated versus competitively tendered contracts

**Lunch** **12.30-2.00pm**

Session 4: Measures to improve performance	Tuesday 14th August 2.00pm
--	----------------------------

Dr Kjell Jansson* and Roger Pyddoke	Quality incentives—quality outcome in procured public transport, case study Stockholm
-------------------------------------	---

Royal Institute of Technology

Anders Ljungberg and Jan Owen Jansson*	Staggered school hours to spread peak demand for public transport—benefits and costs
--	--

Linköping University

**Discussion:** Measures to improve performance

**Afternoon Tea** **4.00-4.30pm**

**Discussion:** Open discussion

**Close** **6.00pm**

Session 6: Theme C review	Wednesday 15th August 8.30am
---------------------------	------------------------------

**Discussion:** With workshops 4c and 6c **Convention Centre Auditorium**

Session 7: Conclusions	Wednesday 15th August 11.00am
------------------------	-------------------------------

**Discussion:** Conclusions for plenary

**Discussion:** Workshop report structuring and content

**Close** **12.30pm**



# workshop 6c

## Risk and reward in public transportation contracting

Chairs: Professor Chris Nash and  
Professor John Preston

Assistant: Gunnar Alexandersson  
Centre for Marketing, Distribution and Industry Dynamics Stockholm School of Economics

Location:  
Board Room 6C  
Convention Centre

### About Workshop 6c

The objective of this workshop is to document experiences as countries try a whole range of approaches and begin to question the way in which competitive pressures actually work (or not) to deliver efficient and effective services. Themes within this workshop will include ways of improving competitive pressure in mature public transport markets, the role of government vs. operator (linked to theories of transaction cost, property rights, incomplete contracts, asymmetric information, tangible and intangible asset ownership and control, implication of reforms on service levels. The high agenda theme of growing trusting partnerships, collaboration and cooperation will be especially relevant here.

\*Presenting author

Affiliation of presenting author only.

### Session 1: Introduction

Tuesday 14th August 8.30am

#### **Welcome and introduction from workshop chairs**

#### **Introduction to workshop participants**

### Session 2: Industry structure

**Andrei Dementiev\***

Higher School of Economics

Vertical divestiture as a competitive strategy: the case of railway passenger transport reform in Russia

**Professor Mami Aoki\***

Doshisha University

Transformation and problems of the semi-public railways in Japan

**Gunnar Alexandersson\* and Staffan Hultén**

Stockholm School of Economics

Prospects and pitfalls of public-private partnerships in the transportation sector theoretical issues and empirical experience

**Discussion:** Industry structure

**Morning Tea**

**10.30-11.00am**

Session 3: Privatising passenger railways Tuesday 14th August 11.00am

Dr Paul Mees\*  
University of Melbourne

Franchising and performance based contracts: lessons from public transport in Melbourne

**Discussion:** Privatising passenger railways

**Lunch**

**12.30-2.00pm**

Session 4: British experience of rail passenger franchising Tuesday 14th August 2.00pm

Professor John Preston\*  
Transportation Research Group

The good, the bad, and the ugly: a review of rail franchising in Britain

Professor Chris Nash\* and Andrew Smith  
University of Leeds

Passenger rail franchising - British experience

**Discussion:** Franchising

Session 5: Infrastructure regulation and pricing

Dr Paulo F Texiera, M. Sánchez-Borràs, A. López-Pita, C. Casas Esplugas and Rosário Macário\*  
CESUR - Instituto Superior Técnico

Rail infrastructure pricing for intercity passenger services in Europe: possible impacts on the railways competitive framework

**Afternoon Tea**

**4.00-4.30pm**

Dr Dominique Bouf\*  
University Lumière Lyon 2

One train operator and two infrastructure managers—a simple model to explore the issue of infrastructure charging

**Discussion:** Infrastructure regulation and pricing

Session 6: Theme C review Wednesday 15th August 8.30am

**Discussion:** With workshops 4c and 5c

Convention Centre Auditorium

Session 7: Conclusions Wednesday 15th August 11.00am

**Discussion:** Conclusions for plenary

**Discussion:** Workshop report structuring and content

**Close**

**12.30pm**

Saha International is a management consulting firm specialising in infrastructure related sectors, particularly in passenger and freight transport, gas, electricity, water and waste water utilities. Saha International was established in 2001 and currently employs over 100 people in offices across Australia (Sydney, Melbourne, and Brisbane), New Zealand, and Southern Africa.

Saha offers a range of services within the areas of market reform, policy and strategy, corporate advisory and service delivery solutions.

Within the passenger transport sector Saha advisers have developed significant experience and capability in the areas of contract design and negotiation, performance management, industry restructuring, network planning, project evaluation, ticketing and demand and fares modelling.

Saha advisers also have considerable experience in road and rail freight analysis and the interface of land transport and ports, covering both bulk and intermodal traffics, the role and performance of intermodal terminals in the supply chain, and the factors impacting commercial and broader economic efficiency, including the broader decisions around land use in metropolitan areas.

Saha's transport client base includes a cross section of commercial entities, the banking and financial sector and Government agencies:

- ABN Amro
- Auckland Regional Transport Authority
- Australian Rail Track Corporation
- Bass Link
- Department of Transport and Regional Services
- Land Transport New Zealand
- Metlink
- NSW Ministry of Transport
- Queensland Transport
- RailCorp
- Sydney Ports Corporation
- Translink
- Transport Ticketing Authority
- Transit New Zealand
- Victorian Department of Infrastructure
- Yarra Trams

Melbourne  
Sydney  
Brisbane  
Wellington  
Johannesburg  
Cape Town  
Windhoek

**Saha International Limited**  
Level 5, 500 Queen Street  
PO Box 5320  
Brisbane QLD 4000  
Australia

T +61 (0) 7 3230 3333  
F +61 (0) 7 3230 3399  
[www.sahainternational.com](http://www.sahainternational.com)

# *Pitcher the Difference...*

*Pitcher Partners are reliable,  
approachable and responsive.*

*We are the best choice for the bus  
industry because of;*

- our industry knowledge*
- proven performance, and*
- technical expertise*

*That's the difference.*

Ian Stewart, Partner

Level 19, 15 William Street

Melbourne

Telephone +61 3 8610 5174

Email [ian.stewart@pitcher.com.au](mailto:ian.stewart@pitcher.com.au)

Mark Burton, Director

Level 19, 15 William Street

Melbourne

Telephone +61 3 8610 5290

Email [mark.burton@pitcher.com.au](mailto:mark.burton@pitcher.com.au)

Pitcher Partners is an association of Independent firms.

An independent member of Baker Tilly International – Offices throughout the world.

In Victoria, Pitcher Partners refers to the Victorian partnership and its associated entities including Pitcher Partners Advisors Proprietary Limited, Pitcher Partners Consulting Pty Ltd, Pitcher Partners Corporate Pty Ltd and Pitcher Partners Investment Services Pty Ltd.

| Melbourne | Sydney | Brisbane | Perth | Adelaide |



# workshop 7d

## Social exclusion—What can public transport offer?

Chairs: Dr Janet Stanley and  
Dr Karen Lucas

Assistant: Luis Filipe  
School of Engineering (IST) Technical University of Lisbon

Location:  
Boardroom 7D  
Reef View Hotel

### About Workshop 7d

The objective of this workshop is to consider social exclusion from a diverse perspective, focusing on links between transport disadvantage, social exclusion, public transport service provision and well-being and encompassing linkages to concepts such as social capital and community strengthening.

\*Presenting author

Affiliation of presenting author only.

### Session 1: Introduction

Tuesday 14th August 8.30am

#### Welcome and introduction from workshop chairs

#### Introduction to workshop participants

### Session 2

#### Dr Janet Stanley\*

Brotherhood of St Laurence and Monash University

The usefulness of social exclusion as a theoretical concept to inform social policy in transport

#### Luis Filipe\*

CESUR—IST

Operational meanings for social exclusion in urban mobility systems

#### Dr Karen Lucas\* Sophie Tyler and Georgina Christodoulou

Transport Studies Group, University of Westminster

Assessing the "value" of new transport initiatives in deprived neighbourhoods in the UK

#### Discussion:

What is social exclusion and what is encompassed in this concept? Does social exclusion encompass all outcomes being sought to address disadvantage or is it only part of social policy objectives? What does this discussion imply about appropriate frameworks for evaluation of outcomes being sought in transport planning?

### Morning Tea

10.30-11.00am

### Session 3

Tuesday 14th August 11.00am

Professor Graham Currie\*, Tony Richardson, Paul Smyth, Dianne Vella-Brodrick, Julian Hine, Karen Lucas, Janet Stanley, Jenny Morris, Ray Kinnear and John Stanley

Monash University, Melbourne

Investigating links between transport disadvantage, social exclusion and well being in Melbourne—Preliminary results

Trine Hagen\* and Katrine Næss  
Kjørstad

Norwegian Public Roads Administration

Accessibility for all— effects of measures in the public transport  
field

Dr Fei Wang\*

Victorian Department of Infrastructure

Meeting older persons' mobility needs—a re-think on public  
transport

## Lunch

12.30-2.00pm

**Discussion:** There has been a lot of theoretical discussion about social exclusion and transport. This session will focus on what empirical evidence is available for the connections between social exclusion and transport. What do we know about the connections between transport and social exclusion/well-being? What has been the contribution of the concept of social exclusion to understanding and achieving transport outcomes? Identifying need and monitoring progress - What are the various approaches? What are the strengths and weaknesses of this approach? Does it help in the development of an analytical framework to evaluate outcomes?

## Session 4

Helen Christine Battelino\*

PPM Consultants

In search of an effective delivery model to provide services for the  
transport disadvantaged

## Afternoon Tea

4.00-4.30pm

**Discussion:** The focus of the discussion will be on understanding different solutions and approaches to the problem of transport exclusion, service delivery models, the role of different modes and land use planning interventions. Transport mode versus a place-based role of transport integration. Which model should we be using? How can integration/co-ordination between modes be better achieved? The role of public transport and its effectiveness in meeting the travel needs of socially excluded individuals and communities The position of community transport. What role does it play? What is the impact of community transport on social inclusion? In what direction is it heading?

## Session 5

Wednesday 15th August 8.30am

Paul Blake and Erin Moogan\*

Queensland Transport

A "fare" go for regional communities—the challenge of providing  
accessibility to regional and remoter communities

Andrew Wear\*

Department for Victorian Communities

Experts don't know everything—governance issues associated with  
transport and social disadvantage

Tanu Priya\* and André Uteng

Norwegian University of Science and Technology

The dynamics of social exclusion—some insights from Norway

## Session 6: Conclusions

Wednesday 15th August 11.00am

**Discussion:** Conclusions for plenary  
How much importance should be given to social exclusion issues in transport planning?  
Does it say all we need to know about social policy in transport?  
How do we articulate the value of transport interventions to the social agenda?  
How do we measure the role of transport in achieving other government policies, especially social policies?  
What should be the governance arrangements and what is the role for user participation in planning and decision-making in transport?  
What is the place of other concepts like capabilities, minimum service levels?  
What are the research needs to progress our understanding of the role of social policy in transport?

**Discussion:** Workshop report structuring and content

## Close

12.30pm



# workshop 8e

## Analytical and institutional methods and frameworks

Chairs: Professor James Odeck and  
David Bray

Assistant: Loretta McLaren  
Queensland Transport

Location:  
Boardroom 8E  
Reef View Hotel

### About Workshop 8e

The objective of this workshop is to identify ways in which analytical methods and quality data can aid in planning and operating public transport systems as well as in monitoring the efficiency and effectiveness of various strategies and policies. It will also address the nature and relevance of institutional frameworks for analysis and monitoring of public transport.

\*Presenting author

Affiliation of presenting author only.

### Session 1: Introduction

Tuesday 14th August 8.30am

#### **Welcome and introduction from workshop chairs**

#### **Introduction to workshop participants**

### Session 2

**Brian Caulfield\* and Margaret  
O'Mahoney**

Centre for Transport Research, Trinity College Dublin

**The impact of geographic location on the utility derived from real-time public transport information**

**Gustav Nielsen\* and Truls Lange**

Institute of Transport Economics (TØI)

**Network design for public transport success - theory and examples**

#### **Morning Tea**

**10.30-11.00am**

### Session 3

Tuesday 14th August 11.00am

**Professor Vishnuprasad Nagadevara\*  
and T V Ramanayya**

Indian Institute of Management Bangalore

**Factors affecting passenger satisfaction levels—a case study of the Andhra Pradesh state road transport corporation (India)**

Professor Rong Zhang\* and  
Wu Xiao-lei

School of Transportation Engineering, Tongji University

Study on the demand forecast method for the inter-urban public  
transport under high-speed railways in Shanghai-Nanjing corridor

Professor James Odeck\*

Public Roads Administration Oslo

How efficient are ferries in providing public transport services? The  
case of Norway

**Lunch**

**12.30-2.00pm**

Session 4

Tuesday 15th August 2.00pm

Professor Amal S. Kumarage\*, H.A.C.  
Perera and M.D.R.P. Jayaratne

School of Civil Engineering, University of Moratuwa

Optimal bus dispatching policy under variable demand over time  
and route length

**Discussion:** The role and use of analytical methods and quality data to aid the planning and operating  
public transport systems. Review of papers presented, interpretation and synthesis

**Afternoon Tea**

**4.00-4.30pm**

Session 5

Tuesday 15th August 4.30pm

**Discussion:** The role and use of analytical methods and quality data to aid the planning and operating  
public transport systems. Review of papers presented, interpretation and synthesis.  
Identification of draft findings.

**Close**

**6.00pm**

Session 6

Wednesday 15th August 8.30am

Felipe Freire da Costa, Sylvia C.  
Vasconcellos\* and Ronaldo  
Balassiano

Ceftru - University of Brasilia

Electronic ticketing system: implementation process

P Mahalingam\* and Dr M V Supriya

Public Administration Help Tank

4D's of Taxi Fares: A Behavioural Model for the ICT Age

Sylvia C. Vasconcellos\*, Leandro R. e  
Silva, Daniel R. Aldigueri, Luís G. P.  
L. Carneiro and Yaeko Yamashita.

Ceftru - University of Brasilia

A proposal of an indicators system for quality's evaluation of the  
Brazilian's interstate and international coach transportation system

**Discussion:** Methods for monitoring efficiency and effectiveness. The nature and relevance of  
institutional frameworks for analysis and monitoring. Review of papers presented,  
interpretation and synthesis. Identification of draft findings.

**Morning Tea**

**10.30-11.00am**

Session 7: Conclusions

Wednesday 15th August 11.00am

**Discussion:** Conclusions for plenary

**Discussion:** Workshop report structuring and content

**Close**

**12.30pm**

**BCA**

**BUS & COACH  
ASSOCIATION(NSW)**



# L.E.K. gets it. And we get it right.

Succeeding in public transport demands good policy, sound strategic thinking and operational excellence.

At L.E.K. Consulting, we get it. We understand the subtleties and the intricacies of the industry. We don't just advise. We partner with our clients to help them address their challenges and make the best decisions.

And we get it right. Our commitment to fact- and data-driven analysis ensures we tell it like it is. No fluff. No spin. Solid strategic insights you can act on.

If you're ready to leverage your biggest opportunities or manage your most significant challenges, contact us. We'll help you get it right.

**[www. lek.com](http://www.lek.com)**

Elaine Czulkowski  
Business Development Manager  
[e.czulkowski@lek.com](mailto:e.czulkowski@lek.com)  
Ph: (02) 9323 0703





# internet access and tourist refund scheme

## Internet Access

Internet access is available for your FREE usage at the following locations:

- Convention Centre foyer from Monday to Thursday, 7am to 7pm—wireless access plus four terminals;
- Reef View Hotel foyer—wireless access and one terminal;
- Compass Lounge (Reef View Hotel)—wireless access; and
- Resort Centre—wireless access.

**A wireless hotspot configuration guide is included in your delegate pack.** Internet access is also available in your hotel room (broadband) or apartment (dial-up only) at your own cost; please contact the hotel staff for details.

In addition, there is an Internet Kiosk located just up the hill from the Koala Gallery, a 5 minutes walk from the Reef View Hotel, with five terminals and one laptop point.

If you have not brought an adaptor for your laptop these may be purchased at the souvenir shop near the Reef View Hotel or at Trader Pete's shop in the Marina Village.

## Tourist Refund Scheme

The Tourist Refund Scheme allows travellers to Australia to claim a refund of:

- the Goods and Services Tax (GST), which is typically 10%; and
- Wine Equalisation Tax (WET)

paid on goods purchased in Australia, at the same shop, over the value of AUS \$300. To obtain the refund you will need to keep your receipts for all items purchased.

More details of the scheme may be found at:

<http://www.customs.gov.au/site/page.cfm?u=4646>

## Accessing Funds

All major credit cards are accepted on the island. Fees of 1% apply for Visa, Mastercard and Bankcard and 3.25% for American Express and Diners Club cards.

EFTPOS (debit transactions) is available at hotel receptions, and cash may be withdrawn from automatic teller machines (ATMs) at the Resort Centre, Marina Village and Reef View Hotel foyer.

# the michael beesley award



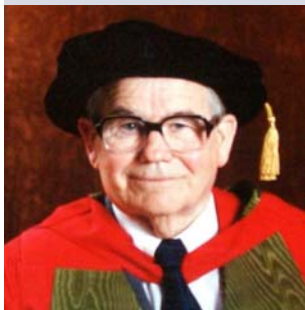
The Thredbo Series was established in 1989 by Professor David Hensher and the late Professor Michael Beesley CBE. Since this time it has been held biennially in locations all over the world. In 2005 the conference series' International Steering Committee established the Michael Beesley Award to pay tribute to his memory. The award recognises the best workshop paper presented at the conference by a person in the early stages of their career (first ten years). The person must be the primary author of the paper presented. The award is determined by the Michael Beesley Award Committee Chair (appointed by the Conference Chair) in consultation with all Workshop Chairs. The Award Committee Chair for Thredbo 10 is Professor Ken Gwilliam. The award recipient will receive a trophy presented on the closing day of the conference at the conference dinner. Honourable mention will be made of two other presenters who will receive certificates of recognition. All award recipients will receive sponsored registration to the next conference in the series.

## Past recipients

Thredbo 9 awardee	Anne Yvrande-Billon Centre ATOM, University Paris 1, France
Honourable mentions	Jürgen Kaiser Director, Public Transport Consulting, PTV AG, Germany Wijnand Veeneman Technical University of Delft, The Netherlands

## Professor Michael E. Beesley, CBE

3 July 1924 to 24 September 1999



Professor Beesley's widely known work in transport economics has had a major impact on the literature and the way we think of the transport task. Among his numerous academic and other publications were many dealing with the question of evaluating Government policies for industries in which the public interest is a major concern. In 1992 his book on *Privatisation, Regulation and Deregulation* (Routledge), summed up much of his work in those areas and his 1993 book on *Urban Transport: Studies in Economic Policy* (Butterworths) brought together his major contributions in transport economics.

The obituaries in the press in Britain by Stephen Littlechild, Harold Rose, Christopher Foster and David Currie speak volumes of Michael's contributions: 'the most influential industrial economist of his generation in the field of transport and public utility policy', 'he was the intellectual architect of the privatisation, competition, and deregulation of the utility industries in the 1980s', 'in 1983 he published with Stephen Littlechild the principles for RPI-X (price cap) regulation, which became the fundamental tenet of the UK regulatory model', and 'many informed commentators see Michael Beesley as the grandfather of the British model of regulation'.



under construction:

a new website for all thredbo series information past, present and future

[www.thredbo.itls.usyd.edu.au](http://www.thredbo.itls.usyd.edu.au)

make it a favourite!



thredbo 6:  
cape town, south africa  
september 1999



thredbo 7:  
molde, norway  
august 2001



thredbo 8:  
rio de janiero, brazil  
september 2003



thredbo 9:  
lisbon, portugal  
september 2005



thredbo 10:  
hamilton island, australia  
august 2007

# sponsors



Booz | Allen | Hamilton



Institute of Transport and Logistics Studies [www.itls.usyd.edu.au](http://www.itls.usyd.edu.au)

Booz | Allen | Hamilton [www.boozallen.com.au](http://www.boozallen.com.au)

Bus and Coach Association NSW [www.bcansw.com.au](http://www.bcansw.com.au)

Bus Association Victoria [www.busvic.asn.au](http://www.busvic.asn.au)

Bus Industry Confederation [www.bic.asn.au](http://www.bic.asn.au)

Indec Consulting [www.indec.com.au](http://www.indec.com.au)

L.E.K. Consulting [www.lek.com](http://www.lek.com)

Metlink [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

NSW Ministry of Transport [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)

Ozebus [www.ozebus.com.au](http://www.ozebus.com.au)

Pitcher Partners [www.pitcher.com.au](http://www.pitcher.com.au)

Queensland Bus Industry Council [www.qbic.com.au](http://www.qbic.com.au)

Queensland Transport [www.transport.qld.gov.au](http://www.transport.qld.gov.au)

Saha International [www.sahainternational.com](http://www.sahainternational.com)

Transit Systems Australia [www.transitsystemsaustralia.com.au](http://www.transitsystemsaustralia.com.au)

Victorian Department of Infrastructure [www.doi.vic.gov.au/doi](http://www.doi.vic.gov.au/doi)

Yarra Trams [www.yarratrams.com.au](http://www.yarratrams.com.au)



This program was designed and prepared by Natalie Swann

Institute of Transport and Logistics Studies  
Faculty of Economics and Business  
The University of Sydney

