

Keeping Cities Moving

London's transport system
in the 21st century



One-week professional development workshop
16 to 20 September 2019



ACCREDITED
BRITISH ACCREDITATION COUNCIL
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PAi is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

This workshop considers how the transport systems of cities can be organised and co-ordinated to meet the complex and varied needs of large and diverse urban populations in the 21st century. It explores London's transport system, the challenges it faces, and what lessons might be learnt from London's experience in meeting those challenges by those planning and managing transport arrangements in other big cities and communities.

Who is it for?

This workshop will be beneficial for senior managers in transport ministries, city mayors and managers and transport companies, both public and private.

How participants will benefit

The workshop will enable you to:

- Apply lessons learned from experiences of London transport managers and those of your fellow participants to improving transport policies in your own country
- Understand the ways in which different modes of transport can be managed and coordinated to take account of the diverse needs of different categories of transport user
- Appreciate the significance of customer feedback and complaints
- Improve your understanding of how modern technology can be used to improve the coordination and management of transport systems
- Gain new insights into the environmental impact of transport systems and how environmental problems can be addressed.

What the workshop will cover

During the week you will:

- Learn about the organisation and working of London's transport system in the context of the demography and governance of a major city
- See for yourself, by personal observation, how the various components of the transport system relate to one another and how they are coordinated and funded
- Discuss with transport experts and with other participants the many practical problems encountered in running complex urban transport systems
- Examine recent and current initiatives designed to address the challenges and problems of managing and integrating the transport systems in modern cities.

Workshop notes, presentations and a range of different materials will be provided on an Android tablet for you to use during the workshop and for future reference and follow up.

Programme outline

	AM	PM
Day 1	Welcome and introductions London, a city on the move: facts and figures, history, demography, economy, governance Overview of the transport system in London and of the institutional actors involved in different aspects of transport management	Managing a big city transport system in the digital age Participants' informal presentations
Day 2	<i>'Out and about': a first-hand experience of London's transport system</i>	<i>Travel from Westminster to Greenwich: visit Transport for London Customer Service Centre</i>
Day 3	Transport regulation Congestion charging	Funding transport developments: Public-private partnerships <i>Visit to Transport for London Buses and the London Transport Museum</i>
Day 4	<i>Visit to Westminster City Council</i>	<i>Visit to London's West End Partnership: case study on government and business transport, the environment and the economy</i>
Day 5	The user's perspective Presentation of participants' action plans	Workshop conclusion <ul style="list-style-type: none">• Review and evaluation• Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the fee.

Fees

The fee for the workshop will be £2,240. It includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme¹, presentation material and other documentation. It also includes a sim enabled Android tablet for you to use during the workshop and take home with you. We also provide a light lunch and refreshments during each working day as part of the fee.

Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per pay for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are “employed by the government in furtherance of its sovereign activities.” In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 21 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

¹Travel to and from the airport in London, travel on scheduled visits during the workshop are provided at cost.

Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

Workshop Director

The Workshop Director will be Professor Gavin Drewry. Gavin Drewry is Emeritus Professor of Public Administration at the University of London. He is a specialist in public administration and public law, has published widely in the field and is an experienced tutor and presenter.

Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of a number of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

How to apply

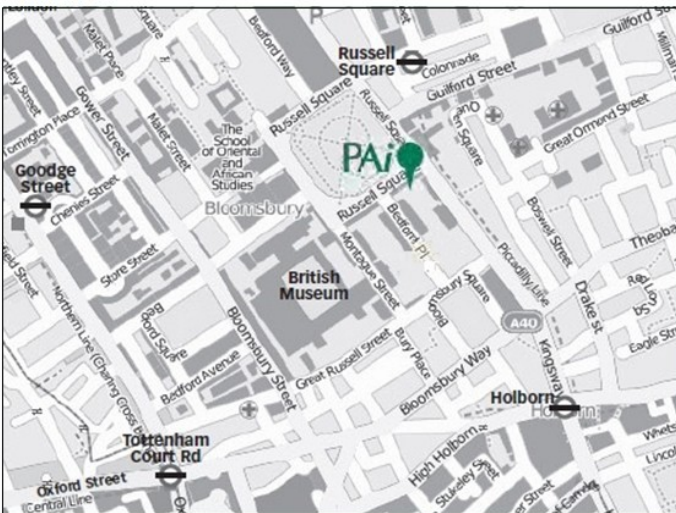
Please complete the PAI application form and post, fax or email it to Clare Walters, Programme Manager, at the address on the bottom of the page.

You can also apply online via our website www.public-admin.co.uk

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Where we are



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