

Seminar Programme

24 April 2011 (Sunday)

2.00pm - 6.00pm	Registration <i>Participants are encouraged to register before start of seminar / Day 1 to facilitate improved flow on event days</i>
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DAY 1: 25 April 2011 (Monday)

8.00am - 9.00am	Registration		
9.00am - 10.00am	Panel Session 1 @ Taming Sari 1&2 Use of Fees/Tolls/Taxes Associated with Transportation <i>Lead Moderator: Paul van der Kroon - (Netherlands)</i> <i>Panel Members: Alexander Walcher (Austria)</i> <i>Jonathan Spear (UK)</i> <i>Robert Arnold (USA)</i> <i>Philip Walsh (Australia)</i>		
10.15am - 11.15am	Welcome Speech by Dato' Sri Prof Ir Dr Judin Abdul Karim, 1 st Delegate to the World Road Association (PIARC) Address by Paul van der Kroon, Chair of PIARC Technical Committee B1 Good Governance and Road Administrations Address by Martial Chevreuil, Chair of PIARC Technical Committee B2 Road Network Operations Key Note Address by Dato' Shaziman Abu Mansor, the Hon. Minister of Works, Malaysia, AND Official Launch MoU Signing Ceremony		
11.15am - 11.30am	Launch of Exhibition	Network Break	
11.30am - 1.00pm	Technical Session 1 GOOD GOVERNANCE AND ROAD ADMINISTRATIONS: CUSTOMER RELATIONSHIP AND SATISFACTION		
11.30am - 11.45am	Introduction by PIARC Technical Committee B1 @ Taming Sari 1&2 Good Governance and Road Administrations: Customer Relationship and Satisfaction <i>Paul van der Kroon (Chair TC B1)</i>		
	TRACK 1A @ TAMING SARI 1&2	TRACK 1B @ TAMING SARI 3	Training Session on ITS (by TC B2) @ Sri Panglima 2
11.45am - 12.10am	Paper 1 Delivering Public Value - Focus on the Customer (Sweden) <i>Speaker: Agneta Wargsjo</i>	Paper 3 Seeking Customer Input and Using It! (USA) <i>Speaker: Mara Campbell</i> <i>(paper will be presented by Paul van der Kroon)</i>	
12.10am - 12.35am	Paper 2 The True Benefits of Customer Segmentation (Finland) <i>Speaker: Sanna Kolomainen</i>	Paper 4 Highway Customer Satisfaction Index Study Towards Establishing Higher Performance on Service Provider (Malaysia) <i>Speaker: Ir Abdullah Hashim</i> <i>Dr Nooreha Hussain</i>	
12.35am - 1.00pm	Q&A	Q&A	
1.00pm - 2.00pm	Lunch @ Warisan Cafe		
2.00pm - 4.00pm	Technical Session 2 MANAGEMENT OF CONGESTED AREAS: PRICING AND TOLLING		
2.00pm - 2.15pm	Introduction by PIARC Technical Committee B2 @ Taming Sari 1&2 Management of Congested Areas: Pricing and Tolling <i>Martial Chevreuil (Chair TC B2)</i>		
	TRACK 2A @ TAMING SARI 1&2	TRACK 2B @ TAMING SARI 3	
2.15pm - 2.40pm	Paper 5 Congestion Tax in Stockholm, Sweden and the Helsinki Region Congestion Charges (Finland) <i>Speaker: Petteri Portaankorva</i>	Paper 8 The Rome City Centre Access Control Scheme (Italy) <i>Speaker: Ilaria Maria Coppa</i>	
2.40pm - 3.05pm	Paper 6 US Department of Transportation - Urban Partnership Agreement Program: Miami, FL I95 Express Lanes (USA) <i>Speaker: Robert Arnold</i>	Paper 9 What Makes the Difference: Optimising ETC Services for the Customer (Greece) <i>Speaker: Jean Harito</i>	
3.05pm - 3.30pm	Paper 7 Evolution from Fare Collection to Congestion Management: The Changing Role of Touch 'n Go EPS (Malaysia) <i>Speaker: Khair Ul-Anwar Mohd Yusoff</i>	Paper 10 Management of Peak Period Congestion along the North-South Expressway (Malaysia) <i>Speaker: Nik Airina Nik Jaffar</i> <i>Zul Hisham Hamzah</i>	
3.30pm - 4.00pm	Q&A	Q&A	
4.00pm - 4.30pm	Network Break		
4.30pm - 5.30pm	Panel Session 2 @ Taming Sari 1&2 Management of Congested Areas: Reducing Recurring and Non-Recurring Congestion <i>Lead Moderator: Dato' Ir Hj Ismail Md Salleh (Malaysia)</i> <i>Panel Members: Robert Arnold (USA)</i> <i>Phil Lawes (Australia)</i> <i>Jason Chang (Taiwan)</i> <i>Mohammad Hikmet (New Zealand)</i>		
8.00pm - 10.00pm	Seminar Dinner @ Seri Melayu		

DAY 2: 26 April 2011 (Tuesday)

9.00am - 11.00am	Technical Session 3 MANAGEMENT OF ROAD CORRIDORS: LAND USE AND TRANSPORTATION	
9.00am - 9.15am	Introduction by PIARC Technical Committee B2 @ Taming Sari 1&2 Management of Road Corridors: Land Use and Transportation <i>Martial Chevreuil (Chair TC B2)</i>	
	TRACK 3A @ TAMING SARI 1&2	TRACK 3B @ TAMING SARI 3
9.15am - 9.40am	Paper 11 Procurement of a Design-Build-Operate-Maintain (DBOM) Contractor for the National Intelligent Transport System (ITS) in South Africa (South Africa) <i>Speaker: Gail Bester</i>	Paper 14 Integrated Pedestrian Network in Kuala Lumpur - Making Connections (Malaysia) <i>Speaker: Ir Dr Leong Siew Mun</i>
9.40am - 10.05am	Paper 12 Monash - Citylink - West Gate Upgrade Freeway Management System (Australia) <i>Speaker: Phillip Walsh</i>	Paper 15 Working with Local Communities: Integrating an Expressway in its Corridor - Study Case of the North Luzon Expressway in the Philippines (Philippines) <i>Speaker: Marc Desserrières Donnah Ethel Gianan</i>
10.05am - 10.30am	Paper 13 Introduction of Section Traffic Detection Systems for Advanced Road Management (Korea) <i>Speaker: Seungjun Lee</i>	Paper 16 Lane Change Experiment Aimed at Reducing Traffic Congestion (Japan) <i>Speaker: Mitsuhashi, Masahiko</i>
10.30am - 11.00am	Q&A	Q&A
11.00am - 11.30am	Network Break	
11.30am - 12.30pm	Panel Session 3 @ Taming Sari 1&2 Management of Road Corridors: Innovations from the Developing Countries <i>Lead Moderator: Dato' Ir Hj Mohamad Husin (Malaysia)</i> <i>Panel Members: Donnah Ethel Gianan (Philippines) Jack Yao (ITS Thailand) Jorge Acha (Mexico) Dr Max Antameng (Indonesia)</i>	
12.30pm - 2.00pm	Lunch @ Warisan Cafe	
2.00pm - 3.30pm	Workshop 1 @ Taming Sari 1&2 Multi-Lane Free Flow <i>Lead Moderator: Dato' Noorizah Hj Abd Hamid (Malaysia)</i> <i>Panel members: Sazally Saidi (Malaysia) Zaiida Abdul Aziz (Malaysia) Phillip Walsh (Australia) Jean Harito (Greece)</i>	Workshop 2 @ Taming Sari 3 Joint Task Force: Preview - Connected Vehicle <i>Lead Moderator: Robert Cone (UK)</i> <i>Panel members: Martial Chevreuil (France) Robert Arnold (USA)</i>
3.30pm - 4.00pm	Network Break	
4.00pm - 4.45pm	Seminar Conclusions @ Taming Sari 1&2	
4.45pm - 5.00pm	Closing Ceremony by Dato' Yong Khoo Seng, the Hon. Deputy Minister of Works, Malaysia	

DAY 3: 27 April 2011 (Wednesday)

7.00am - 2.30pm	Technical Visit 1 <ul style="list-style-type: none"> • Proton Automotive Plant, Shah Alam • PLUS Traffic Monitoring Centre, Persada PLUS, Petaling Jaya • Putrajaya 	Technical Visit 2 <ul style="list-style-type: none"> • Integrated Transportation Terminal, Bandar Tasek Selatan, Kuala Lumpur • Malaysian Highway Authority Traffic Management Centre, Kajang • Putrajaya
	Lunch	Lunch



Proton Automotive Plant



PLUS TMC



MHA TMC



Putrajaya