

June 27-28, 2017
The Inn at Penn, Philadelphia, PA

WORLD METRO RAIL

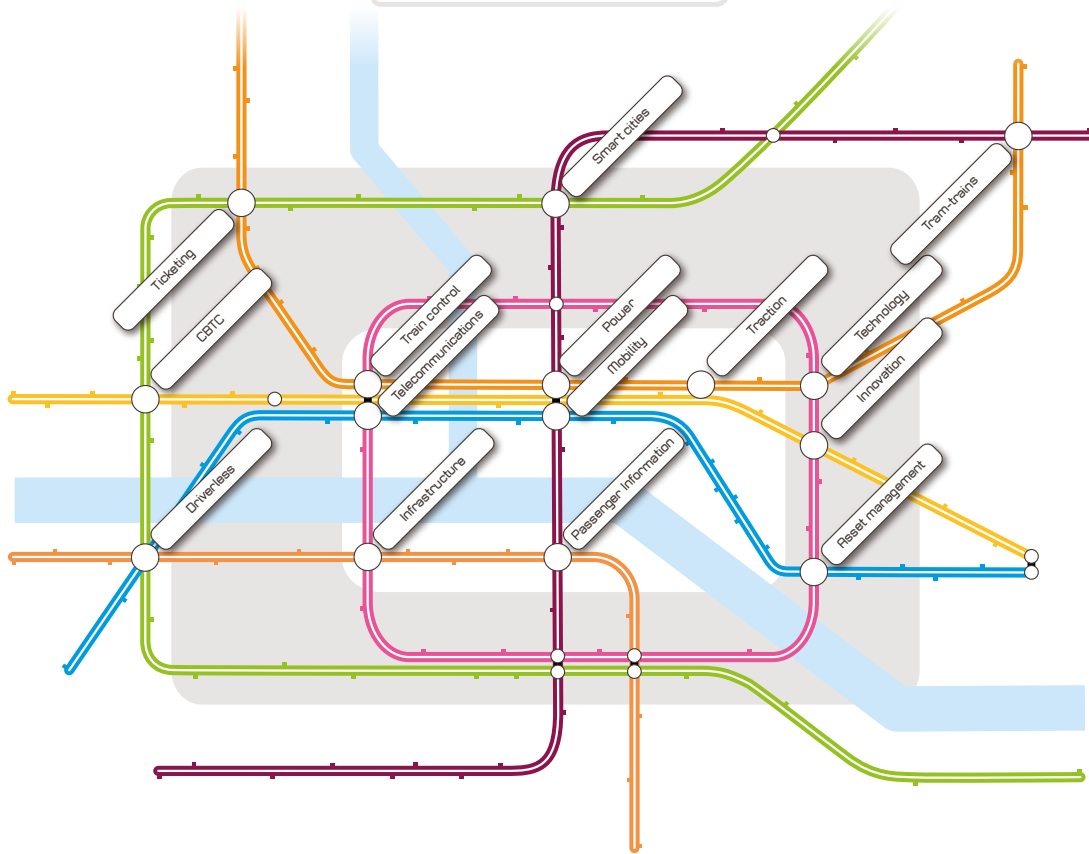
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Jim Kenney

Mayor, **City of Philadelphia**

Keynote Address:

How is Philadelphia empowering its citizens with a new focus on public transit in a smarter, and more sustainable city?

Our Story



Terrapinn is launching World MetroRail Congress Americas as a standalone event after high demand from our World MetroRail Congresses in London, Dubai and Singapore - which have brought together global transit leaders for the past 10+ years. In the last 2 years alone, both **Tom Prendergast**, CEO, **MTA NYC** and **Joseph Giulietti**, President of **Metro-North**, have participated in our MetroRail events.

The conference focuses on strategic discussions between both rail operators and vendors about upcoming metro projects and improvement plans. Discover what challenges lie ahead for rail operators and demonstrate how you can help them overcome those. The conference provides vendors with an opportunity to learn about upcoming projects and tenders before anyone else does.

As part of our inaugural year, World MetroRail Congress Americas 2017 will be co-located with LightRail Americas. By bringing two events together under one roof, you will meet with top CEO's and decision makers from the global rail industry and choose the sessions most applicable to help your business grow revenues and discover the latest innovations and technology changing the face of rail.

If you want to be ahead of your competition and get involved in metro and light rail projects early, then World MetroRail Congress Americas 2017 is the place to be.



Book as a group and save even more!
Visit www.terrapinn.com/metrorailamericas to register your team now.

Class of 2017

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Mayor of Philadelphia



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CEO
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Joseph Calabrese
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Greater Cleveland Regional Transit Authority



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Maryland Transit Administration



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NYC Transit



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COO
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Greater Cleveland Regional Transit Authority

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VP Long Range Planning and System
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Jacksonville Transportation
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Iain Watt
Director, Recovery & Resiliency for
Dept. Of Subways
NYC Transit



Ross Silvers
Mobility Manager
Pinellas Suncoast Transit Authority



E. Wayne Terry
COO
San Diego Metropolitan Transit
System



Paul O'Brien
Assistant General Manager
DC Streetcar



Chris Swail
Director of the Stage 2 Light Rail
Transit Program
City of Ottawa



Tom Gerend
Executive Director
KC Streetcar



Adam Giambone
Director, Brooklyn-Queens Connector
[Streetcars and LRT]
City of New York



Simon Dupuis
Program Manager, Funding and
Procurement, Ottawa's Stage 2 LRT
Project
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Erik Johanson
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Alla Reddy
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Operations Planning
NYC Transit



Michael Salvato
Director and Executive Program
Manager, Enterprise Information and
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MTA NYC Transit



Satyen Patel
Director of Asset Management
Massachusetts Bay Transportation
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Louis Cripps
Sr. Manager, Asset Management
Regional Transportation District



Suhair Al Khatibt
Deputy Administrator and Chief
Planning, Programming and
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Maryland Transit Administration



Jeff Masisak
Sr. Director of Engineering and
Development
MARTA



George Hartman
Sr. Manager, Positive Train Control,
Operations
Amtrak

ASSET MANAGEMENT

ENGINEERING AND TRAIN CONTROL



Daniela Amores
Chief, Traction Power and Train
Control
Miami-Dade County Transit



Anthony Forcina
Executive Director PTC/Signal
Projects
Metro-North Rail Road



Paul Stangas
Director of Systems Engineering and
Design
New Jersey Transit



Sam Schwartz
CEO
Sam Schwartz Engineering



Vukan Vuchic
Professor Emeritus in the
Departments of Electrical and
Systems Engineering and City &
Regional Planning
University of Pennsylvania



Randal O'Toole
Senior Fellow
Cato Institute



Michael Glikin
Transit Operations Consultant, and
Retired Sr. Director Bus Schedules
NYC Transit



Candace Brakewood
Assistant Professor of Civil
Engineering
The City College of New York

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PREVIEW AGENDA CONFERENCE DAY ONE TUESDAY JUNE 27, 2017

08.00

Breakfast & Registration and Chairperson's Opening Remarks

SMART CITIES

09.00

Keynote Presentation: 10 steps for driving change in a modern transit system

- As the newer generations continue to flood into cities, how do you ensure your transit system is ready to meet population requirements and ridership demands?
- There are seven essential areas to improve: safety, customer experience, people, assets, growth, reputation and financial stability- what is your priority?
- How do you identify the right people and technology to transform your system, while also rebuilding stakeholder confidence?

09.20

Mayor's Address: Vision Zero- How is Philadelphia empowering its citizens with a new focus on public transit in a smarter, and more sustainable city?

- How do you work to ensure efficient and cost effective public transportation and move automobile congestion off the roads?
- How can we look to technology to build smarter and more open cities that mobilize and empower everyone?
- What relationships between planners, engineers, and decision-makers must be in place to revitalize and reconnect underserved communities?

09.40

Keynote Presentation: Crafting a future vision for transit in Philadelphia

- How is SEPTA planning to achieve future projected operating efficiencies and implement key elements of cost reduction initiatives?
- Increasing core capacity- How do you ensure your current mobility solutions, and infrastructure are dynamic, viable 30 years from now?
- Keeping SEPTA relevant to newer generations- How do you engage these more connected and on demand generations?
- How can you make systems and stations smarter and more resilient while facilitating major upgrades and expansions?
- What processes are in place to improve and maintain a strong safety culture?

10.00

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10.20

SPEED NETWORKING

10.40

MORNING BREAK

11.20

INTEGRATION AND INTERMODALITY

Presentation: How NYC Transit Uses a data-driven approach to monitoring and managing subway service in real-time

- How do you create dynamic and adaptable service monitoring tools using limited, imperfect data and resources?
- From station entries to service visualizations to headways: What data points are necessary for dispatchers to make real-time decisions?
- What are the travel time impacts of decisions made by a dispatcher (hold, skip, and/or reroute) to a customer and to the entire system?
- How do you gain trust of train dispatchers and make use of their institutional knowledge to create effective and useful tools?

INFRASTRUCTURE FINANCING

Presentation: Balancing your capital program

- Progress overview of the capital program to date
- State of Good Repair: making systems smarter and more resilient while facilitating major upgrades and expansions.
- Understanding the challenges with "Capital Continuity of Operations"
- How MTA Subways is planning to achieve future projected operating efficiencies and implement key elements of the cost reduction initiatives

LIGHT RAIL STORIES

Roundtable: The Renaissance of the Kansas City Streetcar

- With 6,000+ daily ridership- Why is Kansas City's Streetcar so popular in a city that hasn't seen rail in 50 years?
- Managing expectations with residents and stakeholders throughout the building process and actual operation.
- How do you establish the proper right of ways to complement city needs, increase property value, and encourage ridership?
- Establishing a strong operational infrastructure to ensure future growth of your system.

11.40

Presentation: Location based technology: How is beacon technology transforming transit?

- Beacon technology offers immediate relays but how do you address its almost non-existent information retention?
- How can stations implement beacon tech to offer more than just perks?
- How can beacons help buffer large upgrades on old lines?
- How can legacy stations use Beacon technology in place of legacy information systems?

Presentation: The Ottawa LRT 2-grafting of P3 onto existing project

- Canada is investing \$130B in infrastructure over next 10 years. How is Canada rolling out their infrastructure bank?
- How does public sector get more access to private capital?
- From public sector perspective, how do I leverage my private capital and make it work?

12.00

Presentation: Planning public transport systems for future technology

- Planning for upgrades at the start
- Using technology to improve metro operations- more trains at peak times
- Integrating new technologies into existing networks.

Presentation: Innovations in the financing, design, and construction of metrorail projects

- How can you develop effective site-specific solutions for rapid track construction?
- What role do prefabricated elements play?
- What safety and quality improvements do they offer?

Roundtable: How do you communicate with your riders?

- Are you addressing your ridership on the correct channels?
- How to target riders and customers on mobile- are your alerts and notifications easily readable?
- Prioritizing notifications, and having a presence at community meetings.

12.10

Presentation: How can transit systems use LTE technology to increase interoperability?

- What are the current needs of modern rolling stock?
- How can you retrofit aging cars with new communications?
- How do you address the needs of different manufacturers?

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12:20

ROUNDTABLES

1. Long term integrated planning: The importance of project bundling in rail development

2. First and Last Mile: How do you eliminate transit's first and last mile problem?

3. Location based technology: How is beacon technology transforming transit?

4. Accelerating Technological Upgrade: How can transit agencies learn from the lean and dynamic start-up culture?

5. Wire Free Light Rail: How can you properly implement wire-free light rail technology?

6. Hybrid Rail: Are hybrid light/heavy rail systems worth the investment?

7. Transit Resiliency: How do you build a more dynamic and durable transit system?

8. Capital Programs: Funding of capital and operating costs through integrated land development

9. Transit Experience: Building a more social customer experience

10. Fleet maintenance: Can you privatize your maintenance to avoid dangerous backlogs?

13.00

LUNCH

METRO STORIES

Presentation: "Better Rapid Transit" - Branding Partnerships in Cleveland

- How did a Bus System that increased bus travel speeds by 34% and ridership by 60% almost not see the light of day?
- This BRT partnering was the First US transit branding partnership
- How do you balance branding so as not to overwhelm your ridership?
- What did the Health Line system learn from first class light rail system to create "Better Rapid Transit"

Presentation: Milan Metro - The Rapid Expansion and Automation of Italy's Leading Metro

- Milan's PUMS: a mobility plan to enter sustainable mobility era?
- What challenges have we seen in implementing the newly automated lines M4&M5?
- Upgrading signalling and capacity of existing M1 -M2&M3 lines
- Run to EXPO2015 success
- What does a path to a sustainable future look like for Milan?

Presentation: Why hasn't America adopted the gangway car?

- Thru Gangway cars increase capacity by 10% while reducing congestion
- With 75% of non US rail systems on thru gangway cars why are they so slow to arrive in the Americas?
- How can transit systems work with agencies to enhance standards to allow for such improvements?

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SYSTEM RESILIENCE

ASSET MANAGEMENT

Panel: Addressing Asset Criticality: Why is asset management essential to the performance of your system?

- How can we build a richer, simpler, and more dynamic asset management framework to help agencies more easily identify best practices and avoid the grab bag mentality of a MAP 21 build?
- Where is Asset Management positioned in your agency and how does it complement Federal Regulations? Furthermore, how are you fortifying your position so that practices are consistent even in the case of leadership turnover?
- Why asset management and criticality must be taken more seriously to better inform decision making on financial, operational, and technological levels-ensuring each asset is not just a "run to failure."
- How do you convey the importance of asset management from the executive level down to field maintenance? And is your organization ready for the digital transformation necessary for better information management?

Presentation: - How do you design a more mobile and streamlined asset management system?

- When building a mobile system how do you prioritize the appropriate items on a working basis?
- How do you ensure app user experience, when working to change ingrained habits?
- What variables are essential for inspectors in field use?
- How do you build it to be cost efficient and scalable?

Presentation: Maintenance & engineering strategies to extend lifespan of an aging fleet

- Re-engineering strategies for extending the life of rolling stock assets
- Building in safety and ensuring reliability of aging fleet to prevent failures when in service
- Planning and budgeting for increased maintenance costs
- Using technology to extend lifespan of an aging fleet

PROPERTY

LIGHT RAIL STORIES (CONT.)

Roundtable: Rapid Transit Denver - From isolation to urban connection.

- How has light rail transformed Denver from Airport to the city?
- What used to be gaps of desert is now bustling and has turned about an economic boom in downtown.
- What role does rail serve when reducing auto congestion is not a large concern?

Roundtable: Crenshaw/LAX line: The essential bond between infrastructure expansion and outreach

- How do you position the transit system as an active contributor to the community?
- How is LA Metro organically engaging the community in construction heavy areas?
- What channels - from community centers to mobile- is your system speaking on?
- How effective is your communication?

PAYMENTS, PRICING, PASSENGER

14.20

14.40

15.00

15.20

15.40

15.50

16.00

16.10

16.20

16.30

16.40

16.50

17.00

17.10

17.20

17.30

17.40

17.50

Presentation: Mitigating coastal flood threats to New York's subway network

- What are the capital and operational implications of adapting a system to threats from coastal flooding?
- What does a flood-resilient subway system look like?
- How does an organization integrate flood resiliency planning into operations?

Presentation: What Hurricane Sandy has taught WMATA about resiliency and maintenance of way

- How do you coordinate with planners to establish work windows that do not greatly interfering with your continuity of operations?
- What partnerships and operations must be put in place to accelerate work?
- Establishing reliable asset management practices to better identify your pain points.
- How do you recover public reputation despite system issues?
- What practices and preparation can your infrastructure handle? What zoning regulations must you work with?

Presentation: Disaster recovery: How NJ Transit is building a stronger transit System after Superstorm Sandy

- Superstorm Sandy, the 2nd costliest hurricane in US History, left a wake of \$400 million in damages to NJ Transit - why were problem areas so misidentified?
- How do you build a stronger and smarter system that is not just reactive to storms and disaster, but proactively resilient?
- What do innovations like NJ TRANSITGRID- the first of its kind in electrical Microgrid history- mean to power generation and rail infrastructure?

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Roundtable: Understanding the monetary value of urban density: Can America learn from Hong Kong and build a self-financing transit model?

- What needs to be done to break down the fear of dealing with private developers?
- How will a model of separate revenue allow systems to recover more cost through fares?
- How can you show the social, urban and real estate benefits of transit?

Roundtable: Funding of capital and operating costs through integrated land development

- Looking at key phases of development
- How do you integrate transit and commercial designs, and legal structures?
- The importance of sharing risk and properly leveraging funding

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Presentation: How is the LIRR and MetroNorth implementing mobile ticketing?

- How can you move a legacy card system onto a mobile platform?
- Why does a transition to an account based mobile platform help cut the expensive infrastructure investments in cash based exchanges?
- What are the time and experience benefits of eliminating lines for your customer, and for system timeliness

Presentation: Roadblocks in payment tech: Innovations and complication with fare collection technology

- How are your customers interacting with your system?
- How multi-modal is your city and what infrastructural and compatibility issues do these options present?
- How do you handle bureaucratic difficulty to not compromise the customer's payment experience?

Presentation: Enhancing the customer experience in Metro operations

- How has the use of design innovation contributed to enhancing the passenger environment?
- With rising customer expectations, how can future passenger needs future be met?

Presentation: Finding a payment solution for your transit system

- Digital ticketing NFC credit Cards, traditional tickets- which system should you be using?
- Open payments and interoperable standard to transform revenue collection on the mobile platform.

AFTERNOON NETWORKING BREAK

KEYNOTES

PAYMENT TECHNOLOGY

Keynote Presentation: How does the Metropolitan Transportation Commission continue to innovate and find options that best serve their customers?

- How do you identify innovative strategies for your ridership when most are fine with just whatever works?
- What bureaucratic and infrastructural hurdles do you run into creating a near universal payment system?
- Why do Transit systems regularly underestimate the political, technical and financial implications of new payment systems in the move towards innovation?
- How can operators reduce the potential costs of revenue collection- Can your system sustain a mobile move and avoid reloading in stations?

THE GREAT TRANSIT DEBATE

Keynote Debate: What transit is best for our cities?

- From heavy to light rail to buses, taxis, and bikes- what does each form of transit offer your city?
- What are optimal scenarios for implementing local bus, bus rapid transit, light rail and heavy rail in a cost-effective manner?
- What benefits do dedicated right of ways and lifeline routes mean for different transit modes?
- What modes of transit can your city sustain from a financial standpoint?

End of Day 1

PREVIEW AGENDA CONFERENCE DAY TWO WEDNESDAY JUNE 28, 2017

08:00

Breakfast

FINANCING MODELS

09:00

Keynote Presentation: Flipping the P3 Script- How LA Metro is bringing P3 mainstream

- Canadian progress vs. American roadblocks – Why is it difficult for American transit systems to adopt Public-Private Partnerships despite success in Canada? How do we overcome this?
- The Unsolicited Proposal – How does it flip the script on private funding by encouraging innovation and enabling the market to show you where it sees value?
- Borrowing at private rates - How do you ensure that the benefits ultimately outweigh the back end costs?
- Fast and efficient- How does holding the private sector accountable accelerate projects in a cost efficient manner

FUTURE OF CITIES AND SUSTAINABLE TRANSPORT

09:20

Panel: Building sustainable and robust transit systems for tomorrow's Mega Cities

- With 6 out of 10 people expected to live in urban areas by 2030 – how can today's cities maximize the efficiency of their current footprint for future capacities while avoiding congestion?
- What qualities are necessary for a system and network to be viable 30-50 years from now?
- As autonomous vehicles become safer and more affordable how will they impact traditional systems?
- Even with consumers using separate agencies- How do you create a seamless and personalized journey from the first to last mile?

09:50

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10:10

MORNING BREAK

DATA INTEGRATION

Roundtable: How are open API's driving innovation behind transit

- Why are more and more systems producing Open APIs?
- Why is the Open API seen as such a line of innovation?
- How can open APIs can save your system time and money by outsourcing?

INFRASTRUCTURE

Presentation: Rebuilding and rebranding Baltimore in a year

- From overseeing the construction of largest P3 Rail Project currently underway in America – the \$5 billion+ Purple Light Rail Line project in the Washington DC suburbs while simultaneously directing a complete reboot and rebranding of the Baltimore Transit System-how do you prioritize your efforts?
- How do you ensure State of Good Repair throughout modernization?
- Why was it necessary for Maryland to separate from WMATA?
- With the proposed Mag Lev Rail between Washington DC and Baltimore- will American high speed train travel finally be a reality?

LIGHT RAIL STORIES

Presentation: How has Light Rail transformed Dallas?

- Light Rail launched in 1996 in Dallas only planning for 53 miles of rail- they now have 90+
- Why has an auto heavy city like Dallas responded so well to DART?
- How do you establish lines which complement the city and drive growth?

11:00

11:20

Presentation: The Atlanta Belt Line: An ambitious plan to bring a city together

- As a city that has historically dealt with Population loss and division- how will the Beltline live up to its title as the most important urban planning project in decades?
- How is this combination of urban walkable places and affordable light rail curated to neighbourhoods both rich and poor?
- How will Atlanta maintain rent rates as the city grows?

Presentation: The NYC streetcar - No longer a relic of the past

- Why is NYC following the likes of San Diego, California, and Portland to implement its first streetcar system in nearly 70 years?
- How will this 16-mile line reinvigorate this Brooklyn to Queens stretch that has long been ignored.
- What engineering and delivery mechanisms must be overcome in a dense urban environment like New York City?
- From Tax increment financing to P3- what funding models are appropriate?

11:40

Roundtable: The other IOT- the "Internet of Trains"

- How to integrate ubiquitous connectivity and the 'Internet of Things' into rail
- Understanding applicability of drones, connected devices and sensors in transit
- Using intelligent management systems to capture and analyse vast quantities of big data

Presentation: The evolution of platform safety solutions

- What new applications are there for this technology?
- Is there a more cost effective alternative to screen doors?
- What safety improvements can be made on legacy systems?

Presentation: Expanding your Light Rail network

- Finding the public transportation niche in drivable cities.
- Offering a safe efficient and higher quality of public transport
- Planning routes with stakeholders and community involvement

12:00

ROUNDTABLES

1. Transitioning legacy train control systems for the next generation upgrades

2. Decarbonizing your infrastructure

3. Enhancing your cybersecurity systems

4. Contactless journeys and the invisible ticket

5. Ultimate maintenance strategies

6. Integrating technology to capture and translate real time data

7. Selecting and integrating a signalling system

8. Understanding how your network could apply and optimize the applications of a railway smart grid

9. Walkable cities and the role of transit

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12:40

LUNCH

AMERICAN LIGHT RAIL

14:00

Panel: The evolution of modern American Light Rail from 1981 to present

- What political and infrastructural hurdles do you face when implementing new rail systems?
- What are the keys to creating a cost-conscious build from the start, including the advantages of building on existing freight rail rights of way?
- What lessons have been learned during the startup period between new system/new route construction and initial operations?
- What are your long-term maintenance plan as your system ages?
- How have you handled or are prepared to handle ridership growth? What are your expansion plans?

AUTOMATION

14:30

Panel: Improving safety, reliability and efficiency on your network by ensuring optimum performance of Train Control and legacy systems

- How do you maintain safety and reliability when integrating new technology into your network?
- Developing futureproof networks while managing the cost and complexity of projects
- How can we deliver higher capacity and meet the growing needs of our networks?
- How do you handle the widening knowledge gap with newer hires as veteran workforce retires?

SUSTAINABLE TRANSPORT

Presentation: Dealing with external and internal stakeholders

- Managing stakeholder relationships to ensure rapid project development.
- How do you adopt new technologies and new ways of working to deliver the project on time?
- What are the main points to meeting key stakeholders needs and expectations on time?

Panel: How can Transit systems and ridesharing services complement each other to address customer needs in the first and last mile?

- The modern customer expects a seamless journey from door step to their ultimate location- Are private ridesharing services the answer?
- How do transit systems identify the gaps and people in their network that will benefit from greater station access without cannibalizing ridership?
- What preconditions- from marketing campaigns, to trip data- must be in place at the onset of these agreements to ensure a mutually beneficial partnership, not just a promotional stunt? Do transit systems have multiple processes in place to obtain necessary data?
- Public transit systems are risking much more in these partnerships than the low fixed cost of ridesharing companies. When partnerships do not work out, how do transit authorities protect their network and ensure customers are not stranded?

PROCUREMENT

Roundtable: What is the future for procurement standardization in Rapid transit projects?

- Lessons in standardization and interface management
- How do you prioritize funds to ensure critical procurement needs can be met?
- Working to maintain strong relationships with all stakeholders
- How can you harness innovation to improve performance and life-cycle costs?

Roundtable: Understanding the importance of your track infrastructure to help optimize costs, improve safety and boost efficiency

- Modern tracks- Boosting performance at a minimised cost of ownership
- How do you ensure the viability and efficiency of newly established routes and right of ways?
- Rollout of next generation track solutions

14:50

15:00

Panel: The American March to Positive Train Control

- With the Rail Safety Improvement Act of 2008 deadline of 2018 around the corner – transit agencies are faced with the challenges of ensuring their organizations are ready to maintain/operate these new systems. What are some of the organizational or process changes they need to consider with this new system?
- PTC is not just another signalling system- From an asset management standpoint what alignment and understanding is necessary for effective PTC operation and maintainability of operations?
- How does PTC help trains avoid collision, derailments? What are common misconceptions? What scenarios does PTC not currently protect?
- For operators to field engineers- How do you build efficient training programs when many systems are still learning and building the technology?
- What are the technical, operational and legal challenges of interoperability between two railroads who need to operate on the same set of tracks?

15:40

15:40

15:50

16:10

ENERGY

Presentation: Wayside energy storage - Taking regenerative braking savings to the next level

- With regenerative braking now more commonplace-why are trains still losing energy?
- Building a next gen battery storage network to capture this lost energy
- Are supercapacitors a viable option for your system?
- Reintegrating energy into your regional grid to create a "Smart Grid"

Presentation: Examining new power sources for transit.

- As the world goes green are you able to decarbonize your infrastructure?
- What energy systems are appropriate for your transit system?
- What is the viability of new and alternative sources of power like hydrogen, Algae, Solar Panels, Potential Energy etc.?

CYBER SECURITY

Presentation: Modern transit and the attacks on the digital metropolis

- Where are the weakest parts of your systems?
- How do you learn from the practice of other industries to successfully protect urban rail networks?
- How do you Invest in long-term cyber security measures to analyze machine behavior so we can pre-empt attacks?

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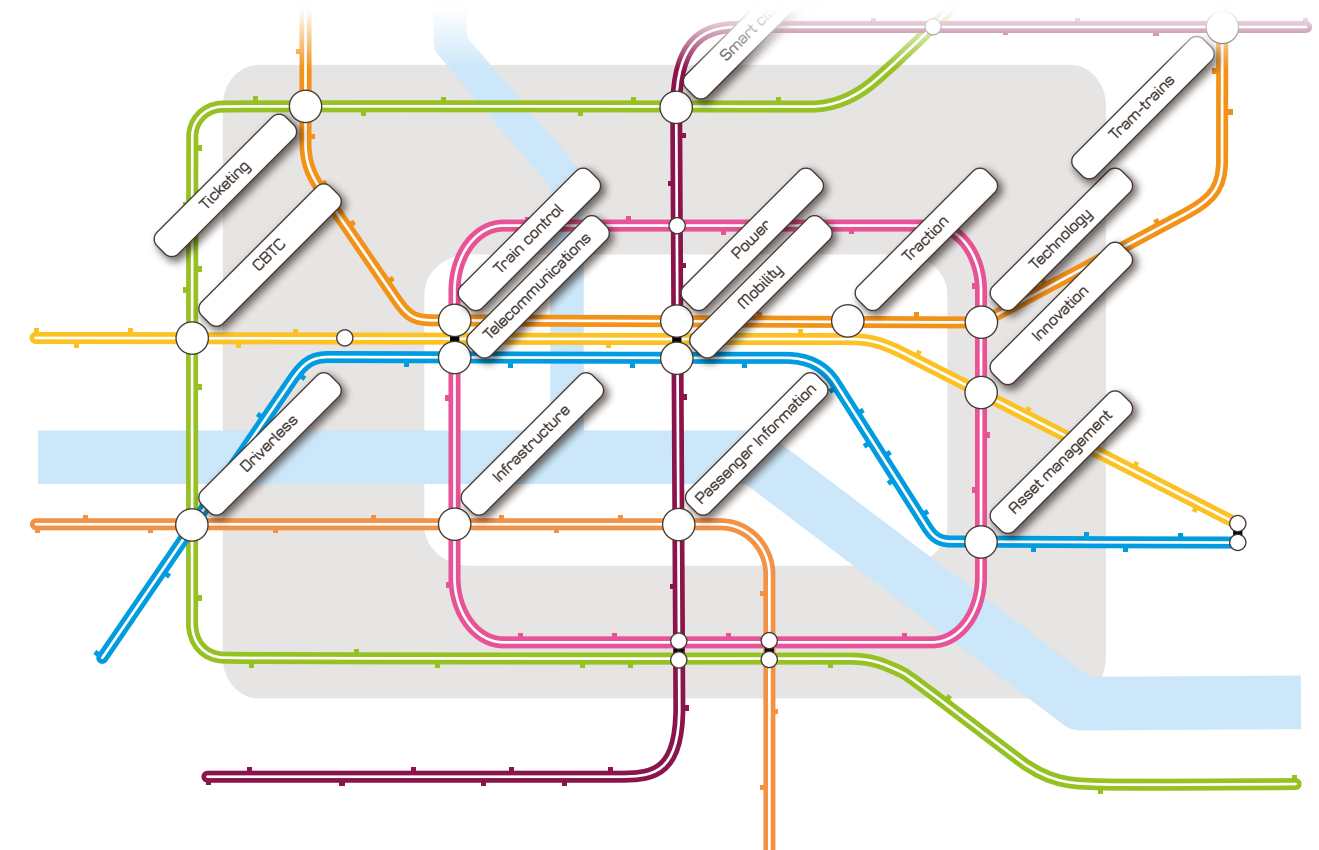
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PROJECT MANAGEMENT

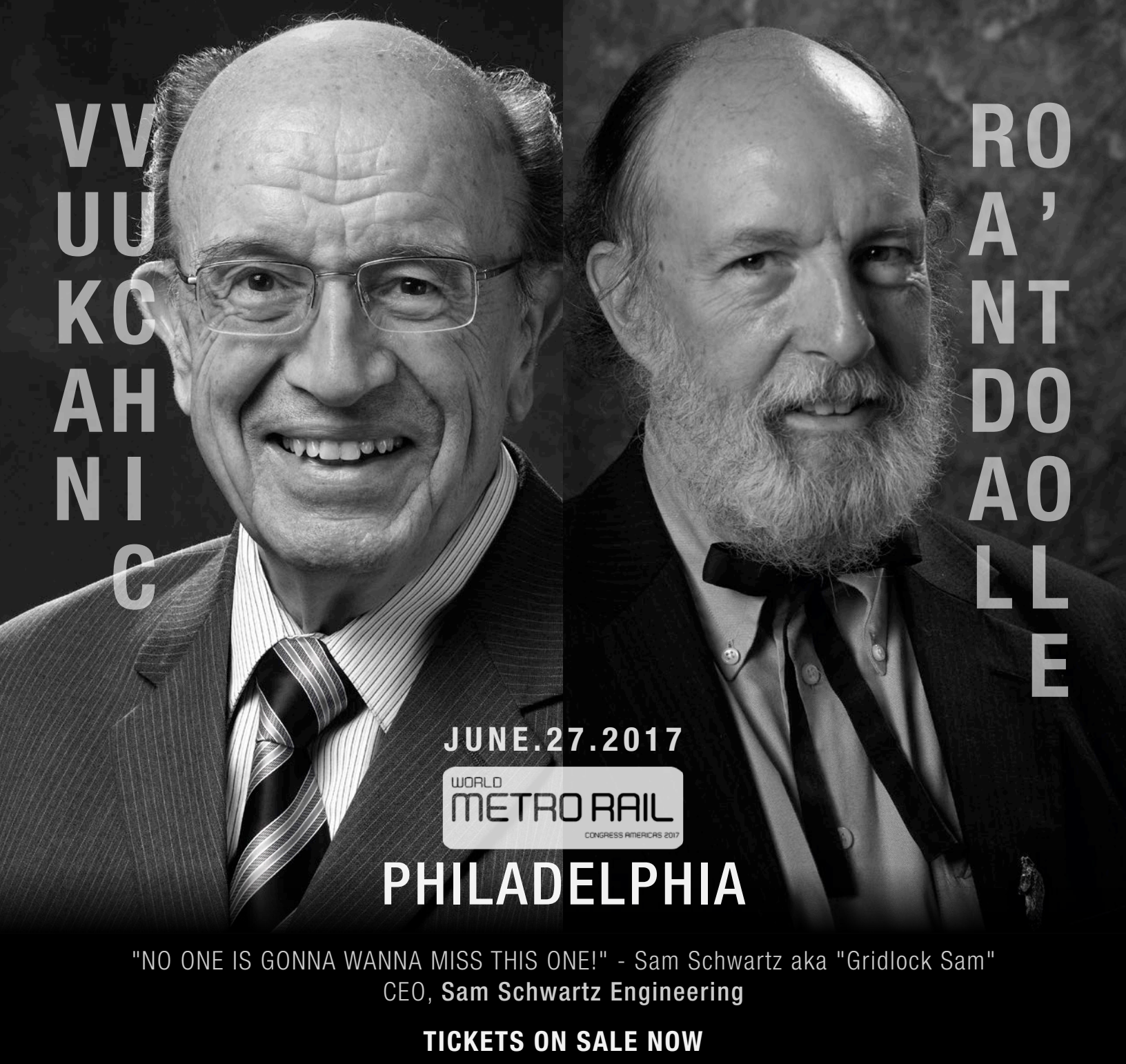
Roundtable: Tunneling for dense urban infrastructure development

- How do you create the appropriate timelines and adjust for the unexpected?
- How do you maintain flow of travel and transit during large tunneling projects?
- What guidelines are necessary to reduce disruption in the surrounding urban area from the tunnel boring machines?

End of Conference



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JUNE 27 2017



PHILADELPHIA

"NO ONE IS GONNA WANNA MISS THIS ONE!" - Sam Schwartz aka "Gridlock Sam"
CEO, Sam Schwartz Engineering

TICKETS ON SALE NOW

The Great Transit Debate

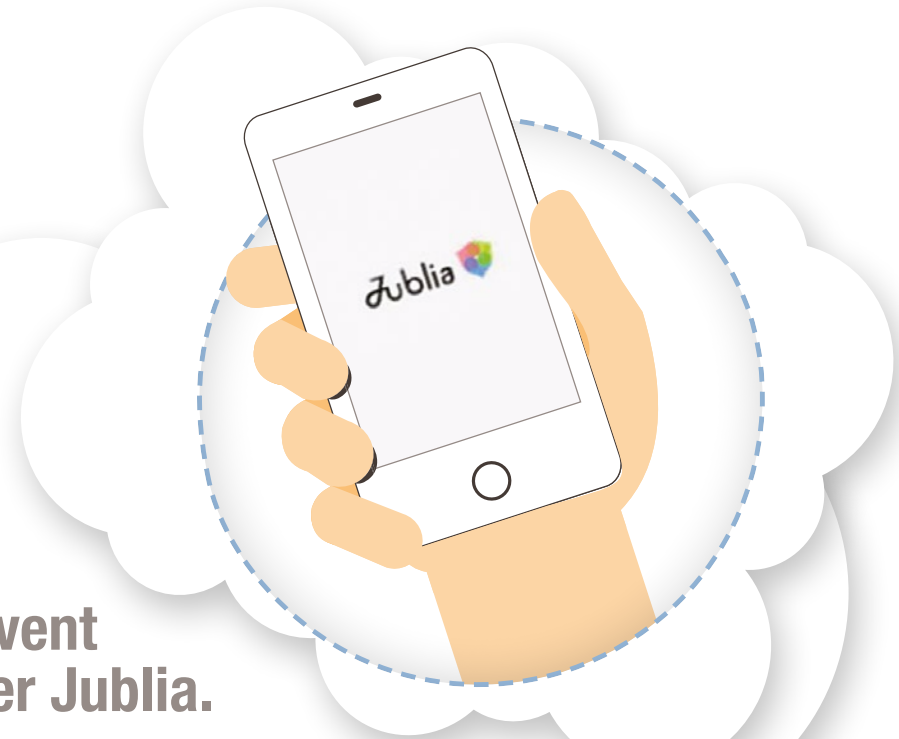
Keynote Debate: What transit is best for our cities?

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Vukan Vuchic, Professor Emeritus in the Departments of Electrical and Systems Engineering and City & Regional Planning, University of Pennsylvania
Randal O'Toole, Senior Fellow, Cato Institute



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So, how does it work?

4 weeks before the event, you will be sent an email containing your personalized link. Click on this link to access the full attendee list. Once here, you can input search criteria. Jublia then uses this information to rank the attendee list in order of their relevance to you!

Simply click on the name of who you would like to meet and securely send them a meeting request. The system acts as your meeting diary, keeping track of your availability and avoiding double bookings. The system will also assign you a "Meeting Table", so you are guaranteed a nice spot onsite to conduct the meeting.

Terrapinn staff will be on hand to help!

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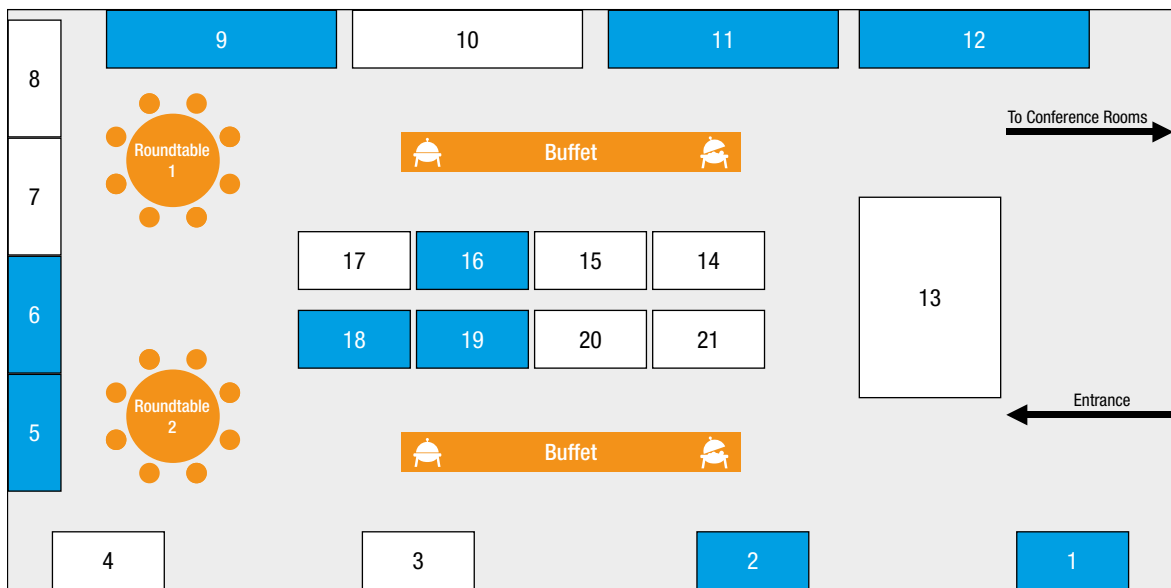
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