



Improving passengers' experience in public transport

Thursday 10 September 2015 • Brussels, European Economic and Social Committee

CONFERENCE PROGRAMME

- 09:30** **Welcome & Registration**
- 10:00 - 10:45** **Opening session**
- Mr Pierre Jean Coulon, Vice President of the Section for Transport, Energy, Infrastructure and the Information Society, European Economic and Social Committee
 - Mr Keir Fitch, Head of Research and Innovative Transport Systems, European Commission's Directorate-General Mobility and Transport
 - Ms Karima Delli, Member of the Transport & Tourism Committee of the European Parliament
- 10:45 - 11:00** **The METPEX approach to quality and accessibility of public transport**
- Mr Patrick Mercier-Handisyde, Principal Administrator, Directorate-General for Research and Innovation, European Commission
 - Prof. Andree Woodcock, University of Coventry
- 11:00 - 12:30** **The passengers' perspective in public transport: what are the real needs?**
- Mr Christopher Irwin, Member of the Executive Board, European Passengers' Federation
 - Ms Marie Denninghaus, Mobility and Transport Officer of the European Disability Forum
 - Mr Raymond Hencks, Member of the European Economic and Social Committee
 - Mr Xavier Tackoen, Managing Director of Espaces - Mobilités
- Panel discussion & Debate**
Moderator: Mr Tiago Pimentel, Manager VTM
- 12:30 - 13:30** **Lunch break**
- 13:30 - 14:45** **Planning and rollout of accessible and human-centred public transport services in Europe**
- Ms Karen Vancluysen, Executive Director of Polis
 - Ms Ann Frye, Expert-Specialist on the transport needs of disabled and older people
 - Mr Sampo Hietanen, CEO Intelligent Transport Systems Finland
 - Mr Bernardo Hernández Bataller, Member of the European Economic and Social Committee
- Panel discussion & Debate**
Moderator: Dr Marco Diana, Politecnico di Torino
- 14:45 - 15:00** **Coffee break**
- 15:00 - 16:15** **Offering accessible public transport service in practice - benefits, obstacles and solutions**
- Ms Johanna Ervér, Storstockholms Lokaltrafik (Stockholm Public Transport)
 - Mr Stefan Back, President of the Permanent Study Group "Implementation of the White Paper on Transport", European Economic and Social Committee
 - Mr Fabio Nussio, Head of International Affairs, Rome Mobility Agency
- Panel discussion & Debate**
Moderator: Dr Fotis Liotopoulos, CEO SBOING.net
- 16:15 - 16:30** **Closing Remarks**
- Mr John Porter, Director, Interactions Research
 - Dr Merja Hoppe, Senior Researcher, ZHAW Zurich University of Applied Sciences