

# TOWARDS USER-CENTRIC TRANSPORT IN EUROPE

## Challenges, solutions and collaborations

**BRUSSELS**  
22-23 MAY 2017

**BOUCHE À OREILLE**  
RUE FÉLIX HAP, 11  
1040 BRUSSELS



## SESSION / TOWARDS A SEAMLESS PASSENGER JOURNEY

DAY2: 23 MAY 2017 | COLLABORATIONS AND JOINT ACTIVITIES

### Workshops Session A:

#### Enhancing multi-modal collaboration between service providers

Facilitator: **Annika Paul**, *Bauhaus Luftfahrt*, ***DATASET2050***

#### Reducing passengers' overall travel time and enhancing passenger experience

Facilitator: **Genovefa Kefalidou**, *The University of Nottingham*, ***PASSME***

Reducing hassle and friction along the passenger transport chain. Within the two workshops of Session A the focus is placed on the seamless passenger journey and how this can be facilitated in the future. We will approach this topic from two different perspectives: the view of service and mobility providers as well as that of passengers. Ideas regarding future mobility services, new technologies and passenger services will be discussed and developed in an interactive setting.

#### Keywords:

intermodal, liabilities, ticketing, information, alignment, incentives, passenger motivation, travel time savings, wayfinding, reliability, personalized real-time passenger information.

*Please express your interest in this session while completing the [confirmation form](#). Places for each session are limited and allocations will be done on a first come first serve basis. We will do our best to meet your choice.*

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