



**Plenary session
23 – 24 November, Budapest**

Agenda

Thursday, 23 November 2006

14.00 – 15.00 Session 1 – Opening session

Welcome and Presentation of the SPUTNIC project

Andrea Soehnchen, International Association of Public Transport (UITP), Brussels, Belgium

Welcome and Opening of the session

Botond Aba, Public Transport Company Budapest, BKV, Budapest, Hungary

15.00 – 16.00 Session 2 – Market Organisation

Moderator: Bertil Hylén, Swedish National Road & Transport Research Institute (VTI), Sweden

Challenges in the field of Market Organisation

Martin Ruesch, Rapp Trans Ltd., Zurich, Switzerland

Challenges relating to Market Organisation – examples of practical solutions in VVO

Lutz Auerbach, Transport Authority of Upper Elbe Region (VVO), Dresden, Germany

16.30 – 17.30 Session 3 – Customer Relations

Moderator: Franz Barta, Socialdata GmbH, Munich, Germany

General overview and initial findings in the field of Customer Relations

Franz Barta, Socialdata GmbH, Munich, Germany

Handling customer relations – experiences from Barcelona and Vienna

Jorge Carles-Tolrà, Transport Metropolitans Barcelona (TMB), Barcelona, Spain

Brigitte Trumpes, Wiener Linien GmbH, Vienna, Austria

20.00 - Dinner organised by the SPUTNIC team

9.30 – 10.30 Session 4 – Corporate Management

Moderator: Arnulf Schuchmann, S2R Consulting, Zurich, Switzerland

General overview and initial findings of the Cluster Corporate Management

Hans Brouwer, IMAGO, Breda, the Netherlands

The use of performance indicators in a PT company

Stratos Papadimitriou – Transmart Consulting A.E.-Greece

10.30 – 11.30 Session 5 – Equipment and Operational Aspects

Moderator: Thomas Brandt, TÜV Rheinland InterTraffic, Cologne, Germany

Objectives and focuses in the field of Equipment and Operational Aspects

Andreas Friedrichsen, TÜV Rheinland Consulting, Cologne, Germany

*Upgrading and modernisation of rolling stock and infrastructure
- experiences from Krakow and Leipzig*

Zbigniew Palenica, Krakow Public Transport Company, Poland

Bernd Bleck, IFTEC, Leipzig, Germany

Lunch

13.30 – 15.30 Afternoon workshop sessions

Informal breakdown into clusters groups – brainstorming sessions

16.00 – 17.00 Session 6 – Final session

Moderator: Andrea Soehnchen, UITP

Summary of results from brainstorming sessions presented by:

Martin Ruesch – Market Organisation

Franz Barta – Customer Relations

Hans Brouwer – Corporate Management

Andreas Friedrichsen – Equipment and Operational Aspects

20.00 - Dinner organised by the SPUTNIC team