

Key points brainstorming

Corporate Management

Performance Management

- Are we talking about Transport Authorities or Transport Operators?
- We are referring to Public Transport Actors
- Partnership is needed between TA and PTO
- We should not forget to place emphasis on bus companies
- Integrated management for city transport
- There are indicators that are not followed

Performance Management

- There are different set of indicators between PTO and TA
- Gross cost contract or net cost contract
- Corporate management should help the owners to make wise decisions
- Stakeholder analysis – stakeholder management

Restructuring

- Make things better
- Adjust to your environment
- Focus on added value for customers/passengers
- Added value for employees (tasks, responsibilities)
- Alignment between strategy, structure and culture

Learning & Development

- PT as an attractive employer?
- E-learning = Blended learning
- Practical people need practical instruction/training (classroom)
- Trends – aging of employees, low turnover
- Interest in certification?
- Drivers working abroad in UK, Finland