



Workshop on user-friendly public and shared transport using CCAM

Date: 14 February 2024 (09:00 – 14:30)

Venue: ERTICO, Avenue Louise 523, 1050 Brussels, Belgium

Organiser: Andrew Winder - ERTICO

Draft agenda

09:00 – 09:30	Arrival and coffee	
09:30 – 09:50	Welcome and introduction to the workshop	
Part 1: Towards policy and project recommendations user-friendly and inclusive transport by CCAM		
09:50 – 10:15	Key outcomes leading to SINFONICA's draft recommendations	
10:15 – 11:00	Roundtable session 1 on recommendations (in 2 groups)	
	Group A: Draft recommendations on service planning, vehicles and operations	Group B: Draft recommendations on passenger service (including staffing), information and communication with users and the general public
11:00 – 11:15	Coffee Break	
11:15 – 12:00	Roundtable session 2 on recommendations (in 2 groups, reversing the above topics)	
12:00 – 12:15	Wrap-up and next steps for recommendations	
Part 2: SINFONICA Knowledge Map Explorer		
12:15 – 12:25	Knowledge Map Explorer presentation	
12:25 – 12:40	Time to use the Knowledge Map Explorer individually and completing some assigned tasks	
12:40 – 12:50	Knowledge Map Explorer evaluation survey	
12:50 – 13:00	Open observations / discussion of the Knowledge Map Explorer and wrap-up	
13:00 – 14:00	Close and light lunch	



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