

The University of Pardubice
Jan Perner Transport Faculty

České dráhy

Koordinátor ODIS

cordially invite you to the international conference

Passenger within the „Transport chain“

To take place in Vendryně, Czech Republic, on **13. - 14. October, 2016.**

The conference will be organized under the auspice of:

Ing. Michal Štěpán, Member of Board for Passenger Transport, České Dráhy, a.s.

Doc. Ing. Ivo Drahotský, Ph.D., Dean of Jan Perner Transport Faculty, University of Pardubice

Presentations will be held by:

Representative of Ministry of Transport, CZ

Representative of KODIS, CZ

Representative of ÖBB, AT

Representative of RhB, CH

Representative of TUB Ostrava, CZ

Representative of ČVUT Praha, CZ

Representative of Siemens, CZ

Representative of Borcad, CZ

Representative of ČTÚ, CZ

Representative of Oltis Group, CZ

Representative of Somemove, CZ

Conference main partners: ČD Informační systémy,

Conference partner: Oltis Group, Siemens, BORCAD, T-Mobile

Conference media partner: Železničář, Želpage

Ladies and gentlemen,

Let me inform you about our annual event, organised by České dráhy, University of Pardubice and company KODIS under the partnership of companies ČD Informační systémy, Oltis Group, Siemens and Borcad. This year's conference takes place in Vendryně, in North Eastern Moravia in agglomeration of Ostrava. Vendryně is municipality nearby Třinec not far away from the border with Poland and Slovakia. The conference venue is close to the railway stop Vendryně in the hotel Vitality. This year we are going to meet for the 7th time. In the previous sessions we discussed a lot of topics related directly or indirectly to the passenger as a key customer, however mostly rather superficially in terms of quality, comfort and expectations of the customer regarding on board services or information provided, needed or desired during the whole journey. Thus we are going to focus on these issues more deeply this year. Represented by wide spectrum of participants (public transport authorities, railway undertakings, railway industry, universities, ca 100-120 persons), following topics shall be presented and discussed:

- Passenger expectations and needs
 - Before and during the journey
 - Services, tools,
 - Depending on type of passenger
 - Now and within next 5 to 10 years
 - Customer point of view
- Provision of attractive public transport within PSO
 - Regional and long distance
 - Services, quality, information
 - Point of view of public transport authority
- Quality elements of competitive transportation
 - Seats
 - Air conditioning
 - Information
 - Accessibility of phone network and data network in the trains
 - Role of design
 - Point of view of industry and public authorities
- Ensuring of quality
 - Staff
 - Quality standards
 - Special groups of passengers and services (children, bikes, PRM)
 - Point of view of railway undertakings

Every presentation will be followed by a discussion about the particular topic to share various perspectives and share experiences both from the Czech Republic and abroad.

Looking forward to meet you in Vendryně!!!

PROGRAMME

13th October 2016, Thursday, Vendryně, Vitality Hotel

- 9.00 – Registration
- 9.45 – Opening, Morning session, Discussions
- 12.30 – Lunch break
- 13.50 – Afternoon session, Discussions
- 19.00 – Reception

Languages: Czech (Slovak), English. Simultaneous interpretation will be provided.

14th October 2016, Friday, Accompanying programme

Using the opportunity of being in this interesting industrial region, we are going to offer you something from its local famous highlights. We are going to travel with historical tram and we are going to visit the former industrial area in Dolní Vítkovice (Ostrava).

Registration:

- **Registration fee: 1400,- CZK**, (Students 500,- CZK)
- Registration: till 20th September 2015
- Registration fee payment: till 12th October 2015
- Onsite registration possible at the conference venue

Application is to be sent to: hrabacek@gr.cd.cz. For registration please provide following data:

- Name, Surname, Company, Company ID, Date of Birth (for private person)
- Number of participants
- Maximum number of students is 15

Conference venue:

Hotel Vitality
č.p. 1217, Vendryně, 739 94

Accommodation:

There are rooms available at discount rate for the participants, when booked before 1st October. Accommodation is possible in the Hotel Vitality. For discount please mention „Conference ČD, 2016“. From 1st October there is no longer a guaranteed availability of rooms for participants. Please book your rooms soon enough.

Rooms with discount (also valid for possible prolongation of the stay in hotel):

Double bed room - standard	2445,- CZK/room/night
Double bed room - mountain view	2595,- CZK/room/night
Double bed room - suit	4095,- CZK/room/night
Single bed room - wheelchair accessible	1920,- CZK/room/night
Single bed room - studio with kitchenette	1920,- CZK/room/night

Prices incl. local fees, breakfast, Wi-Fi, parking place in front of the hotel, access to aqua zone

Booking - contact:

tel.: +420 595 530 611

mobil: +420 734 753 830

fax: +420 558 320 455

e-mail: recepce@hotelvitality.cz

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