



AET Covid-19 Conversations

Understanding, Shaping and Planning for the New Normal

New Autumn 2020/Winter 2021 Webinar Series

Webinar Thursday 5th November 2020 at 11:00 CET (10:00 GMT)

In May 2020 AET called for contributions from members to share their experiences about the impacts of Covid-19 Pandemic on transport and mobility. Contributions have been published, and are being continuously updated, on a dedicated Covid-19 webpage on the AET Website: <https://aetransport.org/aet-covid-19-conversations>

During the last few months AET explored some of the key learning points of the experience of the Pandemic to date through a series of three highly successful webinars. The pandemic continues to present unprecedented challenges for countries, people and businesses across Europe, including organisations and professionals in the transport sector. By continuing to share and learn from leading practice including through these AET Webinars we can all learn together how to support transport, the economy and society to recover towards a better post-Covid World.

The second in the **AET Autumn Winter 2020/2021 Webinar Series** will be held on **Thursday 5th November** between 11am and 12 noon CET (10:00-11:00 GMT). This webinar will be hosted with the support of the **ETC Programme Committees for Rail Policy and Planning** and **Local Public Transport** who provide two speakers to present their findings from recent work followed by a moderated question and answer session:

Title: *How do Dutch train passengers (expect to) travel during and after Covid? Insights from a longitudinal panel of over 20,000 train passengers*

Mark van Hagen (1961) is involved in studies which concern analysing trends and future problems/chances and translate that to comprehensive concepts which further enhance the service quality of the Dutch Railways (NS). Mark works now on the research department of NS as a principal consultant customer experience where he is responsible for studies with the focus on the customer needs. He developed a measurement system for measuring customer experience for stations and trains which helps to increase satisfaction.

Niels van Oort (1978) is co-director of the Smart Public Transport Lab at Delft University of Technology. He has been involved in public transport projects for over 15 years. His main fields of expertise are public transport planning and design, service reliability and the bicycle+transit combination. After (part time) positions at a urban public transport operator and a consultancy company, he is fulltime employed at TU Delft since 2018. He likes to do scientific research and applying his research insights into practice.

Together, Mark and Niels initiated a longitudinal survey amongst Dutch train travellers and how they cope with Covid with regard to their (future) travel patterns. In this webinar, they will share the main findings and lessons. A reflection from a wider EU perspective will also be given by András Munkácsy,

Head of the Department for Transport Management at the KTI Institute for Transport Sciences, Hungary.

The webinar will be hosted on the Webex platform. It is similar to Zoom and signing up will be possible in the same way as for the previous webinars. Please register via the [link](#) below to let us know you will attend. After registration, this link will become your access link for the webinar itself. We will send additional information to all registrants on solving technical issues, should you encounter any. The information will be sent out the day before the webinar but there is no deadline for signing up. Please feel free to sign up when you are able and we hope to see you during the webinar.

<https://tftp.webex.com/tftp/j.php?RGID=r593be99376876552f24b1b6f7656e87e>

It is planned to hold further webinars in the Autumn 2020/Winter 2021 on the first Thursday of every month. The next one will be held on Thursday 7 December and will be hosted by the ETC Freight and Logistics Programme Committee. More details will follow.

Programme Committees and AET members are encouraged to contribute and participate in the webinar series. When submitting papers or articles on Covid-19 you have recently written, please indicate if you would be willing to speak about the work at a future webinar.