

PRACTICAL INFORMATION

- **Venue**
Regent's College Conference Centre
Inner Circle, Regent's Park
London NW1 4NS
Tel: +44 (0) 20 7487 7540
Underground: Baker Street
(direct from Waterloo Station)
- **Recommended Hotels**
 - > London Marriott Hotel Regents Park
+44 (0) 20 7722 7711
 - > Sherlock Holmes Hotel,
108 Baker Street, London, W1U 6LJ
+44 (0) 20 7034 4830
- **Registration**
 - > **Registration form is available on EMTA website: www.emta.com**
 - > Please fax or e-mail it, a confirmation will be sent to participants
 - > Attendance to this workshop is free
- **Language**
 - > The workshop will be held in english



11, avenue de Villars F • 75007 Paris
Tél. + 33 1 47 53 28 14 - Fax + 33 1 47 53 28 47
www.emta.com • emta@emta.com



DOOR TO DOOR
SERVICES

London,
30 November 2004



The logo features a large, thin blue arc on the left side, resembling a stylized 'C' or a partial circle. To its right, the word 'WORKSHOP' is written in a light blue, sans-serif font, and the word 'PROGRAMME' is written in a darker blue, sans-serif font below it.

WORKSHOP PROGRAMME

- 09:00 - 09:30 ● Registration and Coffee
- 09:30 - 09:45 ● Introduction / Objectives of Seminar, [Jonathan Goldberg](#), EMTA
- 09:45 - 10:15 ● TfL's vision of Accessibility - [Brian Heiser](#), TfL Policy Advisor
- 10:15 - 10:45 ● European Door-to-Door service provision - [Mary Crass](#), CEMT
- 10:45 - 11:00 ● Break
- 11:00 - 11:45 ● Using of Door-to-Door services: Paris and London Experiences
[Edouard Lang](#) - Paris PAM Service
[Pam Moffatt](#) - London Dial a Ride Service
- 11:45 - 12:30 ● Approaches to Determining Eligibility:
[Lesley Collins](#) - Director MLC
[David Morris](#) - Greater London Authority
- 12:30 - 13:30 ● **Lunch**
- 13:30 - 14:45 ● Workshops Session I (3 options)
- 14:45 - 15:00 ● Coffee
- 15:00 - 16:45 ● Workshops Session II (3 same options)
- 16:45 - 17:30 ● EMTA Survey on Door-to-Door services and Conclusion - [Jonathan Goldberg](#)

OPTIONS FOR AFTERNOON SESSIONS

- **Workshop 1**

Designing and setting up the service

Facilitator: Greer Nicholson (London Borough of Newham)

- > Ragnar Domstad - Gothenburg: STS services: service line / flex line & booking system
- > Prof. John Nelson - Newcastle University: Commissioning services – FAMS project
- > Jon Lansman: Different approaches to integrating Door to Door transport

- **Workshop 2**

Impact of new technologies on Door-to-Door services

Facilitator: (Ian Seabrook TFL)

- > Joe Olmi - Taxibus: New concept of intelligent group transport
- > Stéphane Lambert - PAM Paris: Development projects for Paris services
- > Michael Bell - Imperial College: Offering Travel Budget Entitlement

- **Workshop 3**

Using D2D services

Facilitator : Jonathan Goldberg (EMTA)

- > Jeroen Haver - European Disability Forum
- > Ruth Bashall - Greater London Action Disability: The importance of customer service and training
- > Farners Cantalozella - Institut de Persones amb Disminució Barcelona: Quality of Service User's perception