

Thomas Kritzer, Head of the Business unit Operations control and Customer Service, Wiener Linien, Austria



Thomas Kritzer joined Wiener Linien in 2004 and is the Head of the Business unit Operations control and Customer service. The unit prepares, supports and provides operational services for the three transport modes Bus, Tram, Metro at Wiener Linien. The unit gathers departments, being responsible for Incident management, Security and Service, Customer information and operational IT, Customer service, Education and training, Schedule and staff roster design. Till April 2017 he was also responsible for the department Security and service, which he was responsible for since 2014.

This department is, together with other specialists, responsible for security issues concerning customers, staff, operations and infrastructure, as for strategic security developments. He was with his department also responsible for ticket inspection, CCTV analysis, documentation of security incidents and preventive awareness trainings for customers.

Till 2014 Thomas Kritzer was the deputy head of the Metro operations division. He was also responsible for the operational implementation of CCTV recording procedures, the implementation of „HelpU“, a mixed de-escalating patrol in one of Vienna’s Metro stations and the planning of Vienna’s metro operation during the European football cup 2008.

Since 2008 he is a member of Wiener Linien’s staff for Crisis Management, and has participated in Wiener Linien’s risk analysis process.

He is a member of the UITP Security Commission since 2008, was its Vice-Chairman 2009-2011 and was its Chairman from 2011-2015.