

Sharing Best Practice Workshop – Wales

1 June 2012, 11am – 3pm
 Radisson Park Inn, Mary Ann Street, Cardiff CF10 2JH

Agenda

11:00	Coffee and tea	
11:15	Welcome	Stella Mair Thomas, Board Member for Wales
11:20	Passenger Focus Why we have to change	David Sidebottom, Passenger Director
11:45	Bus Users UK Cymru	Margaret Everson FCILT, Senior Officer for Wales
11:55	Working together and looking forward	Prof Paul Salveson
12:20	Lunch	
13:00	Discussion Groups Sharing of groups' priorities for working with Passenger Focus	All Attendees
13:45	Feedback from groups Discussion	All Attendees
14:15	Passenger Focus The toolkit – some initial ideas on what we can offer	David Beer, Passenger Executive
14:35	Question & Answer Session	Stella Mair Thomas David Sidebottom Prof Paul Salveson
15:00	Close	