

Sharing Best Practice Workshop – Yorkshire & North East

13 April 2012, 11am – 3pm

The Park Inn, North Street, York - YO1 6JF

Agenda

11:00	Coffee and tea	
11:15	Passenger Focus Why we have to change	David Sidebottom, Passenger Director
11:45	“The Railway Doctor” Working together and looking forward	Prof Paul Salveson
12:15	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 – initial ideas on what we can offer	David Beer, Passenger Executive
14:35	Question & Answer Session	David Sidebottom Prof Paul Salveson
15:00	Close	