






# ANNUAL NATIONAL CONFERENCE 2019

## "EVERY PASSENGER MATTERS"

*Inclusion & Accessibility For Passengers Using The Rail Network*

ST MICHAEL'S CENTRE, THE GREEN, STOKE GIFFORD, BRISTOL BS34 8PD  
 SATURDAY 21 SEPTEMBER 2019 – REGISTRATION FROM 09:30 ENDS 16:30

### PROGRAMME

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| <p>9.30 – 10.00 <b>Registration and tea/coffee</b></p> <p>10.00 <b>Opening of Conference by Conference Chair</b><br/>       Stephen Brookes MBE,<br/>       Rail Sector Champion for the Minister for<br/>       Disabled People</p> <p>10.10 <b>"Enhancing the passenger experience at our<br/>       stations"</b><br/>       Matthew Golton, Commercial Development<br/>       Director Great Western Railway</p> <p><b>GWR</b></p> <p>10.50 <b>"Going the extra mile"</b><br/>       Richard Gibson, Head of Communications,<br/>       Cross Country Trains</p> <p><b>crosscountry</b> </p> <p>11.30 <b>"Shaping Accessibility: How Network Rail will<br/>       put passengers first"</b><br/>       Lorna Brown-Owens, Access and Inclusion<br/>       Manager, Network Rail</p> <p><b>NetworkRail</b> </p> <p>12.10-12.40 Questions for the panel</p> <p>12.40-13.45 <b>LUNCH BREAK &amp; NETWORKING</b></p> | <p>13.45-14.25 <b>"An insight into the West Midlands<br/>       Trains Stations as Places, Personalised<br/>       Travel, Planning and Equality<br/>       perspectives"</b><br/>       Jon Harris, Integrated Transport and<br/>       Accessibility Manager, West Midlands<br/>       Trains</p> <p> <b>West<br/>       Midlands<br/>       Railway</b></p> <p>14.25-14.45 Questions for Jon Harris</p> <p>14.45-14.50 Break</p> <p>14.50-15.30 Workshop session (4 x groups)</p> <p>15.30-16.15 Questions and feedback from workshops</p> <p>16.15 <b>Summing up of the day and closing<br/>       remarks</b><br/>       Stephen Brookes MBE</p> <p>16.30 <b>Close</b></p> |
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Conference sponsored by **crosscountry**   
 by arriva

We invite you to follow Railfuture on twitter @railfuture

If you want to tweet about this conference please include hashtags #railfuture and #accessibility

**Railfuture is run by unpaid volunteers to benefit rail users - better services over a bigger rail network**

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### DIRECTIONS TO **ST MICHAEL'S CENTRE, THE GREEN, STOKE GIFFORD, BRISTOL BS34 8PD**

See <https://www.stmichaelsvenuehire.co.uk/location> for detail of how to get there.

The venue is very close to **Bristol Parkway Station**. Allow 5 minutes walk from there.

Exit the station, and walk through the car park until you almost reach a 'T' junction. On your right is a blue sign marked "Stoke Gifford". Take this footpath which leads through the Churchyard and veers left round the church to reach a Green. The Church centre is ahead of you. Do not use the café entrance, which is the older part of the building, but instead walk past around the building where you find a small car park and the entrance to the main centre (North Road). There will be a reception desk by the door. The map and satellite image, below, from Google show where the venue is.



Railfuture campaigns nationally and locally for a rail system that will provide better value for money rail services for both passengers and freight, over a bigger rail network. Please get involved to help us raise public awareness of the opportunities to improve rail services.

Our branches are the heart of the Railfuture. Our members meet locally to identify local issues and campaign for initiatives that will meet them.

Railfuture has 12 branches in England, plus branches in Wales and Scotland. There will be one near you.

Our aim is a bigger and better railway that people are proud and pleased to use and recommend.