

PASSENGER FOCUS CONFERENCE 2008 ON TIME OR DELAYED? IS THE RAILWAY INDUSTRY DELIVERING?



The Wellcome Collection
183 Euston Road, London
Thursday 24 April 2008

Colin Foxhall
Chairman, Passenger Focus



Anthony Smith
Chief Executive of Passenger Focus



Welcome

We are delighted to welcome you to the Passenger Focus Annual Conference. Passenger Focus is the independent watchdog set up to protect the interests of Britain's rail passengers. Our mission is to get the best deal for rail passengers.

This conference will provide delegates with an excellent and timely opportunity to debate the key issues on the rail agenda and how passengers can be placed at the heart of any developments and improvements to the rail network. We are delighted that the **Rt Hon Ruth Kelly**, Secretary of State for Transport is able to attend the event and she will be delivering the keynote address.

In addition to speeches from the Secretary of State, **Anthony Smith**, Chief Executive of Passenger Focus, **Iain Coucher**, Chief Executive of Network Rail, and **David Mapp**, Commercial Director, Association of Train Operating Companies, there will be a panel debate with contributions from **Bob Holland**, Managing Director of Arriva Trains, **Andrew Haines**, Chief Operating Director of First Great Western and **Richard O'Brien**, Head of Operational Planning at Network Rail. There will also be an opportunity for delegates to focus on particular issues during the workshops sessions.

We dedicate this conference to Gwyneth Dunwoody MP who sadly passed away on 17 April 2008. She was a tireless campaigner for transport issues and did a great deal to protect the interests of Britain's rail passengers. She will be greatly missed.

Best wishes

A handwritten signature in black ink, appearing to be 'C. Foxhall', written in a cursive style.

Colin Foxhall
Chairman, Passenger Focus

A handwritten signature in black ink, appearing to be 'A.J.C. Smith', written in a cursive style.

Anthony Smith
Chief Executive, Passenger Focus

Passenger Focus Conference 2008

Thursday 24 April 2008

Wellcome Collection, Euston Road, London NW1 2BE

Session One: A Rail Network for Passengers

- 9.30 **Registration and refreshments**
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- 10.00 **Welcome and introductions**
Colin Foxall
Chairman
Passenger Focus
-
- 10.20 **Keynote address**
Ruth Kelly MP Secretary of State for Transport
Department for Transport
Please note that the Secretary of State will take questions from the floor following her address.
-
- 10.40 **Putting passengers first**
Anthony Smith
Chief Executive
Passenger Focus
-
- 10.50 **Passengers and the network**
Iain Coucher
Chief Executive
Network Rail
-
- 11.05 **Making fares simpler**
David Mapp
Commercial Director
Association of Train Operating Companies
-
- 11.20 **Questions and answers**
-
- 11.35 **Refreshments**

Session Two: Workshop sessions

11.50

Workshop Sessions

Delegates are requested to look at the delegate list to remind themselves of which workshop they are signed up for. Any delegates who have not already registered their workshop choices are requested to do so at the registration desk.

Workshop A: What and where are the passenger priorities for station improvements?

Franks Room

The workshop will summarise the current workstreams to improve conditions of stations and provide highlights from recent research on how passengers perceive and value station enhancements. The workshop will also give an overview of the Station Travel Plan project which aims to improve sustainable transport access to stations.

Led by Stephen Joseph OBE, Executive Director, Campaign for Better Transport, Alex Veitch, Senior Strategy Analyst, ATOC and Janet Cardell, Head of Research, Passenger Focus.

Workshop B: More trains, longer trains: how can we get the most from the rail network?

Dale Room

Demand for rail is at record levels, and expected to grow even further in the next decade. There is now a broad consensus of the need for investment in the railway to accommodate this growth in passenger demand. This workshop will explore how best to make use of the existing network and how to provide the increased capacity required over the years to come.

Led by Ashwin Kumar, Passenger Director, Passenger Focus and Dyan Crowther, Route Director (London and North East), Network Rail.

Workshop C: Rail Fares – Moving Beyond Simplification

Steel Room

This workshop will focus on future policy for rail fares, identifying and addressing the key areas of customer concern but also considering the wider political context for fares policy and some of the key trade-offs with other areas of passenger quality.

Led by David Mapp, Commercial Director, ATOC and Mike Hewitson, Policy Manager, Passenger Focus.

Workshop D: How can the industry better manage disruption?

Henry Wellcome Auditorium

The workshop will focus on how the industry can better manage service disruption – how they can provide better information to passengers, how more cross industry working can be encouraged and how working practices can be effectively implemented to ensure the necessary changes and improvements are made.

Led by Elaine Holt, Managing Director, First Capital Connect and Guy Dangerfield, Passenger Link Manager, Passenger Focus.

13.00 Lunch

Session Three: Interactive Panel Session

14.00 **Introduction to afternoon session**
Colin Foxall
Chair

14.10 **Passenger Focus**
Delivering a modern railway: Panel discussion and debate
Delegates will be asked to vote on a series of interactive questions during the panel session with members of the panel leading on key issues and responding to points raised.

- Bob Holland, Managing Director, Arriva Trains
- Andrew Haines, Chief Operating Director, First Great Western
- Anthony Smith, Chief Executive, Passenger Focus
- Richard O'Brien, Head of Operational Planning, Network Rail

15.30 **Closing thoughts – forward actions**
Colin Foxall

15.45 **Close of conference**

Biographies

Janet Cardell
Head of Research,
Passenger Focus



Janet Cardell has worked in a number of high profile research orientated roles. Her previous position was Assistant Director for the Department of Education, Employment and Workplace Relations in Australia. She recently moved here with her

family and took the role of Head of Research in November 2007

Janet oversees the management of all Passenger Focus' research which involves producing in excess of ten research reports annually and engaging with

over 15,000 passengers and a number of key stakeholders on a wide variety of passenger related issues. Janet also looks after the production of the National Passenger Survey (NPS) which is the largest passenger survey in Europe.

Iain Coucher
Chief Executive, Network Rail



Previously Managing Director of Network Rail, Iain Coucher became Deputy Chief Executive on the completion of the acquisition and took over as Chief Executive in the Summer of 2007. Previously, Iain was Chief Executive of TubeLines, one of the preferred bidders for the London Underground public private partnership. Before joining Tube Lines, Iain worked

for EDS for 15 years, culminating in heading up the company's mergers and acquisitions across Europe, the Middle East and Africa. His career has included extensive experience in the transportation sector, particularly with London Underground. He was seconded to the TranSys consortium between 1996 and 1998 as its Chief Executive and led

the development of the Underground's smartcard ticketing system. He was also responsible for delivering the IT PFI to London Underground that provided the company with a new IT infrastructure. Iain is an Engineering graduate from Imperial College, London and also has an MBA.

Dyan Crowther
Route Director, London
North Eastern, Network Rail



Dyan Crowther joined Network Rail in December 2004, from Arriva Trains Northern where she had worked as Commercial Director from March 2002 and was promoted to Managing Director in October 2003.

She has over 17 years' experience in the rail industry. Prior to joining Network Rail, Dyan held a number of strategic roles within the former infrastructure company, Railtrack, including Executive for West Coast

(South) in the Midland Zone. Dyan has a Masters in Transport and Logistics from Salford University and is a member of the Chartered Institute for Marketing.

Guy Dangerfield
Passenger Link Manager,
Passenger Focus



Guy leads Passenger Focus' work on behalf of First Capital Connect, National Express East Anglia and National Express East Coast passengers, having been with the independent national rail consumer watchdog since its creation in July 2005. He

joined the then Rail Users' Consultative Committee for Eastern England in 1998, becoming Regional Director of Rail Passengers Committee Eastern England, Passenger Focus' immediate predecessor, in 2004. From 1993 to 1998 Guy undertook

constituency casework and research for the late Jamie Cann, Member of Parliament for Ipswich. Brought up in Suffolk and now living in Peterborough, he read History at University College of Wales, Aberystwyth.

Colin Foxall CBE
Chairman, Passenger Focus



Colin Foxall is best known for his role in leading the privatisation of the Short Term Insurance arm of ECGD during the late 1980s.

Colin was responsible for the introduction of large-scale private sector political risk insurance into the credit insurance market. When NCM acquired ECGD's short-term business in 1991 he became

MD and CEO of NCM UK, as well as a member and later vice chairman of NCM's Dutch managing board. Since leaving NCM he has continued his involvement with the credit and credit reinsurance industry having acted as advisor to a number of companies and governments. Outside the industry he is probably best known for having been

recently appointed by the Government as chairman of the UK's first national rail watchdog. He is also a member of the British Transport Police Authority and has interests in marginal oil field production.

Colin Foxall was appointed CBE in 1995 for services to export credit insurance

Andrew Haines
Chief Operating Director,
First Great Western



Andrew Haines joined First Great Western in September 2007. He has spent his entire career in the railway industry, having joined British Rail as a graduate manager in 1985 and worked in numerous front line positions. At privatisation Andrew joined

Railtrack where he achieved rapid promotion before joining South West Trains in 1997. In January 1999 he was made Operating Director and then became Managing Director of South West Trains in September 2000. He joined FirstGroup plc as

Managing Director, UK Rail division in July 2005.

Since October 2007 Andrew has also been Chief Operating Officer of First Great Western.

Mike Hewitson
Acting Head of Policy
at Passenger Focus



Mike Hewitson is the Acting Head of Policy at Passenger Focus. Mike has been with Passenger Focus and its predecessor bodies since

1995 and during this time has performed a number of policy roles as well as a seven year stint as Secretary to the regional committee

representing passengers in Southern England. Before that he worked for BT.

Bob Holland
Managing Director, Arriva Trains



Bob was appointed managing director – UK Trains in September 2007 and has overall accountability for all of Arriva's UK rail operations, with the existing Arriva Trains Wales franchise and the new CrossCountry franchise (starting November 2007) reporting into him.

Bob has more than

30 years' experience in the bus and rail industries including six years developing Arriva's mainland European operations, overseeing the company's rail business in the Netherlands, setting up Arriva's rail operations in Denmark and overseeing our Arriva Trains Wales business.

Under his leadership

ATW achieved record punctuality and reliability for the franchise and developed a successful working relationship with the Welsh Assembly Government, which has devolved responsibility for rail services in Wales.

Elaine Holt
Managing Director,
First Capital Connect



Elaine is Managing Director of First Capital Connect, one of the UK's busiest commuter train operating companies, which employs over 2,100 staff, carries over 150,000 customers a day and operates trains between London, Brighton, Bedford,

Peterborough, Cambridge and King's Lynn. Elaine has headed up the First Capital Connect team since the company's inception in April 2006 when FirstGroup won the franchise which brought together the Thameslink and WAGN rail franchises.

Elaine joined FirstGroup nine years ago and has worked in both bus and rail divisions of the company. Prior to joining First, Elaine spent thirteen years at British Airways.

Stephen Joseph OBE
Executive Director, Campaign
for Better Transport



Stephen Joseph has been executive director of Campaign for Better Transport since 1988 – where, until September 2007, the organisation was known as Transport 2000. Previously Stephen worked for a range of environmental and voluntary organisations in the UK and abroad, including the

British Youth Council, the Civic Trust and the Town & Country Planning Association. He was awarded the OBE in 1996 for services to transport and the environment. He was a member of the Commission for Integrated Transport from 1999-2005, having been one of the panel of external

advisers on the Transport White Paper 1997-8. He was also on the steering group for the Government's Road User Charging Feasibility Study 2003-4. In July 2004 he was given a Lifetime Achievement Award as part of the National Transport Awards.

Ruth Kelly
Secretary of State for Transport



Ruth Kelly has been appointed as the new Secretary of State for Transport. Previously she was Secretary of State for Communities and Local Government and Minister for Women from May 2006. Prior to this she was Secretary of State for Education and Skills from December 2004. Ruth served as Minister for

the Cabinet Office from September 2004 after three years at HM Treasury where she was, successively, Economic Secretary and from May 2002, Financial Secretary. She was educated at Queen's College Oxford and the LSE where she gained an MSc in Economics. She worked for the Guardian as an economics writer

in the early 1990s before joining the Bank of England. Ruth was elected to Parliament as Member for Bolton West in the 1997 General Election and the following year became Parliamentary Private Secretary to Nick Brown at the Ministry for Agriculture, Fisheries and Food. Ruth Kelly is married with a son and three daughters.

Ashwin Kumar
Passenger Director,
Passenger Focus



Ashwin Kumar heads up the watchdog's Passenger Link team, which is responsible for liaising with train operating companies, Network Rail, stakeholders and the media to achieve service

improvements and manages the Manchester based passenger advice team. Ashwin joined passenger focus in late 2007 after working on housing research and analysis at the

Department for Work and Pensions, where he was based for nine years. He has also previously worked as a press officer at the National Criminal Intelligence Service.

David Mapp
Commercial Director, ATOC



After leaving York University in 1981 with a Degree in History & Economics, David Mapp joined British Rail as a Management Trainee. Between 1982 and 1991, David held a variety of positions with British Rail, primarily in the Marketing Department of the InterCity

business sector. In 1991 he was seconded to Eurostar and spent two years developing its marketing strategy prior to launch of the service. David then joined US owned, Sabre Corporation as Global Rail Distribution Manager. Following 5 years with Sabre, David joined the transport

consultancy MVA where he worked until joining ATOC as Commercial Strategy Manager in 2000. He became Commercial Director at ATOC in 2002.

Richard O'Brien
Head of Operational Planning, Network Rail



Richard O'Brien has been Head of Operational Planning at Network Rail for the last four years. His team is responsible for planning day-to-day train operations

to enable safe and reliable train performance throughout the network and is part of Network Rail's Operations and Customer Service Directorate. Previously Richard worked for

Railtrack as Regional General Manager in the Western Area. He is a civil engineer by training and profession.

Anthony Smith
Chief Executive of Passenger Focus



Anthony Smith is the Chief Executive of Passenger Focus, the official voice of rail passengers in Great Britain.

Having qualified as a solicitor, Anthony worked for five years as principal

consumer lawyer for the Consumers' Association, publishers of Which? This was followed by a year as the legal consultant for Consumers International, a worldwide federation of consumer groups.

Prior to joining Passenger Focus, Anthony was deputy and acting director of ICSTIS, the regulator of premium rate telephone services.

Alex Veitch
Senior Strategy Analyst, ATOC



Alex started his career in the United States working as a campaigner for the Sierra Club, America's largest environmental group from 2000 – mid 2002. On returning to the UK Alex worked for a year at the RSPB as Energy

and Transport Policy Officer before joining the Energy Saving Trust as Transport Strategy Manager focusing on promoting cleaner fuels and vehicles. Alex joined ATOC in June 2007, where he manages integrated transport initiatives

including the PlusBus bus-rail ticket product, and the Station Travel Plan pilot programme. Alex has an MSc in Development Studies from SOAS and a BA (Hons) in Politics and Modern History from Manchester University.



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Passenger Focus is the operating
name of the Rail Passengers Council