

Speaker Profiles



Allison Cosgrove, Member of Raifuture Board, Chair of Conference

My family were living in the Scottish Borders when the Waverley Route was closed, so I have been aware of rail issues from a young age. We then moved to the village of Drem in South East Scotland, which was served only by train with no bus service. Using trains became a way of life as I moved on to working life commuting to Edinburgh.

I've been involved with Raifuture for a number of years and am currently Chair of the Scottish branch. We have seen some success in re-openings and service improvements which has been encouraging, but there is always more to do!



Isabel Dedring, Deputy Mayor of London (Transport)

Isabel Dedring spent five years at Transport for London as Director, Policy Unit and before that as Chief of Staff to the Transport Commissioner. Isabel has also worked for McKinsey and Ernst and Young. She has degrees in law from Harvard and is a qualified lawyer in the US. She is fluent in German, Russian and French.



Sharon Hedges, Passenger Link Manager, Passenger Focus

Employed by Passenger Focus since January 2006, Sharon Hedges has specific responsibility for championing the interests of passengers on the Southern rail service routes. She also provides support on issues concerning First Capital Connect in the Sussex and South London area.

Sharon led work to advise Ministers and the Department of Transport (DfT) on passenger requirements for the South Central franchise, re-let to Southern in September 2009. The influence of this major project was reflected in a franchise specification placing passenger needs at the heart of delivery plans. She is now working with the operator on various implementation projects, including the commitment to introduce ITSO smartcards. Sharon is also engaged in long-term planning with the rail industry, representing passenger interests on Network Rail Stakeholder Management Groups for the Sussex Route Utilisation Strategy and on the 'second generation' strategy for London and South East. More generally, Sharon's role involves regular travel and visits to stations around the patch to experience services first hand. She works closely with Rail User Groups and other representative bodies to understand the needs and concerns of rail passengers. She also receives information about local issues handled by the Passenger Action Team and liaises with individual passenger contacts who provide feedback on their experiences.

Central to Sharon's role is engagement with the Train Operating Company, Network Rail and DfT, as well as local and regional agencies and other stakeholders. She uses her relationship with these bodies to promote passenger interests and to seek improvements to facilities and services. Sharon is supported in her work by evidence gained from the National Passenger Survey and other research, as well as the policy developed within Passenger Focus.

Representation and advocacy have been central themes in Sharon's career. Her previous roles have included positions with the National Housing Federation, which she represented on the South East England Regional Assembly and the Regional Planning Committee, and work for Age Concern. She has also worked in the private sector in sales and marketing roles.

Outside of work Sharon's great passion is skiing. She also enjoys good food and wine, modern literature, world music, tennis and is currently trying to improve at golf.

Speaker Profiles

Karen Boswell, East Coast Managing Director

Since taking the helm at East Coast in November 2009, Karen Boswell has turned around the fortunes of the publicly-owned train operator.

Consider these developments: a report from the rail regulator earlier this year found that East Coast was the least dependent on the taxpayer of all the large rail franchises; the first half of 2013 has seen levels of punctuality not achieved by an operator of the line since records in their current form began; the company has been the recipient of almost 40 industry awards since 2009, twice scooping the gong for Britain's top employer; there has been a 4.2 per cent increase in ticket sales year-on-year.



East Coast Trains managing director Karen Boswell has been named Woman of the Year in a national business competition. She will now join the Top 100 Club of Britain's most influential women in hospitality, passenger transport, travel and tourism after winning the Women 1st Shine Awards at a ceremony in London.

Ms Boswell said: "This award is one for the team – it's for every one of my colleagues in East Coast who has helped to transform our business over the last five years.

"I'm absolutely thrilled to have won this award, and we're all really so proud of what we've been able to achieve together to turn around this jewel in the crown of Britain's railways."

Anna Matthews, CEO Delta Rail

Anna joined DeltaRail in January 2007 as CEO, after a 13 year career with Invensys PLC in a variety of senior roles. She has led innovative market leading IT and service companies in the utilities sector as well as companies involved in the design and manufacture of high-value products. Anna is passionate about bringing together railway and digital age skills to deliver a consumer centric railway and has authored a number of articles in the national press on improving the railway. She loves new technology, gadgets and cars and relaxes with Pilates.



Baroness Kramer of Richmond Park, Minister for Transport

Susan Kramer is a Londoner, born in 1950 in Holborn and educated at St Paul's Girls' School and at St Hilda's College, Oxford where she read PPE. Susan was a Beilby Scholar and was President of the Oxford Union in Trinity Term 1971. She obtained an MBA in 1981 from the University of Illinois, USA.

From 1973 to 1993 Susan lived in the USA primarily in Springfield, Illinois and Chicago, Illinois. She began her career in banking in 1982 at Continental Illinois Bank. She was a Vice-President at Citicorp in Chicago. After returning to the UK, Susan and her husband set up Future Water International which constructed a waste-water treatment scheme in rural Hungary and Infrastructure Capital Partners which advised on infrastructure finance in Central and Eastern Europe.

In 2000 Susan was the Liberal Democrat candidate for Mayor of London. In 2005 she was elected as MP for Richmond Park. She was a member of the Treasury Select Committee, spokesperson for International Development, then Trade & Industry, next Transport, followed by the Duchy of Lancaster and lastly for Heathrow. Susan was introduced into the House of Lords in 2011.

Susan remains the patron of a number of charities including the Suzy Lamplugh Trust, Home Start, the Three Wings Trust and the Environment Trust.



Speaker Profiles



Stefanie Browne is a News & Features Writer for RAIL magazine, Britain's market-leading modern rail industry publication. She has worked for the magazine for nearly eight years, previously as Assistant Awards Director for the National Rail Awards and, prior to that, as Production Manager for RAIL. Since becoming a writer, Stefanie has written on a wide variety of industry subjects, from the history of the Tube through to European legislation for new locomotives.



Jenni Borg, Head of Smart & Integrated Ticketing at Department for Transport UNABLE TO ATTEND

Since August 2010 Jenni Borg has led a dedicated team in the Department for Transport, tasked with focusing the Department's efforts to realise the benefits that smart and integrated ticketing can bring to transport in the UK. Jenni specialises in technology-enabled business change and the intersection between policy and programme delivery, with experience including setting the Department's e-government strategy and helping establish TransportDirect and setting up a global transport knowledge network. She has worked in both the UK civil service and in the private sector, where she worked as management and technology consultant, advising on a number of topics including the outline business case for smart ticketing. She has extensive experience of the transport industry and of smart and integrated ticketing and is currently developing the UK's strategic approach, drawing from lessons learnt in the UK and internationally, feeding into a major review of fares and ticketing in the UK rail sector



Fiona Dolman, Head of Capacity Planning at Network Rail UNABLE TO ATTEND

An MBA educated, customer focused and respected leader in the rail industry. My career to date has been diverse, ranging from operational station management to enterprise level business change delivery.

In this role is accountable for all access planning and timetabling requirements for UK rail

- Leading the industry in the development of best practice and innovative approaches to capacity allocation and management.
- Working with my customers to set the vision and strategy for the industry planning community, including a direct team of 400 staff, driving accountability and responsibility for delivery to the right levels within the team.
- £20m opex budget responsibility, £45m investment responsibility for technology, decision support tools and capability improvement

Speaker Profiles



Ian Brown CBE FCILT, retired as Managing Director London Rail in October 2010 having been responsible for a range of rail projects including Docklands Light Railway development and extensions, the London Overground and Crossrail sponsorship.

Following retirement Ian joined the Board of Crossrail as a Non Executive Director and also Abellio Greater Anglia train operating company. Following completion of his Crossrail contract at the end of September 2014, he transferred to the Airports Commission as expert advisor on surface access.

He is a Vice President of Railfuture, elected to the Board at the last AGM and Railfuture's Director of Policy.



Trevor Birch, is the Strategic Programme Manager, within the DfT, for the South East Future Ticketing (SEFT) Programme, their biggest rail programme. He works on the top level strategy and stakeholder communications.

Apologies for late changes to the programme due to personal reasons. We have sought replacement speakers and an alternative topic/speaker where necessary. Railfuture wish to thank all speakers and especially those who have stepped in at the 11th hour.

Future Railfuture Conferences www.railfuture.org.uk/conferences

16/05/2015 Railfuture AGM, Blackpool—hosted by Railfuture North West Branch (free to members, lunch if required has to be booked in advance). Speakers for morning sessions being sought.

20/06/2015 Summer Conference, Newark—Jointly hosted by East Midlands and Lincolnshire Branches

10:45 to 17:00

Speakers : David Horne, MD East Midlands Trains, Roger Blaney, Chairman Newark and East Sherwood District Council, Steve Barber, Broxtow Borough Council (talking about NET2 Nottingham Tramway, Representative from Great Central Railway (talking about reunification project at Loughborough).

Additional speakers being sought, programmes subject to change

Some printed copies of the conference evaluation form are available,
It is also available for completion online on the Railfuture web site.

<http://www.railfuture.org.uk/Conference+feedback>

We welcome your comments in helping us to plan future events.