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Our Vision and Values

To be the most loved, progressive and responsible way to travel, for generations to come

WE PUT  HEART INTO EVERYONE'S JOURNEY



ALWAYS
CARE



BE
BOLD



BRING
PASSION



OWN
IT

Our Priorities and



What we will do

Our priorities

What we are doing to deliver our vision.



Safety & performance



Game changers



Financial sustainability



Legendary customer experience



Our people



Responsible business & partnerships

Train Protection
Consistency
Delay reduction
Legacy restrictions

Asset
renewal

Smart ticketing
Phone catering
Tailored offers
Connectivity

Training
Engagement
Involvement
Communication

Reduced
energy
Industry co-
operation

What does the future look like?

LNER



35%

of people for whom rail is an option
are **being put off travelling by train**
because they find it difficult to find
the right fare

Source: RDG

Fares reform
No paper tickets
Better information
Personalised experience

Not just a signaling system

A photograph of a train driver from a side profile, seated in a modern train cab. The driver is wearing a blue patterned suit jacket and is looking forward at a large digital display showing a simulated railway track ahead. The cab's dashboard is filled with various controls, including multiple touchscreens, analog gauges, and numerous colored buttons (yellow, red, blue, green). One screen displays a speedometer and other vehicle data, while another shows a route map with the station name 'Peterborough' and the number '9'. The driver's right hand is resting on a control lever. The overall lighting is dim, with the primary light source being the screens and the ambient light from the cab's interior.

Traffic Management System, Connected Driver Advisory System

Digital Programme Challenges for LNER



- Building the excitement & communications
- Kings Cross remodelling, new timetables
- Getting to grips with the technology and building trust – re-writing operational rules, needing a growth mindset and planning for operating in degraded modes
- Understanding systems interfaces, ironing out problems and focus on the basic user interface
- Safety validation and approvals
- Switching in/out of ETCS controlled areas
- Systems interface – TMS & C-DAS
- Azuma fleet software updates and testing
- Software interface engineering – systems and organisational compatibility
- Training programme – 1000s to be trained
- Coping with the impact of COVID-19

Lessons from our Successful Azuma Introduction **LNER**



- Engaging the team – Azuma Pioneers
- Whole company project
- Complex systems integration – train, signalling, infrastructure
- Systems engineering – Auto Power Changeover
- Traincrew – recruitment, training plans, union engagement
- Practice – rehearsal trains, simulations
- Growing relationships with suppliers
- Making sure its right before using it
- Adapting to emerging needs
- Engineering out risk
- Separating commercial from operations
- Growing dependability of the system
- Shared experience

Digital railway challenge – less touchy-feely

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service you can rely on...

...Welcome to the
next generation
railway.



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networkrail.co.uk/nextgeneration

JCDecaux

Questions?