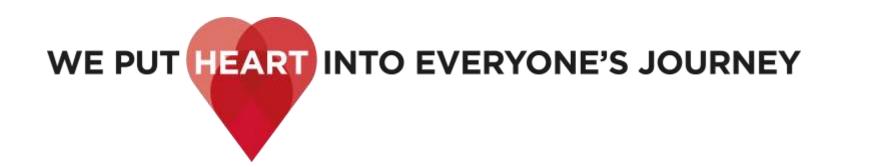


## LNER

### **Our Vision and Values**

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





# Our Priorities and State PROGRAMME



What we will do

#### Our priorities

What we are doing to deliver our vision.





Safety & performance



Financial sustainability



Legendary customer experience



Our people

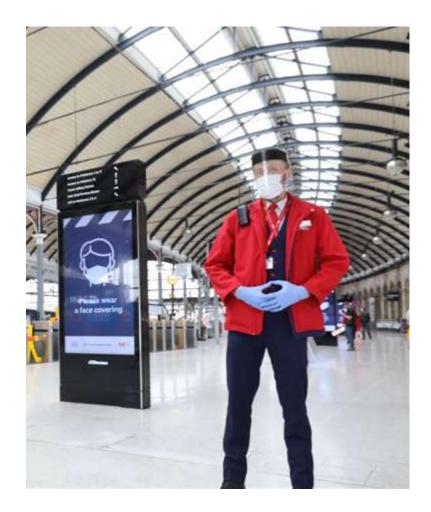


Responsible business & partnerships



#### What does the future look like?









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

Traffic Management System, Connected Driver Advisory System

#### **Digital Programme Challenges for LNER**



Building the excitement & communications

LNER

- 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

