

A high-speed train, specifically an Azuma model, is shown in profile, moving from left to right. It features a white base color with a prominent red and orange livery. The word 'LNER' is visible on the side, along with 'DARLINGTON' in large, stylized letters. Below that, it says 'Driving innovation for 200 years' and 'AZUMA'. The train is passing a brick building with a chimney. The foreground is a field of tall, dry grass. A red line, possibly a railway track or a graphic element, runs across the top of the image.

LNER

LONDON NORTH EASTERN RAILWAY

LNER

DARLINGTON

Driving innovation for 200 years

AZUMA

801 207

On Track

Issue 13 • Spring 2025

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LNER unveils
'Darlington' livery
as it celebrates 200
years of the railway

LNER is 'accelerating
action' by encouraging
women to consider
becoming train drivers

Celebrating the
journey: How LNER
apprenticeships have
led to new careers

Welcome to the thirteenth LNER: On Track customer report, providing an update on how we're performing, our latest news and what is coming down the line.

LNER unveils 'Darlington' livery as it celebrates 200 years of the railway

In January, LNER kicked off a year of celebrations by unveiling 'Darlington', a commemorative livery on one of its Azuma trains to mark 200 years since the first passenger journey on the world-famous Stockton & Darlington Railway (S&DR).

Included on the striking livery is Locomotion No.1, the first locomotive to haul passengers on the S&DR, the first edition of the Northern Echo, published in Darlington and the UK's first truly national newspaper, Hopetown, the Darlington railway museum located on the grounds of the former S&DR works; capped off with an LNER Azuma train and the design of the new entrance to the station.

In a special event at Darlington station, the livery was unveiled with help from Voices of Darlington Choir and Durham singer-songwriter Sam Slatcher.

David Horne, Managing Director at LNER, said: "This is an exciting year for the rail industry as we mark the bicentenary of the mammoth impact from the first passenger journey on the Stockton & Darlington Railway.

"LNER is delighted to play its own part in celebrating this huge milestone by dedicating the livery of one of our Azuma trains to the town of Darlington, its history and heritage."

The S&DR Rail Heritage Partnership Chair, Reuben Kench said:

"I'm thrilled that this new livery will be seen by thousands of people as the train passes through many destinations along the LNER East Coast route, including Darlington."



LNER is 'accelerating action' by encouraging women to consider becoming train drivers

To mark International Women's Day and to encourage applications from future drivers, LNER shared a short film featuring five women talking about life behind the controls of a 430-tonne, 938 brake horsepower Azuma train.

Jess, Alex and Emma who are based at Newcastle-upon-Tyne, and Rezwana and Bianca who work out of London King's Cross told their stories, discussed their route into driving and what they love most about the job.

At LNER women are leading the way from start to finish - from driver selection, to training and development, and managing driver teams. Over the last two years, the number of women on driver training courses has increase from 21 per cent to 33 per cent.

Ashleigh Carroll-Dickson, who leads driver recruitment for LNER, said:

"Even though we've seen a change in attitudes towards gender equity, there's still a perception that only men drive trains, which isn't case at LNER. We now have 71 women drivers behind the controls of our state-of-the-art Azuma fleet and we're keen to recruit more."

Newcastle based driver Emma, who features in the film, said: "I get a huge buzz as I walk towards an Azuma train and think 'I can drive this. This is my office.' And what an office! A constantly changing picture outside of your window as you travel alongside a beautiful coastline, through green countryside and into the iconic King's Cross. Add to that the satisfaction of knowing you are safely getting people to important meetings, family reunions, well-earned holidays, it's a fantastic job."

London King's Cross based driver Rezwana, said: "When I tell people I drive trains, the immediate response is 'Oh wow!' I'm so lucky because when I'm driving, it doesn't feel like work, I love what I do."

To watch the film visit our YouTube video [here](#).



Tech start-ups showcase innovative solutions to the rail industry

In December 2024, nine technology start-ups shared innovative ideas with rail experts at Future Labs EXPO.

Hosted by Lara Lewington, the audience heard about cutting-edge solutions like capturing energy created by passing trains, to technology that could potentially predict delays.

Selected from nearly 500 applicants, the nine finalists received unique insight from experts from LNER, Southeastern, Northern and TransPennine Express. Over an intensive 12-week programme, the start-ups designed, tested and developed ideas to enhance customer experience, improve performance and operational excellence and develop people and talent.



Richard Harrison, Chief Financial Officer of DFTO, said: "Future Labs is a great example of how operators are working together to drive forward innovation to improve performance and provide a better experience for customers."

"Our railways play a vital role in supporting the UK's economy. I'm delighted at the support given to the nine start-up firms and I've been inspired by the solutions delivered through the Future Labs programme."

LNER tackles loneliness with Furry Friend Funding



A North East based dog befriending charity which works to reduce loneliness and social isolation for older dog-lovers who are no longer able to care for their own dog has received valuable funding from the LNER Customer and Community Investment Fund.

Wag & Company currently has approximately 370 volunteers and dogs who make home visits to elderly people. The LNER funding means the charity will be able to recruit another 40 volunteer owners and their dogs to carry out more weekly visits.

The positive impact of a Wag visit can be seen in a **heartwarming short film** released by LNER, which shows 91-year-old Gladys receiving a visit from her four-legged pal Jasper and volunteer Helen.

Diane Morton, Founder and Chair of Wag & Company, said: "Many elderly people experience loneliness, and many miss the companionship of a dog, so the chance to chat with a volunteer and cuddle a furry friend is something to look forward to. The funding from LNER allows us to recruit more volunteers and their dogs and reach more people, preventing social isolation."

LNER Customer and Community Manager, Rachael Wilson, said: "The work Wag & Company do to keep older people connected is so important. For those who can no longer care for a canine companion, weekly Wag visits are a real highlight. LNER is proud to fund the recruitment of 40 new volunteers and their dogs to brighten more people's days."



LNER welcomes in 2025; A year of celebration, collaboration and transformation

2025 is the 200th anniversary of the modern railway and LNER will be marking the year with a number of special events designed to celebrate and inspire customers, communities, and the next generation.

LNER will also be building up to a once in a generation timetable uplift that will bring more services and faster journeys.

From December 2025 LNER will offer an extra 37 services each weekday, as well as an increase in services over weekends, providing six million more seats every year. Services between Newcastle and London King's Cross will also increase from two trains to three trains per hour, with the new timetable unlocking faster journey times between Edinburgh and London King's Cross.

This year, LNER will also be supporting S&DR200, a remarkable nine-month international festival taking place across County Durham and Tees Valley throughout 2025.

The festival celebrates the 200th anniversary of the first groundbreaking journey on the Stockton and Darlington

Railway (S&DR), a landmark moment in history that paved the way for modern rail transport.

David Horne, Managing Director at LNER, said: "We have some exciting plans to mark two hundred years of the modern railway and we're looking forward to supporting the celebrations, and to welcoming even more customers as our new, transformational timetable is introduced in December 2025."

Niccy Hallifax, S&DR200 Festival Director, said: "The first journey on the Stockton & Darlington Railway, in 1825, represents the birth of modern railways. We're delighted to be partnering with LNER to bring to life an amazing collection of events to mark these past 200 years of rail travel."





Celebrating the Journey: How LNER Apprenticeships have led to new careers

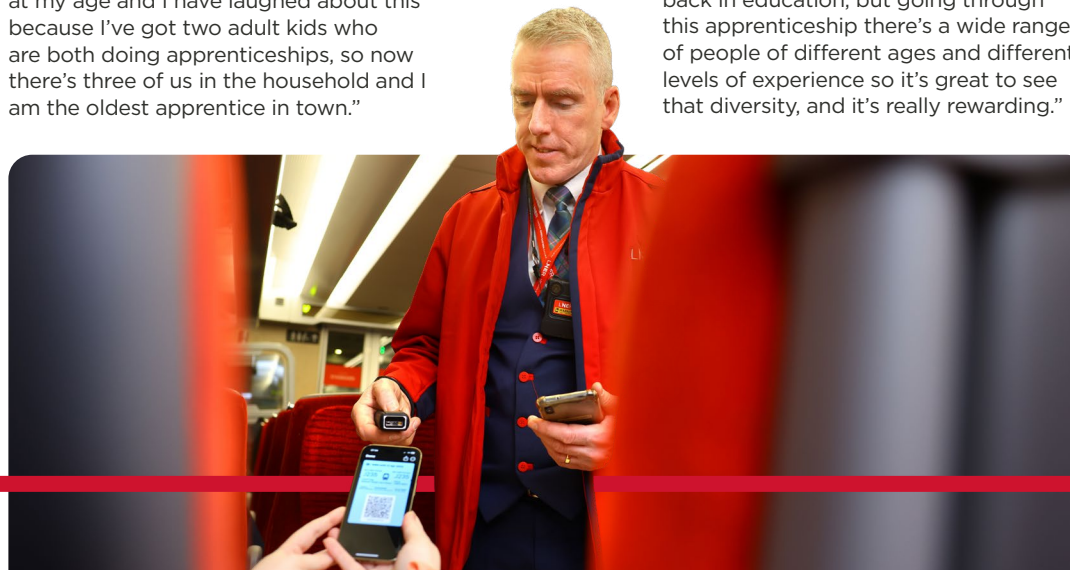
To mark National Apprenticeship Week, LNER shared the stories of three apprentices to showcase the opportunities that apprenticeships can offer.

Their stories are shared in a special short film which highlights some of the apprenticeship opportunities in the rail industry.

More than one hundred apprentices are learning and working across its 956-mile route in roles that include keeping customers safe, driving trains and developing technology.

Aleena Phull, a former makeup artist – turned - Apprentice Train Driver, joined LNER in a search for stability after being self-employed. Aleena said: “I found my way through working on the ticket gates, to dispatching trains, and eventually I wanted to push myself to do something else. I definitely recommend an apprenticeship. LNER makes sure you are well prepared. I’ll head out on my first solo drive in October once I qualify and I’m very excited.”

Phil Banks worked as a Police Officer for 26 years before he decided it was time to explore something new, turning his attention from the streets of the North East to train aisles across the country. Apprentice Train Manager, Phil, said: “It is a bit unusual being an apprentice at my age and I have laughed about this because I’ve got two adult kids who are both doing apprenticeships, so now there’s three of us in the household and I am the oldest apprentice in town.”



Phil’s role as an Apprentice Train Manager takes him up and down the East Coast Mainline overseeing onboard services to ensure customers have a safe and enjoyable journey. This often involves skills from his previous role: “There are lots of transferable skills from the police, being able to speak to people is one of the main ones. I love being out and about mingling with people, I know it’s on a train going backwards and forwards, but I meet new people every day.”

Libby Whitehorn started helping customers on social channels but found an apprenticeship in digital after developing an interest in making technology easier for travellers. Libby said: “I’m not a newbie to LNER. I spent two years working in social. I always had an interest in graphics and creating a seamless experience for customers and this apprenticeship is a great opportunity to learn all about this.”

Libby travels across the LNER route to ask customers and colleagues for feedback as she and her colleagues are always looking at new ways of further enhancing customer experience. Libby added: “I never thought I’d see myself back in education, but going through this apprenticeship there’s a wide range of people of different ages and different levels of experience so it’s great to see that diversity, and it’s really rewarding.”



Paula Bullock, People Director at LNER, said: “Apprenticeships at LNER are a unique opportunity for people to develop new skills, progress, and explore a different role or completely new industry, whether that’s in their first year of work or later in their careers. We’re proud to offer a range of apprenticeships across our business and encourage anyone to look at the variety of opportunities we offer.”

Further information about LNER apprenticeships can be found [here](#).

LNER welcomes MOBO stars onboard a special journey to the prestigious awards

As Newcastle prepared to host the MOBO Awards for the first time, LNER welcomed dozens of artists and crew onboard a special service to transport them to the ceremony in style.

One of the most anticipated events in the music industry, the MOBO Awards celebrates the best of Black music and culture from the UK and beyond.

Named after The MOBO Group’s trailblazing founder Kanya King CBE, ‘The Kanya King Express’ saw some of the biggest names in music warm up for the awards with a First Class LNER Dine experience and an extra-special in-carriage DJ set.

David Flesher, Commercial Director at LNER, said: “LNER is proud to be the Official Travel Partner of the 2025 MOBO Awards. It is brilliant to see the awards, a highlight of the music calendar, come to Newcastle for the first time. The MOBO Awards is an opportunity for us to celebrate not only incredible music and

culture, but also the diverse customers and communities which we serve”



Kanya King CBE, Founder and CEO of the MOBO Group, said: “I want to thank LNER for making me feel like a pop star! When I heard about ‘The Flying Swiftie’ celebrating Taylor Swift’s first UK gig in Edinburgh, I never imagined I’d have a train named in my honour too. This truly symbolises the journey of MOBO—breaking barriers, celebrating culture, and making history as we celebrate the 30th anniversary of The MOBO Group in 2026.”



The news in brief

LNER proud to receive White Ribbon accreditation

LNER has been awarded White Ribbon accreditation in recognition of its pledge to prevent violence against women and girls by encouraging allyship from men and boys. LNER will develop a three-year plan to educate, influence and change behaviours within its workforce and the wider community.

New family lounge at York Station

LNER has opened a new Family Lounge at York station, reinforcing its commitment to making rail travel more attractive to family travellers. Located on the main concourse, the vibrant area features a children’s play area based on York’s historic walls and plenty of space for parents and carers to sit back and relax.

LNER performance in numbers

October - March (Period 7 - 12 24/25)

Mean Average Train Cancellations (% of all journeys)	P7-12 23/24	P7-12 24/25
Responsibility	Part Journey / Full Journey	Part journey / Full Journey
LNER	0.88/1.23	0.46/0.72
Network Rail	2.75/4.02	1.43/1.81
	P7-12 23/24	P7-12 24/25
Trains arriving on time at each station stop	55.8%	55.8%
Trains arriving within 3 minutes of planned time at each stop	72.6%	73.1%
Trains arriving within 15 minutes of planned time at each stop	94.2%	94%
Trains cancelled	3.1%	2.8%
	P7-12 23/24	P7-12 24/25
Mean average trains entering into service (coach missing)	0.21775	0.05435
Average planned number of services per week	989	1080
Average number of miles our trains cover per week	242,392	270,692
	P7-12 23/24	P7-12 24/25
Customer Complaints Handling		
Total number of complaints received	12,151	11,825
Total number of complaints closed	11,013	11,074
Complaints responded to within 20 working days	94.80%	97.16%
	P7-12 23/24	P7-12 24/25
No. of faults notified to LNER		
Station faults		
Ticket buying facilities	4	13
Information provision	272	295
General environment	10	0
Train faults		
Toilets	84	127
Seats	33	36
Wi-Fi	33	8
Power sockets	17	102
General environment	100	138
Average time taken to resolve the fault	3.80 days	3.48 days
	P7-12 23/24	P7-12 24/25
Where fault is not resolved in 20 days:		
Provided with a progress update within 20 working days	99%	99%
Provided with a progress update within 30 working days	99%	99%
	P7-12 23/24	P7-12 24/25
Adherence to Scheduled Ticket Office Hours	97.30%*	97.44%*
	P7-12 23/24	P7-12 24/25
Passenger Assistance		
Total number of bookings	114,125	131,148
Total number of bookings fulfilled	108,426	126,458
Total number of bookings not fulfilled**	5,699	4,690

*actual minutes open vs total scheduled minutes
**number includes rearranged bookings and bookings cancelled with and without notification



If you have anything to share, we'd genuinely love to hear from you.

Email us: Customers@LNER.co.uk

Published by London North Eastern Railway.
Registered in England No. 04659712.
Registered Office: London North Eastern Railway,
West Offices, Station Rise, York YO1 6GA

March 2025. Details correct at time of publishing.

