

Forward Facing CCTV for CrossCountry



Highlights

- Train fleet of 91 trains consisting of 182 systems across three train types
- Installation and development of three bespoke designs including HD IP cameras and video recorder assemblies
- System provides live and downloaded images to multi-stakeholder control rooms

Customer requirements

In order to increase efficiency for the retrieval of footage and review of incidents, CrossCountry Trains requested Forward Facing and rear facing CCTV systems (FFCCTV) to be installed in the driver's cabs of their entire train fleet with associated infrastructure and maintenance.

Solution and technology

21st Century designed three separate forward facing CCTV systems enabling the operator to remotely view live and download recorded CCTV footage (on demand) of the train driver's perspective. This technology was installed to be used by multiple stakeholders at the same time, with downloaded footage held securely encrypted in the cloud and accessible only by those with the requisite viewing software.

The ability to view live and remotely download the footage allows reviewers to quickly and efficiently pinpoint the cause of any incident, meaning operators can resume services quicker than they would be able to if Hard Drives had to be manually retrieved.

Along with CrossCountry this system is widely installed within the Network Rail and British Transport Police control rooms to assist with incident investigation. Within days of installation reductions of daily operational rail delays were visible. It enabled many forms of rail infrastructure monitoring of the largest UK railway route from Scotland to Cornwall.

CrossCountry Trains operates the most extensive train network in the UK. Stretching from Aberdeen in the North East to Penzance in the South West, and from Stansted to Cardiff, it covers around 1,500 miles and calls at over 100 stations.

“Our investment in this technology underpins our commitment to the safety and security of our customers. These cameras will be invaluable in helping us understand any operational problems the driver experiences and in pursuing convictions against anyone seen committing crimes or trespassing on the railway”

*Philip Brown
Head of Procurement
CrossCountry*

