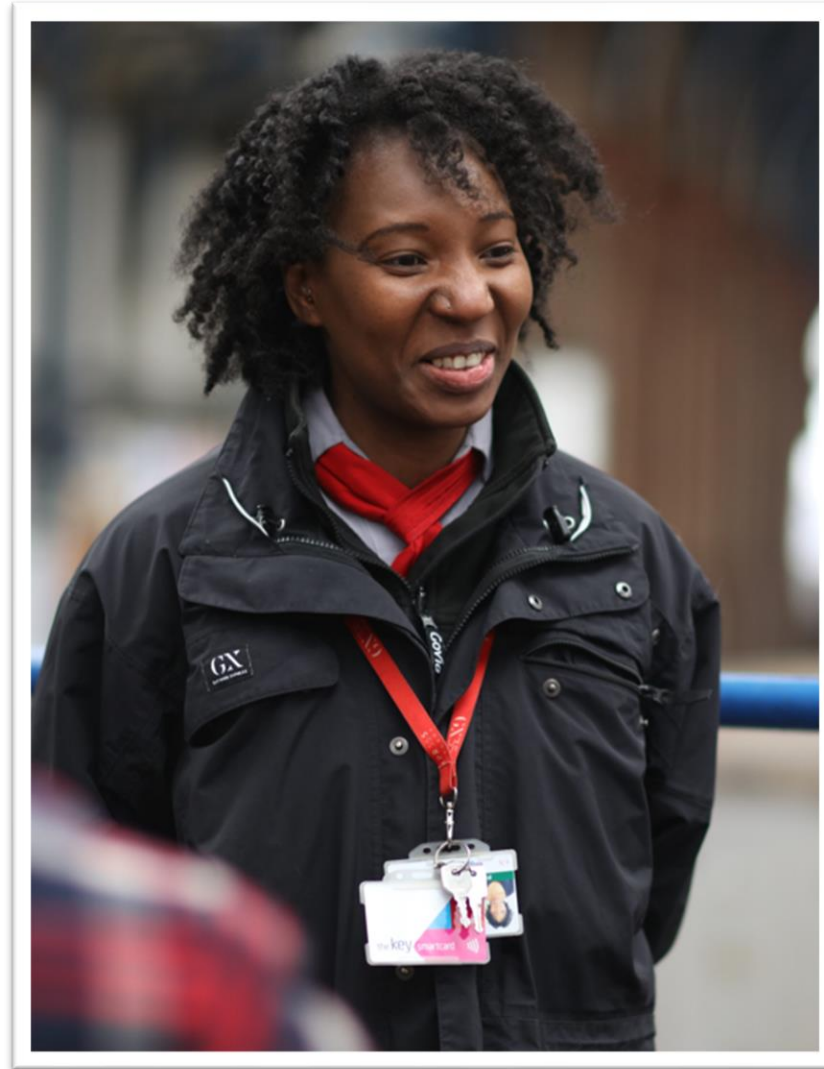


GTR We're with you

GATCOM

Angie Doll
Chief Operating Officer
28th April

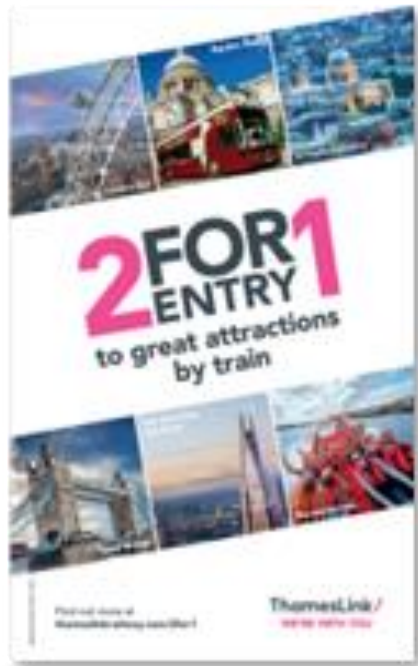


GTR We're with you

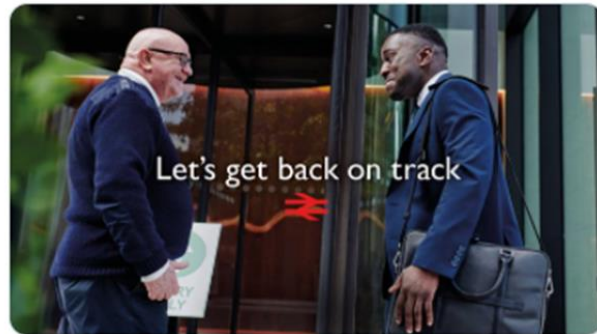


The contract

In 2022, the first element is about recovery as we emerge from Covid



Rail Delivery Group @RailDeliveryGrp · Mar 14
Nothing connects us to the people, places and things that we love like rail. Where are you taking the train to next? #LetsGetBackOnTrack



2

2 Key Principles:

Collaboration is a fundamental principle that underpins our way of working

Flexibility as we continue to adapt to changing requirements and customer needs post pandemic

Key areas of work

Timetables and performance

GTR recognises a **safe on-time, reliable train service** is the most significant driver of **customer satisfaction** and is critical in attracting customers back to the railway

Customers and Communities

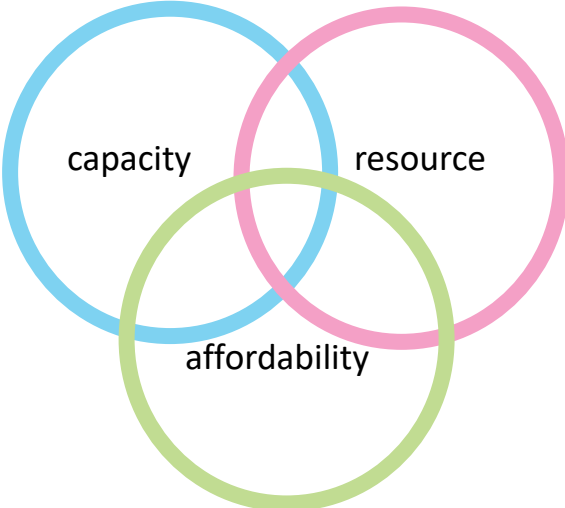
Our customer experience will support **our initiatives to welcome back customers, attract new passengers and reach out to support the communities we serve**

Key areas of focus

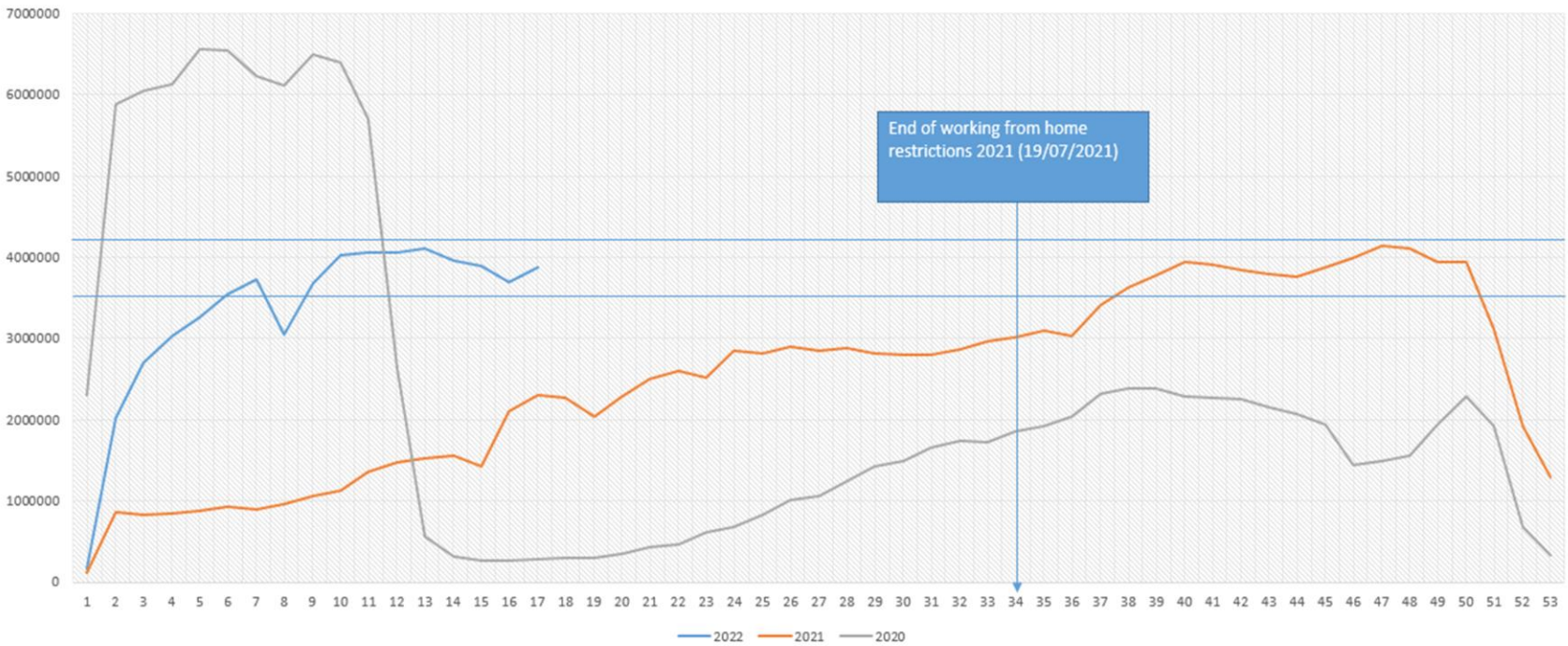
Bringing people together,
rebuilding local economies



Our service offer



GTR weekly passenger numbers – to W/C 25/04/2022



Rail funding

Source: ORR Rail Industry Finance Report 2019-2020 & 2020-2021

Figure 3.01: Rail industry income by source, UK, 2019-20 (Table 7210)

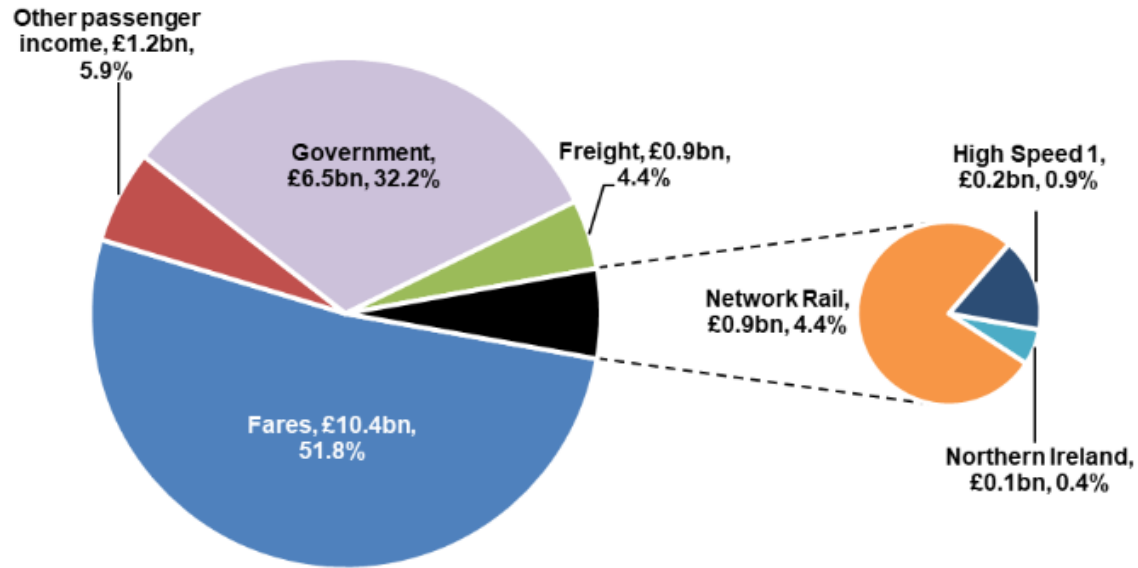
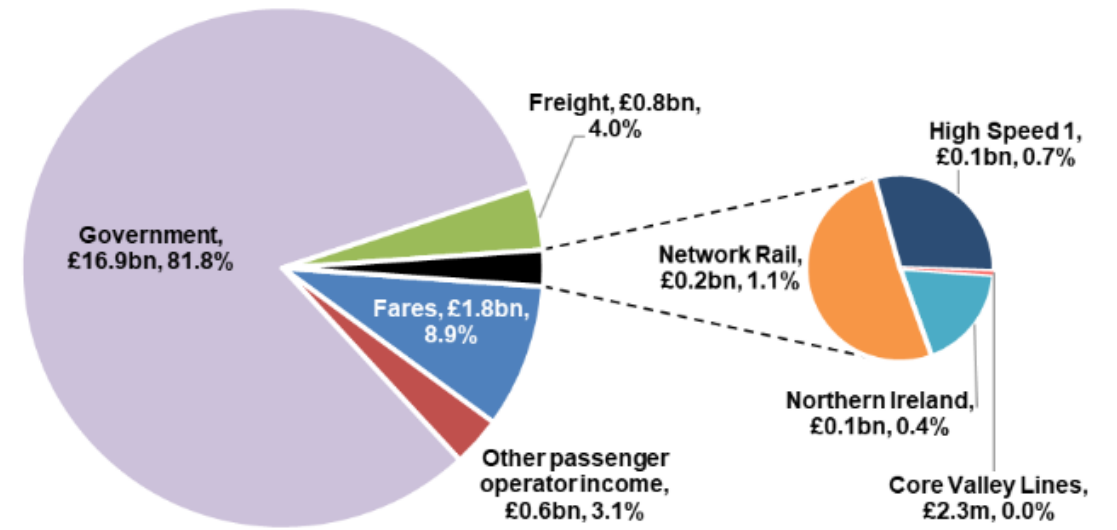


Figure 2.01: Rail industry income by source, UK, 2020-21 (Table 7210)



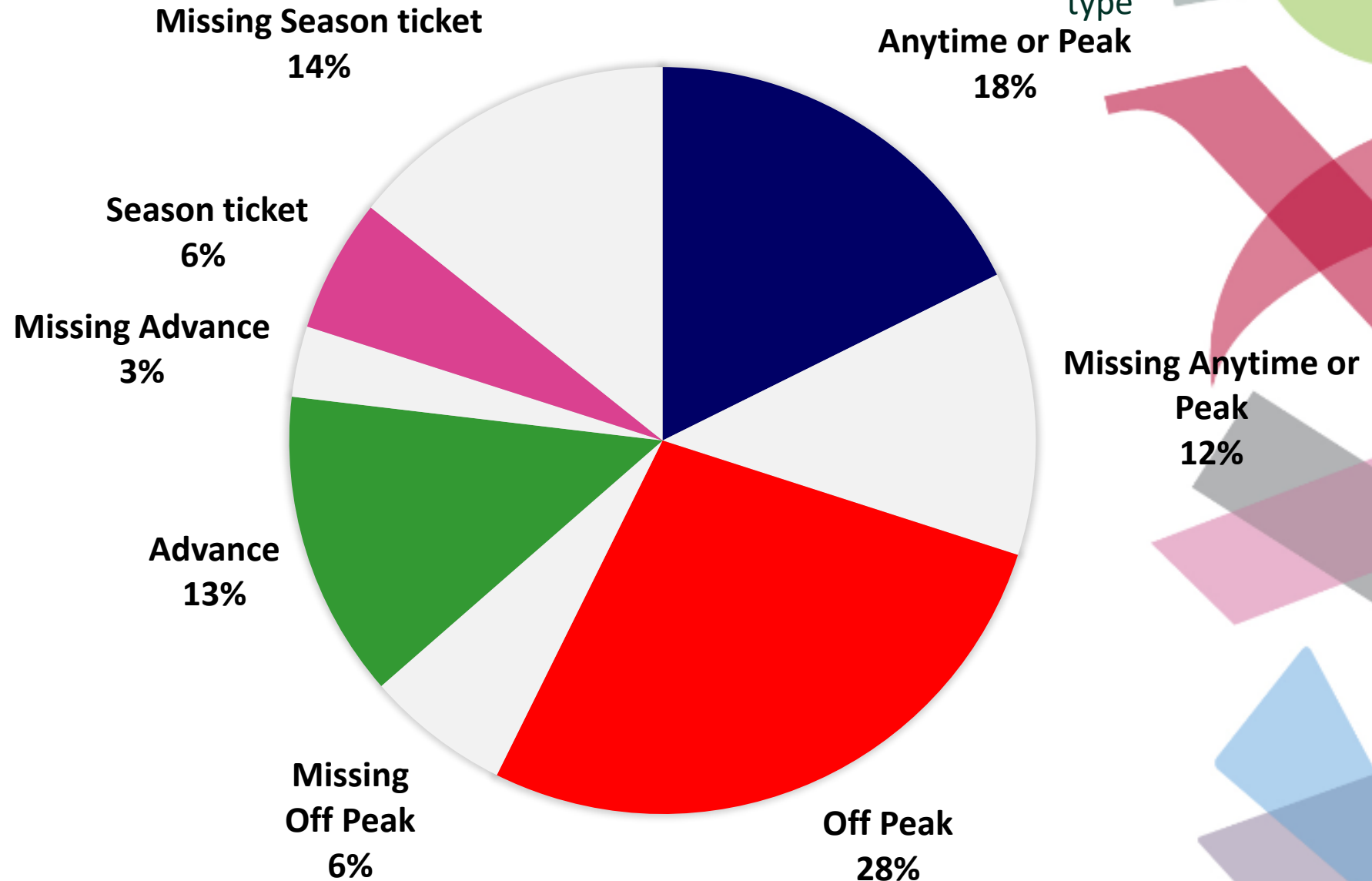
National revenue recovery (Oct-Dec 2021)

Source: ORR Table 1212 – Passenger revenue by ticket type

Average passenger demand = 65% pre-covid

Revenue recovery = 60% of pre-covid

£1,696bn revenue
£1,128bn missing v pre-covid



A safe, on-time railway fit for the future



Gatwick Express return



Gatwick Airport LGW @Gatwick_Airport - Mar 16
From Sunday 3 April, @GatwickExpress resume non-stop trains from Gatwick Airport to London Victoria

gatwk.uk/3wdOFDq



Gatwick Express @GatwickExpress - Apr 6
"We're so pleased that Gatwick Express is back this week, offering a non-stop service between Gatwick and London Victoria, and helping to support the recovery of the airport," Stephen MacCallaugh, General Manager of Gatwick Express.

#RailwayHeroes #RailwayFamily



Wendy Morton MP
@morton_wendy

As we reopen air travel and continue to #BuildBackBetter, train operators are stepping in to support and it's fantastic to hear @GatwickExpress will be resuming its non-stop, seven day a week service next month

Business Traveller

FORUM NEWS COMPETITIONS SUBSCR

News

Gatwick Express to resume services

16 Mar 2022 by Hannah Brandler



Gatwick Express will restart its nonstop service from London Victoria next month to "support the recovery of Gatwick airport and the South East economy".

Rebuilding our customer base

Aim to grow passenger numbers so our regional economies flourish once again, and the rail sector is sustainable



Go from Platform 5 to 35,000 feet

A pink instant camera with a photo of a train emerging from its lens. The camera has a 'T/' logo on the bottom right.

Gatwick and Luton airports are just a train away with Thameslink.

Book now at thameslinkrailway.com

ThamesLink/
WE'RE WITH YOU

A person in a dark jacket and shorts pulling a silver suitcase, holding a blue and white checkered flag. The person is walking on a light blue surface.

Gatwick Express yourself

Do your thing from London Victoria to Gatwick Airport with direct train services that are a little more you.

Book direct and save 10% at GatwickExpress.com

GN
GATWICK EXPRESS
WE'RE WITH YOU

Not bored in traffic

A pink cup of coffee on a saucer, with a 'T/' logo on the cup.

Book now

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WE'RE WITH YOU