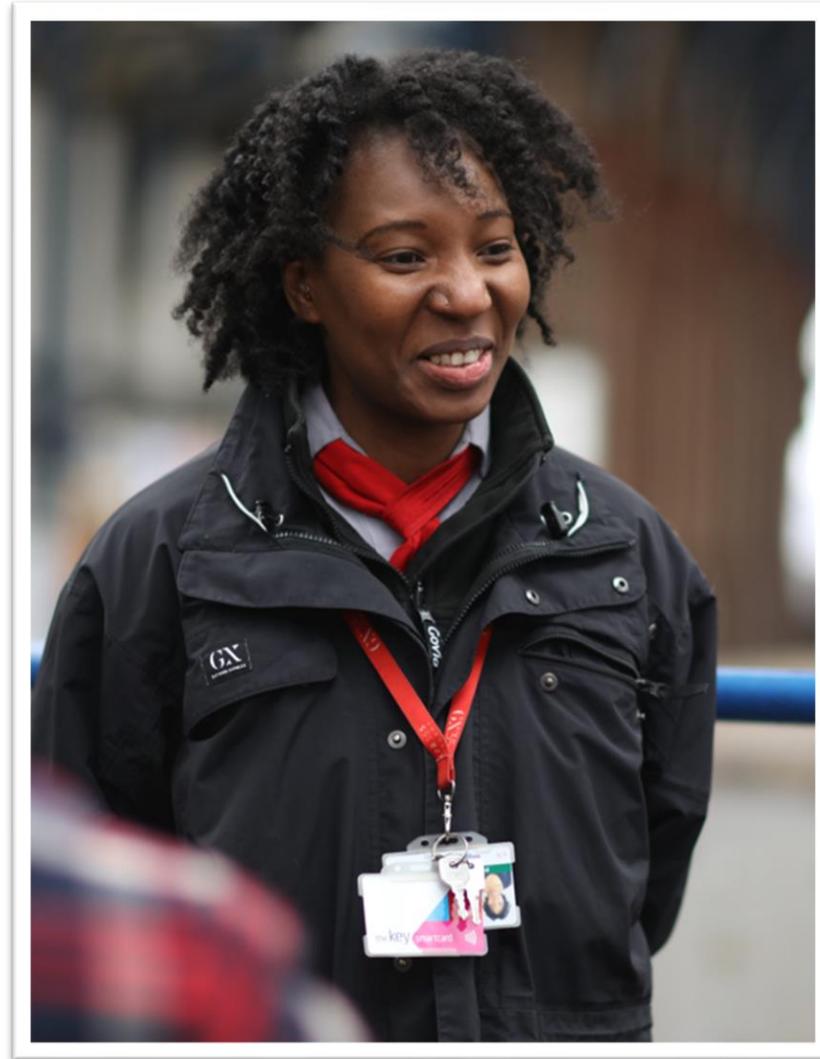


**GTR** We're with you

## **GATCOM**

Angie Doll  
Chief Operating Officer  
28th April

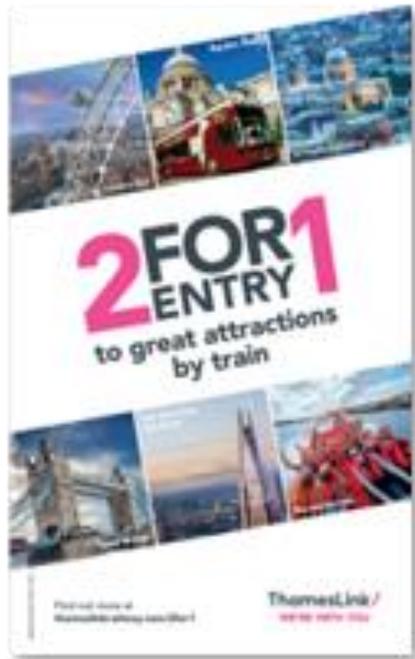


**GTR** We're with you

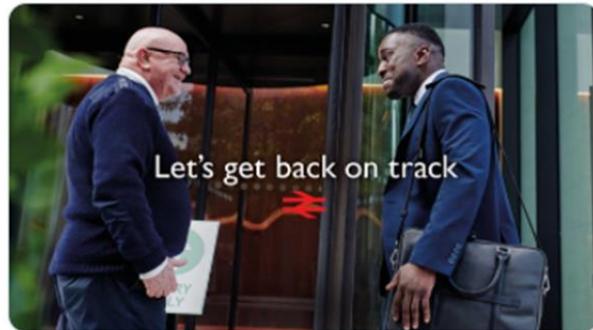


# The contract

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

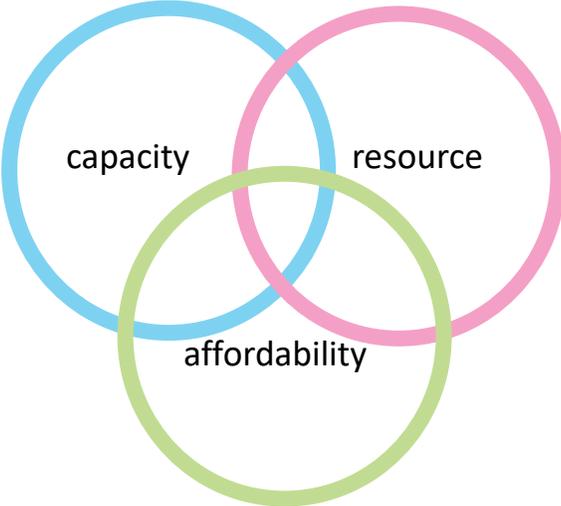
Our customer experience will support **our initiatives to welcome back customers, attract new passengers and reach out to support the communities we serve**

# 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)

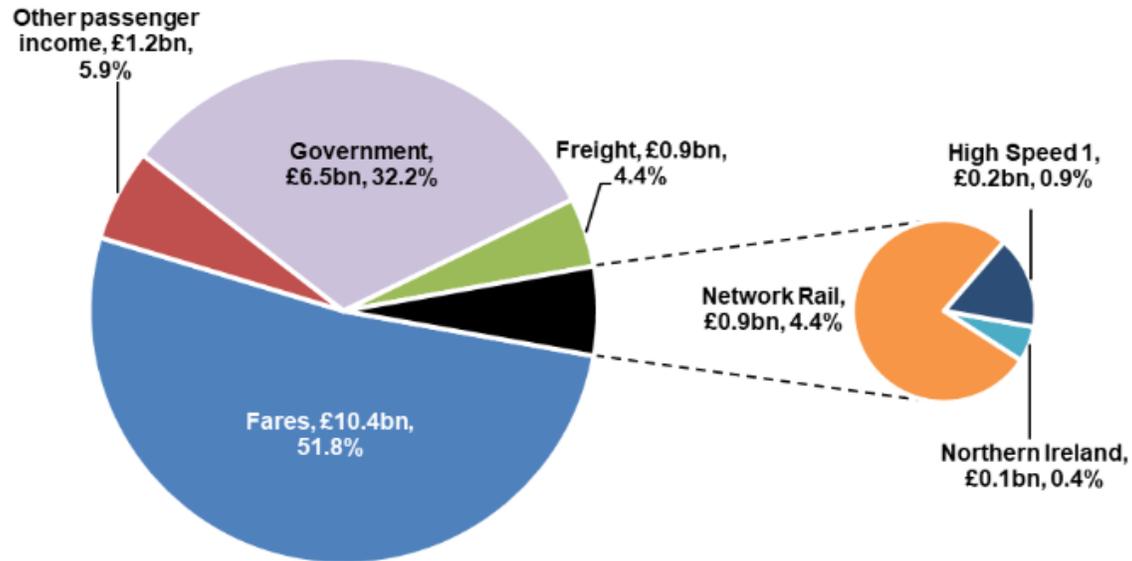
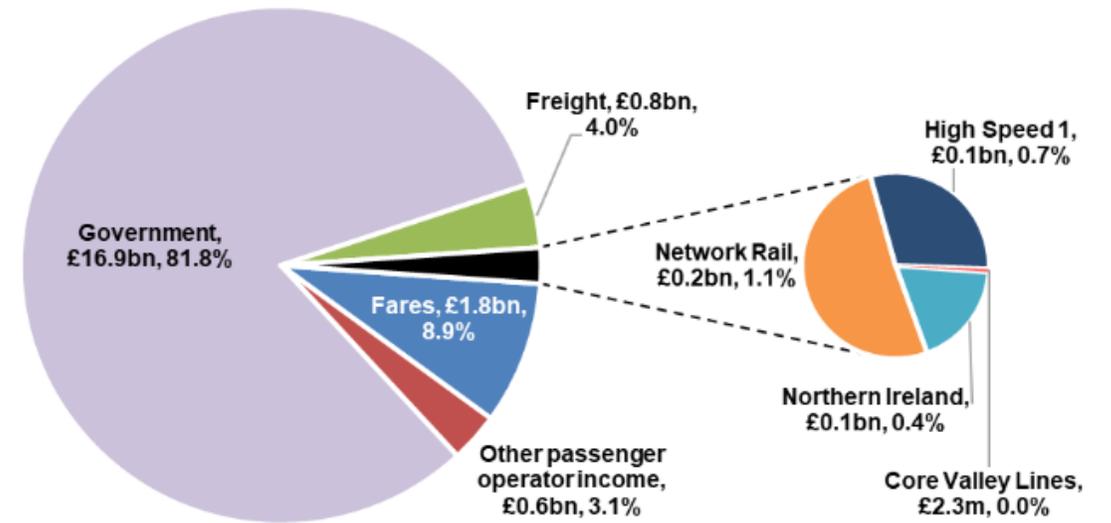


Figure 2.01: Rail industry income by source, UK, 2020-21 (Table 7210)



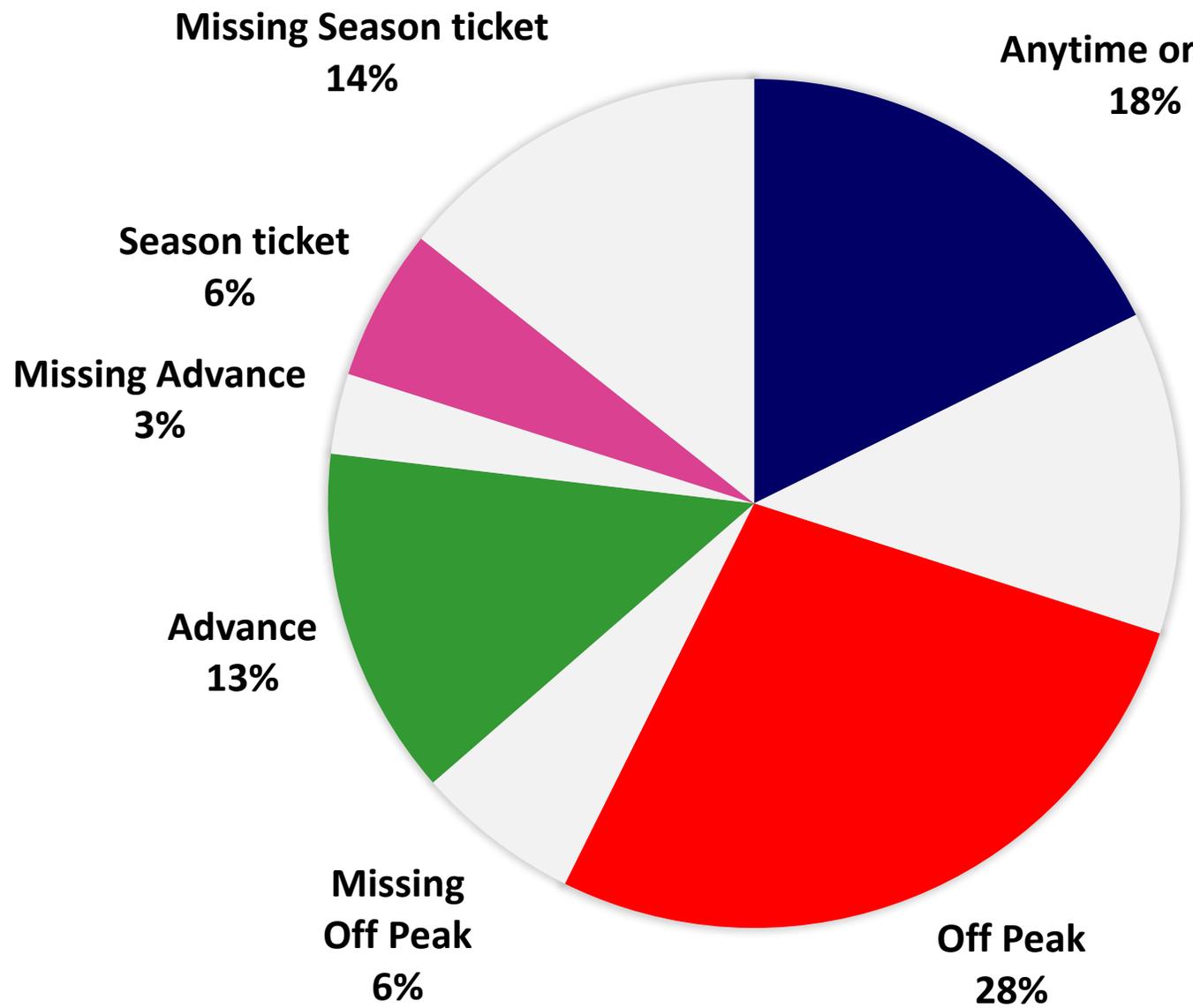
# National revenue recovery (Oct-Dec 2021)

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

An advertisement for ThamesLink featuring a pink instant camera. The camera is shown with a photo of a train emerging from its lens. Text includes 'Go from Platform 5 to 35,000 feet', 'Gatwick and Luton airports are just a train away with Thameslink.', 'Book now at [thameslinkrailway.com](http://thameslinkrailway.com)', and the ThamesLink logo 'ThamesLink / WE'RE WITH YOU'.An advertisement for Gatwick Express. It features a woman in a dark jacket and blue shorts pulling a silver suitcase, with a blue and white checkered flag flying behind her. Text includes '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](http://GatwickExpress.com)', and the GX logo 'GX GATWICK EXPRESS WE'RE WITH YOU'.

An advertisement for ThamesLink featuring a pink cup of coffee on a saucer. The cup has the 'T/' logo on it. Text includes 'Not bored in traffic', 'Book now', and the ThamesLink logo 'ThamesLink / WE'RE WITH YOU'.