

# Mark Goodall appointed as CrossCountry's Service Delivery Director

April 6, 2022



CrossCountry has announced it has appointed Mark Goodall as service delivery director.

Mark joins from Chiltern Railways, where he undertook the role of Operations Director.

Earlier in his career, he held numerous senior operational roles, including head of alliancing at West Midlands Trains, where he led on building strong relationships with key stakeholders such as Network Rail, West Midlands Rail Executive and Birmingham University.

In its announcement, CrossCountry adds Mark also has significant experience of building reliable and consistent services which put the customer first as well as having worked closely with the trade unions for many years. Mark also has a Master's in Industrial Relations and Employment Law at Keele University.

His appointment marks the business's move to further strengthen its presence as a nationwide operator following the successful introduction of four regional directors in 2020.

With full responsibility for operational strategy, Mark will play a central role in delivering a reliable

timetable for our customers and supporting growth.

On his appointment, Mark said: “CrossCountry is unique in that it spans the length and breadth of Great Britain, connecting dozens of towns and cities on the way. I am looking forward to working with Tom and the wider CrossCountry team to positively change the way our train service is delivered across Great Britain so that we support the country’s economic recovery and exceed customers’ expectations.”

Tom Joyner, managing director at CrossCountry, said: “Mark brings significant operational experience and leadership to CrossCountry, which will be vital as we attract customers back to rail. Our industry and our business are changing and appointments like Mark place us in a strong position to be at the forefront of that positive change.”

Mark will join the business in the early summer.