

Press Release
30 January 2018

Chiltern announces appointment of new Customer Services Director

Chiltern Railways, the Arriva UK Trains company has announced the appointment of Alan Riley as its new Customer Services Director.

Chiltern, which holds a rail franchise until 2021, runs services between London Marylebone and the Midlands, Warwickshire, Oxfordshire and Buckinghamshire including Birmingham Moor Street station, Oxford and a new station built by the company to serve visitors to the shopping destination, Bicester Village.

Alan, who took over the role on an interim basis in May 2017, will be responsible for developing and delivering Chiltern Railways Customer Experience Strategy. He will report to Dave Penney, Chiltern's Managing Director.

Alan joined Chiltern Railways in April 2012 as Head of On-Train Service, and added Head of Stations to his role in 2016. As a leader in the Customer Services team, his achievements have included the ongoing development of the Chiltern Railways Mainline product resulting in significant customer growth and he looks forward to developing the customer service offering in 2018.

Commenting on the appointment Dave Penney, Managing Director for Chiltern Railways said; "Alan is a great asset to the Chiltern family, and I am pleased to welcome him to the executive team. The service we deliver our customers is a critical part of our success, and as we move into 2018 and continue our growth, I know he will be an asset to us in this role."

Mr Riley said; "Chiltern is a fantastic company with a strong track record for innovation and excellent customer service. There are a number of developments in the pipeline for 2018 that support our aim of making journeys easier and simpler. I look forward to ensuring we set the highest standards for customer service and encouraging more people to travel with Chiltern Railways."

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For further media information please contact the Chiltern Railways press office on 020 3856 2226 or press@chilternrailways.co.uk.

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Chiltern Railways is part of the [Arriva group](#), one of the leading providers of passenger transport in Europe. Arriva employs more than 60,000 people and delivers over 2 billion passenger journeys across 14 European countries each year.