

Right Route for Customers Report

October 2024





EASIER
GREENER
BETTER

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Introduction

Welcome to our latest Right Route for Customer's Report, which covers the period between 31 December 2023 and 31 October 2024. Going forward, we will be publishing this report twice a year in October and April.

Since December, we have conveyed 16 million passenger journeys – a 12% increase compared to the same period last year. I am excited to say that we have a large number of station improvement projects taking place with over £20m being invested during this financial year to enhance our customer proposition and more planned for the coming years.

It has been a remarkably busy year so far here at Chiltern Railways. The year's start brought great challenges including two landslips; the first in January in the Bicester area and the other in March near Stoke Mandeville. I am proud of the collaborative, cross-industry response from our teams working alongside Network Rail to make urgent repairs to the track and introduce emergency timetables to keep our customers on the move. To all those customers affected by this disruption, we thank you again for your understanding. As we are now well into autumn, our leaf fall timetable is now in place and we will continue to work closely with Network Rail to ensure we are prepared for the colder weather.

You will have noticed our new Buy Before You Board campaign posters at stations which highlight the importance of everyone paying the right fare to travel. We know that most of our customers do this, however there is still a small percentage who do not, which affects our ability to reinvest in your railway by funding improvements to the network. The good news is that we have already seen a reduction in fare evasion.

Celebrations were in order in March when it was the 125th anniversary of London Marylebone station. We marked this special day with an event at the station attended by key stakeholders including previous employees and the Lord Mayor of Westminster.

Chiltern Railways is the first train operator to take part in the pay as you go with contactless extension, having rolled it out across six of our stations. This means customers can now pay using a contactless card or device from London Marylebone as far north as High Wycombe.

Our planning and events teams have also been busy with some big football matches and Wembley concerts over the spring and summer which has meant large numbers of additional customers travelling on our route. We were proud to be the accessible route of choice for the UEFA Champions League final in June.

In line with our Right Route 2030 vision, we have just launched the first of our refurbished Class 168 trains. These have a fully refreshed interiors and exteriors as well as new features onboard including upgraded Wi-Fi, USB plug sockets and LED lighting. Our upgrade programme for the remainder of our Class 168 units continues and we anticipate that this will be completed by September 2026.

We have been working with the Department for Transport since 2021 on plans to modernise our fleet. We would like to acquire some trains that are currently going unused elsewhere on the rail network, but we cannot do this on our own. Trains in the UK are not owned by the train operators, but leased from specialist providers and they require government approval before they can be used by train operators like Chiltern Railways. You can keep up to date on our progress via the Right Route 2030 page on our website.

In this report, we have included our performance results over the past ten months and an overview of the work we have been doing to make improvements for our customers. We also cover the latest projects we are looking to deliver to improve your experience with Chiltern Railways.

We welcome your feedback and hope this report gives a good insight into how we are working to provide easier, greener, and better journeys for all.

Michael Stewart

Commercial and
Customer Strategy Director
for Chiltern Railways



Accessibility for all

We want to provide a great service for every customer, including those with special travel needs or those who just appreciate a helping hand. Our Passenger Assist service allows you to request assistance up to two hours before your journey starts and at any time of the day. Customers can also travel without pre-booking passenger assistance; please speak to a member of staff or use the help points at the station. In total, we have provided assistance for over 20,000 customer journeys between December 2023 and September 2024.

BSL Video Relay

In July we were pleased to launch our new Video Relay Service which is designed for people who use British Sign Language. Using the SignLive app, customers can contact the Chiltern Railways Customer Relations team via a BSL interpreter to get help with queries such as booking tickets, checking journey planners and booking passenger assistance. This will make travel more accessible for deaf and hard-of-hearing customers.

UEFA Champions League

We were proud to be the accessible route of choice for the UEFA Champions League Final on 1 June. We provided fans with step-free access between London Marylebone and Wembley Stadium stations. As this was an international fixture, we had multilingual leaflets in Spanish and German to hand out. Following the event, we received positive feedback from both UEFA and customers.

Warwick Access for All station project

Work is still underway to install new lifts at Warwick station. The Network Rail Access for All project was temporarily paused when old station foundations were found during excavations, but the work was restarted in September. While the work is being carried out, we have had to close the subway, and we anticipate that it will be closed until next spring. In addition to the lifts, we will also be fitting new automatic doors into and out of the ticket office.



Making things easier

Pay as you go with contactless

On 30 June 2024, Chiltern Railways was the first train operator to launch the pay as you go with contactless extension scheme, adding an additional six stations on our route.

Customers can now use a contactless card or device at the following stations: High Wycombe, Beaconsfield, Seer Green & Jordans, Gerrards Cross, Denham Golf Club and Denham.

As part of a major investment, customers at these six stations are now able to tap in and tap out using a contactless card or device, making rail travel easier and better on the Chiltern Railways network.

High Wycombe
Beaconsfield
Seer Green & Jordans
Gerrards Cross
Denham Golf Club
Denham

Pay as you go with contactless can save time and avoid the queues waiting to buy a pAper ticket. It also has a capping system which helps to calculate the best fare when customers make multiple journeys into or within London, Monday to Sunday.

Advance single tickets

We have also introduced other new ticket-buying options, including an alternative way of selling advance tickets. Since spring, it is now possible to buy an advance single ticket on the same day if you are travelling and making journeys from Oxford and Birmingham.

Chatbot

We've also made improvements in our Contact Centre. Earlier this year, we implemented an automated system to triage Live Chat conversations relating to contacts about refunds. When customers select the category 'Refunds' within our Live Chat function, the system will ask a short series of yes and no questions, designed to help understand in more detail what the customer's query is and direct them to the correct place. The reason we have introduced this is that our records showed that many customers selected 'Refunds' as a category when instead they required Delay Repay or needed to contact a third party ticket provider. This helps direct customers to the correct place and provide a better overall experience. After launching this solution, 89% of customers who used the automation and answered our satisfaction survey stated they found the solution to be helpful.

Split tickets – delay repay

In addition, we have worked with our Delay Repay supplier to show customers how to provide evidence of multiple tickets when claiming Delay Repay with split tickets. When customers are asked to provide details of their ticket, they are now asked whether they used a split ticket. If they did, they are then prompted to fill out the details for each ticket used.

This allows split ticket claims to be automated rather than the manual process of customers being asked to provide further evidence after initially submitting their claim. Since introducing this solution, we have found almost 10% of claims submitted were against split tickets, providing a better experience for many of our customers.



Launch of pay as you go with contactless at High Wycombe station

Sustainability and Environment

Bicester Village – Electric Bus

In March we launched a brand new electric bus for the Bicester Village to Bicester North shuttle service. The service is provided by The Oxford Bus Company and jointly funded by Value Retail plc and Chiltern Railways. Operating 364 days a year, it provides a sustainable bus connection to Bicester Village for both visitors and employees of the designer retail centre.

This move supports our 2030 vision to deliver a decarbonised and modernised service by the end of the decade, helping to improve air quality for local communities.

Manufactured by Wrightbus in Ballymena, Northern Ireland, the single-deck vehicle has 38 seats and a 454kwh battery pack with an expected range of more than 200 miles per day on a single charge.



Bicester Village, Electric Bus Launch



Ape Water sustainable water refill – London Marylebone station

In July, we partnered with Ape to install a water refill station at London Marylebone station which offers chilled, ultra-filtered still and sparkling water. This initiative helps to discourage the use of single-use plastic and reduces waste.

Unveiling of Ape Water system at London Marylebone station



Aylesbury Building Energy Management Extraction System

We are upgrading the roof-mounted fans at our Aylesbury Depot to extract diesel fumes from the main depot shed. This fume extraction system is being enhanced to improve air quality to ensure a safer working environment for our depot colleagues. We expect to complete the entire project by the end of March 2025.

Uniform recycling

As part of our commitment to sustainability and reducing our environmental impact, we have implemented a new uniform recycling initiative. We are inviting all frontline uniform wearers across the business to recycle their older uniform. This initiative helps us manage our resources responsibly and contribute to a greener planet.

Recycling

We are still reaching an approximate 30% recycling rate at London Marylebone for each period. Network Rail has plans to exchange old boilers for newer efficient versions at several sites on the network in 2025.

Class 168 refurbishment

In line with our Right Route 2030 vision, we have secured a £12 million investment to refurbish our 23-year-old diesel trains which operate from Birmingham to London. Our first train has already been refurbished and has been carrying passengers since the start of October.

Improvements include new carpets, re-upholstered seats, upgraded Wi-Fi and USB charging points, and a full interior and exterior refresh.

We celebrated the launch of the refurbished trains earlier this month and we anticipate the remainder of the Class 168 fleet will be refurbished over the course of the next two years.

In addition, we are urgently seeking Government approval to replace our oldest Mark 3 trains with modern, more reliable models while also requesting additional capacity for our customers. Over the past year, we have been in discussions with the Department for Transport to bring newer trains into operation as soon as possible, subject to Government approval.

Alongside these additional trains, we are also working on a long-term update to the Chiltern Railways fleet. Our Vision 2030 report set out our ambition to secure low-emission and battery-powered trains to make journeys easier, greener, and better. We are in the initial stages of discussions to secure these trains.



Tim Sayer, Engineering and Safety Director, Chiltern Railways

Train fact sheet at 168 launch event

Arriva UK refreshed train interior

Protecting revenue for future reinvestment

We know that most of our customers do purchase tickets for travel; however, when journeys are made without the correct ticket, it can result in significant financial loss to the rail industry. This can affect the price of tickets for other rail users and have an impact on reinvestment into the railway and the upgrading of facilities.

We have therefore been running a campaign to raise awareness of fare evasion. Along with updated posters at our stations, we have also increased ticket inspections to make sure everyone is paying for their journey and to help customers buy the right ticket.

Improving Birmingham Moor Street

At Birmingham Moor Street station there has been a £1.8m investment to reduce congestion and make journeys easier when travelling to and from the city’s second busiest station. This included installing seven new ticket gates and more wide aisle gates for customers with disabilities, luggage or pushchairs. These were opened in May following a six-month project and means that we have doubled the number of gates on the main concourse, as well as building two new gates on platform one.

The new gate line has already improved the flow of customers through the station during peak times and will also help during major events including the Birmingham Christmas Markets.



Our Revenue colleagues at Birmingham Moor Street station



Chilternrailways

Looking out for you

Body Worn Cameras in use, helping improve both passenger and staff safety.

Be Fair Chilternrailways



Chilternrailways

Sami
Station Host
& Junior Football Coach

Verbal and physical abuse can leave Sami and other colleagues feeling intimidated and vulnerable at work.

We will not tolerate abusive behaviour and will press for the strongest penalties to protect our colleagues.

Be Fair Chilternrailways

Safeguarding our customers and colleagues

In July, we achieved the British Transport Police’s Safeguarding in Rail scheme. This accreditation helps us to play our part in helping those travelling with us who may be the most vulnerable.

We have also introduced body-worn cameras for our customer-facing teams to help protect customers and reduce staff assaults.

Wembley Events



Since the beginning of this year, we have carried around 80,000 extra customers to numerous events held at Wembley Stadium. Events included the UEFA Champions League Final as well as matches involving football teams on our route, such as the FA Cup final, League One play-off final (Oxford United), and Bristol Street Motors trophy final (Wycombe Wanderers). As well as football, we have also been busy transporting customers to Wembley to see their favourite bands and performers such as Taylor Swift, AC/DC and Bruce Springsteen.

We have achieved this by running special timetables, putting on extra trains and making additional stops at Wembley Stadium station. We have a dedicated events team on these dates to help us deliver a safe and reliable service.

London Marylebone 125

On 15 March 2024, we marked the 125th anniversary of our very own London Marylebone station. The day was full of celebration and was attended by residents and industry stakeholders as well as employees old and new.

A train naming ceremony took place on one of our Class 168 trains, which we named 'Marylebone: 125'. The event also included the unveiling of a new historical exhibition at the station and a reception to celebrate the social and economic impact the station has had on local communities across the Chiltern network.

The event took place exactly 125 years after the opening of the Great Central Railway on 15 March 1899, the last London mainline to be opened before the High Speed 1 link to the Channel Tunnel. The station was designed by Henry William Braddock, a civil engineer working for the Great Central Railway. It was considered modest in design at the time due to budgetary constraints, but fast forward to the present day and it is considered one of the jewels in the crown of London's train stations.

125 years ago, the station connected London to Manchester, Leicester and Sheffield. The original station designs were contentious as they involved clearing 4000 houses in the Marylebone area and creating a new tunnel directly below Lord's Cricket Ground.

Colleagues in traditional Victorian dress celebrating at the Marylebone 125 event



Looking forward

Banbury station

We will be making several significant improvements to Banbury station. There will be new male, female and accessible toilets built in the lower ticket hall. The café area on the 1st floor will be refurbished and will soon become a Costa Coffee. The station will also undergo a full internal repaint in early 2025.

In addition to the customer-related projects, Chiltern Railways is creating new colleague accommodation on the west side of the station to provide facilities for train drivers located at our Banbury depot.

In preparation for the first stage of improvements, the station was deep cleaned during the spring by specialist contractors.

Oxfordshire County Council will also be undertaking significant works to install a new access route to the station for pedestrians, taxis, cyclists and buses.

The construction works may cause some disruption to customers over the next 12 months. This includes the closure of certain areas of the west side car park from 28 October and we will be advising our customers to use the east side multi-storey car park. There will also be some short-term disruption to customer facilities while the station projects are delivered.

Improving our car parks

We are reinvesting revenue to refurbish our car parks at Bicester North and Haddenham and Thame Parkway stations. Work will start early 2025 and include larger car parking spaces to accommodate larger modern vehicles at these busy commuter stations.

Class 165 refresh

As well as refurbishing our Class 168 trains, we also have plans in place to refresh our Class 165 trains. These updates will include new LED lighting, new flooring, seat cushion refurbishment and an interior repaint to provide a better on-board experience for our customers. Further updates on this will be released soon.

Railway 200

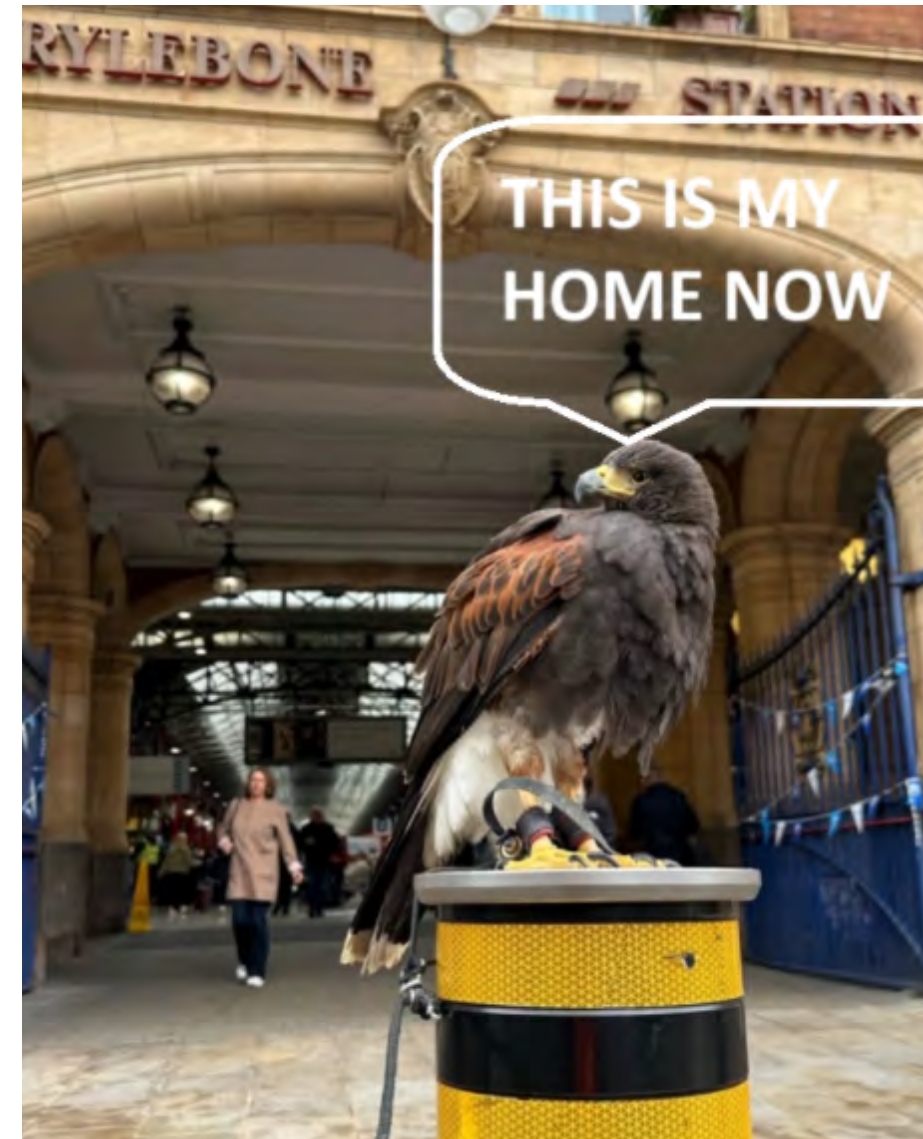
2025 also marks the 200th anniversary of where rail began in the UK. The Stockton & Darlington Railway opened on 27 September 1825, connecting places, people, and communities. We will be celebrating this momentous milestone alongside the rest of the rail industry. Look out for more details in the new year.



Other news stories

Pigeons can be a persistent problem at London Marylebone station. To reduce the number of pigeons coming into the station, we have been trialling the use of a Harris's hawk as a deterrent. This was done using a professional handler and laser technique and we have seen a reduction in pigeons roosting and entering the station. Many customers have been fascinated by the birds and finding out about the work we are doing.

One of our colleagues, who has worked at Chiltern Railways for 20 years, legally changed her middle name to 'Marylebone' by deed poll, as a tribute to the station after working here as a station manager amongst many other roles at Chiltern.



Harris's hawk at London Marylebone station

Community work and charities

We have been working with the Literacy Trust to promote and help develop children's literacy skills and interest in subjects such as science, technology, engineering and maths. This is aimed at primary school-aged children in local areas.

Two of our colleagues, Rehana and Laura, have undertaken a charity walk between all twenty-seven stations between London Marylebone and Birmingham Moor Street across different days in 2024. They are raising money for Safeline and The Railway Children charities. So far, they have raised an amazing £1290.

Awards and community

June saw us at London Pride and hosting a stand. The aim of the stand was to celebrate and showcase our commitment to equality, diversity and inclusion at Chiltern Railways, along with giveaways such as sweets and colourful Chiltern merchandise.

We were delighted to be double winners in June at the 2024 Railway Innovation Awards.

Firstly, we won the Environment and Sustainability award for being the first passenger train operator in the country to use recycled vegetable oil to fuel our trains. This involved switching to using recycled vegetable oil to fuel our Class 68 locomotives which operate on the main line between London Marylebone and Stourbridge.

We had also been nominated in the People, Skills and Diversity award category for the CGA Empathy Lab and were delighted to win this award alongside CrossCountry and CGA Experience. The Empathy Lab uses immersive content to provide colleagues with skills they can use for conflict management and emotional situations to enhance customer experience.

In September, we were Highly Commended for our Community Rail projects at the National Rail Awards (NRAs). The commendation was awarded to Chiltern Railways' stakeholder team and colleagues for delivering more than 25 community rail projects in the past 12 months. These key projects have included rail confidence sessions, station garden expansions, active travel maps, literacy programmes for schools and rail safety talks.



Colleagues were Highly Commended at the National Rail Awards

Chiltern's Performance

In this section, we report on our performance in key areas during the time from December 2023 to September 2024

Please see below chart for the date range each period relates to:

Period	P10	P11	P12	P13	P1	P2	P3	P4	P5	P6
Date range	10/12/23 - 06/01/24	07/01/24 - 03/02/24	04/02/24 - 02/03/24	03/03/24 - 30/03/24	01/04/24 - 27/04/24	28/04/24 - 25/05/24	26/05/24 - 22/06/24	23/06/24 - 20/07/24	21/07/24 - 17/08/24	18/08/24 - 14/09/24

Train Performance

The table below shows the mean average of Cancellations, Short Formations and Delays as a comparison to the previous 10-month period:

	Feb - Dec 2023	Dec 2023 - Sept 2024	P10	P11	P12	P13	P1	P2	P3	P4	P5	P6
Cancellations	1.98%	2.02%	3.53%	3.54%	3.47%	1.68%	0.90%	1.48%	1.65%	1.39%	2.70%	1.84%
Short Formations	2.59%	2.91%	1.49%	1.70%	1.63%	1.10%	0.96%	1.16%	0.74%	1.51%	1.69%	1.68%
On Time	77.66%	77.05%	79.05%	77.38%	78.51%	81.91%	84.53%	82.26%	81.78%	74.01%	76.00%	80.07%
Time to 3 Minutes	89.70%	89.47%	90.02%	88.42%	89.96%	93.07%	94.13%	92.43%	92.04%	89.16%	89.19%	91.52%
Time to 15 Minutes	98.75%	98.75%	98.45%	97.19%	98.11%	99.11%	99.29%	99.22%	98.63%	99.33%	98.84%	98.98%

- Cancellations = the % of trains which are cancelled from the advertised timetable
 - Short Formation = the % of trains which are run in service with 1 or more carriages less than advertised on our timetable
 - On Time = the % of recorded station stops called at with 59 seconds of the planned time
- Time to 3 Minutes = the % of recorded station stops called at within 2 minutes and 59 seconds of the planned time
 - Time to 15 Minutes = the % of recorded stations stops called at within 14 minutes and 59 seconds of the planned time.

Over the course of the report we have continued to be one of the leading operators for punctuality; we received a Silver Whistle in February for being the most improved operator for On Time performance. Despite this, there have been several very disruptive incidents. Signalling system failures caused by defective signalling power cables; Network Rail has since completed a survey of cable condition, mapped joints, and power location case condition, from Marylebone to Leamington Spa/Aylesbury in order to make improvements. The impact of the changing climate on the infrastructure with more frequent and intense storms, resulted in flooding from land alongside the railway, and embankment failures at Bicester and Aylesbury/Stoke Mandeville. On the Metropolitan Line, the signalling system continues to age, but will be replaced in the forthcoming 4 Lines Modernisation Project. Work has taken place to understand the causes of performance incidents with our Class 165 units, and training to help our colleagues who maintain these trains will now be rolled out in the coming months, along with a modification to the engine cooling system. We are also refurbishing our 168 fleet which will help improve the reliability of these trains.

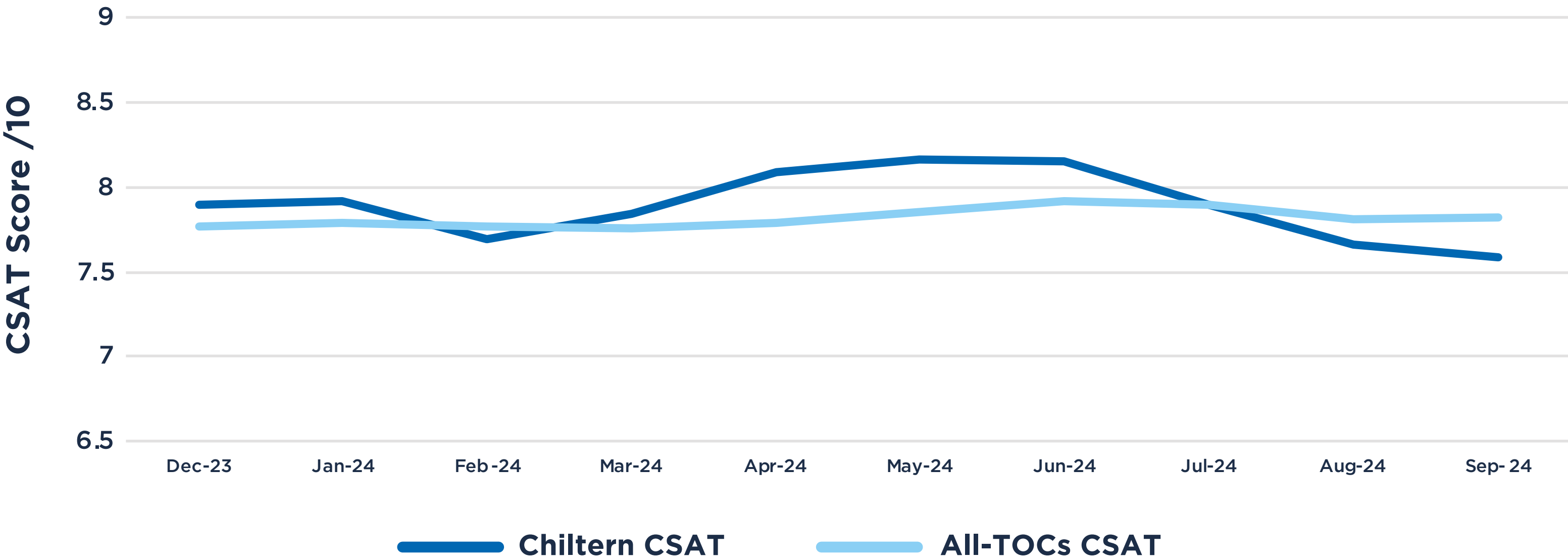


Customer Satisfaction Survey

Feedback from our customers is crucial to operating a better railway and as such, Chiltern Railways participates in the rail industry’s customer satisfaction survey to understand how our customers think we are performing. This is conducted by the Rail Delivery Group (RDG) and called the “Wavelength” survey.

We are pleased to share the results of our recent customer satisfaction surveys covering the period December 2023 to September 2024. The CSAT score is taken from the overall customer satisfaction question. As well as our own score we have also included the average across all train operating companies (all TOCs CSAT).

	P10	P11	P12	P13	P01	P02	P03	P04	P05	P06
CSAT	7.90	7.92	7.69	7.84	8.09	8.17	8.15	7.90	7.66	7.59



We thank our customers for your valuable feedback and remain committed to using this to improve your travel experience.



Accessibility

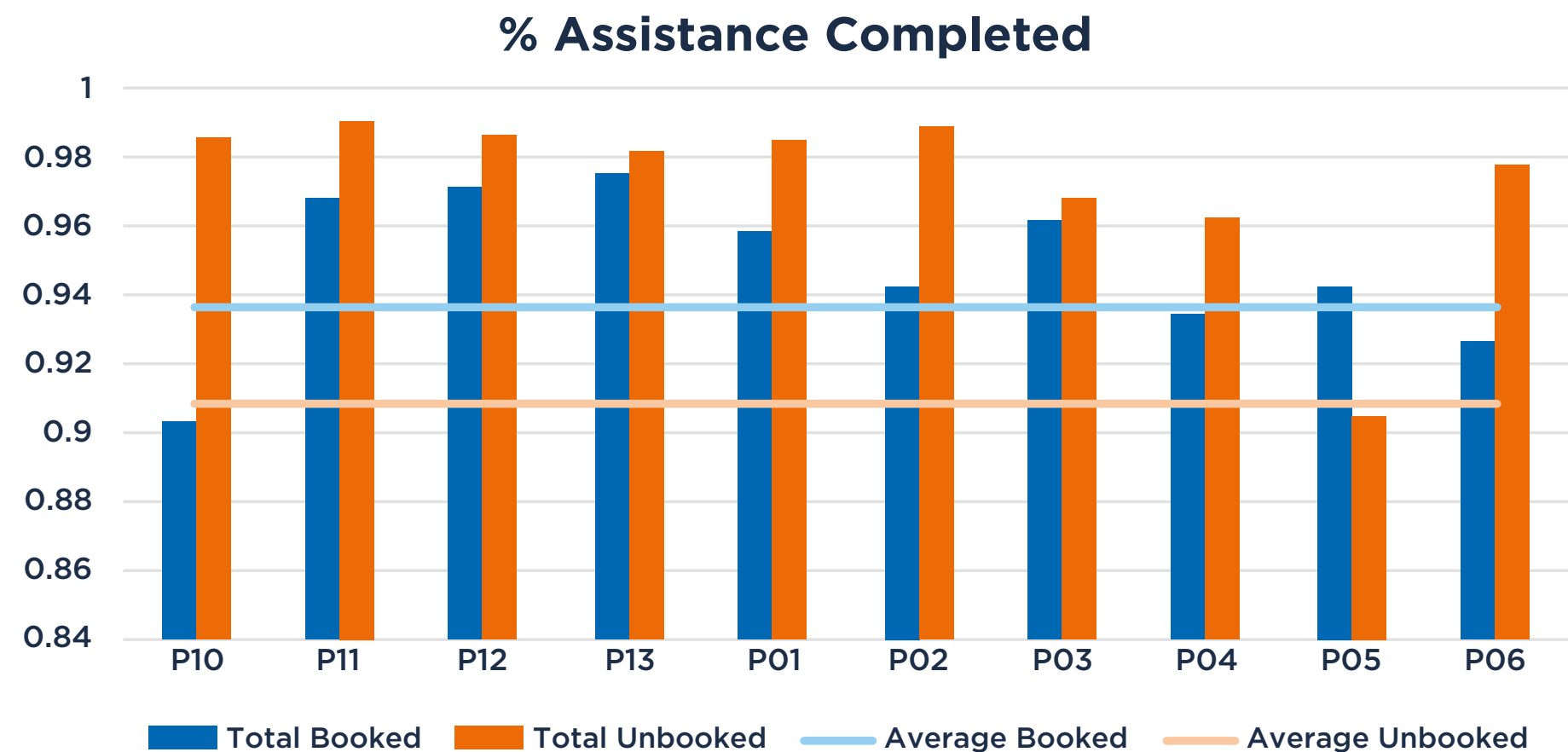
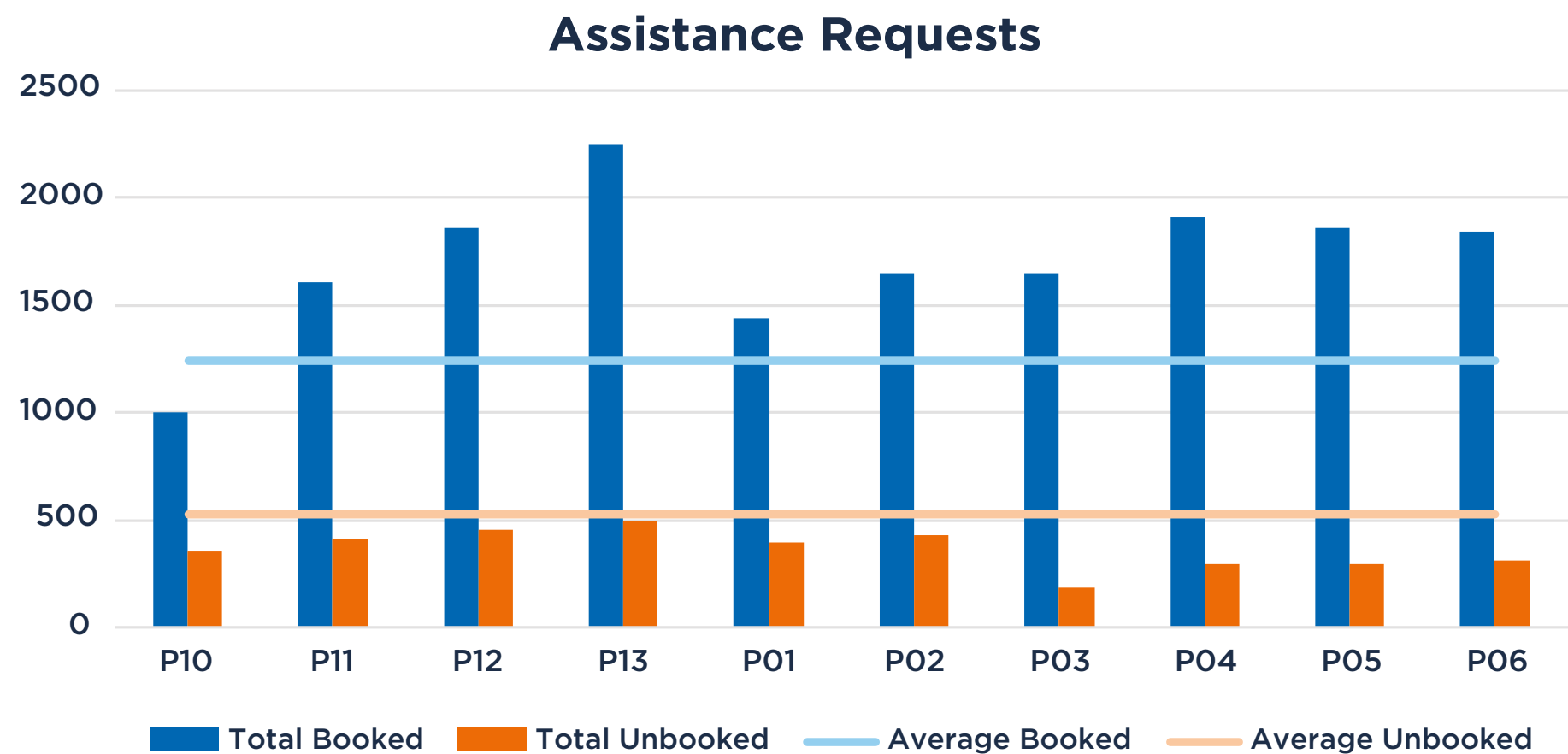
Our Passenger Assist scheme is regularly monitored to ensure our service delivery meets the commitments set by the Office of Rail and Road (ORR). The following information outlines the number of passengers utilising our Passenger Assist service and how reliably we are delivering this service.

Metric	February - December 2023 average	23-24				24-25					
		P10	P11	P12	P13	P01	P02	P03	P04	P05	P06
Total Booked assists	1239.7	1004	1608	1858	2248	1437	1644	1650	1909	1859	1839
Average % Complete Booked assists	90.80%	90.34%	96.83%	97.09%	97.55%	95.82%	94.22%	96.18%	93.40%	94.24%	92.60%
Total unbooked assists (turn up and go)	525.1	359	416	456	500	394	435	188	293	293	317
Average % Completed Unbooked assists	93.60%	98.61%	99.04%	98.68%	98.20%	98.48%	98.85%	96.81%	96.25%	90.44%	97.79%

We have seen a 40% increase in the number of passenger assists compared to the same period a year ago.

At Wembley Stadium on event days, we have introduced a new queuing lane (colour-coded as the White queue). This is available for customers that may need special travel assistance and allows us to help these customers as efficiently as possible.

We are also ramp training more of our staff, including all of our revenue and special events team, who will all be ramp trained by the end of 2024. We have also replaced benches at stations to improve seating quality and availability’.



Complaints and fault handling

Every complaint is taken seriously and investigated by our Customer Relations team to ensure we continue to improve the service we offer. The Office of Rail and Road (ORR) collects data relating to passenger complaints and measures

response times against the industry’s 20 working-day resolution target as well as the number of complaints per 100,000 journeys. Historic data and the latest ORR data can be found on their website dataportal.orr.gov.uk

The table below shows the types and volumes of faults that have been reported by customers to our contact centre since the beginning of the year.

Category & Breakdown	February - December 2023 average	P10	P11	P12	P13	P1	P2	P3	P4	P5	P6
Number of complaints per 100k journeys	23	29	30	19	15	14	14	14	14	14	17
Complaints registered	305	279	306	326	255	216	247	255	240	266	172
% of complaints handled within 20 days	97%	99%	97%	99%	98%	98%	99%	100%	97%	97%	99%
1st time resolution rate	67%	82%	65%	68%	61%	73%	64%	71%	70%	66%	71%
Station Upkeep											
Cleanliness	2	2	0	1	0	0	0	0	1	0	0
Lights	0.5	0	0	2	0	0	1	0	0	0	0
Other	3.7	2	0	1	1	2	3	1	2	4	2
Screens	4.7	2	2	2	2	0	0	1	0	1	0
Train Upkeep											
Cleanliness	3.8	1	4	2	2	0	8	3	0	3	3
Doors	0.6	0	1	2	2	0	2	1	0	1	0
Lights	0	0	0	0	0	0	0	0	0	0	0
Other	7.3	9	1	6	2	0	3	1	1	2	4
Screens	0.3	0	1	5	2	0	0	0	0	0	1
Wi-Fi	4.4	1	5	2	5	3	2	5	2	2	0
Heating/Cooling	20.1	11	2	10	10	4	23	23	65	55	11

We received less reports of issues around station cleanliness; this was as a result of a number of station ‘deep cleans’ at several stations, including Banbury and High Wycombe.

We also saw an reduction in the number of screen faults as a result of repairs made. Lastly, less faults with onboard Wi-Fi were reported as a result of upgrades to our fleet.



Service Quality Regime

Our Service Quality Regime comprises monthly audits of each station and a selection of train carriages across our fleet as well as customer services and our website. Each audit is completed by an independent company appointed by Chiltern Railways.

Each monthly audit includes an assessment of 119 different aspects of our customer-facing infrastructure and services. Results are collated each month and published on our website.

The table below shows the types and volumes of faults that have been reported by customers to our Contact Centre since the beginning of the year.

Category & Breakdown	Target 23/24	Target 24/25	P10	P11	P12	P13	P1	P2	P3	P4	P5	P6
Stations												
Ambience and Assets	76%	80%	83.18%	84.69%	88.61%	81.48%	86.33%	72.20%	76.88%	80.35%	83.99%	86.19%
Cleanliness and Graffiti	61%	73% - (P1-P7) 75% - (P8-P13)	73.73%	77.58%	78.72%	76.35%	75.66%	85.69%	82.74%	75.17%	76.34%	84.19%
Information	74%	74%	71.69%	71.92%	77.11%	74.60%	76.70%	76.59%	77.80%	70.78%	73.82%	78.74%
Ticketing and Staffing	86%	86%	90.02%	91.27%	92.43%	95.00%	82.80%	86.31%	94.70%	90.16%	96.53%	84.25%
Trains												
Ambience and Assets	83%	84%	85.50%	87.48%	81.24%	86.48%	88.10%	81.69%	86.79%	81.66%	85.25%	81.42%
Cleanliness and Graffiti	88%	90%	88.05%	93.16%	89.66%	95.12%	89.94%	92.89%	97.09%	94.98%	93.39%	90.21%
Information	86%	86%	84.61%	89.54%	87.13%	86.80%	94.39%	87.39%	90.71%	88.55%	90.67%	85.39%
Customer service												
Staff Helpfulness	93%	93%	95.65%	97.83%	97.83%	93.57%	93.57%	95.65%	91.39%	95.65%	96.65%	97.83%
Online Information	95%	95%	100%	98.25%	98.25%	98.28%	100%	100%	100.00%	100%	100%	100.00%

Cleanliness at stations has improved following a series of station deep cleans.



Getting in touch

We are always open to hearing what you think of our service; whether it's an issue you want to raise, or if you just want to give us some feedback.

If you contact Customer Relations, we will automatically acknowledge your comment or feedback within one working day and we will provide a response to you within 10 working days (or advise that our response will take longer).

How to get in touch:

Visit our website at: www.chilternrailways.co.uk/contact-us

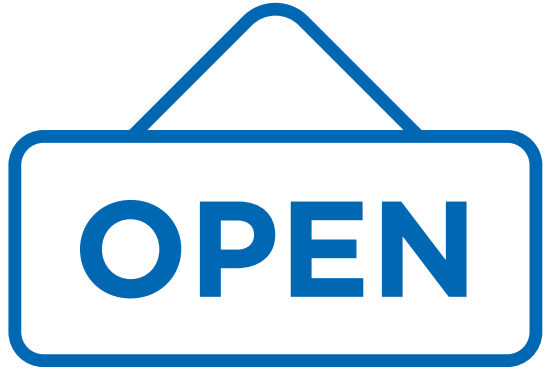
Call us on **03456 005 165** - 08:00 - 20:00 7 days a week

WhatsApp us on **0203 856 2007** - 06:00 - 22:00 7 days a week

Tweet us **@chilternrailway** - 06:00 - 22:00 7 days a week

Write to us at: **FREEPOST Chiltern Railways**

Ticket office opening hours



This table compares our actual opening hours to schedule 17, which defines the opening hours of each ticket office, agreed with the Department for Transport.

Periods	Start Date	End Date	Ticket office availability
P10	10/12/2023	06/01/2024	91.8%
P11	07/01/2024	03/02/2024	93.2%
P12	04/02/2024	02/03/2024	93.9%
P13	03/03/2024	31/03/2024	94.1%
P01	01/04/2024	27/04/2024	93.1%
P02	28/04/2024	25/05/2024	94.5%
P03	26/05/2024	22/06/2024	94.3%
P04	23/06/2024	20/07/2024	94.0%
P05	21/07/2024	17/08/2024	95.2%
P06	18/08/2024	14/09/2024	95.1%

