

onboard

Chiltern Railways Passenger Newsletter

Spring 2016



**Spring
edition**

Meet the managers

Chiltern performance

Tweet the managers

Chiltern Railways

If you think our way, travel our way.



**Do come
and see us
if you can**

You can find us at:

Station	Date	Time
High Wycombe	17 February	0630 - 0900
Banbury	24 February	0630 - 0900
Marylebone	23 March	1600 - 1900
Warwick Parkway	27 April	0630 - 0900

Meeting your Managers

We hold regular 'Meet the Manager' events, where you can speak directly to our management team and give us your views.

This gives us a chance to hear what you think about our services and how we can improve; it gives you the chance to ask any questions you might have about why we do things the way we do. We try to answer all queries as openly and as honestly as we can.

Planned dates for our Meet the Manager events for the next few months are available in the table above.

Tweet the Manager

We offer an innovative way for passengers to talk directly to Chiltern Railways' senior managers.

To join in and have a one-on-one Twitter session with our managers, just tweet @chilternrailway with the session hashtag.

Please be aware that sometimes we may need extra time to reply to you or that it may take more than 140 characters to respond, so there will be some instances where we may need to email you. Previous Tweet the Manager conversations can be downloaded from our website.

The next Tweet the Manager sessions will be as follows:

Andrew Munden Operations and Safety Director
29 January, 0800 - 0900 [#ttmand](#)

Alan Riley Head of On Board Service
22 February, 1700 - 1800 [#ttmalan](#) Focus on Wi-fi and Catering

James Cudd Line of Route Manager
8 March, 0800 - 0900 [#ttmjames](#) Focus on train presentation

Tweet the Boss

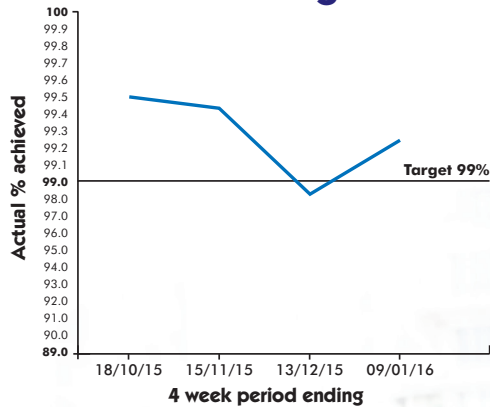
Dave Penney Managing Director
[#ttbdave](#)

17 March 0800 - 0845
09 June 0800 - 0845
25 October 1700 - 1800



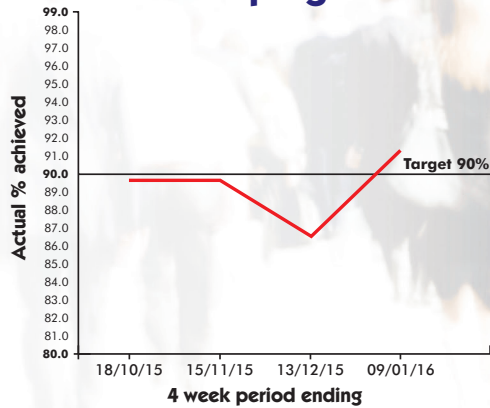
Performance Results

Trains Running



Reliability = percentage of scheduled weekday trains actually run.

Time Keeping



Punctuality = percentage of peak trains arriving no later than five minutes after scheduled time. Peak denotes arrivals in London between 0700 and 1000 and departures from London between 1600 and 1900 on Mondays to Fridays.

Passenger comments

We have committed to let you know how many passenger communications we've received offering comments, suggestions, complaints or praise.

Period

18/10/2015 - 09/01/2016

Total number of
contacts received

3954 letters / 4506 emails
91 phone calls

Chiltern Railways

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