

onboard

Chiltern Railways Passenger Newsletter

Summer 2021



**Summer
edition**

Chiltern performance

Tweet the Boss / Manager

Chilternrailways
by arriva



**Do Tweet us
if you can**

Tweet the Boss/Manager

We offer a simple way for passengers to talk directly to Chiltern Railways' senior directors.

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

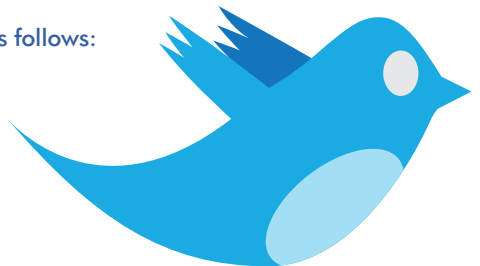
Please be aware that sometimes we may need extra time to reply to you or that it may take more than 140 characters to respond, so there will be some instances where we may need to email you. Previous Tweet the Boss/Manager conversations can be downloaded from our website.

The next Tweet the Boss/Manager sessions will be as follows:

Ian Hyde Engineering & Safety Director
28 October, 1700 - 1800 [#ttmian](#)

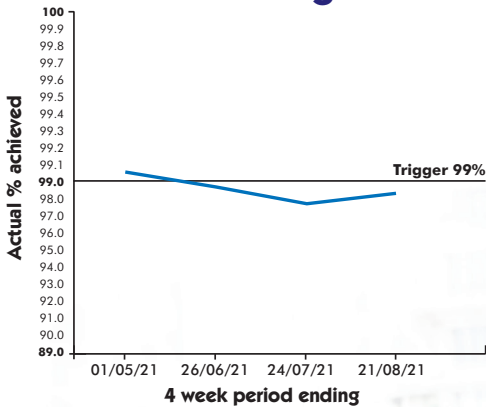
Richard Allan Managing Director
30 November, 1700 - 1800 [#ttbrichard](#)

Bevis Thomas Head of Train Planning
15 December, 0800 - 0900 [#ttmbevis](#)



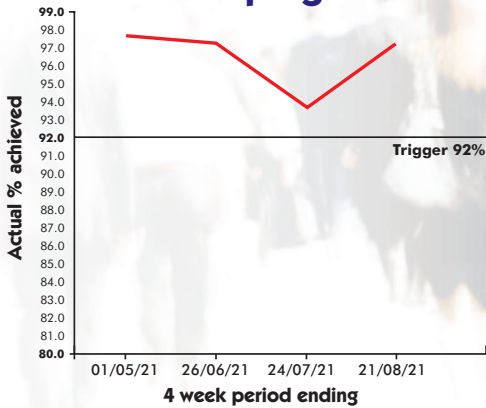
Performance Results

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

1 June 2021 to 31 August 2021

Total number of
contacts received

156 letters / 889 emails

4064 web form