onboard

Chiltern Railways Passenger Newsletter

Summer 2018

Meet the managers

Chiltern performance

Tweet the managers

Summer edition

Chilternrailways by arriva

Do come and see us if you can

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.

You can find us at:

Station	Date	Time
London Marylebone	20 June	1600 - 1900
London Marylebone	19 September	1600 - 1900
Leamington Spa	24 October	0630 - 0900
Aylesbury	21 November	0630 - 0900

Tweet the Manager

We offer a simple 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.

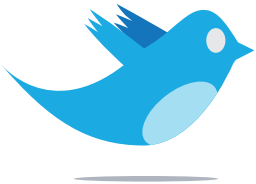
The next Tweet the Manager sessions will be as follows:

Alan Riley Customer Services Director
14 June, 0800 - 0900 #ttmAlan

Dave Penney Managing Director
18 July, 0800 - 0900 #ttbDave

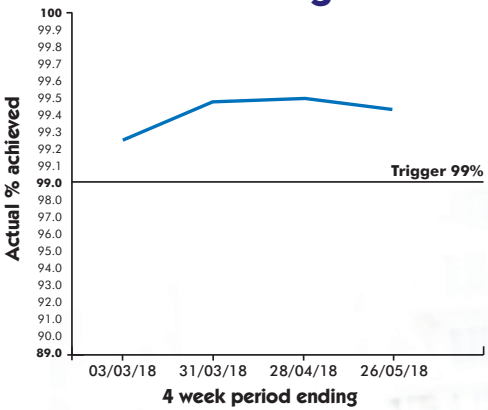
Alan Riley Customer Services Director
16 August, 0800 - 0900 #ttmAlan

Eleni Jordan Commercial Director
26 September, 0800 - 0900 #ttmEleni



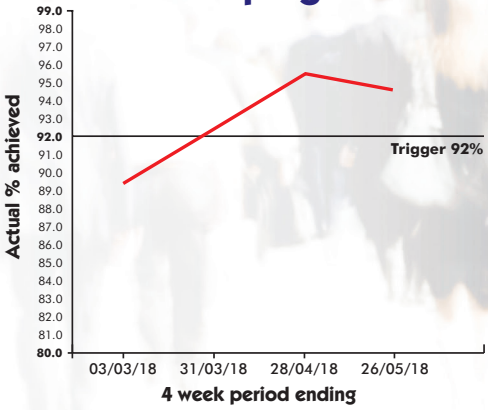
Performance Results

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

01 April 2018 - 07 June 2018

Total number of contacts received

1067 letters / 4950 emails

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