

# onboard

Chiltern Railways Passenger Newsletter

Winter 2020



Meet the managers

Chiltern performance

Tweet the managers

Winter  
edition

**Chilternrailways**  
by arriva

Do come  
and see us  
if you can

### You can find us at:

Station	Date	Time
Banbury	19 February	1600 - 1900
London Marylebone	18 March	1600 - 1900
Warwick Parkway	22 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 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:

**Bevis Thomas** Head of Train Planning  
21 January, 0800 - 0900 #ttmbevis

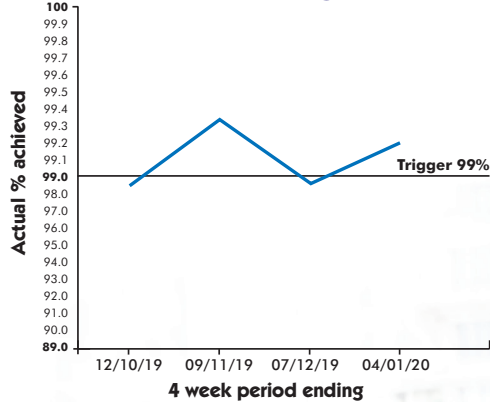
**Alan Riley** Customer Services Director  
18 February, 0800 - 0900 #ttmalan

**Mark Goodall** Operations Director  
17 March, 1700 - 1800 #ttmmark



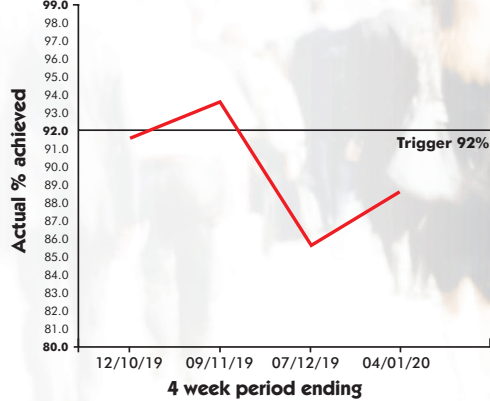
# Performance Results

## 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

12 October 2019 - 04 December 2020

Total number of contacts received

1,393 letters / 13,182 emails