onboard

Chiltern Railways Passenger Newsletter

Winter 2016

Winter 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

Meeting
your Managers

You can find us at:

Station	Date	Time
London Marylebone	07 December	1600 - 1900

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

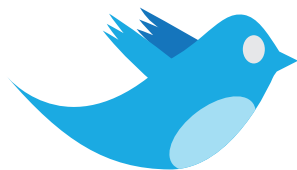We offer an innovative way for passengers to talk directly to Chiltern Railways' senior managers.

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.

For information on the next Tweet The Manager, please visit:
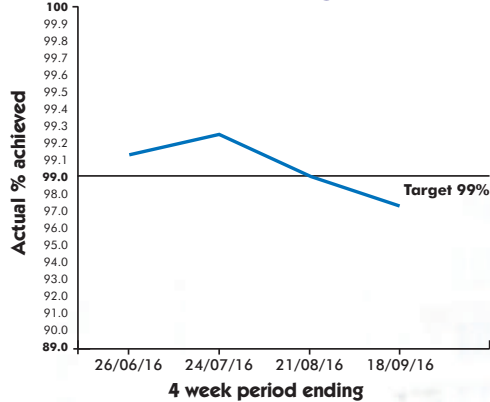www.chilternrailways.co.uk/tweet-us

Tweet the Boss

For information on the next Tweet the Boss, please visit:
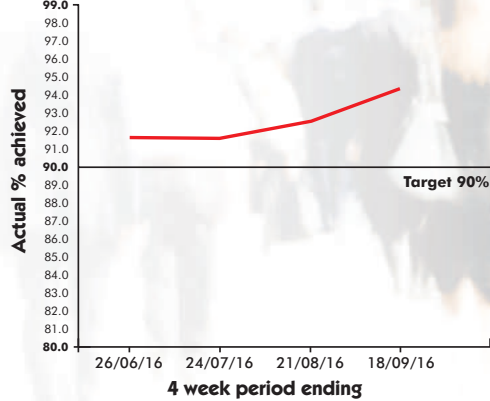www.chilternrailways.co.uk/tweet-us

Trains Running

Actual % achieved

100, 99.9, 99.8, 99.7, 99.6, 99.5, 99.4, 99.3, 99.2, 99.1, 99.0, 98.0, 97.0, 96.0, 95.0, 94.0, 93.0, 92.0, 91.0, 90.0, 89.0

Target 99%

26/06/16   24/07/16   21/08/16   18/09/16

4 week period ending

Reliability = percentage of scheduled weekday trains actually run.

Time Keeping

Actual % achieved

99.0, 98.0, 97.0, 96.0, 95.0, 94.0, 93.0, 92.0, 91.0, 90.0, 89.0, 88.0, 87.0, 86.0, 85.0, 84.0, 83.0, 82.0, 81.0, 80.0

Target 90%

26/06/16   24/07/16   21/08/16   18/09/16

4 week period ending

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.

Performance Results

Passenger comments

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

Period
08/08/2016 - 08/11/2016

Total number of contacts received
858 letters / 2092 emails 40 phone calls

Chiltern Railways

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