# onboard

Winter 2021

**Winter edition**

Chiltern performance

Tweet the Boss / Manager

Environment

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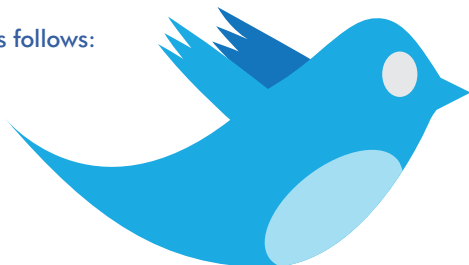
Please be aware that sometimes we may need extra time to reply to you or that it may take more than 140 characters to respond, so there will be some instances where we may need to email you. Previous Tweet the Boss/Manager conversations can be downloaded from our website.

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

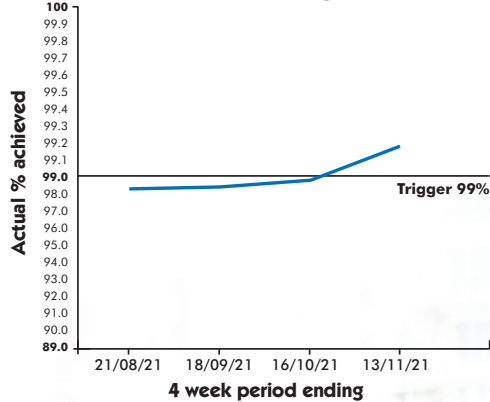Richard Allan Managing Director
21 December, 0800 - 0900  #ttbrichard

Eleni Jordan Commercial Director
11 January, 1700 - 1800  #ttmeleni

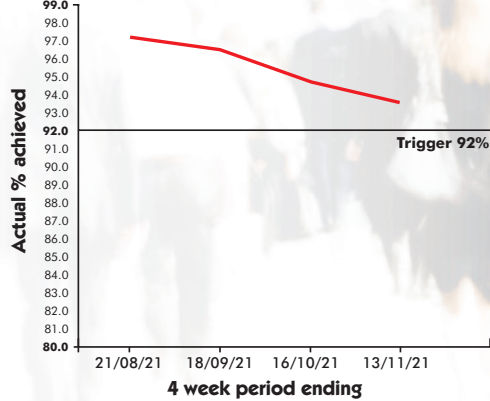Ian Hyde Engineering & Safety Director
17 February, 0800 - 0900  #ttmian

## 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

Trigger 99%

21/08/21    18/09/21    16/10/21    13/11/21

**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

Trigger 92%

21/08/21    18/09/21    16/10/21    13/11/21

**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
**1 September to 6 December 2021**

### Total number of contacts received
**166 letters / 7305 emails**

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# ENVIRONMENT

## Our vision

We will continue to enhance Chiltern's environmental credentials through rigorous processes, smart innovation and tireless leadership. We will ensure that our people, customers and stake-holders know that environmental excellence is a core aspect of Chiltern's service delivery.

## Our aims

To fully support a reduction in use of resources to meet our legal and societal obligations to the environment. To develop and maintain good practices and an engaged and well-informed workforce to protect the environment from damage.

Three key workstreams we are focusing on are:

• Waste
• Energy and water
• Fuel and Air quality

| Measure ending | 2021 Target | Performance January - September 2021 (period 1 to period 9) Average |
|---|---|---|
| **Our trains (traction carbon emissions)** | Reduce kilos of carbon emissions (kgCO2e) per vehickle (vkm) by 0.15% | Our baseline figure in 2019 was 1.362 per vehicle km. By period 9 we have increased our carbon emissions by 1.8%. This is primarily due to the Covid emergency timetable that was in place for the first months of the year that was less efficient for fuel consumption |
| **Our Energy (non-traction energy use)** | Reduce our energy consumption by 6.6% | Our baseline figure in 2019 was 12.1 million kwh. At period 9 we are on track to deliver a 9.9% reduction |
| **Our Water** | Reduce our water consumption by 8.7% | Our baseline figure in 2019 was 68,986 m3. At period 9 we are on track to deliver a 13.2% reduction |
| **Our Waste (total waste produced in tonnes)** | Reduce overall waste produced by 17.3% | Our baseline figure in 2019 was 1505.89 tonnes of waste produced. By period 9 we have achieved a 44% reduction in waste produced |
| **Our Recycling (percentage of waste recycled)** | Achieve 25% of all waste being recycled, with zero waste to landfill | Our baseline figure in 2019 was 18% of waste being recycled with no waste to landfill. At period 9 the rate stands at 28.3% recycled |

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