

**Tweet the Boss**  
**Dave Penney - Managing Director**  
**0800 to 0900 – 4 August 2016**

You said	We said
<b>3 August</b>	<b>4 August</b>
As I'll be working for <a href="#">#ttbdave</a> what are <a href="#">@chilternrailway</a> going to do about poor rolling stock reliability and the lack of stock?	<a href="#">@aylesburysting</a> Our train reliability is improving, and new rolling stock is in the pipeline. <a href="#">#ttbdave</a>
And another quick one <a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> when are <a href="#">#Aylesbury</a> customers going to get WiFi and the station renovation?	<a href="#">@AylesburySting</a> We're hoping for news soon on Wi-Fi and Aylesbury work starts in Sept. <a href="#">#ttbdave</a>
<b>4 August</b>	
	Good morning Dave here for Tweet the Boss. Ready to take your questions. Please use the hashtag <a href="#">#ttbdave</a>
Why don't you add extra carriages to help every day overcrowding at HW? <a href="#">#ttbdave</a>	We undertake counts regularly and place stock where demand is highest. Counts about to be done again. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> stood in high wycombe waiting for my train! Late again today! WTF is wrong with this service? Late everyday??	We're working hard on overall performance and investigate every late running train. Sorry you have experienced delays <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> since oxford parkway opened the punctuality has dived, any plans to resolve this? <a href="#">#ttbdave</a>	Performance recently has seen a dip and we are working with NR to improve. The Banbury work will help enormously. <a href="#">#ttbdave</a>
Private account – question deleted	Yes, the upgrade work will mean greater reliability as modern signalling systems will have been put in place. <a href="#">#ttbdave</a>
<a href="#">@Chiltern</a> railway <a href="#">#ttbdave</a> why so many engineering issues resulting in short formed trains recently? Huge overcrowding on Amersham route	We're looking at this - we've seen infrastructure issues & have had a train needing extra maintenance. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> When London Overground finish electrification of the GOBLIN line, will you be getting their 172 rolling stock? <a href="#">#ttbdave</a>	We have no plans to, but we have other stock arriving later in the year. <a href="#">#ttbdave</a>
<a href="#">#ttbdave</a> been a <a href="#">@chilternrailway</a> customer on GMN branch for years service is getting worse. What metrics do you use for mgt decisions?	We use a variety of management metrics, such as delays, cancellations, and capacity. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> got to catch train early Monday. Can you rule out that quaint old British custom 'overrunning engineering works'?	The work is on time so we don't expect an overrun. I get 10 update emails every day so I'm confident we're on track. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> how come the fares from Gerrards cross are so much more expensive than from stations on the Aylesbury line <a href="#">#ttbdave</a>	Fares for train operators and London Underground are set differently as under different regulators/rules. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> any plans to put the Gerrards cross service back to the way it used to be <a href="#">#ttbdave</a>	There are no significant timetable changes due for December. <a href="#">#ttbdave</a>
Timetabling at BIT means level Xing is closed 4 long periods causing traffic jams. Can it be tweaked so trains sync at Xing? <a href="#">#ttbdave</a>	We work with Network Rail to ensure the level crossings are down for the shortest time possible, <a href="#">#ttbdave</a>

You said	We said
<a href="#">@chilternrailway</a> have AVDC consulted with you on the potential addition of 8,000 new homes in Haddenham? <a href="#">#ttbdave</a>	We engage with councils along the route and take this into account for our long term planning. <a href="#">#ttbdave</a>
As <a href="#">@OxfordshireCC</a> have cut bus services, ppl of <a href="#">#Islip</a> are more isolated. Can u increase stoppers in next TT? <a href="#">#ttbdave</a>	December won't see significant timetable change. <a href="#">#ttbdave</a>
How's progress on extension to OXF looking and do you have an opening date? Thanks <a href="#">#ttbdave</a>	It's look good and running to schedule. We are due to open on 12th December. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> Lobby network rail connection Denham/ Uxbridge / heathrow rail connection? Denham Uxbridge railbed in place	We don't have plans for this, but are working with councils and governement about other opportunities. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> re GER do you think that the service is better or worse than it was before you were announced as the new md? <a href="#">#ttbdave</a>	Our timetable balances the needs of all of our passengers, this has always been our approach. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> Can the WiFi speeds be improved at your stations? Seems to be limited to 2Mb down/up on your new hotspots. <a href="#">#ttbdave</a>	I don't have the figures on this, but will get you a response from our tech team. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> PRR town is due to double in size with 2500 homes in next 15 yrs. how will railway cope?	We take this into account as part of our long term planning. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> but car park is full already and trains are busy so only a small number of new houses will strain system	We are looking at this as we do for all of our car parks. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> what control do you have over prices charged at HDM car park that are are causing problematic parking near station <a href="#">#ttbdave</a> <a href="#">@chilternrailway</a> are you saying you have no control over pricing? <a href="#">#ttbdave</a>	The car park at Haddenham & Thame is well used Parking outside the station car park is a matter for the local council <a href="#">#ttbdave</a> We set our car park prices and believe they are correct. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> (@ other Tweeter) <a href="#">#ttbdave</a> morning Dave! I think you've forgotten Oxford? Surely thats a major addition/change for you? :-)	The existing timetable is already structured to allow us to extend through to Oxford. :) <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> even b4 the blockade, there have been many shortforms with stock having xtra maint. Pls explain what this work is?	A number of units needed maintenance that took longer than expected. Stock is returned to service as soon aas possible <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> any chance of bigger signs for the quiet zone, a picture of someone on the phone in pain would be good!	We're looking at this. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> <a href="#">#ttbdave</a> any update on station refurb at BCF?	We've undertaken a feasibility plan and are now looking for funding. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> what's the real story behind the carnet price increase <a href="#">#ttbdave</a>	Prices were altered to bring us in line with other train operating companies. <a href="#">#ttbdave</a>
<a href="#">@chilternrailway</a> why did the 08:12 from AVP - MYB only have 2 carriages this morning?? One of the busiest trains of the day!! <a href="#">#ttbdave</a>	Trains are planned to optimise capacity on our routes. We do carry out passenger counts to measure and manage this <a href="#">#ttbdave</a>
	Thank you for all of your questions this morning. <a href="#">#ttbdave</a>

To avoid disappointment please ensure that you [@chilternrailway](#) us as well as using the hashtag for Tweet the Boss with Chiltern Railways.