

Tweet the Manager
Jennifer Payne – Customer Service Director
1700 to 1800 – 01 November 2016

You said	We said
31 October 2016	
	Join us here tomorrow from 1700 for Tweet the Manager with our Customer Service Director Jennifer Payne #ttmJenny chilternrailways.co.uk/tweet-us
01 November 2016	
	Jennifer Payne here. Looking forward to receiving your questions. #ttmJenny
any chance of creating a BMS-OXF service via LMS? Not enough capacity currently #ttmJenny	Birmingham to Oxford is a route covered by our sister company @CrossCountryUK but it is an interesting idea. Thanks #ttmJenny
Is the timetable from Dec 12th when Oxford opens available anywhere please? @chilternrailway #ttmJenny thanks just wanted to see if any major changes to early trains for commute from BIT. #ttmJenny	Its gone to print & will be uploaded on website soon. We'll Tweet when it's online. When are you hoping to travel? #ttmJenny I don't think there are any major changes from Bicester Village. We'll let everyone know when the timetable is live. #ttmJenny
Any chance of newer more reliable rolling stock to/from birmingham. Looking a tad run down now #ttmjenny	Sorry you were delayed this evening & that you feel the service isn't reliable. I'll feed this back to our fleet team #ttmJenny
Nearly 2017 and I'm still using an unreliable bit of card for my season ticket. Why no Oyster beyond Amersham? #TTMJenny Good to know, thanks. But as most of your customers are into-London commuters, why not just integrate with what's there?	I agree. It's time to modernise. We have a pilot scheme with phones on part of our route from December. Watch this space. #ttmJenny
#ttmjenny your complaints handling is woeful and the drivers rarely explain the reason for delays. #ttmjenny why is the 1733 Gerrards Cross to Marylebone cancelled?? #ttmjenny why was the 1733 from Gerrards Cross to Marylebone cancelled? No announcement, no apology. #ttmjenny Tuesdays are particularly poor for reliability. Why is that? #ttmjenny why was there no explanation given? how hard can it possibly be?	Really sorry you feel that way. If you DM us with details we'll look into it for you. #ttmJenny Unfortunately there was a train fault which meant it had to be taken out of service. Sorry for the inconvenience #ttmJenny

<p>#ttmjenny cycle racks at #Aylesbury have just been upgraded, half now closed off with no warning, this is poor poor poor</p> <p>I'm not leaving my new bike outside with no cctv coverage, if punters were actually informed of work I wouldn't have a prob</p> <p>social media used to be a real strength for @chilternrailway but the responsiveness recently has got worse.</p>	<p>Sorry for the inconvenience the canopy is being refurbished. We're you able to use the bike racks outside? #ttmJenny</p> <p>you used to be really good at keeping punters informed of work at stations, website Facebook and Twitter.</p> <p>Sorry your earlier tweet wasn't answered. #ttmJenny</p>
<p>#ttmjenny you've got to improve on train communication of faults/delays, drivers are almost mute at times 1/2</p> <p>#ttmjenny the fact that I know via twitter what's going on before a driver announces is pretty poor</p> <p><response to above by other tweeter> although the chiltern twitter feed often goes silent when there is a problem</p> <p>#ttmjenny in fact why can't the season ticket be held in the app now?</p> <p>#ttmjenny and why can I not apply for compensation via app? Having to swap to web is fire UX experience</p> <p>#ttmjenny you should be a Product Manager 😊</p> <p>your three biggest interactions are 'find' train, 'book' ticket both are app friendly, funny how 'refund/complain 1/2</p> <p>#ttmjenny 2/2 which will have a high customer satisfaction quotient attached got left behind</p> <p>#ttmjenny app also needs to cache timetables, not all just user selected betwixt 2 points so as not to have huge footprint</p> <p>#ttmjenny season tickets must go digital along with ID card - current solution a joke airlines have had this right 4 years</p> <p>#ttmjenny but as with all rail consumer tech you're so behind the curve it's frightening</p> <p>#ttmjenny for sure - will do 😊</p>	<p>We're aware that this is a problem, & are investing in a communication system to improve this. #ttmJenny</p> <p>We would like to offer these services in the future. Smarter ways to claim compensation are in the pipeline #ttmJenny</p> <p>these are all good points. We are working on improving our digital channels - including a "self-service" solution. #ttmJenny</p> <p>We agree tickets need to modernise. We're trialling a digital solution in the coming months. #ttmJenny</p> <p>We're always interested in new ideas. Please get in touch by DM about this #ttmJenny</p>

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