

## Tweet the Manager

Dave Penney – Managing Director

0800 to 0900 – 19 April 2017

You said	We said
Why don't you count complaints on Twitter as complaints in your filing to the regulator?	We file as per regulations and agreements with the relevant body.
Do you think £9.10 for a single from GX to London represents good value for money	We believe we offer value for money. Tariffs are reviewed in line with other modes, congestion charges and other train operators.
Can you confirm there will be no changes to the GX timetable in the upcoming May timetable change	Gerrards Cross will receive the same service in May as it does currently.
Your high car park charges at Haddenham & Thame are a direct cause of anti-social parking on nearby roads. Show social responsibility by lowering charges, incentivising and encouraging drivers to use the car park.	We are engaged with the local authority on this issue.
Any chance of getting more rolling stock to run a service north from Banbury between 7.03 and 8.07? Big gap in timetable.	We have no plans for changes in May. If we see demand for additional services, we will look at this.
Can we please have more trains terminating at AVP rather than just Aylesbury	As housing grows in the area we keep an eye on our services. We have no plans for changes at the moment.
Who are you consulting with on housing, Aylesbury Vale faces 27k+ new homes many around Aylesbury, you need plans now #ttmdave	We are aware of this. We would introduce new services to meet demand as it occurs. We are managing requirements in line with approved plans and will work with Network Rail to provide an appropriate service.
Why do you make it so difficult to claim a refund? Nigh on impossible	We have made improvements to our process recently to take on board industry best practice.
Can u give plans & timing for eastward extension from Bicester Village? Oxford-Marylebone line changed my life :-)	We're not leading on this so can't confirm officially, but we believe they are aiming for 2021.
Why is free bus travel for season ticket holders in Aylesbury and Wycombe not extended to Haddenham to help ease parking issues?	Good thought, I'll get the team to look at the options.

Seen hundreds of seats vacant. Yet your tkt prices so high? Fill the seats will get you more revenue?	Capacity is often available off peak and advance fares are available. Advance fares are available from £5.50.
Will any passing loops be reinstated to provide a better London Metro service?	Any such development would be part of Network Rail's business plan and at present this is not planned.
Why is it so difficult to buy a carnet?	Carnet tickets are available from Marylebone station.
Other companies are now offering compensation for 15 min delays. When will you follow suit	We are looking at this with the DfT at the moment.
Most of your complaints relate to timetable and train maintenance. What are you doing to improve train reliability?	Both fleet and timetable are performing well. Last period our punctuality was 96.1% and this was the best in the country.
1 yr ago Chiltern Railways removed 25% of peak trains from GX. Since then more standing more complaints more delays. Do you agree?	We reacted to this at the time and believe the changes we made are appropriate.
Why do your managers not respond to emails? Why do you deliberately hold back the 0809 from Kidderminster?	I couldn't answer without further detail. Our customer relations team are best placed to ensure you get a response to any queries.
As an aspiring driver, would you recommend working for Chiltern for a while before applying?	Absolutely, it's a great way to understand the business and the industry.
Is there a performance target that your RPI have to meet? They need training in the routeing guide! And also orcats.	Our customer relations team should be able to look into any particular issues you might have. We'd be keen to hear.
I hear you're going to stop using the bubble cars soon? What is going to happen to them after?	We are seeking offers from interested parties.