

Tweet the Boss


Dave Penney

9th July 2019

08.00-09.00

You asked	Dave said:
	Good Morning, it's Dave. Hope everyone is having a good day. I am here for the next hour to answer your questions. #ttbdave
1. When will normal service resume with full carriage formations. 2. Will we receive compensation when renewing Season tickets at the end of the year.(due to short formations for over 6 months now) 3. Will there be another increase in Season ticket prices for next year? #ttbdave	Morning John. Firstly my apologies for the recent lack of carriages. Our fleet team work hard every day to provide as many trains as possible and we focus on protecting our highest used peak trains. Compensation is paid for delays and cancellations. #ttbdave
And will Ticket prices increase again at the end of the year? #ttbdave	Hi John, we offer flexible advance fares and regulated ticket prices will rise in accordance with industry rules which helps us re-invest in stations and customer improvements. #ttbdave
Not being able to get on some trains means the service may as well be cancelled for some commuters though, it's only going to worse too. #ttbdave	Hi John, we will always run a train rather than cancel, but I do appreciate the frustration and I apologise for recent short-form performance. We are working hard to fix. #ttbdave
Are there plans to look at service levels for stations? For example, trains to Oxford from Princes Risborough are appalling (2 in the AM peak!) which means for commuting it is not much good. #ttbdave	Hi Colin, we do not have any current plans to change the service between Princes Risborough and Oxford as it is difficult to stop trains at every station without slowing the whole service down. We will keep an eye on this however for future timetable changes. #ttbdave
Also can the WiFi be looked at as whilst I appreciate that we have it, it just doesn't work on at least 40% of the time #ttbdave	Hi Tina - I'm really sorry to hear that. We monitor WiFi availability on a daily basis, but if you could possibly tweet us to let us know when the WiFi isn't working on a particular train (with the 5-digit carriage number included) we can look into this for you #ttbdave
Hi Dave. What's the update please on repairing the top deck at HDM? There was a trial last week of a temporary cover but that's been removed #ttbdave	Morning Tina, the top deck is currently undergoing repairs. We've been doing some weight testing and it will be fixed over the next few weeks #ttbdave
Having had some recent difficulties with loading day tickets on to your otherwise excellent SmartCard, I'd like to highlight the help received from Rebecca Thorneycroft in sorting the issues out. It's not perfect yet, but much better since her intervention. Thank you. #ttbdave	Morning Nico, I'm pleased to hear that - thank you for letting me know. I'll make sure your message is passed along to Rebecca #ttbdave

#ttbdave Morning Dave. We met at Gerrard's Cross in 2017 when you watched a disaster of a morning peak service. Can you name 2 things which have improved for GX passengers since your visit?	Morning Ed, I apologise for current levels of short-forms which we are working hard to fix. We have recently invested in GX station to improve the ticket office, toilets and car park spacing and we will soon be installing better station WiFi. #ttbdave
Hi Dave. The obvious question: What is going on with all the short-formed services? #ttbdave	Hi Colin, I'm sorry about the short-formed trains lately - this is due to one train being on long-term repair for crash damage and defects on our Mk3 fleet. We're working to get these carriages back on the route as soon as possible #ttbdave
#ttbdave Hi Dave, Do you have any plans to improve the website/app in regards to ticket availability? For example: Aylesbury to London Zones 4-6 Travelcard Season isn't available to buy on your website. It will offer a zones 1-6 travelcard season instead (Travelling AYS to WCX).	Morning Stephen, thanks for highlighting that. We'll take a look into this and come back to you #ttbdave
How long before the polluting diesel trains are improved? #ttbdave	Morning Julian, we've been taking a proactive lead in trialling environmentally friendly options. We have two hybrid trains due for trial next year #ttbdave
#ttbdave Morning... please can you display the platforms even the holding platform earlier at Marylebone. Often it's just 5-7mins before he train departs and you need to then be an athlete to get a seat. Impaired mobility makes it hard for people then they have to stand! Thx	Morning Claire, we display platforms as soon as incoming passengers have cleared. This is done to prevent overcrowding on the platform. We introduced the boarding area concept to help move customers closer to the right platform and reduce walking times. #ttbdave
What is the plan to stop short forming of trains. I can't remember a day when the morning schedule from Gerrard's Cross didn't see a short formed train. Commuters end up crammed in like this morning or sometimes they can't even get on #ttbdave	Good morning, I apologise for the number of short formed trains lately - this is due to one train being on long-term repair for crash damage and defects on our Mk3 fleet. Our teams are working as quickly as they can to get these back out on the route #ttbdave
#ttbdave right the usual, rolling stock, is there any more on the horizon, it's been over 2 years since the punter cramming started and it's just not funny anymore. Do you have enough drivers now?	Morning Mark. It has been very frustrating trying to get additional trains. When a compatible type becomes available we often find they are offered to franchises with a longer lease date. We keep trying but there are no easy options at present. Drivers numbers ok! #ttbdave
It's been over 2 years, on Friday I will pay you £2640 for my annual season ticket for another 12 months of cramming, disruption due to Wembley events, disruption at weekends due to the lack of staff, I take the train to reduce my stress not increase it. #ttbdave	Hi Mark, I thank you for your loyalty and we are doing everything we can to reduce the short-forms and improve service. #ttbdave
#ttbdave So what you are saying is that we're going to experience this sorry excuse for a service until you lose the franchise. Which, remind me, is 2021?	Hi Simon, we will keep investing where we can and push to find more carriages wherever we can. #ttbdave
Will you start to publish a regular report on carriage withdrawals just as you do for punctuality? Not doing this gives an utterly misleading impression of the performance of the franchise. So why not? #ttbdave	Hi James, we do monitor short-forms and report these to the DfT as they are a key part of our franchise. I apologise that recent short-forms performance has been poor but we do work hard every day to provide sufficient carriages and prioritise on the key peak services. #ttbdave

<p>You are just kicking the can of your franchise down the road. I am sure everybody @chilternrailway works hard but if there are not enough trains and you won't pay for maintenance then that is not really the point, is it? #ttbdave @CommonsTrans @TransportFocus @Andrew_Adonis</p>	<p>Hi James, we will keep investing (see recent station, WiFi etc.), we keep trying to find new ways to obtain more carriages and maintenance of the current fleet will always be paramount. I am just explaining the difficulties we face as we near the end of the franchise. #ttbdave</p>
<p>Second thing from Gerrard's Cross commuters. As you know you only run 4 trains in the morning peak between 730 and 830. Why is the 7.48 always late? It is more late than it is on time #ttbdave</p>	<p>Morning, I'm sorry about the performance of this train. We're working hard with our industry partners to improve this #ttbdave</p>
<p>#ttbdave 4 simple questions. 1) what is the cause of the persistent issues with the carriages? 2) why have you been unable to resolve it? 3) is there an end in sight and, if so, when? 4) would we be better served by a more capable management team?</p>	<p>Morning Simon. Firstly my apologies for the recent lack of carriages. This is due to one train being on long-term repair for crash damage plus unplanned defects on our Mk3 fleet. Our team work hard every day to provide as many trains as possible #ttbdave</p>
<p>@chilternrailway morning Mr Chairman, I applied for a job beginning of May, no response, called office "don't give out details of HR", emailed general HR, no response. Have given up until I saw tweet the boss #ttbdave</p>	<p>Morning Jools, sorry to hear that. If you could send us a DM with your details including your name, what role you applied for and when, we can look into this for you #ttbdave</p>
<p>Good morning @chilternrailway #ttbdave my question on car parking. Why is West Ruislip so much more expensive to park than any other of your stations. What is the rationale of £10.90 per day charge?</p>	<p>Hi Aiden, all our car parks are priced according to location and local alternatives. Ruislip is priced in accordance with prevailing rates in the London suburbs, whereas Oxford Parkway is great value at only £2 for 11 hours. #ttbdave</p>
<p>#ttbdave how long do you have running the franchise? Also, why haven't you repainted all of your trains into the pride colours for this month? Will any of your lines be electrified? I didn't get a reply from Alan when he was doing it.</p>	<p>Hi Lu, our franchise runs until December 2021. We want to see more investment so hope a decision post-2021 will be made soon. No plans for electrification yet but we are trialling hybrid trains in 2020. We do have a pride train out and about - I will post a photo. #ttbdave</p>
	<p>Morning Lu! As promised, here's a picture of the pride stickers on our train #ttbdave</p> 
<p>#ttbdave @chilternrailway any chance of a meet the manager at Haddenham? Thank you.</p>	<p>Morning Julian, there are no current dates in the diary but we'll see if we can arrange something #ttbdave</p>
<p>#ttbdave Hi Dave when will there be new information screen at Hatton and Lapworth</p>	<p>Hi Steven, I am not aware of any plans. Do you a specific request or need? Then we can look into it and respond #ttbdave</p>

Hey Dave, How has punctuality on the line improved over the last 5 years? Feed me some stats please #ttbdave	Morning Wilf. We have these figures available to us so if you could send us a DM, we'll get back to you with them #ttbdave
	Many thanks for all the tweets this morning. We obviously have work to do on short-forms and will continue to work hard on this. I will follow up any outstanding requests later today. Enjoy the rest of your day. Dave #ttbdave