

Tweet the Boss

Dave Penney, Managing Director

7th May 2019

08.00-09.00

You asked	Dave said:
	Good morning, Dave Penney MD of Chiltern Railways here to answer any of your questions until 9am #ttbdave
Hi Dave. Why not offer pro rata season tickets for people who commute into work less than the 5 days a week?	Hi Esther, our ticketing systems do not currently offer this but we are looking at ways to do this with smart-card technology in the future. #ttbdave
Hi Dave when are Chiltern 's toilets at Marylebone going to be free- all other stations are except Marylebone!	Morning Bryan, the charge for the toilets is to contribute towards dedicated cleaning and maintenance. There are currently no plans to change this. #ttbdave
Hi Dave. Are you going to repair the top deck of the car park at HDM? Is there a timescale as it is getting very dangerous and you can see a lot of the metal infrastructure? I have been flagging it for quite a while. Thanks #ttbdave	Morning Tina, we have been inspecting the metalwork to check its condition and improvement works have been agreed. These will take place in June / July. #ttbdave
The biggest question for me is that I've heard that Marylebone is going to be expanded which is welcome news. I'm struggling to imagine how and wondered whether there are any plans I could look at? Does this mean more rolling stock and more trains for all of us? Thanks.	Hi Mimi, TfL will be improving the escalators down to the Bakerloo line later on this year. They may have plans on their website. We do not have confirmed plans for additional trains at the moment. #ttbdave
Good morning Dave #ttbdave @chilternrailway. What is being done to increase capacity and the frequency of services to stations like HDM given that thousands of new homes are being built along the line and we are seeing busier trains?	Morning Julian, we monitor residential and business development along the route to help us plan new services and trains. We are not making changes this year but are looking at plans for 2020 and onwards. #ttbdave
#ttbdave Morning Dave. Can you explain how GX parking charges have gone up 50% in one year? It's half the cost at Chalfont (plus the service into London is significantly cheaper from there too)	Morning Ed, we brought Orchard Rise prices into line with the main station car park this year. We always look at balancing prices versus the investment we want to make and have introduced ANPR and new spaces this year. #ttbdave
Morning Dave, are there any plans to utilise the spare Mk3s &/or 43s sitting idle at Ely, to improve the long distance quality & nature of the Brum route to rid the line of the 168 commuter stock to then improve capacity on other routes? #ttbdave	Morning Tommy, the trains in Ely are not compatible with our existing fleets or maintenance facilities, but we are looking at other options. The Cl.168 trains work well on our routes and will continue to do so. #ttbdave
when do you expect to rectify the issue around lack of carriages? This is getting very frustrating now and very damaging to your brand	Morning, I must firstly apologise as the number of carriages has been reduced recently because of a defect with our wheel lathe which is resolved now.

	We always look for additional trains and in the meantime we are utilising the current fleet the best way we can. #ttbdave
I understand that however the services that have reduced capacity are the ones that can least afford to lose seats. Surely it's not beyond Chilterns capability to reduce the off peak services to ensure that peak services run with the correct number of carriages #ttbdave	Hi there, we use all of our available trains in the peak, so we cannot amend services elsewhere to move carriages around. We have prioritised what carriages we do have onto the busiest services. #ttbdave
Hi Dave, I was just wondering when the lift at Gerrards Cross is going to be replaced? It's caused my brother with disabilities many issues over the last few months and he has been unable to get home without a tremendous amount of time and effort #ttbdave @chilternrailway	Morning Grace, I'm sorry your brother has had difficulties at Gerrards Cross lately due to the lift. There were repeat faults with the lift a few weeks ago, where a technician had to be called and it was repaired. It should now be in working order again. #ttbdave
Hi Dave why was the 0644 from PR cancelled this morning? When will we have a coffee shop again at PR? Did you give Dennis and co from Cafe de La Gare a nice leaving pressie?	Morning Richard, my apologies but there was train fault this morning which caused the cancellation of the 0644. We did wish Dennis farewell and good luck with his retirement. We are looking at new tenants now. #ttbdave
Please explain what has caused the abominable service over the past 18 months. A continual excuse of "more carriages needing repair than usual" is beyond farcical. When will the company improve its investment in its franchise and buy more rolling stock?	Morning, sorry that you feel you've had poor service. There is currently a shortage on available rolling stock & we feel that our existing trains are performing as well as they can. We are continuing to invest & will purchase new stock when the option becomes available #ttbdave
#ttbdave when do you expect to rectify the issue around lack of carriages? This is getting very frustrating now and very damaging to your brand	Morning, I must firstly apologise as the number of carriages has been reduced recently because of a defect with our wheel lathe which is resolved now. We always look for additional trains and in the meantime we are utilising the current fleet the best way we can. #ttbdave
#ttbdave Morning Dave, when will there be an off peak service from Princes Risborough to Oxford (day time and weekends)? Changing at Haddenham takes twice as long and parking is expensive. It's been great to have this service over the bank holiday	Morning Lottie, right now there are no plans to introduce this. We were interested to see how many people used it over the bank holiday and will look into whether this might be a suitable change to make in the future. #ttbdave
Also the HDM to OXF service is very infrequent #ttbdave	Morning Julian, we were interested to see how many people used this service over the bank holiday weekend and we will look into whether this might be a suitable change to make in the future. #ttbdave
#ttbdave Morning Dave, given the number of queries about the tightness of @chilternrailway rolling stock, is there a timescale for the arrival of more stock? I'd like to invite you/one of your team to @aylesburytc about your plans for our growing town, your service is important.	Morning Mark, unfortunately we do not have confirmed plans at the moment. There are limited options and we have been frustrated a couple times recently. We keep trying! More than happy to send one of the team to present. You can DM them @chilternrailway. #ttbdave
Are there any plans to hold a Meet the Manager at HDM #ttbdave @chilternrailway	Hi Julian, we do not have one planned at present but will add it to the next round and publish the date on the website. #ttbdave

<p>#ttbdave any plans to reintroduce refreshment service on train, do miss the bacon rolls</p>	<p>Morning Simon, so do !!! We have no plans to provide catering on-train but we have been improving the mix of retail units on stations to provide more choice. #ttbdave</p>
<p>@chilternrailway trouble with your WiFi again guys</p>	<p>Hi Arjun, if you can send the 5 digit carriage number we can investigate #ttbdave</p>
	<p>Thank you to everyone who asked a question this morning. Have a great day and I look forward to talking to you again soon. For any questions that I haven't been able to answer, our team will reply throughout the day #ttbdave</p>