

Tweet the Boss

Dave Penney, Managing Director

9th December 2019

08.00 – 09.00

You asked	Dave said:
	Good morning, Dave here - I'll be taking your questions until 9am. Please use the hashtag #ttbdave
<p>@chilternrailway #ttbdave How can you justify the 3% rise in fares when the short form saga has been endless? My train home of a night has been short formed every night for well over a month now. It's simply an unacceptable service for the price I pay. #ttbdave #shambolicservice</p>	<p>Hi Amy, I accept recent short forms have not been acceptable and we are working to get long term reliability improved and complete modification programs. Whilst fare increases are always hard, we use them to continue investment such as our station refresh programme etc. #ttbdave</p>
<p>@chilternrailway I travel each weekday on the 6.16 from Aylesbury Vale Parkway to London Marylebone. It goes non-stop from Amersham - but at agonisingly slow speed. I guess there are operational reasons for this. Could you say what and can they be overcome? Thanks #ttbdave</p>	<p>Morning Dan, this train travels behind a London Underground service which can sometimes impact the speed that we can travel at. We work closely with London Underground to ensure both our services can run smoothly #ttbdave</p>
<p>Just want to say a big thank you to a guy named Maahir if I can remember exactly, I've never been on your trains and always felt scared about them but the lad reassured me and explained how easy it is with them, now I'm a regular!#ttbdave</p>	<p>Good morning - I'm very pleased to hear you've had such a good experience with us. Please let me know which station this was at and I'll be sure to pass the message along to the correct member of staff #ttbdave</p>
<p>Morning Dave, how can you have the audacity to charge the sky-high prices you do when there are so many short-form carriages? Is Chiltern going under? Was told by your team the recent short form was due to animals striking trains. Are you driving them through Noah's ark? #ttbdave</p>	<p>Hi James, the recent short forms have not been acceptable. We have suffered unplanned accident damage which has meant trains out of service. We continue to invest in our Mk3 trains which will be complete by Christmas and have improvements planned to the Cl.168 fleet by May</p>
<p>If, as you admit, it's "not acceptable", then why should we be paying for these services? I want my money back. In time for Christmas. #ttbdave</p>	<p>Hi James, we work hard to improve availability and indeed are running a full service this morning. Compensation for delays and cancellations are available via our Passenger's Charter regime. #ttbdave</p>
<p>Hi Dave, what have you been doing to resolve the issues with some Chiltern smartcards loaded with a Season Travelcard not working properly on TfL buses? #ttbdave</p>	<p>Morning Stephen. Transport for London have confirmed that smartcards can be accepted on their buses. They have however found a small number of buses that weren't accepting them. They're now fixing these so you should be able to use them on all TfL buses soon #ttbdave</p>
<p>#ttbdave morning Dave can you advise why under your leadership Chiltern have deteriorated? What was once a fab little railway company that ran punctual trains with enough seats and actually cared about its customers has now turned into the shambles we have today.</p> <p>That question seems to deserve a resignation by way of a response - along with all the senior engineering managers for failing to provide the basic fundamentals of a railway service - trains. #ttbdave</p>	<p>Hi there, we continually look at ways to provide more capacity and have plans to improve the number of peak seats in May. Our performance has improved YOY and 93% of our trains meet the Public Performance Measure. We always seek ways to improve this. #ttbdave</p> <p>Hi Michael, on the contrary the team work extremely hard to fix all defects and damage alongside the planned maintenance work and they are committed to delivering the best, safest, service they can every day. #ttbdave</p>

<p>@chilternrailway #ttbdave Morning Dave. When you look back, do you still think it was right to decimate commuter timetables and capacity just so you could open a service to Oxford - which already had a service to London?</p>	<p>Hi Ed, we've invested to improve services along our entire route. We've had success in all of these areas and although we have to make sure we get the balance right, I'm confident that we do #ttbdave</p>
<p>@chilternrailway morning as I travel in the 10 min delayed 7.57 I would to ask when Chiltern will give compensation at 15 min delay vs current 30. The new west coast franchise has delay compensation at 15 mins and travels over much longer distances #ttbdave</p> <p>Sorry I wasn't clear I wasn't asking about performance I was asking about compensation for passengers at 15 mins. Is that defined by the franchise agreement? #ttbdave</p>	<p>Morning, our Passenger's Charter regime is defined by government in our contract. Performance is measured on 5 minutes rather than long-distance operators on 10 minutes and we work hard to maintain PPM at 93%. #ttbdave</p> <p>Hi there, yes the delay thresholds are above 30 minutes as defined in our Passenger's Charter. This is a requirement of the Franchise Agreement. #ttbdave</p>
<p>#ttbdave cheers Dave, delayed train pulling out of Gerrards Cross with about 40 of us standing. Another great start to the week.</p>	<p>Morning Charles, sorry to hear you've had a difficult journey with us this morning. We are running a full service today with 97% of our trains currently running on time #ttbdave</p>
<p>Second question that GX commuters would all like to know the answer to is... when will you be able to run the timetable without short forming? #ttbdave</p>	<p>Hi there, I apologise for the recent short forms. We have suffered a number of unplanned accident repairs. We complete the refresh of our Mk3 trains this week and I am confident we can operate a full formation - indeed we are doing so today with 97% PPM too. #ttbdave</p>
<p>@chilternrailway third and final question how do you get to work Dave? and do you think travelling like this is acceptable as most of Gx think it isn't? People couldn't get on this morning happens fairly usually now and is the human cost of short forming #ttbdave</p>	<p>Morning, we are always trying to find ways to improve capacity on our key peak trains. We run every train we can and have plans to improve this for May with changes to our Cl.168 fleet. #ttbdave</p>
<p>@chilternrailway why not more honesty about "more trains than usual needing repairs"? Why? And "usual" for the last year means a substandard service #ttbdave</p>	<p>Morning Michael, we run all the trains we have available to us and only keep back the ones that have to undergo scheduled maintenance. When there are unplanned accidents these unfortunately have a knock-on effect which result in our services being short formed #ttbdave</p>
<p>#ttbdave Morning Dave. When I last renewed my monthly smartcard season via your website, you deducted the cost without providing my ticket. It took 4 days to refund my cash. Do you think this is acceptable? What have @chilternrailway done to prevent this ever happening again?</p>	<p>Morning Chris, I agree that doesn't sound right! Our smartcard product has been extremely successful so we need to investigate what happened and will respond back to you directly. #ttbdave</p>
<p>Hi Dave, could you give us an update on the number of carriages that are currently out of service and details of when they will return? In early November it was apparently 6% of your daily requirement which = 12 carriages. Has this changed? #ttbdave</p>	<p>Morning Chris, this morning we're running a full service. Our trains which were out for accessibility modifications are now back on the route and two trains which were undergoing repairs have been fixed #ttbdave</p>
<p>@chilternrailway anyone passing your depots sees the same trains out of action for months at a time (172s recently). Why can't you fix them? #ttbdave</p>	<p>Hi Michael, we focus repairs of Cl.172 at Wembley so you will always see those trains there. Wembley is also the stabling point for Mk3 and Cl.172 trains in between the peak. #ttbdave</p>
<p>@chilternrailway #ttbdave Hi Dave, do you think your service over the last year with stick problems can defend</p>	<p>Morning Chris, we are required to adjust our fares in line with our contract with the Government. As with all</p>

<p>the higher than average fare rise (3% rather than 2.7% average) next year? How do you defend that extra increase?</p>	<p>businesses, our costs increase each year and we do not receive any subsidy from Government, in fact, we pay a premium to run our services. We have worked hard to ensure our fares are as competitive as possible against the market so that we can balance value with the need to invest. The stats are slightly skewed by the correction of some non-London flows and the majority of our key flows are at 2.7% #ttbdave</p>
<p>Please can you give us some actual dates for when the constant short forming of rush hour services will come to and end? When will the repairs be complete? Lots of angry commuters paying through the nose to be crammed in like sardines. #ttbdave</p>	<p>Hi Graham. Our recent short forms have been due to Mk3 refurbishment, Cl.168 accident repairs and Cl.172 wheel damage. The Mk3 work completed this weekend and all bar 1 of our Cl.168 / Cl.172 repairs has been completed too. I expect improved availability from now on #ttbdave</p>
<p>I am a huge @chilternrailway fan - I brag about how amazing our line is compared to my friends and colleagues. But I have noticed more late trains, overcrowding (I was on a train reduced from 8 carriages to two last week) . What is happening? #ttbdave</p>	<p>Morning Krish, I'm glad to hear you enjoy travelling with us. I understand our service hasn't been what our customers are used to lately. In that instance it was decided it was better to run the train & get some people to their destination rather than cancel it entirely. I hope you understand that it was a difficult decision to make and one we didn't take lightly #ttbdave</p>
<p>How many days a month do you commute on the trains you're responsible for? #ttbdave</p>	<p>Hi Alex, I use our services frequently to understand service quality. Many of the Chiltern team who oversee timetabling, performance and Customer Service delivery use Chiltern every day and use this experience to identify improvements needed #ttbdave</p>
<p>#ttbdave When are Chiltern going to improve their app and eTicket offerings? Attempting to redeem an online ticket the other day was incredibly stressful and the app took forever to validate emails. App Store rating for the current app is appalling.</p>	<p>Hi Jamie, a lot of work has gone into the app to try and improve it. We look at our download time, errors and speed on a daily basis but if there are specific problems you're encountering please DM us and we can look into it #ttbdave</p>
<p>Morning Dave, are there any plans for new stock lately as I worked out yesterday Chiltern are one of the few TOCs without either recent arrivals or an upcoming order #ttbdave</p>	<p>Morning Ciaran, we have looked at many fleet options but diesel trains are highly sought after and often acquired by franchises with longer timelines. We have plans to alter our Cl.168 trains in May to provide extra seats for the peak. #ttbdave</p>
<p>@chilternrailway people standing on the 0818 from Princes Risborough to MYB and it hasn't even stopped at Wycombe yet. Standing for a 40-minute journey means you should be stripped of your franchise. What are you going to do to fix it? #ttbdave</p>	<p>Hi Michael, we understand that there are growing capacity needs all the time and we always look at the best way to distribute our fleet. There is also a lack of availability of additional rolling stock, but we're continuing to look into all possible options #ttbdave</p>
<p>@chilternrailway on the consistent shortcoming. 1) will you publish *daily* updates on progress to begin to convince me you're doing something? 2) If what you are doing is all you can, will you agree to link ticket prices and any performance pay to stock availability? #ttbdave</p>	<p>Morning Sam, as soon as we have information regarding a short form we recognise it's important to get the message to our customers as quickly as possible however with a working railway, sometimes things can change right up to departure so the daily messaging may get confusing. We do publish longer-term plan updates on our website. The latest update is available here: https://chilternrailways.co.uk/news/fleet-availability-progress-dec-19 #ttbdave</p>

<p>#ttbdave Could you please answer the following, 1. How many carriages do you currently have out of service? 2. How many carriages do you have that are operational and in service? 3. How many operational carriages do you need to provide a full service with no short formations?</p>	<p>Morning, we have 212 carriages in total and we allow 22 carriages out for service for repairs on any given day. Today we're running a full timetabled service, with just the planned carriages away for maintenance or repair #ttbdave</p>
	<p>I've been overwhelmed with the number of questions I received today. Unfortunately we've run out of time, but I'll ensure that our team respond to any queries that I've been unable to answer. Thank you for all of your questions. Have a great day, Dave #ttbdave</p>