

# Tweet the Boss

Mary Hewitt, Interim Managing Director

11<sup>th</sup> August 2020

08.00-09.00

You asked	Mary said:
	Good morning everyone. Mary Hewitt, Interim Managing Director for Chiltern Railways here until 9am to answer your questions. Please use the hashtag <a href="#">#ttbmary</a>
You may have seen yesterday's news attached. We'd love your impetus to move the adoption of @Birmingham Moor Street station forward - will you support your team & engage with @Vintage_Trains & @WestMidRailway to oil the wheels & get it off the ground?	Good morning, I'm personally not aware of this but I'm always happy to work with Rail User Groups as they give so much to their community and stations. If you send over some information to <a href="mailto:press@chilternrailways.co.uk">press@chilternrailways.co.uk</a> we can look into this <a href="#">#ttbmary</a>
<a href="#">#ttbmary</a> Are all services from RIC-MYB running to time?	Hello! Yes, they are running to time so far today, but with the hot weather expected today please do check your journey before you travel <a href="#">#ttbmary</a>
<a href="#">#ttbmary</a> Mary will the peak/off peak timing change to encourage people to spread out their commute?	Hello, we are working with the Department for Transport and all other train operators to look at ticketing & pricing. While we're not looking at changing peak times, we're looking at offering different types of fares & season tickets that support different travel patterns. We are encouraging passengers to travel at quieter times where possible. The busiest train times are available on our website if you need more information <a href="#">#ttbmary</a>
Will this include an improved carnet type offer. Current offer is very poor and can only be purchased at Marylebone	Good morning, we are trying to move as much to Smart ticketing as possible and whilst we don't know exactly what this will look like yet, I'll keep this in mind <a href="#">#ttbmary</a>
Oh hi, I've never been on Chiltern railways, is it nice	Hi Charlie, I think I might be a bit biased but I certainly like it! We always score very highly with our passengers in the rail passenger surveys <a href="#">#ttbmary</a>
Yes, great trains and staff! We'll be doing something (in a very positive way!) on @chilternrailway in a forthcoming issue. A few years ago, working for another publication, I reported on a CR depot worker at Wembley who had released a record!	Hello - that sounds great! If you need any information please don't hesitate to contact the press office who will be happy to help <a href="#">#ttbmary</a>
<a href="#">#ttbmary</a> Morning, are you going to be the one to update the short form page when they're all future updates? The customer experience director was the one to do it last I think, but just wondered since you're the new interim manager. Thanks.	Hello, as we rebuild our timetable and passengers return we will be looking to reinstate this and will do so at the appropriate time. We understand this can be useful for customers & while this will not come from me directly, it will come from one of Chiltern's directors <a href="#">#ttbmary</a>
Good morning, okay, no problem. Would it be someone called Alan Riley, possibly the customer service director? <a href="#">#Tbmary</a>	Good morning, it won't be Alan as he left the business earlier this year. Eleni Jordan is now our Customer Strategy and Commercial Director and Mark Goodall is our Operations Director so it'll likely come from one of them <a href="#">#ttbmary</a>

With the planned housing expansion of PRR town around MRS station, are Chiltern Railways looking at increasing services to support a doubling of the town size? <a href="#">#ttbmary</a>	Good morning, we're focused on rebuilding our timetable post Covid at the moment but we're hoping these kinds of discussions will be included in any future Chiltern franchise specification <a href="#">#ttbmary</a>
<a href="#">#ttbmary</a> Hi - will you be looking to introduce three day weekly season tickets in the near future given that many workers are unlikely to commute into London 5 days a week going forward?	Good morning, that is one of the options that we're looking into offering and we're discussing it with the wider industry <a href="#">#ttbmary</a>
Why don't your trains stop at Bordesley Station on Birmingham City Match Days? <a href="#">#ttbmary</a>	Good morning, unfortunately this station isn't set up for Chiltern trains to stop <a href="#">#ttbmary</a>
Why don't you have your social media on 24 hours a day? <a href="#">#ttbmary</a>	Good morning Leo, before Covid hit we looked into having it open from the first train to the last train but with so few customers travelling it wasn't the right time. It's something that we're looking at doing in the future <a href="#">#ttbmary</a>
<a href="#">#ttbmary</a> Yesterday I had a nasty experience travelling home from London on 16.15 Marylebone to Kidderminster. The female Train attendant refused to let me drink my bottle of water and put my mask on immediately and properly! I found her attitude impolite!	Hello, I'm sorry to hear that. You are allowed to take off your mask to eat & drink. I will make sure that all of our train managers are aware of this particularly with this hot weather. If you wish to raise a formal complaint you can do so here: <a href="https://chilternrailways.co.uk/contact-us">https://chilternrailways.co.uk/contact-us</a> <a href="#">#ttbmary</a>
Is work continuing on creating hybrid battery trains? Any news on when there might be one operating? <a href="#">#ttbmary</a> <a href="#">#AirPollution</a>	Good morning, two trains are away being modified as we speak and we will get them back towards the end of the year. We hope to have them in passenger service shortly after that once the drivers have been trained <a href="#">#ttbmary</a>
Why are the station is such a dreadful, state all overgrown with weeds never used to be like this and don't say COVID as answer	Good morning. We had a few weeks where it wasn't up to our usual standard but we have rectified that and all stations should have been cleared now. If there is a specific station where this isn't the case, please let us know <a href="#">#ttbmary</a>
	Thank you for all of your questions this morning. Please stay safe in the hot weather and have a nice day <a href="#">#ttbmary</a>