

# Tweet the Boss

Mary Hewitt, Interim Managing Director

14<sup>th</sup> April 2020

14.00 – 15.00

You asked	Mary said:
	Good afternoon everyone. Mary Hewitt, Interim Managing Director for Chiltern Railways here until 3pm to answer any questions. Please use the hashtag <a href="#">#ttbmary</a>
Please can we get an update on the state of the trains that have been 'out of service' for what seems like months? <a href="#">#ttbmary</a>	Hi Nicolas, our maintenance team are doing lots of work on train sets that are not being used. However we have had to stop some non-essential work in order to comply with social distancing. One set that was out of action has been sent away for repair, the rest can all run in service (under normal circumstances) <a href="#">#ttbmary</a>
Hi Mary, how much notice are you expecting from the DfT to ramp your services back up once they start to lift the lockdown? Eg, could this be done with a week's notice? <a href="#">#ttbmary</a>	Afternoon Chris, we're currently having those conversations cross industry and every train company is in a different position. Our current view is that it will take at least 6 weeks to get back to a full service <a href="#">#ttbmary</a>
Good afternoon, Chiltern used to be known as a very customer oriented company with good old fashioned customer service but unfortunately over the last 3-4 years there seems to have been a stark difference in these values. What will you be doing to return to these values. Your staff used to be so friendly and this has also changed. I get the feeling that they are feeling very under-valued and have been for a while. Chiltern were great for both customer service and staff so it's a shame <a href="#">#ttbmary</a>	Good afternoon, we're very proud of our ongoing high customer satisfaction scores and I fully intend to improve them. Myself and the leadership team have done a huge amount of engagement with customers and our people and are acting on all the feedback we've been given <a href="#">#ttbmary</a>
I have a senior railcard which I haven't been able to use for a month and possibly won't for at least another month. Can I claim a refund or an extension to it? Thank you <a href="#">#ttbmary</a>	Good afternoon. You can get refunds on any tickets that you've bought but railcards are non-refundable. Unfortunately, we currently can't offer extensions <a href="#">#ttbmary</a>
But on government advice we are not able to travel, therefore our travel cards are worthless. Surely a 2 month extension on a recently purchased 3 year railcard is not asking for too much.	Unfortunately this is the current policy on refunds across the whole network. Railcards are administered by National Rail <a href="#">#ttbmary</a>
Hi Mary. There seems to be a clear satisfaction divide on many measures between your long-distance customers (happy) and your commuters (unhappy). What are the key improvements in the pipeline for your commuters? (I'm a regular user from Gerrards Cross) <a href="#">#ttbmary</a>	Hi Ed, we know that a punctual service that isn't overcrowded is most important for commuters so we're working closely with Network Rail to improve our performance and our fleet team are working hard to ensure we have maximum availability when we're back to normal <a href="#">#ttbmary</a>
Thanks for your response. I know we would all like to see these things happen. A more balanced timetable if	Thanks Ed, we're always reviewing our timetable <a href="#">#ttbmary</a>

<p>possible would also be welcome - without long gaps (25 mins) then a bunch of 2 services together, then another 25 min gap, to get the contracted 4 services per hour.</p>	
<p>Are there any thoughts of introducing a 3 or 6 month season ticket option? As annual is so expensive and weekly and one month sometimes aren't enough. Also congratulations on your appointment! <a href="#">#ttbmary</a></p>	<p>Hi Jenn - thank you! That isn't something that's under consideration. We always want to offer our customers what they need, so I can take that away <a href="#">#ttbmary</a></p>
<p>Myself and many others have purchased an annual season ticket and have not used it since the government had imposed a lockdown. I know there is a ticket refund option but are you thinking of offering an annual season ticket extension? <a href="#">#ttbmary</a></p>	<p>Good afternoon - unfortunately this isn't something that we're able to offer, but customers can get a refund on their season tickets from the last date of travel <a href="#">#ttbmary</a></p>
<p>Hi Mary, any commitment to improving peak services at Rickmansworth? We are the only station regularly skipped at peak with 16-minute gap in service at 7:30. <a href="#">#ttbmary</a></p>	<p>Hi Jamie, we know that a punctual service that isn't overcrowded is most important for commuters so we're working closely with Network Rail to improve our performance. We do have a new timetable ready to go when things get back to normal that increases the number of seats in the morning peak, although unfortunately this does not impact Rickmansworth <a href="#">#ttbmary</a></p>
	<p>Thank you for your questions this afternoon. Please stay safe and enjoy the rest of your day <a href="#">#ttbmary</a></p>