

Tweet the Boss

Richard Allan, Managing Director

27th January 2021

08.00-09.00

You asked	Richard said:
	Good morning everyone! Richard here to answer your questions until 9am. Please use the hashtag #ttbrichard
<p>@chilternrailway #ttbrichard are Chiltern Rail applying to be the train operator for the new route between Oxford and Bletchley @hpeastwest @ProgressEast</p>	<p>@stuntbutt @hpeastwest @ProgressEast Morning Robin, the new route is being developed by East West Rail and you may have seen the announcement about their funding at the weekend. We don't know how they plan to operate services when they start in December 2024 but Chiltern will be having further discussions this year with EWR #ttbrichard</p>
<p>@chilternrailway What happened to the employees who broke Covid rules at Marylebone and held a gathering in the one of the retail units?</p>	<p>@wookieewanderer Good morning. This is still under investigation. To ensure that our plans and processes are appropriate, we have requested the health and safety rail regulator Office of Rail and Road, to review if there any areas which should be addressed #ttbrichard</p>
<p>@chilternrailway Is it possible for the pricing of anytime day return tickets to be fairer for journeys starting at Aylesbury going to Harrow? A return ticket from Aylesbury to Harrow is £22.80 but a Harrow to Aylesbury ticket is £16.20, it's quite a big difference in price. #ttbrichard</p>	<p>@stephencannon Morning Stephen - thanks for your question. I'll need to ask our pricing manager to look into that and get back to you when I have an answer #ttbrichard</p>
<p>@chilternrailway #ttbrichard the new timetable is not adequate for those travelling from Beaconsfield. Please could you look at it again. I appreciate the pandemic & reduced numbers but by cutting two services completely & increasing the journey times of other means a poor service</p>	<p>@jeb317 Good morning, thank you for your feedback. We'll have a look at the services at that time. We are carrying fewer than 10% of customers compared to pre-covid and operating 51% of the pre-covid timetable so we're trying to find the right balance between customer demand, social distancing and costs to the taxpayer. If any key workers have any comments or specific requests regarding our timetable, they can contact us using our dedicated key worker email address: keyworker@chilternrailways.co.uk</p>
<p>@chilternrailway Is the timetable change for the 8.07 to 7.43 Banbury to Birmingham intended to be a permanent change to the timetable or just for the immediate future during lockdown?</p> <p>@chilternrailway Thanks for your prompt reply and look forward to hearing from you later</p> <p>Thanks. Please pass on my regards to Bevis.</p>	<p>@rimalu35 Morning Richard. We've made some temporary changes during this third lockdown so let me check if this is one of them and we'll get back to you today #ttbrichard</p> <p>Hi Richard. Just heard back from our Head of Train Planning - this is just for the immediate lockdown. As we come out of lockdown services will be put back in to match the increased demand level #ttbrichard</p>

<p><u>#ttbrichard</u> sorry for the late response, given that the service has been reduced by 53% or so, many key workers are also shift workers, why does the timetable only properly serve normal 9 to 5 workers who should be working from home. Will there be a refund of my season ticket.</p>	<p>Morning Mark, we have designed the timetable to protect first and last trains and reflect demand from key workers. If there's anything specific that you want us to look at please email keyworker@chilternrailways.co.uk and we can try to help. Please send us details via direct message of your season ticket and we'll be in touch</p> <p><u>#ttbrichard</u></p>
	<p>Thank you for your comments and questions this morning. I hope you all have a good day, Richard</p> <p><u>#ttbrichard</u></p>