

# Tweet the Boss

Richard Allan, Managing Director

14<sup>th</sup> July 2021

08.00-09.00

| You asked   | Richard said:   |
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|   | Good morning everyone - Richard here until 9am to answer your questions. Please use the hashtag <a href="#">#ttbrichard</a>   |
| <a href="#">#ttbrichard</a> One very important question: Akin to TFL, will you follow the #science & stipulate the wearing of masks on all your trains at all times, or will you allow a dangerous government free-for-all, that you know will spread the virus & create huge anxiety (Jim)   | Good morning, we don't have any further information on what will happen after Monday, the train operators are awaiting guidance from the Department for Transport. I'm acutely aware how important this is for customers and colleagues and will communicate as soon as we are clear ourselves. Sorry I can't be more precise this morning <a href="#">#ttbrichard</a>  |
| <a href="#">#ttbrichard</a> as #tfl have confirmed that masks will be compulsory on their services after July 19th, I wondered if Chiltern have made any decision on masks on their own services after that date?   | Hello, we don't have any further information on what will happen after Monday, the train operators are awaiting guidance from the Department for Transport. I'm acutely aware how important this is for customers and colleagues and will communicate as soon as we are clear ourselves. Sorry I can't be more precise this morning <a href="#">#ttbrichard</a>   |
| Hello Richard, obviously with the Chiltern franchise coming to the end, is there any news on who's running for the new franchise, if a new franchise is going to happen or are they going to extend Arriva's franchise?<br><br>In my opinion Arriva deserve an extension, you guys are amaze! | Good morning and thank you very much for your kind comment. We're in the middle of talks with the Department for Transport about a new type of contract for Chiltern that will start in January and could last for up to 6 years. The immediate challenge we have is to encourage more people to use rail, and the strategic challenge is to modernise and decarbonise, which means working on a plan to update or replace our fleet of trains <a href="#">#ttbrichard</a>  |
| Hi, when will the timetable return to normal or be looked at again ? We're still missing some of the old key commuter time services to and from Haddenham to Marylebone. PS the new flexible ticket option is utter rubbish. Thanks <a href="#">#ttbrichard</a>                               | Hello, thank you for your question. We're running about 82% of timetabled services that operated pre-Covid and customer numbers on weekdays are about 40% of 2019 levels, and about 50% of 2019 levels on weekends. We're keeping the timetable under review and hopefully customer demand increases and we can look at some refinements and additional services at peak times. We need to balance this with the cost of operating the service, which is much higher than revenue at present, and that means the gap is being closed with funding from the taxpayer <a href="#">#ttbrichard</a> |
| Any chance the flex-ticket will include a tag to park my bike at Marylebone Station? @chilternrailway <a href="#">#ttbrichard</a>   | Good morning, we are continuing to invest in better facilities for customers with bikes, including the new racks at Marylebone and a very impressive new setup outside Banbury station which I saw last week. I think the flexi season is for rail travel only - there are various schemes here and in Europe where you can add to your rail  |

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|  | <p>journey such as Plus Bus. We must look at these ideas again to encourage more people to use rail <a href="#">#ttbrichard</a></p>   |
| <p><a href="#">#ttbrichard</a> Good morning Richard, are there any plans for extending the route Chiltern operate, for example you could go as far as New street. Or are there any plans for new railways, I heard the Honeybourne line is reopening, do you know if you will operate on that?</p> | <p>Hi James, I like your ambition and I'm really keen to grow and modernise Chiltern! There are no current plans to change our operating geography in the next couple of years but I can see some opportunities into the mid-2020s with the construction of new railways and potentially making new connections by using the existing network in a different way. Just to add we're aware of the 'Avon Rail Link' campaign to reinstate the line between Honeybourne and Stratford <a href="#">#ttbrichard</a></p>  |
| <p>I've found it disappointing that flexi season tickets are not available to all railway stations so I can't purchase one for my commute (Aylesbury to Harrow-on-the-Hill). Is there a reason why you can only buy these tickets to some stations and not others? <a href="#">#ttbrichard</a></p> | <p>Hi Stephen, thank you for your question. I know there are some restrictions and will find out from our commercial team and get back to you <a href="#">#ttbrichard</a></p>   |
| <p><a href="#">#ttbrichard</a> Chiltern clearly have a major rolling stock issue. Trains consists continually being reduced. Ultimately, Either DB hand back the keys and let another TOC run it and INVEST in modern fleet. What is happening now is totally unacceptable.</p>                    | <p>Hi John, Chiltern has invested in new stations, trains, services &amp; depots in our 25-year history and we clearly need to modernise again with our fleet now one of the oldest in the country. I'm determined to make the case for that investment, it's harder now than before the pandemic because our revenue is much lower than the cost of operating for the first time in many years. We're about to launch the HybridFLEX train which trials a battery underneath a diesel train to provide a quieter &amp; greener journey <a href="#">#ttbrichard</a></p> |
| <p>Are you going to continue and increase cleaning post the 19th July as travel starts to pick up more?</p>  | <p>Good morning, we've invested significantly in additional cleaning since the start of the pandemic with about one third more staff than previously to carry out cleaning of trains after they arrive and before departure at Marylebone in particular. This will continue and we will keep our cleaning plan under review to make sure it is working effectively and giving customers confidence <a href="#">#ttbrichard</a></p>  |
| <p>Does improving active travel to your stations come into your plans to decarbonise? In particular, stations in Buckinghamshire where a town serves surrounding villages. Would you help to fund cycle paths? Might even mean more passengers for you</p>   | <p>Good morning, we're doing what we can to improve and support active travel by working with partners to invest in facilities such as more cycle racks. More specifically, we're working with Buckinghamshire Council on a proposed new cycle route in Wendover to integrate with the station. If you've got any specific ideas, please let us know <a href="#">#ttbrichard</a></p>  |
|  | <p>Thank you for your questions this morning. I hope you all have a nice day, Richard <a href="#">#ttbrichard</a></p>   |