

Tweet the Boss

Richard Allan, Managing Director

15th September

08.00-09.00

You asked	Richard said:
	Good morning everyone - Richard here until 9am to answer your questions. Please use the hashtag #ttbrichard
Q: the trains in the morning are v. busy. Will you be putting on more carriages? There seem to be less than before the pandemic? Bicester N to London	Good morning, we're noticeably busier in the last 10 days and we're monitoring the number of people using every service very carefully and updating the capacity checker on our app. There's still unused capacity overall in the morning peak but I understand that might not be on your specific train. We will provide more capacity or adjust our plan where we can over the Autumn weeks #ttbrichard
The 0643 OXF-MYB is now regularly full and standing yet still only 6 cars rather than 9. Commuter services are busy. Why are the Silver Trains not back in service and why were the 172s given away? #ttbrichard	Good morning Ken, first of all I'm a big fan of the show when I get to listen in the holidays. Weekday customer numbers are increasing thankfully but are still just 50% of 2019 levels; there are repairs being carried out to the silver sets so they're not all available and won't be until November; the 172s were and are surplus to requirements given we have to balance customer demand and available funding from the taxpayer #ttbrichard
Dear Richard, I hope this finds you well. My 1st question is around the severe lack of carriages/short formations of all trains post the pandemic. I travel on the peak trains from Banbury to Marylebone, 7.25 & 8.06 & they are only 3 carriages. I have contacted CS, who say it down to train planning. These trains are packed, with social no distancing, before the pandemic these were 5+ carriages trains. Is there a plan to improve please	Good morning Simon, thanks for your feedback. We're looking closely at the number of people using every train because there are new patterns emerging that we didn't see before the pandemic. We understand that social distancing is a concern for some customers and the capacity checker on the app is designed to show which trains are busier than others. Social distancing measures were removed on public transport in the summer but all rail companies continue to encourage customers to wear masks on trains and in stations #ttbrichard
#ttbrichard need a coordinated bus connection from High Wycombe to LHR airport – Chiltern Railways had a bus from Gerrards Cross many moons ago; electrification is needed; 1915h Marylebone Birmingham needs a longer train	Good morning, we work closely with the bus industry to promote connections at our stations. High Wycombe to Heathrow was under development but was paused due to the pandemic. The biggest challenge facing this railway is replacing our diesel trains. We're looking at all options to modernise Chiltern again. Thank you for your feedback on that service, I'll pass your comments along to our train planning team #ttbrichard
#ttbrichard . Hi Richard, hope you get some good questions and have a really great day	Good morning Andrea, I hope you have a lovely day yourself. The sun is coming out in Marylebone this morning, certainly makes a change from all the rain yesterday! #ttbrichard
#ttbrichard my usual futile attempt to get over how bad the service is, so Richard, when will Chiltern have enough	Morning Mark, we have adjusted our timetable 11 times since March 2020 to match customer demand with an

rolling stock and staff, are you running a recruitment campaign, do you have enough (or any) trainers? When will the FULL service be reinstated?	appropriate number of services given the huge taxpayers support that is going to the rail industry to make up for the massive reduction in customer numbers. We'll continue to adapt to reflect customer demand - currently we're carrying 50% of 2019 numbers of customers and operating a timetable that is 83% of 2019 services #ttbrichard
@chilternrailway #ttbrichard staff and stock, you didn't answer that question?	We have enough drivers and trains to meet current demand; we're recruiting more drivers in anticipation of higher demand in future years & I've said to other customers this morning we're working up proposals for what we do with our trains in both the short & long term #ttbrichard
Hi Richard, what's the 0-60mph of the Class 165's?	Good morning, I'm reliably informed that it'll take 1 minute 50 seconds, remember it is a 30 year old train and our biggest strategic issue is finalising a plan for long term replacement of our diesel fleet #ttbrichard
Are there any plans to resume the train service to West Ealing in the future? #ttbrichard	Morning Stephen, this service is planned to resume in the December timetable #ttbrichard
#ttbrichard what's the current expectation for the return of the silver sets (specifically their locos) from crack repairs? Are we talking days, weeks or months?	Good morning, there are specialist engineers working on a plan for repairing the locomotives. With current timescales we expect to have them all available for service by the end of November #ttbrichard
Is the real reason for the failure to provide longer trains at peak times due to a desire to maximise profit at customer expense while taking advantage of lower staff costs during lockdown and furlough schemes? Would you answer truthfully if it was? #ttbrichard	Morning Jack, we haven't furloughed any staff during the pandemic. We are balancing customer demand (which has been very low but is now recovering, thankfully) and finding value for the huge taxpayer support that has gone into the rail industry. The service is lossmaking because the cost of operating this railway is far higher than customer revenue #ttbrichard
No trains from Risboro between 07:30 and 8:21! Hardly a rural station. Please fix it #ttbrichard	Good morning, we will be adjusting these trains in the December timetable to space the arrivals into Marylebone more evenly #ttbrichard
Morning, when will the full schedule return along with full length trains and who decided on the value proposition for the flexible season tickets, you or the government, because they are a joke and currently incentivise us to not travel at all #ttbrichard	Morning James, we'll continue to adapt the timetable to reflect customer demand. Flexi season tickets are a national product and I'll pass on your feedback #ttbrichard
#ttbrichard when are you going to fix the timetable from oxford parkway? Previous 55 min one / two stop services at 6:30 and 7:25 replaced with horribly slow stoppers, no 18:18 pm - the line is unusable for commuting. I used to give you £6k pa - now on GWR...	Morning, I understand the disappointment when your service has changed. As I've explained, we're running a service to meet current demand & in some cases that means services calling at more stations than they did pre pandemic. We'll continue to keep this under review #ttbrichard
Your website currently states that this new timetable that came in on Sunday only runs to 2 October, so I guess there's another from 3 October? I've just asked #ttbrichard why this timetable is only for 3 weeks	Morning Chris, that's correct. The October timetable will be on the website soon - a small number of trains will be adjusted for our leaf fall timetable #ttbrichard

Hi there. Hope all is well. What is the future of the Chiltern franchise? I remember reading around a year or so ago that Chiltern would not be rebidding for the franchise upon expiry in the next couple of years. Many thanks	Good morning - Richard here. We're currently finalising a new contract for Chiltern. I hope to be able to say something about it in October and the contract will start from January 2022 #ttbrichard
Are there any plans to bolster stock to provide more than 3 car trains in the peak London bound from Birmingham/Banbury? As the correspondent above observes these peak services are now full. #ttbrichard	Good morning, individual services are reviewed every week and we're looking at where and when we can provide additional capacity. The next significant change to our timetable will be in December #ttbrichard
	Thank you for all of your comments and feedback, it's all very helpful and informative. I'll be back for another session before the end of the year, Richard #ttbrichard