

Tweet the Boss

Richard Allan, Managing Director

7th April 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 #ttbrichard |
| Good morning. Chiltern is an ideal railway for #electrification. It supports #NetZero. What are your plans please? #ttbrichard | Morning John, I'm a big supporter of electrification as I know you are and Chiltern has one of the oldest fleets and is all diesel so we must have a long term plan to support decarbonisation. I don't know if that will mean traditional electrification because discussions about a long term plan are at a very early stage; in the meantime we are expecting to run our first two diesel-battery hybrids later this year #ttbrichard |
| #ttbrichard Morning Richard! When will the TT changes be loaded for May engineering work please? Understand more due over the first May holiday (& the other?). The Bicester work went well last weekend! | Hi Chris, there are no engineering works impacting Chiltern over the May Day bank holiday but the West Coast Mainline is closed so our trains will be busier. The trains are in the system up until Saturday 15 May however there may be further changes depending on decisions on fans at Wembley events #ttbrichard |
| #ttbrichard When will the timetable return to pre Covid frequency, only having one train an hour between Oxford and Bicester is challenging for commuting | Good morning Karen, our new timetable will start from Monday 12th April and represents 82% of our pre-Covid timetable. Services between Oxford and Bicester Village will increase to twice an hour #ttbrichard |
| #ttbrichard Are there any plans in the near future to increase stopping patterns on your edge of London stations (e.g. Ruislip ((W/S)), Wembley Stadium, Sudbury Hill Harrow, etc) between each other and to some of the busier ones such as the Ruislips and Wembley, will there be More trains out of London to a range of destinations such as Oxford and Birmingham etc #ttbrichard | Morning Jack, we are increasing services to 82% of the pre-Covid timetable from Monday 12th April to meet growing customer demand as non-essential retail reopens. This includes more services for outer London stations including Wembley Stadium. Any further changes will depend on the level of customer demand, which is still only about 20% of pre-Covid numbers. We have to balance the cost of running the service and the aspirations of customers #ttbrichard |
| @chilternrailway #ttbrichard can you say anything *specific* about part time season tickets or better carnets? | Morning Sam, we are actively working with Government to develop a ticketing solution that offers better value and convenience for those who commute flexibly, and will announce further details in line with the Government's four-step roadmap out of lockdown #ttbrichard |
| @chilternrailway #ttbrichard how is current rolling stock availability? Is it back to full strength after the woeful position a couple of years ago | Hi Sam, I understand from my team that we were letting customers down a couple of years ago, we have enough trains to run the timetable from 12th April and we're working hard to maximise the reliability of our trains. There will still be problems from time to time due to the Chiltern fleet being on average 25 years old. A plan for |

new or younger trains is top of my agenda but the business case is much more challenging now due to the impact of the pandemic on customer numbers
[#ttbrichard](#)

Thank you for your questions this morning. I hope you all have a nice day, Richard [#ttbrichard](#)