

Tweet the Manager

Alan Riley, Customer Services Director

15th August 2019

17.00-18.00

You asked	Alan said:
	Good evening everyone, it's Alan. I'll be here for the next hour to answer any questions you have #ttmalan
#ttmalan Hi. Given the ongoing appalling short-forming and the poor maintenance of your stock, when can we expect discounted fares? What solutions do you have other than apologising every day?	Hi Duncan, we're working closely with our engineering team in the short term to address the challenges we're facing. Longer term, we're looking at reforming the fleet to offer more agility and robustness in terms of formation to ensure a more consistent offer #ttmalan
How has your level of service managed to nosedive at such a cataclysmic level in just a few months? @chilternrailway #ttmalan	Hi David. Firstly, I apologise for the recent poor service you've experienced. We've had a high number of short-forms but we're working hard to get these carriages back into service. This will likely continue for a few months while we work through these problems #ttmalan
Thanks for being available #ttmalan . No surprise with this question but just what is going on with lack of carriages? 5 cars reduced to 2, 6 to 4 is becoming the norm not just at peak times but weekends. Have you not noticed Saturday evening out of London is a busy time?	Hi David, I'm sorry for this. We're working with our engineering team in the short term to address the challenges we're facing. Long term we're looking at reforming the fleet to offer more agility & robustness in terms of formation to ensure a more consistent offer #ttmalan
Is the board of directors + senior managers at CR fit for purpose? Short-forming and broken trains = daily and deadly. No bus replacements are ever offered, nor are rebates. The service is a mess yet CR is not suffering financially. How long can this continue? #ttmalan	Hi James, please be assured that all of our people are focused on resolving the issues Chiltern Railways are facing. The problems we're experiencing will continue for a short time while we work through them #ttmalan
@chilternrailway what are you doing to manage the short formed train problem. Daily apologies are no longer cutting the mustard. #ttmalan	Hi Matthew, we've got a clear short term plan for our engineering team to address the challenges that we face. In the medium term, we're looking at reforming the fleet to offer more agility and robustness in terms of formation to deliver a more consistent offer #ttmalan
#ttmalan WHAT is the "short term" and what is the "medium term"? Months? Years? End of franchise?	Hi Alex - short term improvements will be seen in the next few months and the medium term will be in 2020 #ttmalan
#ttmalan is your current customer service dreadful, poor or disgraceful?	Hi Jeremy, I'm aware that the short-forms are impacting our service at present and this isn't what we've historically offered. We're working hard to rectify this and improve for the future #ttmalan
Alan what does 'working hard' mean exactly? Do you have a plan to fix this and how are you doing against the plan? If you don't have a plan, why not? 'Working hard' is not helpful to understand if you are making progress #ttmalan	Hi Adam, unfortunately I'm limited on characters in a tweet. In the short term we have a detailed plan in place with our engineering team to address the challenges

	we're facing. Longer term, we're looking at reforming the fleet to offer more agility & robustness #ttmalan
#ttmalan Hi Alan. In a Nov 2017 TTM you were asked about short formations and responded that Chiltern would make fixing the problem "a key priority to make your journey as comfortable as possible". 2 years on, what steps have you taken to prevent and reduce short formations?	Hi Alex, I'm sorry about the number of short-forms lately. At the time of the 2017 session we were facing very different problems which we were able to resolve. We're facing different issues this year, but we're working hard to overcome these #ttmalan
Did you know going into 2019 that you'd be so short rolling stock this far into the year? #ttmalan	Hi John. No - we've had two trains out for longer than expected, one being on long-term repair for crash damage. We've had a much higher rate of individual faults to services compared to last year, however this is what our detailed plan is aimed at addressing #ttmalan
#ttmalan given the 2 years of short train formation will you be taking action to ensure that people can get onto the tiny trains, you now must consider banning all bikes from your services, they take up far too much room.	Hi Mark, we do have a bike policy which restricts bicycles on trains during peak times which we expect customers to adhere to. However we do want to support sustainable travel where possible #ttmalan
Given the lack of available coaches, and certain logistical requirements not withstanding, has Chiltern given any serious consideration to procuring some of the redundant @GWRHelp HST sets for use on your lines? #ttmalan	Hello, thanks for the suggestion. I believe we've looked into this but due to a change in legislation if these are the trains I'm thinking of, they won't be compliant along our route by the end of 2019 #ttmalan
#ttmalan On a similar theme: What's the timescale for the end of the current short formation farce? Weeks? Months? Years? Never? Please do not just say "as soon as possible". And what plans do you have to compensate passengers who are seeing their services slashed day after day?	Hi Alex. Our service will continue to be slightly inconsistent for a short while, but we're aiming to have an improved service within the next few months. I understand this isn't what our customers are used to from us but we're working hard to resolve the issues #ttmalan
Will you ever consider discussing with @TfL extending Oyster to Aylesbury / AVP as a lot of commuters in Aylesbury use your trains and Underground services, with a lot of connections on the Aylesbury via Amersham route #ttmalan	Hello, I would say never say never, however it's unlikely to happen before the end of our franchise in 2021 #ttmalan
#ttmalan Hi Alan. Can u arrange for a clear & detailed update for all travellers on what is happening with the daily shortforming and timelines to correct this. The ongoing daily messages just cause frustration. A clear statement will help both the travellers & your colleagues.	Hi Jon, thanks for the suggestion. We'll get something put on the website in response to your request #ttmalan
#ttmalan why is there no official statement explaining the causes of the current service, the maintenance required, the solutions, apology and compensation?	Hi Duncan, thanks for the suggestion. We'll put on the website to update our customers #ttmalan
#ttmalan @chilternrailway At privatisation Chiltern was justly proud to be the first to order new trains. It's clear from the many short formed and cancelled trains recently that you urgently need more rolling stock. What is being done to secure this and when will we see it?	Hi David. It has been very frustrating trying to get additional trains. When a compatible type becomes available we often find that they are offered to franchises with a longer lease date. We keep trying, but there are no easy options at the moment #ttmalan
Last night there was a train blocking the line, disrupting all times. The staff were clueless as to what was going on. Information kept changing. There was a train coming in 5 minutes... then it was being held... then it was cancelled	Hi David, I'm sorry for your experience yesterday. If you could DM us with further details on this, we're currently

<p>etc... I ended up stranded for at least 2-3hours. I ended up calling a friend and staying on their sofa. I was fed up of the poor communication and misinformation. How can you improve communication during times of disruption?</p>	<p>reviewing the incident and our communications throughout it #ttmalan</p>
<p>#ttmalan More and more bicycles stolen at Beaconsfield station in plain daylight. Please do something to secure this bicycle parking.</p>	<p>Hi Quentin, thanks for highlighting the issue. I'll raise it with a senior member of the British Transport Police to ensure we're working proactively to prevent this #ttmalan</p>
<p>#ttmalan what is the plan to fix the broken carriages and how are you doing against that plan? No general answers please. Need specifics. Thank you.</p>	<p>Hi Adam, we're going to put a statement on the website in the next few days which will have further details. Please keep an eye on the site for that #ttmalan</p>
<p>Surely trains are an asset and would stay with whoever takes over the franchise? #ttmalan</p>	<p>Hi Julian, unfortunately this isn't the case - they're owned by rolling stock companies who lease the trains to train operators. They may remain but this isn't guaranteed #ttmalan</p>
<p>If you are limited based on how bad things are maybe an emergency meet the managers at Marylebone might be appropriate? #ttmalan ps people just want to understand what is going on - it is good to talk live sometimes</p>	<p>Hello, that can certainly be arranged. We have a Meet the Manager session in Marylebone scheduled for 18th September but we can certainly look at adding in an additional session #ttmalan</p>
<p>#ttmalan please can you: a) Be honest and state what % of stock is out for maintenance? b) Confirm that due to the persist poor service you will not be raising the price of season tickets next year? @chilternrailway</p>	<p>Hi Julian, no decision has yet been made for a price change for 2020 and the percentage of stock out for maintenance at the moment is 11%. We're working hard to reduce this and get the carriages back in service #ttmalan</p>
<p>@chilternrailway Hi, in 2016 the DfT announced the delay repay for 15mins. Some of the major TOCs now do it, when will you? #ttmalan</p>	<p>Hi Trevor, this is unlikely to happen before the end of the franchise in 2021 but we are talking to the DfT about it #ttmalan</p>
	<p>Thank you for all your tweets today. The social media team will follow up on any outstanding questions. Have a nice evening, Alan #ttmalan</p>