

Tweet the Manager

Alan Riley, Customer Services Director

21st November 2019

08.00 – 09.00

You asked	Alan said:
	Good morning, Customer Services Director Alan Riley here until 9am to answer your questions. Please use the hashtag #ttmalan
#ttmalan Just to join the chorus - I've managed to sit down on my HW - MYB commute once in the last 2 weeks (not including the floor!). I appreciate trains break / hit cows etc. but this has now been a constant for over a year. Commuter trains are constantly dangerously full.	Morning, I'm sorry you've not had a good experience with us. As a result of the growing number of people who want to use rail services on the Chiltern line we've seen a lot of crowding. We're looking into all options in order to provide greater capacity #ttmalan
Good morning. What's your plan for resolving the peak time congestion around the Marylebone ticket barriers? And when? It's a Single Point of Failure, and there is going to be an accident or incident one day.	Hi David. We're exploring options for expanding the number of ticket barriers at Marylebone. However, we do have the physical constraints of the space available. Our staff are trained to manage the gateline in a safe and professional manner #ttmalan
Hi Alan, I'm starting a new job in London next month and start commuting from P. Risborough to Marylebone. I travel weekends and I think the service is good, but a little worried during the week. Do you think the short formation issues are likely to improve? #ttmalan	Morning Toby, at the moment we have 93% available of the fleet that we need to run a full timetable. We do have a silver set train away for accessibility modifications & another two trains that are undergoing repair. These should be back in December #ttmalan
#ttmalan Despite the spin, fact is you're not providing # of seats required for commuters. I've suffered with 2 short forms and a cancellation from Banbury to Marylebone this week. Like to ask the manager if @chilternrailway have given up? Feels that way!	Morning James, we have put a program in place and have made improvements. This week has been a difficult one, but we are still working hard to ensure we use all fleet available and will continue with this program to improve our service #ttmalan
1./ It has been a difficult week for us guys and girls that pay your bills too; getting up in the dark in winter and having to wait in the cold and stand for long journeys. Your own graph highlights seat capacity has only been hit twice in last 6 months or so #ttmalan 2./ With that in mind, could we have some honesty please!? Are things going to get any better before the franchise renewal? My £6.5k season ticket is up for renewal end of Feb 20. If next year is going to be more of the same, I genuinely don't want to commute with you guys.	Hi James, things will get better - we are proud of our reputation for being a customer focused railway and we'll continue working until these improvements are in place. We keep trying to get rolling stock but find it difficult with the franchise end coming up #ttmalan
Which is it? Program to improve availability or looking for an opportunity to increase rolling stock? Between the ticket prices (monopoly on the MYB line), govt subs, when will the money go towards the railway & not the shareholders already fat pockets?! Miserable service atm.	Morning - we're actually doing both. We're working hard to improve the availability of the stock we have while also looking into options for more rolling stock. Here's a link to a webpage which explains in more detail where money from fares go: https://raildeliverygroup.com/our-

	services/about-my-journey/fares-explained/fares-faqs.html #ttmalan
@chilternrailway what has gone so wrong? BCF to MYB used to be the best but is now dismal with regular delays and short-formed carriages. The more it costs the worse it gets. #ttmalan #commutermisery #sardines	Morning Katherine, We're really focused on being a high performing railway and our performance is consistently one of the best in the UK. However I acknowledge we have a problem with fleet availability and we have a program in place to improve this #ttmalan
#ttmalan in your August update, you said 11% of stock was out of use. What's that number now? @chilternrailway	Morning Dan. This morning 93.8% of the fleet we need to run the full timetable is out in service. This includes the silver set which is away for modification to comply with accessibility rules.
That's astonishing. Barely 6% of your fleet in service today?	Morning Rob, no it's the other way around - 6.2% of our fleet is currently out for repair. 93.8% of the fleet we need to run a full timetable is out on the line today #ttmalan
@chilternrailway #ttmalan Morning Alan. Chiltern is now Groundhog Day. Train late and short. Standing. Complain on Twitter, standard apology, get directed to customer services, get same apology in 10 days. Service continues to decline. Pls let me know if that's in any way incorrect?	Hi Ed, sorry that this is your experience with us. Our performance levels are consistently high but we're always aiming to improve. I understand your thoughts on overcrowding & every effort is being made in the business to improve this part of our offering to customers #ttmalan
#ttmalan I'm sorry Alan but if you feel your performance is consistently high then you're missing things. Peak time on the commuter routes it's awful. This is just an example. The 7.48 from GX late every single day for at least 12 weeks. It's consistent but not good consistency	I'll ask our performance team as to why this specific service is performing below the average. However, last month 94% of our services arrived within 5mins of their booked time, one of the highest in the country #ttmalan
Are there problems with the Solihull to Marylebone trains this morning #ttmalan	Morning Neila, I understand there was a points failure in the Birmingham area but this has now been resolved #ttmalan
#ttmalan Hi, do we get any money back for having to wait an hour and being unable to get on three trains at HDM (so far)?	Morning Harry, I'm sorry you've had a bad experience with us this morning. If you've been delayed, you can claim compensation. More information is available here: https://chilternrailways.co.uk/compensation #ttmalan
Could you give customers an accurate account of exactly how many carriages Chiltern are down due to maintenance / repairs / upgrades / whatever other reasons you give, together with a similarly accurate account of when this will be resolved? Every train is short. #ttmalan	Good morning Chris. This morning we have 93% available of the fleet we need to run the full timetable. We have a silver set away for accessibility modifications and two trains that are under repair following incidents. We expect to have these trains back in December #ttmalan
Thank you, that is much more useful than "we have a programme in place". Are you able to explain how many carriages that equates to? My train this morning, for example, was 2 carriages instead of 8. Nobody at my station could get on.	Hi Chris, the 6% that are out for repairs represents 12 carriages #ttmalan
@chilternrailway #ttmalan Hi Alan, when your trains are running late into MYB during rush hour, why are so few barriers open?	Hi Nicolas. The ticket barriers are an important way that we ensure everyone pays for their travel. We try to ensure we have the gates on the right proportion of entry and exit for the time of day and service situation #ttmalan

<p>Hi Alan, why have Aylesbury Vale Parkway via Rickmansworth trains had noticeably fewer carriages recently? #ttmalan</p>	<p>Hi Charlie. I'm sorry you've had crowded journeys recently. We have had issues with fleet availability and are working hard to resolve them. There's a link here with more detail #ttmalan https://chilternrailways.co.uk/blog/fleet-availability-progress-nov-19</p>
<p>Hi Alan, why do you think it's acceptable that commuters have to pay circa £6K p/a for a train ticket, when (like this morning) they have to all stand in a cramped train in the early morning because a train has TWO carriages instead of EIGHT? #ttmalan</p>	<p>Hi Amber. I'm sorry that you've had difficult journeys with us recently, this isn't the experience we want our customers to have. We're working hard to improve the situation and you should start to see better fleet availability shortly #ttmalan</p>
<p>What are you doing to improve things? It would be great to actually hear some specifics because I have noticed zero improvements over the last 12 months, in fact the only change I've seen is the cost increase to my ticket</p>	<p>We're investing in staffing and resources for our fleet team so that they have what they need to tackle issues with electrical power systems, toilets and wheel repairs which we've seen rising incidents of recently #ttmalan</p>
<p>Can you define shortly? Is this under a new franchise? Or in a couple of weeks? Thanks</p>	<p>The silver train which is away for accessibility improvements will return in early December and this will free up other units. We have two units which have been damaged in incidents which should also return in this period. This should greatly improve the situation #ttmalan</p>
<p>#ttmalan the destination board at barrier end of platform 3 has been out of order for over a month. When will it be fixed please? Causing crowding around others</p>	<p>Hi Chris, thanks for raising this. I'll pass this on so we can get it fixed #ttmalan</p>
<p>@chilternrailway When are you finally going to admit that you do not hold the resources to run your services? You know for a fact that short forms will continue for the foreseeable yet continually try and act like there is light at the end of the tunnel. #ttmalan</p>	<p>Hi David, We acknowledge that there is an issue with our rolling stock availability in the current franchise, however we are focused on delivering as much of our current fleet as possible and will continue to be in the market for new trains when the opportunity rises #ttmalan</p>
<p>#ttmalan using @chilternrailway after 3 years abroad. There were never passengers unable to board a too full train then; now it's daily. Did you get passenger projections wrong, fail to invest in rolling stock (hence short trains) or just pocket government subsidy and not care?</p>	<p>Morning Daniel, we don't receive a premium for running our services. The Chiltern line has grown rapidly which is one reason we're seeing crowding. We're continually trying to get rolling stock but find that often they are offered to franchises with longer lease dates #ttmalan</p>
<p>Why are services to Banbury so poor on Sat evenings. Last train from Brum is 2218, MYB 2345 and OXF (a bus!) at 2341. This compares to 2333,0020 and 0040 on Fridays. Surely it makes sense to provide late trains on a night when people stay out late! #ttmalan</p>	<p>Morning, thank you for your feedback. I'll pass this on to our timetabling team to see if there are any ways we can improve this #ttmalan</p>

<p>#ttmalan when will we see new rolling stock on @chilternrailway or is that not going to happen as the franchise is due to end in 2021?</p>	<p>Hi Clive, it is more challenging to get rolling stock towards the end of a franchise. However we are in the market for these and will continue to look into options right up until the end of our franchise #ttmalan</p>
<p>#ttmalan @chilternrailway When will the short formations and chronic over crowding at rush hour out of Marylebone be resolved?</p>	<p>Good morning. We're working hard to resolve the short form issues we've experienced recently. Crowding is also a result of the growing number of people who want to use rail services on the Chiltern line. We're exploring all the options to provide greater capacity #ttmalan</p>
<p>@chilternrailway I'm currently on a train that lost 2 coaches because of a fault at Banbury. There are more and more failures, your fleet seems to be buckling. When will we see new trains? #ttmalan</p>	<p>I'm sorry you've had a bad experience this morning. With regards to getting new trains, it is difficult to get private rolling stock. When a compatible type becomes available we find that they are offered to franchises with longer lease dates. We're continuing to try #ttmalan</p>
<p>When are you finally going to admit that you do not hold the resources to run your services? You know for a fact that short forms will continue for the foreseeable yet continually try and act like there is light at the end of the tunnel. #ttmalan</p>	<p>When are you finally going to admit that you do not hold the resources to run your services? You know for a fact that short forms will continue for the foreseeable yet continually try and act like there is light at the end of the tunnel. #ttmalan</p>
<p>What are you expecting me to do with the smart card just sent when it doesn't appear in your app, my station ticket office can't use them, and the website only lets you buy tickets for advanced travel? Not very smart, is it? #ttmalan</p>	<p>Hi Jonathan, if you could DM us with your contact number, I'll get someone from customer services to give you a call about this #ttmalan</p>
<p>@chilternrailway #ttmalan why have we seen a definite decline in your trains service , ticket office opening hours and staff in the last 3 year's? It seems to have happened when you started in your role!</p>	<p>Good morning. We've introduced more customer facing staff along the route in the past three years and we're in the process of introducing new teams to improve the customer experience at Birmingham Moor Street, Bicester Village and Marylebone #ttmalan</p>
<p>Hi Alan, you appear to have ignored my question, why? #ttmalan</p>	<p>Hi Rich. Regarding your earlier question to Bevis. We have one of our silver sets away for accessibility modifications which has meant a shorter train to and from Kidderminster. This train will be back with us in December and the train lengths will be back to normal #ttmalan</p>
<p>@chilternrailway Hi Alan, Have you been working on a solution to solve the issue with smartcards not working on TfL buses in London? The card readers respond with</p>	<p>Hi Stephen. The majority of our smartcards do work on TfL buses, however a small number have been affected. TfL have been advised to accept these for travel whilst</p>

<p>"ITSO Card Show Driver" and some drivers are not recognising them as valid tickets. #ttmalan</p>	<p>the issue is resolved. If you have any issues please report them to our customer relations team #ttmalan</p>
<p>@chilternrailway Hi Alan, what is specifically being done to address the frequent carriage shortages? #ttmalan</p>	<p>Morning James, we recently put some information on our website regarding fleet availability and short forms detailing what we're doing to address this. This is available to read here: https://chilternrailways.co.uk/blog/fleet-availability-progress-nov-19 #ttmalan</p>
<p>@chilternrailway Given that car parking prices have gone up (and staffing levels down), can we have the white lines in the West car park at BAN repainted please? Very hard to see some of them in the dark! #ttmalan</p>	<p>Good morning. Thanks for your feedback on the car park. I will pass this on to our team which manages car parks.</p>
<p>If I switch my season ticket to smart card, I have to hand in my gold card. How do I then evidence that I'm a gold card holder when using my benefits on other networks? Customer service didn't have a clear answer so far. Not switching until I know the answer. Plz advise #ttmalan</p>	<p>Hi Matthias, could you please DM us with your number and I'll get someone from my team to give you a call back regarding this #ttmalan</p>
<p>When is the silver line 6 coach service running again from Kidderminster to Marylebone? #ttmalan</p>	<p>Hi Debbie, the silver set train is currently away for accessibility modifications and will be back in December #ttmalan</p>
	<p>Thank you for all your questions and comments this morning, we'll get back to anyone who hasn't had an answer. Have a nice day #ttmalan</p>