

Tweet the Manager

Alan Riley, Customer Services Director

18th February 2020

08.00-09.00

You asked	Alan said:
	Good morning everyone. Alan Riley, Customer Services Director here to answer your questions until 9am. Please use the hashtag #ttmalan
The short formations continue despite you telling us in November that you expected full service to resume in mid-December. Will you accept that you don't have enough carriages to run the franchise? #ttmalan	Good morning, we have been working hard to improve the service and have reduced the number of shortforms over the past 6 months. We are amending the May timetable to add an additional 850 seats into the peak service #ttmalan
How is that possible if you can't obtain new trains etc	Morning Stephen, we will be investing in our maintenance and manpower and adjusting our timetable to have more trains in service during our peak periods #ttmalan
Hi Alan, Are there any plans to fix the broken departure board at Northolt Park? It's been displaying "Welcome to Chiltern Railways" for about 6 months now. #ttmalan	Morning Stephen, thanks for raising this. I'll chase this up with the station manager when the session is over and ensure it is fixed asap #ttmalan
1/3rd of my regular trains since June 2019 have been short form. Do you have any plans for compensation to reduce what I pay when I'm receiving a lesser service than was expected when I paid for the ticket? #ttmalan	Morning Matt, we do have a Passenger Charter that outlines our compensation arrangements. We don't have any plans to amend this and will continue to offer compensation in line with this #ttmalan
#ttmalan When can we expect the announcement of the new MD and what is holding this up? Which individual is currently responsible for safety on the railway?	Good morning, our interim Managing Director is Mary Hewitt who has moved over from Arriva #ttmalan
#ttmalan Do you have any plans to follow virtually all other train operating companies and introduce delay/repay for 15 minute delays before the end of the franchise?	We have reviewed delay repay compensation and this is unlikely to be introduced in 2020. Our current method for compensation offers reductions for season ticket renewals and compensation for delays of 30 minutes or more #ttmalan
Morning. What are you going to do about the quality of your rolling stock? So many short formed trains. We hear that ticket prices go up each year to support investment, I see no evidence of that investment in your trains. #ttmalan	Morning Chris, we are investing in changes to the May timetable that will increase our capacity and the number of seats on board. We have continued to invest in our offering, this included new retailing facilities and station upgrades #ttmalan
Hi Alan, we've had yet another increase in parking prices at Aylesbury, on the basis of improvements being made? Can you tell me what those improvements are as nothing has changed and we need better CCTV as my cat was vandalised last year but no CCTV available.... #ttmalan	Morning Ian, there is currently a project to improve the security of our car parks. In terms of investment, we have removed the 20p RingGo convenience fee which benefits around 60% of our car park users #ttmalan

<p>So when will Aylesbury get improved CCTV or can you not tell us? So that means I'm paying for other stations CCTV? Oh and you've increased prices to remove the Ringo charge? Haha seriously....</p>	<p>Morning Ian, we're working on the project at present but if you direct message us your details we can keep you up to date with how the works are progressing #ttmalan</p>
<p>#ttmalan @chilternrailway Will anything improve with rolling stock availability before the end of the franchise period? I get the feeling that DB want out. Ever since Adrian Shooter left, Chiltern have been heading downhill under the tainted Arriva flag.</p>	<p>Morning John, at present there isn't available rolling stock on the market which is compatible with our requirements. We will continue to assess the market however, at present there are no plans to introduce additional rolling stock #ttmalan</p>
<p>Are you buying more stock this year? Or is it the third year in a row you've failed to do so thus making your apologies utterly meaningless.</p>	<p>It has been very hard to obtain more stock unfortunately it is unlikely that we will be able to get additional prior to the franchise end. There is a national shortage of diesel rolling stock which would be appropriate to run on the Chiltern lines.</p>
<p>Short trains from Birmingham Moor Street to Banbury at evening rush hour. Overcrowded. When will this improve?</p>	<p>Morning Alyson, sorry for the experience you've had with us lately. We're currently using all the available stock that we have, however we are making amendments to our timetable in May and working to reduce the number of shortforms #ttmalan</p>
<p>#ttmalan @chilternrailway the ticket machines fail to recognise customer input as often as not. Deeply frustrating to use. Was promised they would be improved but nothing has changed. staff acknowledge they are not fit for purpose. When will they be fixed?</p>	<p>Good morning. Thanks for your feedback - I'm having a meeting about these this morning and I'll make sure I raise it with our supplier. We're also working through the screen configuration to make it easier for customers to use #ttmalan</p>
<p>What's going on with the franchise "Chiltern Railways"? I heard it was expiring this year and a new company was being sought? #ttmalan</p> <p>Thanks for the reply. One more. When can we expect a fully operational service? I know it's good, but there are so many train repairs all the time. Can we expect new carriages?</p>	<p>Morning Richard, Chiltern Railways hold the franchise until December 2021 and more updates on this will be available throughout 2020 #ttmalan</p> <p>Morning Richard, we're working hard to reduce the number of shortforms but some operational incidents have meant that more carriages are out for repair at the moment. Unfortunately we're unlikely to get new rolling stock as there is a national shortage #ttmalan</p>
<p>#ttmalan Could you explain why a charge is still levied for toilet facilities at Marylebone whereas charges have been removed from all the other main line stations in London? Certainly isn't for the quality of the facility which is run down, grubby and unsavoury</p>	<p>Good morning Mark, there are no plans to remove the 30p charge for the toilets at present as this pays for dedicated security/cleaning. There is a refurbishment project due to start shortly on the toilets at the station which should be completed by April 2020 #ttmalan</p>
<p>Morning Alan. May I ask what is the long term strategy regarding new/improvements to rolling stock given the poor reliability & parts shortage for class 165's? Is electrification a possibility with emissions issues from diesel? #ttmalan</p>	<p>Electrification is not likely at present. We will be trialling two Hybrid trains in 2020 & this will include battery operation to reduce diesel emissions. Our engineering team are aware of the challenges around our 165 fleet & increasing the reliability of these is a priority.</p>
<p>#ttmalan what plans do you have to improve the service you offer for disabled customers?</p>	<p>Morning, a key part of our 2020 strategy is around improving access to our railway. To develop our insight into this area we recently worked with various customers to mystery shop our services & tell us where improvements were needed from an accessibility perspective. We are currently working through the feedback we received. We are also working on</p>

<p>Thank you for your reply. Perhaps I could challenge you to come and spend a commute with me (someone with an invisible disability) to see the challenges faced and the considerations that need to be taken into account when I do my daily commute? Unfortunately my experience of Chiltern is that you seem to have a very outdated idea of disabilities</p>	<p>infrastructure projects which include lifts being installed at Warwick and Beaconsfield to offer a much greater access to customers #ttmalan</p> <p>Morning, very happy to do that - if you could direct message us with your contact details and we can look into arranging it #ttmalan</p>
<p>Hi Alan, is there any chance of displaying platform numbers at Marylebone a earlier than usual 5 mins before departure? Particularly the oxford services. Can be a bit of a stampede in the evenings.</p>	<p>Hi Marcus - absolutely, we should be displaying departure platforms earlier than that. Leave this with me and I'll make sure it's looked into #ttmalan</p>
<p>Alan, Bicester is the fastest growing town in Europe. Please explain the lack of new rolling stock?</p>	<p>Morning Rupert, we're constantly trying to get new rolling stock but we find that companies with longer franchises are prioritised over us. We'll continue to try and get more stock until the end of our franchise #ttmalan</p>
<p>11% rolling stock out in August, 6% at last TTM session - representing 12 carriages. Has this improved, stayed the same, or got worse? #ttmalan</p>	<p>Good morning Dan, in terms of short forms this morning we had 3% of our stock out which represents 6 carriages #ttmalan</p>
<p>1. Do you respond to an email? and 2. Can Chiltern advise on the train formations being shortened that week for PLANNED maintenance so we can plan which train times are best to avoid crowding? #ttbalan</p>	<p>Morning Jon, sorry if I've missed an email from you but I'm happy to respond to emails from customers. We are looking at how we get more advanced notice regarding any changes to our customers so that they can adjust any journey plans they may have. If you want to drop me an email I can either respond or give you a call #ttmalan</p>
<p>Hi Alan, Why Aylesbury Vale Parkway Trains have such a bad customer experience? Most of the times we get less carriages, lots of crowd standing in train, frequent train delays, regular price increase every year. Also, trains do not have good internet. Any plans for improvement?</p>	<p>Good morning, We don't have any plans to adjust the timetable to Aylesbury at present. I am aware that we have overcrowding on certain services and as per my previous Tweets, we are working to address these and put additional seats into the May timetable. Let me review the WIFI proposition as this needs to be consistent for our customers #ttmalan</p>
	<p>Thank you for all your questions this morning, sorry if I've missed any. I hope you have a nice day #ttmalan</p>