

Tweet the Manager
Alan Riley – Customer Service Director
1700 to 1800 – 15 November 2017

You said	We said
	Join us today from 17.00-18.00 for Tweet the Manager with Customer Services Director, Alan Riley. #ttmalan
	Good afternoon. Alan Riley, Customer Services Director, here for Tweet the Manager this afternoon. How can I help? #ttmalan
The wait at #Marylebone for the platform to be announced is getting worse. Why can't this be managed better to save the mad rush? #ttmalan	We are currently trialing a dual boarding program. In the long term this will allow us to board trains much earlier.
#ttmalan can you justify the recent price increase for car parking with specific data please. I.e. how much investment. How much return @chilternrailway	We have invested over £15 million in car parking over the last five years, and the price has not increased since 2015. Day ticket car parking at most Chiltern stations recently increased by up to £1, but season tickets remain the same.
#ttmalan Can you fix the ticket machines at LMS too please?	Thanks for your feedback. We will resolve the fault. The good news is that we are investing nearly 2 million pounds in new ticket machines over the next few months, and Leamington Spa is one of the first on the list to receive the upgrade.
#ttmalan There have been a flood of delay issues & short-formed services due to repairs recently. What concrete actions are in place to improve service please?	I am aware that we have reduced the number of seats on certain days. We did have two trains with particular issues, however this is now resolved. Today we had no reductions in seats and will continue to make this a key priority to make your journey as comfortable as possible.
When are you going to give up the franchise and hand it over to someone more capable? #ttmalan	Our record displays investment in new stations, routes and infrastructure to deliver a highly customer focused service to maintain our reputation as a leading service provider. We continue to listen to our customers and respond to their needs to deliver a world-class service.
When will you be at GX to meet the very frustrated and FED UP commuters?	Yes, okay. I will arrange a special Meet the Manager session at Gerrards Cross within the next two weeks.

Why can you only buy a car park ticket that you do not then have to walk back to your car from the ticket machines and not from the counter...?	I recognise that this isn't ideal. We will be introducing ANPR at our stations shortly and this will make purchasing car parking even easier
Are there any plans to reintroduce more direct Marylebone-Stratford Services - the near 12 hour gap between direct trains in the day & inconsistent changing locations inbetween does nothing for visitors/users to an international destination such as #StratforduponAvon ?	There are no plans in the immediate future, but we will continue to evaluate this.
Hi Alan, have you ever considered a wireless printer in the business zone on your Birmingham trains? #ttmalan	That's a great idea. I will ask our team to take a look.
@chilternrailway #ttmalan why are only a handful of seats available on trains between 6-8am from Gx?	We use every train we have available during the morning peak to provide as much capacity as possible to our customers.
@chilternrailway #ttmalan please can you ask station staff and train drivers to make more announcements. People just want to know when there is a delay why and what is going on!	Thanks for your feedback. We are currently looking at different approaches to how we communicate information with our customers.
@chilternrailway #ttmalan an easy one to start with Alan what is the best example you have seen of Chiltern customer service at its best?	Great question. There isn't one example. I see our people going the extra mile for our customers and having genuine, warm engagements every day. This for me is great customer service.
@chilternrailway #ttmalan Hi Alan. Can you please clarify the policy on whether Twitter complaints are captured in the complaint figures? It's a very useful stream of feedback for you in my opinion but we are also told it's seen as peripheral to your customer relations approach.	Social media complaints aren't captured within the complaint figures. We follow industry regulated guidelines for all complaints data.
Can drivers please announce delays, sitting on slow moving train with no explanation is frustrating	Drivers do have to find a blend of ensuring they drive safely and making announcements at appropriate times. We are working on our customer information on board and how we communicate any delays or changes.
When will you be switching to compensating for 15 min delays rather than 30 min as the cut off?	We are not planning to change our compensation procedure at present.
Up to some 3,000 Vehicles will soon be took off lease as surplus due to new stock starting to arrive for several franchises - can't @chilternrailway get the most	We will continue to review capacity and make changes to our timetable and the number of seats on each service to meet the needs of our customers. We don't have plans to increase the number of trains we have at present

appropriate redundant stock cascaded and ease this overcrowding?	however, will continue to monitor the availability of trains.
On the whole the service is Good between Banbury and London, however when power sockets don't work that is annoying. Also I have to say I have never found the WiFi useable hence tethering to my phone all the time. #ttmalan	Thanks for your feedback. If this happens again, can you send us a message with the train and carriage number that you are on so that we can report the fault and have it addressed.
	Thanks for your questions today. I look forward to seeing Gerrards Cross customers very soon. Signing out, Alan Riley.