

Tweet the Boss

18th July 2018

You said:	We said:
	<p>Good morning, Dave here. Ready to take your questions until 9am. Just use the hashtag #ttbdave so I can see them.</p> <p>Firstly, may I apologise to customers if you have experienced any problems this morning. A person was hit by a train last night and it meant that some early trains did not get back to their correct position. #ttbdave</p>
<p>#ttbdave with the significant housing development from Risborough to Oxford increasing passenger numbers dramatically, what are you doing to increase train capacity? Services already overcrowded and getting worse. Thanks</p>	<p>Longer term there are various ideas to improve the capacity in the Network Rail route study that looks at demand up to 2043. This is available on the NR website. We are also trying to identify opportunities for suitable ... carriages, but currently none are available, and electrification isn't something we are looking at in this franchise. #ttbdave</p>
<p>#ttbdave I would love to go to Bicester by train from Birmingham, but i find train fares expensive compared to car use (trying to use car less/environment). Why isnt there a shopping special!</p>	<p>We try to offer good value fares and have a range of cheaper options available especially if you buy Off Peak, Advance or have a Railcard. If you do go from Birmingham, remember you will need to get off the train at Bicester North to get a shuttle service to Bicester Village. I'll pass on your idea about the shopping special! #ttbdave</p>
<p>dear Dave @chilternrailway I have two main issues; your peak hour trains are overcrowded why should i pay so much to stand and your</p>	<p>Hi Andy, we amend train lengths wherever possible to meet demand but there are not any additional trains available at the moment.</p>

new iphone app is awful why should i pay for an app that doesn't work fyi I buy a season ticket so I pay in both cases ! #ttbdave	Improvements are being made to the App and a new version is being made available this week #ttbdave
#ttbdave Is it the intention of Chiltern Railway in conjunction with Arriva to submit a bid to renew the franchise for 2021	Hi Paul, yes we would be very interested in bidding and continuing the great things we have achieved. #ttbdave
Morning Dave Here, we've had over 2 years of not enough rolling stock, and on some Sundays not enough staff cancels services. What are you doing to help the situation #ttbdave	Hi Mark, we always aim to run the best service we can, every day, and we look at ways to improve whenever this falls short. Happy to provide more detail if you send us DM #ttbdave
Why so many carriage withdrawals? #ttbdave	Shortages occur when there is an incident requiring unplanned repairs or a defect that cannot be fixed in time. We monitor this before every morning and evening peak to ensure the least impact is incurred. We always aim for full service #ttbdave
#ttbdave Morning Dave! But this response doesn't actually answer the question, Sir. Why have there been shortages means what's the (latest) reason? Pre-this week, as I appreciate the recent fatalities have removed a couple of units this week	Morning Chris, whilst yesterdays problems have been explained, we have also had a repeat defect on 1 x cl.172 which has affected service several days this week. It was fixed as quickly as possible. #ttbdave
I'm not interested in last nights awful incident, my best wishes to the staff involved, these things happen on the railway. If the loss of 1 unit as you seem to be implying has such an effect on your service then that is worrying #ttbdave	Hi Mark, it just shows how much we do to provide enough carriages. I would rather this than trains sat spare in the depot #ttbdave
I'd rather be able to get on a train, more than once in the last year the service has been so busy I've not been able to get on at Harrow due to overcrowding, your reply doesn't give me hope, was shortforming trains why there was a tiny reduction in my renewal? #ttbdave	Hi Mark, we offered discounts under our passenger's charter system, which covers arrival at destination and cancellations. The details are on our website #ttbdave

<p>After your £2m ticket machine upgrade, when are you going to return their functionality to at least that of the machines they replaced, and then add new functionality to them? #ttbdave @chilternrailway</p> <p>The ones I can fit in a tweet are that you now, at OXP, can't buy a ticket starting at another station. PRR doesn't seem to sell Chinnor Bus now which it used to. It also seems incapable of selling +Bus tickets to OXP. Why can't monthly seasons be done on them as well? #ttbdave</p>	<p>The new machines have many new advantages and help us to provide more options for customers. Could you provide further information on which areas in particular you do not like? Your feedback is appreciated. #ttbdave</p> <p>Follow up:</p> <p>We've followed this up and will make sure this is included in the next upgrade, which will go live by the end of this year.</p>
<p>Also perhaps we can be told when PRR will get its second machine back after the (attempted?) theft...#ttbdave</p> <p>Hi Dave. Yes, but why has it taken so long to do? Also quite often in the morning there can be a queue at all 3</p>	<p>Hi Colin, the damaged machine was removed 2 weeks ago and we are awaiting a new one from the supplier. In the meantime there is another machine available at PRR and of course our friendly ticket office! #ttbdave</p> <p>Follow up:</p> <p>Further to this, the station manager wanted to reinforce that we are pushing to get the machine back asap but it takes time. Appreciate it is frustrating. #ttbdave</p>
<p>#ttbdave hi Dave - what is the cost to put an extra carriage on certain trains? The evening ones are always really full out if london so just wondering if they could be made bigger!</p>	<p>Hi Joe, we amend train lengths wherever possible to meet demand, but there aren't any additional carriages available at the moment. #ttbdave</p>
<p>Aylesbury and North Bucks are growing, will you have enough stock and staff to provide the services required #ttbdave</p>	<p>Hi Mark, we amend train lengths wherever possible to meet demand, but additional carriages aren't available at the moment. We</p>

	<p>have always resourced any timetable improvements and will continue to do so</p> <p><u>#ttbdave</u></p>
<p><u>#ttbdave</u> Dave, why is it so much cheaper to buy tickets that include Chiltern services via other operators? Eg I bought an advance High Wycombe to Portsmouth through SW Trains for 1/3 of the best price offered by Chiltern?</p> <p>I've just had a quick check and fares offered are now identical, looks as if the CR site has had an upgrade since I last looked a couple of weeks ago, and found the big discrepancy in fares.</p>	<p>Hi Mark, we offer a best price guarantee so if you can provide details via a DM we can investigate!</p> <p><u>#ttbdave</u></p> <p>Follow up:</p> <p>Hi Mark, It should not happen, so do let us know if you see anything like this. Thank you.</p>
<p>What are the plans for non-paper season tickets (eg like Itso/Oyster) on @chilternrailway? <u>#ttbdave</u></p> <p>put me down if you need test users</p>	<p>Hi Colin, we are keen to offer customers a better choice and are installing a smart card system for launch at the end of this year <u>#ttbdave</u></p> <p>Just seen this. Thanks for your kind offer. We will let the team know you're interested in this. Send us your details to us via DM or e-mail <u>press@chilternrailways.co.uk</u>. <u>#ttbdave</u></p>
<p>Hi Dave, two points re: bad service from Hadd & Thame Pway. 1st why at RUSH HOUR don't we have a train every 20 mins? We have to wait from 08.11 to 08.52. This is very poor at such a busy time. Oxf Pwy, Bicester Vill and Princes Ris ALL get trains at 8.30</p>	<p>Apologies this did not get picked up in #ttbdave. Your comments have been passed to our train planning team.</p> <p>Follow up:</p> <p>Train planning thanked you for your tweet and said that they try to balance the needs of all customers when they plan the timetable and do their best for all. There's no scope at present to</p>

	add in an extra train but there could be opportunities in future to explore with the new infrastructure at Oxford (as we will not have to work around other operators). Your feedback will be considered.
	Thank you to everyone who asked a question today. Have a great day and look forward to talking to you again soon. <u>#ttbdave</u>