

Tweet the Boss

Dave Penney, Managing Director

21st December 2018

08.00-09.00

You asked:	Dave said:
	Good morning, Dave Penney MD of Chiltern Railways here to answer any of your questions until 9am, and to wish you all a Merry Christmas! #ttbdave
Hi, Dave, can you please tell me whether there are plans to run more services from Sudbury Hill Harrow? Lots of new housing developments in area and would reduce crowding on Piccadilly line #ttbdave	We are aware of the growth but there's no immediate changes. Anything we are planning would be several years away. #ttbdave
Why are more and more trains running with less carriages (especially on the Aylesbury/Marylebone route or even cancelled, yet ticket prices keep in rising?	We know there are times when there's delay and cancellations and work hard to provide you with the very best service. Last month we were 4th nationally in terms of performance, and we continue to work hard to improve. #ttbdave
Surely it is your job to provide enough coaches so that paying passengers don't have to stand? Why are you not achieving this? You need to lease more coaches.	Hi Alan, we are always looking for new carriages to lease, it is simply a case of not enough trains to go round. We brought in 9 additional trains in 2016 and are looking at plans for 2019 too #ttbdave
Merry Christmas to you and yours Dave. I heard a rumor that you were considering closing Seer Green station. Is that true? #ttbdave Thanks for the response. And thanks for the (generally!) great service throughout the year.	Merry Christmas to you too Stuart. I am pleased to scotch any rumours about Seer Green. It is an important station to us and we very much intend to keep it open! #ttbdave
Thank you for running such an efficient railway, trains are always clean, warm, with free working WiFi and (generally!) run on time. Merry Christmas to you all.	Thank you very much. We try hard to offer you the best service and pleased to hear you are enjoying it. Merry Christmas to you. #ttbdave
Not a question. Just a message to wish you and all your staff a very Merry Christmas Many friends have to up with #southernfail .. so thank you for a great service	Thank you for the compliment. Enjoy your Christmas and hope you enjoy travelling with us in 2019. #ttbdave
What are the changes you will be making to the Aylesbury ticket office as part of your ongoing improvement plan and when will works start? #ttbdave	We're making the ticket office open plan as we have received so much positive feedback from customers where we have this at other stations. Communication is going out about this soon, so I'll make sure the

	team send you a message to provide you with more info. #ttbdave
Are there any plans to increase train capacity and/or carriage numbers? Commuter trains are often standing room (or sitting on the floor!) only. 0635 out of Wycombe and 1750 out of Marylebone are my personal experiences. Rather annoying given the cost of season tickets. #ttbdave That aside generally it's a great service!	I am aware of the busy nature of those trains. We have all available carriages in service and use them where demand is highest. We are working in the background to see when other trains become available. #ttbdave
When there is a long queue at Marylebone station ticket kiosk(inside the barriers), to buy tickets due to ticket machine not working at the local stations, please can you provide more staff to issue tickets. Very frustrating in the mornings.	Thanks for this feedback. We always try to put additional staff at the excess fares window and are also encouraging more people to buy before they board, which should help. #ttbdave
What plans do you have to cope with the people from thousands of new houses planned for Princes Risborough, Haddenham and other areas?	Hi Gareth, our planning team looks at growth forecasts for each station so we can amend the timetable and add capacity where possible. For longer term prospects we share this with Government and Network Rail so they can develop plans. #ttbdave
Good morning Dave, when you put a new cafe outlet in your stations why don't you ask your customers what they want? #ttbdave #WarwickParkway #ChilternRailways	Hi Lisa, we do review feedback from customers. I know that sometimes change may unsettle but we do strive to offer the best service. #ttbdave
Can you tell me about whether you plan to change the new app. The old one was much better!!	We are constantly updating it to take into consideration the feedback we are getting from our customers. As this is our product, we have much more flexibility to improve it. #ttbdave
Travelling on your 09:55 from BMO to WCX on 29/12/18. What stock will it be and how many carriages? Looking forward to travelling on a proper train then 👍	Good morning, This train will be a loco-hauled 6 carriage train. #ttbdave
When are you changing to electric? You know how everybody is environmentally conscious these days!!	Network Rail has not specified any plans to electrify our line in our franchise. In the meantime, we're exploring hybrid battery trains which we will test next year.
Hi Dave I'm on the 8.22 from GX to Marylebone and it's very very slow. Any ideas what's up?	Hi Alex, my apologies but a signal failure at Ruislip is delaying all trains into London right now. Trains are moving again, but it will take time to clear the backlog. #ttbdave
Could you be more evasive? Why such a poor maintenance record? Why be smug about coming 4th in a weak group of teams? There	Hi James, it matters to me to improve and I quoted our latest results to show how we are going. We do invest

is no new investment in rolling stock, is there?	wherever we can, over the franchise we have spent £700m on new trains, track and stations #ttbdave
<p>i have asked before but have had no response, when are u going to invest in a season ticket that is not rendered useless by your phone etc i.e. oyster style. It must cost u a small fortune and is a pain in the rear when u have to keep replacing a ticket.</p> <p>Superb thank you, how long have these been available? merry christmas</p>	<p>Hi, if you have our app (under account) or on our website, you will see a link to order a smartcard. This will provide you with a more robust solution. #ttbdave</p>
<p>@chilternrailway how long will it be until you start running trains from Oxford to Cowley? Thanks #ttbdave</p> <p>Thanks, and good luck #ttbdave</p>	<p>Hi Nico, we continue to support the local authorities and MP Anneliese Dodds to make the case. We have no updates at present but watch this space! #ttbdave</p>
<p>Hello, in the 4 years I have been getting the train from Denham to Marylebone, I have seen the trains get immensely busier & fewer trains running (used to be a 7:30, moved back to 7:13) & Denham Studios is now open - when are there going to be more trains that stop at Denham?</p>	<p>We know that trains are getting busier and we add carriages where we can. However, there's no plans for additional services at present. #ttbdave</p>
<p>Hi a slightly strange question but why have you started charging for the ladies toilets at Marylebone again? Whilst I appreciate you try to keep them cleaned regularly they are scruffy, run down & the dispensers keep breaking. Definitely not worth paying for!</p>	<p>The reason we temporarily stopped charging was because the turnstiles broke. The 30p charge at Marylebone is used to supply dedicated security and cleaning. Toilets are also available on board the train. We are looking at what we can do to further improve the facilities. #ttbdave</p>
	<p>I'm really pleased to have answered some of your questions today. Lots of things to do and good to hear we're getting some things right. I appreciate everyone's loyalty and custom.</p> <p>Have a great Christmas and see you in the New Year. I'll do my best to respond to some of the messages I've not been able to get back to during the session.</p>