

Tweet the Manager

Andrew Munden, Operations and Safety Director

15 October 2015

1300 – 1400

| You said: | We said: |
|---|---|
| | Hi, Andrew here. I'm the Operations & Safety Director responsible for daily train operations and interface with Network Rail. #ttmand |
| @chilternrailway Aylesbury station continues to be covered with pigeon mess, why was the netting removed? It's unhygienic & dirty #ttmand | We're having a tidy up next week. There is a plan for a refurbishment of all the canopies nxt yr. #ttmand |
| why does text parking cost 50p more at Aylesbury, it should be same price or cheaper than paying locally? #ttmand | Can you give us more info on this and I will ask my colleague in Customer Services? #ttmand |
| when will contactless or equivalent be coming to Aylesbury line? #ttmand | We are working with industry partners to do this as we believe it will deliver real benefits for our customers. #ttmand |
| #ttmand any chance of turning down the Tannoy at wendover station, particularly after 9pm and weekends. Kids are kept awake | I've asked our station manager and this has been changed to 7pm. Hope you will notice the difference. #ttmand |
| #ttmand also note there are further works planned. Can we avoid network rail doing night works to install a bike stand? | |
| Disappointed to see key commuter journeys to and from Bicester North longer under new timetable #ttmand | Can you give us an example of which specific journeys concern you? #ttmand |
| In particular the 1618 from Marylebone no longer stopping at Bicester N and the 1718 from Marylebone stopped #ttmand | Instead of the 1618 is retimed 3 mins later to a 1621 departure and that gets you to Bicester North at 1710. #ttmand |
| Thanks. Its the lack of the 1718 that's the biggest issue. Used to be 1718-1806, now 1721-1821, so I get home 15 mins later | |
| #ttmand Andrew, please explain all your recent short-forms. It's really uncomfortable for those | We've had two silver set failures with defective wheels that meant 168 |

| | |
|---|--|
| regularly unable to sit | substitutions and a couple of mechanical problems with 168s Both sets are back in service now. #ttmand |
| <p>#ttmand how do you plan to mge overcrowding at MYB with the Ox line? Last week had to fight through crowds on concourse</p> <p>#ttmand nope was due to train failure (yours). Seem's to happen more regularly. How do you plan to deal with it?</p> <p>#ttmand hope so - overcrowding around platforms 2 and 3 and by the barriers was really dangerous. V diff to get to train.</p> | <p>We had a big Wembley event last week so this might have been why? We are working with TFL to better control underground + foot journeys to / from Marylebone. #ttmand</p> <p>We're shortly to change the way of working at Marylebone which includes a new crowd management plan. Sorry for the disruption we caused you. #ttmand 2/2</p> |
| <p>#ttmand also note there are further works planned. Can we avoid network rail doing night works to install a bike stand?</p> <p>Wendover</p> | <p>Can you give us more information on this? Which station? #ttmand</p> <p>#ttmand Can you give me a date and I will speak to my colleagues who run the station?</p> |
| Any plans to extend W/S Ruislip platforms. Surely this would afford you more timetable flexibility. | No immediate need identified at present but we keep these things under review constantly. #ttmand |
| | Thanks for questions today. Just to leave you with pic of 2 of our new trains at Islip yesterday. Andrew #ttmand |