



Meet the Managers at Birmingham Moor Street Station

Q&A's from 24 May

Question/Comment	Response
Can you state how many carriages are on each service?	We let our customers know what type of trains they will be travelling on via the timetable, but we don't publish the formations of each train because they are subject to change.
At busy times can we have more barriers working at Birmingham Moor Street to let people on to platforms? At the moment the configuration is set to have more barriers on egress.	The team at the barriers should be anticipating the flow of customers and adjusting the barriers accordingly. The local manager is working with her team on this.
Is the off peak ticket to London from Birmingham only £49?	Off-peak fares from Birmingham Moor Street to London Marylebone are from £5.50 one way when you book online.

These answers and others from Meet the Manager sessions are also available on our website at chilternrailways.co.uk