

## Meet the Manager

Station name: Warwick Parkway

Date: 25<sup>th</sup> April 2018

Time: 0600 - 0900

Question	Answer
The 0718 gets into London too late. Could it run earlier?	I'm sorry but we're not able to run this service earlier. We carefully plan our timetable to balance the need of all our customers. I'm sorry but we're not able to run this service earlier. We carefully plan our timetable to balance the need of all our customers.
Are we going to put in another multi storey car park as the car park is getting busier? Are we going to put in another multi storey car park as the car park is getting busier?	We recognise that Warwick Parkway is sometimes close to running at, or near to, capacity on weekdays in peak weeks. We are exploring options and looking at plans to expand many of our car parks however this is a lengthy process. In the short term we are working with APCOA Parking to monitor the use of bays and looking to increase capacity where possible.
Please would we move the smoking bin away from the TVM's.	This is going to be moved. Thank you for the feedback.
A longer train is required on the 0729 to Birmingham. A longer train is required on the 0729 to Birmingham.	This service is currently formed of four carriages and we are not able at present to make this train longer.
The CIS screen in the booking hall is hard to read.	We're going to be making some improvements to the station and will look at how we can improve this screen as part of this project.
Live app is poor - the facility to track trains is no longer there.	Improvements to our app especially around the live train functionality will be available in the next release of the App. Improvements to our app especially around the live train functionality will be available in the next release of the App.