

Meet the Manager

Station name: Moor Street

Date: 23rd May 2018

Time: 0630 - 0900

| Question | Answer |
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| Are there any plans for the trains from AYS to Watford junction by the reinstated Cassiobury Line? | Currently, there are no definitive plans to reinstall the Croxley rail link. |
| I love the station. I travel to Solihull every day and love it | Thank you. We're really pleased to hear you enjoy the service. We'll make sure this feedback is passed on to our colleagues at the station who work hard to give all our customers great service. |
| I would like to plea for you to improve the frequency of service to Dorridge, especially in the evening peak. The 23:07 used to stop at Dorridge but doesn't, and this used to be a useful last train to head for. After 19:15 the service goes to hourly, so I have to get off at Warwick Parkway and change. Everything else is so good, I love Chiltern | Due to the time that Network Rail close the line it is not operationally possible to run later trains to Dorridge. In terms of offering more direct services to Dorridge, I'm afraid it's not always possible but we try to offer alternatives and good connections to maintain options for our customers. |
| The gents' toilets at Birmingham are not very clean. | We're sorry to hear this and it is certainly not the experience we want to give our customers. We regularly monitor the cleanliness of all our toilets and your feedback has been noted. |
| With the sparkly trains from BMO to MYB why is there no onboard catering for the two hour train journey | We took the difficult decision to remove catering from our services following an extensive review that found a significant increase in customers purchasing food and drink at the station retail outlets before they travel. As such, it is unfortunately no longer sustainable for Chiltern to continue providing the on-train catering service. |
| Teenagers smoking cannabis at Acocks Green. | The BTP took this information. If customers ever come across anything like this, they are advised to report directly to the BTP text number 61016. |

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| <p>The services from Widney Manor are really busy. I have to stand all the time</p> | <p>Widney Manor is a WM Trains station to which we only call a handful of trains. We are reviewing options in the future when WM Trains upgrades their service.</p> |
| <p>Why can't you get gold card discounts on the new TVMs? I used to be able to at the old TVMs at Bicester North. It would be great if I could buy them before I board with my gold card discount rather than having to queue at MYB or BMO.</p> | <p>This is a known issue that we are working on with our supplier and are trying to resolve as quickly as possible.</p> |
| <p>Customer unable to download E Ticket on his app due to app not working. Bought through Chiltern. Bou from Social Media team was aware of this and escalated.</p> | <p>Chiltern are aware of some intermittent issues with downloading e Tickets. Customers are recommended to download and activate their ticket 30 minutes before travelling.</p> |
| <p>A really clean station and a really lovely team of people, I travel from here to Solihull and I love it.</p> | <p>Thank you very much for your positive feedback about our station.</p> |
| <p>Conductor from Small Heath advised it would be fine to buy a ticket at Moor Street. When I got to Moor Street, I received a penalty fare. Why did the conductor not sell me one and why did he give me the wrong information</p> | <p>This would need to be investigated by our customer relations. Please get in touch with them and they will be able to do this.</p> |