

Meet the Manager Q&A

Warwick Parkway Station – 27th April 2016

Question/Comment	Response
Can you stop cars speeding out of the multi storey car park, they need to be slowed down?	We are looking into the best way of resolving the speed and hope to have a resolution soon.
Are there any plans for Shelters or canopy on the platform?	There are no current plans for this.
The Station building could do with being enlarged as the footfall has grown significantly. Are there any plans to increase the size?	There are no live plans although we seek with our colleagues at Network Rail to enhance facilities at stations and have added Warwick Parkway station building to a list of aspirational station projects.
I travel on a silver train. Why has the coach I sit in at the back been so cold?	We are aware of an issue that affects some air conditioning modules and are working towards a solution. The issue will only affect a specific coach so if your coach is too cold you will find an adjacent coach has a different temperature.
Why on Twitter do you not always respond to customer questions?	We always endeavour to answer questions put to us on Twitter in line with our online working hours.
The car park trial you are doing still means I have to phone up to buy my car park ticket so what is the reason for doing it?	The trial means you no longer need to go back to your car to put a ticket on display in your windscreen. As well as phoning up to pay for parking, we have enabled the blue ticket vending machines and booking office to send information to Ringo. There is also an app that is available to download to make purchase quicker.
Are there any plans for more cycle space? There are 9 hoops for 18 bikes, but 24 bikes parked today!	We certainly have an aspiration to increase the cycle parking allocation at Warwick Parkway, however at the moment we are awaiting the opportunity to bid for further cycle-rail funding. There are no timescales on this at present.
Many customers praised the station staff and cafe.	Thank you for these kind words.