

Tweet the Manager

Andrew Munden - Operations and Safety Director

0800 to 0900 - 19 July 2016

You said	We said
	Andrew here. Looking forward to receiving your questions. #ttmAndrew
#ttmAndrew please explain the current spate of short-forms. And why drivers can't actually apologise & advise the problem	We have a number of carriages undergoing maintenance. We're sorry you did not receive an apology. #ttmAndrew
#ttmAndrew please don't treat us as idiots. Explain what the problem is please-this has been ongoing for some time	Maintenance that takes place on our carriages is to fix faults, reducing the risk of train services being disrupted #ttmAndrew
#ttmAndrew why are you avoiding the Q?? Please detail the faults that need such urgent maintenance.	
#ttmAndrew so please detail the problem with the missing 168/3 this morning that was so urgent	That unit had to be taken out of service, for urgent attention to it's wheel set. We're sorry for the inconvenience. #ttmAndrew
#ttmAndrew thank you for the answer at last. Why wasn't this listed overnight in your train journeycheck area?	We tried to substitute another unit overnight, unfortunately we were unable to. #ttmAndrew
#ttmAndrew are there any plans to sort out 'hybrid' trains such as the 17.47 from MYB? A v.busy train	We use hybrid trains to provide as many seats as possible on key trains. #ttmAndrew
#ttmandrew Can you pls provide clear answer on whether commuter trains will get plugs & wifi?	We hope to have some news about that in the near future. #ttmAndrew
Tweet deleted – concerning announcements and departures for evening peak trains to Aylebury from Marylebone	Thank you for raising this. I appreciate your frustration & will feed this back to the station team. #ttmAndrew
Tweet deleted – concerning announcements and departures for evening peak trains to Aylebury from Marylebone	This train has a very quick turn round at MYB. We have to wait until it is ready before we can announce it. #ttmAndrew
Tweet deleted – concerning announcements and departures for evening peak trains to Aylebury from Marylebone	We advertise a platform as soon as we can, but cannot do so until it is confirmed. We appreciate this feedback. #ttmAndrew
no thought 4 less abled people 2 get 2 train. Often done with other trains. I call it #trainolympics	Thank you for raising this, I will feed this back to the team. #ttmAndrew
Usain bolt has nothing on a commuter at Marylebone station! #trainolympics #ttmandrew	
	Thank you for all of your questions this morning. #ttmAndrew

To avoid disappointment please ensure that you @chilternrailway us as well as using the hashtag for Tweet the Manager with Chiltern Railways.