

**Tweet the Manager**  
**Matthew Prosser – Engineering Director**  
**1700 to 1800 – 6 February 2017**

You said	We said
	Join us here tomorrow from 1700 for Tweet the Manager with our Engineering Director, Matthew Prosser <a href="#">#ttmmatthew</a>
	Matthew here ready to answer your tweets. I'm responsible for the performance, maintenance & daily delivery of our fleet. <a href="#">#ttmMatthew</a>
<p><a href="#">@chilternrailway</a> why don't you purchase some new bigger trains for all these new passengers? They break down quite often too.</p> <p><a href="#">@chilternrailway</a> last year was terrible for your passengers. You made the service bigger and a great little line went downhill overnight.</p>	<p>We added 9 extra trains last year but at the moment there are no others available <a href="#">#ttmmatthew</a></p> <p>My team is working hard to make your services more reliable &amp; we have lots of plans for 2017 <a href="#">#ttmmatthew</a></p>
<p><a href="#">@chilternrailway</a> I also heard you plan to shut Marylebone for 6 months as it's too small and needs work? Let's hope this is not true.</p>	<p>1/2 TfL will be doing escalator works in the underground station but the main station will still be open.</p> <p>2/2 Baker Street is just a short walk to catch the tube. <a href="#">#ttmmatthew</a></p>
<p><a href="#">@chilternrailway</a> given the eventual introduction of automatic trains on the Met, what is the future of services from Aylesbury via Amersham?</p> <p><a href="#">@chilternrailway</a> <a href="#">#ttmMatthew</a> given the large volume of new homes in Aylesbury Vale is there a credible plan to increase capacity?</p>	<p>We currently have no plans to change our services, but we are working closely with LU to understand their plans. <a href="#">#ttmmatthew</a></p> <p>We share much of the line with LU but we do work closely with them on future capacity plans. <a href="#">#ttmmatthew</a></p>
<p><a href="#">@chilternrailway</a> If you could pick a new colour scheme what would you go for and why? <a href="#">#ttmMatthew</a></p>	<p>I quite like our colour scheme as it is! <a href="#">#ttmmatthew</a></p>
<p>How long does it take to receive delivery of new trains once an order has been placed? <a href="#">#ttmMatthew</a></p> <p>that's a lot longer than I expected! Have you got any orders placed? Or plans to replace slamdoor trains? <a href="#">#ttmmatthew</a></p>	<p>It can vary, but it can be a number of years depending on the type of train you order. <a href="#">#ttmmatthew</a></p> <p>1/2 By the end of 2019 the slamdoor train has to be replaced &amp; we are looking at replacement options.</p> <p>2/2 We lease our trains &amp; we are working with the leasing companies to identify alternative rolling stock. <a href="#">#ttmmatthew</a></p>

<p><u>@chilternrailway</u> Is it true you are retiring your bubble cars and will this impact on the number of carriages in use elsewhere. <u>#ttmMatthew</u></p>	<p>Unfortunately yes. They are becoming harder to maintain due to their age. <u>#ttmmatthew</u></p>
<p>What are you doing to improve the atrocious performance of <u>@chilternrailway</u> trains? <u>#ttmMatthew</u></p> <p>So why does one cancellation cause 6 hours of confusion and delays? <u>#ttmMatthew</u> Is it because your lines are too busy?</p>	<p>Sorry to hear that, we're working hard to make our trains more reliable &amp; working with Network Rail to improve the infrastructure.</p> <p>Are you referring to last Thursday mornings delays? <u>#ttmmatthew</u></p>
<p><u>#ttmMatthew</u> we need better signage in the quiet zones before I fight someone! Also the crowding is crazy bad and slow trains (aylesbury)</p>	<p>We are looking at ways to improve this messaging but we can't always help this when services are busy. <u>#ttmmatthew</u></p>
<p><u>@chilternrailway</u> <u>#ttmMatthew</u> Why are there so few silver services on weekends? :-{</p> <p>How many trains do you generally have to keep out of service for maintenance?</p>	<p>These trains are usually in for maintenance at the weekends. <u>#ttmmatthew</u></p> <p>Overall about 10% of all trains are under maintenance or overhaul every day. <u>#ttmmatthew</u></p>
<p><u>#ttmMatthew</u> Can the non-fast trains ever realistically be on time again? eg 723 dnm-myb always at least few mins late these days</p>	<p>This particular issue is being looked at by our train planning team &amp; hopefully we'll be able to fix it in the new timetable.</p>
<p>Line &amp; trains seem to be running at capacity, with inevitable chaos if anything breaks. Any plans to add some slack? <u>#ttmmatthew</u></p>	<p>we are running more trains than ever to meet passenger growth &amp; working very hard to improve punctuality. <u>#ttmmatthew</u></p>
<p>Is there a plan to use ex GWR HSTs in short sets like Scotrail will, alongside the current Silver sets? <u>#ttmMatthew</u></p>	<p>No this is not something we are currently looking at. <u>#ttmmatthew</u></p>
<p><u>@chilternrailway</u> <u>#ttmMatthew</u> When will the PERTIS Machine at South Ruislip be fixed?</p> <p>also the one at NLT would need looking at as the Fast Ticket machine there is frequently faulty <u>#ttmMatthew</u></p>	<p>I will check with the station maintenance team and get back to you. <u>#ttmmatthew</u></p> <p>We will look into the for you as I'm not 100% sure of the issue. <u>#ttmmatthew</u></p>
<p><u>@chilternrailway</u> <u>#ttmMatthew</u> Any chance of getting the trains to be more quiet. I live by track just outside a station &amp; lulling away is loud</p> <p><u>@chilternrailway</u> Chalfont &amp; Latimer on Aylesbury line</p>	<p>Can you clarify what station you live next to? <u>#ttmmatthew</u></p> <p>Unfortunately there is not much we can do about this issue. <u>#ttmmatthew</u></p>

Thank you for all of your questions this evening!  
[#ttmmatthew](#)