

Tweet the Manager

Alan Riley – Head of Customer Services

0800 to 0900 – 28 June 2017

| You said | We said |
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| | How would you improve facilities at your local station? Tweet the Manager with Alan Riley from 0800-0900 tomorrow. #ttmalan |
| | Alan Riley here for Tweet the Manager until-0900. How would you improve facilities at your local station? #ttmalan |
| Why can't Aylesbury services have wifi and table seating like Bicester which is a similar distance from London? #ttmalan | We have got Wi-Fi installed across our entire fleet, we aim to maximise the seating capacity due to journey times and capacity required. |
| #ttmalan @chilternrailway it'd be nice if Northolt Park had a proper weather tight shelter on the southbound platform. | Thanks, this is very helpful and we will look into this. |
| | Tweet the Manager with Alan Riley, where would you like to see us invest in our stations? #ttmalan |
| #ttmalan Can we have improved passenger information systems at Marylebone? Earlier platform info and a louder PA (can't hear it) | Thanks, we have introduced a remote system to announce in segregated areas and it's on our radar to look into the platform boarding alerts. |
| #ttmalan Double deck the Bicester Village car park | We are aware of the capacity challenges at Bicester Village station. To improve our car park management across all stations we have partnered with a car park management company to improve this offering. |
| #ttmalan As I have asked for over 3 years, fix the leaking roof at Denham station. Water flows to platform and inside train when there. | Thanks, our team are attending to this and will review the issue and repair. |
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