

**Tweet the Manager**  
**Stephen Barker – Business Development Director**  
**1700 to 1800 – 3 October 2016**

You said	We said
	Join us here between 1700 & 1800 for Tweet the Manager with Business Development Director Stephen Barker <a href="#">#ttmStephen</a>
<a href="#">#ttmStephen</a> Could you tell us why trains on PL1 at HWY start so far down the platform? Makes journey from PL1-3 incredibly long	Due to signal visibility shorter trains need to start further down. We're working with <a href="#">@networkrail</a> to resolve it. <a href="#">#ttmStephen</a>
	Good afternoon Stephen here for Tweet the Manager. Ready to take your questions. Please use the hashtag <a href="#">#ttmStephen</a>
Why do you frequently announce platform for last departure from MYB so late - sometimes just 4 mins? <a href="#">#ttmStephen</a> ½  ...forces my heavily pregnant other half <a href="#">@NicolaMidge</a> to run to catch last train home - esp when plat 4/5/6 <a href="#">#ttmStephen</a>	We try to give as much time before departures as possible. Unfortunately some services have short turnaround times <a href="#">#ttmStephen</a>
<a href="#">#ttmStephen</a> good to hear -by when would you hope to see that happening? How would judge that work to have been successful?	We review turnaround times for new timetables & try to maximise where possible. Which service does your wife use? <a href="#">#ttmStephen</a>
are you going to invest in extra carriages as trains are often overcrowded and too often the trains are way too short	We're aware of this issue and working on improving. <a href="#">#ttmStephen</a>
Perhaps Chiltern consider taking over the Southern franchise?.you'd have hundreds of thousands of new fans overnight. <a href="#">#ttmStephen</a>	
Is there any possibility of installing a <a href="#">@BromptonHire</a> dock at Marylebone just like the one B'ham Moor St? <a href="#">#ttmStephen</a>	We're looking at possible enhancements to facilities at Marylebone, I will pass this on to my colleagues. <a href="#">#ttmStephen</a>
<a href="#">#ttmStephen</a> <a href="#">@chilternrailway</a> why not get the basics right first Folks? 2nd time this train cancelled in 5 work days!	Sorry you've been affected by recent cancellations. Today's was due to a fault on the train. <a href="#">#ttmStephen</a>
<a href="#">#ttmstephen</a> how do you plan to meet demand when you do not have enough rolling stock & not enough longer stock no2cartrains  but there's not enough stock now, counting pax it all depends on when counts take place seems nice but futile <a href="#">#ttmstephen</a>  <a href="#">#ttmstephen</a> when will the counts take place, 7 days a week would be good, when events taking place at Wembley/football  <a href="#">#ttmstephen</a> your season ticket owning punters know that 2 car trains are not good enough, we don't need fiddled pax counts  so does that mean the end of 2 car trains from <a href="#">#Aylesbury</a> then.... No I thought not	Passenger counts are being carried out in the coming weeks so we can provide capacity where it's most needed. <a href="#">#ttmStephen</a>  These counts will be taking place during peak times. We're planning to do these more often in the future. <a href="#">#ttmStephen</a>  Passengers are counted for Wembley events and these figures are used to plan future services <a href="#">#ttmStephen</a>
	Thank you for your questions this evening. <a href="#">#ttmStephen</a>

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