

Tweet the Boss

Richard Allan, Managing Director

16th December 2020

08.00-09.00

You asked	Richard said:
	Good morning! Richard here to answer your questions until 9am. Please use the hashtag #ttbrichard
Can you please explain the failure of the smart card system this week and why the information in this regard has been virtually nil. Can you also explain how refunds can be obtained. Many thanks	Good morning, we're very sorry for the inconvenience. There has been an issue with the Smartcards over the last few days. We're working with our supplier to fix the problems and I understand how frustrating this is for you. Please DM us with regards to your refund and we'll look into this #ttbrichard
#ttbrichard Will Moor Street's Covid measures be updated? The ticket barriers on p2 exiting always seem to make tight herds before the gates, the spacing markings on the floor only show queuing space for 1 person, which I tend to be the only person to use!	Good morning, thank you for your comments. I haven't been to Moor Street in a couple of weeks but will pass on your feedback to the team there to look into this #ttbrichard
@chilternrailway #ttbrichard are there plans to introduce a more flexible ticketing scheme? Eg being able to buy a set amount of journeys per month rather than a monthly pass	Good morning Ben. There are still plans to create flexible season tickets across the industry and is something that all train companies are working with the government on. As soon as we have details, we'll let our customers know #ttbrichard
With London in Tier 3, will you finally insist that CR staff at MYB/elsewhere wear masks? Will you ask staff to summon @BTP if would-be passengers are not using face coverings? You have powers, use them?	Hi James, we ask all our staff to wear face coverings unless exempt. I'm in Marylebone this morning and everyone that I have seen and spoken to is wearing a covering. We and other train operators are asking customers to do the same. Two train companies have trialled an enforcement campaign working with BTP and we're looking at this also. Is there somewhere specific you've noticed an issue? #ttbrichard
I have reported on TW the reality that CR staff at MYB are often not wearing masks or at half-mast. This involves train care and maintenance staff too. We have no time (Tier 3!) for a trial. Refuse access to the stations/trains if masks are not worn! You have powers! #ttbrichard	Hi James, we ask all our staff to wear face coverings unless exempt. I'm in Marylebone this morning and everyone that I have seen and spoken to is wearing a covering. We and other train operators are asking customers to do the same. We don't know how long the Tier system will last so we are looking at what else we can do including enforcement #ttbrichard
Have you completed the "repairs" that have taken 2 years, so post pandemic, will rush hour trains still be a carriage short? #ttbrichard	Hi Peter - We have used lockdown to complete a backlog of maintenance issues on our trains. Currently we have one train away for accident repair and two trains are being converted to run partially under battery power, and we expect them back in Spring 2021. We are very conscious that our trains are older than most and this is one of our biggest challenges for the next decade. Hopefully we'll be busy again soon! #ttbrichard

Thank you for all of your questions and comments this morning. I'll be back next month for another Tweet the Boss. Hope you all have a good day, Richard [#ttbrichard](#)