

Tweet the Manager

Alan Riley, Customer Services Director

3rd July 2019
16.00-18.00

| You asked | Alan said: |
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| | Hello! Alan Riley, Customer Services Director and James Dean, Chief Operating Officer for Network Rail's North West and Central Region signing in for Tweet the Manager this evening. We'll be here until 6pm. How can we help? #ttmalan |
| Hi Alan, how do you prioritise support requests? I have submitted a reasonably urgent query about losing my gold card benefits due to a staff error but have been given the same 10 working day estimate for a response as for delay repay #ttmalan | Hi Lottie, I am sorry you have had to wait. I will have one of the team contact you in the morning #ttmalan |
| #ttmalan I have done formal complaint regarding yesterday's appalling Customer Service. In short I want to know why the Twitter service doesn't begin before 7:30am. Why trains were listed as delayed but the cancelled at last minute, even station staff on phone to Head Office had no update | Hi Claire, I will arrange for my team to DM and I will personally respond to your questions #ttmalan |
| #ttmalan . My train was cancelled for three journeys over 2 working weeks. Your form would not allow me to add my ticket, your barrier ate the first one, didn't know I needed it. Your CS team had a query, I sent an e mail with ticket image attached. Chased it twice. No response | Hi Debbie, I am very sorry to hear this. Please can you DM us and we can look into this #ttmalan |
| Afternoon, can you look at improving live train updates, particularly out of hours. Yesterday, at PRR it was an hour after the first train was due that we got any sort of update #ttmalan | Hi, please can you DM us with some further details so we can look into this further? #ttmalan |
| #ttmalan will you extend carriages on services to Aylesbury/Banbury via High Wycombe? | We constantly review our train service to understand the number of customers for each service and plan our capacity around this. We do make changes at every timetable change and this impacts all of our routes #ttmalan |
| Why did parking in the upper car park at Gerrards Cross go up from £6.30 to a frankly criminal £9.30 overnight and where do you get your inflation data from? Cheers. #ttmalan | Hi Wilf, the price of parking at Gerrards Cross is now consistent across all three car parks. We are investing in our car parks with new white lining, ANPR and we will soon have an auto pay system for customers #ttmalan |
| What is the REAL reason for the persistent "more carriages needing maintenance than usual" issues? Is the fleet too old? Are there issues with the maintenance team? The Customer Service has declined dramatically | Hi Simon, I am sorry that we have had more trains requiring maintenance than usual. We do aim to run as many trains as possible to meet the needs of our customers. The issues we have had recently have been due to a number of one-off events and our people are making progress to rectify this. It will continue to be the |

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| over the past ten years and is now absolutely dreadful #ttmalan | number one priority, as we recognise how important this is #ttmalan |
| 1) When will new carriages be bought/leased and put into service? 2) If you aren't investing in the service, will fares be reduced to better align with the quality of the service 3) Is timing known for Arriva's disposal of Chiltern? 4) When does the franchise expire? Thanks #ttmalan | Hi Tom, we are in the market for suitable rolling stock, however at present we do not have any firm commitments for this. We have recently invested a substantial amount in stations, website and we will be introducing new systems across our services. We will continue to invest to improve the experience for our Customers #ttmalan |
| Hi Alan, #ttmalan what do these sessions really achieve? Dave P visited Gerrards Cross in Dec 2017, saw a disaster of a morning peak but nothing actually changed. The timetable still doesn't work, we still have fewer peak trains and longer journeys. Your MD saw all of this and didn't fix. | Hi Ed, these sessions are aimed to gather feedback from our customers. I have always ensured that we take any comments and act upon these to deliver improvements in our offer. I will ensure that we review what is posted as the content is aimed at being informative. Thanks for the feedback #ttmalan |
| @chilternrailway #ttmalan Is the answer to the "lack of available stock" not here, stored in a siding in Cambridgeshire? | Hi Tim, thank you for sharing, we are aware of these. Unfortunately, there are compatibility issues with these trains and future regulations would also have an impact #ttmalan |
| @chilternrailway I'm all for carriages being extended as long as they don't impact stopping at King's Sutton. I'm grateful for the 5:22 service but the evening service isn't so great. A longer platform would help! #ttmalan | Hi Bryan, pleased to hear you like traveling with us #ttmalan |
| #ttmalan when will Seer's Green get an early morning fast train again so that everyone doesn't have to drive to Gerrards Cross for the 0611? | Hi Duncan, this has been passed to our timetabling team and they will investigate if there sufficient demand for an earlier service #ttmalan |
| @chilternrailway hi I reported the help point not working at Kings Sutton station on the 29/3 and it's still not been fixed #ttmalan | Hi Bryan, thank you for the feedback, I will get someone to look into this. #ttmalan |
| #ttmalan When will you sort out your appalling IT! | Hi, thanks for your Tweet, We are aware of reliability issues with our Wifi on certain trains. Over the coming months we will be upgrading our Wifi on the trains to ensure there is greater consistency #ttmalan |
| @chilternrailway Some of these trains are now getting on for 30 years old without refurbishment. Are there any plans to refurbish and clean the interiors #ttmalan | Hi Michael, we have consistently upgraded and refurbished our trains. The next changes will be the upgrading of our Wifi and new Passenger Information Systems on our Mark Three fleet #ttmalan |
| I've heard the "more carriages than usual" excuse for over a year #ttmalan now it has become usual what are timescales to address? Any firm plans for new carriages? | Hi, I am sorry, it wasn't meant to come across that way. We are in the market for suitable rolling stock however, we don't have any firm commitments for this at present. I will of course ensure we keep everyone updated if this position #ttmalan |
| @chilternrailway Hello - when will the launch of the new smartcards be complete? Having registered and reaching out to your support, it's still not possible to use it for my monthly train ticket #ttmalan | Hi Andrew, please can you advise where you travel from? #ttmalan |

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| Bicester to London. Tried for 3 weeks now. #ttmalan | Hi Andrew, I will get one of my team to DM you, we can go through all of your questions #ttmalan |
| #ttmalan During the morning chaos due to the overrun works the other day, the sardine like packing of your trains was met with a lot of the ticket barriers being out of action at Marylebone. A real cherry on top. Why don't you open the barriers during this sort of chaos? | Hi Keith, thank you for the Tweet. Allow me to consider that as although it's not something we do today it's something I will look at #ttmalan |
| @chilternrailway #ttmalan can you have a more intelligent way of allocating reduced rolling stock - suddenly cutting an 8 car train to 4 is tantamount to cancellation if people can't get on? | Thank you, I completely get your point on this. We always look to minimize the impact when we have lower train availability than planned. Our teams are reviewing our contingency plans and your questions will be reviewed within this #ttmalan |
| #ttmalan Can we have the hours of support from your twitter team extended to cover your early, very busy, services? The national rail out of hour coverage is pretty poor. | Hi Keith, thank you very much for your feedback. I agree, we are looking at hours of coverage for this service. #ttmalan |
| Please be honest with us and share the % of stock out of service, the reason why and the expected date that there will be an improvement? #ttmalan | Hi Julian, the latest information for today's PM peak displays that we are four train carriages short of our timetabled offer. Last week we were fifteen carriages short. We are continuing to focus on this and ensure we continue to improve #ttmalan |
| #ttmalan Can you deny that HS2 work will close the Princes Risborough-Aylesbury line for 18 months. This came up recently in a local planning document but I thought it had been ruled out as it would make your depot inaccessible without huge disruption. | Thank you for the Tweet, if HS2 requires any access to the route, we would ensure alternative arrangements are provided #ttmalan |
| Hello – two questions; 1. do you have any plans to close Kings Sutton station? 2. do you have any plans to increase the length of platform at Kings Sutton so longer trains can stop in the future #ttmalan | Hi Bryan, we do not have any plans to increase the length of the platforms or close the station #ttmalan |
| | Thank you all for your time today. Please be aware that if I haven't answered your question already, I will come back to you with an answer. I do appreciate the feedback, especially around the high levels of shortforms that have taken place and I would like to assure all that we will continue to focus on this and ensure you see improvements. Alan #ttmalan |