

Tweet the Manager

Bevis Thomas, Head of Train Planning

30th May 2019

08.00-09.00

You asked	Dave said:
	Hi, Bevis Thomas here until 9am to answer your questions #ttmbevis
#ttmbevis when @ewrconsortium is open, would there be a case to deliver Croxley Link & take 62mph S-Stock off route North of Rickmansworth, & run all 100mph Chiltern services (with toilets too) from WFJ & MYB?	Good Morning. We are working with @ewrconsortium on what the service will look like when it opens. However currently there are no plans to link it to a future Croxley Rail link #ttmbevis
Why the continual shortage of carriages plus always having to stand when leaving Moor St on way home to High Wycombe?	Morning, there are several carriages out of traffic at the moment for maintenance and repairs. We are working hard to bring these back into service as soon as possible. I apologise for the uncomfortable journeys that you've been having #ttmbevis
Any chance of running an earlier first train into Marylebone on the High Wycombe Line?	Hi James, we are restricted by Network Rail doing overnight engineering works to keep the track maintained and in a safe condition #ttmbevis
Customers like me are frustrated at the ongoing excuse that 'more than a usual number of carriages require servicing' which means peak trains have fewer spaces for passengers. As head of planning aren't you responsible for this and if so what plans are in place to fix things?	We know the situation has been frustrating and I apologise for this. The fleet team are working hard to bring the carriages back in to service as soon as possible #ttmbevis
Hi #ttmbevis will you be introducing flexible annual passes to keep up with modern ways of working? If so, when? The cheapest way for me to travel to London 3 days a week is an annual pass which is, quite frankly, ridiculous	Morning Chris - as well as Carnet tickets, we are looking at various options using smart card technology for the future #ttmbevis
#ttmbevis Hi Bevis. Any opportunity to make the evening timetable from London to Gerrards Cross / Beaconsfield more balanced? At the moment it's 3 mins then 27 min gaps between services. As there are fewer services running overall, it must be possible to balance this better?	Morning Ed, there are currently no plans but we are always reviewing the timetable options. We are constrained by a two track railway which makes it difficult to balance out services as the trains are flighted from Marylebone #ttmbevis
After the ticket price hike at the start of the year, when will we see the rewards of paying more? I commute into London and every day the train is crammed with people standing all throughout - morning and evening.	Morning Amber. We understand there is a problem. Unfortunately there is a national shortage of available rolling stock in the industry and we also have several carriages out of traffic for maintenance and repair. We are looking at options both in the short and long term #ttmbevis

And when are you going to. Increase services from Claverdon and Bearley too	Morning Steven. Due to the low level of demand, there are currently no plans to add additional services to these stations #ttmbevis
When are you guys going to put USB chargers on train from Stratford-upon-Avon to London	Hi Steven, sorry but there are currently no plans to add USB chargers on these trains #ttmbevis
Hi there! Paper season tickets? When can we see this deployed in app or smart card? What's the timeline?	Good morning. We have started to roll out Smartcards on our network. Please click here for more information: https://www.chilternrailways.co.uk/smartcard/ #ttmbevis
Hi Bevis. Hope you have an enjoyable day	Good morning Andrea, thank you! I hope you have an enjoyable day also #ttmbevis
Hi Bevis, please could we have more off peak services from Princes Risborough to Oxford? #ttmbevis	Good morning Lottie, the stopping patterns of our trains are based on customer demand. We are reviewing the figures from Easter when we did run a direct service, so although there are no plans currently, we are reviewing options for future timetables #ttmbevis
There are still some issues to sort out at Banbury Station over car parking concerning Britannia but I appreciate that Chiltern have belatedly done their best. Anyone else been caught by the unadvertised changes?	Hi Richard - good to hear from you! I've just checked with the Customer Services team and they are still looking into the Britannia car park issue at Banbury #ttmbevis
#ttmbevis why do Chiltern trains not stop at Moor Park? They have 6 platforms and it would certainly aid travel to Watford.	Good morning Simon. London Underground provide a regular service to Moor Park and we have no plans to add a stop there #ttmbevis
When are you going to reopen Leamington Spa ticket office? #ttmbevis	Hi Matthew, Leamington Spa station will be reopened in the next few weeks #ttmbevis
At one time you had plans to add a stop in West Hampstead. What's the latest position pls? #ttmbevis	Morning Jay. There are currently no plans to add a stop at West Hampstead. It would involve major infrastructure work which at the moment isn't being planned for #ttmbevis
#ttmbevis Hi just wondered if there are any plans to review prices at peak times for Young Person Railcard holders? They need to travel then to get to school and college on time but are paying increasingly higher fares for the privilege, which they cannot afford.	Hi Claire, I don't believe there are any plans to review these as they are regulated tickets. I will however ask our revenue team about this and if there are any changes we will let you know #ttmbevis
Oh and the old later Aylesbury via Amersham train, 2357 is still too early question? #ttmbevis	Hi Mark. We are currently looking at whether there is any demand to run a 00:28 service on Friday night/Saturday morning to Aylesbury via Amersham #ttmbevis
What I'm getting is that there are no plans for any much needed changes to the @chilternrailway services. #ttmbevis	Hi Mark. We are working actively with London Underground to look at timetable benefits once the four line modernisation resignalling scheme has been implemented in 2022 #ttmbevis
	Signing off now. Thank you for all your questions, Bevis #ttmbevis