

Tweet the Manager

Bevis Thomas, Head of Train Planning

18th October 2019

08.00-09.00

You asked	Bevis said:
	Good morning. Bevis Thomas, Head of Train Planning here until 9am to answer any questions you might have. Please use the hashtag #ttmbevis
Are you responsible for the poor train planning that has i) led to the old rolling stock being taken out of service for repair and ii) resulted in no new rolling stock being purchased? #ttmbevis	Good morning, it is very difficult to get private rolling stock. When a compatible type becomes available we often find that they are offered to franchises with a longer lease date. We keep trying, but there are no easy options at the moment #ttmbevis
What happened to the Riley Plan as promulgated some weeks ago? We were promised action on short-forming. The repair budget has meanwhile been cut, no? #ttmbevis	Hi James - the repair budget has not been cut. I am working with the fleet team to look at better ways to diagram the fleet to improve availability from next May by reforming the 168 trains #ttmbevis
Morning Bevis	Morning Mark! I hope the Met line leaf fall timetable is working well for you :) #ttmbevis
Now that is a cunning plan, I never seem to make it past Watford these days, doesn't apply there. Now about the rolling stock..... #ttmbevis	It is difficult to get private rolling stock. When a compatible type becomes available we find that they are offered to franchises with a longer lease date. Any new rolling stock we get would have to be compatible with LULs 4LM re-signalling. Now about the tripcocks... #ttmbevis
Almost every other train is currently short of a carriage or two 'due to maintenance'. The planning of this is truly awful with all my recent Marylebone trains with passengers forced to stand. What are you doing about this & when will 'normal' service be resumed? #ttmbevis	Hi Rich, we know this is not acceptable and we are working hard to improve the situation. Things are definitely getting better. We recently posted an update on short forms which can be read here: https://chilternrailways.co.uk/news/short-form-update #ttmbevis
Thanks for swift reply. Appreciate you have the big picture...but from where I'm standing (!) the situation has got considerably worse :-(I understand things are still not where we'd like them to be. We're waiting for a unit to come back from being repaired, this will return in the middle of November. We are also having disability modifications carried out on a silver set which should return mid December #ttmbevis
As a passenger I don't see things have got better there is no discernible improvement at all. This week I have had one train cancelled, one significantly delayed and most short formed! #ttmbevis	Morning Sue, I'm sorry you've experienced a bad service this week. We do review every cancellation to make sure we understand the root cause so that we can prevent it from happening again #ttmbevis
Hi Bevis, the 1723 from Oxford has to be split before passengers can board and passengers are held at the end	Hi Lottie, we do know there is a problem with the 17.23 and the 17.40 splitting. We are working with GWR for

of the platform by GWR staff. This means there is a dangerous rush to get on and the train is often delayed. What plans have you got to improve this? #ttmbevis	how this will manifest when the new entrance opens at Oxford and how the flow of passengers will be split #ttmbevis
Morning Bevis, how has the implementation of this year's leaf fall timetable gone so far? #ttmbevis	Morning Will. By working jointly with Network Rail on the railhead treatment train and London Underground with their amended timetable, performance has been more robust than it would otherwise have been #ttmbevis
Hello Bevis. The last few times I've travelled to London from Leamington the Wi-Fi hasn't been working. Fine on my phone, not on my laptop. It's very frustrating losing all that working time-can provision be improved please? #ttmbevis	Hi Lucy, sorry to hear that. We are working with Icomera our Wi-Fi provider to improve the service as we know that there have been issues with connectivity #ttmbevis
Hi Bevis - three Qs: 1) has cleaning been reduced/changed recently? 2) can we have more regular updates on carriages please - not every couple of months – e.g. weekly? 3) do you think it's right to charge full fares at the moment? #ttmbevis	Hi Sam - cleaning hasn't been reduced, but a larger number of trains are turning around quicker which doesn't give the team as much time to clean them as they'd like. We're looking at doing bi-weekly updates on carriages. On average, around 98p in every £1 from fares goes back into running and maintaining services and fares are regulated by the DfT #ttmbevis
Why are so many trains late or short at the moment? These are now frequent events - not rare occasions #ttmbevis	Good morning. Sorry for the experience you've had with us lately. We're working hard to improve the short form situation and things are getting better. We recently posted an update on this which you can read here: https://chilternrailways.co.uk/news/short-form-update #ttmbevis
Is Chiltern applying for the franchise in 2 years time? #ttmbevis	Morning Brian - yes we are interested in working with the DfT to look at an extension/new franchise. This will be dependent on the outcome of the Williams Review #ttmbevis
Thanks for the answer. If you win it will you buy new trains?	Personally, I believe we need additional capacity to deal with the growth on the Chiltern line including the new housing that's being built and we will put a case to the DfT for this #ttmbevis
Given how appalling the Chiltern service has been this year, will you still have the audacity to hike your season ticket prices? I imagine the answer is yes. #ttmbevis	Morning Jenny. The season ticket fares are regulated and price rises are agreed with the DfT. On average, around 98p in every £1 from fares goes back into running and maintaining services #ttmbevis
The 0735 Oxford to London is consistently late every single day. On the way home its a gamble whether you'll get a short formed train or not, or whether you'll be able to safely stand in the carriage. Guess you've not seen people standing in between carriages! It's appalling. "Maintaining services" that's not really been the case for Chiltern though has it? Wonder what kind of bonuses the senior management will get, no doubt paid for by how	Hi Jenny, living in Bicester and travelling on the route everyday I do understand that passengers have been standing - I often travel on the 07.35 to Marylebone. As part of our franchise, we do pay penalties for short forms back to the DfT. We're looking at reforming the fleet to offer more agility and robustness in terms of formation to deliver a more consistent offer from next May #ttmbevis

<p>much we fork out to be late for work daily. No discounts based on poor performance? #ttmbevis</p>	
<p>Morning Bevis. I've been travelling around Manchester a lot recently and have travelled on many brand new diesel trains, which are currently being rolled out on the Northern network. If they could do it, why couldn't Chiltern? You're both Arriva? #ttmbevis</p>	<p>Morning Ed, Northern are a new franchise which had new trains built into the bid with the DfT. Chiltern is on the last 2 years of the franchise and we are working with the DfT to look at what can occur in the new franchise from 2022 #ttmbevis</p>
	<p>Signing off now, thank you for all your questions. Have a great Friday and a good weekend - Bevis #ttmbevis</p>