

Tweet the Manager
Gavin Panter, Operations Director
0800 to 0900 – 17.10.18

You said	We said
	Morning, Gavin Panter, Operations Director here. Here to answer any questions, just use the hashtag #ttmgav . I'd also like to say apologies to customers if services are busier today, this is because of disruption on the Paddington – Reading – Oxford. Welcome to @gwrhelp passengers using us today, you're welcome to ask me any questions too! #ttmgavin
@chilternrailway #ttmgav Hello! Any chance of building more parking at Bic Village station? Regularly fills up on weekdays. Bic North not always an option as often travelling to/through Oxford. Many thanks! Please keep us posted.	We're actively investigating opportunities with Bicester Village and local councils to how we can offer more car parking. #ttmgavin
@chilternrailway #ttmgav any chance of a sign at Bic Vil saying when we have to suffer the GWR pax because their trains are bad? Then we could have the option of going to Bic North and possibly getting a seat. 0640 really packed last few days.	Can only apologise for issues at @gwrhelp this seems a sensible idea and I'll talk to our station team about doing it. Thank you and apologies you did not have a good journey today. #ttmgavin
#ttmgav hi, you reckon we can have more trains calling at Bicester North during the weekend instead of the 2 per hour? Also more during the peaks especially from London? I.e 16:15/17:15/18:15 from Marylebone would be good to stop there. Thanks. Another question - what does the future hold for the slam door carriages? Will you be looking to convert them into plug/sliding door carriages so they can at least still be used for loco services? #ttmgavin	We are constantly looking at how we evolve our timetables and we always listen to feedback. However, it's not always possible to make changes as we have to meet the needs of the majority of our customers. Noting your comments I'll pass on your comments to the timetable team if they don't already have them. Hi Oliver, There are restrictions on using the slam door set after a certain time. We're currently investigating this option. #ttmgavin
Not a question, more of a suggestion. More frequent trains High Wycombe to Bicester Village in the evening would be good, 1 per hour isn't great when in the morning BV to HW is every 30 mins. #ttmgav	Thanks for taking the time to tweet us. I'll pass this on to our timetable team for consideration. #ttmgavin

Is Leaf Fall Season what was traditionally known as Autumn? #ttmgav #ttmgavin @chilternrailway	Leaf fall season is the season when the leaves fall and when wet leaves fall on the rails they are crushed to a slippery pulp. You can read more about this here: https://www.chilternrailways.co.uk/news/leaf-fall-2018-preparing-autumn ... #ttmgavin
Okay. A serious question for #ttmgav - when will both Oxford services stop at HDM to encourage people driving this route to work to get the train instead? One service an hour isn't sufficient #ttmgavin @chilternrailway	Timetable teams look at passenger flows and will take this into account when planning a timetable. We will always do our best to meet the needs of the majority of our customers. I'll pass on your comments to the team. #ttmgavin
Recently there have been a lot of weekend delays and cancellations due to lack of train crew. What is being done to address this and ensure all services are covered without relying on staff volunteering to work their rest days? #ttmgav	Hi Daniel, There's a number of unrelated reasons why trains might be cancelled and we will always do everything we can to avoid this. Apologies if you have been affected. #ttmgavin
#ttmgav Hi. As Ops Dir. when can we expect the lottery over the automated ticket machines to be resolved at Oxford Pkway? They fail mid transaction far too frequently, earmarking funds for days so in the short term a weekly season ticket costs me £260!!! Staff are great tho.	Thanks for the great feedback on the staff. I'll certainly pass that on. I've not heard of this TVM issue at this station so I'll pass on to the relevant team to investigate. #ttmgavin
Thank you. Disappointing as it has been ongoing for over a year. Particularly poor, but not exclusively, when the weather is cold. Happened again yesterday.	
It's been a really terrible 8 weeks travelling on your railway, overcrowded, always late, too many passengers clogging up stations and car	Performance has not been up to our normal high standard because of a number of unrelated issues (i.e track faults), we're working closely with Network Rail colleagues to improve and making

<p>parks, how are @chilternrailway planning on tackling these problems #ttmgav or is it just all about expanding passenger numbers and revenue?</p>	<p>sure our fleet is ready and fit for colder months ahead. We've seen an improvement over the past few weeks and will continue to do more. #ttmgavin</p>
<p>Gavin when will Stratford upon Avon stop having rubbish units with out charging ports and cleaner trains and modern ones</p>	<p>We have a mixture of trains on our route and our shorter distance trains typically do not have charging points. However, recently we added complimentary WiFi and on-board entertainment systems to all our trains. Please let us know when you have experienced a train which was not clean, and we'll look into it.</p>
<p>#ttmGavin Why do your drivers regularly fail to observe your advertised policy of holding northbound connections towards Aylesbury when arriving trains are slightly late? They appear dependent on the ticket office staff for communication.</p>	<p>Morning, Can you provide a specific example and I'll look into it? #ttmgavin</p>
<p>#ttmgav always ridiculous on train 1Y12 (0735 BV to MYB) overcrowded, always sitting on floor as already full by Bicester. Get more carriages!</p>	<p>Thank you for this feedback. We are aware that this is a busy train and our timetable team are investigating options. In the meantime, normally there are some seats free towards the rear of the train.</p>
<p>#ttmgav Hi. You seem to fail at some of the basics - having enough carriages/drivers/seats available being some examples. Despite this, nothing seems to be done about the problem. As Ops Dir, what is being done, and why are questions about this routinely ignored? Thanks</p>	<p>Apologies I didn't get chance to reply to this during the session. We look at all those things you mention and we always try to provide you with the best service. We are recruiting more drivers and also investigating options for more trains. Come talk to me on Friday at Marylebone about if you want?</p>
	<p>Thanks for all your questions today. Sorry if I've not been able to answer everyone. Also apologies for services being extra busy today because of Paddington being closed. The latest estimate from Network Rail is that Paddington should have a service from midday. Always happy to engage face to face and I'll be on the concourse on Friday at Marylebone in the morning peak with my pink high vis! Come and say hello!</p>