

# Tweet the Manager

## Bevis Thomas, Head of Timetable Planning

### 17<sup>th</sup> November 2021

### 08.00-09.00

| You asked   | Bevis said:   |
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|   | Morning. Bevis here, Head of Train Planning at Chiltern. Looking forward to answering your questions over the next hour. Please message @chilternrailway and include #ttmbevis  |
| #ttmbevis after looking at the new December timetable you still have long distance Birmingham trains stopping at Kings Sutton, South Ruislip and still some Birmingham services on the weekends are hourly. Trains are busier than ever now and it looks like nothing has changed. Why? | Morning Oliver. We are working with the Department for Transport to improve capacity and frequency of our longer distance trains into next year. However, it's important that we run as efficient a timetable as possible, matching demand to capacity #ttmbevis  |
| Hi Bevis, when are you re-introducing the silver trains? They are really missed currently #ttmbevis   | Morning. We've been working on a long term fix for an issue with cracks on the underframe of the Class 68 locos. We have one of the 4 sets currently running in our timetable. We should have clarity on the reintroduction of the remaining sets by the end of the month #ttmbevis   |
| #ttmbevis Morning Bevis! What if any changes are coming in for Dec TT change? Any reinstatement of evening Birmingham trains, like 2137 or 2330ish for example?   | Morning Chris. We hope to be able to share details on the December timetable shortly. We are exploring options to improve capacity and frequency on late evening trains and are currently in discussion with the DfT on this #ttmbevis  |
| Morning Bevis, firstly wanted to say thank you for laying on the extra 7.24 train from HW to London on Tuesdays to Thursdays. Are there any plans to extend this to Mondays and Fridays? #ttmbevis  | Thank you, glad this service is helping. We're seeing a lot lower customer numbers on Mondays and Fridays currently. If this changes this is something we could consider #ttmbevis  |
| Morning Bevis. Any plans to introduce plugs or USB sockets on the commuter trains? It's unusual on other operators to find a train without them nowadays. Thanks #ttmbevis  | Morning Ed. Our fleet team are aware that there's a real appetite from customers for this feature. We're working on a long term fleet plan and this would inform whether our Class 165 fleet may be refurbished or replaced in the future #ttmbevis   |
| #ttmbevis the usual, rolling stock more would be good, when will the full service be back, the loss of many off peak services but paying full season ticket price is a disgrace. Oh and why do you not pay compensation for a 15 minutes delay as other TOCs do?                        | <p>(1/2) Hi Mark. We're challenged to run an efficient timetable and this involves ensuring we match capacity with demand. We closely monitor the numbers on all of our services and will react accordingly #ttmbevis</p> <p>(2/2) Our current compensation scheme is informed by our franchise agreement which started in 2001. This comes to an end on the 31st Dec this year. Discussions on the content of a new contract are ongoing #ttmbevis</p> |

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| #ttmbevis Are there any plans for later trains south from Birmingham on a Sunday night? Many times I've had to drive back home after a gigs/events instead of taking the train.  | Hi Simon. Although we aspire to run later trains we need to balance Network Rail engineering works with running later trains. It's important that they are able to access the track to maintain it and ensure we can deliver a reliable service #ttmbevis                                |
| Hi Bevis. Seat demand on trains significantly up. 7/8am trains and 647 (3 carriages) evening train out, all v short of rolling stock - need more. Still less than half pre lockdown  | Hi John. We understand that demand is rising and we're working with the DfT on addressing this. We are aware that the 1847 off Marylebone is a particular pinch point #ttmbevis  |
| @chilternrailway #ttmbevis standing room only on the 0703 from SRG this morning - any chance of an extra carriage or two? Has been getting progressively busier and busier, especially in past 2 weeks.  | Hi Harry. Thanks for letting me know about this service. We understand that this train has been getting busier as more people return to the office. I will keep this one under review and see what we can do within the limits of available resource #ttmbevis                           |
| Morning. Can the 8.21 from Princes Risborough to Marylebone have more carriages. Four is not enough. This is the only peak time train  | Morning. We are aware that this is a busy train from Princes Risborough onwards. I'll add this to the trains under review and see what we can do within the limits of available resource #ttmbevis   |
| Good Morning, why are you not reinstating the 0640 from BIT? There are no fast morning commuter trains from OXF/BIT. Must be good for GWR. #ttmbevis   | The railway as a whole needs to use our resources as efficiently as possible for the UK taxpayer. Once the demand is there we will look at running these services #ttmbevis  |
| @chilternrailway<br><br>#ttmbevis. Hello. Hope this hasn't been asked already. Net zero. I believe Chiltern is the fifth largest user of diesel? I know it's largely out of your hands, but what hope of electrification?  | Hi John. Sustainability is really important to us. That's why we're working on battery hybrid prototypes of our two main train fleets. We're also developing a longer term fleet plan exploring how we can decarbonise our operations as quickly as possible #ttmbevis                   |
| Will @chilternrailway be working with cross country trains in the future in order to make sure that they call at smaller Chiltern railway stations such as Bicester North and Solihull on their Reading to Manchester Piccadilly and Newcastle services in the future? #ttmbevis | Hi William. We are working with the industry to look at the future of the Birmingham to Oxford service and what part Chiltern has to play in this. The CrossCountry services don't go via Solihull or Bicester North so those stops wouldn't currently be an option #ttmbevis            |
| #ttmbevis just get all of your trains running to your timetable and with the correct number of coaches. That's all we ask and yet you seem incapable of delivering, hiding behind a panoply of excuses. Oh, and make proper provision to carry cycles.                           | Morning. We know that customers want a reliable and punctual service and that's what we strive to deliver. We have to balance room for customers with cycle carriage but folded bikes can be carried. Our station have had huge investment in cycle facilities in recent years #ttmbevis |
|  | Thanks for all your comments and questions this morning. I'll be back for another tweet the manager session soon. Have a great day #ttmbevis   |