

# Tweet the Manager

## Bevis Thomas, Head of Train Planning

19<sup>th</sup> May 2020  
08.00-09.00

You asked	Bevis said:
	Good morning everyone. Bevis Thomas, Head of Train Planning, here until 9am to answer any of your questions. Please use the hashtag <a href="#">#ttmbevis</a>
#ttmbevis Can you explain why I am still waiting for the refund of my season ticket two months after I returned it to the station... I hope you will be offering a good return on my £4,208.40 investment.	Morning Keith, unfortunately we've had a large amount of refunds in a short amount of time. Our customer services team are working hard to process them as quickly as possible. I'm sorry I don't have access to the database to be able to check on the progress <a href="#">#ttmbevis</a>
@chilternrailway #ttmbevis what is chiltern going to do to support home workers who may only travel 2 or 3 days a week. For example with flexible season tickets or carnets with appreciable discounts.	Good morning, you can buy a Chiltern carnet ticket which consists of 10 open returns, for the price of 9, which can be used in a three month period. You can find out more information about that here: <a href="https://chilternrailways.co.uk/new-customers">https://chilternrailways.co.uk/new-customers</a> <a href="#">#ttmbevis</a>
Where is my season ticket refund? #ChilternFail	Good morning & apologies for the delay to your refund. Due to the volume of claims it has taken longer than expected to process the refunds but we have recently put a new system in place to speed up the process & have trained more staff so you should receive it shortly <a href="#">#ttmbevis</a>
What are your plans for restoring a normal service? Virtually all your customers depend on it economically <a href="#">#ttmbevis</a>	Morning Michael, we are working with the DfT and Network Rail to review the timeline to get us back to a normal service. As soon as we know anything we will let customers know <a href="#">#ttmbevis</a>
There's a gap of 90 minutes at peak evening travelling time for trains between Marylebone and Little Kimble in the new timetable. This is a serious degradation of service. Will you improve this in subsequent timetables soon <a href="#">#ttmbevis</a>	Hi Michael, thanks for the feedback. We understand there is a gap between 1715 and 1845 from London and will review in the next iteration, if there is one, before we go back to a normal timetable <a href="#">#ttmbevis</a>
Have your engineering teams been using the reduced timetable to rectify the previous chronic unreliable of the Chiltern Railways rolling stock? Will "more trains than usual needing repairs" be a thing of the past? <a href="#">#ttmbevis</a>	Our engineering teams are working on the units that are not being used to provide a more reliable service when the full timetable begins, whenever that may be <a href="#">#ttmbevis</a>
Are there any plans to encourage passengers to wear face masks while travelling <a href="#">#ttmbevis</a> ? I travelled last week on @chilternrailway and not one passenger in a relatively busy carriage was wearing a mask aside from me. There were no messages suggesting masks either.	Morning Matt, we have issued advice to customers stating that they should wear face coverings when travelling on our services. We've provided tips on our website for those travelling with us which can be viewed here: <a href="https://chilternrailways.co.uk/coronavirus">https://chilternrailways.co.uk/coronavirus</a> <a href="#">#ttmbevis</a>

<p>#ttmbevis A big 'thank you' to you &amp; colleagues that are, and have been, keeping those needing to get to work, to where they need to be!</p>	<p>Hi Chris, thank you for your tweet. Our engineering teams are working on the units not being used including doing extra tyre turning and our new slam door set is being refurbished at Arriva Train Care to provide a more reliable service when the full timetable begins #ttmbevis</p>
<p>Thank you for all the work you're doing in keeping our stations &amp; trains operating during these times, ensuring keyworkers can get to/from work. How will you ensure social distancing at stations when we return to 'normal' given some stations/platforms are quite small? #ttmbevis</p>	<p>Morning Sam, at our stations customers will notice floor vinyls in place at ticket machines, ticket offices, gatelines &amp; platforms to remind people to socially distance, along with posters &amp; in station announcements. Some stations may have entrance-only, exit-only doors #ttmbevis</p>
<p>Hi Bevis, When are you likely to introduce HyDrive trains into service? #ttmbevis</p>	<p>Morning Stephen, I hope you are well. The 165 is currently in Derby waiting to be fitted, it then needs to be tested. The earliest it would return is October, however we are reviewing if this might be delayed due to the current climate #ttmbevis</p>
<p>@chilternrailway #ttmbevis can you offer any insights in to which services in and out of Marylebone are currently seeing the highest loading? For example are longer distance or those with a stop after Wycombe? Mainline or Ayls line? Arrivals before 8am or before 9am etc</p> <p>And on the return? Which hour of departures busier? After 4? After 5? After 6? And mainline or Aylsebury line? And stopping or longer distance? #ttmbevis</p>	<p>Morning Rob, the busiest services currently are the ones that arrive before 8am. However, we are monitoring and reviewing passenger levels every day #ttmbevis</p> <p>Hi Rob, demand has not yet ramped up to a level where it's easy to distinguish between routes and time periods because numbers still remain quite low. We will monitor this and provide more information on when the quieter times are #ttmbevis</p>
	<p>Thank you for your questions this morning. Stay safe and have a nice day, Bevis #ttmbevis</p>