

Tweet the Manager

Bevis Thomas, Head of Train Planning

21st January 2020
08.00-09.00

You asked	Bevis said:
	Good morning everyone. Bevis Thomas, Head of Train Planning here until 9am to answer any questions. Please use the hashtag #ttmbevis
Here's one for you ... When are you getting some more carriages? Every train seems to be short-formed these days #standingroomonly #ttmbevis	Morning Alex. Because there is a shortage of suitable diesel fleet we are looking at way to increase capacity in forthcoming timetables. There are currently trains out for long term repair which are impacting the number of services shortformed #ttmbevis
Any chance of improved WiFi? #ttmbevis	Good morning, we are working with suppliers and the Department for Transport to improve WiFi on our services #ttmbevis
@chilternrailway Question for the manager: Why are your club man trains so nice	Morning - thank you we try and do our best with our carriages. I'm pleased you like them :) #ttmbevis
Please can you investigate why the Help Point has not been fixed at KGS; I made Chiltern aware last March and raised a new ticket about it in November. Also 50% of the time our ticket machine is not working #ttmbevis	Good morning - we are aware of this issue and I will chase up with the manager after the session ends #ttmbevis
@chilternrailway #ttmbevis Will you be offering refunds to season ticket holders for the continuous disruption caused by the never ending short-formation trains? My train this morning was 7 instead of 9 carriages, standing room only when paying over £4.5k a year is shocking. #ttmbevis you haven't answered my question. I want to know if you will be refunding season ticket holders! Big wow you got on 1 train, I have this every single day of the week, and I bet you don't have to pay for your travel!	Morning Amy, I was also onboard this train (06.43 Oxford to Marylebone) and agree it's not acceptable. We are working to get our fleet back up to the planned level for the timetable. This will mean some trains going away for repair which we're trying to move forward #ttmbevis Hi Amy, I travel every day from Bicester so I know there are issues every day of the week. We are working with the DfT to look at discounts, which may come under the Passenger Charter #ttmbevis
I asked about compensation for short forms at a meet the manager at Marylebone back in the summer. Was told it was something they were considering. Clearly a lie.	Morning Alex, as I mentioned to Amy in a previous tweet we are working with the DfT to look at discounts, which may come under the Passenger Charter #ttmbevis
Why so many short formation trains, excuse about maintenance is wearing thin after so many months	Good morning. I'm sorry about the shortforms you've experienced. There are units out of action in the long term which we are planning to move offsite to a contractor to repair. Things have improved since last year, but we are still short of providing a full timetable #ttmbevis

As Head of Train Planning, is your day mainly spent on solitaire? Or are you more of a Candy Crush fan? #ttmbevis	Good morning - I'm partial to a game of solitaire, but with two young children and a full timetable to develop I don't get much time to enjoy one #ttmbevis
Do you think Exeter City can earn automatic promotion from League 2 this season or are they doomed to more play off agony? #ttmbevis	Morning - being a Barnet fan I haven't visited St James Park for a few years, however I'm sure this could be Exeter's season #ttmbevis
Can you please explain why off-peak parking at HDM is now 4pm? It wasn't even moved to 12pm as others but 4pm? I think that is outrageous. The answer from your team was it is to better reflect the change in demand levels? -meaning what? #ttmbevis	Good morning Tina, we've moved the time to be in line with most other car parks in that area and, as you point out, to manage demand levels across the day #ttmbevis
When is the platform departure board at MYB going to be fixed? It has been out of action for a long time #ttmbevis	Hi Tina, I have raised this with the station manager #ttmbevis
Why do you never plan for half terms and holidays? First few off peak trains are always way too small. Peak trains before half empty.	Morning, there is always a big spike between last peak, first off peak because of the difference in fares. We do try & make the first few off peak trains longer, however if they are coming from Birmingham (e.g. 8.09 from Kidderminster) it is more difficult to make longer #ttmbevis
Almost every day the 1815 MYB-KID gets stuck behind a stopper near High Wycombe and arrives at Banbury between 3 and 10 min late. It is clear that something isn't working. Is anything being done to identify the problem and get it back to reliably running right-time? #ttmbevis	Good morning, the right time running of the 1815 is dependent on the flight of trains starting with the 1746 from Marylebone running on time. We're looking at how we can ensure the trains earlier in the flight will always depart on time so as not to delay later trains #ttmbevis
@chilternrailway In the evenings you tweet shortforms. Could you do the same in the mornings? Other TOCs on twitter 24-7 #ttmbevis	Morning Sam, I believe customers should get shortform updates via JourneyCheck around 6am. Our social media team don't start monitoring Twitter until 07.30am, however I will raise this with Control #ttmbevis
How are you developing the timetable? Should we be expecting changes in May? #ttmbevis	Hi Sam - there will no changes to stopping patterns, however we are looking at how we can add capacity into Marylebone in the morning peak #ttmbevis
Bevis what's the point of people using Bearley station if the timetable is embarrassing poor	Good morning, we have to manage supply and demand and there's not much demand for Bearley I'm afraid #ttmbevis
What's happening with the timetable rejig scheduled for February to cope with the current seemingly random short train formations? Surely you've not fixed the root cause instead? #ttmbevis	Morning Michael, 168004 is out of use for at least two months therefore there will be shortforms to cope with this long-term casualty. However, we are working to provide the full timetable and now PRM mods have finished fleet availability is improving #ttmbevis
Why did the 0823 Princes Risborough to Aylesbury get retimed to 0812? It now fails to connect with both the 0818 and 0813 arrivals. Is it to drive down passenger numbers on the line? #ttmbevis	Hi Michael - the 0812 train was re-timed to allow school children to get to Aylesbury in time for their registration. There is a down connection at 0807 at Princes Risborough and demand from the North is low #ttmbevis
Hi #ttmbevis @chilternrailway - I have had 3 out of 15 journeys so far this year both on time and full length. When we can we expect carriage capacity issues to be resolved, it appear clear you don't have enough to run your timetable?	Hello, I agree that the level of shortforming has not been acceptable. We have also been working with the DfT to look at longer term solutions. In the shorter term we are trying to get the carriages fixed as soon as possible, however some need to go off site for repair #ttmbevis

Short forming is a way to avoid paying compensation as the train still runs	Good morning. For every short form in the morning and evening peaks we pay a fine to the DfT, therefore short forming trains is always a last resort and is very expensive #ttmbevis
Why is not possible to have a faster train stopping at Bicester North leaving Marylebone between 6pm and 6.30pm #ttmbevis @chilternrailway	Good morning Adam, unfortunately there is no capacity to either add Bicester North to the 1815 or speed up the 1821 #ttmbevis
Why is @chilternrailway so much more expensive than @LNRailway for example?	Morning, as a new franchise LNR have additional capacity in the peak to sell more seats. Currently we do not have that capacity in the peak, however we would like you to travel with us as we have better performance and comfortable trains and Pret at Marylebone :) #ttmbevis
Good morning. Will the line ever be electrified?	Morning Robert, we are working with Network Rail and the DfT to look at options in the long term for full electrification. In the shorter term we are looking at hybrid trains #ttmbevis
What's your opinion on the "service" over the last 12 months? I'm talking delays, cancellations, short formations, no air con in summer, Baltic winds in winter etc. All for the princely sum of a few thousand of the Queens pounds #ttmbevis @chilternrailway	Good morning, 2019 was a challenging year however in 2020 we are looking at providing additional capacity and working with Network Rail to improve performance #ttmbevis
Hi Bevis, can you look at one more fast arrival in London before 8.30am? Current first fast train arrives at 8.30am and does not leave enough time for people to get across London to their final destination before 9am. #ttmbevis	Morning Kat, there are trains from the Midlands before the 0609 Kidderminster. Because we operate on a two-track railway, the fast train is always planned to arrive in Marylebone just after the stopping train #ttmbevis
How many weekdays in the last 6 months have you run a full service without short formations? Another commuter and I asked the social media team this and they didn't respond. Perhaps you can give the statistic? #ttmbevis	Morning John, 2019 was a challenging year for us. There is a fleet plan to improve in 2020, however there are units that need to be fixed offsite which we are working quickly to resolve #ttmbevis
	Thank you for all your questions, I'm sorry I haven't been able to get to all of them. However, I will be at the next Meet the Manager event at Marylebone on 18th March. Have a great day, Bevis #ttmbevis