

Tweet the Manager

Ian Hyde, Engineering & Safety Director

28th October 2021

08.00-09.00

You asked	Ian said:
Since the crack issue with the class 68s has been known about since May. Why is it taking until December to get them all repaired and back in service on the 'silver sets'? Surely it should have been obvious that they would be needed much sooner! #ttmian	Hi Daniel. Safety is our number one priority and the issue on the class 68s has been very complex. We've worked together with industry partners to develop a comprehensive solution. We've got two locos in service each day now and this will go up to three in the Dec timetable.
Why does the WiFi never work consistently from? I assume you build the cost of provision in to the price of a ticket yet the service is rarely of any use at all. #ttmian	Hi Stu. I'm sorry you are struggling to get online. We're working on a programme to repair and upgrade some of our WiFi equipment which is getting towards the end of its life and cause reliability issues. Ian
What's your favourite station?	Thanks for the question! I love Birmingham Moor Street station with all it's fantastic original features. Ian
Why do you charge an extra £1 when using your app? That's an 8% increase in ticket price for me, so I'm incentivised to get a paper one which isn't great for the environment. #ttmian	Hi Steve, this is an anti-fraud measure when booking on our website for each booking attempt made. The £1 pending transaction will be automatically drop off within 5 working days. Ian
Why is your app the only one on my iPhone which cannot/won't store my card details. I have to enter them each and every time I buy a ticket #ttmian #clunky	Hi Steve, you can save 1 card when you make the purchase, to then over-ride this you would have to save another card when you make a following purchase. Ian
With the conversion of 168329 to HybridFLEX drive, is there a plan and funding available to convert the remainder of the fleet, or will this remain a 'one off' demonstrator only? #ttmian	Hi Daniel. The HybridFlex train is a trial to prove that the technology works. We'll be assessing the benefits and determining what part this technology plays in the future of the Chiltern fleet. Ian
Any plans to extend some extra services to AVP and AYS?	Hi Nathan. We closely monitor customer numbers to make sure we're providing enough capacity on our routes, so we'll keep this under review. Ian
Hello - any plans to increase carriage numbers on the 8.06 from Banbury to London Marylebone - 3 is not enough!	Hi Clare. Last week we increased the length of a number of services which were becoming busier. We are reviewing our timetable again for December and I'll share this with our train planning team. Ian
#ttmian Hi, is there any news on what will happen after your franchise ends in December, is there a possibility for an extension or not?	Hi. We're working closely with the Department for Transport on plans for Chiltern services beyond 2021. We hope to be able to share some news in the near future. Ian