

# Tweet the Manager

## Mark Goodall, Operations Director

17<sup>th</sup> March 2020  
17.00 – 18.00

You asked	Mark said:
	Good evening everyone. Mark Goodall, Operations Director here to answer your questions until 6pm. Please use the hashtag <a href="#">#ttmmark</a>
Hi Mark, are there any plans to add the option of travelling with contactless bank cards between London and Aylesbury? <a href="#">#ttmmark</a>	Hi Stephen, there are no plans to introduce contactless bank card payments along our route at the moment. Customers have the option of using one of our Smart Cards instead of using paper tickets <a href="#">#ttmmark</a>
Given the advice to limit travel from the government, are you looking at any rebates or extensions to season tickets for periods were not able to use? <a href="#">#ttmmark</a>	Good evening Geoff. At the moment we're not offering to extend season tickets but customers are able to get a refund for the remainder of their season ticket if they wish to surrender it on the last day of use <a href="#">#ttmmark</a>
Hi Mark, when will there be a full blown crackdown on fare evasion between Gerrard's Cross and Wembley Stadium? RPIs need to be making frequent trips in my opinion on that section that currently is a free for all	Hi Chris - thanks for bringing this to my attention. I'll pass this information along to the Head of Revenue Protection for further review. Our Revenue Protection Team do operate along the route performing random checks onboard our trains and at stations <a href="#">#ttmmark</a>
Hi Mark, have you increased the frequency or depth of cleaning on trains before, between, and after services? <a href="#">#ttmmark</a>	Hi Chloe, yes - we have increased train and station cleaning and have reviewed and enhanced our products in line with advice specifically related to Coronavirus <a href="#">#ttmmark</a>
Hi Mark, can I claim back for a pay monthly season ticket if it's not used due to the office being shut for <a href="#">#coronavirus #ttmmark</a>	Good evening. Customers are able to get a refund for the remainder of their season ticket if they wish to surrender it on the last day of use. There needs to be at least 7 days left before expiry to be eligible for a refund for a monthly season ticket <a href="#">#ttmmark</a>
Thanks, and that takes into account being able to resume travel once we're given the green light on the existing season ticket?	Hello, once you surrender your current season ticket you will need to purchase a new season ticket when you want to start travelling with us again to validate your journey <a href="#">#ttmmark</a>
Hi Mark, been calling the hotline for assistance with rebooking. I've been held on the line for a long while now and reaching the end of customer service operations (17:30). Is there any other way that I could rebook my ticket? I need to travel by tomorrow. <a href="#">#ttmmark</a>	Hi Laurice - If you have an account with us you can log in and change this there. However if you don't, you can contact our Ticketing department on 03456 005165, press option 2, they will be able to assist with your query. They're open until 10pm this evening <a href="#">#ttmmark</a>
#Ttmark will you be running a reduced service until further notice?	Good evening Callum. At the moment we're running a normal service but we're working with Network Rail and monitoring the situation closely <a href="#">#ttmmark</a>
<a href="#">#ttmmark</a> Hi Mark - couple of questions. 1. Can more notification be given at Marylebone for platforms? Sometimes it's really tight from the concourse especially	Good evening Ed. We're looking into what we could do with regards to announcements at Marylebone for some of our busier services. With regards to the broken

<p>to platforms 4-6. 2. Can you accelerate the fixes to the broken platform info boards?</p>	<p>platform information board this should be fixed in the next few weeks <a href="#">#ttmmark</a></p>
<p>Are you planning to reduce services/trains because of COVID-19? <a href="#">#ttmmark</a></p>	<p>Good evening - we're currently running a normal service but we're working with Network Rail and monitoring the situation closely <a href="#">#ttmmark</a></p>
<p><a href="#">#ttmmark</a> have witnessed couple of incidents recently when a train is cancelled at MYB late, but was due for departure several mins before next to an adjacent destination (eg BCS and BIT). The train only cancelled after it becomes too late to disembark and get the other. Please when a train calling at BIT or BCS is delayed and could be cancelled, can control room ensure platform announcement made advising pax that the first (or only) way to get to Bicester is on the other (yet to depart) service. Otherwise results in unnecessary long delays</p>	<p>Hello Rob, thanks for raising this with me. I'll personally take this to our Control Team at Marylebone and look into what we can do regarding this <a href="#">#ttmmark</a></p>
<p>@chilternrailway Hi Mark, 'super off peak' was introduced in Feb but I've yet to find a way to buy a super off peak travelcard from any ticket machine at BCF or HWY, even at a weekend when it should be the default! When will this be fixed? Passengers are being overcharged <a href="#">#ttmmark</a></p>	<p>Evening Chris. Thanks for raising this, sorry you've had difficulties buying a Super-Off Peak ticket. I'll pass this along to our Retail Systems Manager who will look into why this is happening <a href="#">#ttmmark</a></p>
<p>Q - Will you take Coronavirus as an opportunity to take trains out of service for proper cleaning and maintenance so that you have a fully operational fleet when things start to return back to normal? <a href="#">#ttmmark</a></p>	<p>Good evening, at the moment we're running a normal service. We are reviewing our service provision in line with Network Rail and other train companies. If we have more trains in depots than usual we can look at what is feasible from a maintenance perspective before things return to normal <a href="#">#ttmmark</a></p>
	<p>Thank you for your questions today. Have a good evening <a href="#">#ttmmark</a></p>