

# Tweet the Manager

## Mark Goodall, Operations Director

### 7<sup>th</sup> October 2020

### 17.00 – 18.00

You asked	Mark said:
	Good evening everyone. Mark Goodall, Operations Director for Chiltern Railways here until 6pm to answer your questions. Please use the hashtag <a href="#">#ttmmark</a>
Hello, this wouldn't be for Mark, but could you pass on to your Twitter accessibility team that whenever you post any images, in order for screen reader users like myself to know what the image shows, please could a photo description be added? Thanks.	Hello, thanks for the suggestion - I'll be sure to pass that along to the team to look into <a href="#">#ttmmark</a>
Hi Mark. I'm not quite sure what an Operations Director does, so this may be outside your remit. But how is work progressing on flexible season tickets to reflect the (partly Covid-driven) increase in more flexible working patterns? <a href="#">#ttmmark</a>  Thanks. In the meantime can you make it easier to get carnets, maybe putting them on smart cards or allowing people to buy them at all stations?	Hi Alex, there are plans for flexible season tickets across the industry and this is something that train operators are working closely with the government on. It's a national roll out and we're waiting for government guidance regarding timescales at the moment <a href="#">#ttmmark</a>  Hi Alex - thanks for the suggestion. This is definitely something that I will pass along to our commercial team to look into further <a href="#">#ttmmark</a>
Hi Mark, can I ask what are the strategic plans for Chiltern Railway please? New rolling stock? New routes? What can we expect in the next 10 years? <a href="#">#ttmmark</a>	Hi John. We've recently appointed a permanent Managing Director, Richard Allan, who will lead Chiltern through the rest of the franchise. We've also signed an agreement with the Department for Transport and will be finalising our strategic plan shortly based on this <a href="#">#ttmmark</a>
<a href="#">#ttmmark</a> Before all this started I seem to recall there were capacity issues due to more units that usual requiring maintenance for one off incidents. Has the work on those units been completed since? Does this mean you now have full capacity when needed i.e. if you were to have a failed unit now - reducing capacity - is the reliance back to the levels it was prior to those other units being forced out of service for months on end.	Hi Rob - We used the lockdown period to complete a backlog of maintenance issues on our units, however we still have a small number of units unavailable to us due to requiring more substantial work which we are hoping to get back around Christmas Unfortunately due to lack of suitable rolling stock, much of our fleet is older, but we maintain them as best we can for our customers. We're also bringing in a Hybrid unit to supplement the fleet later this year <a href="#">#ttmmark</a>
<a href="#">#ttmmark</a> Thanks. What advice for passengers when someone without a mask sits close to them on blue-covered seats on a journey? Speak to the person? Txt @BTP? What? Many people not wearing masks go unchallenged at MYB - why no active Security engagement?	Hi James, we are now setting up BTP blocks with our revenue protection team & will be issuing fines for people who don't wear face coverings. Our staff are able to engage & encourage customers to wear a mask but not enforce it. Is there a specific journey where compliance is low? <a href="#">#ttmmark</a>
<a href="#">#ttmmark</a> @chilternrailway Do you know if the South Ruislip to West Ealing shuttle is still operating	Hello, we are currently running a timetable which is appropriate for the current level of demand and at the

	moment this train isn't running. This train will be put back in to service in the May 2021 timetable <a href="#">#ttmmark</a>
<a href="#">#ttmmark</a> Hi Mark. Just wondering what I do if somebody (who isn't exempt, like a group of young people) gets on the train without a mask. Text BTP?	Hi Ben, it's difficult when something like this happens - our staff are actively encouraging customers to wear a face coverings and BTP are responsible for enforcing this. I would encourage you to try and maintain social distancing measures where possible on board our services and report instances directly to the BTP on 61016 <a href="#">#ttmmark</a>
	Thank you for all of your questions today. Have a good evening, Mark <a href="#">#ttmmark</a>