

Tweet the Manager

Mark Goodall, Operations Director

16th June 2021
17.00 – 18.00

You asked	Mark said:
	Good evening everyone. Mark Goodall, Operations Director here until 6pm to answer your questions. Please use the hashtag #ttmmark
Can we have more staff on trains? I usually travel off peak but nobody ever checks my ticket and I often see passengers removing masks, being noisy in quiet area etc. as there is nobody to tell them not to. #ttmmark .	Hi Emily, we don't have conductors on all of our trains but we do have revenue protection teams moving around the network. If there's a specific train where there's an issue, please let us know and we can look into this. With regards to face coverings, our staff are able to engage and encourage customers to wear a face covering but not enforce it. Is there a specific journey where compliance is low? #ttmmark
I'm sure I have read that at the end of June we will have flexible season tickets. Do you know what these are likely to look like in terms of more like a carnet, reduced cost season ticket with a limit of journeys? #ttmmark	Good evening. That's right, the flexi season ticket will be available this month. You can read more about it on our website here: https://chilternrailways.co.uk/flexi-season #ttmmark
Hi - thanks to Chiltern staff for great work in the pandemic. Travelled last week, lots of passengers no masks. Can there be more reminders/ stickers/ announcements please! #ttmmark Thanks it's mid-afternoon myb to hdm - maybe a refresh of the recorded announcement could help, a bit like BA refresh safety video so less like wall paper. I know there is a limit to what can be done if people just won't though.	Hi Rebekah, sorry to hear of your experience. We do have regular announcements on trains and at stations and posters at all of our stations as well. Is there a specific journey/station you've noticed an issue? If so, please let me know and we can look into it #ttmmark Thanks for your feedback Rebekah. We'll aim to get staff on those particular trains to encourage passengers to comply with Covid measures directly #ttmmark
@chilternrailway #ttmmark in fact here is a question I doubt Mark will answer. What percentage of your service actually have a guard walking through the train regularly to ensure masks are worn? Ok fair enough for the reply. I travel loads and can say I have never seen these teams on a Chiltern train ever. Also do these teams I have never seen enforce the mask law?	Hi John, the majority of our trains don't have train managers on board, however we do have revenue protection teams who board trains regularly to check tickets #ttmmark Hi John, our staff can encourage customers to follow Covid safety measures including wearing face coverings but they're role isn't to enforce. Please remember that some customers may be medically exempt from wearing face coverings #ttmmark
	Thank you for your questions today. Have a good evening, Mark #ttmmark