

Tweet the Manager
Bevis Thomas – Head of Train Planning
0800 to 0900 – 18 May 2017

You said	We said
	Join us here on Thursday from 0800 for Tweet the Manager with our Head of Train Planning, Bevis Thomas #ttmbevis
	Hi Bevis Thomas, here until 9am to answer your questions #ttmbevis
#ttmbevis, now you've removed catering, what makes you different from any other operator on the London/Birmingham route?	We provide good value for money regular service and have the highest right time train service in the country
#ttmbevis the 17.50 from H&TP is overcrowded every day.	From Monday, we are running an additional train from Bicester Village which will mean the 17.50 should be less busy
#ttmbevis Why has the am rush hour timetable changed again DNM-MYB? No longer stopping at South Ruislip...	To improve rush hour performance, Denham has a new non-stop train at 0713
#ttmbevis Why ticket price raises on a yearly basis when the New York subway didn't for 40 years after it was first created?	New York subway has not had the same level of funding and upgrades as UK railways and tube systems
#ttmbevis Seem to be a lot of issues with train repairs lately. What are your future plans to meet demand?	We carry out regular passenger counts to meet demand and transfer capacity where it is most required. We are investigating options for the future.
#ttmbevis Did you consider taking the recently refurbished to be cascaded HSTs to run on longer routes and drop the 165s? Of not, why not?	The 165s are ideal for the Met Line where there are hills, gradients and a 75mph line speed. 165s provide high capacity for short distance commuter journeys.
#ttmbevis @chilternrailway are you proud of cutting 25% of peak trains from GER which has led to more overcrowding and delays?	We have to balance capacity and demand for all our services.
#ttmbevis Why are there 3 trains in 10 minutes from 0821 at GER but only two in the previous 50 minutes?	On a 2-track railway, services are flighted into MYB, so there will be bunching.
#ttmbevis Why is my train always delayed to allow empty Oxford trains past? There are more people on our trains than theirs.	The Oxford trains are busy so we are balancing speed, capacity and demand for all our markets

#ttmbevis car parking machines at Oxford Parkway don't accept the new £1 coins! Grr...	Thanks for the feedback. All machines will be compliant by October.
#ttmbevis Have you ever suggested to your board to buy more carriages so the service can be like it was 3 years ago?	We are looking at future options to assist with increasing capacity
#ttmbevis Why are West and South Ruislip treated like second class citizens when it comes to train cancellations?	We value all our customers, however there are other ways to travel from West and South Ruislip in times of disruption
#ttmbevis How come the peak service from WRU to WCX is better during weekends and bank holidays than during actual peak time?	In peak times, we have to cover the main market which is travelling to Central London
#ttmbevis When are the next changes to the timetable due? Again, I'm having to sit on the floor.	The new timetable will come into effect this Sunday 21 May.
#ttmbevis Which route do you catch to work daily and what do you think of it?	I commute from Bicester to London using our services.
#ttmbevis What is the biggest improvement you would like to make to the train planning?	Even better collaboration with Network Rail.
#ttmbevis In your opinion, which is the biggest area of improvement for @chilternrailway?	To carry on providing an excellent service for all our customers.
	Bevis Thomas here, I'll answer a few last questions before I leave the building. #ttmbevis
#ttmbevis Old chestnut, later trains to Aylesbury 2357 is simply too early. I know you will blame LU but there's no reason not to run an extra service.	We are governed by when LUL turn off the traction current but there are later trains via HWY and AYS
#ttmbevis Please can all trains at Oxford Parkway stop in the same place. Long platform leaves embarking passengers at the wrong end.	For the driver to open and close the doors safely, trains of different lengths must stop at different places on the platform.
	Signing off now. Thanks for your questions. Bevis #ttmbevis