

Tweet the Manager
Gavin Panter – Director of Operations
0800 to 0900 – 19 October 2017

You said	We said
	Join us today for Tweet the Manager with Director of Operations, Gavin Panter, from 0800-0900. We look forward to your questions. #ttmgavin
	We're doing Tweet the Manager today with Gavin Panter, Director of Operations, from 0800-0900. We look forward to your questions. #ttmgavin
	Gavin Panter, Director of Operations here for Tweet the Manager. I'll be here until 0900 to answer your questions. #ttmgavin
#ttmgavin @chilternrailway Should be at work by 8am so can't join "live". My question - "you don't have enough carriages... discuss" From shortformed 7.21 from GX	There are enough carriages for the service but at times emergency mechanical issues do require us to short form. We vary where this happens.
"your train will have 4 carriages" so we line up behind the 4 coach stop sign but the driver pretends to have 7 coaches #packed #shambles	Thanks for your feedback. Can you let us know which train this was?
#ttmgavin how can you justify a 15% increase to car park prices? Your customers are not get salary increases if that level	It has been 2 years since we last raised parking prices. We have held off as long as possible without putting them up.
@chilternrailway Service currently a shambles. Where do you see yourselves in a year's time? #ttmgavin	Thanks for your feedback. We strive to offer the best possible service for our customers.
#ttmgavin There seems to be ongoing issues at the moment. Slower trains, less carriages, more delays. The timetable needs work. GX commuter	Thanks for your feedback. The timetable is currently under review.
#ttmgavin Chiltern have best/most comfortable trains in UK but journey times are inconsistent.Need more regular quick trains to/fm Bicester	Thanks for your feedback. As mentioned, we are currently reviewing the timetable.
#ttmgavin Morning, 1st off rolling stock, you have had over 6 months of short formed trains, why & when will you have enough stock	We do have enough stock however at times emergency mechanical repairs require us to short form trains. We try to vary where this happens.
#ttmgavin #Aylesbury station has finally had much needed work but the bridge still isn't open, big issue for the disabled, when will it open	Absolutely right. Our Network Rail colleagues are looking to confirm the date shortly.

<p>#ttmgavin Lastly Sunday service can be shambolic, I work at weekends but don't bother with your service, will this ever be sorted?</p>	<p>Sundays are a key part of the timetable review which is happening at the moment.</p>
<p>#ttmgavin August bank holiday was awful, about a dozen trains cancelled in the morning, thankfully I wasn't travelling just getting texts.</p>	<p>Being the only line operating from the North West to London at that time, it was a particularly difficult set of circumstances.</p>
<p>#ttmgavin why do the boards at MYB take so long to update platforms for AYL trains yet all other stations are up well in advance?</p>	<p>I've asked my customer services colleagues to look into this.</p>
<p>@chilternrailway Any update on smart ticketing? I commute from bicester twice a week and pay nearly as much as full time commuters #ttmgavin</p>	<p>I'm not sure about this. I will find out and get back to you.</p>
<p>#ttmgavin why is there not a better way of registering a complaint, complaining on twitter or FB is not counted in stats, complaint from app</p>	<p>Social media is not an official complaints process. Formal complaints can be made via the customer relations team bit.ly/1chZPd6</p>
<p>Why does your mobile app only allow the purchase of barcode tickets from some stns but the Trainline app does nearly all of them? #ttmgavin</p>	<p>I've passed this on to the commercial team to have a look at.</p>
<p>Why do you shortform the 0809 from Kidderminster at least 3 times a week? #ttmgavin</p>	<p>Thanks for your feedback. I'll take a look at the last three months data and come back to you after this session.</p>
<p>@chilternrailway #ttmgavin longer trains required from aylesbury. It's the forgotten line!</p>	<p>Thanks for your feedback. We are currently reviewing the timetable.</p>
<p>#ttmgavin From reading the replies to this, it appears that GX passengers are the most high maintenance. What's your view?</p>	<p>Everyone is important to us.</p>
<p>#ttmgavin why, when there are delays on @TfL do @chilternrailway drivers take great glee in complaining about it? Hardly professional.</p>	<p>Thanks for your feedback. Can you DM us with more details about when and where this occurred?</p>
<p>Why do you let oxp trains through delaying all other commuter services. Is it so you wont have to pay as much compo? #ttmgavin</p>	<p>Thanks for your feedback. Perhaps you would like to come a join me for a coffee on the concourse to discuss your queries?</p>
<p>@chilternrailway why has the 0809 from Kidderminster suddenly become delayed en route? #ttmgavin</p>	<p>This train is currently delayed behind a late running London Midlands service.</p>
	<p>Signing out now. Thanks for your questions today. #ttmgavin</p>

