

Tweet the Manager

Alan Riley, Customer Services Director

26th September 2018

0800 - 0900

@chilternrailway	From @chilternrailway
	Good morning, Alan Riley Customer Services Director here to take any questions or queries you have. Just use the hashtag: #ttmalan
<p>It would be good if on a couple of Peak Services , Stops were placed at #MoorPark again , Not sure why they stopped in the 1990s , New route possibilities could go down well :p</p> <p>Another idea is to have Permanent Revenue on your MYB to Gerrard's Cross Services, literally mopping up all the loose change that is being dropped through free riders :/ Obviously introduce Chiltern Only fares so people can choose Tube or #FreeRange</p>	<p>We have no plans to do this at present but thank you for the feedback.</p> <p>Thank you for this feedback. We have a mobile revenue protection team and we have recently completed blocks at Gerrards Cross, High Wycombe and Beaconsfield and you'll be seeing a lot more of the team about. #ttmalan</p>
#ttmalan Morning! Are you able to set a meeting date anytime soon please? Thanks Alan	Hi Chris, send an email today with some dates and we'll get that set up. I look forward to it. :) #ttmalan
#ttmalan hi Alan. Could you tell me please when your app will be issuing e tickets? The old app used to.	We do still sell these, but they are not on every ticket. #ttmalan
Thanks for adding on board entertainment on your trains! I was using it on my computer this morning and it works really well 😊 #ttmalan	Delighted you love it. Just launched it. Keep giving us feedback. #ttmalan
Hi Alan. Is there any prospect of having all Chiltern services that go through Cradley Heath to call there? #ttmalan	Every timetable review we work closely with West Midlands Trains to ensure between us there is a regular frequency of trains. #ttmalan
Hi Alan, I do miss having catering on BMO-MYB services, any chance at least a trolley service could return one day? #ttmalan	This is something we will continue to review but there are no plans at present. In the meantime, we have some great places to eat at our stations. #ttmalan

<p>#ttmalan why does the company think it OK for people to think it OK for people to get soaking wet at hatton when the train terminates there starts at Stratford 18.39 and we have to wait about ten minutes at hatton the eating shelter is far too small, and we have to get soaked</p> <p>#ttmalan don't understand why u guys fail to see the obvious u must enjoy see us suffer then</p>	<p>We don't want our customers to get wet. I'm sorry to hear this and we will be putting in a new shelter in 2019. If you have any other ideas about what we could do, please dm me. #ttmalan</p>
<p>#ttmalan hi Alan. Could you tell me please when your app will be issuing e tickets for Warwick Parkway to Marylebone and return? The old app used to.</p>	<p>Hi, we have mobile tickets available but not for every ticket. #ttmalan</p>
<p>@chilternrailway #ttmalan Thanks (genuinely) for providing a reliable service bn Great Missenden and Marylebone. I just wish your phone ticket app wasn't such an appalling experience.</p>	<p>We're pleased you are happy with the service. The team at Great Missenden were recently highly commended as station of the year, so give them the thumbs up when you see them. We are reviewing feedback about the app and we'll be making changes in the new year. If you have any detailed feedback, please dm me and I'll ensure this is fed to our teams. #ttmalan</p>
<p>When are you going to improve your app? It is inferior to your previous one. It crashes pretty regularly, doesn't remember most used or favourite stations, and often doesn't remember which railcard I have. Also - why must I select my billing address on every transaction? #ttmalan</p> <p>In addition - the tickets are badly filed - the return half of a period return, for example hides in the used ticket section. Plus, the e-ticket function has frequently been unavailable from Islip or Bicester Village - leaving only the paper ticket option #ttmalan</p>	<p>Thank you. If you have any more feedback please dm me. As it is a new app, we are working to continue to improve this. I'll ensure this is fed back to our app team. #ttmalan</p>
<p>#ttmalan When will Aylesbury Line passengers stop having their Train</p>	<p>Thanks for this. Changes are needed when there's a Wembley event and with Tottenham</p>

Service halved during Wembley events? An hourly interval service on a Saturday afternoon / evening really is not acceptable	being at Wembley there's been an unprecedented number. We feel there will be an improved service going forward. #ttmalan
Can you look into running an earlier first train of the morning on the High Wycombe line? First train is really very busy & customers would welcome a service arriving into MYB before 0619. Thanks #ttmalan	We always keep this under review but in order to run a reliable and punctual service Network Rail need to maintain the line overnight. But we'll keep this under review. #ttmalan
Hi. I left a bag on the train last week. I spoke to the lost property guy at Marylebone who seemed overwhelmed with lost property and basically told me I had no chance of getting it back even if it had been found. The bag contained a £1000 suit, so I'm not pleased. #ttmalan	Please dm your details and I'll get a member of the team to look into this. #ttmalan
Hi Alan, would it be possible to have an option to show live departure times in the app instead of live arrival times? It's a bit confusing when travelling from Ruislip because the trains can arrive 10 mins before departure. E.g. 23:27 from South Ruislip shows as 23:17. #ttmalan	Let me speak to our team about that and I'll see what we can do. #ttmalan
#ttmalan A number of questions and comments on here refer to your App, which is inferior to your previous version. The only company that I know of that introduces a new App with less functionality than the previous version. when will it be for Warwick Parkway to Marylebone?	

	Thanks for taking the time today to send me your tweets. Look forward to speaking to you again soon. #ttmalan
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