

Tweet the Manager

Alan Riley, Head of On Board Service

15 April 2015

1730 – 1930

You said:	We said:
Are there any plans to expand wifi to all trains i.e. Aylesbury-Amersham line?	We are looking into it. No update on this at the moment though. #ttmalan
@chilternrailway #ttmalan can you give us any more updates on improving wifi? I've given up in favour of a personal mifi dongle.	We will be upgrading the hardware on the trains and we will be using newer technology to give faster and more reliable wifi. This will be rolled out across the mainline fleet very soon, I haven't got a specific date. We will inform all when these are confirmed.
Only 2 trains from bsw between 6 - 8:30 stop at Warwick, why? Not as if the line is over used.	We have to ensure the timetable has a balance to meet all the needs of all. This includes balancing out where trains call at to give the best journey times. . We have Leamington Spa, Warwick and Warwick Parkway all within close proximity and deliver the timetable around the demand for the service.
#ttmalan Excellent. When might it be ready? Thanks	This will be rolled out across the mainline fleet very soon. We will place details on the website once dates are confirmed.
Often the weekly travel card magnetic strip fails after a couple of days - is this issue being addressed? #ttmalan	We are working with our ticket suppliers to see how we can get longer life from these tickets.
Will you be putting plug doors on the old MK3 set. And will you be converting DVTs to have seats in then? #ttmalan	We have no current plans to do either of these suggestions. #ttmalan
Apart from obvious student discounts, do you guys offer any other discounts to say.. Student	No, We believe that we offer great value to all and concentrate minimising

nurses??	the cost and maximising the service to all that travel with us.
Are you not even going to repaint the sets, into Chiltern colours? #ttmalan	We have just repainted and refurbished our Mainline fleet.
	Hi, Thanks for all your tweets tonight. I look forward to speaking to you again soon. #ttmalan