

## Meet the Manager. London Marylebone station - Wednesday 12 June 2024

Q1) The Wi-Fi is not great on my journey?

*We have recently upgraded our Wi-Fi and this also improve further when our new fleet is cascaded in line with our Right Route 2030 vision.*

Q2) When using my veterans railcard on your ticket machine, it takes too long to select this option and the session times out for this can be added.

*We're sorry about this and we will take this forward with our Fares and Retailing Manager.*

Q3) What is your right route vision?

*This relates to our fleet plans and relates to getting more modernised fleet into the business. Our current trains have an average age of 30 years, older than any other UK train operator. Improving reliability and increasing the number of seats available on our trains is part of our 2030 Vision. We are doing everything possible to get more trains on the line and replace our oldest trains with newer, more reliable models.*

Q4) My journey time from Banbury to London used to be 50 minutes, it is now much longer than that, why?

*We had to devise a timetable that was efficient due to the pandemic that catered for the fewer passengers travelling on services. Since then, our fleet has been reduced and we have to plan our timetable in line with the rolling stock available, which meant that there were some additional stops added to services. However, once we secure new rolling stock this will assist with extra capacity which will help us improve the service.*

Q5) Is the service going to get worse when you operate East/West rail next year?

*No, as part of our Right route vision, our plan is to acquire new rolling stock which will give us 20% more fleet once this is approved by the DfT.*

Q6) Why did you take the High Wycombe stop out of the 17:45 service from London Marylebone to Oxford?

*As implemented in our June 2024 timetable, an additional 17:37 service was introduced to call at High Wycombe which created more seating capacity for our customers.*

Q7) Why is the service so slow from Oxford Parkway?

*Since covid we operate 41 less train diagrams which meant that the type of rolling stock used on this line changed from our MK3 Mainline Silver trains to 165 fleet which do not have the same line speed. This was to help make the service more robust in terms of performance, however we appreciate that there is a longer journey time. Our plan is to acquire new fleet which we are awaiting approval from the DfT.*

Q8) When will you electrify your railway?

*Whilst there are no current plans to electrify the infrastructure, some of the possibilities for our new fleet include conversion to running using vegetable oil which has less pollution and is better for the environment.*

Q9) When will you have new trains?

*We have been refurbishing our 168 fleet which will start to return into service in the next month. Our plan is to start the cascade of new fleet in 2025.*

Q10) Do you envision being able to run a service after 00:30?

*No, railway maintenance and track possessions take place at this time, so this is not possible.*

Q11) Will you be implementing driverless trains anytime soon?

*No we have no plans for this.*

Q12) Why wasn't High Wycombe included on the Elizabeth line?

*This was a government led scheme and Not Chiltern Railways.*

Q13) There are many old bike locks on the bicycle racks at Haddenham and Thame Parkway, when will these be removed?

*We will report this to the Area Manager responsible at the station to look into this further.*

Q14) What will the fare be to travel from Oxford and Milton Keynes?

*This is still be considered and has not been decided yet.*

Q15) Why are the trains to Seer Green old and overcrowded?

*We are working to improve capacity and renew our fleet, once approved by the DfT next year.*

Q16) Why does your App only allow you to display up to 3 favorite journeys now rather than 6?

*We will take this forward with our developers*

Q17) Will you be arranging an alternative provider once the season tickets (monthly or longer) stop being accepted on local Arriva bus services in the Aylesbury area?

*No, unfortunately, there will be no alternative provision.*

Q18) Why was the Meet the Manager 16:00 – 18:00, can't it be later?

*Based on feedback, we would be happy to adjust the timings of these sessions. This will be considered when planning the next event.*