

Meet the Manager Wendover station Thursday 19 September 2024

- 1) Please keep staff in your ticket offices, keep it manned so we have people to talk to, your staff at Wendover are great.

*Thank you for the great feedback, we will pass this on to the team to make sure they are recognised. We don't have any current plans to change staffing levels at stations.*

- 2) Your service is a disgrace, you take trains onto other lines, you make us feel less valued on this line (services via Amersham).

*Because we have a fixed number of trains in operation, we are sometimes required to prioritise major events including Wembley fixtures and engineering work on other operators routes.*

*We do strive to provide the best possible timetable to meet the majority of our passenger's needs. With a timetable offering services between Birmingham, Oxford, Aylesbury and London, it isn't always possible for us to satisfy every passenger's travel requirements, whilst also offering a frequent service between every station. At times, we have to prioritise capacity on our intercity route between London Marylebone and Birmingham where we see the heaviest footfall and customers have limited alternatives. As a result, we sometimes reduce services on the Aylesbury route and use bus replacements to connect the routes.*

- 3) The service updates information system on your website sometimes shows as red and that there is issues on the line, however this doesn't always relate to my journey.

*This is a new system to give our customers an indication of how well the services are running and if they are affected by disruption, we'll take this forward with our developers to see how this can be improved.*

- 4) The old bridge at Wendover is rusty, why can't it be repaired?

*There are no structural issues with this bridge, although it belongs to Network rail, there is a right of way, we will feed this back.*

- 5) Your staff are very helpful at London Marylebone.

*Thank you, we will pass your kind words onto the team.*

- 6) Your train services are not long enough in the mornings.

*We are using all available fleet. In line with our right route 2030 vision we are have an active business case with the DfT to acquire newer fleet and additional carriages, which, if approved would boost capacity across the network and would help us alleviate overcrowding.*

- 7) Your bus drivers on your rail replacement bus services very often aren't able to explain why there is a bus replacement services.

*We will pass this back to try and improve this.*

- 8) Your ticket machines outside are affected by the sun, there is too much glare so you cannot see the screen.

*Sorry to hear this, we will pass this on as feedback to look at available options.*

- 9) Why don't you have more advertising at Wendover station to help bring in more revenue?

*We do have advertising at stations and onboard, we'll pass your suggestion to our revenue team.*

- 10) Your information posters at the stations seem very negative, there are many messages to tell customers not buy tickets and not take E-scooters onboard, but you never have any positive posters or messages that apologise for poor service.

*Thanks for your feedback, we the aim of our Buy Before you Board campaign is to deter would-be fare dodgers from taking money out of the system which could be used to improve the railway for everyone. The E-SCOOTER posters are to deter people taking these onboard due to the safety associated risks. We do have posters that are more positive and promote our route; that said, we will take your feedback onboard.*

- 11) On your website (Changes to train times page), you show buses on the route between London Marylebone and Aylesbury (Aylesbury Vale Parkway) as a minor change, when there is no train service.

*Thanks for your feedback, we understand that this is a significant for those travelling on the affected route. We will look into this to see if it can be improved.*

- 12) Your service from Wendover is not frequent enough on afternoons and weekends, why can't you run more trains?

*Following the pandemic, we were asked to make cost savings to our timetables in order to provide the best value for money for the public purse which funds the train services. This included reducing some of our off-peak services on this route down to hourly trains because of lower demand.*

*Now that work and leisure travel is returning to pre-covid levels, we recognize that customers would like more frequent trains with longer carriages on the Aylesbury route.*

*In line with our right route 2030 vision we are have an active business case with the DfT to acquire newer fleet and additional carriages, which, if approved would boost capacity across the network and would help us alleviate overcrowding and improve the service.*

- 13) Why don't you advertise changes and updates to the services in local newsletter?

*Thank you, we will pass this to our Media relations team to look into.*