

Meet the Manager – Princes Risborough Thursday 13 March 2025

Q)The frequency of your train service from Princes Risborough and London Marylebone is not great between 7am – 8am.

A) – Thank you for your feedback, we aim to provide a timetable to suit as many of our customers travel needs as possible. We will pass this onto our planning teams for future consideration.

Q) When are you getting refurbished 165 trains?

A) We will be starting the refresh from about June 2025 onwards and it will take about 18 months to complete the programme. This is in line with our 2030 vision.

Q)What do I do when I get to the station and the lifts aren't working, I am unable to use the stairs?

We publish changes to the station facilities page on our website. You can also book special travel assistance up to two hours ahead of your journey. However, whether you have booked assistance or not, please speak to station staff or use the help points and we will be able to offer alternatives where needed, if your journey is affected.

Q)Why do you reduce the train service on the MET line on weekends?

A) Due to having a fixed number of trains in operation, we are sometimes required to prioritise major events including Wembley fixtures and engineering work on other operator's routes. With a timetable offering services on a two track railway between Birmingham, Oxford, Aylesbury and London, it is impossible for us to provide a perfect timetable for every passengers' requirements, whilst also offering a frequent service between every station. We do however strive to provide the best possible timetable which meets the majority of our passenger's needs. We have therefore taken the difficult decision to reduce services on the Aylesbury route, to ensure we can deliver enough capacity to safely carry customers on our intercity route to Birmingham.

Q) Your staff at Princes Risborough station are excellent.

A) Thanks for your feedback, great to hear. We'll make sure the team get the recognition for their efforts.

Q) When will you be getting more trains and carriages?

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.

Q) I prefer buying my tickets from a person rather than online or from a machine, do you have any plans to close the ticket office?

A) We have no plans to close the ticket office.

Q) Will East West rail run from Aylesbury?

Once East West Rail is confirmed and launched it will operate between Oxford and Milton Keynes.

Q) Would you consider offering a Flexi season ticket between Aylesbury and Harrow on the Hill?

Yes, we plan to offer a flexi season from Aylesbury to Harrow on the Hill- it should be available to purchase within the next few weeks.

Q) When will you be getting new trains?

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.

Q) Will you consider having E-TICKETS available from West Ruislip which will help customers who have a freedom pass buy the extension fare when travelling further North on our Network?

A) Unfortunately, we cannot offer eTickets for journeys to and from West Ruislip- the station is managed by TfL, and they do not accept eTickets at their stations.

Q) When I use the ticket machine outside of the station on a sunny day, the sun glare makes it impossible to see the screen.

Apologies for this, whilst we don't have any current plans to relocate the Ticket machine, we will pass on your feedback to the retail and properties team to see what can be done.