

Meet the Manager. Aylesbury station - Wednesday 4 June 2025

Q1) There is an overgrown footpath near Veridian Square, does this land belong to you?

We will take this forward to with our facilities and estates team to investigate this further.

Q2) There is noise from trains running at night in Viridian Square, with trains idling at night, can we raise this?

Work carried out in this area is essential to our operation. It allows us to provide the necessary security checking, maintenance and cleaning required to ensure we deliver the safe, clean and reliable service that is required by our customers, many whom live in and around the Aylesbury area and make use of the service daily.

This work allows us to meet our Department of Transport obligations and our commitment to deliver and maintain a safe and clean vehicle environment.

Chiltern Railways have worked closely with local Environmental Health Officers over the years to ensure that any concerns regarding possible noise nuisance from operations are dealt with promptly and effectively. We review all environmental issues on a regular basis at all our locations and we will ensure that all members of staff working at this depot are aware of your concerns.

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) Do you have any apprenticeships available?

Yes, we do. Please look at our website for further details.

Q5) Your staff at Aylesbury station are fantastic, please can you let them know?

Thank you for your lovely feedback, we will pass this on to the Area Manager.

Q6) My journey history is no longer showing in the Chiltern Railways App?

Sorry about this, we will take this forward with our developers.

Q7) I'm really enjoying seeing all the lovely community artwork at nearby stations, including the vinyls at High Wycombe, well done.

Thank you, we will pass your kind words back to our community's team who collaborate with local stakeholders to bring artwork to our stations.

Q8) Can you offer advance single tickets between London and Aylesbury?

We have trialled Advance tickets between Aylesbury and London before, however they were not popular. That said, we do not rule out trialling them again, however we are currently looking at other options including the expansion of pay as you with contactless.

Q9) How long are the lifts are expected to be out of service at Princes Risborough?

Our facilities and estates Manager has advised that the issue with the lifts relates to a local issue with the power supply to support the lift functionality. We are in close communications with the energy supplier and are working hard to resolve this as soon as possible.

Q10) How do you test the colours of the handrails for colour contrast in relation to accessibility?

The colour contrasting must be a 30-point light reflective value difference between surround colours so this could be a wall, floor, ceiling, piece of furniture, etc. We can confirm that the new colour pallet that we have put in place meets these criteria.

Q11) Customer asked why season tickets do not get the same benefits in Aylesbury area?

Some changes were made to the bus routes eligible Chiltern Railway season ticket holders can use their season ticket on in July last year, for further details please visit our website.