



2030 Vision

Version 2 - October 2025



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Our work so far

In 2023, we set out Chiltern’s ‘Right Route’ 2030 Vision to deliver easier, greener and better journeys. Based on the feedback we received, our 2030 Vision set out our 3-stage plan to decarbonise and modernise the Chiltern network to improve services for customers and meet the needs of our growing communities in the years to come.

Over 42,000 houses are planned on the Chiltern network by 2030. Future commercial developments along our existing routes such as the Oxford United Football Stadium and Silverstone expansion will rely on rail services. The Oxford–Cambridge corridor is on the brink of major growth too, with projects like the Puy du Fou Park and across the arc driving demand.

We are pleased to say that great progress has been made since our initial 2030 Vision was published. We’ve introduced more trains for leisure customers from Banbury to London on a Saturday from May 2025, and now run 6 additional weekly peak services to key commuter stations in Buckinghamshire.

In the first part of Chiltern’s plan to improve our existing trains, our 25-year-old diesel (Class 168) trains are undergoing a £12 million refurbishment including improved Wi-Fi, USB sockets, a full repaint and an interior refurbishment. These trains will continue to provide comfortable journeys, as will Chiltern’s 35-year-old (Class 165) trains which are due to begin their own £4 million refresh in 2025.

Perhaps, most excitingly, under the second stage (replace and grow) we have secured 13 modern (MK5A) trains to replace our oldest carriages. This will provide a

significant improvement to on-board customer facilities for services operating between London and the West Midlands, stopping in Buckinghamshire, Oxfordshire and Warwickshire. Our newer trains will be introduced gradually from early 2026, with additional timetabled services planned from December 2026, delivering 10,000 more seats every weekday and giving customers access to new features including plug sockets at every seat, improved Wi-Fi, and dedicated storage for luggage and bikes.

Next steps

Our focus now shifts to the third stage of our 2030 Vision: expanding our ability to meet growing customer demand across our network by replacing our oldest diesel trains with battery-electric trains, powered by partial electrification. This is crucial for decarbonising our network and supporting economic growth.

In addition to expanding our existing routes, we are delivering new journeys for customers too. We are working hard to introduce rail services between Oxford and Milton Keynes and make rail services a backbone for accessing jobs and leisure across the region.

We believe that the vision we set out is the right one for Chiltern and will meet the growing demand from our customers and communities.

“ This plan will provide significant economic benefits and deliver easier, greener and better journeys for our customers. ”

Richard Allan
Managing Director



Our network today

Chiltern has operated customer services since 1996, operating three main routes to the West Midlands, Aylesbury and Oxford and calling at a total of 66 stations. We are proud to be the trusted operator of commuter and regional services. In 2024 we carried 22.5 million passengers on our services, up from 19.3 million in 2023, connecting customers to work, education, healthcare, leisure, family and friends.

We are determined to expand our network again so we can meet the needs of our growing communities in the future. This will be driven by our vision of modernising and decarbonising our operations to deliver easier, greener, and better train travel for our communities.

Despite the average age of our trains being 31 years old, Chiltern continues to be one of the top-performing operators, with 89% of trains arriving within three minutes of schedule.

Chiltern’s Social Value Report for 2024 showed our operations generated £1.5bn of social value, an increase of £154.8 million since 2023. This includes the employment of 1050 colleagues, our contributions to the supply chain and customer spend at our stations. We are eager to build on this, by investing in our operations, and growing the economies of towns and cities across our route.

We developed our 2030 Vision to respond to customer and stakeholder feedback: last year we surveyed 450 political, community and local authority stakeholders. When asked about how we should improve Chiltern in the future, stakeholders believed that investment in new, environmentally friendly trains and delivering more services with additional seating capacity were the most important priorities going forward.



Colleagues at Pay as You Go launch

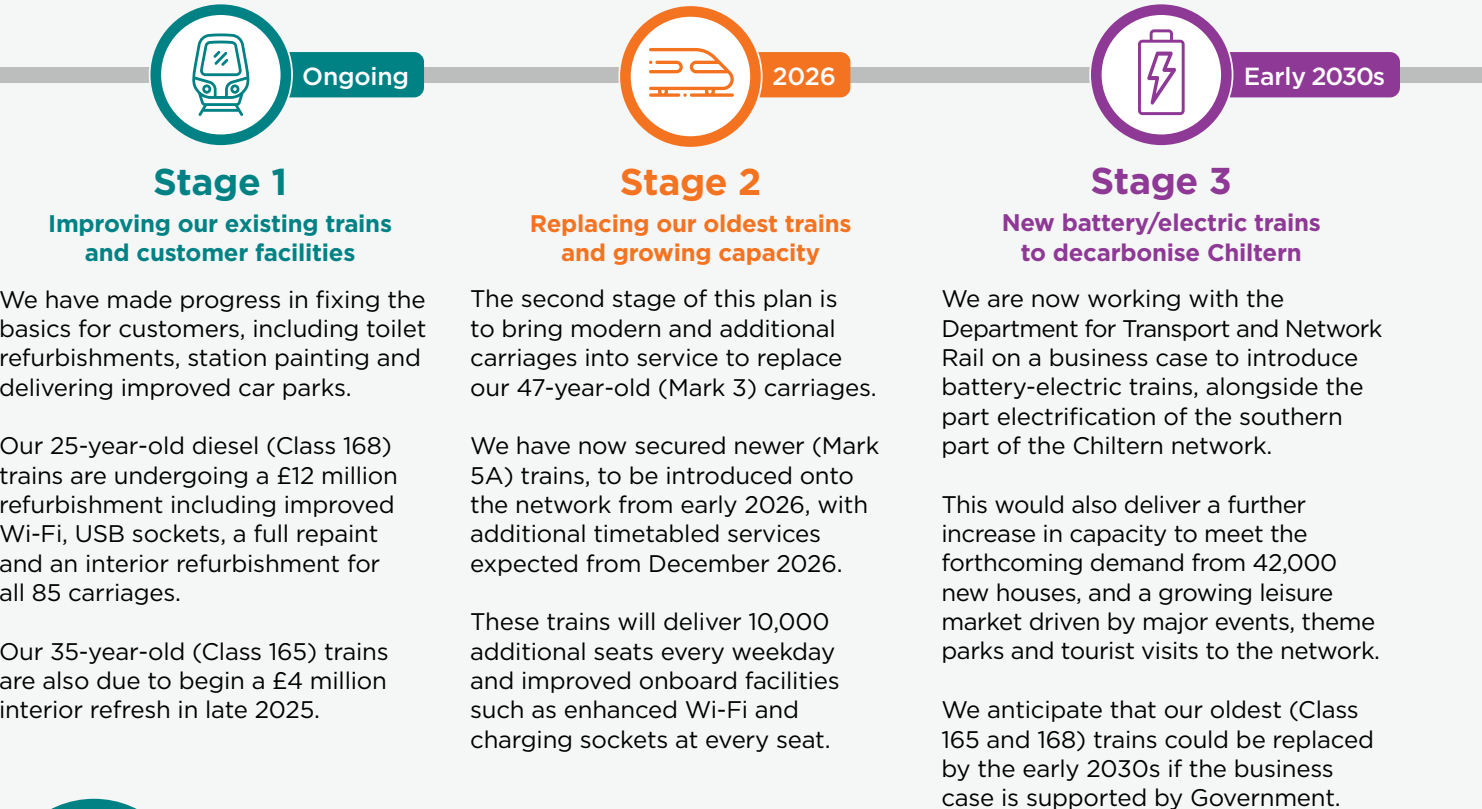


Colleague at Birmingham Moor Street



Our 3 stage plan to modernise and decarbonise Chiltern

We've started our journey to 2030, which will see an easier, greener and better future for the Chiltern network.





Stage 1

Ongoing

Improving our existing trains and customer facilities

Introducing Hydrotreated Vegetable Oil (HVO) Fuel:

We are already investing in a greener railway by using low carbon fuel on the Chiltern network. In 2023, we started using HVO fuel in our (Class 68) locomotive trains reducing carbon emissions from this type of train.

This type of fuel also reduces particulates including nitrous oxides, improving air quality for our customers,

colleagues and lineside neighbours. The introduction of HVO represents the first step towards decarbonising the Chiltern network. However, we know we have more to do and have decided that HVO will also be used to fuel our newest (Mark 5A) trains from early 2026. This will mean that trains operating on low carbon fuel will account for almost 20% of our total mileage each year.



Locomotive trains operating on HVO



Marylebone stakeholders at HVO launch event

Train refurbishments

We've listened to customer feedback and in response started the £12 million refurbishment of our 25-year-old diesel trains (Class 168s). The upgrades include improved Wi-Fi, USB sockets, a full repaint, better seats and an overhaul of the heating and cooling systems.

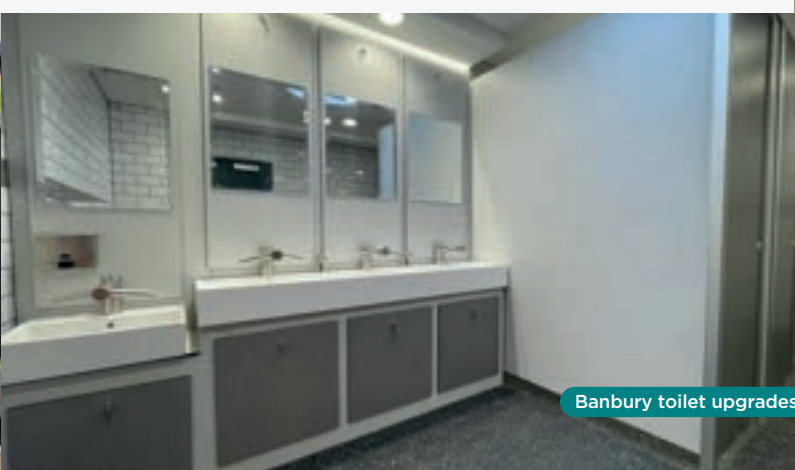


Class 168 Refurbishment launch with Rachel Blake MP

Improving our customer and colleague facilities

Alongside our train improvements we are delivering a multi-year plan to fix the basics for customers including refurbishing toilets, re-painting our stations and investing in improved car parks.

From late 2024, we have improved the look and feel of stations across the Chiltern network by delivering a £550k programme of internal and external painting. Stations that have been decorated so far include Gerrards Cross, Beaconsfield, Banbury, Wendover, Stoke Mandeville, Great Missenden and Sudbury Harrow Road.



Banbury toilet upgrades

Improving on board facilities including USB and plug sockets



The first refurbished trains are now in service on our routes from London Marylebone to Oxford and Birmingham, with the rest of the trains being refurbished by the end of 2027. We are also shortly beginning an interior refresh of our 35-year-old diesel trains (Class 165s). This will include an upgrade of their internal customer facilities from refreshed seating and flooring to much brighter interiors and more reliable Wi-Fi.



Solihull Ticket Office refurbishment

We have also delivered £750k of enhancements to our customer toilets, including creating new male, female, accessible and baby changing facilities at Banbury station and refurbishing our existing toilets at Bicester North, High Wycombe and Leamington Spa stations in 2025.

Chiltern are also delivering improved car parking facilities including a £3.8 million project to create a new single storey car park at Bicester North which will be completed in spring 2026.



Stage 1

Ongoing

Improving our existing trains and customer facilities

Improving our customer and colleague facilities

Over the past year we have also made significant investments in colleague facilities from the £2.5 million upgrade of the walkways, lighting and colleague accommodation at Stourbridge Depot, to our £1.2 million new colleague hub at Bletchley. We have also invested £600k refreshing accommodation at locations including Bicester North, Solihull and our Train Presentation facilities at London Marylebone.

We are currently planning the next set of customer and colleague improvements for 2025/6 and will update stakeholders on the priority locations in due course.



Stourbridge Depot improvements

Bletchley Hub opening



Stage 2

Ongoing

Replacing our oldest trains and growing capacity

Replace and grow

We are delighted to announce that we have secured more trains and newer trains for Chiltern's customers.

These trains will replace our oldest 47-year-old (Mark 3) carriages, with newer trains gradually introduced from early 2026. We will then deliver increased capacity and enhanced timetable services for customers from December 2026. Our newer trains will support and respond to economic and housing growth across our network.

New features for customers will include plug sockets and USB ports at every seat, enhanced Wi-Fi and digital customer information screens. Customers will also benefit from reactive onboard air conditioning, improved luggage and bike storage.

First Class carriages will also be introduced on services operating from London Marylebone to the West Midlands, offering more spacious seats for business and leisure travellers.

Our newer trains also have a dedicated accessible seating area, will be operated using environmentally friendly HVO fuel, and will have stop/start technology to reduce engine use at stations including London Marylebone.

Introducing new trains is a complex undertaking, and we will be working closely with partners to mobilise the maintenance arrangements, train colleagues and prepare the customer experience in the coming months.

We will share details of the timetable changes in 2026. The new trains will ensure Chiltern can continue to deliver reliable, high performing services for our customers, supporting regional economic growth across our communities.

Our newer (Mark 5A) trains



Standard carriage seating



First Class carriage seating



Stage 3

Early 2030s

New battery/electric trains to decarbonise Chiltern



Chiltern train in Buckinghamshire

Decarbonising Chiltern

We want our services to be greener, with minimal impact on the environment and the communities we live and work in. Key stakeholders and partners regularly tell us this is a critical priority for the future of the Chiltern network. Our ageing diesel trains cannot meet this generational challenge and need to be replaced to deliver a decarbonised future.

To deliver this change we are working with the Department for Transport and Network Rail on a business case to introduce battery-electric trains, alongside the partial electrification of the Chiltern network.

This technology would significantly reduce the overall cost required to decarbonise the network compared to full electrification, as it is extremely costly to electrify certain pieces of infrastructure such as the Marylebone tunnels, without severely disrupting existing journeys.

These new trains with additional capacity would also help to meet the growing demand for Chiltern's services, with 42,000 houses planned on the network by 2030. We also have a number of new leisure developments across our network from the Puy du Fou Park near Bicester to the new Oxford United Football Stadium at Oxford Parkway. New trains with additional capacity would enable Chiltern to serve these developments whilst meeting the forecast growth of our existing partners including Wembley Stadium and Bicester Village.

It takes years to design, procure and deliver new trains and construct the enabling infrastructure, so swift action is essential to meet the needs of our communities. By adopting the latest technologies and exploring long term solutions, we can deliver a greener rail service and phase out our current diesel trains.



Bicester North - Village electric shuttle bus

Our growing network



Oxford United Stadium artists impression

Our communities are growing and our partners have exciting plans to expand their businesses in the coming years, from world renowned destinations like Bicester Village and Wembley Stadium to new developments such as the Oxford United Football Stadium and Puy du Fou Park. With 42,000 houses also planned to be completed by 2030, population growth across the Chiltern network is also expected to increase by 1% year on year (Office of National Statistics).

Our proposal to introduce new battery-electric trains is the only viable option that both decarbonises our operations and realises the economic growth potential of the region.

The other significant challenge these developments bring is that they have significant seasonal peaks in demand, which cannot be addressed by changing our core timetables. Picture a busy May Bank Holiday where

Wembley Stadium and Oxford United are both hosting events or football fixtures and Bicester Village and Puy du Fou are also extremely busy with visiting families and international tourists. Our future network will need to be able to deliver enough capacity to meet the needs of each of these developments, whilst also delivering our normal timetables for route communities.

Growth projections

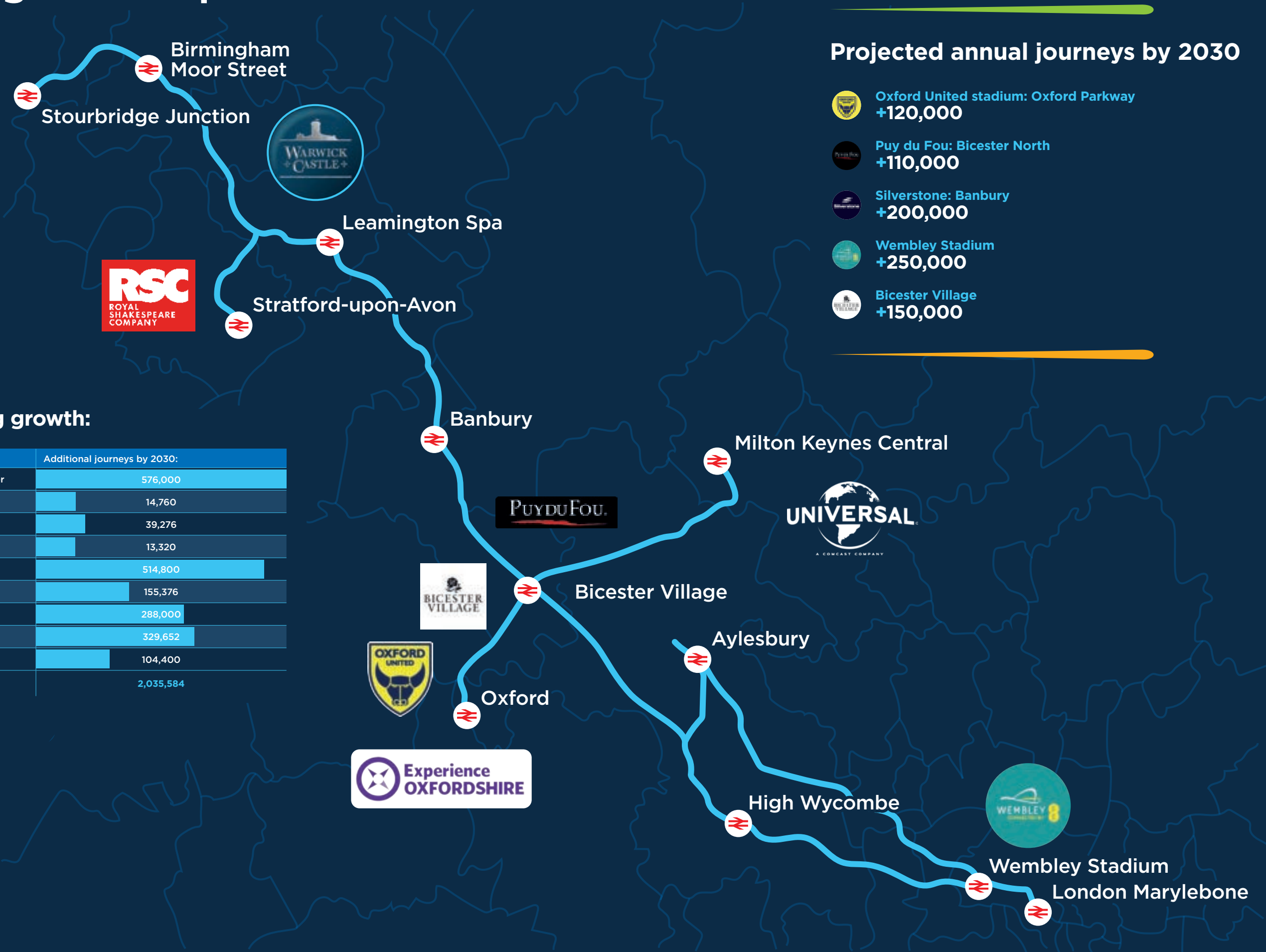
Chiltern projects that we will need to provide more capacity and enhanced customer facilities for millions of additional customer journeys by 2030 as these major developments open across our network.

Our plans to introduce new battery electric trains are our response to this challenge, and will not only decarbonise Chiltern's operations, but will also drive forward economic growth, employment and prosperity across the region.



Puy du Fou Interactive Shows

Projected growth map:



Projected housing growth:

Area:	Additional journeys by 2030:
Aylesbury/Stoke Mandeville/Wendover	576,000
Haddenham/Princes Risborough	14,760
Wycombe	39,276
Beaconsfield/Gerrards Cross/Denham	13,320
Bicester/Banbury	514,800
Oxford	155,376
Warwick/Leamington	288,000
Solihull/Dorridge	329,652
Stourbridge	104,400
Total:	2,035,584

Our ask to partners

We are making significant progress to modernise Chiltern, but we must go further to meet the generational challenge of decarbonising our operations. This is the right thing to do to protect the environment, improve air quality and reduce the impact our operations have on route communities.

Looking ahead, customer demand for Chiltern's services will continue to grow strongly. Our ageing diesel trains will need to be replaced as these future projects come online, so that we can continue to deliver reliable services that our customers and stakeholders rightly demand.

It takes years to design, procure and deliver new battery-electric trains, so swift action is essential to meet the needs of our communities. By adopting the latest technologies and exploring long term solutions, we can deliver an easier, greener and better rail service for our communities.

How can you help?

1. Share your growth projections with Chiltern so we can build these into our business case for new battery-electric trains.

- Information from businesses about the projected growth in rail journeys to access your destination or attraction.
- Information from local authorities detailing housing targets and expected population growth.
- Information on future commercial growth developments across the Chiltern network.



Chiltern's 35 year old diesel trains

2. Support our business case for new battery-electric trains

- Including outlining why it is important to your organisation, how it would support regional economic and employment growth and what the benefits of a greener railway would be for your customers and communities.



Refurbished 25 year old train at Marylebone

Voices of the route

A critical element of our vision is ensuring it projects the voices of our communities. In addition to earlier customer surveys, we have also spoken with local champions across the route who have outlined why securing more capacity and decarbonised trains is important to their organisations.



Bicester Village
Miranda Markham,
Community Relations Director

"Bicester Village is a major regional employer providing 4,000 direct high-quality jobs, and a further 3,700 indirect jobs. Bicester Village has ambitious plans to drive sustainable visitor growth as part of its future business strategy and is therefore projecting a significant increase in rail passengers over the next decade. It is therefore critical that Chiltern Railways are given the support and investment needed to expand the capacity of their trains and the quality of their onboard passenger services."



Oxford United
Jon Clarke, Development Director

"We are in the process of developing a new 16,000 capacity stadium and sustainable sports, entertainment and conference centre within 300 meters of Oxford Parkway station. We expect that at least 25% of our fans will travel by train. We would therefore require over 4,000 supporters to be able to travel on match days before and after each fixture. Currently rail capacity would provide seating for approximately 1,100 customers per hour, showing the need for Chiltern to significantly increase services on match days."



Baker Street Quarter Partnership
Penny Alexander,
Chief Executive

"Chiltern are an important presence in Marylebone - their commuter routes are vital to the local office and visitor economy in this vibrant central London neighbourhood and we are delighted at the planned investment in the commuter experience. The reduction in emissions from a new fleet is of great importance to local business and the wider Marylebone community."



West Midlands Rail Executive
Mal Drury Rose,
Executive Director

"The fast, frequent service provided by Chiltern Railways between London and the West Midlands is key to supporting our regional economy. The modern (MK5A) trains will bring new levels of comfort for passengers and the commitment to use HVO fuel and stop-start technology will reduce emissions and improve air quality at our Chiltern-served stations."



Puy du Fou
David Nouaille,
International Development Director

"We are progressing plans to open a new attraction 2 miles north of Bicester in 2029. The park would offer a series of live shows that will bring to life UK history for both domestic and international visitors. We are expecting 550,000 annual visitors in Year 1, rising to 1.47 million by Year 10. We have an ambitious target to transport 50% of our visitors by sustainable transport, mostly by rail, and fully support the work to increase capacity and timetabled services to realise this ambition."

2030 Vision