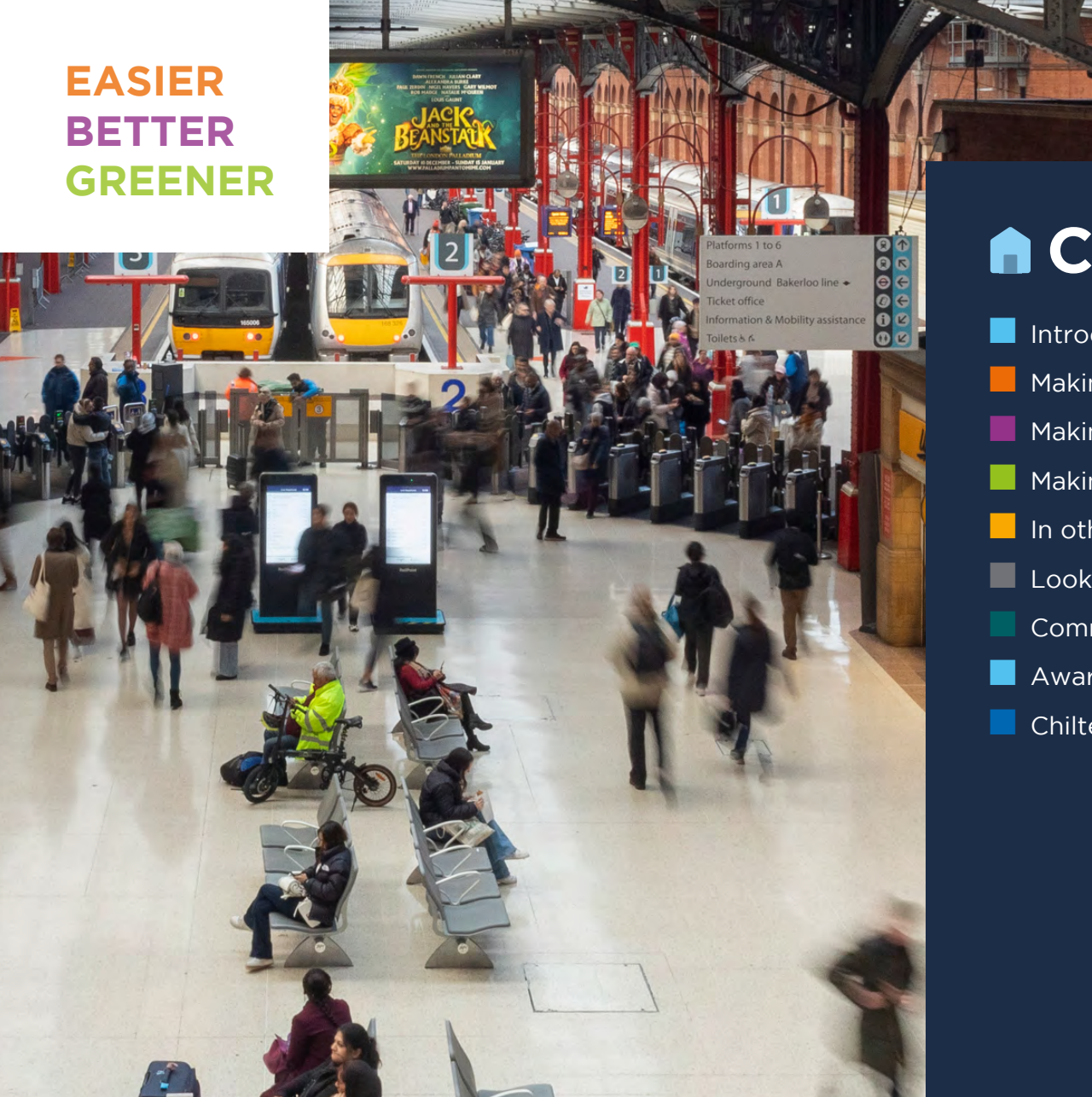


Right Route for Customers Report October 2025



EASIER
BETTER
GREENER



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Introduction



Welcome to our latest Right Route for Customers Report, which covers the period from 31 March to 13 September 2025.

We have attracted more customers to use our services in the last six months, with 7.2% more journeys being taken than in the same period last year.

In August, we announced that we have secured modern trains to transform customer journeys in Buckinghamshire, Oxfordshire, Warwickshire and the West Midlands. This will allow us to replace our oldest carriages (Mark 3s) with 13 modern trains (Mark 5As), which will carry customers between London and the West Midlands. The new trains will start to be introduced in spring 2026. More information on this can be found later in our report.

In this half year, we've transported event goers to Wembley Stadium Station on 39 event days. This included a range of sporting fixtures, such as the English Football League playoffs, international football fixtures, rugby and National Football League, alongside major summer concerts. We made nearly half a million journeys to Wembley event days in this half year.

We also continue to work on improvements to our stations. Work is now in full swing to upgrade the car park at Bicester North. We have reopened the Lower car park to support whilst we upgrade the main car park, including removing the upper deck, and to provide much-needed additional spaces moving forward. This project is expected to complete in Spring next year, and more car park improvements are planned at Haddenham & Thame Parkway in the new year.

As an industry, we've been celebrating 200 years of the railway this year. We were proud to host the Railway 200 exhibition on its second stop across the country at our Birmingham Moor Street Station. The celebratory train, named "Inspiration", hosted over 1000 visitors during the week, including local schools and families. The train aims to inspire the next generation of railway colleagues, telling the story of the history of the railway and promoting careers in science, technology and engineering.

In this report, you will find our performance results over the past six months and an overview of our work to improve the station and on-train experience for customers. We welcome your feedback and hope this report gives a good insight into how we are working to provide easier, greener, and better journeys for all.



Michael Stewart
Commercial and
Customer Strategy Director
for Chiltern Railways

Making things easier



Since our last update, we've revised the format of our Making Rail Accessible leaflet. It is now available at stations and can also be requested from our Customer Relations team in Braille or Large Print.

We've also installed a new Passenger Assistance Help Desk at London Marylebone to make it easier for customers to find support when they need it at the station.

We continue to roll out new help points at stations and double-height handrails to make it easier for customers using the staircases.

SignLive becomes Convo

Our partnered online British Sign Language (BSL) Interpreting Service, SignLive has changed its name to Convo.

As a reminder, if you are a BSL user, you can use this service to connect to us via an interpreter. Just log in to the Convo Now UK app on iOS, Android, or a web browser and find us in the Community Directory. When you call, the Interpreter may confirm who you want to get in touch with.

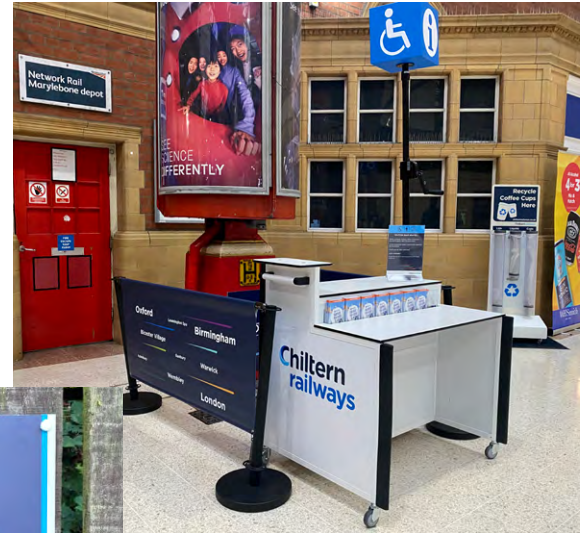
You can access Convo via the app or a web browser. Visit <https://uk.convo.io/UserWebApp>

More signage improvements

Prompted by insightful feedback from our Accessibility Panel, we've improved wayfinding for the station lifts at Wembley Stadium Station. Until now, there has been little signage on the lift wall facing Whitehorse Bridge - this gap has now been addressed to support better visibility and accessibility for all customers.



< Wembley signage



Passenger Assistance Desk London Marylebone ^

We've also taken steps to improve support information for customers with additional needs. Given that Wembley Stadium is an unstaffed station, help points are now clearly signposted as a key option for help, particularly for those travelling without pre-booking assistance.

These changes are part of our wider efforts to create a more accessible network.





New lift for Warwick Station

Customers at Warwick can now benefit from the newly opened lift and reconstructed subway to make their way from platform 1 to 2.

The subway, which had been closed since September 2024 as part of the station accessibility upgrades, reopened to passengers in June.

Since spring 2024, Network Rail and its contractor have been on-site at Warwick station to install two new lifts. This was made possible by Government funding through the Access for All fund, which will help customers with reduced mobility, families with prams, and those carrying heavy luggage access platforms 1 and 2.

Over the past year, engineers have been working in the subway and station building, excavating land and installing over 50 piles across both platforms in readiness to install the new lifts.

While the subway was closed, it received its own upgrade, including a new entrance, handrails, steps, CCTV, security mirrors, lights, tactile paving, and cabling.

We have also installed automatic doors to enter the ticket office and go out onto the platform to further improve accessibility. Work to upgrade the toilet facilities has now finished and completed the station improvements.



◀ Warwick lift



Warwick subway ▶

Making things better



On-board improvements

Mark 5As

In line with our 2030 Vision, we're excited to announce that we will soon be introducing newer trains to the Chiltern network, designed with your comfort, convenience and accessibility in mind.

The introduction of the new trains will replace our oldest carriages (Mark 3s) with 13 modern trains (Mark 5As), which operate on our mainline route, between London and the West Midlands, from spring 2026.

There are plenty of new features on-board, including plug sockets and USB ports at every seat, enhanced Wi-Fi and digital customer information screens. There are also improved luggage and bike storage areas and dedicated accessible areas, including fully accessible toilets.

First Class carriages will also be introduced on the route in 2026, offering more spacious seats and improved connectivity for business and leisure travellers.

The Mark 5As will be operated using recycled vegetable oil (Hydrotreated Vegetable Oil), a renewable fuel that reduces carbon emissions and cuts pollutants, such as nitrous oxide, compared to conventional diesel. We also plan to fit the latest stop-start engine technology, helping to further reduce emissions and noise for lineside neighbours.

With all these amazing features, whether you're commuting, going out for the day or travelling with family, our new trains are built to make your journey smoother and more enjoyable, so you can go and explore more.



We are thrilled for our customers that we will be able to replace our oldest trains, which are nearly 50 years old, and replace them with their modern equivalent that are just six years old and provide significant improvement to their on-board experience.

Chiltern will be renting more trains than it has today, which means we can operate additional services from the end of 2026 to help meet rising demand. The trains will be formed of modern carriages hauled by locomotives fuelled by recycled vegetable oil and fitted with the latest stop-start engine technology.

Our 2030 vision includes a three-phase plan to modernise and decarbonise our trains. Phase one is underway with interior improvements to our existing diesel trains; phase two is to replace our oldest trains - today's announcement; we remain ambitious and determined to achieve phase three of our vision, which is to replace our 35-year-old diesel trains with battery-electric trains.



Richard Allan,

Managing Director of Chiltern Railways



Making things better



Station improvements

Car parking

As part of a major £3.8 million investment, the outdated upper deck of the Bicester North Station car park will be replaced with a modern ground-level facility. To enable this work, sections of the upper car park will close in two phases, with the new car park scheduled to fully reopen in spring 2026.

To support customers during the construction period, the lower (Woodyard) car park has been opened, providing additional parking capacity.

During the first phase, the station car park is expected to be very busy on peak commuting days – typically Tuesdays, Wednesdays, and Thursdays. If both car parks are full, parking is also available at Bicester Village car park.

We have also relined the car parks to improve parking facilities at Saunderton and Seer Green & Jordans stations. As part of this, we were able to create more car parking spaces at Saunderton station.

We are also currently in the design process to refurbish the car park at Haddenham and Thame Parkway Station, with work due to begin in Spring 2026.



Saunderton car park >

Improved lighting at Denham station

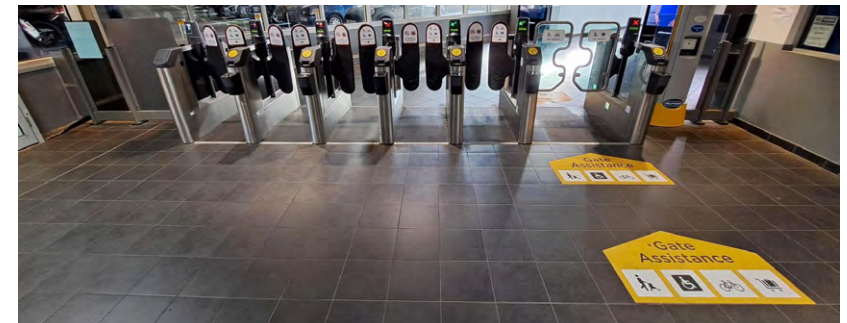
We have worked to improve the lighting at Denham station. New LED lighting has been installed in the underpass and at the front of the station to align with lighting at other stations.



Lighting at Denham station ^

Safety vinyls

To help keep everyone safe, we have been adding new signs on our ticket barriers to guide our customers to use the right gate. If you are travelling with children, pushchairs, wheelchairs or luggage, please always use the wide access gates.



Safety vinyls at ticket barriers ^



Railway 200

As an industry, we've been celebrating 200 years of the railway this year. The Railway 200 exhibition train arrived at Birmingham Moor Street in July, welcoming visitors to explore four unique and interactive carriages celebrating this historic milestone in rail travel.

As the train's second stop on its national tour, and its only visit to Birmingham, Inspiration, the specially named train, attracted over 1,000 visitors in just one week, including local schools and families.

One of the carriages was a collaborative space highlighting the vital role rail continues to play in the West Midlands, a region at the heart of the UK's railway network.

The exhibition aims to inspire the next generation of railway professionals by sharing the story of rail's rich history and showcasing exciting career opportunities in science, technology, and engineering.

Tony Baxter, Operations Director at Chiltern Railways, said:

"We are proud to have welcomed Inspiration to Birmingham Moor Street on its second stop of the national tour.

The unique train perfectly celebrates the 200-year anniversary of the railway and the history and future of rail in the West Midlands.

Comprising four special carriages, we are also delighted to showcase the fantastic career opportunities offered within Chiltern and across the rail industry, including our newly created engineering apprenticeship schemes."



Railway 200 exhibition train partner carriage ^



Chilternrailways

This train is powered by RECYCLED VEGETABLE OIL

ON TRACK FOR A
**GREENER
FUTURE**

Gd+HVO

ULTRA LOW
EMISSION FUEL

WWW.GBF.LTD

68014



CLASS	68
COLOUR	TEAL
REGION	6801
STAKE PRICE	100%
MAX SPEED	220km/h
MAX SPEED	130 mph
MAX SPEED	180 km/h
MAX SPEED	110

HVO 68 ^



Our new fleet

At Chiltern Railways, we're delivering the biggest investment in our route for a decade, and we're doing it with our neighbours in mind. As we introduce our new Mk5A fleet of trains over the course of 2026, we will see a number of benefits.

A sustainable step forward

Our new fleet will help us work towards our aim of being a **cleaner, quieter and more efficient railway**. These modern trains bring environmental upgrades that benefit not only customers, but also the people who live and work near our stations, depots and railway lines.

What this means for our lineside communities

We will introduce additional environmental mitigations for residents living closest to the railway. These go beyond the standard specification to directly address local concerns.

Our new trains will continue to be operated with Class 68 locomotives, with the first new trains replacing old models on a like-for-like basis in early 2026. The number of locomotive-hauled trains Chiltern operates will gradually increase during 2026, to allow us to meet increased demand and reduce overcrowding.

Reducing carbon emissions - From December 2026, our new trains will be operated using Hydrotreated Vegetable Oil (HVO) fuel. This can reduce emissions by up to 90% compared to conventional diesel. This change will mean that a higher proportion of our trains will operate on HVO fuel, improving air quality and reducing plumes when the engines start up.

Noise muffling - the locomotives which pull the new carriages have been fitted with noise reduction technology. Firstly, we have added sound insulation to the engine compartment to reduce the overall noise produced. Secondly, we have installed panels which reduce high-frequency vibration and the overall drumming sound produced by the engines.

Reducing idling times - The MK5a locomotives (Class 68) will have new stop/start engine technology installed. This new system assists the driver in switching off the train engine when the train no longer needs power, reducing the time that engines are running at depots and terminal stations. This will support ongoing work with our train drivers to reduce the amount of time trains spend idling, ultimately reducing noise and pollution. Engines will need to continue to be run during periods of extreme heat and cold, to ensure safe operation for customers.

In other news



Explore More
with
Chilternrailways

Summer adventures made simple with routes from **Moor Street to London.**

Our new look

We're on TV! Our brand new 'Explore More' with Chiltern Railways TV advert premiered across TV and radio channels in August. 'Explore More' showcases all of the fantastic tourist attractions along our route.

< Explore More



Flying Bean Café Princes Risborough station ^

Flying Bean Café

At Princes Risborough Station, we have upgraded the café and it reopened in September as the Flying Bean Café. We also have Flying Bean Cafés at High Wycombe, Beaconsfield and Aylesbury stations. They offer a full barista coffee menu as well as other delicious drinks and snacks.



Meet the Manager Aylesbury ^

Meet the Manager

Since our last report, we've hosted three more Meet the Manager events at Aylesbury, London Marylebone, and Bicester North. All events have been well attended, and as always, we appreciate your feedback to help us make improvements. Keep an eye out at your local station and on our social media channels for our next session.



Bicester Pride

On Saturday, 6 September, colleagues took part in our first-ever Bicester Pride.

We were delighted to take part in the celebrations, and we showcased our commitment to equality, diversity and inclusion. The team were ready to greet attendees with a colourful decorated stand filled with fun giveaways, including branded jellybeans, trolley coins, badges and leaflets which included a QR code to our careers page on the Chiltern Website.

We were able to use the stall to promote the various career opportunities Chiltern has available and how we are making journeys better for everyone.



Bicester Pride ^

Managing large events

By the end of November we will have completed the delivery of a successful rail service to carry our customers to over fifty major events at Wembley Stadium as part of the busiest ever Wembley season. These have comprised of a diverse range of sporting fixtures and concerts, including the biggest ever number of summer concerts at Wembley – a total of 24, including 10 nights of Coldplay, the highest number of nights by a single artist at the Stadium.

We run special timetables for these events and have a dedicated events team on site at Wembley Stadium, to help event goers travel sustainably by rail and deliver a safe and reliable service.

We have carried the highest number of customers ever to Wembley in a season, averaging 12,000 trips per event.

Away from Wembley, we deliver train services for other special events along our route. This includes the British Grand Prix in July, with our rail services connecting with shuttle buses to Silverstone. Banbury station was a bus hub again, and this year we expanded bus operations to also include Oxford Parkway.

We are continually looking at ways to improve experiences for our customers using our services on event days, including the launch of a dedicated events planning webpage:

www.chilternrailways.co.uk/wembley-events-travel-information



Oasis concert, Wembley Stadium ^

Looking forward



New timetable & festive services

As we approach the end of the year, our attention turns to the introduction of the winter timetable and the upcoming festive period.

The new timetable will come into effect on **Sunday, 14 December**. Passengers are advised to review any potential changes to their regular journeys. Full details will be available on our website and displayed at all stations.

To support those travelling during the post-Christmas period, a special Boxing Day service will operate between London Marylebone and Oxford Parkway. This service will call at key stations, including Wembley Stadium, Gerrards Cross, Beaconsfield, High Wycombe, Haddenham & Thame Parkway, and Bicester Village.

Throughout December, there will be several special services and timetable alterations to support seasonal events. These include the **Polar Express experience in Birmingham** and increased demand around the **Birmingham Christmas Markets**.

We strongly recommend that all passengers check their journeys in advance, as services during the festive period are often subject to change and may be busier than usual.

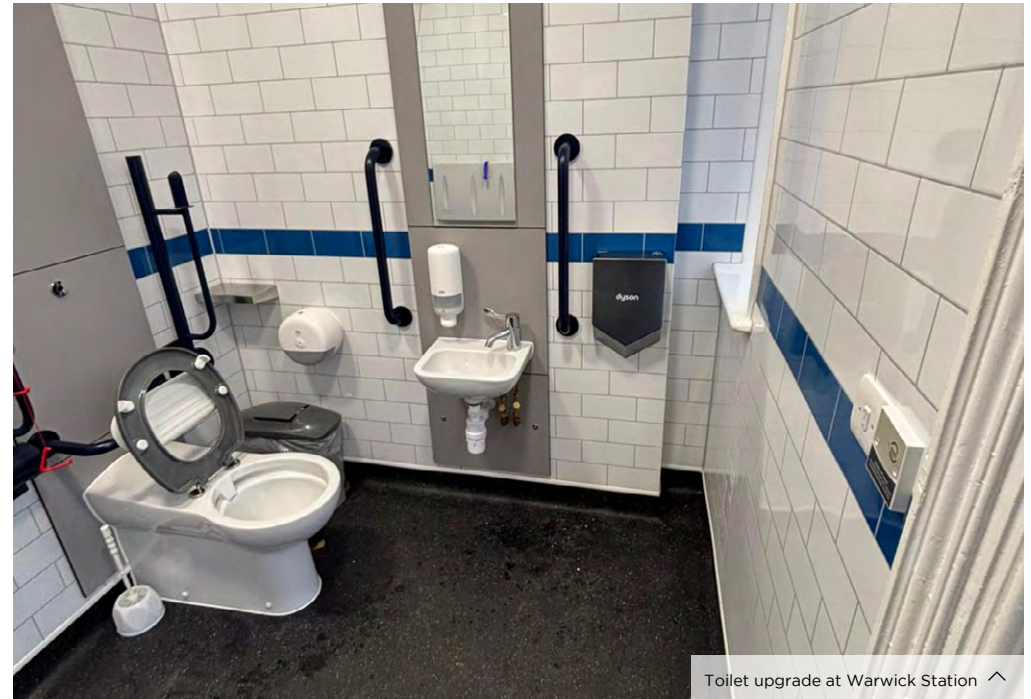
Thank you for travelling with us. We wish you a safe and pleasant journey throughout the festive season.



Winter timetable and festive services ^

Toilet upgrades

We continue to focus on improving our station toilets with plans for upgrades at Solihull, Gerrards Cross and Beaconsfield to begin in early 2026. The refurbishment of the toilets at Warwick Station has now been completed. We're excited to provide facilities featuring improved lighting and a more welcoming, ambient atmosphere.



Toilet upgrade at Warwick Station ^

Community and charity



High Wycombe

High Wycombe Station has had a makeover thanks to the support of local organisations the Chiltern Rangers and Buckinghamshire New University.

In partnership with Chiltern Railways, who funded the project through our Community Investment Fund, the group has started a year-long project to improve the station and make it feel more like part of the community, with new artwork and garden areas.

As part of this, the University's art and design students created 20 pieces of artwork showing the town's history. These are now displayed on the station's overbridge and feature local landmarks like High Street, the famous swan, the town's chairmaking history, the Dashwood Mausoleum, and the station itself.



High Wycombe Community Artwork ^

The Marylebone Project

Earlier in the spring, we announced a new partnership with The Marylebone Project, which is a London-based charity dedicated to supporting homeless and vulnerable women. As part of this new partnership, customers can now choose to donate Delay Repay compensation to the charity, helping to support vulnerable people in local communities.

The partnership, which will last from April 2025 to March 2027, builds on the Marylebone on Display project in 2024. This project supported attendees of The Marylebone Project to engage in art therapy sessions to support their emotional wellbeing. The artwork was displayed at London Marylebone Station from December 2024 to raise awareness of the challenges homeless women face in the local area.

In addition to customer Delay Repay contributions, which involve customers donating refunds directly to the charity, we will also contribute the proceeds from auctioning lost property that is not claimed by customers. So far this year we have raised £6,900 for the charity.



Chiltern Railways and The Marylebone Project ^

Community and charity



New railway murals unveiled at Leamington Spa Station

New murals showing the history of rail travel have been revealed at Leamington Spa Station, just ahead of the 200th anniversary of the modern railway.

The colourful artworks, found near platforms 3 and 4, mark the bicentenary of the railway, which began with the Stockton and Darlington Railway on 27 September 1825.

Local artist Katie O'Sullivan created the murals with help from pupils at Earlsdon Primary School and Westgate Primary School, supported by Chiltern Railways' Community Investment Fund. The paintings show key people and events in rail history, including Leamington's own railway story.

The launch event took place on Tuesday, 16 September and was attended by the artist, schoolchildren, community partners, and the local councillor for Arts, Culture & Economy. Pupils also handed out special Railway 200 cupcakes to celebrate the occasion.



Leamington Spa Mural ^



Leamington Spa Mural ^

Awards



Leamington Spa Station was 'Highly Commended' in the Medium Station of the Year category at the prestigious National Rail Awards. This Warwickshire station has a strong community presence which contributes to the enhancement of the station and its local areas. The station has Art Deco style waiting rooms and an elegant outdoor area which is well looked after by community groups. In addition, there is a "Coronation Corner" and even a piano which customers can play on platform 3. Chiltern Railways was recognised at the awards alongside the Leamington Spa station adopters whose work is crucial for the upkeep of the station gardens.



National Rail Awards 2025 ^



Leamington Spa Station ^

Dorridge was also shortlisted at the National Rail Awards in the Small Station of the Year category. It has benefited from a community-led refresh of the station ticket hall.

At the Rail Innovation Awards in June 2025, Chiltern received a 'Highly Commended' award for the projects we have delivered to improve Banbury station. Over the past 12 months we have worked with **Network Rail North West & Central**, **Banbury BID** and **Oxfordshire Community Rail Partnership** to deliver a customer and community focused station. This includes a new café and upgraded waiting area, new customer toilets, the creation of community artwork, and the launch of a Banbury accessibility map.

London Marylebone was shortlisted in the World Cup of Stations competition in October. With a total of 330 stations having been put forward, it was a great honour to make it into the final 20. London Marylebone is a station steeped in history and is a crucial hub on the Chiltern network. This year's competition supported Railway200 by shining a spotlight on the incredible stories behind Britain's stations.

Chiltern's performance



In this section, we report on our performance in key areas during the period from April 2025 to September 2025. Please see the chart below for the date range each period relates to:

Period	P1	P2	P3	P4	P5	P6
Date range	01/04/25 - 26/04/25	27/04/25 - 24/05/25	25/05/25 - 21/06/25	22/06/25 - 19/07/25	20/07/25- 16/08/25	17/08/25- 13/09/25

Train performance

The table below shows the mean average of Cancellations, Short Formations and Delays as a comparison to the previous six months:

	Average P7-P13	Average P1-P6	P1	P2	P3	P4	P5	P6
Cancellations	2.55%	1.74%	1.04%	0.91%	2.25%	2.08%	1.90%	2.24%
Short Formations	1.87%	2.28%	1.32%	2.24%	1.91%	2.78%	2.36%	3.05%
On Time	78.41%	76.52%	82.86%	78.08%	75.34%	73.11%	74.37%	75.36%
Time to 3 Minutes	90.02%	89.12%	92.68%	89.91%	87.72%	87.36%	88.01%	89.04%
Time to 15 Minutes	98.51%	98.57%	98.97%	98.69%	97.89%	98.48%	98.76%	98.61%

- Cancellations = the % of trains which are cancelled from the advertised timetable
- Short Formations = the % of trains which are run in service with 1 or more carriages less than advertised on our timetable
- On Time = the % of recorded station stops called at within 59 seconds of the planned time
- Time to 3 Minutes = the % of recorded station stops called at within 2 minutes and 59 seconds of the planned time
- Time to 15 Minutes = the % of recorded stations stops called at within 14 minutes and 59 seconds of the planned time.

Throughout the period covered by this report, we have continued to be one of the leading train operators for punctuality.

Despite this, there have been several very disruptive incidents, such as signalling and points failures at Marylebone. Network Rail is undertaking a Marylebone area reliability improvement plan with work on track drainage, track circuits, points, and the power supply. Following flooding at Ardley between Bicester and Aynho, improvement work has been carried out to improve the capacity and drainage on third-party land. Construction of balancing ponds has taken place, which has allowed for the installation of wider pipework.

On the Metropolitan Line, the signalling system continues to age but will be replaced in the forthcoming 4 Lines Modernisation Project, which will benefit our services on the London Marylebone to Aylesbury (via Amersham) route.

We are continuing to recruit train drivers and train managers to maintain our staffing levels.

Work is taking place on the Class 168 fleet to understand faults with starter motors and engine shutdowns, and for the Class 165s, the coolant system modification will be implemented following a successful trial. We are also refurbishing our 168 fleet, which will help improve the reliability of these trains.

Customer Satisfaction Survey

Feedback from our customers is crucial to operating a better railway, and as such, Chiltern Railways participates in the rail industry's customer satisfaction survey to understand how our customers think we are performing.

This is conducted by the Rail Delivery Group (RDG) and is called the "Wavelength" survey.

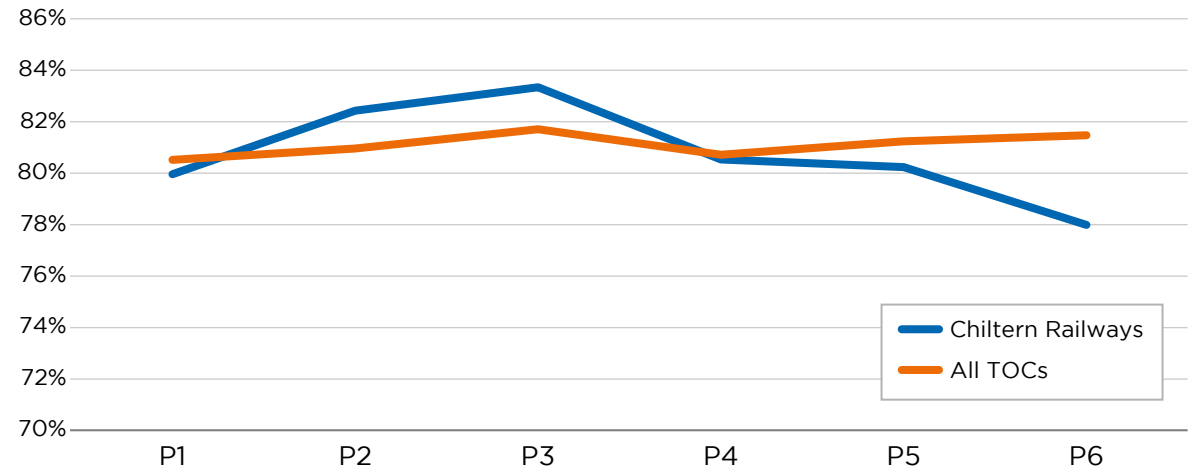
We are pleased to share the results of our recent customer satisfaction surveys covering the period from April 2025 to September 2025. The CSAT score is taken from the overall customer satisfaction question. As well as our own score, we have also included the average across all train operating companies (all TOCs CSAT).

Although we have seen a small decrease in scores in more recent months, the scores of 78% and above show generally high levels of customer satisfaction with our services.

This Wavelength survey is in the process of being replaced by the Rail Customer Experience Survey.



	P1	P2	P3	P4	P5	P6
CSAT	80.00%	82.50%	83.40%	80.50%	80.20%	78.00%



We thank our customers for your valuable feedback and remain committed to using this to improve your travel experience.

Accessibility



Our Passenger Assist scheme is regularly monitored to ensure our service delivery meets the commitments set by the Office of Rail and Road (ORR).

The following information outlines the number of passengers utilising our Passenger Assist service and how reliably we are delivering this service. We have seen an increasing number of customers requesting assistance compared to the previous reporting period.

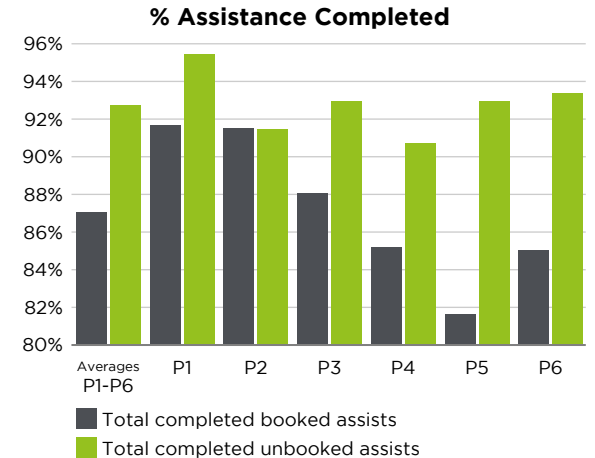
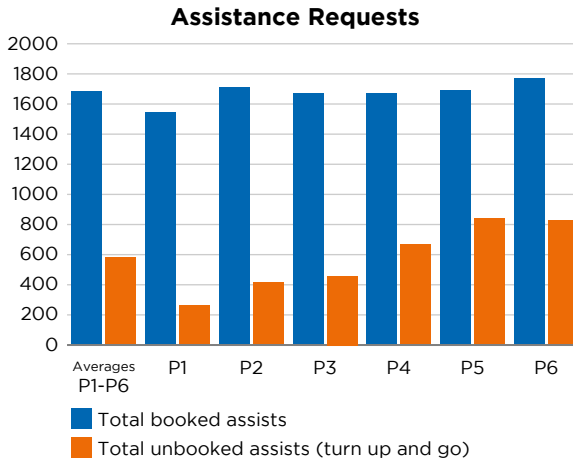
We are always looking at ways to make things easier for customers who may need additional assistance, including ramp training more of our staff and improving station signage for accessibility.

Over the last six months, we have increased the number of Passenger Assist Help Points at our stations and trained our staff on using the Passenger Assist app.

We have improved accessibility at stations, which includes installing automated doors and lifts at Warwick Station, and fitting accessibility-compliant handrails at a number of stations. We are continuing to implement fully accessible toilets at our stations, including the provision of colostomy shelves.

Since launching the Passenger Assist app to our station staff at the start of this reporting period, we have seen a large increase in the number of turn-up-and-go assists we are reporting. We have also seen a decrease in the percentage of completed assists. This is because the reason codes for incomplete assistance in the app include when a customer cancels their journey, changes their route or has friends/relatives/associates meet them at the station. It also includes issues on services provided by other train operating companies.

	P1	P2	P3	P4	P5	P6	Averages P1-P6
Total booked assists	1534	1720	1682	1683	1700	1780	1683
Average % completed booked assists	91.78%	91.62%	88.04%	85.32%	81.76%	84.94%	87.24%
Total unbooked assists	244	393	443	661	825	820	564
Average % completed unbooked assists	95.49%	91.60%	93.00%	90.77%	93.09%	93.65%	92.93%



Complaints and fault handling



	Averages P1-P6	P1	P2	P3	P4	P5	P6
Complaints per 100k	18	15	14	14	25	22	19
Complaints registered	224	164	204	173	372	203	233
% handled within 20 days	98.46%	96.20%	98.88%	98.86%	98.91%	98.73%	99.19%
1st time resolution	63%	62%	61%	63%	68%	58%	65%

	Averages P1-P6	P1	P2	P3	P4	P5	P6
Station Upkeep							
Cleanliness	1	3	0	1	1	2	2
Lights	1	0	2	0	0	0	1
Other	1	0	1	1	1	0	1
Screens	6	5	6	7	7	3	7

	Averages P1-P6	P1	P2	P3	P4	P5	P6
Train Upkeep							
Cleanliness	6	5	7	2	7	6	7
Doors	0	1	0	0	0	0	0
Lights	0	0	0	0	0	0	0
Other	5	3	8	3	9	0	7
Screens	2	2	1	0	0	7	0
Wi-Fi	4	0	1	4	6	3	9
Heating/Cooling	78	1	34	33	265	66	69

Every complaint is taken seriously and investigated by our Customer Relations department to ensure we continue to improve the service we offer.

The ORR collects data relating to passenger complaints and measures response times against the industry's 20 working-day resolution target, as well as the number of complaints per 100,000 journeys. ORR data consistently shows that Chiltern Railways has one of the lowest rates of complaints per 100k journeys in the industry. Historic data and the latest ORR data can be found on their website: dataportal.orr.gov.uk

This table shows the volume and type of station / on-board faults that have been reported by our customers since April 2025.

We received higher volumes of complaints around on-board temperatures following a very warm summer. Having one of the oldest fleets in the UK, our trains often struggle with high and low temperatures. With the introduction of newer trains coming in 2026, we expect to see better-controlled on-board temperatures across our fleet.

However, we continue to see good scores around our station cleanliness, with deep cleans and painting carried out across various stations, as well as refurbished toilets at four stations.

Service Quality Regime



Our Service Quality Regime (SQR) comprises monthly audits of each station and a selection of train carriages across our fleet, as well as customer services and our website. Each audit is completed by an independent company appointed by Chiltern Railways and includes an assessment of 119 different aspects of our customer-facing infrastructure and services. We're working hard to achieve the standards set under SQR.

Stations - we have seen an improvement in ticket office opening hours and ticket gate staffing, resulting in a better score for Ticketing and Staffing compared to the same period last year. We are making information better for our customers and are replacing broken/obsolete customer information screens and help points. We have seen scores decline for general cleanliness but are working closely with our suppliers to address any issues quickly. We are pleased to report that our score for Graffiti and Etching has improved having used prevention methods at some locations. We expect to see an improvement in our toilet operation scores as a result of our programme to refurbish customer toilets.

Trains - despite challenges with an ageing fleet, we are pleased to report a better result with on-train lighting which has helped us improve our score for Ambience & Assets. Our Train Presentation team work hard to keep our trains clean inside and out and have delivered excellent results despite a declining score for graffiti and etching as a result of vandalism.

Customer Service - our station and on-board teams as well as our social media teams continually deliver a high level of customer service. We are proud to report scores of 100% across all 4 indicators in 3 of the reporting periods and perfect scores for staff helpfulness on trains across all 6 periods.

Area	Benchmark 2025/26	P1	P2	P3	P4	P5	P6
Stations							
Ambience and Assets	81%	77.77%	71.78%	77.65%	69.38%	69.62%	74.56%
Cleanliness and Graffiti	75%	65.80%	74.06%	80.59%	64.79%	69.59%	72.64%
Information	76%	74.66%	74.03%	73.38%	61.17%	71.76%	78.72%
Ticketing and Staffing	89%	90.58%	89.67%	92.77%	87.30%	89.65%	92.71%
Trains							
Ambience and Assets	84%	89.56%	85.49%	88.48%	81.81%	84.19%	88.83%
Cleanliness and Graffiti	92%	87.52%	92.80%	94.68%	92.51%	94.82%	93.77%
Information	88%	85.07%	92.33%	95.08%	87.40%	86.23%	82.61%
Customer service							
Staff Helpfulness	93%	100%	100%	97.83%	97.83%	100%	95.65%
Online Information	96%	91.88%	100%	100%	98.25%	100%	98.25%

Ticket Office opening hours

This table compares actual opening hours to Schedule 17 of the Ticketing & Settlement Agreement (TSA), which defines the opening hours of each ticket office, as agreed with the Department for Transport DfT.



RSP Period	Start Date	End Date	Compliance
1	01/04/2025	26/04/2025	95.90%
2	27/04/2025	24/05/2025	95.50%
3	25/05/2025	21/06/2025	96.50%
4	22/06/2025	19/07/2025	95.70%
5	20/07/2025	16/08/2025	96.40%
6	17/08/2025	13/09/2025	96.00%

The coverage for our ticket office hours is performing well, and we continue to focus on ensuring vacancies within the station teams are managed proactively. We're working with the DfT to ensure all hours align, to give clarity of information to customers.



Dorridge Station ticket office ^



Getting in touch

We are always open to hearing what you think of our service, whether it's an issue you want to raise or if you just want to give us some feedback.

If you contact Customer Relations, we will automatically acknowledge your comment or feedback within one working day and we will provide a response to you within 10 working days (or advise that our response will take longer).

How to get in touch:

Visit our website at:

www.chilternrailways.co.uk/contact-us

Call us on **03456 005 165**

– 08:00 - 20:00 7 days a week

WhatsApp us on **0203 856 2007**

– 06:00 - 22:00 7 days a week

Tweet us **@chilternrailway**

– 06:00 - 22:00 7 days a week

Write to us at: FREEPOST Chiltern Railways

*Calls to 0345 numbers cost the same as a standard UK landline call (01 or 02 numbers) and are usually included in your mobile or landline plan's inclusive minutes. If you don't have inclusive minutes, you'll be charged a per-minute rate by your provider. If UK standard landline calls are not included in your calling plan, you should check your specific provider's tariff, as costs can vary.