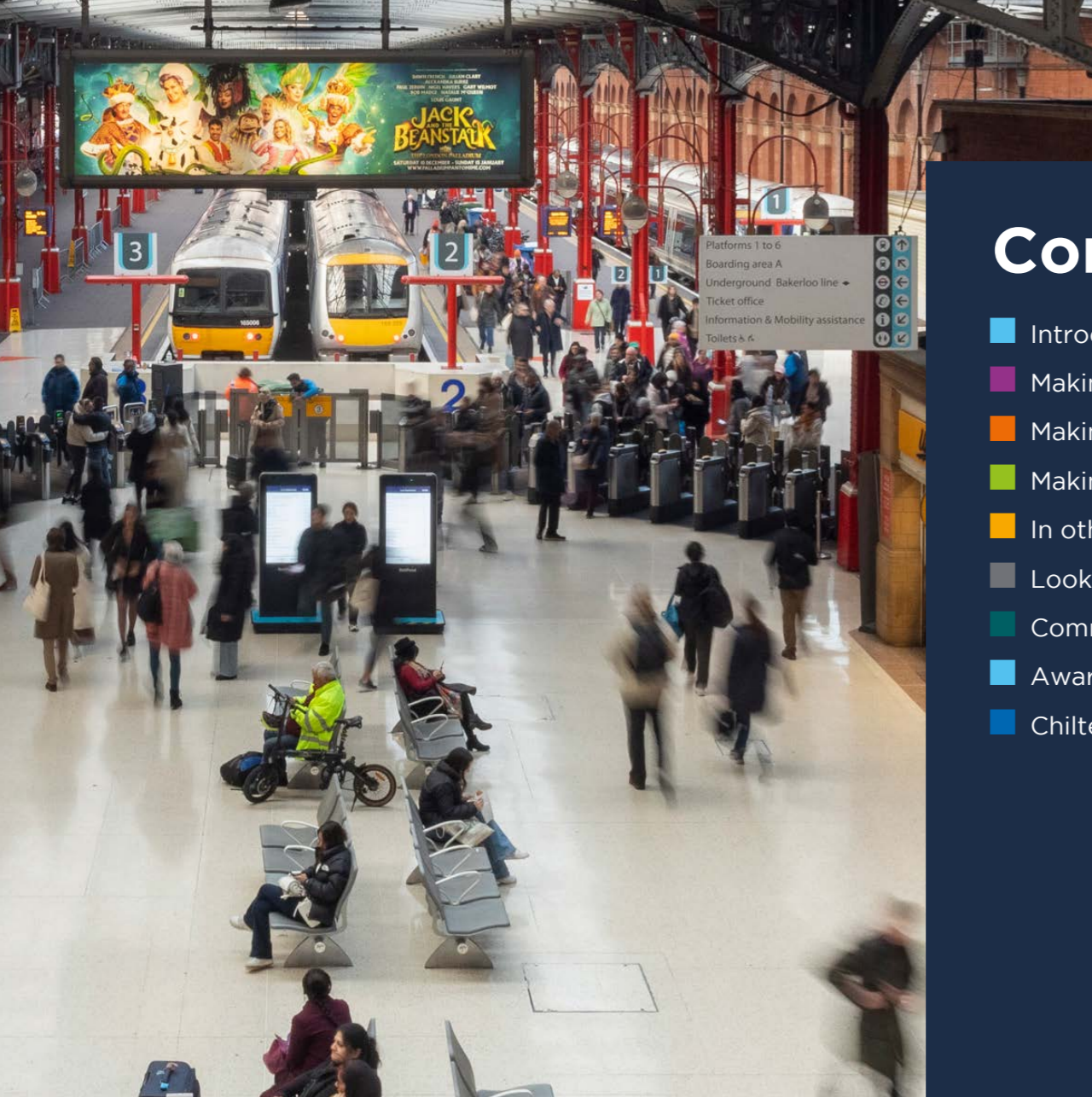


# Right Route for Customers Report

## April 2026 Period 7 - 13





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## Introduction

Welcome to our first Right Route for Customers Report of 2026. This year, we are excited to fully introduce our, Chiltern Explorer trains. The first of these 13 modern trains entered passenger service in January, and we look forward to December, when we will have an additional 10,000 seats each weekday across our network. As well as offering a first-class provision, the trains deliver more reliable journeys on our route between London and the West Midlands. In addition, this will free up our existing trains (Class 168 and Class 165) to add seats to our other routes.

In March, we said farewell to our Mark 3 trains, which have served our customers for many years. A farewell event was arranged with the Branch Line Society, and a total of £20,000 was raised for Railway Children, a charity which empowers vulnerable young people in India, Tanzania and the UK. This was a wonderful send-off for the trains, which were built in the 1970s and have been with Chiltern since 2010. Moreover, we are continuing work to refurbish our Class 168 trains and to refurbish public areas across our stations.

We ended the busiest Wembley season in history last year, as we took customers to 51 events at the stadium in 2025. We transported over 300,000 passengers and were recognised at the Spotlight Rail Awards back in March. This is along with several other accolades our colleagues have received in recent months, including our short-term planning team, who were Highly Commended in the Rail Industry Planning Awards.

On short-term planning, we've navigated our way through several storms (including Goretta and Claudia), and significant engineering work and closures to other routes between London and the West Midlands meant that we've carried many more customers on our network, particularly over Easter.

Finally, earlier this year, the Government confirmed that Chiltern Railways will be entering public ownership on Sunday 20 September. Work to ensure a smooth transition is ongoing, and it will be business as usual for customers as we make this transition.

I hope this report gives you a clear picture of how we're working to make your journeys with Chiltern Railways better. It shares the improvements we've been making by listening to your feedback and focusing on the things that matter most to you, and shows our ongoing commitment to improving your experience every time you travel with us.

**Michael Stewart**  
Commercial and  
Customer Strategy Director





Chiltern Explorer ^

# Making things better

## Hello Chiltern Explorer

In January, we introduced a new train to passenger service: the Mark 5A. It was named the Chiltern Explorer by our customers.

The new fleet of 13 trains, replacing the iconic Mark 3 coaches, represents the biggest upgrade to our fleet in decades, modernising our main line route between London and the West Midlands. Providing customer-focused upgrades, including:

- **Plug sockets and USB-A and USB-C charging at every seat**
- **Enhanced Wi-Fi**
- **More toilets**
- **Digital customer information screens**
- **Air-conditioning throughout**
- **Improved luggage and bike storage**
- **A dedicated accessible seating area**

We have also reintroduced First Class, allowing both business and leisure customers to enjoy a more spacious and comfortable journey with on-the-day upgrades.

The Chiltern Explorer trains are operated using Hydrotreated Vegetable Oil (HVO), a renewable fuel that significantly reduces carbon emissions and air pollutants, and have stop/start technology to reduce engine use at stations, including London Marylebone.

## Farewell Mark 3

On 22 February, we said farewell to our iconic Mark 3 coaches and raised £20,000 for Railway Children. The day trip, hosted by the Branch Line Society, ran a train north from Banbury to Stourbridge, then over the entirety of the Chiltern Main Line to London Marylebone, before returning to Banbury in the evening. By the end of March, all Mark 3 coaches had left Chiltern.



First Class Interior, Chiltern Explorer ^



Mark 3 at Branch Line Society day trip ^

# Making things easier

## Extension of the Pay-As-You-Go area

It will now be even easier for customers to turn up, touch and go. In December, we extended the pay-as-you-go area to nine further stations, including:

- [Aylesbury](#)
- [Aylesbury Vale Parkway](#)
- [Great Missenden](#)
- [Little Kimble](#)
- [Monks Risborough](#)
- [Princes Risborough](#)
- [Saunderton](#)
- [Stoke Mandeville](#)
- [Wendover](#)

Using pay-as-you-go (PAYG) is simple and convenient and it automatically works out the best PAYG fare for you. It includes journey capping, with a daily and weekly cap. All you need is your contactless card or device.



## Banbury Station Car Park Reopens

In December, we reopened Banbury Rail Station with the west car park reopening in time for the Christmas and New Year travel peak. The improvements were part of an Oxfordshire County Council project to enable better access to the station. Commuters and those travelling for leisure can now drive into the west car park from the new access route up Tramway Road, using the new mini roundabout. Drivers can also drop off passengers in the drop-off area on Tramway Road. Station Approach Road north and the station forecourt are now open for drop-off and parking.



**“** *We have been working with Oxfordshire County Council to carry out significant upgrades to Banbury station, including new footpaths, cycleways and bus stops, which will be transformational for rail users. In addition to this, there will be enhanced parking options for our customers at the station.*

*Over the last 18 months, we have also opened a new café, toilets, and carried out a painting programme to improve the overall experience for our customers at Banbury.* **”**

**Michael Stewart,**

*Commercial and Customer Strategy Director for Chiltern Railways*

# Making things greener

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. There are a number of benefits to our new Chiltern Explorers, which are a sustainable step forward. Our new fleet will help us work towards our aim of being a cleaner and more efficient railway.



## Cleaner Fuel

Our new trains run on 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 when the engines start up.

## Fresher Air

Reducing idling times – The Chiltern Explorer locomotives (Class 68) 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

## Happy Birthday Warwick Parkway

A celebratory event was held at Warwick Parkway on Friday 24 October to mark 25 years since the station opened.

Warwick Parkway sits on Chiltern's inter-city route between London and Birmingham. The station has been a significant success story, with 440,000 customers using it to access regional rail services last year.

To celebrate, we hosted an event alongside Warwickshire County Council, which included speeches on the future of rail in Warwickshire, a musical performance by Newburgh Primary School, and a plaque unveiling to mark the station's anniversary. This also formed part of the wider bicentenary of the modern railway.

The event highlighted the importance of the station in providing rail connectivity for rural Warwickshire.



Celebrating 25 years of Warwick Parkway ^

## Engineering Work

Easter HS2 engineering works were successfully completed between Aylesbury and Great Missenden, with buses replacing trains during a four-day railway closure from 3 to 6 April. The work followed the construction of the Small Dean Viaduct at Wendover and included installing stone to reinforce the railway boundary, helping ensure the safe and reliable operation of services while HS2 construction continues.

Further planned engineering work meant no Chiltern Railways services operated between London Marylebone and Amersham on 7 and 8 April, with a limited shuttle service running between Amersham and Aylesbury Vale Parkway, connecting with the Metropolitan line. The works were coordinated with wider Network Rail investment to improve long-term reliability across the region.

Alongside this, Chiltern Railways provided support for customers travelling from London Euston Station between 3 and 9 April, where no trains were running in or out of Euston. We successfully managed the flow of customers to various locations in the West Midlands over the Easter weekend.

## Navigating Storms

Over the winter period, we faced two storms: Storm Claudia in November and Storm Goretti in January. Both storms resulted in Chiltern having to run a significantly reduced service due to the extreme weather.

## Flying Scotsman at Birmingham Moor Street

During the February half-term, the world-famous Flying Scotsman paid a special visit to Birmingham Moor Street, delighting passengers with five trips each day and giving them the opportunity to see history merging with our future as it sat alongside the new Chiltern Explorer.

At Moor Street, customers were supported by the Chiltern team, including Alan Newman, Duty Control Manager, who was on hand throughout the visit to help ensure everything ran smoothly.

Alan has a proud history with Flying Scotsman, having driven the engine on Sunday Luncheon Specials from London Marylebone to Stratford-upon-Avon between 1986 and 1987.



Alan Newman and Operations Director Tony Baxter with Flying Scotsman ^

# Looking forward

## December Timetable

We have submitted our plans to implement a major new timetable from December 2026, featuring 10,000 extra seats per weekday, 6,000 per Saturday and 3,000 per Sunday. This is driven by the introduction of our new Chiltern Explorer trains. This includes increased services to Birmingham Stourbridge and further improvements on our Oxford route.



Richard Allan and Laura Shoaf CBE at Birmingham Moor Street ^



Richard Allan ^

## Public Ownership

From 20 September, Chiltern will be leaving Arriva and moving into public ownership as part of the government's manifesto commitment to nationalise train operators. Chiltern Railways will be working to ensure a seamless transition to DfT Operator Limited (DFTO), the government's public sector rail owning group.

# Community and charity

Throughout the end of 2025 and into the start of 2026, Chiltern Railways has continued to deliver a strong programme of community engagement activity across the network, working in partnership with a range of organisations to create meaningful opportunities. In Banbury, our ongoing collaboration with the National Literacy Trust's Dream Big for STEM initiative has seen colleagues support both a primary school visit to the station and an in-school session.

Elsewhere, activity has focused on broadening access to the industry and encouraging exploration. At Denham, our partnership with Groundwork South through the Trails by Rail project has taken shape, including horticultural enhancements at the station. At London Marylebone, we welcomed young people with the Action for Kids charity for a careers insight day, highlighting the breadth of opportunities within the rail industry. Meanwhile, at Oxford Parkway, we supported the launch of a new station adoption initiative with Activate Learning, showcasing the great impact of collaboration between education providers and the railway.

Looking ahead, we are continuing to build on this momentum with further opportunities for community involvement across the Chiltern network. In the coming months, we will be welcoming five new station adoption groups, expanding our growing network of local partners who play a vital role in enhancing station environments and strengthening community links.

We will also be announcing the successful applicants for the 2026/27 Community Investment Fund shortly, supporting a new cohort of projects that deliver social value across our route. Together, these initiatives will ensure we continue to invest in the communities we serve, creating lasting partnerships for the year ahead.

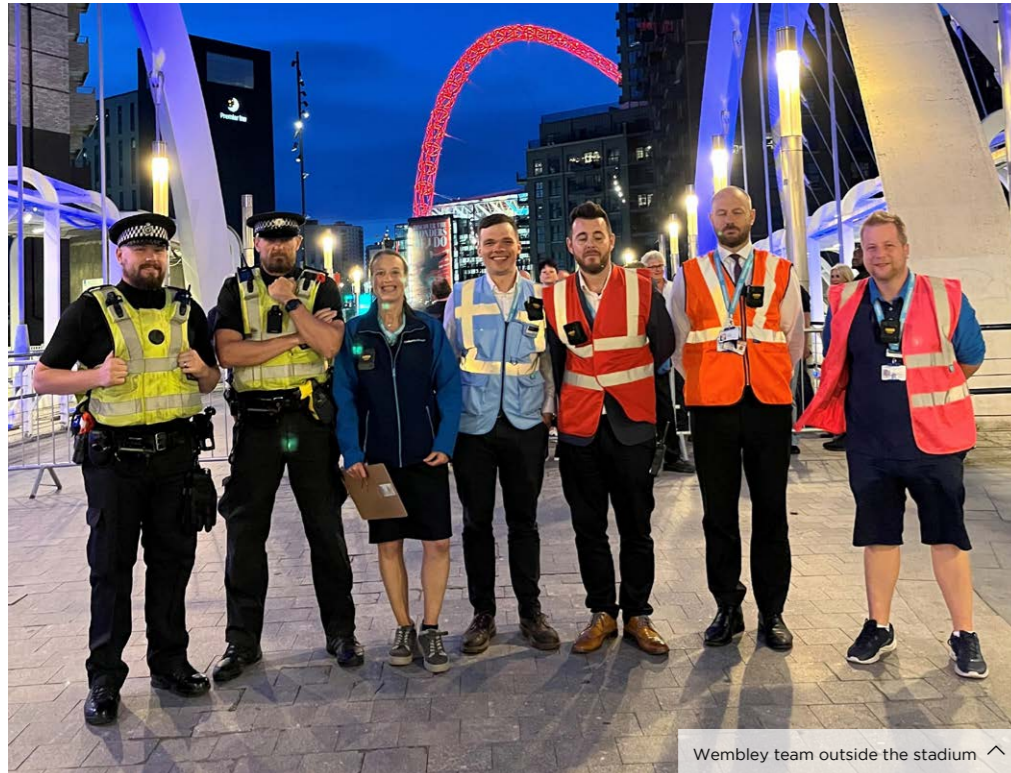


Community artwork on Bicester North Station overbridge unveiled ^

# Awards

## Spotlight Awards

Colleagues across Chiltern were recognised at the Spotlight Rail Awards in March. Our Wembley Events Team, alongside Carlisle Support Services, were shortlisted in the 'Acting as One Team – Customer Experience category', and a highlights video that was created to summarise the work we do to put on Wembley events was highly commended on the evening.



Wembley team outside the stadium ^

## Young Rail Professional Awards

Congratulations to Daniel Gillard, Area Manager – Warwickshire, who was shortlisted for the 'Young Rail Professional of the Year' Award. This award recognises individuals who have made an outstanding contribution to the rail industry early in their careers. This nomination reflects the influence Daniel has already made across the company and the community.



Daniel Gillard and team at the Young Rail Professionals Awards ^

## Industry Planning Awards

We were thrilled to be highly commended at the Industry Planning Awards in the 'STP Team of the Year' Category. Congratulations to the short-term planning team, being recognised for working through major events such as Wembley, disruption, and for efficient timetable planning, often at short notice, demonstrating exceptional support for our customers.



Highly Commended Planning Team at the Industry Planning Awards ^

## Women in Rail Awards

We are delighted that Rachel Evans, Special Events Manager, has been shortlisted in the Women in Rail Awards for the Adeline Ginn MBE Unsung Hero Award. Rachel spearheaded rail travel for the busiest Wembley events season in history (51 events in 2025), exceptionally planning for the safe and efficient travel of 300,000 event-day passengers. These events included record-breaking Oasis and Coldplay concerts and major sporting activities such as the Football League play-offs.



# Chiltern's performance

In this section, we report on our performance in key areas during the period from September 2025 to March 2026. Please see the chart below for the date range each period relates to:

Period	P7	P8	P9	P10	P11	P12	P13
Date range	14/09/25-11/10/25	12/10/25-08/11/25	09/11/25-06/12/25	07/12/25-03/01/26	04/01/26-31/01/26	01/02/26-28/02/26	01/03/26-31/03/26

## 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 24/25	Average P1-P6 25/26	Average P7-P13 25/26	P7	P8	P9	P10	P11	P12	P13
Cancellations	2.55%	1.74%	1.72%	1.62%	1.75%	3.07%	1.28%	1.56%	0.67%	2.10%
Short Formations	1.87%	2.28%	2.10%	2.40%	1.85%	3.74%	2.38%	1.92%	0.88%	1.56%
On Time	78.41%	76.52%	77.38%	78.55%	73.34%	72.23%	76.10%	78.98%	81.00%	81.44%
Time to 3 Minutes	90.02%	89.12%	89.44%	90.17%	86.93%	86.31%	88.91%	90.40%	91.75%	91.61%
Time to 15 Minutes	99.04%	98.57%	98.71%	98.79%	98.14%	98.39%	98.53%	98.92%	99.36%	98.86%

- 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, and at the end of Period 12, we were the most reliable train operator in the UK with the lowest percentage of cancellations in the previous 13 periods.

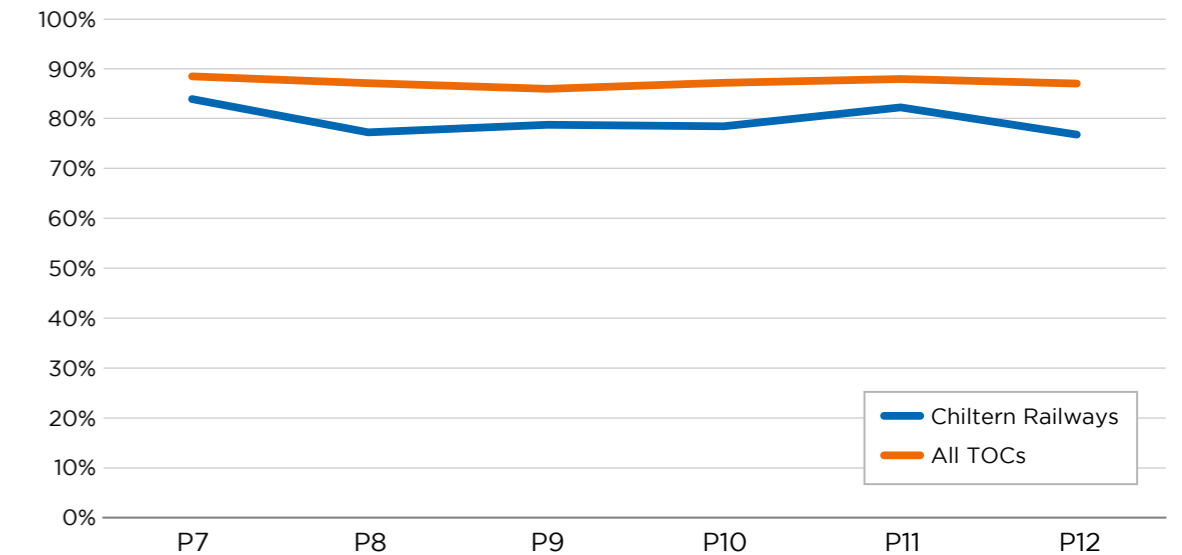
Investment to maintain these high levels and improve further is being made. The Mk5 train sets are now in service replacing the Mk3 (silver) fleet, Class 168 refurbishment continues, and modification to the Class 165 coolant system has been completed. A high-level access shed is being completed at Banbury depot: this will allow work to roof-based systems, such as air conditioning modules, to take place at Banbury. Remote condition monitoring will be fitted to the Class 165 and 168 trains, and new air conditioning modules and higher-performance radiators are being purchased for Class 168s. Network Rail is undertaking a Marylebone area reliability improvement plan, with work recently taking place to improve track drainage, refurbish point work, and reballast track work. Strengthening of embankments between Bicester North and Haddenham is underway to remove speed restrictions and provide resilience. Signalling system power supplies are being refurbished, with reliability work also on track circuits and axle counters. 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.

# Rail Customer Experience Survey

Feedback from our customers is crucial to operating a better railway, and as such, Chiltern Railways participates in the rail industry's Rail Customer Experience Survey (RCXS) to understand how our customers think we are performing. This is a new survey conducted by the Rail Delivery Group (RDG) and has replaced the previous 'Wavelength Survey' starting from period 5 of 25/26. As a result, there are no previous comparisons available for this survey. The latest published data is up to period 12 of 25/26.

We are currently performing below the industry average in our RCXS scores; however, our scores are heavily impacted by the age of our fleet, which is one of the oldest in the industry. RDG have carried out a recent analysis which shows how closely overall customer satisfaction is linked to the age of the trains. We are mitigating this through the launch of the new Chiltern Explorers and the retirement of the Mk3s to provide customers with more modern trains, which will deal with issues such as train temperature, interior facilities and reliability. Additionally, through the development of our December 2026 timetable, we will provide 10,000 more seats on weekdays, easing overcrowding, which we know is another key priority for our customers.

	P7	P8	P9	P10	P11	P12
RCXS	83.40%	78.50%	79.6%	79.10%	81.90%	78.30%



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).

We purchased mobile phones for station staff to increase usage and availability of the Passenger Assist Mobile App. We successfully rolled the app out to all Train Managers.

Customer bookings increased for both pre-booked and unbooked assistance requests, compared to the previous reporting period. In line with last year, we saw a huge increase in unbooked assists.

The same customer-driven reasons for incomplete assists within the app exist as last year. These include customers deciding to alter their journeys, to cancel their journeys and to have someone other than station staff meet them at the station for the start or end of their journey without letting us know.

While we continue to face challenges with services provided by other train operating companies at our stations, we are proud of our Chiltern controllable results, with an average of 0.02% incomplete assists.

We increased the number of help points and meeting points at our stations to make things easier for all of our customers. This includes a dedicated meeting point desk at London Marylebone Station and a welcome desk at Wembley Station for extra help during events at Wembley Stadium. This was helped by our use of the Minor Works Fund.

We purchased new access ramps to improve the safety and stability of assisting our customers on and off our trains. This included successful training sessions for our station staff.

We continue to improve accessibility at our stations, with more accessible toilets and colostomy shelves installed, with many other stations scheduled over the coming year for refurbishment. The toilet walls and anti-slip floors are designed to help visually impaired customers identify the perimeters of the room. Handrails and door handles are colour-contrasted to aid quick support.

	Averages P7-P13 24/25	Averages P1-P6 25/26	Averages P7-P13 25/26	P7	P8	P9	P10	P11	P12	P13
<b>Total booked assists</b>	<b>1589</b>	<b>1683</b>	<b>1509</b>	1647	1629	1441	1758	1035	1316	1734
<b>Average % completed booked assists</b>	<b>92.40%</b>	<b>87.20%</b>	<b>84.50%</b>	86.50%	85.60%	79.90%	82.80%	83.80%	85.00%	88.10%
<b>Total unbooked assists</b>	<b>175</b>	<b>564</b>	<b>918</b>	923	1004	938	922	692	853	1096
<b>Average % completed unbooked assists</b>	<b>90.70%</b>	<b>92.90%</b>	<b>94.50%</b>	95.70%	95.50%	95.00%	92.60%	91.80%	94.60%	96.50%

We are continuing to fit accessibility-compliant handrails at stations and increasing the usage of Braille within our signage.

To increase help for customers, the toilets have touch-free automatic doors.

Our Chiltern Railways Accessibility Group regularly meet to provide wise counsel and lived experiences, to inform on practical decisions for accessibility when using public transport on Chiltern lines.

# Complaints and fault handling

	Averages P7-P13 24/25	Averages P1-P6 25/26	Averages P7-P13 25/26	P7	P8	P9	P10	P11	P12	P13
<b>Complaints per 100k journeys</b>	<b>14</b>	<b>18</b>	<b>13</b>	10	10	17	17	13	11	13
<b>Complaints registered</b>	<b>235</b>	<b>224</b>	<b>224</b>	187	243	310	255	244	150	178
<b>% handled within 20 working days</b>	<b>99.00%</b>	<b>98.46%</b>	<b>97.29%</b>	96.18%	96.15%	97.16%	98.25%	98.85%	97.88%	96.54%
<b>1st resolution rate</b>	<b>64.00%</b>	<b>63.00%</b>	<b>90.00%</b>	90.00%	93.00%	89.00%	89.00%	94.00%	81.00%	91.00%

<b>Station Upkeep</b>										
Cleanliness	0	1	1	2	0	2	1	2	1	0
Lighting	0	1	1	1	6	1	0	0	2	0
Other	1	1	0	0	0	1	0	2	0	0
Screens	0	6	3	5	2	7	5	2	2	2

<b>Train Upkeep</b>										
Cleanliness	2	6	6	3	4	3	7	14	11	6
Doors	1	0	1	0	0	2	2	2	2	0
Lights	0	0	0	0	0	0	0	0	0	0
Other	2	5	7	4	7	6	10	12	8	7
Screens	1	2	1	0	1	0	2	1	1	1
Wi-Fi	2	4	5	7	9	8	4	0	5	4
Heating/Cooling	5	78	7	10	7	5	11	3	6	7

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](https://dataportal.orr.gov.uk)

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

We recently made improvements to our Case Management system for handling all customer correspondence by using technology which scans our previous responses and customer-facing knowledge base to provide suggested responses. In addition to this, our internal knowledge base was integrated into the platform to provide better information to our Contact Centre team to allow them to respond to customer correspondence more efficiently. A summary tool was also added, which helps summarise customer correspondence, bullet-pointing all parts of the correspondence to ensure nothing is missed by the Contact Centre team when coming to respond. With this additional support, this has helped us provide improved responses to our customers, ensuring correspondence is responded to in full with the correct and right level of detail. As a result of these improvements, our first-time resolution rate has improved significantly.

# Service Quality Regime

Our Service Quality Regime (SQR) delivers 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 are working hard to achieve the standards set under SQR.

Area	Averages P7-P13 24/25	Averages P1-P6 25/26	Averages P7-P13 25/26	Benchmark 2025/26	P7	P8	P9	P10	P11	P12	P13
<b>Stations</b>											
Ambience and Assets	82.06%	73.46%	76.47%	81%	79.72%	79.66%	77.80%	75.87%	73.54%	75.19%	73.50%
Cleanliness and Graffiti	73.77%	72.17%	68.04%	75%	64.02%	72.60%	73.26%	71.37%	64.22%	67.19%	63.61%
Information	76.64%	72.34%	70.58%	76%	80.96%	68.08%	72.20%	71.96%	65.27%	66.28%	69.32%
Ticketing and Staffing	87.89%	90.45%	92.35%	89%	89.83%	91.42%	89.08%	89.29%	90.38%	98.57%	97.86%
<b>Trains</b>											
Ambience and Assets	83.36%	86.39%	81.18%	84%	83.53%	82.61%	82.97%	81.50%	79.25%	81.75%	76.66%
Cleanliness and Graffiti	92.29%	92.68%	93.09%	92%	93.89%	92.58%	91.96%	92.56%	93.65%	94.39%	92.58%
Information	92.20%	88.12%	86.64%	88%	85.74%	80.52%	82.48%	89.30%	89.24%	89.79%	89.44%
<b>Customer service</b>											
Staff Helpfulness	96.50%	98.55%	97.83%	93%	100.00%	97.83%	91.30%	97.83%	100.00%	100.00%	97.83%
Online Information	99.78%	98.06%	99.50%	96%	98.25%	98.25%	100.00%	100.00%	100.00%	100.00%	100.00%

**Stations** - we have seen a small improvement in our Ambience and Assets score compared to the first part of the year, driven by landscaping and vegetation across our network and an increase in toilet operation as we continue to refurbish customer toilets. Scores have declined for general cleanliness and litter; we are collaborating closely with our suppliers to drive improvements where possible in this area. We are working hard to make information better for our customers and are continuing to replace broken/obsolete customer information screens, and have seen a 20% increase on our average Customer Information Screen score compared to the first half of the year. We are pleased to report that we have maintained our excellent performance for Ticketing and Staffing, meaning that our ticket offices are open for customers, staff are available, and ticket gates are staffed, along with a much-improved performance during the last two periods for ticket vending machine availability.

**Trains** - Our MK3 fleet has been retired and replaced with the new Explorer trains. Despite this, we continue to face challenges of obsolescence with an ageing fleet. Ambience & Asset score has declined slightly during the second half of the year due to vehicle interior condition, primarily on our class 165 fleet. Our Train Presentation team work tirelessly to keep our trains clean inside and out and has delivered excellent results despite a declining score for graffiti and etching due to vandalism.

**Customer Service** - our station and on-board teams, as well as our social media teams, continually deliver an excellent level of customer service. We are proud to report consistently high scores in each reporting period for staff helpfulness on trains and planned/unplanned disruption.

# 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
7	14/09/2025	11/10/2025	96.20%
8	12/10/2025	08/11/2025	96.40%
9	09/11/2025	06/12/2025	95.70%
10	07/12/2025	03/01/2026	95.70%
11	04/01/2026	31/01/2026	96.40%
12	01/02/2026	28/02/2026	96.70%
13	01/03/2026	31/03/2026	96.60%
<b>Averages P7-13 24/25</b>			<b>95.20%</b>
<b>Averages P1-6 25/26</b>			<b>96.00%</b>
<b>Averages P7-13 25/26</b>			<b>96.20%</b>

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.



# 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](http://www.chilternrailways.co.uk/contact-us)**

Call us on **03456 005 165**

– 08:00 - 20:00 7 days a week

WhatsApp us on **020 3856 2007**

– 06:00 - 22:00 7 days a week

Message us on X **@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.