



# Meet the Managers at Marylebone Station

## Q&A's from 20 September

Question/Comment-	Response
There are cycles at Marylebone that clearly have been left there for a long time. When will they be removed?	We are conducting our annual bike clean up at present
You have a 17.24 and 17.30 off the same platform in the evening at Marylebone and I have watched people on several occasions get on the wrong train. Can you address this through changing the platform or improved information?	We are unable to do this due to the requirements of other trains that can only use certain platforms. We will trial dual-boarding in November allowing posting of platforms of both trains. This will eliminate the issue where customers waiting for the later service obstruct those heading for the earlier departure. In addition, dispatchers have been equipped with remote microphones enabling them to broadcast to individual the platforms and direct customers accordingly.
Marylebone has engines idling and causing pollution for the surrounding area on Balcombe street. What are you doing to address this?	We have a forum with local residents to discuss such matters. We have reviewed dwell times for our locomotives and are currently undertaking emission testing at the station.
Can we have more trains calling at Denham Golf Club, Islip and Northolt Park?	With our current fleet, this is not something we are considering at this point in time.
When will the Aylesbury footbridge be completed soon?	This will be complete very soon. We are sorry for the delay to this upgrade.
<b>At Oxford Parkway, the ticket machine's card screen "pin" numbers are wearing off, can you rectify?</b>	A replacement has been requested.
Car park machines appear to be out of order. Can you rectify?	We are removing car park pay and display machines and customers can now use our ticket vending machines and pay for car parking and tickets in one transaction. We also have RingGo payment options.
The Car Park at Bicester Village is full at 0800. Can you please do a deal with Bicester Village to provide additional spaces?	The BV shopping car park is privately owned and for shoppers only. At times they have their own capacity constraints. We are reviewing car park capacity and any potential for space improvement as well as alternative parking spaces when station car parks are full.
Why are trains announced late, can you not use boarding area A more?	We try to use boarding area A as much as possible, however we can only advertise one train at a time there as we do not want to overcrowd the platforms. We are exploring other ways to board trains early.
The carpark at Beaconsfield is totally full and people are not parking their 4X4 cars correctly.	We are introducing a new car park management system at our stations where we will review capacity and how we ensure this is maximised for your benefit.
Are there any plans to provide alternative access across the branch line at Aylesbury following the closure of the foot crossing last year?	There are no plans at present.
Can you advertise short-term short forms that take place to accommodate Wembley Events? I can make a different decision if I know my train will be short formed.	The list of short formed trains is usually displayed on posters at Marylebone prior to the Wembley Stadium event taking place.
There is a lot of rubbish on the tracks by platforms 4 & 6 at Marylebone.	Network Rail are responsible for the cleaning of the track bed and do this twice yearly.
There are no seats on the 0720 from Seer Green and the 0746 is always late. How are you addressing this?	We are aware that there are services in the morning peak that are busy, but we operate with as many carriages as we have at our disposal.

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The printing fades on your gold cards	We are contact with our suppliers about this and discussing changes to the stock used.
Could we have contactless on services all the way to Aylesbury?	We are looking at new retailing solutions for our entire network and have new technologies in trial at present.
Why not have a buggy waiting on Platform 5/6 at Marylebone to assist people who need a lift?	We will review this idea further to understand if there is a wider customer demand for this.
Weekend services to Oxford and Bicester Village are often cancelled, are you addressing this?	We constantly monitor any cancellations and review these to ensure our focus is on delivering our timetable in a punctual manner.
Can you provide more trains from Bicester North to Birmingham?	We are looking to see if it is possible to provide an extra service from Bicester North to Birmingham every hour during the off-peak period, but this is still very much work-in-progress.
Can we have faster services, more frequently from Gerrards Cross?	We are looking at this for the December 2017 timetable.
When you cancel a train that stops at Northolt Park, can you please ensure you have another train stopped in place?	Stops are arranged for cancelled services, when there is the capacity to do so. The platform length at Northolt Park does not allow anything longer than 5 carriages to call so stops have to be chosen carefully.
Announcements at Marylebone are not loud enough. Can you increase the levels?	We are reviewing our announcements at the station.
Oxford Parkway carpark is busy. Can non-season ticket holders access the season ticket car park?	We will review the capacity of the season ticket area and alter if we are able.
Are there any plans to put in longer platforms at the Sudbury stations?	There are no plans to lengthen the platforms at either of the Sudbury stations.
Can you reinstate the Sudbury call in the 13:47?	There are no plans to provide any more services at this station.
Can you adopt a standard clock face timetable as other train operating companies have done?	We try our best, but because we operate on a two track railway, we have to have differences in certain hours of the day in order to allow other freight operators to run their services.
The 07:54 Denham to London Marylebone is full and standing. There are lots of houses being built in the area. Are you going to start more trains from Denham?	There are no plans to increase the number of services on at present, but we monitor the number of people using our services. We are aware that there are services in the morning peak that are busy, but we operate with as many carriages as we have at our disposal.
When will there be a canopy at Platform 1 at High Wycombe.	This would be a Network Rail project and there are no dates at present.
My season ticket regularly needs replacing. Will there be easier season ticket methods, i.e. digital ticketing?	We are currently in early trials of mobile ticketing and seeking alternatives to magnetic stripe tickets. When these are available we will actively promote the alternatives.
Twitter needs to have extended hours and more service updates. Will there be more resources for Twitter?	We are currently reviewing our hours of operation and are likely to extend these in 2018.
The Quiet Zone is not quiet. One out of three times the zone is quiet, the rest it is noisy. Will this be improved?	We are reviewing the signage in the quiet zones to ensure that our customers are aware of the rules when sitting in this area of the train.
The 08:33 stop at Sudbury Hill Harrow has been taken out of the timetable. I have to travel on the 07:55 since the opening of the line to Oxford Parkway.	Apologies for this, we sometimes have to make changes to stopping patterns to manage the overall timetable.
Will there be a long-term plan for trains from Princes Risborough as there are new houses being developed and more people will be travelling.	There are no plans to increase the number of services at this station at present, but we always monitor the number of people using our services.
There are new flats being built in Amersham and not enough carriages to accommodate for the increase in passengers.	We are unable to lengthen any of the trains we operate from Amersham, however there are frequent LUL services from Amersham to Baker Street.

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There's too much of a gap between the 07:25 Banbury to London Marylebone and 08:06 Banbury to London Marylebone.	We are unfortunately unable to provide an extra train to bridge this gap. The train that could stop is at capacity.
Why does the 17:46 London Marylebone to Birmingham Moor Street leaves from Platform 5?	This train has to use platform 5 in order to work with all the other trains in the station around the time this train departs.
Could there be a system for passengers who know which platform their train departs from at London Marylebone?	Departures are subject to platform alterations at times. The station team are working on advertising services earlier and managing the gates and flows better.
The 05:46 Gerrards Cross to London Marylebone needs to have more capacity.	From the December 2017 timetable we are looking to add a Beaconsfield and Gerrards Cross stop to the 0517 Banbury-London service, which will be lengthened to 4-cars. This will assist in reducing the number of people who currently travel on the 0546 service.
At Denham station, the lights are still not working in the waiting room on Platform 1.	We can confirm that the light fitting has been repaired.
The footbridge should have been built to platform 1 at High Wycombe station and not on platform 2.	<b>There isn't sufficient space (width) on platform 1 for the installation of a lift/foot bridge footing.</b>
There should be earlier trains on Sunday from High Wycombe to London Marylebone. 07:00 is not early enough.	We are unable to run any earlier trains on a Sunday morning because Network Rail maintain the tracks overnight on a Saturday night/Sunday morning.
Since you removed the early fast train from Gerrards Cross to London we now have to leave 25 mins earlier to get to work for 7am.	We are looking at this and hope to make an announcement for the December 17 timetable.
Can you install help points on both platforms at Denham?	There is no requirement for help-points on both platforms. The faulty equipment will be removed leaving a serviceable help point at Denham Golf Club.
At London Marylebone there are bike racks that are broken and have dust underneath, making belongings dirty when placing them on the floor near the bike racks.	Thanks for your feedback. We will pass this on to station maintenance and cleaning teams.
Why did you remove your refreshments off your trains?	Our refreshments were removed from a small number of services. With recent upgrades to station facilities, the demand for onboard <b>refreshments has been declining for many years and wasn't</b> financially viable to continue.
There is a gap in the timetable in the evening from Marylebone to Northolt Park, the 21:46 with the next train at 23:00. The 18:04 used to be the 17:56 train, will the 17:56 service return in the timetable?	We are unable to bridge the gap between 2146 and 2300 in departures from London. We are sorry, but we are unable to reinstate the 1756.
Will there be any later trains to Bicester North or Bicester Village at the weekend?	We are unable to operate any later trains on Saturdays as Network Rail require the time to maintain the infrastructure that we operate on.
The 06:41 from Beaconsfield to London is full and standing. The 17:50 London Marylebone to Oxford is standing room only.	We are looking at possible event changes for the May 2018 timetable, but this is still very much work-in-progress.

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