

Meet the Managers at Marylebone Station

Q&A's from 21 June

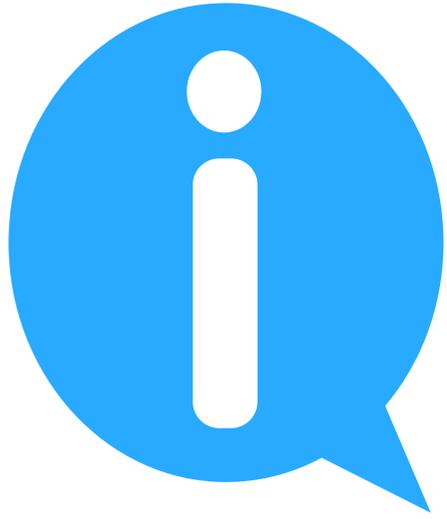
| Question/Comment- | Response |
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| Can you reinstate the 3 car stop sign at Denham Golf Club? You have 4 and 7, but three is missing. | We are seeking to standardise the stopping boards at our stations. We are looking at moving the 4 car board to ensure it is in a suitable location for Denham Golf Club. |
| Can you reinstate the pagoda that was being refurbished at Denham Golf Club? | The pagodas will be reinstated after refurbishment which is due to be carried in consultation with Railway Heritage and Network Rail. |
| Why do Denham and Denham Golf Club not get stop orders during disruption? | Denham and Denham Golf Club do get stop orders during disruption. As long as the trains are able to get between these stations, stop orders may be allocated to specific trains depending on the guidance provided in the event of cancellations. |
| Why no Saturday service for the Sudburys? | The service we provide is in line with the requirements specified by the DfT. Furthermore, on weekends we often have events that require train lengths to be increased beyond the length of the platforms at the Sudbury stations, which are limited to 3 cars only. |
| Why is there not enough frequency or seats on trains to/from Sudbury? | Train lengths in the peak are as long as possible, given the resources that we have available and the length of the platform which limits us to 3 cars only. The service we provide is in line with the requirements specified by the DfT. |
| The 1856 Sudbury Hill service no longer stops there. There is now 40 mins between trains. | The Sudbury Hill Harrow stop on the 1856 departure from London was moved to the 1828 departure. |
| Why are there so many short forms on trains to Bicester and Banbury between 1600-1700? | We apologise if your train has been formed of fewer carriages recently. This is because of more vehicles requiring maintenance than usual. Please be reassured that this is a temporary issue and we will only shorten a train when it is absolutely necessary. Our fleet team are working hard to rectify this issue. Thank you for your patience. |
| The PRR service between 0644 and 0702 is really poor. Slow with fast trains passing through. Why? | It is not possible for every train to call at every station hence why some trains do not stop. The 0644 is a semi-fast service to London, whilst the 0702 is a much slower service. The 0718 departure from Princes Risborough arrives just one minute after the 0702, so this is a better train to catch. |

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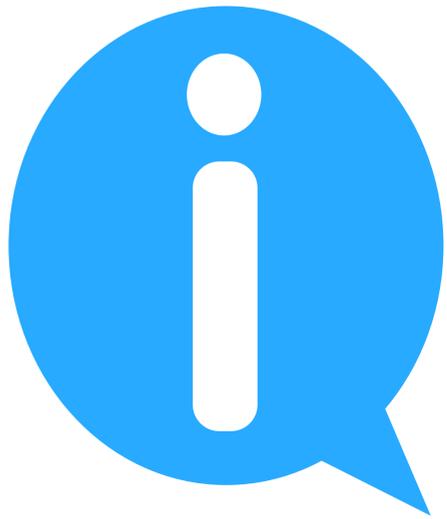
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| Why aren't the older 168s being replaced with newer 172s? | New trains are very difficult to buy. The 168s have only just been refurbished and offer a better quality of train than a 172. |
| The wooden fascias at Leamington are incredibly dirty, when will you clean them? | Because of the location of the fascias, this kind of maintenance can only be done during engineering works when there are no trains passing through the station. We are working with Network Rail to upgrade this facility. |
| Do you have plans to put a double deck on Bicester Village car park? | Not at this stage. We have a new contract in place with a car park management company and will be reviewing capacity at stations in the near future. |
| Why is there a big gap in the service at Haddenham from 0810-0851? | We run a two-track railway providing a service to many different stations. The trains that run non-stop through Haddenham & Thame Parkway between these two departures either do not have the spare capacity or the slack in their schedule to accommodate an extra stop. |
| Why is your air con not regulated and consistent? It's either freezing or not cool enough. | The air conditioning on our fleet is set to maintain the temperature around 21 degrees Celsius. It is best regulated when the doors are closed, so we would encourage customers to help by closing the doors behind them when they board the train. Twitter feedback suggests that most passengers were very happy with it during the recent hot weather. Of the 200+ carriages in our fleet there are a small number where the air conditioning is not as effective as we would like, and we are actively working on this. |
| What are you doing to improve the offering in the Business Zone? | This is currently under review. If you have suggestions for what you would like to receive, please let us know. |
| The 1727 to West Ruislip repeatedly seems to be cancelled. Can it be considered for contingency plan? | There is a contingency plan for the 1727 (as there is for each of the other AM and PM peak services). Where it is not possible to provide alternative trains or an alternative driver, cancellations will often be the unavoidable consequence; but this isn't specific to any particular train. In the 3 occasions in the last 8 weeks that the 1727 has been cancelled, this has been as a result of heavy disruption, where other services have also been unfortunately been cancelled or heavily delayed. |

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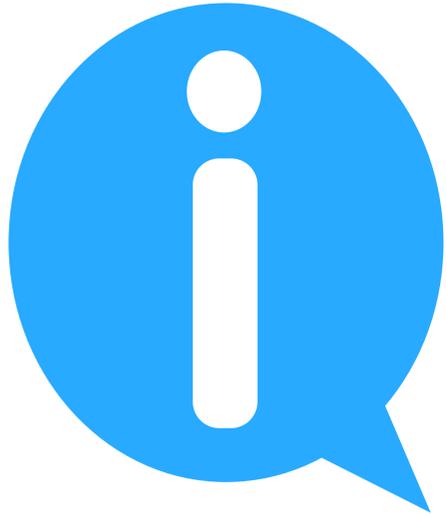


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| Can we stop the 2216 from MYB at Northolt Park? | We run a two-track railway providing a service to many different stations. It is not possible to call this train additionally at Northolt Park without impacting on the next flight of trains booked to follow this train at High Wycombe. |
| Why is the Dorridge service only hourly after 8pm? | There is less demand later in the evening for this service. |
| What are we doing about housing growth at Wendover and Aylesbury? People now have to stand from Great Missenden. | We are conscious of the housing growth on our route and will monitor the impact on current loadings. |
| Chiltern used to have great service, but in the last year and half it has gone downhill. More overcrowding, delays and missed trains. Why has this happened? Is it because of Oxford? The drivers used to make jokes and give more information but now they don't. Have they been told not to? | We try to manage growth on our railway, and we received 18 carriages following the introduction of Oxford. We finished 2016 with the highest Right Time performance of any UK franchised operator and continue to strive for excellence in this area in 2017. |
| Can local managers attend user group meetings once a quarter? | We will feed this back to our team of local station managers. |
| Can carnets be bought elsewhere apart from MYB? | At present these are only available at Marylebone, however we are investigating a more automated service. |
| Why proof of address for Carnet? | As these tickets are to be predated by our customers, we request a proof of address to ensure we can contact anybody where a ticket may have been used incorrectly. |
| Can you board two trains at once at Marylebone? | This is something we are looking into although it is still in the very early planning stage. We are currently trialling remote microphones on the platforms and after reviewing the success of these we will explore whether they can help us deliver a dual boarding trial. We understand customers frustration at sometimes having little time to board trains and are always considering how we can do things differently to improve your experience. |
| The Denham Golf Club call point doesn't work. | Thanks for letting us know. We are aware of the issue and working to get this fixed as soon as possible. |
| There are too many announcements at Denham Golf Club and it disturbs the neighbours. Can the amount of announcements be reduced? | Thanks for your feedback. We have alerted the Station Manager and he will work to find a solution. |

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| Are we going to do a review on short form trains and how Chiltern have coped with the hot weather? Will you share the review with the public? | <p>We review our fleet and capacity on an ongoing basis to ensure that we are maximising the seating availability against the requirements from each station. This directly impacts the changes we make to the fleet and timetable.</p> <p>We have carried out a hot weather review to identify the areas where we can improve the reliability of key systems and how the management of these events could be improved. These will start to be rolled out in the next few weeks.</p> |
| Why is there a gap in the service at Gerrards Cross between 0729 and 0748? | We run a two-track railway providing a service to many different stations. The trains that run non-stop through Gerrards Cross between these two departures either do not have the spare capacity or the slack in their schedule to accommodate an extra stop. |
| The 0730 from Gerrards Cross does not have enough seats. | Thank you for the feedback. We use every unit we have available in the peak. We will put this train on a list of stations to review in future timetables. |
| The ticket machine at Bicester Village shopping centre is always out of service. It also doesn't show all available products like Network Rail cards. Can this be fixed? | We are working to improve the reliability of this machine. The Network Railcard will be available within the next two weeks. We have invested in our retailing offer and will be replacing these TVMs shortly with a new fleet that will offer an improved range of products and easier interface for customers to use. |
| When will the ticket machines at Solihull station accept the new £1 coins? | We're bringing in a new fleet of ticket machines and hope to have this resolved by the autumn. |
| The points at Wembley are an embarrassing mess, why? | We are working with Network Rail to improve reliability across our network. |
| Can you display the time on platform departure screens? | When we upgraded the Customer Information Screen system two years ago we took the decision to maximise the number of upcoming departures on those screens as opposed to the current time. We felt that with those screens being so close to the CIS screens on the platforms that customers would never be too far away from somewhere to check the time. We can look into altering the display for the future and will use customer feedback to inform our decision. |
| Are we doing anything to improve mobile phone connectivity along the route? | We are currently working with EE to eliminate blackspots in tunnels along the route. |

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