



Meet the Managers at Marylebone station

Q&As from 9 December 2015 – 2/3

Question/Comment	Response
0703 is full & standing from Beaconsfield, 0720 takes too long (40 mins). Can you reinstate 0715 as the extra carriage on the 0703 does not address the gaps in the timetable?	We will be putting in an extra carriage into the 0703 from early in 2016. With regret, this service is currently running one carriage down due to fire damage.
Why is 0721 Gerrards Cross late every day? Can you reinstate 0711 as there are significant intervals between the 0657 and 0721, and 0726 and 0749 from Gerrards Cross to Marylebone respectively. These gaps are particularly frustrating given the crowding on these services and also when the 0757 arrives into Marylebone only 3 minutes later than the 0749.	There are extra seats on the 0749 from Gerrards Cross. The 0740 train now starts from West Ruislip and cannot start back from Gerrards Cross. The 0749 was increased in length from a 5 to a 7 carriage train after the 0740 was removed.
Why are there so many punctuality issues to/from Banbury – 0630, 0658 South & 1847 North?	We have been working with our colleagues at Network Rail to improve the punctuality of services from the West Midlands into Banbury, and have seen an improvement since the start of the December 2015 timetable.
Northolt Park - 0734 – standing room only and is always late. 0750 cancelled yesterday. 45 minutes gaps in service before the 0734 & after the 0750. 1756 out of MYB only 2 carriages.	The 0734 from Northolt Park is five carriages long, which is the maximum length of the platform. It is also the last stop where crowding will be at its highest. We started the 0750 service from West Ruislip instead of Gerrards Cross to provide extra capacity for inner London stations. The 1756 is a two carriage service, but as this service has stops within 20 minutes of leaving London, the capacity is required for longer distance journeys. Based on demand, and providing journey opportunities to longer distance stations, the 75 minute gap will remain.
Why has 1750 departure from Marylebone – Haddenham been removed. The 1747 is too early and you have to walk too far to get in (P5)?	The 1747 is non stop to Haddenham (36 minutes). If the 1750 called at HDM it would be six minutes longer and uncomfortable as that service calls at High Wycombe and Princes Risborough.
Why is Chorleywood station always favoured over Rickmansworth in terms of services in the peak?	In the morning and evening peak there are two more services calling at Chorleywood than Rickmansworth. We are unable to call those services at Rickmansworth due to the trains not being able to cope with the extra demand this would place on these trains.
I live near Marylebone and the noise from trains is really poor post 2200. Is there a number I can call at the station to get somebody to turn the engine off?	We have a noise hotline number and email address, customers can contact us and we will investigate all feedback we receive. noise.hotline@chilternrailways.co.uk / 03333901043
Are you improving the 3G phone signal on board	EE customers will see improved access to the network directly but other network users may benefit from the use of Voice over WiFi.
The cost of a ticket from High Wycombe to Marylebone is far more expensive than that of equidistant locations on other TOCs routes inter Marylebone, why?	The Amersham line has indeed got lower fares but is priced by the Mayor. Comparing other TOCs, rather than the TfL into London, from similar distances, High Wycombe is comparative to other TOCs.
When will High Wycombe footbridge be complete?	It is due for completion at the end of January.
Can we ban people drinking Alcohol on trains?	The law only restricts alcohol on charter services for football events. We have on board team to manage the on train service and the behaviours on board.
Can we have a waiting room on the platform at High Wycombe, it had one but it's now a toilet – but there appears to be room.	There is a shop/waiting room on platform three that is open Mon-Fri until 17.00 and Sat mornings until 13.15 – you do not need to purchase anything to sit inside it.

These answers and others from Meet the Manager sessions are also available on our website at chilternrailways.co.uk