



Meet the Manager at Aylesbury station

Q&As from 21 November 2018

Question/Comment	Response
I keep having to change my gate pass for my annual ticket.	We appreciate this is frustrating and are working on a solution for this with the introduction of smart ticketing. A smart ticketing programme should help to rectify this with season tickets moving on to a more robust format. Until then advice on how to store your ticket and the precautions to take are all we can offer at the moment.
We feel there is a lack of service on the Met because of Wembley events /weekends.	Once Tottenham return to White Hart Lane there will be fewer Wembley events and so there won't be as many events at Wembley Stadium.
When is east/west going to start? Will the service be decent from Aylesbury?	You can view the latest developments with East West Rail at: www.eastwestrail.org.uk .
Why is there always delays in boarding trains /announcements at Marylebone?	We give customers with as much boarding notice as possible, but sometimes longer boarding times are not always possible. However, for our trains that are on further away platforms (i.e. 4, 5 and 6) we now have platform A, so our customers can be nearer to the area when the train is boarded. We have also introduced dual boarding at Marylebone which allows multiple services to be boarded at the same time on one platform.