



Meet the Manager at High Wycombe station

Q&As from 13 February 2019

Question/Comment	Response
Barcode scanners are unreliable what are your plans to upgrade or fix these?	We are currently working with our gateline supplier to ensure the reliability of these. If the barcode scanner does not work for passengers, station attendants will open the manual gates.
The gates are unreliable and often don't work.	We have been working with our gateline supplier to ensure maximum reliability of the gates. Throughout January, they have been closely monitoring the gates and ensuring engineers are sent as soon as any issue is reported. We will be constantly monitoring this over the next few weeks, however, reliability rates for February have so far been far higher than previous months.
Some ticket vending machines are out of service at the moment. When will these be fixed?	We are currently trialling a software upgrade to ticket vending machines , one of which is at High Wycombe and are working with our suppliers to get them up and running as soon as we can. We aim to get ticket vending machines back into service as soon as possible. If you notice a ticket vending machine out of order, please report it to a member of staff.
There are often large queues to buy car park tickets at ticket offices.	Car parking can be bought at ticket offices, ticket machines, RingGo telephone, website or smartphone App.