



Meet the Managers at High Wycombe Station

Q&A's from 14 February 2018

Question/Comment	Response
The train on Platform one is always far down the platform. Can you make it, so customers don't have to walk so far?	We are working with Network Rail to understand how we can change the change the infrastructure and facilitate this.
You are putting to much salt down during icy conditions. Can you reduce this.	We will review this with the station team and ensure we use the appropriate amount to keep our platforms safe.
The interconnecting doors on your trains are often not working.	Our engineering teams will review these doors to follow up on any not working.
Certain trains in the morning are frequently late. What are you doing to address this?	Our public performance measure was over 93% for the previous four weeks and an improvement on the previous four weekly period from 7 January to 3 February 2018. We are aware that there are certain trains that seem to be impacted more than others and we are reviewing this at a granular level to improve the performance of all our services.
Can we have a CIS screen on north end of platform 3 for customers?	We will look at this as we review CIS effectiveness across the entire route.
165 heaters are inefficient	We have passed this feedback to our fleet maintenance team who will review the functionality of heaters on board these trains.
Can there be better signage for lifts? No-one knows where they are.	We will investigate this.
Problems with litter at the station	Our sustainability team are currently reviewing options to improve recycling on our stations.

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