



Meet the Managers at Marylebone Station

Q&A's from 06 December

Question/Comment	Response
Complaint about poor pronunciation grammar in announcements. Specifically, the annunciation of "The" - customer complaining that the word should be used in an English rather than American manner i.e. to sound like 'Vee' instead of 'V'.	Thanks for your feedback. Staff training will be reviewed.
Can you reduce the frequency of announcements about bicycles? Cyclists feel 'outlawed' by the frequency and presentation of the message	Thanks, we will review the frequency of these automated messages.
Why has performance on Gerrards Cross services declined?	Chiltern Railways engineering team manages the fleet to provide sufficient carriages for service to meet our timetable. There are occasions where we are unable to do this due to more trains requiring maintenance than planned. In these cases we have to make difficult choices as to which trains we shorten. This does sometimes result in Gerrards Cross passengers having shorter trains, which we apologise for.
Last minute announcements of platforms at Marylebone cause 'bundles' of passengers which could be dangerous. Can more notice be given?	Thanks for your feedback. We are currently trialling a dual boarding system at Marylebone station to alleviate the last-minute rush.
Can there be another exit at Haddenham as well as the existing long ramp? This might help reduce crowding on the platform.	There are no plans to do so at present, but we will pass on your suggestion for the next review.
Can we get a text message about delayed trains in addition to short formed trains?	Significant delays or any train cancellations are notified by our Control Team via our Journey Check alerting system. Otherwise customers can use the Chiltern app to monitor the progress of their train (check arrivals at destination station if already on train).
When will Chiltern introduce an oyster card for all its services?	We are currently trialling a pay as you go system via an app between Oxford and London. The industry is working together to introduce other smart ticketing options by the end of 2018.

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