



Meet the Manager at Marylebone Station

Q&As from 19 September 2018

Question/Comment	Response
Why does the App not remember details?	Chiltern is looking at the feedback from customers and working on resolving issues in further updates.
I go to / from BCS or BIT why is the shuttle bus not included in my ticket price?	The shuttle bus is included for monthly or longer season ticket holders.
07.35 from Bicester Village is full and standing	We understand that there is congestion on this train and we are looking at different options to resolve this.
Mobile signal on the route is really bad	Chiltern is always looking at trying to improve our WiFi reception, which is based on mobile signals when away from stations. Personal mobile phone signals in general can be an issue whereby you should contact your network provider as Chiltern has no influence over where network providers place their masts.
Are you working with the DfT to plan capacity when the new housing development opens in Aylesbury? Also, well done on WiFi.	Firstly, thank you for your comments about WiFi. We are working with the DfT and made them aware about how with the expected additional houses this area is going to become much busier.
Beaconsfield approach road needs clearing	We've recently cleared several bags of rubbish from the approach road and will continue to monitor this.

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Customer working a 4 day week - Is there going to be a part time Season ticket?	<p>We continue to look at options for products for people who not commute full time, including carnets. However, our seasons often offer such a discount on peak travel that even when only travelling four times a week, they still significantly undercut the cost of buying daily tickets.</p> <p>For example, from High Wycombe, an annual Travelcard season costs £4,408. Over the course of a year, this works out as less than 2.5 daily tickets a week- plus with the addition of free weekend travel and the ability to lock the price in for the year ahead. Indeed, from further away the discount is even greater. An annual season ticket from Banbury to London costs less 1.4 daily return tickets a week.</p>
Friday 14th Sept - Track issue. Train went through AMR to AYS but it didn't stop at AMR so we had to get taxis back. Why couldn't it stop?	<p>I'm sorry to hear this. We'll look into this in more detail.</p>
Can you ask customers to fold their bikes on the platforms rather than on trains?	<p>We'll look at doing a social media campaign on this.</p>
Just before WRU on route to MYB there is a bridge with bad track - Knocked customer off their seat	<p>Thank you for taking the time to contact us. This has been reported.</p>

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Evening Marylebone – Northolt Park there is no service between 2145-2300 - Why cant there be an additional service?	We try to meet everyone's requirements but it is not always possible to do so as we do have to balance the needs of all our customers.
Why is platform 5B not used?	We will be using platform 5B in the near future. We're in the process of equipping the station with the infrastructure to make this possible.
Fix the digital clocks at MYB	This has been reported and it will be resolved as quickly as possible.
I have to queue to get through the barriers at MYB at 08.20 in the AM	We are investigating options to resolve the crowding at the gate line during busy periods at Marylebone station.