# Neet the Manager at Marylebone Station

## **Q&As from 19 September 2018**

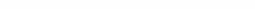
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Question/Comment	Response
	Chiltern is looking at the feedback
details?	from customers and working on
	resolving issues in further updates.
	The shuttle bus is included for
the shuttle bus not included in my	monthly or longer season ticket
ticket price?	holders.
07.35 from Bicester Village is full	
and standing	congestion on this train and we are
	looking at different options to resolve this.
Mobile signal on the route is	Chiltern is always looking at trying to
really bad	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.
	Firstly, thank you for your comments
plan capacity when the new	about WiFi. We are working with
	the DfT and made them aware about
Aylesbury? Also, well done on	how with the expected additional
WiFi.	houses this area is going to become
Rosconcfield sporesch rosd	Ma've recently cleared several bags
Beaconsfield approach road	We've recently cleared several bags of rubbish from the approach road
neeus cleanng	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?	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. 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.
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?	I'm sorry to hear this. We'll look into this in more detail.
Can you ask customers to fold their bikes on the platforms rather than on trains?	We'll look at doing a social media campaign on this.
Just before WRU on route to MYB there is a bridge with bad track - Knocked customer off their seat	Thank you for taking the time to contact us. This has been reported.







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Evening Marylebone – Northolt	We try to meet everyone's
Park there is no service between	requirements but it is not always
2145-2300 - Why cant there be	possible to do so as we do have to
an additional service?	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.





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