



Meet the Manager at Marylebone station

Q&As from 28 August 2019

Q: On the hottest day of the year, Chiltern took stops off at Banbury and Bicester to accommodate the West Coast customers. Why did you prioritise West Coast customers over your own?

A: The stops were removed for safety reasons due to the additional displaced West Coast Main Line passengers we saw travelling from Marylebone. We do not take this lightly, but safety is our priority.

Q: The car park at Gerrards Cross has seen a price increase with no benefit – CCTV should be added due to break ins. What are customers getting for their money?

A: The tariffs at Gerrards Cross Orchehill Rise and Upper car parks have recently been increased to bring them closer in alignment to the pricing in the main car park. Last year we invested in relining in the main car park to generate additional spaces. We have also made significant investments across our car park estate in recent years, in technology and to increase capacity. We monitor crime at our car parks and regularly meet with the British Transport Police where tactics to reduce crime, including CCTV, are evaluated.

Q: When will Smartcards be launched properly?

A: Smartcards were launched in December 2018 and are now available online for nearly all Chiltern journeys. In addition, you can now buy Smartcard tickets at all of our TVMs. Our ticket offices should become Smart enabled in the coming months, at which point passengers will also be able to swap over existing paper Season tickets onto a Chiltern Smartcard.

Q: Why do Chiltern charge for the toilets?

A: The 30p charge at Marylebone is used to supply dedicated security and cleaning. Toilets are available on board all of our trains. The toilets will soon be undergoing refurbishment work and this should be completed in the next few months.



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Q: Why have there only been two carriages the last few times I've travelled?

A: There have been fleet issues we are working hard to resolve.

Q: The 06.37 Gerrards Cross to Marylebone is short formed on a regular basis – when is the fleet going to improve?

A: We understand that the current fleet reliability is causing significant issues resulting in unacceptable short forms. We're working extremely hard to address this and a number of actions have been put in place to address the key failures. We are starting to see a return to the levels of performance our customers expect and we expect the quantity of short forms to reduce over the coming weeks.

Q: At Denham Golf Club station there's a 90 minute gap between the 17.24 and the 18.53 with no stopping service between this time. What can you do about this?

A: The passenger demand for Denham Golf Club does not justify extra stops on services. By stopping more trains there, we would impact other higher used services and stations.

Q: There are two trains an hour at Haddenham and Thame Parkway, but they're both squeezed together. Why is this?

A: The standard off peak service from Haddenham and Thame Parkway to Marylebone is XX12 and XX38 past the hour. In some hours, before we have to share tracks with other train operators north of Banbury, the stop is put in the train from Birmingham meaning the stops are squeezed together. They do, however, arrive in Marylebone at similar times.

Q: I've had a season ticket for 3 years, the first year was great but I've noticed over the last few months that the company has been getting worse. Is it possible to take the drop percentage performance off the season ticket price? How are customers going to be rewarded for their loyalty?

A: If you hold a monthly or longer period Season Ticket, in addition to the event based compensation we offer, if peak punctuality is on average lower than 92% or reliability is lower than 99% over the previous 12 months, we'll give you a 5% discount on renewal of your ticket. If we fail to meet both of these thresholds, the discount will be 10%. To receive the discount you must buy a new season ticket within four weeks of expiry of the old one and it must be for the same journey and for the same or a shorter period. Unfortunately Season Ticket renewal discounts don't apply under this scheme for season tickets to/from stations between Amersham and London. (These tickets are available on both Chiltern and London Underground services. Rebate conditions for London Underground are set out on that company's website: www.tfl.gov.uk/fare-and-payments).



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Q: The 18.12 from Marylebone is always freezing. Could the temperature be regulated?

A: All of our units are regulated to approximately 21 degrees. If this problem continues, please let our social media team know the carriage number and we'll look into the issue.

Q: The Met line services have been cut by a third, yet there's been no reduction in season ticket cost. What are Chiltern going to do about it?

A: There have been fleet issues we are working hard to resolve that have impacted the advertised Met Line services.

Q: Why are there so many problems with your fleet and why are your newer locos also having issues?

A: We understand that the current fleet reliability is causing significant issues resulting in unacceptable short forms. We're working extremely hard to address this and a number of actions have been put in place to address the key failures. We are starting to see a return to the levels of performance our customers expect and we expect the quantity of short forms to reduce over the coming weeks.

Q: How have Chiltern gotten themselves into this situation with your aging fleet and why didn't you look into buying more before it became a problem?

A: Chiltern has been actively seeking additional rolling stock for a number of years, however the availability of suitable stock is extremely limited and we are finding that our ability to compete in the market is limited by our franchise end date. In addition, the Engineering team plans for all required predicted maintenance and apart from a small number of specific issues, we are able to maintain our fleets safely and to a high standard. A number of poorly performing systems have been identified and actions put in place to avoid future failures.

Q: Is the lack of investment due to the sale of Arriva? The services has only gotten worse over the last 18 months.

A: Chiltern Railways, as part of Arriva, has and will continue to invest in improving the customer experience. We remain fully focused on delivering quality services for our customers.



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Q: Why have Great Western got more trains and Chiltern haven't?

A: The new GWR rolling stock has been procured and funded by the Department for Transport as part of the Great Western franchise. As Chiltern only has two years left on our franchise, it is very difficult to procure any more trains before the new franchise in 2021.

Q: Why was the Managing Director not at the Meet the Managers session?

A: Dave Penney, our Managing Director, takes part in a number of events each year including Meet the Manager, Passenger Board, stakeholder days and holds several Tweet the Boss sessions each year during which customers are able to ask him questions. On this particular day Dave was unavailable due to other commitments but ensures good coverage and closely monitors the feedback we receive through such events.

Q: Will there be any reimbursements for short forms?

A: Whilst we are very sorry for the short formed services recently, compensation would not be available for this. Compensation is paid in line with our Passengers Charter for delayed journeys of more than 30 minutes which fall within the industry's control. Our Customer Services Director recently released a statement about Short Forms and this can be found here: www.chilternrailways.co.uk/news/shortformupdate

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Q: I travel three days a week and the only option is to buy a weekly ticket – will there ever be a flexible season ticket?

A: There are currently no plans to create a flexible season ticket – season tickets are already a discounted product compared to multiple purchases of daily return products. For passengers who travel to London regularly but not enough to warrant purchasing a season ticket, we do have a carnet product which offers 10 return journeys for the price of 9. We do continually review our product offering, so we do not rule out the possibility of creating such a product in the future.