



Meet the Manager at Marylebone station

Q&As from 20 March 2019

Q: There is no more capacity on your trains. When are you going to get more?

A: We know that some of our trains are particularly busy. In common with all train companies we lease our trains. The type of trains suitable for our services are in very short supply and we are working very closely with our train leasing companies to understand when additional suitable trains will become available to strengthen our fleet of carriages.

Q: Is it possible to have more frequent services to Princes Risborough in the afternoon during the week?

A: This is not possible without slowing down other faster services to Birmingham and Oxford.

Q: Why do you reduce train lengths every time there is a Wembley event? This is not fair on regular commuters.

A: To operate trains in a safe and efficient manner we segregate passengers travelling between Marylebone and Wembley Stadium onto shuttles. To free up units to operate the shuttles we unfortunately need to reduce the length of our regular trains.

Q: Can we have extra seating on the platforms at Marylebone?

A: We are looking at installing additional seating onto the platforms at Marylebone later this year.

Q: Why are boarding times at Marylebone not consistent? Sometimes there's very short notice.

A: We have introduced dual boarding at Marylebone which will assist with this and we make use of Boarding Area A during the evening peak. We always try to allow customers enough time to get to their train, however due to tight turnarounds sometimes it is challenging.



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Q: There is no waiting room at Marylebone and it's often cold.

A: We are limited on space at Marylebone and there is no room to place a waiting room on the station.

Q: Lighting in Marylebone is poor.

A: New LED lighting will be installed to replace all existing lights later this year.

Q: Northolt Park Ticket Vending Machine is unusable on a sunny day as the screen goes totally blank.

A: This has been reported and will be fitted with a solution to prevent this from happening in the future.

Q: You should post more photos on Twitter of when things go wrong so that customers understand the real issues.

A: Thank you for your feedback. We will take this suggestion into consideration for the future.

Q: The Chiltern app does not provide up to date information on late trains.

A: Train times are pulled from National Rail Enquiries feed, which all train companies apps and websites, take live train times from. We are constantly reviewing improvements but can't make adjustments in real time to live train times if they haven't been updated from National Rail Enquires.

Q: At Northolt, there are LED lights that flicker on each platform.

A: This has been reported and will be fixed.

Q: Don't forget about smaller stations during disruption.

A: Our contingency plans are built to minimise disruption across the entirety of the network, even at our smaller stations.



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Q: Northbound journeys from Northolt Park are difficult – you end up having to travel into Marylebone to go back out again.

A: To operate a reliable clockface service from Marylebone to all destinations means that for some stations, such as Northolt Park, you have to change two or three times to connect to Oxford and Birmingham services.

Q: The 07.11 Bicester to Marylebone train catches up to a red signal every morning and there is a heavy brake application. Why can't it be slowed down so as not to waste energy?

A: This train catches up to our 06.43 Oxford to Marylebone train which stops at Beaconsfield station. The 07.11 train is slowed down by adverse signals between High Wycombe and Beaconsfield as it follows the train in front making its station stop at Beaconsfield. Unfortunately the 07.11 train can't be slowed down because there is another train behind it at High Wycombe. If we were to slow the 07.11 train down it would impact the train behind it and so forth.

Q: Why are there never any apology posters after disruption anymore?

A: In disruption we aim to resolve the issue as promptly as possible and then apologise to our customers via various channels. Recently, we have used social media to report on these issues and apologise for inconvenience in favour of printed posters. We understand that some customers may prefer to see a physical copy and so we have adjusted our communications to reflect this.

Q: See it, say it, sorted announcements are annoying.

A: It is a requirement that this announcement is played at our station.

Q: The 18.43 from Marylebone is full and standing every night and causes customers to become aggressive with one another. Is there any scope to increase capacity on this train?

A: This train is booked to have three carriages, however it has been regularly reduced to two carriages whilst we have had faulty wheel maintenance equipment. This has now been repaired and we expect the normal length of this train to resume shortly as the backlog of maintenance clears.



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Q: Why don't you publish the reasons why you haven't/ can't get new stock? Not just Twitter updates, but something on the website, in the press or on posters?

A: At present Chiltern is in regular dialogue with Rolling Stock owning Companies and other train operating companies to determine what rolling stock may become available and at what point in the future. Due to industry wide issues with new build fleet introduction and infrastructure projects, this is a moving picture and is difficult to accurately determine possible dates as these are out of our control. If a suitable fleet is identified as available and secured by Chiltern for introduction, this will be publicised across different media types.

Q: During the AM/PM peak, could you open the Fire Exit gates at the far ends of the station to alleviate the pressure on the gate line?

A: These gates are emergency exits and do not have the necessary customer service infrastructure to act as an appropriate entry or exit to the station. Chiltern Railways is looking at ways to improve the way our gateline operates.

Q: There's been no information about Smart Cards, when is it happening?

A: Smart Cards have been available since December at all our stations that have gates. We are waiting until our ticket vending machines have finished the pilot scheme before beginning to promote our Smart Cards more heavily from May onwards.

Q: The 06.56/07.13/07.56 trains from Denham are always full, 16.30 (5 car) – empty, 17.30 (2 car) – full. New homes are being built in Denham and there's concern that in future there will be no space.

A: We understand that many of our trains are getting busier and we are working with the Department for Transport and rolling stock suppliers to look at options. There is a current shortage of available diesel trains in the industry.

Q: The seat bases on the class 165's are filthy and ruin clothes

A: The seats are cleaned as part of a Heavy Clean regime once per month. However due to the issue raised, this practise will be re-assessed and we are looking to see if we can trial new methods which will help improve the standard in the future.