



# Meet the Manager at Marylebone station

## Q&As from 26 September 2019

**Q:** The touchscreens on the Great Missenden ticket machines aren't working

**A:** Thank you for letting us know – this has been reported to our supplier.

**Q:** Customers at Beaconsfield have really noticed a capacity problem now. How long until things get back to normal?

**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 markets 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:** Can you amend the Aylesbury timetable to add options for Amersham London Underground customers? If you miss a train it is 4 minutes before the next London Underground service which doesn't get into Baker Street in time.

**A:** The fast Chiltern service from Amersham has to leave ahead of the stopping Aylesbury Vale service in order to allow it to have a clear run on the London Underground tracks into London.

**Q:** Haddenham and Thame car park has had too many price increases – why?

**A:** Haddenham and Thame car park has had the same number of tariff increases as the majority of our car parks. Following a period of over two years without any price increases, daily tariffs were raised in October 2017 and again in November 2018. Season tickets were increased in April 2018 and again in July 2019. These increases follow significant investment across our station car parks to deliver more spaces, improve customer experience through the introduction of ANPR and a range of other projects including the installation of LED lighting in our car parks. At Haddenham and Thame Parkway specifically, we are currently undergoing works to improve the surface of the car park deck and the drainage.





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**Q:** The touch screens on the ticket vending machines at Marylebone often don't work in the evening peak.

**A:** Thank you for reporting this issue. We have reported this to our supplier.

**Q:** The car parks at Great Missenden are starting to get into a poor state of repair – the lines are faded and foliage is overgrowing over the boundary fence.

**A:** We monitor the markings in our car parks and when it is necessary to prevent vehicles causing an obstruction or an inconvenience to other car park users, we will reline the car park. Although the lines in Great Missenden car park are faded, the parking bays are still identifiable and so at this time relining there is not a priority for us. We have passed on your feedback regarding the foliage to the station manager and station maintenance team.

**Q:** I travel with Chiltern Railways as off peak from Oxford starts earlier than Great Western. I find it hard to find advance tickets, can you make more available?

**A:** We have a number of advance tickets which are usually available to purchase from 12 weeks prior to your travel date. Unfortunately, once these have all been sold for a specific train service no more will be made available. Customers can sign up to advance ticket alerts so that they are notified when they're released:

<https://chilternrailways.yourpreferencecentre.com/routenotice/>

**Q:** Are there any plans for a direct service between Birmingham and Oxford?

**A:** There are no plans for this in the current franchise, however we are looking at options with Network Rail as the infrastructure develops through the 2020s.

**Q:** When will your hybrid train start in service?

**A:** Unfortunately, there have been a number of design issues raised over the past few months which have slightly delayed the commencement of this project. However, these are now progressing and the current plans is to send a train away for modification in December. The train will be away for a few weeks for installation and testing but we expect to have the train operating in passenger service in March 2020.





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**Q:** The 0748 from Gerrards Cross is always late against the timetable – can you change the published time to reflect actual time?

**A:** We're sorry about the delays to this service. We are working hard with our industry colleagues to improve the performance of trains between Coventry and Leamington as this then has an impact on our Birmingham train which then impacts the Gerrards Cross route.

**Q:** The 0726 Marylebone is too busy when fully formed. What can you do for High Wycombe and Beaconsfield customers?

**A:** Unfortunately this train cannot be made any longer due to the length of the platforms at Gerrards Cross and Denham stations. We are working with Network Rail on a project regarding platform extensions in the 2020s.

**Q:** The 0647 train from Bicester never has sufficient carriages. I wouldn't use Chiltern Railways if I had another choice.

**A:** We have 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. We're working extremely hard to address the number of short formed trains and several 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:** Can you ban folding bikes in rush hour? They take up too many seats and spaces in the vestibule, especially on short formed Aylesbury services?

**A:** Bikes are a really good way for people to get to and from our stations, and this is something we encourage. We have restrictions in place on full sized bikes during peak hours, but customers are allowed to bring folded bikes on board our services during these times.



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**Q:** Why does the Wi-Fi reject my email address?

**A:** Our web team were able to sign in with the email address provided without a problem. Please check the email address format is correct before trying to sign in to the Wi-Fi.

**Q:** Can you have a favourite ticket option on your app for quick purchases?

**A:** The Chiltern app has the ability to save favourite journeys when signed in, which will pre-populate the origin and destination. Once a favourite is chosen, today's date due populates but given the different prices, it is still necessary to choose a time. We are still looking at User Experience improvements on the app and this feedback will be reviewed in ongoing developments.