

## Meet the Manager

Station name: Marylebone Station

Date: 20<sup>th</sup> June 2018

Time: 1600 - 1900

Question	Answer
Why do you post trains with only minutes to spare at Marylebone?	We give customers with as much boarding notice as possible, but sometimes longer boarding times are not always possible. However, for our trains that are on further away platforms (i.e. 4, 5 and 6) we now have platform A, so our customers can be nearer to the area when the train is boarded. In the coming weeks we will be rolling out dual boarding at Marylebone which allows multiple services to be boarded at the same time on one platform.
For the amount I pay for a season Ticket I do not expect to have it replaced every few days, what are you doing to rectify this? For the amount I pay for a season Ticket I do not expect to have it replaced every few days, what are you doing to rectify this?	A smart ticketing programme should help to rectify this with season tickets moving on to a more robust format. Until then advice on how to store your ticket and the precautions to take are all we can offer at the moment.
When there was disruption on the 13/06 a train was shortformed 4v7 from HWY and unknown to all the customers that squashed on it the one behind called additionally at HWY but this was not ever communicated. Why?	When there is disruption we will announce changes like this at the station and also put messages out on Journey Check. Journey Check is a free text based alert system which customers may sign up for. We apologise to customers if this was not communicated enough on the day.
Queue to get through the barriers in the AM Peak at MYB - Can the barriers be opened?	We will continue to monitor the flow of people to look at the best ways to manage this at key busy points in the day.
Can the departure screen on Platform 3 at MYB be relocated?	We have a number of departure screens at Marylebone to ensure that customers can easily access train information.
NLT - Any plans to open the Waiting Room / Booking Office	We have had issues with water ingress and are in the process of making it good. In the meantime, we have invested in a new TVM which can retail tickets and fulfil collections. Oyster and contactless is available from this

	station when travelling into central London.
Are there plans to get rid of the Slam Door set? Are there plans to get rid of the Slam Door set?	This service operates two services a day to help provide extra capacity during the peak. We have made some modifications to this train and we are looking at options for the future.
08.08 OXP - MYB why is this 1hr 30mins when others are 50mins?	We normally provide two trains an hour between Oxford and London. The 0808 train is an additional train in the timetable that forms a stopping train from Princes Risborough to provide services to other stations. It is not a fast service, so if you are looking for a faster service we would recommend getting the 0750 or 0827.
What are we doing about overcrowding on 07.17 OXF - MYB and 18.18 MYB - OXF?	We know those trains are congested and we are looking at options for future timetables. We know those trains are congested and we are looking at options for future timetables.
BCS - DOR why is the fare the same as full far to BMO?	Certain tickets are priced in groups stations. Between Dorridge and Birmingham are one such group.
App - Live Trains still not working when will this be fixed?	The Live Train functionality will be available in the next release of the App. The Live Train functionality will be available in the next release of the App.
PRR - Northbound platform has a lot of pigeon mess and when will the canopy be fixed?	We apologise for the pigeon mess at this station. Over the coming weeks, customers should notice an improvement. We are not aware of any problem with the canopy at this station, however we have alerted our station manager to this to investigate further.
P3 at PRR is feeling very spongy underfoot, are there any plans to make good?	We are in the process of looking at what we can do to improve the surface of this platform. We are in the process of looking at what we can do to improve the surface of this platform.
Can you co-ordinate with the Arriva 280 bus for connections to Oxford at AYS and HDM?	We work closely with Arriva and where possible, we always try to look at connections, but your comments have been noted and we will see what we are able to do. We work closely with Arriva and where possible, we always try to look at connections, but your comments have been noted and we will see what we are able to do.

<p>Can you get the piano repaired or replaced at MYB?</p>	<p>The piano continues to be popular at Marylebone and we are looking at a regular programme of maintenance for it.</p>
<p>Can we have increased stops at Sudbury - seems pointless to stop when lack of service to be able to return on?</p>	<p>We fulfil our contractual obligation with the Sudbury stops and so any additional stops would need to be looked at in the next franchise. We fulfil our contractual obligation with the Sudbury stops and any additional stops will need to be considered for a future franchise.</p>
<p>When will you be investing in hydrogen powered trains?</p>	<p>We have no plans to introduce hydrogen powered trains at present. This is a relatively new technology that we are following with interest.</p>
<p>Why does the App not remember my password?</p>	<p>We are not aware of the Chiltern app not saving passwords.</p>
<p>Are the trains getting bumpier? Is the track getting worse?</p>	<p>We are sorry to hear you've had a bumpy ride. The track is maintained by Network Rail and they will assess the track regularly. In addition, our trains go through regular engineering to avoid such issues as wheel flats which may cause a bumpy ride. If on a train at it is particularly bumpy, do let us know and we will investigate.</p>
<p>08.30 DNM - MYB is NEVER on time always a least 2 - 3 mins late</p>	<p>We are sorry this train is sometimes 2 - 3 minutes late at Denham. In looking at the statistics we can see this is normally on time arriving at London Marylebone, but appreciate that it can be frustrating when services are delayed and your comments have been noted.</p>
<p>Why cant I get the App on an Android phone?</p>	<p>The Chiltern Railways app is designed to work on the Android 7 operating system and above.</p>
<p>Why does the App not save my card details?</p>	<p>Chiltern are aware of an issue saving cards and are looking to resolve this in due course.</p>
<p>Why do you always short form trains in favour of Wembley events?</p>	<p>As we run trains to Wembley Stadium, we need to manage demand resource across our timetable. We do this by running shuttles which is the most efficient way to manage this. We appreciate this can be frustrating and we do our best to ensure that we give advanced warning of any trains which will be formed of fewer carriages.</p>

Can we have a bigger Waiting Shelter on the platform at OXP?	We are always considering potential improvements that we can make at stations and will factor this suggestion into our considerations for future works
Timetabling at Denham changed in May timetable	To improve overall capacity the Denham call was moved to the Oxford train, which gave Denham a new fast service at 0713.
Too big gap in services at DNM between 0713 and 0754	To improve overall capacity the Denham call was moved to the Oxford train, which gave Denham a new fast service at 0713.
Why has PAD been removed from the map in the back of the TT?	We took the decision to only show our route on this timetable to keep our map simple for our customers.
During disruption / events the boards at NLT do not show correct info	At all of our stations, trains that have not started their journey four minutes after the scheduled departure time will show as 'delayed' until either the train has started moving, or an updated anticipated start time is entered by our Control Team, or until the train is cancelled.
When will Smart Ticketing come in?	A project we are doing on smart ticketing should come into effect at the end of this year or first quarter of next year.
Can you arrange to clear the bike racks out at MYB as there are some old bikes that have been dumped?	We typically do this once a year and will be doing this over the summer months.
When the MET line is thinned out on event days why do you show it as a Minor Change and not a Major change?	Thanks for your feedback on this. We give a general status on the service on our website taking into account both routes. However, we give more information at stations on posters and we will take on board your feedback.
On event days could we have one poster at MYB that shows in simply turns which services are affected to make it clear?	For every Wembley event we have a comprehensive communication plan, which covers posters at stations as well as other channels such as announcements, information board, social media, website etc.
No info at TfL stations on MET when there are changes to train times	We make every effort to provide information when there are changes to train times.
What is the plan for WCX events going forward? Will we continue to cut services on the MET to accommodate?	Once Tottenham return to White Hart Lane there will be fewer Wembley events and so there won't be as many events at Wembley Stadium.

Old track across canal @ MYB - could this be used for stabling?	We are working with Network Rail to look at future growth opportunities.
Could the platforms be lengthened at MYB to assist capacity	Unfortunately, we're not able to make the platforms longer as there is no available space to do this without a major resignalling and track renewal at our station.
Could Chiltern Railways promote a skill link up event amongst commuters in Haddenham?	We will be in touch with this customer to discuss her ideas in more detail.
Just a comment to say that we like ANPR.	Thank you. We're really pleased to hear that you like using ANPR to pay for car parking.
We want an MYB - PRR service departing about 19.15 and arriving before 20.00 (i.e. not a slow service)	Your feedback has been noted by our train planning team. We carefully plan our timetable to balance the need of the majority of our customers.