

Meet the Manager Q&A Aylesbury Station – 25 November 2015

Question/Comment	Response
<p>The 06:53 from Aylesbury is full by Great Missenden, do you plan to improve this?</p>	<p>This train is booked to be a 4-car 165, which offers 368 seats. The average load of this train from Great Missenden is approximately 300, so there should be enough room on board, especially towards the rear of the train, where there tends to be more space. Whilst we are aware that after calling at Amersham, there is likely to be some people standing, with regret there are no immediate plans to lengthen this train, because to do so, would require shortening other equally busy trains.</p>
<p>Seven carriage train goes to Princes Risborough empty at 07:00, why is it not in service?</p>	<p>This train departs Aylesbury empty stock for Princes Risborough to provide the stock for the 0725 Princes Risborough-Marylebone service. The reason why this train is not run as a passenger service is that on occasions the stock for this train might be resourced from elsewhere and if we commit ourselves to running this train from Aylesbury, then our flexibility is lost. Many other TOCs run trains empty stock for the very same reason.</p>
<p>Why does 07:28 stop at Neasden for several minutes every day?</p>	<p>There is only one track into London used by many trains, that are all required to use a specific platform at Marylebone in order for the complete plan to work. On occasions some trains from Aylesbury can be held at Neasden Junction waiting for their correct slot into London.</p>
<p>Are so many announcements at stations necessary?</p>	<p>Customers are provided with as much information as possible and updates when necessary.</p>
<p>Why is the 08.14 formed of only two carriages? This train is very full when it reaches Harrow-On-The-Hill. The train needs to have more carriages as the next train is not now until 08.41.</p>	<p>We are aware that after calling at Amersham, there are people standing on this train, but with regret there are no immediate plans to lengthen this train, because to do so, would require shortening other equally busy trains.</p>
<p>When are you replacing 165's, can they be</p>	<p>We are currently looking at the feasibility of</p>

upgraded with wifi?	having WiFi on all of our services. This project is ongoing and we will keep customers updated
Are there any plans for sole occupancy of the Met?	No, this would not be possible because the LUL need to serve Chesham and they do rely on using the fast lines between Harrow on the Hill and Watford South Junction for some of their peak services.
Staff are excellent, very friendly and helpful at finding lost property.	Thank you.
Why can't we have the grey train with the comfortable seats on our line?	The silver trains are designed for long distance high speed journeys, with a limited number of station stops. The trains that we use on the Aylesbury line offer a friendly, local service for large numbers of passengers making shorter journeys.
During disruption getting Arriva bus drivers to accept our passengers isn't working – service 280 & 300.	Daily and season tickets are valid on the 280 bus between Haddenham and Thame Parkway and Aylesbury and on the 300 bus between Aylesbury, Princes Risborough and High Wycombe.
There is a lack of seating at Marylebone and the departure boards can't be seen from them.	Seating is something we are continually exploring at MYB. At present, most of the seating is on the Western Concourse as the main concourse area should be free of seating due to the heavy footfall during peak times. The rationale behind this is customer safety.