

## Meet the Manager Q&A

### High Wycombe – 15<sup>th</sup> February 2017

Question/Comment	Response
Barcode readers on barriers-not reliable.	We are aware of the issues, Barcode reader reliability has been improved and we are currently in conversation with our suppliers to improve this further, we will look at High Wycombe to see what can be done.
The 17.38 from BIC Vill is always crowded, any chance of any more coaches?	We are planning to operate an additional train from Bicester Village 17.20, which also calls at High Wycombe at 17.45.
Big gap between trains from WCX to HWY in the evening -19.12-20.25.	Unfortunately at this time of the day we are still operating at maximum capacity on our railway. This means Wembley Stadium cannot be added to other Wycombe services without a detriment on performance.
When will the white temporary fencing on plat 3 be removed?	The fencing is connected to the footbridge works, which should be concluded by the end of March.
Exiting the Station- pinch point from the car park as it goes to one lane by the zebra crossing.	The road layout is constrained by the availability of land, but we will speak with the local authority to see if the sequence of traffic lights can be refined to improve flow on to Amersham Road.
Car park spaces hard to get, often have to park in town after 10.00.	We have secured funding from the government to construct an extension to the existing car park. This will create an additional 131 spaces.
There is a long walk from plat 3 to plat 1.	With High Wycombe station's offset platform layout, unfortunately the walk is hard to reduce.
Travel cards issued by MYB get taken in by gateline – why?	One Day Travelcards are being correctly retained on the return Journey to Wycombe. The Travelcard is valid for multiple trips in the zonal area but only one return trip from the origin station to the boundary of the zonal area.
Parking spaces – some areas clear that could be used or hatched off.	Thank you, we will raise this with the firm who manage our car parks.
<b>Many customers praised the station staff and the booking office.</b>	<b>Thank you for these kind words.</b>