

Meet the Manager Q&A London Marylebone – 7th December 2016

Question/Comment	Response
<p>Lost property - please can you acknowledge that you have received our enquiry?</p>	<p>Thank you for your feedback. We hope to improve the lost property process next year and this is one of the areas we are looking to change.</p>
<p>Mobile phone signal on the route is patchy, can anything be done with mobile providers?</p>	<p>We are working with a leading Mobile Network Operator on a programme to address each of our known black spots to ensure that mobile coverage and on-board Wi-Fi is consistent.</p>
<p>QR scanners rarely work on mobile tickets because the screens are dirty.</p>	<p>Yes we are aware that the scanners may struggle to read the tickets if the screens are clean. We will be more rigorous in our cleaning regime.</p>
<p>Why does the Aylesbury service take over an hour to get to London? It has not improved in 30 years.</p>	<p>We would like to speed up journey times between Aylesbury and London, but at the moment this is not possible as between Amersham and Harrow-on-the-Hill our trains have to share tracks with London Underground services. Their trains are slower and make more station stops, which prevents our trains from being sped up.</p>
<p>Will there be additional carriages on 0640 from Bicester Village?</p>	<p>Yes. We have added 2 additional carriages on this service.</p>
<p>When will we receive new rolling stock?</p>	<p>We added a further eight coaches to our fleet in December. These have been refurbished and feature free WiFi, plug sockets, and tray tables.</p>
<p>People smoke in the alleyway by Boston Place and cigarette butts are left behind with other rubbish.</p>	<p>This is public land but we agree that it can look unsightly. We will raise this with our colleagues at Westminster City Council.</p>
	<p>Thank you for these kind words.</p>

Many customers praised the station staff and cafe.