

Meet the Manager Q&A

Marylebone Station – 21st September 2016

Question/Comment	Response
When will Wi-Fi be available on all trains?	On-board Wi-Fi will be linked to station Wi-Fi providing a continual connection from March 2017
Why don't your services call at Sudbury Hill Harrow or Sudbury & Harrow Road at the weekend?	We are not obliged to call at these stations at weekends, however we review demand and levels of service at every timetable change. Currently there are no plans to call at either Sudbury Hill Harrow or Sudbury & Harrow Road at weekends.
The frequency of trains that call at Little Kimble is poor and connections times at Princes Risborough are an issue.	Little Kimble frequency is based on the low level of demand at this station. Trains connect in and out of London trains in the morning and evening peaks at Princes Risborough.
Why such a large gap between 1623 and 1653 at Beaconsfield?	There are 3 service during this time from London Marylebone to Beaconsfield. They depart at 1621, 1630 and 1653.
Why don't all Aylesbury trains go through to Aylesbury Vale Parkway?	Aylesbury is where our major train and driver depot is situated, therefore any train extended through to Aylesbury Vale Parkway needs to have commercial justification. As more and more houses are built at Berryfields we will review and extend more through.
Why is the Haddenham timetable so irregular? In the morning peak there is a gap in the service from 0811 to 0852. Why did the through trains change?	The service is spaced that way at Haddenham to spread the number of passengers on services from the north and to make sure as many people as possible get seats going into London. Trains arrive in Marylebone 38 minutes apart.
The 0559 from Banbury used to run to Marylebone non-stop after Bicester North. This now calls at High Wycombe and is very congested. Can you put extra carriages on?	This train is formed of 5 carriages, which are not full from Bicester North. High Wycombe was added to ease the pressure on surrounding trains at this station. We will review loadings on this train in future timetables, however currently all carriages are used in the peak times.
Can you put extra seats on silver trains please?	There are currently no plans to add extra carriages/seats to our silver trains.

There is standing room only on the 0811 service from High Wycombe.	We use all of our available carriages in the morning and evening peaks so it is not currently possible to put extra seats on this service.
There is a big gap in the services from Northolt between 2146 and 2300 service. This is too early to go home, too late to stay out.	It is not possible to add Northolt Park train in between these times without impacting other busier services to larger conurbations.
Are there any plans to reinstate 0630 Sudbury Hill Harrow call?	There are no plans to reinstate this call.
The 1824 Stratford upon Avon service is consistently causing 1847 to be late.	The 1824 and 1847 are running late due to a 60mph speed restriction that Network Rail have imposed between Haddenham and Bicester. Once the speed restriction is removed this month the performance of the trains will improve.
When there are Wembley events, why do you cancel services between Aylesbury and Aylesbury Vale Parkway?	Operating a bus between Aylesbury to Aylesbury Vale Parkway allows for the operational resource to be redirected to operate high capacity Wembley Stadium services, where demand is at its highest on the Chiltern route.
Can the 0811 service from Wendover have an extra carriage as it's very overcrowded?	We use all of our available carriages in the morning and evening peaks so it is not currently possible to put extra seats on this service.