

Meet the Manager Q&A Marylebone Station – 22nd June 2016

Question/Comment	Response
A passenger takes a bike on 07:31 service despite it being full and standing.	We will aim to make contact with the customer to resolve this matter.
Can you announce more info on train lengths as to where free seats are?	<p>Currently we have no mechanism or dedicated resource available to monitor the loading of trains which would inform us of the seat availability per carriage. Sometimes Dispatchers are able to communicate this however, they can't focus entirely on it due to the safety critical nature of their role.</p> <p>Generally the carriage the furthest distance from concourse is likely to have available seats. We will continue to explore options to this end</p>
Can we get journey check on Chiltern Railways app?	The Chiltern app shows live train running, live departure boards and an option to purchase tickets.
Why can't you buy plus bus tickets on train?	Our policy for tickets to be purchased at the station first where facilities are available. On train retailing does not offer the full range of tickets but we are looking at adding this into our new on board retailing system.
When will the canopy at Aylesbury be refurbished?	It is expected to be early next year.
Why is there late boarding of trains on all platforms and late notice platform swaps?	This is due to timetabling and a limited number of platforms. Currently, we are working on a project, whereby we aim to get customers to their platform as soon as we can. As with all projects of this nature we have to ensure that any plans are risk assessed and do not compromise safety on the journey from concourse to the train. We will continue to work toward that goal.

	<p>Late notice platform swaps occur during disruption and as real time decisions are being made we try to provide as much notice as possible however events can occur at the last moment.</p>
<p>Very little information is given about the blockade and it is now imminent. Will timetables be printed or online? Will there be posters?</p>	<p>We have tried to give as much advance notice as possible of the line closure via our website, social media posters, station and onboard announcements. The timetable will appear online as soon as it is completed.</p> <p>No dedicated timetable booklet will be printed, but a full timetable booklet will be available to download as soon as the timetable is complete. A leaflet will also be printed which gives a summary of the journey options available.</p>
<p>Why do we charge for car parks on a Sunday?</p>	<p>Car parking is charged seven days a week but weekends are off peak all day.</p>
<p>Do we acknowledge/feedback on noise complaints at Marylebone? If not, why not?</p>	<p>Yes we do. We have been in contact with local councillors and residents from all sides of the station including a public meeting earlier this year to listen to detailed feedback about our operation at Marylebone. Having now researched the specific issues raised, a formal response which includes our actions to address issues has been sent to the councillors.</p>
<p>Why do you not give any guidance or training to staff/security staff about dealing with distressed customers who may need help or have more Samaritan posters?</p>	<p>Many of our staff are provided with Samaritans training and it is something that we constantly review. There are Samaritans notices at the end of each platform at all of our managed stations.</p>
<p>Is car parking ok during the blockade (if pre booked with RingGo) at Bicester instead of Warwick Parkway?</p>	<p>Yes RingGo bookings will be valid. It will be advertised that tickets from other stations will be accepted during this time.</p>

<p>Why can't we buy tickets anywhere to anywhere from TVMs?</p>	<p>This will be possible in a future software release for these machines.</p>
<p>Station announcements at Banbury are for Chiltern Railways service information only. You need to mention Cross Country and Great Western.</p>	<p>We have pop up banners and many First Great Western & Cross Country posters on display around the station giving information. We will look at adding FGW and XC alterations to announcements.</p>
<p>Unhappy with the communication at Marylebone. Sometimes it's a bit slow e.g. during recent disruption many trains were shown as delayed but in reality were cancelled. If there are going to be no trains please say so.</p>	<p>We review each incident and examine how to improve our communication as we understand the impact it has on our customers. The information received is informed by real time decisions thus having an impact on what we can do and when we can do it and often these decisions have to be made at short notice. The aim is to get customers moving again and resume normal service as quickly as possible.</p>
<p>Buses at Bicester North, Bicester Village and Banbury need to keep on top of cleaning and queues.</p>	<p>We will discuss this with the bus company.</p>
<p>Canopy on platform 5/6 at Marylebone has vegetation growing out of the roof.</p>	<p>This is in hand to be dealt with by Network Rail.</p>
<p>Thank you for the following comments and feedback</p>	
<p>Good work at the Wembley events</p> <p>The new signs and benches at Marylebone are good!</p> <p>New cycle parking Aylesbury is good.</p> <p>Saunderton AM peak timetable is well balanced.</p>	