

## Meet the Manager Q&A Marylebone Station – 23 March 2016

Question/Comment	Response
When will the new timetable be available?	<b>It's available four weeks before commencement</b> - 14 <sup>th</sup> April 2016
When will High Wycombe footbridge open?	<b>It's scheduled</b> for mid April.
The arrangement for bus replacement services at Bicester North does not work and passengers need to walk across approach road. Can you move Bicester Village buses to the lower car park?	We will review the operation of rail replacement at Bicester North.
There are no signs at Oxford Parkway to <b>explain that you don't need to display car park tickets</b> in windscreens.	Signs will be put up shortly to explain this as evidence of parking is collected through an automatic number plate recognition database. We will be also trialling this system at Warwick Parkway and Beaconsfield.
I have difficulty with staff accepting tickets on my mobile <b>phone so I've gone back to buying paper tickets.</b>	Barcode checking devices are being issued to staff as currently only the ticket gates can check barcodes.
Can you put more carriages on Met line trains, particularly 08:32 from Great Missenden?	Rolling stock allocation is constantly under review to meet demand.
I want to travel from Aylesbury to Bicester Village but connection is only three minutes at High Wycombe.	<b>It's difficult to</b> produce a timetable for all types of journey requirements. An alternative is Arriva 280 bus from Aylesbury bus station to Haddenham & Thame Parkway where a connection to Bicester Village is possible.
Thank you to the train planners for putting back in two trains on Saturday night.	We will pass this on to the Train Planning team.
Cheerful driver announcements are gratefully received!	Thank you. We will pass this on to our Driver team.
The staff on 08:03 Amersham to Marylebone are making nice announcements.	Thank you, we will pass this on.
There are louts hanging around at Northolt Park.	Please report these instances at the time of occurrence.

Are there any plans to introduce part time season tickets?	There are no plans currently.
Why does the Chiltern App still show "Bicester Town" when you've renamed the station Bicester Village?	IOS and Android apps show Bicester Village but if using the Windows app this isn't an upgraded version.
Why does the "changes to train times" poster keeps getting moved at Banbury station?	These posters are situated part way up the stairs on West Side (next to the track record poster) & one on East Side next to the car park entrance on the second floor.
Why do you charge 30p to use the toilets at MYB?	The toilets have been refurbished to a high standard and the charge contributes to the continued up-keep of the environment.
Can you open the entrance on Rossmore Road?	Rossmore Road access is alarmed fire exit and part of our evacuation response and service recovery plan. There are no plans to install ticket barriers and use this as an entrance as there is not enough space to install them safely.
Can you clean the buffer stops, they're dirty?	We do plan to clean the buffer stops and are liaising with our colleagues at Network Rail to make this happen.
Can you put trains on boards earlier? 18:24 wasn't on screen until 18:20?	We appreciate there are some short notice postings of trains. This can be due to two services being planned on the same platform and, at present, we can only post one at a time. Work is currently being undertaken to explore speeding up the process safely.
If I get off the tube at Baker St and touch out on Oyster then touch in again at MYB and travel to Northolt is it classed as separate journeys?	If you touch your Oyster out at Baker St, then touch back in at MYB to continue on a TFL journey it is classed as one journey. We advise passengers that they should continue their journey within 15 minutes.

<p>I travel to Northolt Park, in the evenings there is a big service gap between 21:46 &amp; 23:00. Could 22:15 stop at Northolt Park?</p>	<p>This service cannot arrive into High Wycombe any later than it does now because of the interaction this train has with a freight train.</p>
<p>Why are trains from Northolt Park only hourly and finish earlier on a Saturday and always crowded?</p>	<p>The Passenger Service Requirement requires us to provide an hourly service from Northolt Park with the last train on a Saturday night from Northolt Park being only 16 minutes earlier at 2337 than the last train at 2353 on a weekday night. During the day, the majority of services that serve Northolt Park originate from Gerrards Cross and, apart from Wembley Stadium event days, these do not normally have issues of over crowding.</p>
<p>17:21 Marylebone to Bicester is now a 165, can it be a 168? The fact the train is slower than the old 17:18 would not be so much of a problem if the time could be used more productively with access to wi-fi.</p>	<p>The 1721 from London is booked to be formed of the "blue/grey" set which has 7 carriages. We are unable to put 168 stock on this train with the equivalent number of carriages. However, there are plans to put wi-fi on all of our stock, so internet access would be available.</p>
<p>Why don't you stop trains from Oxford Parkway at High Wycombe as they seem to have spare seats?</p>	<p>Whilst some trains currently running from Oxford Parkway might have spare seats, when we extend these trains to start from Oxford, it is expected that capacity will be higher.</p>
<p>Can you improve connections from Marylebone to Little Kimble/Princes Risborough? 18:50 from Marylebone only gives a 6 minute connection.</p>	<p>It is not possible to run service any later due to all of the other trains that require use of the single line section between Princes Risborough and Aylesbury.</p>
<p>Why can't 18:53 from Marylebone service to Aylesbury stop at Little Kimble?</p>	<p>It is not possible to stop the 1853 Marylebone-Aylesbury at Little Kimble due to the single line section being immediately re-occupied by a freight service.</p>
<p>Sudbury Hill Harrow. 17:56 train from Marylebone is now a 2 car 168 but not enough seats. It used to be a 165, can you change it?</p>	<p>Unfortunately, not at present due to the availability of stock. However, we do constantly monitor demand for resources.</p>
<p>Marylebone to Aylesbury 18:11 has 5 carriages and spare seats available but 18:43 and 18:59 have 3 carriages and people standing. Can this be changed?</p>	<p>All of the Met line departures from London are busy with very few, if any, spare seats available on them. Regretfully, it is not possible to change the formations of the aforementioned trains.</p>

<p>Can you improve the service to Bicester North in the evening peak, at the moment there are 3 trains per hour but only 1 is fast?</p>	<p>There is no spare capacity on the non-stop trains to provide more services calling at Bicester North during the evening peak schedule and the scheduling does not offer the ability to do so. .</p>
<p>Will there be additional rolling stock/more trains when you go to Oxford?</p>	<p>Yes, eight extra vehicles will be brought into service when we go to Oxford.</p>
<p>Why does 17:30 to Aylesbury Vale Parkway say "via Amersham" when it's non-stop to Great Missenden?</p>	<p><b>All Met line trains to Aylesbury show "via Amersham" to provide a degree of consistency</b> for our passengers. We will ask the Fleet team to look into adjusting the message for the two non-stop trains to avoid any possible confusion with the station stops.</p>