



Meet the Managers at London Marylebone

Q&A from 13 March

Question/Comment	Response
When will the cafe at Leamington Spa open?	Due to electrical issues we do not have a fixed date currently, however, we are working as quickly as we can to get the unit open.
On 168 trains there are seats that face into the gangways, but when sitting at these seats there is nowhere to put a drink. Are Chiltern going to put trays or cup holders in these areas?	There are no current plans to install cup holders in any additional locations on the 168s.
The 18:19 London Marylebone – Aylesbury is always overcrowded, can you add an additional carriage?	All of our spare carriages are utilised. We will monitor the loadings on this train but there will be no additional carriages in the near future.
The 07:55 Chorleywood – London Marylebone stops at Neasden and is consistently late arriving into Marylebone. Can this be changed as a 35 minute journey is too long?	This service waits at Neasden for its slot into London Marylebone. This service must arrive into Marylebone at 0830 as it uses the platform vacated by the 0827 departure (platform 4).
When will there be M-Tickets to Beaconsfield so I can purchase and show my tickets via your app?	June 2012.
Can you offer a Carnet with less tickets, say 5 for the price of 3?	We are currently reviewing the Carnet product, but have no plans to reduce the number of tickets. However, we are looking at ways in which we can make the convenience and flexibility of Carnet available to more passengers.
Aylesbury car park prices are higher than others, why is this? Is it due to the price of town centre parking?	Each car park is priced individually and is benchmarked against the price of other local car parks.
Why does the 1904 London Marylebone – Aylesbury sit outside Aylesbury for 5-10 mins every night?	The service has to wait for a freight train to pass.
Can you produce a timetable that just shows the fast trains?	We will produce a Mainline leaflet with a simple timetable included.
Have you invested any money in the MET line or challenged LUL to speed up the track?	We are working with LUL to speed up their track within the next 3-4 years. Firstly we are looking at ways of speeding up their new trains. Secondly there will be future work at Harrow North Junction and Amersham to improve the speeds through these locations.
Will the December timetable improve connections from Aylesbury to Princes Risborough travelling northbound?	We are currently working on the December timetable and this will be available to comment on from the website at the end of May.

These answers and others from Meet the Managers sessions are also available on our website.