



# Presentation to London TravelWatch Board October 2017

# Chiltern Railways today

- One of the UK's best performing train operators
- Industry leading levels of customer satisfaction
- Constantly investing in our railway infrastructure to help us deliver faster, more reliable services to a greater range of destinations



# 4 Routes and challenges

- Bham & Oxford – Journey time and product
- Met Line – Housing growth
- Heartlands – Capacity and connectivity



# Chiltern connections - Marylebone



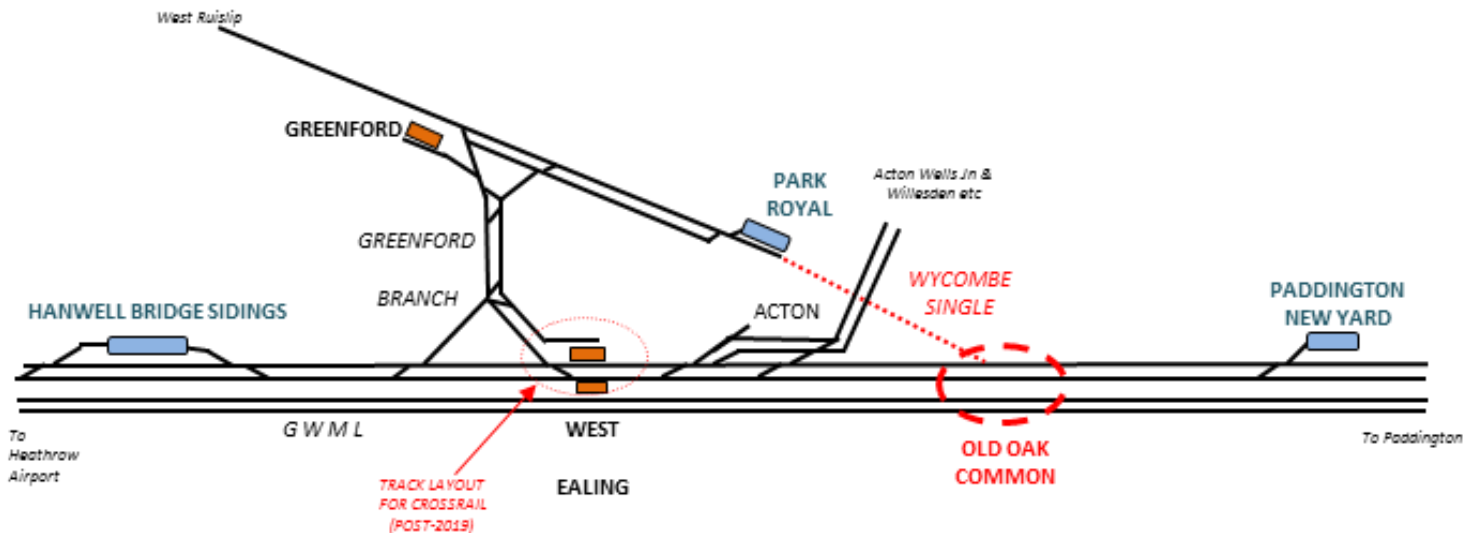
A phased approach which will see

- London Underground developments
- Gateline reconfiguration
- Capacity Improvements
- Increased customer facilities
- Improved Harewood Av entrance
- Better connections to bus and

improved tax frank  
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# Chiltern connections – Old Oak Common

- Connections onto HS2, GWML, Elizabeth Line and Overground services.
- Faster journey times into Central London & new connections to Heathrow.
- Improves viability of commercial development in the area.



# Chiltern connections – West Hampstead



- Still an opportunity
- New infrastructure needed
- Timetable challenges

# Ticketing



- Our aim is to deliver frictionless travel.
- Introduced new customer experience on the Oxford line.
- New TVM investment
- Bar Code, ITSO and phone app options
- Customers want to be able to travel easily and know they have paid the best fare.

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# Small station facilities

## Chiltern small staffed in London area

- Northolt Park, Denham, Seer Green, Stoke Mandeville, Wendover and Great Missenden

## Small unstaffed stations

- Wembley Stadium, Sudbury & Harrow Rd, Sudbury Hill Harrow, West Ruislip, South Ruislip, Denham Golf Club, Saunderton, Monks Risborough and Little Kimble

## Improvements

- Wendover - 2016 forecourt improvements
- Denham golf club – handrail walk way and shelters.
- Met line cycle improvements 2016
- The future
  - Station “vision” – setting a base standard for all stations
  - There is a role for community partnerships at our small stations





Questions?

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