

# MARLOW - MAIDENHEAD PASSENGERS' ASSOCIATION

## Newsletter 171 September 2016

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### Harriet Wilson

It is with great sadness the Association records the untimely death of Committee member Harriet Wilson. Harriet had represented the Marlow Society on the Committee and having recently moved to Bourne End was also our representative for Bourne End Station. The Association offers condolences to Harriet's family.

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### Timetables

With this newsletter we enclose the new GWR E1 timetable. These are effective from 12<sup>th</sup> September.

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### MMPA meeting with GWR

MMPA held discussions in July at Bourne End with Mark Hopwood (MD GWR) and some of his senior staff. Below is a summary of main points:

In spring 2017 eight car electric trains will start operating between Maidenhead and Paddington. At Maidenhead station platform 5 will become a through line and platform 3 reversible. This work will take place during a Christmas 2016 possession. There is still a funding gap of £0.5m for Bourne End trackwork modification to allow a half hourly service. Branch electrification and use of 3-car electric units which might be sourced but Southern would not release any of their 377/3 units and the production line is closed.

Proposal to rebuild the Bourne End - High Wycombe link is regarded as unrealistic given the tightness of funding at Network Rail but GWR would be happy to operate it if it happened.

MMPA pressed GWR about ticket machines at Marlow and Cookham again; this is a franchise commitment and will happen but GWR could not give a timescale. New on board ticketing machines were about to be ordered from Fujitsu. However in the London area, where magnetic stripes were still used by TfL, tickets would retain this feature. GWR are also working on provision for mobile and contactless payments. The new machines would have this feature subject to agreement with the banks. GWR would also look at the information provided about Permit to Travel machines, which have also been found inoperative on occasions at Taplow.

GWR had taken on board our frequent complaints about non-checking of tickets by on-board staff and had given a clear message to the Regional Retail Manager responsible for this area to sort it out. GWR are investigating as a matter of urgency late announcements for Paddington platform 13 and 14 departures. It was pointed out that platform 13 will disappear in due course anyway.

The project to allow PA announcements at Bourne End has been approved and would start to be installed from 8 August with an in-service target of end September.

GWR said they were proposing a £2 charge for Cookham car park be introduced but Cookham Parish Council would be consulted. Bourne End is £3.40 before 10am and £2 thereafter, with weekly tickets available; GWR agreed to look again at the proposed rates compared with Bourne End.

The person responsible for CIS and has been asked to find out why incorrect CIS information was being displayed. Contact MMPA to report further incidents so that these can be investigated while 'hot'.

GWR said it should be possible to change the stopping position at Taplow Station and have asked for a second review with an emphasis on making the change.

A fully accessible bridge at Taplow Station will be built and GWR preferred option for the heritage bridge is for it to be found a home on a heritage railway.

GWR have again been asked to sort out the Taplow notice-board.

On-board train announcements have been advising passengers for Bourne End on a through train to change at Maidenhead. Passengers for Marlow sitting on a train at Bourne End have not been advised to change or they would end up back at Maidenhead. This shows the need for better communication by drivers. GWR would alert staff about the mis-use of the automatic on-board announcements and any further incidents should be reported to MMPA or direct to GWR by email. GWR will also remind on-board staff to check that customers not disembarking at Bourne End were made aware of the need to change trains.

GWR will investigate whether the defibrillator for Bourne End Station was still going ahead.

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### TRAVEL INFORMATION

|                         |   |
|-------------------------|---|
| BBC Radio Berkshire:    | 95.4, 104.1 FM, DAB, or 08459 - 311333  |
| National Rail Enquiries | 08457 - 484950 (24 hrs) or <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a> or text |
| Great Western Railway:  | 08457-000125 (0700-2200 daily)  |
| Chiltern Railways:      | 08456 - 005165 (08.30 - 17.30)  |
| Arriva Bus:             | 0844 8004411 (0900 - 1700 Mon - Fri)  |
| First Berks Buses:      | 01753 524144  |
| Carousel Buses:         | 01494 533436  |
| Traveline:              | 0871 2002233 (0700 - 2200 ) 10p/min on BT landline  |
| RBWM helpline           | 01628 796666  |

Also see our web site [www.mmpa.org.uk](http://www.mmpa.org.uk) for links.

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### Contact MMPA

If you have any issues or comments regarding public transport in the area that you would like to raise please use the *Contact Us* links on the MMPA website [www.mmpa.org.uk](http://www.mmpa.org.uk).

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