

# MARLOW - MAIDENHEAD PASSENGERS' ASSOCIATION

## Newsletter 172 December 2016

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### Timetables

With this newsletter we enclose where requested, the new timetables appropriate to your location. These are effective from 11<sup>th</sup> December. Note the current E1 carries through to 31<sup>st</sup> December. The loss from January of three of the five through services from the Branch is noted with regret. Passengers on the 0727 from Bourne End should be able to get a seat at Maidenhead as the connecting service originates there; it arrives at exactly the same time as the former through service.

### Christmas and New Year Travel

Marlow Branch will be suspended from 24 December to 2 January and trains will not stop at Burnham or Taplow. All London trains will terminate at Ealing Broadway from 24 to 29 December.

### GWR presentation

GWR made a presentation to Maidenhead Chamber of Commerce on 16 November attended by MMPA. The presenter Tom Pierpoint, Development Manager East, emphasised the extremely unsatisfactory parking situation at Maidenhead, which will get worse before it gets better with a reduction in spaces in Silco Drive owing to the need to construct new sidings. While this does not directly affect branch passengers it demonstrates a lack of foresight by RBWM given the expected increase in demand when Crossrail starts.

Journey time from Maidenhead will be 37 minutes to Paddington - some improvement on current schedule and 41 minutes to Bond Street.

### Meeting with Railfuture & Bucks CC

MMPA had had a fruitful meeting with Railfuture and Bucks County Council (R&BCC) on 16 November. R&BCC seem to support most of MMPA's long-term aims - notably the re-opening of the Bourne End to High Wycombe line.

### Taplow.

Crossrail have informed MMPA that the heritage bridge (shut after being struck by engineer's train) will be taken away for repair and will be re-instated thereafter. Transport for London (TfL) will be building a new permanent bridge with lifts to connect platforms 3 and 4 but not over to the south car park adjacent to platform 1.

### High Wycombe

MMPA has produced a report highlighting the ridiculous situation at the station since its "improvement" whereby passengers wishing to transfer from the London-bound platform 1 to platform 3, via the new bridge, for the stopping service to Marylebone now need to allow 10 minutes. We have suggested various simple and not costly changes which could be made to alleviate this problem and await a response.

### Bourne End.

The upgraded PA system is now in operation enabling the staff to address passengers directly. The car park charges are being raised by 20p in December. GWR staff have observed that no-one from APCOA ever monitors cars parked for payment so that many local employees are using it for free. MMPA has reported this to GWR.

Marlow recently suffered several days without services owing to the token system being faulty. Failure by Maidenhead staff to order taxis, for those travelling to Marlow, was reported to GWR who had acknowledged the error, which was due to a new staff member not knowing the correct procedure.

**Cookham.** Car park charges will be introduced in 2017.

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### Rail network performance

An MMPA Committee member recently completed a survey for a research organisation. Over 2,000 passengers completed the survey. The key findings are:

- *Over three in five said that they had been delayed in the last week and on average had been delayed three times.*
- *Passengers tend to use at-station sources of information to find out about delays and disruption. Less than 1 in 10 knew about disruption prior to getting to the station.*
- *As well as being the most often used, departure screens at the station and ad hoc / live staff announcements are the most trusted sources of information about delay and disruption.*
- *Overall more than three in five passengers who have been delayed for 30 minutes or more have submitted a claim for compensation.*

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### Branch service improvement

MMPA continues to press for the funds to be made available to finance the trackwork necessary at Bourne End to allow the branch to have 2 trains per hour (tph) throughout the day. With the postponement of the electrification of the Windsor and Henley branches we have strongly lobbied GWR to seek the necessary £0.5million from Network Rail out of its £30million saving.

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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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