

Boost for returning commuters as Chiltern Railways adds 2,200 more seats a week

October 18, 2021



Returning commuters are set for a boost with Chiltern Railways putting on an additional 2,200 seats every week by lengthening key services. In recent weeks customer numbers have risen as more commuters return to the office, which has resulted in some key peak time trains becoming busier, especially on Tuesdays, Wednesdays and Thursdays.

Chiltern Railways is committed to giving its customers the best possible experience when they travel, and so effective from Monday 18 October Chiltern Railways are implementing changes to address these pressures and give customers more space onboard trains. The changes mean there will be an additional 247 seats in the Tuesday-Friday morning peak, 548 additional seats each weekday, and in total an additional 2,192 seats every week.

Chiltern Railways collect and assess data on how many customers use each one of its trains, and this uplift has been carefully matched to meet demand on key services.

The following changes to train lengths will be introduced from Monday 18th October 2021:

Monday, Tuesday, Wednesday and Thursday changes

- The 1440 Marylebone – Oxford service is lengthened to a 4-car service (was 3-car)
- The 1815 Marylebone – Kidderminster service is lengthened to a 4-car service (was 3-car)
- The 2233 Marylebone – Birmingham Moor Street service is lengthened to 5-car (was 2-car)

Tuesday, Wednesday, Thursday and Friday changes

- The 0610 Birmingham Moor street – London Marylebone service is lengthened to a 6-car service (was 3-car)
- The 0641 Stourbridge Junction – Marylebone service is lengthened to a 4-car service (was 3)
- The 1255 Birmingham Moor Street – Marylebone service is lengthened to a 4-car service (was 3)
- The 0814 Marylebone – Oxford service is lengthened to a 6-car service (was 3-car)
- The 0938 Oxford – Marylebone service is lengthened to a 6-car service (was 3-car)
- The 1010 Marylebone – Birmingham Moor Street service is lengthened to a 4-car service (was 3)

Eleni Jordan, Director of Commercial & Customer Strategy at Chiltern Railways, said:

“Our very detailed monitoring of customer numbers means that we can lay on more capacity where it matters most. We know how important space onboard is for customers returning to the railway, and this enhancement to the peak time service is all about giving our customers the best journey experience possible. We will continue to assess where we can optimise the timetable further to support the return of customers to the railway, and play our part in supporting the economic recovery of the communities that we are proud to serve”.

Chiltern Railways are planning further improvements to the timetable for later in the year.

Photo credit: Chiltern Railways