

Commuter News

Welcome to the August issue of Commuter News, keeping you up-to-date with the latest news and developments on c2c. Thank you to those who filled out our Commuter News online survey last month. We have analysed the results, drawn the winner for the family day out to Adventure Island and summarised the findings over the page. We appreciate

your feedback and the results were very informative and encouraging. We will take your comments into account in future issues. **All issues of Commuter News are now available on our website.**

Julian Drury
Managing Director, c2c

Putting a STOP to crime

The cost of repairing acts of vandalism on our trains from the beginning of this year until the end of April is over £250,000. Of this, over £107,000 has been spent repairing over 200 broken windows. We have zero tolerance to crime on our railway as trespassing, broken windows and damage to trains is not only costly but can cause delays or cancellations, not to mention potential dangers to both customers and staff.

To reduce this antisocial behaviour, we are running an initiative with British Transport Police until September, targeting would-be trouble makers. A task force is travelling on our trains with road back-up along the route. This task force is also supported by Police Community Support Officers (PCSO's) who

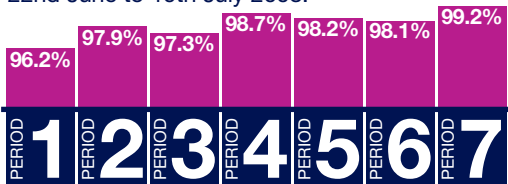
will hand out crime prevention information in known 'trouble spots'. These leaflets will also be dropped in people's mailboxes around these areas.

We are offering a £1,000 reward for information that leads to a successful prosecution. If you see, hear or know of anyone involved in any criminal activity involving the railway, please report it immediately to British Transport Police on 0800 40 50 40 or anonymously to Crimestoppers on 0800 555 111.



→ Period 7 Train Performance

This is the average percentage of peak time trains that arrived at their destination on time once incidents outside our control have been excluded. Period 7 covers 22nd June to 19th July 2008:



Engineering Works



We are pleased to announce that there are no planned weekday engineering works during August. If you are travelling in a weekend during August, there are no planned engineering works except for the last weekend (30th and 31st). However, this won't put a stop to your plans as trains will still be running via the Tilbury Loop making the journey time only slightly longer. For more information please visit our website where you'll find engineering works under 'Latest Updates'.

Do remember that the DLR Tower Gateway station remains closed until early 2009. Information and alternative routes are available on our website.

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Passenger Panel – representing your views

c2c has formed a Passenger Panel to establish regular discussions with a representative group of commuters about service standards and performance issues. We will have a regular section in Commuter News for the Panel to keep you up-to-date with outcomes from meetings and other matters arising.

A meeting was held on Tuesday 1 July 2008 where the following agenda items were discussed:

- On board announcements to be made encouraging customers to move down the train into the aisles during busy periods
- Several solutions are being investigated to provide grab rails on seat backs and down the aisle between seats on trains
- A post incident review of the WWII bomb at Bromley-by-Bow was discussed

- Future discussion topics include Quiet Zone, train interior, condition and security of stations, position of c2c in dealing with the environment/climate change, fares and timetable changes

We have launched a Passenger Panel page on our website and introduced an email address so you can email the Panel with your thoughts regarding service improvements and performance. This section on our website can be found under 'About Us' and if you would like to email the Panel the address is c2cpassengerpanel@nationalexpress.com. Please note that the Passenger Panel does not seek to replace the role of the c2c Customer Relations team and so individual concerns or of a personal nature still need to be sent to c2c.customerrelations@nationalexpress.com.

Going on holiday?

Are you taking a break abroad this summer? If you receive our free text disruption alerts please put these on hold while you are away, as mobile phone operators may make a surcharge for SMS text messages received outside the UK. You can suspend your text alerts by updating your profile at www.journeycheck.com/c2c/login. Once you have logged in, 'My Alerts' will appear. Select the length of time you would like to suspend your alerts and click 'Disable All Alerts'. Finally select 'Update' at the bottom of the page.

Your disruption alerts will automatically resume once this holding period is finished.

If you would like to register for this free service, you can also do this at the website above or at www.c2c-online.co.uk.



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Thanks for your feedback!

We ran a survey last month to get your thoughts on Commuter News. Thank you to all who completed this online survey. We would like to share the results with you:

The total number of respondents was 348. Although this is only a small percentage of our commuters, we can still get a general idea of what you think about Commuter News (if you did not fill in the survey but would like to give us some feedback please email c2c.customerrelations@nationalexpress.com).

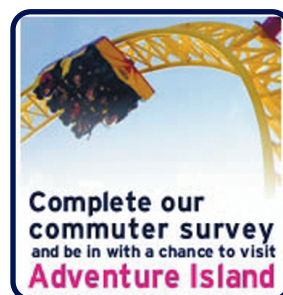
Overall, the results show the majority have read Commuter News and do like receiving it. It was also indicated that you are happy with the content which focuses on commuters (initiatives and projects along the route, train performance, engineering works, station improvements, information on the website and ticket types). You also like that there is no advertising in Commuter News.

It was clear that you also want to be informed about leisure information. In response to this we are producing a separate 'Days Out with c2c', rather than clutter the existing Commuter News. This will be full of great ideas for weekdays and weekends along the c2c route, plus things to do with the kids.

Competitions were also a favourite, so we will include more in future editions!

To say thank you for filling out our survey last month, we entered everyone who completed this survey into the draw to **win a family day out at Adventure Island with c2c train travel included.**

Congratulations to Miss Horne from Upminster, the winner of this prize. Enjoy your day!



Information during times of disruption

Getting information to you during disruption is extremely important and we are committed to improving this. After an incident, we carry out reviews and highlight key issues we need to correct. The current issues are; to provide correct website information during disruption and to improve our text disruption alert service.

To improve these issues we have made the following changes:

- When a major incident is declared we have an emergency plan that immediately swings into place through a chain of command described as bronze, silver or gold depending on the severity

of the incident

- Staff roles and responsibilities during disruption have been clearly defined
- Staff are now equipped with guidelines and scripts for on board and station announcements during times of disruption to ensure timely and consistent information is available
- We now seek feedback from Passenger Focus (an independent consumer watchdog) and the Passenger Panel (see article on page 1) for their views on how we dealt with the situation



→ Did you know...

From the March Passenger Survey, it was clear that you were concerned about the unavailability of toilets on trains. So since then, we've reviewed the issues and are pleased to announce that over the last three months –

Toilets on train have been available for use 99% of the time the train is in service

Leave the car at home with PLUSBUS

→ Improving your stations

During July we installed automatic doors at Benfleet, Grays, Stanford-le-Hope and West Horndon, making access easier for all.

You can start and finish your journey by bus and travel all day for around £2! All you need to do is add PLUSBUS to your train ticket, so ask at the ticket office when you buy your ticket to travel.

From 7th September 2008 all PLUSBUS served destinations on our route (see below for areas available) can offer PLUSBUS season tickets. PLUSBUS seasons are available in 7 days, 1 month, 3 months or yearly periods to match your rail season ticket. (Please note that commuters who are used to buying a 'Canvey Island Bus Zone season ticket' will need to ask for a '**Benfleet PLUSBUS season**' from 7th September.

PLUSBUS operates in zones which cover a whole urban area. The stations below offer PLUSBUS in and around their urban area:

- Basildon
- Benfleet
- Stanford-le-Hope
- Westcliff
- Southend Central
- Southend East

Online sales start in Autumn.



To view PLUSBUS zones in these areas visit www.plusbus.info and within 'Town, fares and maps' you will find the zones for your area

Contact Us

We really want to hear your feedback, so please tell us what you think on any subject involving c2c. Send us an email at: c2c.customerrelations@nationalexpress.com

Or write to us:

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