

# Commuter News

Welcome to the latest edition of Commuter News. I am delighted to say that in April c2c were once again the country's most punctual and reliable train operator. Our aim is to continue to give you the most punctual and reliable train service throughout 2009.

Please keep your comments coming in; we do appreciate them and really do refer to them for future planning and in feedback to our staff.

Julian Drury  
Managing Director, c2c



## Right Time Every Time

Right time

Every time

Right Time Every Time is a joint c2c and Network Rail initiative intended to highlight to the staff of both organisations, how, together, that paying attention to the smallest details can lead to an improvement to the punctuality of our services. For instance this could be a platform a train uses at a station, which points they go over on the journey, or how soon we blow our first whistle at Fenchurch Street.

The government standard of measuring punctuality as being whether or not the train is 5 minutes late having called at all the stations

is all very well, but to be honest we don't feel that we should be tolerant of those 5 minutes.

We're going to keep looking at the detail to find ways in which we can make more of our trains on time, within a minute.

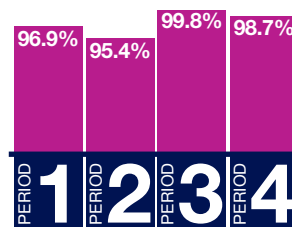
We know that the best way to achieve this is to make sure that the trains get the best possible start to their journey - so I'd like to take this opportunity to remind everyone that train doors may close and be locked up to 30 seconds before departure.

You can help us by standing to one side to let other customers off before you get on the train, and using the full length of the train to board. These are just two ways in which you can help your train service be Right Time Every Time.

### → Train Punctuality

This is the average percentage of peak time trains that arrived at their destination within five minutes of their scheduled arrival time and once incidents outside our control have been excluded. Period 4 covers 1st April to 2nd May 2009

# Period 4 98.7%



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# Secure Stations

On 15th April 2009 West Horndon and Purfleet Stations achieved Secure Station Accreditation status. With Stanford le Hope and Ockendon both being re-accredited on the same day, this brings the total number of c2c managed stations with the award to 100%.

We are looking to work with London Underground who manage West Ham and Network Rail who manage Fenchurch Street station to assist with accreditations at these two locations.

The Governments' Secure Station Scheme ensures our stations have to meet strict criteria before achieving accreditation. This includes push button help points and enhanced lighting at all stations.



## Feeling Unwell

If you're feeling unwell or you notice someone has been taken ill on the train please wait until the train is in the station then get off and ask station staff for help, or if you need to alert the driver you can do so by using the red communication alarm intercom positioned by the door. We are able to assist passengers and can get help quickly and efficiently in these instances when the train is in the station. In the event that emergency services are needed we can get them to a place where help can be provided quickly.

## Passenger Panel

### Have your say

Remember you can have your say by raising any questions or issues you would like addressed via the independent user group, Passenger Panel. The Panel members are regular travellers on our route and are able to provide important feedback on your behalf. The panel meet with the MD and his senior managers every two months to discuss topics of interest to our customers. You can contact members of the panel through our dedicated email address [c2cpassengerpanel@nationalexpress.com](mailto:c2cpassengerpanel@nationalexpress.com)

In the last edition of Commuter News we were

seeking a new member to represent customers who use Limehouse and West Ham. The panel has since recruited John Everett from Purfleet who is a season ticket holder commuting daily on c2c travelling to Limehouse. John has joined the Passenger Panel to participate in constructive communication in order to improve journeys on behalf of all passengers. This means there is now full representation for all areas on the c2c route.

Passenger Panel met with c2c Directors Group on Tuesday 19th May 2009, you can view the issues discussed via our website, [www.c2c-online.co.uk](http://www.c2c-online.co.uk) just click on the 'about us' section.

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# Cable Theft

The removal of certain cable can in some circumstances cause severe disruption to our customers and has a huge cost implication to c2c. Thieves often steal the cable during the night and use vehicles to collect the cable. We are working hard to identify where our infrastructure is vulnerable and we are investing in technology to prevent theft. Network Rail are working closely with the British Transport Police to prosecute people who commit these crimes.

We are offering 4 travel tickets from any c2c station to any UK destination to anyone with information relating to cable theft which will enable the British Transport Police to secure a prosecution. If you have any information relating to this please contact our customer relations team in confidence on 0845 601 4873 where the matter will be referred to the Transport Police.

# New On Board Announcements

You will have noticed there is a new voice onboard c2c trains. This was introduced on 18th May. We have taken the opportunity of updating a number of announcements and added some new ones, including quiet zone to assist in enforcing the quiet zone area, and no smoking announcements. Do let us know what you think. We've also changed references to other service providers.



## New Timetable

Remember the new c2c timetable is now available at your local station or you can view this online at [www.c2c-online.co.uk](http://www.c2c-online.co.uk)

### → Did you know

Here's a few interesting facts about your trains

- The inside of every c2c train is cleaned at the end of each journey, including the toilet facilities
- Every 28 days each train is subject to a programmed heavy clean
- Each train is washed at least every 3 days
- Each train is hand cleaned every 28 days

# Engineering Works

## Saturday 30th May to 6th June 2009:

A full service will operate with some minor re-timings to services from Barking to Upminster. Only services from London are affected by these re-timings. Services via Ockendon will depart three minutes earlier from Fenchurch Street, Limehouse, West Ham and Barking. Semi-fast Laindon services will also depart three minutes earlier from Fenchurch Street, West Ham and Barking.

## Wednesday 3rd - Thursday 4th June 2009:

Due to signal maintenance in the Leigh-on-Sea area, less trains can run between Leigh-on-Sea and Southend Central. As a consequence, trains departing Fenchurch Street will be re-timed and journey times will be extended east of Pitsea.

- 2305 Fenchurch St - Shoeburyness will now depart at 2311
- 2310 Fenchurch St - Shoeburyness will now depart at 2316
- 2320 Fenchurch St - Shoeburyness will now depart at 2329
- 2340 Fenchurch St - Shoeburyness will now depart at 2354
- 0001 Fenchurch St - Shoeburyness will not run

## Sunday 7th June 2009:

A full service via Laindon and Ockendon will run, however minor re-timings will affect journeys from Fenchurch Street. Ockendon services will depart three minutes earlier. Services towards London are not affected by these re-timings.



Due to a planned track closure, a Rail Replacement Bus service will replace trains between Barking and Grays via Rainham every 60 minutes all day.

## Monday 8th - Thursday 11th June 2009:

From 2220, Monday through Thursday evenings, trains will be unable to operate between Grays and Pitsea. All Ockendon services beginning with the 2150 departure from Fenchurch Street will terminate at Grays. A Rail Replacement Bus Service will replace trains between Grays and Pitsea.

## Sundays 14th, 21st and 28th June 2009:

Due to a planned track closure, trains between Barking and Grays via Rainham will be replaced by a Rail Replacement Bus service all day, operating at a 60 minute frequency.

## Journey Check

Did you know that you can register to receive an alert by email before you leave home or the office with SMS updates on how your train is running.

If you haven't already registered, please visit our website and follow the links on the homepage for more information

[www.c2c-online.co.uk](http://www.c2c-online.co.uk)



## Contact Us

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

Or write to us:

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