

# Commuternews

Dear Customer

Welcome to Commuter News. After a brilliant summer we are now firmly into autumn, one of the busiest times of year for c2c and for all of our customers. In September we have continued to produce top-of-the-league train service performance, despite one or two not-so-good days. Tuesday 8th September was one of these with two bridges struck by road vehicles, two lineside fires and one signalling problem, lasting most of the day. These sort of things are pretty unusual for c2c and I really am sorry that we fell below the standards we normally give you. Apart from this things have been excellent and at the end of September c2c is still as the most punctual operator in the

country, with a PPM punctuality of 95.8% (see below for more details). This is all trains, all year, a record of which we are very proud.

In this edition you can read about what we have done this summer to reduce anti-social behaviour on c2c and the latest of our station improvements. We have more planned for the autumn and winter and I hope to tell you more about this in the next few editions. Have a great October.

Julian Drury  
Managing Director, c2c

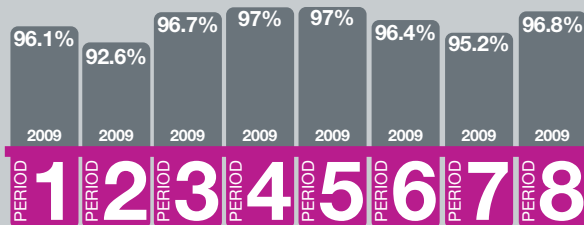


## Did you know?

With your annual season ticket you can take 3 adults and save a third on the normal price and up to four accompanying kids travel for £1 each.

## Train Punctuality

Period 8, 26 July to 22 August = **95.8%** moving annual average \*



This is the recognised international measure of punctuality and allows British Train Operators to be compared directly with other operators across the world.

PPM includes all trains all day, seven days a week with no exclusions.

\*This is the average performance over the previous thirteen, four weekly periods.

# Improving your journey

We have reported to you in previous editions of commuter news the excellent Customer Satisfaction results which c2c have recently achieved.

Following the recent surveys we have created action plans to address particular areas that need further improvement, these are:

- Improving personal safety and security on board trains and stations
- Improving customer information during times of disruption
- Improving station services and facilities

We will continue to keep you informed on how we are progressing.

## Passenger Panel

### Have your say

The Passenger Panel met with senior c2c directors on Tuesday 22nd September 2009, where planned topics for discussion include accident management procedures and the planned fare changes for January 2010, which is an important area for all users who use the line.

During the meeting the panel looked at what had been achieved since forming around 18 months ago. This included deliverables from the panel members and also c2c's management perception of the benefits they have derived from the meetings. We will continue to update you on this in the next Commuter News so that you can see where we are making a difference to your journey.

Ian Mills  
c2c, Passenger Panel  
Chairman



The panel is constantly striving to enhance your journey by acting as the link between passengers and the Senior Management within c2c. Your ideas or suggestions on how we can continually achieve this are always welcome. If you have any feedback or any suggestions, which you would like us to raise on your behalf. Please contact us through our dedicated email address at [c2cpassengerpanel@nationalexpress.com](mailto:c2cpassengerpanel@nationalexpress.com)

Ian Mills  
c2c, Passenger Panel Chairman

# Engineering

### Weekend Engineering Work

There are major engineering works planned for the weekends of:

**Saturday 04 October 2009**

**Saturday and Sunday 10/11 October 2009**

**Saturday and Sunday 17/18 October 2009**

Please do go online at [www.c2c-online.co.uk](http://www.c2c-online.co.uk) or ask at your local station for details before travelling on these days.



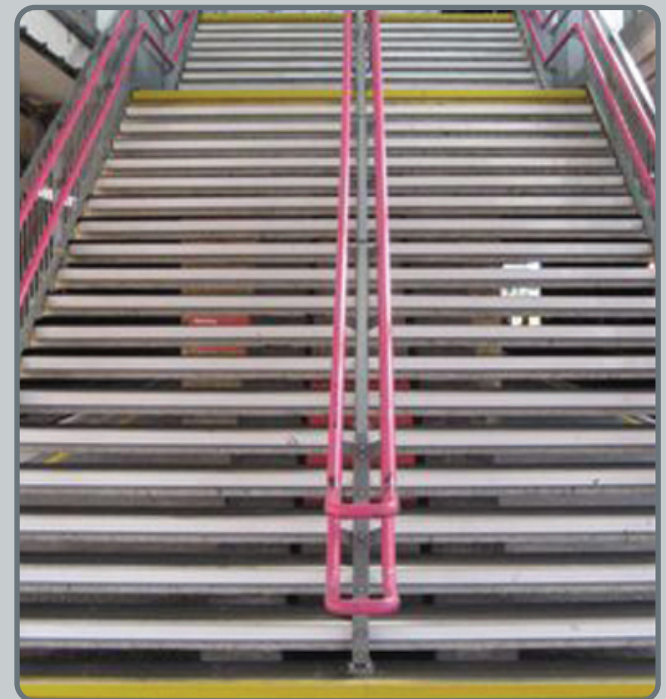
## Station improvements

Now the wet weather is approaching we have replaced stair treads on the Stairs at Barking to prevent any potential slips trips or falls.

c2c services run every 5 minutes during the morning peak, so don't run for a train and risk having an accident.

### Further station improvements on the way

- Automatic doors at Westcliff Station
- New Stair treads at Laindon and Leigh on Sea Stations
- Refurbishment of Leigh on Sea waiting room



# Annual Season Tickets

## 52 weeks travel for the price of 40

- 12 weeks free travel
- No more queuing
- No need to find the money every day
- Refunds available
- Travel on any of our trains at any time and as often as you like between your origin and destination station
- With the flexibility to stop off at any station en route as well
- And for Gold Card Annual Season Ticket holders wholly within the London Southeast area 34% discount on off-peak travel for family and friends
- A Network Railcard for your partner for £1

# Making your journey safer

Over the summer months the c2c Onyx Team, who target anti-social behaviour and ticketless travel, have worked alongside our Revenue Protection staff looking for people who misuse the passenger alarms on trains both in the

evening peak and late night. This saw a reduction over the summer holiday weeks in the amount of misuse taking place of around 34%.

## Did you know?

So far this year 488 people have been found guilty at court for ticketing irregularities. Plain clothed and uniformed ticket checks on trains and at stations continue to target people who evade their fare throughout the route. Recent operations have taken place at West Ham, Limehouse and Fenchurch Street Stations, with future ones also planned over the coming weeks.

## Contact Us

We really want to hear your views and do include them in future planning and as feedback to staff, so please do 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:  
c2c Customer Relations  
FREEPOST ADM3968  
Southend  
SS1 1ZS

Tel: 0845 601 4873  
Fax: 0160 321 4517

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

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