

Commuter News

Welcome to the April issue of Commuter News, keeping you up-to-date with the latest news and developments on c2c. Thank you to all those people who emailed us with your comments following issue one which were really helpful. Most feedback regarded the Quiet Zone and

requests for clearer information on pricing and ticketing. Please keep your comments coming in, we really do appreciate them and will respond to everyone individually.

Julian Drury
Managing Director, c2c

Service Disruption Alerts

Over five thousand have already signed up for this free service which provides delay information relevant to your own journey. We've had a number of customer queries regarding the alerts system and to help you get the most from this service we've devised these top tips:

- Log-in using the links on our website and ensure that the time window you've selected covers your entire journey. Please be reminded that you will not receive any SMS alerts outside of your designated time window.
- We recommend that you receive an alert by email before you leave the office with SMS updates to follow as the system will only send 4 SMS messages within any

registered alert.

- Double check that you've registered and verified the correct mobile number.
- If you change mobile number, ensure you change your alerts number.
- Remember to disable the service when travelling abroad as your mobile operator could charge for receiving the SMS messages.

Please visit the website for real-time travel information outside of your alert settings. For those not yet registered, please visit our website and follow the links on the homepage for more information.



→ Period 3 Train Performance

This is the average percentage of trains that arrived at their destination on time during the peak:

97.3%

Many train companies would be delighted with this result, however we are disappointed. We know we can do better and aim to do so in April.

Tower Gateway station temporary closure from June 2008 to Spring 2009

DOCKLANDS

As part of DLR's programme to improve and upgrade its stations to accommodate 3 carriage trains Tower Gateway will be closed from the end of June 2008 until the Spring of 2009. We are working with DLR to understand how this may affect journeys into Docklands from c2c interchange stations. If you use the DLR, please look out for additional information and advice through our website and on station posters.

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Your Safety & Security

We would like to share with you some initiatives that are underway to improve personal safety and security both on trains and at stations.

On Station Operation Night Owl

Management staff and the British Transport Police are regularly visiting stations during evenings and weekends reassuring passengers and supporting retail staff by deterring any would be criminal activity. Please stop and chat to any of the teams you see while out and about as your feedback and news are vital for us to ensure we understand what is important to you and how we go about tackling the issues.

On Train Operation Onyx

Operation Onyx is another initiative running in parallel with Operation Night Owl aimed at deterring on train criminal activity with both uniformed and plain clothed staff. Operation Onyx provides an on train presence during all times of the day but especially late evenings and weekends designed to reassure customers during these times. Criminal activity and unsocial behaviour has a strong link to ticketless travel so it is also important that we do everything possible to ensure everyone has a valid ticket before travelling.

→ Top Tip

Don't pay more than you have to!

You can save money by buying a Weekly, Monthly or an Annual Season Ticket. Try the Season Ticket **Savings** Calculator on our website, www.c2c-online.co.uk (You'll find this button on the homepage) →



See how much you can save travelling into London Fenchurch Street by simply comparing the different ticket types (Daily to Weekly to Monthly to Annual). For example, when travelling everyday from Southend Central and comparing an all day travelcard to an Annual Season Ticket you save £1,578 a year, £1,046 per year if you bought a Monthly Season Ticket or £530.40 per year if you bought a Weekly Season Ticket.

An Annual Season Ticket gives you:

- 12 weeks' travel free, so that's 52 weeks travel for the price of 40
- No queuing or needing to find the cash for a ticket everyday
- By having your contact details, if we are unable to offer a reasonable service (and declare the day void for Passengers' Charter purposes), we will automatically calculate your compensation due and send it in the form of a cheque to your home address. Register with us online at www.c2c-online.co.uk.

Car Parking Safety & Security

Many c2c stations have convenient car parks, managed by our partners NCP. We've been working together to improve the safety and security of all car parks and currently have 'Car Park Mark' awards at 5 out of 16 car parks.

The 'Car Park Mark' award scheme covers the whole country and has been developed to offer reassurance to users that the car park is safe and secure. Criteria includes secure access, comprehensive CCTV coverage and enhanced

lighting. All assessments are carried out by the Police.

At present Leigh-on-Sea, Thorpe Bay, Westcliff-on-Sea, Upminster and Rainham station car parks have achieved the accreditation. Plans are in place to put a number of our other car parks forward for the scheme. We will keep you informed of our progress.

Meanwhile, we have added 96 new car parking spaces at Rainham station so you should be able to find a space to park even after the morning peak.

→ Station Improvements

A new waiting room opened at Thorpe Bay on 26th March. This waiting room was completely refurbished with heaters, CCTV, a ramp and a new automatic door being installed so everyone can now have access to this room, which has been very welcome during the latest cold spell.

Pay and Park by Text – Making Parking Simpler



We have introduced a new, simple to use service across all of our car parks enabling you to pay for your parking by mobile phone. There's no need to go to the machine – payment can be made from the comfort of your vehicle or even on the train!

Setting up an account is really easy – simply phone 0870 458 9600 or text 0795 008 0201 and follow the straightforward instructions.

The only details we require are phone number, credit card details, car park and vehicle registration, all of which will remain confidential.

You can then either immediately pay for your parking or call back within 30 minutes with the number of days and the location number of your car park (This is the 4 digit location number found on the car

park displays or visit the website for details).

All charges and service fees are billed to your credit card account. Service fees are 10p for a parking fee of less than £2 and 20p for a parking fee of £2 or more. We also send text reminders when your parking is about to expire so you can top up your time remotely. For full terms and conditions please visit our website.

The Voice of Fenchurch Street

Many customers ask us if the announcements at London Fenchurch Street station are real or pre-recorded. The answer is there are two main train announcers at Fenchurch Street, Sue and Alun, and all announcements are live, even the security one's.

Sue provides an insight into a typical announcing day; Up at 04.15am to arrive at Fenchurch Street by 06.00am. First job is to set up the station log, check the

pager for any delays and talk to staff to understand the current situation.

There are strict announcing guidelines which must be adhered to, with every train arriving and departing to be announced. On average, there are more than 300 train announcements per day, which in total equates to more than 78,000 announcements per year!

After 14 years experience, Sue and Alun don't need scripts, delivering

announcements with ease, juggling the phone, CCTV screens, watching train movements on route and never missing an announcement. Key skills required are the need to be patient and remain focused, especially during times of disruption. Sue and Alun love their job and the people they work with and hope that by providing clear and easy to understand announcements it helps people on their way.

Level Crossings - Don't Run the Risk

On average, across the whole country one person a month is killed on a level crossing and 95% of these are caused by deliberate misuse. Most accidents happen during peak hours when people are more likely to be in a hurry. We have 20 level crossings across the c2c route and want to respectfully remind everyone to not run the risk of driving or running across the line once the warning signs are activated – it just isn't worth the risk.

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.co.uk

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