

Commuter News

Welcome to the May 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 two which were really

helpful. Please keep your comments coming in, we really do appreciate them and will respond to everyone individually.

Julian Drury
Managing Director, c2c

Making Fares Simpler

As part of our commitment to 'Making travel simpler', we will be simplifying the fares structure in 2008.

Tickets, fare titles and terms and conditions will be standardised across the whole rail industry.

Tickets will be described as either 'Available Anytime', 'Off Peak', 'Advance Purchase' or 'Seasons'.

'Anytime' tickets will allow complete flexibility as there are no restrictions on when you can travel. 'Off Peak' tickets will allow cheaper travel when services are less busy, so they will have certain restrictions on when you can travel, as now.

The changes will be implemented in two stages; 'Advance' in May and all others in September.

c2c prices will not change – this is purely an exercise to simplify the names and terms and conditions.



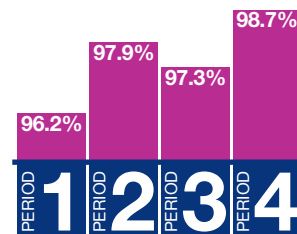
For further information, please visit our website – www.c2c-online.co.uk.

→ Period 4 Train Performance

This is the average percentage of peak time trains that arrived at their destination on time during the period 1st April to 26th April 2008:

98.7%

A much improved performance that we aim to continue.



Register online to receive all the latest information from c2c

There's a lot happening on c2c over the summer months, so we want you to be the first in line to get updates, offers and information about all our new initiatives.

We understand that you're giving us your details in the utmost confidence. That's why, when we say we won't pass your details to any third parties outside of c2c and the National Express Group, we mean it.

Simply register your details on our website.



Making travel simpler →

Lost Property

During the course of a normal week, c2c's lost property department handles on average 120 calls from customers who have left items on one of our trains or stations.

A recent examination of figures from January of this year found that customers had reported as lost to our Westcliff lost property office 92 items including: 30 bags, 15 mobile phones, 18 wallets, 4 laptops, 5 iPods, and 20 coats or articles of clothing.

However, we actually received 405 items of lost property during this time.

Unfortunately it seems to be impossible to reunite everybody with their belongings, but thanks to the tireless work of our lost property co-ordinator, station and depot staff, we are pleased to have been able to

reunite 270 (67%) of the items received at Westcliff with their rightful owners to date.

Here are a few simple tips to help prevent losing your property:

- Always ensure that bags are closed securely before placing in the racks
- Be prepared to retrieve your luggage prior to your departure from the train
- Coats should never have items left in pockets if you use the overhead rack
- Ensure when travelling late at night that you keep all your belongings on you as many people become drowsy and unfortunately then leave things behind when they get off.



New ticket machines to arrive this Autumn

To reduce queue times and make it quicker and easier to obtain a ticket, we will be investing in a number of state-of-the-art automatic self service ticket machines that will deliver the following key benefits:

- Non motorised card readers meaning debit/credit cards will no longer get stuck in the machines
- The ability to book your ticket in advance online and collect from the machine at

➔ Off Peak Parking Charges

Off peak car parking charges have now been standardised at £2 across the whole route. These charges come into effect after 10am Monday to Friday and all day Saturday, Sunday and Bank Holidays.

the time of your departure

- Remote monitoring from our retail control centre at Westcliff will allow us to determine if any machines are not working and get them back into service quicker
- All machines will be DDA compliant, ensuring usability for all our customers

We promise to keep you up-to-date of our progress.

No engineering works this coming Bank Holiday



We will be running a normal Saturday service on the 24th May with an enhanced Sunday service running on Sunday 25th and Monday 26th May to accommodate the annual Southend Air Show.

We recommend that you book your ticket in advance

and get there early. More details on how to use our train service for visiting the Air Show can be found on our website at www.c2c-online.co.uk.

Get the most out of your Season Ticket this coming Bank Holiday weekend by getting family and friends

out and about using your 34% discount.

Check out the new range of 2 for 1 offers in London that can be used with season tickets and any other c2c ticket, now including more theatres and restaurants.

➔ Top Tip

Protecting your Season Ticket



Many customers tell us that you have difficulty protecting the magnetic strips on your Season tickets.

Please follow these tips to protect yours:

- Keep your ticket away from your mobile phone
- Tickets can be affected by credit cards – keep them separate
- Double check your pockets before washing or dry cleaning clothes as washing or immersing your ticket in water means it most certainly won't work
- Your ticket won't go through the ticket gates if it's bent or screwed up – keep it flat in a ticket wallet. Ideally a magnetic strip protective wallet
- Do not cut or tear your ticket
- Leaving your ticket in the sun or next to a heat source can affect it
- Tampering with the magnetic strip or any travel detail on your ticket can invalidate it
- Do not allow your ticket to become coated with dirt or other foreign substances
- Keep your ticket away from headphones for iPods, MP3 players etc

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Making travel simpler ➔

No changes to May Timetable

Tower Gateway DLR services into Docklands

It has now been confirmed that the DLR Tower Gateway station will close on 28th June until early 2009 whilst platforms there are modified to accommodate three-carriage trains. The additional trains will increase DLR capacity by 50% and make for a more comfortable experience for you when travelling from c2c into Docklands.

The DLR has indicated to us that the closure will only marginally affect services at Limehouse and of course we will monitor this situation. You may notice a slightly more crowded DLR platform. Information and alternative routes following closure are available on our website.

Regular customers will be aware that major timetable changes are made in May/June and December of each year. However, just to reassure you that there aren't any changes to the c2c timetable for May/June and therefore the existing timetables in circulation are still valid.



What we will be doing though is a slight refresh of the printed timetables appearance when it is due to be reprinted in the coming months but please do not be alarmed as the actual timetable content itself will remain the same.

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

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