

Annual Customer Report
July 2018

Your Annual c2c Report

What's been happening with your railway over the past year and our plans for 2018/19



c2c

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A message from our Managing Director



Dear customer,

At Trenitalia c2c we run your local train service to help get you and your neighbours to and from work, to help you enjoy quality leisure time with your friends and family, and to help support the rapid economic growth of east London and south Essex.

It's been another busy year at Trenitalia c2c as we continue to invest in your train service, and this Annual Report provides you with an overview of how we are performing and the great improvements you can look forward to.

We're proud of our key highlights from the past 12 months, such as:

- We completed a £100m deal for new trains which will start arriving in summer 2021
- We introduced our new Delay Repay 15 scheme which improves your compensation if you are delayed, making us the first UK train operator to offer automatic compensation payments at this level
- We invested in better customer information and improved facilities at our stations
- We worked hard to retain our crown as the UK's most punctual train operator, and were named Best On Time Railway in the country at January's Golden Whistle industry awards

We have also seen some major challenges in recent months, from the extreme weather of the "Beast from the East" storms to issues with our train availability and infrastructure reliability. We know that you and your fellow customers depend on us to provide you with a reliable service, and we are working closely with our colleagues at Network Rail to ensure we return to and maintain the high standards you rightly expect from us.

We're always keen to receive feedback and hear about your ideas, so please do get in touch if you have any questions or comments about your railway.

With very best wishes,

A handwritten signature in black ink that reads "Julian Drury". The signature is written in a cursive style with a horizontal line underneath.

Julian Drury
Managing Director
Trenitalia c2c

How we have performed in the past year: Customer experience

Running our trains on time - News from the past year

We work hard every day to provide you with the reliable train service that you depend on. The government's official measure of punctuality (PPM), measures the percentage of trains that arrive at their final destination within five minutes of schedule.

Punctuality scores – July 2016-June 2017

94.4%
PPM

72.8%
Right Time

Punctuality scores – July 2017-June 2018

95.0%
PPM

76.2%
Right Time

(PPM) Trains arriving within 5 minutes of the scheduled arrival time at their destination
(Right Time) Trains arriving within 1 minute of the scheduled arrival time at their destination



Most punctual

Despite a number of operational challenges in the past year, the overall punctuality of our service continues to improve and we have returned to our status as the most punctual train operator in the country.

Managing growing passenger demand



Over the last year we've:

- Continued to fine-tune our timetable with amendments in December 2017 and May 2018, using detailed information on passenger loadings and service reliability data for every train service
- Recruited more train drivers to reduce the risk of cancellations following sickness or short-term unavailability
- Introduced new platform information screens across the route to give customers more information about where they are most likely to find a seat at busier stations
- Operated the most punctual train service in the past year, including in 6 of the 13 individual 4-week rail periods (PPM)
- Improved our Right Time score by 3.4%.
- Won the Golden Whistle award for the Best On Time Railway in the country for 2017
- Deployed additional staff to help manage busy platforms and stairs



Looking ahead

- We are continuing to train more drivers
- In May 2019 we will be introducing a new weekend timetable to fit in with the introduction of Elizabeth Line services
- We'll be reporting on a new measure of punctuality, the toughest ever used by the rail industry, which will measure if our services are on time at every single station they are scheduled to call at



New trains from 2021

- We've signed a £100m+ deal with Bombardier for 60 brand-new carriages of their Aventura train, to arrive in summer 2021 – up to three years earlier than previously planned
- New trains will provide capacity for 5,000 additional passengers and there'll be 20% more seats

National Rail Passenger Survey

Transport Focus, the independent passenger watchdog, consults over 50,000 passengers to produce the National Rail Passenger Survey (NRPS). Passenger opinions of train services are collected twice a year from a representative sample of journeys.

In both of the past year's surveys, c2c has been ranked as one of London's most popular commuter services.

Overall satisfaction with journey

90%
(Autumn 17)

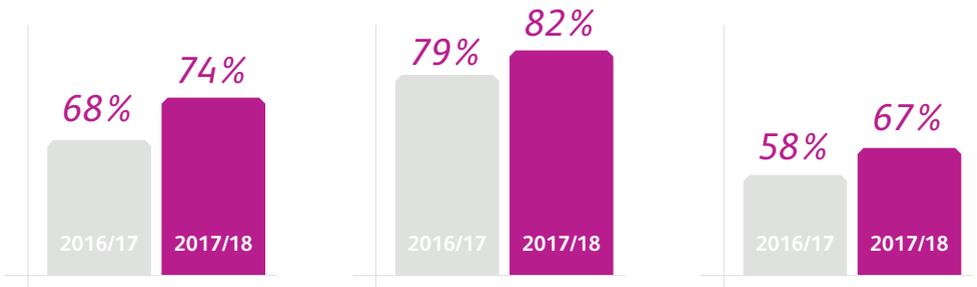
86%
(Spring 18)

We have also agreed ambitious targets with the Department for Transport on key categories within these surveys: 'Station services', 'Train facilities' and 'Customer services'. Here's how we performed against targets set for the 2017/18 franchise year.

Station services
2017/18 target: 76%

Train facilities
2017/18 target: 85%

Customer services
2017/18 target: 75%



Our year-on-year results are continuing to improve, but we still have more work to do, particularly for our score for "Customer services" which is much lower than we want it to be. Over the next few pages we outline some of the measures we are taking to improve your customer experience when travelling with c2c.

Listening to your feedback: We're launching a new way of gathering customer feedback, so we can further understand and improve your experience when travelling with c2c. Head to [c2c-online.co.uk](https://www.c2c-online.co.uk) to find out more.

Improving your experience

What we've done:

Enhanced information at stations:

Most of our stations now benefit from new customer information screens that display how busy a carriage is likely to be. Many screens also feature live station arrival time information.

New platform shelters: We've upgraded the shelter facilities at a number of stations, improving comfort and adding a new sleek design.

New passenger information tools for staff:

Station staff have been trained on new information systems, so that they can better keep you informed when services change.

Cleaner stations: We've invested in new equipment and additional staff to get our stations sparkling.

Train toilet refresh: Train toilets were revamped across our fleet with new seats installed, additional labelling, and striking images from across our route now decorating the walls.

What we've got planned for the next year:

We're making upgrades to our stations, trains and technology in order to improve the things that are important to you.



Station enhancements:

We'll be investing millions of pounds in major improvements to a number of the busiest stations over the next two years, and at every station we will be undertaking work to improve their look and feel such as new signage, new benches and upgraded facilities.

Air conditioning: We're continuing to replace faulty units to make the air conditioning more reliable and your journey more comfortable.

Enhanced onboard information: We're working on new technology to provide accurate updates onboard our trains.

Upgrading additional platform shelters: We'll be continuing to replace our older shelters with upgraded designs, as we strive to make your time on the platform more comfortable.

Cleaner trains inside and out: We've launched a new train cleaning programme, ensuring that we provide the levels of cleanliness you expect.



Improving our digital channels:

An upgraded website: We are redesigning our entire website to make buying a ticket and finding out about any service disruption quicker and easier.

A new mobile app: We are building a new and improved mobile app, which will upgrade our current version with a better journey planner and enable you to buy tickets within the app for the first time.

How we have performed in the past year: Value for Money

Our offers

Here's some of the promotions that have saved customers money in the last year:



Off-Peak tickets

If you're planning ahead, save 1/3 off on weekdays when you buy our Off-Peak tickets 3 or more days in advance. There are extra savings available at weekends too.



Senior Rover

Over 65s can hop on and off all day long from as little as £6 for a Senior Rover ticket.



Travel for free

Mums and Dads travel free when we honour Mother's Day and Father's Day.



Southend Offers

Southend Days Out Deals bring you top offers on local attractions.



Student Savings

Students get their very own c2c Smartcard savings.



2FOR1 London

2FOR1 offers at top attractions in London.



1/3 off Railcard

Special offers like 1/3 off National Railcards.



Kids for £2

During the school holidays the kids can travel for only £2.

Delay Repay 15

In February we launched our new Delay Repay 15 (DR15) scheme, entitling every c2c passenger to compensation worth 25% of the fare for their journey if their train is delayed for as little as 15 minutes.

This built on our existing compensation scheme and is open to everyone, but it will be paid automatically to passengers who travel using the c2c Smartcard.

c2c is the only train operator to offer this level of compensation automatically to passengers, without the need to fill out any forms.

Later this year we'll be introducing new options for your compensation, including Amazon e-vouchers and charity donations.

c2c Smartcard

c2c Smartcard holders have benefitted from the following great perks over the last year:



Automatic Delay Repay:

We know how frustrating delays can be, so we give c2c Smartcard users automatic compensation if they're delayed. The compensation also starts at just two minutes of delay, compared to 15 minutes for all other c2c passengers. Between June 2017 and May 2018 we paid Automatic Delay Repay compensation of nearly £100,000 to over 14,000 customers.



Flexi-Season tickets: Our Flexi-Season tickets are ideal for if you're not commuting into London every day. Flexi-Season tickets offer some great savings and work like a season ticket, except that you buy bundles of 10 all-day travel tickets online onto a c2c Smartcard.

Loyalty points: Collect loyalty points when purchasing c2c Smartcard tickets online!

Beat the queues: Smartcard tickets purchased online will load as you touch in at the ticket gates, so you'll have no need to queue.

A card you can rely on: We've come along way since the launch of our Smartcard back in 2014 and have made a series of improvements to the technology behind the card to give you a product that you can put your faith in.

Coming soon to the c2c Smartcard



Child tickets: 5-15 year olds will soon be able to join the Smartcard revolution, with their own dedicated c2c Smartcards. If you're over 16 and studying in South Essex, you may be eligible for our Student Smartcard.

Benfleet PlusBus: We're going to be launching a trial of being able to load Benfleet PlusBus tickets onto Smartcards. If popular, the trial may be expanded to other stations in future.

How we performed in the past year: Our role in the community

We continue to support local community groups and our staff with their fundraising efforts, and last year we donated nearly £90,000 in cash and free tickets towards local good causes. Just some of the schemes and initiatives we have been involved with include:

Cycling for the Samaritans, RNIB and Cancer Research UK

Our 2017 Christmas cycling challenge at Fenchurch Street raised over £4,300 for three very worthy causes. That's over a thousand pounds more than the 2016 total!

Job Start ticket scheme

We have partnered with Job Centre Plus to help job seekers by providing free travel to interviews and in the first few weeks of employment.

Charity runners

c2c employees have run with the support of the business in major races like London Marathon, Race For Life, and Baton for Life, raising significant amounts of money for some very worthy causes.

“Conversation Coffees”

We launched a joint initiative with British Transport Police and several coffee chains at c2c stations in order to make it easier to start conversations with vulnerable customers on our railway.

Christmas appeal

Our Christmas appeal saw staff donate over 160 gift bags to help the homeless in Basildon and Southend.

Every month our staff nominate their choice of national or local charities or community groups who they think deserve support, and we make three donations of £100 each to the winners.

Improving accessible travel

We're committed to delivering improvements for passengers who have accessibility issues, whatever they may be, to help ensure they can continue to travel by rail.

We continue to offer our Priority Seat Badges for customers who have a disability or medical condition that affects their ability to stand comfortably. We're also committed to Turn up and

Go, where we will use our best efforts to provide unbooked assistance at any of our stations. For a specific service, you are advised to book ahead as staff may have to finish other duties first.

Try the Train days

In conjunction with Essex County Council, we've held two Try the Train days for disabled South Essex pupils, introducing them to the idea and practicalities of travelling by train. Around 300 passengers joined us on each of the special services.

How we performed in the past year: Our impact on the environment

We are committed to being as green and energy efficient as possible and are continuing to look at ways in which we can reduce our consumption and emissions.

**Natural gas
consumption**
2017/18 vs 2016/17

 **-9%**

**Electricity
consumption**
2017/18 vs 2016/17

 **+3%**

**Water
consumption**
2017/18 vs 2016/17

 **+13%**

**Total non-hazardous
waste**
2017/18 vs 2016/17

 **-25%**

Where we've been successful in the last 12 months:

- We've introduced LED lighting to station platforms and car parks, improving light levels and reducing energy consumption
- We've developed a plan for installing solar panels at key sites
- We've reduced our total non-hazardous waste by 25% and sent zero non-hazardous waste to landfill

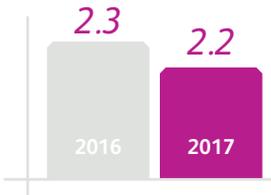
Over the next year, we'll be continuing to explore ways to reduce our environmental impacts:

- We will install our first solar panels on the route at two sites this summer
- We are developing plans for dealing with single-use plastics
- We're looking to achieve a minimum energy rating of 'E' for all retail premises that are let from April 2018

How we performed in the past year: Your safety and security

Reported customer injuries

Per million journeys



Total crime incidents

Per million passenger journeys



Here's what we did last year to make our stations safer:

- Completion of lighting enhancements on platforms and in car parks
- We began a programme of platform resurfacing
- We ran joint campaigns with the BTP, such as the 'We Stand Together' campaign, encouraging speaking out against hate crime
- We've opened our dedicated security hub at Benfleet

- We began our 'Zero Tolerance' programme, aimed at reducing staff assaults. This has included a new poster campaign and training our staff in conflict avoidance techniques

We'll be making further improvements throughout the next 12 months:

- Focussing on slip, trip and fall accident hotspot locations and developing suitable mitigation strategies
- Continuing with our programme of resurfacing platforms and improving station lighting

c2c Tasking Team Shortlisted for British Transport Police 'Make a Difference' Award.

For the second year running, our successful security partnership with the BTP was recognised at the BTP's 'Make a Difference' Awards. Our nomination came in the "Working Together for a Safer Railway" category.

All of our stations have been certified with Secure Stations accreditation.

This means our stations conform to security standards set by the DfT and that we have policies and structures in place to prevent crimes.

We've established our Incident Care Team who are in place ready to offer practical and emotional support in the event of a major rail incident.

What we will do if we don't get things right: Our Passenger's Charter

Improving our service

We want your journey to be excellent every time you travel with us, but we know that sometimes things can go wrong. When they do, we will address these problems as quickly as we can.

What we promise...

Our Passenger's Charter is an official document which sets out our commitments and promises to you. It has been approved by the Department for Transport (DfT) and has been written in consultation with Transport Focus and London TravelWatch. Our Passenger's Charter sets out eight clear promises that you can hold us to.

Put simply we will:



Run our trains on time



Keep you informed



Keep you safe



Tell you the truth



Offer you the best fare available



Make sure you can always contact a member of staff



Make our railway accessible to everyone



Offer you fair compensation if we get things wrong

You can get a copy of our Passenger's Charter from any c2c station, by visiting [c2c-online.co.uk/about-us/our-policies/passengers-charter](https://www.c2c-online.co.uk/about-us/our-policies/passengers-charter), or by requesting a copy from our Customer Relations team (03457 44 44 22)

Engage with us

We are always open to hearing what you think of our service. Whether it's an issue you want to raise or if you just feel like giving us some feedback.

If you get in touch with Customer Relations, we will:

- Acknowledge your comment or feedback within one working day.
- Respond to 95 % of customer contacts within five working days.
- We commit to responding to the remainder within ten working days, as sometimes we need a little more time to investigate the issues raised.

How to get in touch:

c2c social media

Our social channels are where you can hear about latest offers and promotions, tell us what you think of our service and how we could improve, or ask us a question to help you on your travels.



@c2c_rail



c2c rail

Our social media policy will tell you about how you can expect to interact with us on these platforms and you can read more about them on our website c2c-online.co.uk/terms-and-conditions/c2c-social-media-policy



c2c Live App

You can provide feedback through our app which is available for download on the App store or Google Play.



c2c-online.co.uk

You can also get in touch through our website. Visit c2c-online.co.uk/feedback



Meet, or Tweet, the Manager

Our Meet the Manager and Tweet the Manager events give you an opportunity to chat face to face, or online, with our senior managers. Look out for more events later this year and throughout 2019.



Passenger Panel

At Passenger Panel meetings, we discuss service standards and performance issues with customers from across the route. If you have a suggestion for the improvement of our service, or are interested in joining the panel, email passengerpanel@c2craill.co.uk.

Customer Relations

Our Customer Relations Team is available from 08.00 to 20.00 Monday to Friday and 0900 to 1600 on Saturdays and Sundays (except Christmas and Boxing Day when we will be closed). You can reach them by:

Email: contact@c2craill.co.uk

Phone: 03457 44 44 22, select option 6

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