

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 4th July 2018

Venue: c2c Rail Head Office – Cutlers Court.

Panel Members present:

Panel Member	Representing:
Anthony Finn (Chairperson)	Purfleet
Bola Odunlami	Basildon
Alan Newing	Pitsea
Shana Doherty	Westcliff

c2c representatives present:

c2c representative	Representing:
Delivery Director	c2c Rail
Interim Engineering Director	c2c Rail
Head of Customer Experience	c2c Rail
Head of Digital	c2c Rail
Minute taker	c2c Rail

Apologies Received:

Panel Member	Representing:
Christopher Gorman	Thorpe Bay
Daniel Pepper	Laindon
Jill Allen-King	Chalkwell
Alex Boulwood	Stanford-le-Hope
Stephen Duffy	Westcliff
Stuart Rigby	Stanford-le-Hope
Polly Mansfield	Benfleet

Meeting commenced: 18:40

<u>Agenda Item No 1:</u>	Welcome; Apologies and Introductions
	<ul style="list-style-type: none">• The chairperson welcomed all to the meeting, noted the apologies received – recorded above.• No panel resignations have been received.
<u>Agenda Item No 2:</u>	Minutes of the last meeting held Wednesday 2nd May 2018 including the action tracker and matters arising:
	<ul style="list-style-type: none">• The minutes from the previous meeting were agreed.• The action tracker has been reviewed.• Re: action tracker and new trains – panel have asked for an update on the stepping distance of the new trains.• c2c advised step height of new trains are the same, but width of step to be confirmed. This will be shared with the group once this is confirmed.• RE: Vegetation at Ditton Court Road, Westcliff – SD advised the area is unpleasant to walk down, particularly in the evenings. The vegetation is overgrown and tall.• c2c advised that this will be reported to our Asset team for investigation and review.
<u>Agenda Item No 3:</u>	Performance update:
	<ul style="list-style-type: none">• c2c advised performance has been challenging since the snow period and the previous 12 weeks have been difficult. <p>During disruption, 12 contingency plans have been created to better manage the service. These can be shared with the group at a future meeting.</p> <p>During the last 8 weeks, the disruption to the service have been linked to the infrastructure (including signalling loss, overhead line issues, line side issues, lightening strike, rail defect, track circuit. We are working with Network Rail to help them be as strong as they can be in areas that matter</p>

to us.

c2c explained that when there is a signalling issue, the signaller has to call the driver one by one to enable them to proceed to the next signal. This situation is likened to when a 4 lane motorway is closed down to three lanes.

c2c, Network Rail and UK Power Network are working hard to address and better manage power outages.

- Question for c2c: some of the issues we are seeing with Network Rail and suppliers, could they have been preempted or are we relying on Network Rail to let us know?
- c2c – would like for Network Rail information on ‘this isn’t behaving like we would expect’ or ‘it’s not necessarily going to fail, but here is a caution’. But this information is not available for Thameside area. c2c are working with Network Rail to get investment for the Thameside area.
- c2c advised the panel that there will be significant overhead line works during 2019.
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- BO – believes that communicating to customers about how the Railway is set up and would be beneficial. Educating customers about how and why things happen. Narrative video to explain this would work. Friends and colleagues do not always understand the reasoning behind why things happen. Thinks there is a need to continuously educate customers.
- c2c acknowledged this point and it will be reviewed.
- SD – What you see at Passenger Panel and what you see just riding the Railway is completely difference. You work really hard when things go wrong. Surprisingly, you guys do care and do want to make things better. Regular day to day passengers don’t see that. Probably only a small portion, but how many customers saw the Network Rail statement or heard the BBC Essex Radio interview.
- AF – When issues occur, it is the lack of communication in

	<p>that given moment. If I know what the issues are, I could make alternative plans.</p> <ul style="list-style-type: none"> • c2c – This supports c2c’s thinking. The principle of the contingency plans means that we can update the customer information systems sooner.
<p><u>Agenda Item No 4:</u></p>	<p>c2c Digital update :</p>
	<ul style="list-style-type: none"> • c2c – Digital team last spoke to the passenger panel last September to give an update on upcoming works. <p>The Digital team look after the c2c Live App, On-board Vista Entertainment system, Wifi at stations and on-train as well as ticket machine display. We are working to improve these channels.</p> <p>The technology is out of date and we are replacing some of them. The first being complete website replacement, a new mobile app and new ticket vending machines.</p> <p>New website trial – phase 1 is finished and c2c thanks Bola for her feedback which was very useful.</p> <p>c2c will share a link with the passenger panel members so that they can view a test version of the website.</p> <p>c2c are replacing the c2c Live App and redesigning the app and functionality. You will be able to view Smartcard details through the app and check Automatic Delay Repay balance.</p> <ul style="list-style-type: none"> • SD – to clarify, if you’re using a desktop, you will use the c2c website and if you’re on mobile, you would use the app? • c2c – You will be able to use the website on any device. You can use IOS or Android for the app. • c2c – The new ticket vending machines look very different. You will be able to insert your Smartcard and access and view the tickets that are on the card. You can book advance tickets, purchase Seasons and collect advance tickets. We would like to set up a Digital Panel and it would be great for

the panel to trial the ticket vending machines.

- BO – Will the one in Basildon be replaced?
- c2c – Yes, that will be replaced.
- BO – I have noticed that so many customers forget the return part of their ticket. They are often left in the bottom of the ticket machines now.
- c2c – This is an industry issue, however one that the industry is looking to address. We could think about adding an additional message to the ticket vending machine screen.
- AF – What are your thoughts of mobile ticketing?
- c2c – Proof of concepts that are happening are either iPhone or Android based. They are very complicated systems and we would like to learn from the proof of concepts. We will then have a much better understanding of what is right for us.
- SD – regarding the mobile site, are we going to keep live departure boards? Is arrival times when on train something that can be done? Knowing the arrival time at the station is extremely useful when booking taxis. Currently, you have to download the timetable, but if you have to run for the train, you're not sure of the departure therefore can't look up the arrival.
- c2c – Departure and arrival will be on mobile version of the app. There is a project that is taking place that is potentially making data system available that will give us arrival times when the train is in between stations.

We have that information on the customer information screens at stations.

- SD – There is no online tool that allows you to get that information.
- c2c – We will look at that as real time perspective would be our goal. But if the information is not correct, it can cause

	<p>more harm than good. Thank you for the feedback.</p> <ul style="list-style-type: none"> ● c2c – We are also looking to implement a live chat system and have added a feedback tool to our website. Currently questionnaires are being given out to customers. This is how the industry collects feedback and this is done 2 times a year. More industries are moving to real time feedback. It allows customers to provide feedback without having to go through a 20 page questionnaire. We aim to introduce Live Chat in early 2019. <p>Currently Child tickets cannot be purchased for Smartcard but this will be introduced soon as well as PlusBus tickets in the Essex area.</p> <ul style="list-style-type: none"> ● AF – From a general ticketing perspectives, the benefits of a Season Ticket loan cannot be utilised for people working 4 days a week for example as a loan cannot be used for Flexi-Season Tickets. Is there anything that can be done about that? ● c2c – the Deputy Commercial Director sits on an industry fares forum. We will ask if there are any plans to review this.
<p><u>Agenda Item No 5:</u></p>	<p>Any other business</p>
	<ul style="list-style-type: none"> ● None – meeting had overrun by 15 minutes.
<p><u>Agenda Item No 6:</u></p>	<p>Date, time and venue of the next meeting :</p>
	<ul style="list-style-type: none"> ● c2c HQ 5th September 2018 at 18:30