

Meet the Manager

On Thursday 23rd November 2017 a Meet the Manager event took place at London Fenchurch Street station 1700-1900.



In Summary: Our sixth Meet the Manager event of 2017 took place at London Fenchurch Street station. We had a number of conversations with customers; most of these were comments which were answered by managers during the evening. Comments requiring a response are listed below concerned customers' smartcards, the train service, timetable and performance.

A number of individual queries given to managers during the Meet the Manager will be directly responded to.

Tweet the Manager is a popular method of communication each time.

In total we had eight managers in attendance with three from the c2c Rail Executive team. Thank you to everyone involved.

A selection of the some of the questions and issues raised by customers:

Question Type:	Question:	Our Response:
Smartcard	My smartcard product will not load. I have had problems with my smart card.	We handle each individual query regarding your smartcard through our customer relations team, as this allows them to diagnose and resolve the issue. They can be contacted at contact@c2crail.co.uk
	I have not received my smartcard delay repay compensation?	
Trains	Why are there no announcements on the trains when delayed?	Our policy is that drivers should be making announcements when there are delays to help keep you informed. We know this doesn't always happen and we are working to improve this and to help ensure our drivers have the information they need.
	Why do trains stop at Barking and West Ham?	Both these stations are busy and we try to provide the best-possible service for our passengers at each station. West Ham is the second-most popular destination on the c2c route, due to the connections with other lines, while Barking is also one of our busiest stations and also has several interchanges that many passengers find useful.
	When will extra trains arrive my train is overcrowded everyday?	We are currently in negotiations with suppliers regarding additional trains and expect to make an announcement in the next few months.
	Why is there a gap of twenty minutes at Benfleet from 0822-0842?	Our new timetable that will be in effect from Sunday 10 December provides an additional stop at Benfleet and Leigh-on-Sea that addresses this.
	My train has had the number of carriages reduced recently, why is this?	Two of our trains are currently out of service for repairs and this is affecting some individual services on a daily basis. You can find out more about this issue here: www.c2c-online.co.uk/about-us/latest-news/carriage-availability/

	<p>My train is always too hot or too cold?</p>	<p>The air-conditioning system regulates the cooling of the vehicles via modules in the roof area, and the heating of the vehicles via a combination of bodyside mounted heaters and roof mounted heaters.</p> <p>This can mean that if the unit is working up to temperature and you are sat next to a heater, it may come across as too hot for you personally even though the vehicle has not reached its target temperature. Likewise if you are sat under a roof module when the vehicle is attempting to reach its cooling target temperature, this may lead to you feeling too cold.</p> <p>We know that sometimes there are also defects on the system and therefore we are working with our suppliers to improve how we identify and rectify such problems.</p>
	<p>Why does the digital display on the front of the train sometimes not show the time of departure?</p>	<p>This can happen at evenings and weekends if we are operating a timetable that is different to our standard one, such as diversions to or from Liverpool Street.</p> <p>The display details for each individual train have to be entered manually, so if that service is not listed in the standard timetable it displays a default service for that route instead. This means the stations are displayed accurately but not individual departure times.</p>
<p>AOB</p>	<p>What happens to my feedback given at a MtM?</p>	<p>All feedback given during a Meet the Manager is passed to the relevant departments within the business and is reviewed. We then publish a summary of the main issues raised, and the responses, on our website.</p> <p>If you wish to take on a more active role why not apply to join our Passenger Panel via our website?</p>