

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 7th November 2018

Venue: c2c Rail Head Office – Cutlers Court.

Panel Members present:

<u>Panel Member</u>	<u>Representing:</u>
Jill Allen-King	Chalkwell
Alan Newing	Pitsea
Christopher Gorman	Thorpe Bay
Daniel Pepper	Laindon
Anthony Finn	Purfleet

c2c Representatives present:

<u>c2c Representative</u>	<u>Representing:</u>
Engineering Director	c2c Rail
Commercial Director	c2c Rail
Head of Customer Experience	c2c Rail
Smartcard Manager	c2c Rail
Service Quality Manager	c2c Rail
Minute taker	c2c Rail

Apologies Received:

<u>Panel Member</u>	<u>Representing:</u>
Shana Doherty	Westcliff
Bola Odunlami	Basildon
Anthony Finn	Purfleet

Alex Boulwood	Stanford-le-Hope
Paul Mckew	Benfleet
Stuart Rigby	Stanford-le-Hope
Polly Mansfield	Benfleet

Meeting commenced: 18:31

<u>Agenda Item</u> <u>No 1:</u>	Welcome; Apologies and Introductions
	<ul style="list-style-type: none"> ● The chairperson welcomed all to the meeting, noted the apologies received. ● A c2c representative will chair the meeting due to chairperson's late arrival. ● No panel resignations have been received.
<u>Agenda Item</u> <u>No 2:</u>	Minutes of the last meeting held Wednesday 5th September 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.
<u>Agenda Item</u> <u>No 3:</u>	c2c Focus Group:
	<ul style="list-style-type: none"> ● No Focus Group took place due to this being a Christmas Thank you event.
	Review of emails to Passenger Panel:
	<ul style="list-style-type: none"> ● A spreadsheet of all correspondence within the past eight weeks to the Passenger Panel email address as been shared with all present at the meeting. All emails have been replied to.

<u>Agenda Item</u> <u>No 4:</u>	Any other business
	<ul style="list-style-type: none"> • CG – West Ham at weekends is busy. 0610 would benefit from additional strengthening of the number of carriages. • AF – 2000-2100 Purfleet have had a bus replacement running, Barking station were not aware of the buses. • DP – a number of off-peak tickets offer discounts for multiple people travelling, can discounts for single travellers be considered? • Service disruption – recently the queuing outside of London Fenchurch Street seems disorganised, people queue jump. Additional staff are required along the queue to maintain order. • JAK – Jill has presented a letter from Sir David Amess MP related to supporting the lift installation at Chalkwell, as part of c2c’s application for Government funding from the Access for All fund. • The Focus Group for the next meeting will be discussing Property and Asset. • c2c thanked all the Passenger Panel participants for their contributions this year.
	Date, time and venue of the next meeting :
	<ul style="list-style-type: none"> • c2c HQ Wednesday 9th January 2019 at 18:30