

Annual Customer Report  
July 2019

# Your Annual c2c Report

*What's been happening with your  
railway over the past year and our  
plans for 2019/20*



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 and business, to help you enjoy leisure time with your friends and family, and to help support the rapid economic and housebuilding growth of east London and south Essex.

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

## **We're proud of our key achievements over the past 12 months, which include:**

- The introduction of our new PICO ticketing system. This is the UK's first single ticketing solution, combining five different channels that customers can use to buy their tickets - ticket office machines, ticket vending machines, our website, app and new handheld devices - into a single system.
- Station modernisation and upgrade works to improve facilities at our stations including Upminster, Ockendon and Grays.
- Recruitment of more train drivers to minimise cancellations and maximise the number of staff available.
- Re-accreditation of all 25 of the stations managed by us by the British Transport Police under the Secure Stations scheme.
- Working hard to retain our record as the UK's most punctual train operator. For the second year running we were named the Best On Time Railway in the country at January's Golden Whistle industry awards.
- Winning the top prize at the National Transport Awards where we were named Rail Operator of the Year.
- We're always keen to receive your feedback and hear your ideas. 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 long 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 on which you depend.

In April 2019, the government introduced a new, and tougher official measure of punctuality for train service performance called 'On Time'. This replaced the old Public Performance Measure (PPM), which measured the percentage of trains that arrived within 4 minutes 59 seconds at their final destination.

The new On Time metric measures the percentage of trains arriving exactly On Time at every single station on its journey. For comparison below we show On Time and PPM, together with a third metric, Right Time, which measures the percentage of trains arriving On Time at their final destination only.

## Punctuality scores – July 2017-June 2018

**95.0%**  
PPM

**76.2%**  
Right Time

**83.9%**  
On Time

## Punctuality scores – July 2018-June 2019

**95.1%**  
PPM  
(87.6% London and South  
East Average Scores)

**77.3%**  
Right Time  
(66% London and South  
East Average Scores)

**83.2%**  
On Time  
(69.9% London and South  
East Average Scores)

**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

**On Time:** The percentage of recorded station stops where the train arrived less than one minute later than its advertised time



## Managing growing passenger demand

### Over the last year we've:

- Continued to adjust our timetable with amendments in December 2018 and May 2019, 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.
- Rolled-out a new ticketing system and website with a new c2c App to follow.
- Worked closely with our telecoms supplier to solve some of the problems we have had with sunlight glare on our platform-based train dispatch equipment. New solutions included extra shielding on cameras to reduce glare and reflection, increasing maintenance and redesigning and altering the camera configuration at some stations.
- Carried out upgrade projects to station facilities at stations including Upminster, Grays and Ockendon.
- Driven-through performance improvement programmes with our train maintainer, Bombardier Transportation which has delivered a strong improvement in fleet performance, and Network Rail, which has led to a marked improvement in the reliability of track, signalling and overhead electrification.
- Won the Golden Whistle award for the Best On Time Railway in the country for 2018.



## Looking ahead

- We are continuing to recruit and train more drivers.
- We've launched a new train cleaning programme to ensure we provide the levels of cleanliness you expect.
- We've submitted applications for major redevelopment work at both Fenchurch Street and Barking stations.

## c2c is a leader in customer satisfaction

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 - 88% (Autumn 2018), 85% (Spring 2019)**

Overall satisfaction with journey		
NRPS wave	c2c	London and South East average
Spring 2019	85%	83%
Autumn 2018	88%	78%

We have 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 2018/19 franchise year.

c2c customer experience factors	2017/18 Score	2018/19 Score	2018/19 Target
Station services	74%	72%	76%
Train facilities	82%	79%	85%
Customer services	67%	62%	75%



**In the Autumn 2018, National Rail Passenger Survey, c2c reached an overall satisfaction level of 88% which is above the London and Southeast (LSE) average of 78%.**

To better understand the experience of different passenger types, c2c splits the results by peak and off-peak.

**c2c peak passengers** are more satisfied with NRPS Station Factors than the LSE average for 14 of 18 measures. On average, c2c peak passengers are 3.6 percentage points (ppt) more satisfied than other lines.

A similar trend is observed for train factors, where c2c peak passengers are more satisfied than the LSE average in 19 out of 22 measures. Across all the train factors, c2c passengers are 7.5 ppt more satisfied in the peak than LSE average.

This comes following significant investment in air conditioning reliability, external cleaning and on board toilets.

**Off-peak passenger** satisfaction shows a similar trend to the peak. Again, in 14 out of 18 cases c2c off-peak passengers are more satisfied with stations than the LSE average.

Typically c2c off-peak customers report satisfaction 3ppt greater than LSE average for stations.

The similarity continues into our fleet, where again in 19 of 22 measures off-peak passengers are more satisfied than the LSE average. In the off-peak c2c passengers are 8ppt more satisfied on average than the typical LSE customer.

**The results demonstrate that today, c2c is a leader in customer satisfaction. We continue to challenge ourselves with stretch satisfaction targets. To meet our stretch targets, your feedback is critical.**

The screenshot shows the 'Rate us' feedback form on the c2c website. At the top left is a purple vertical bar with the text 'Rate us' and a right-pointing arrow. To the right is the c2c logo. Below the logo is the question 'Are you Ranting or Raving about us?' followed by 'How satisfied were you with your journey or c2c experience?' and a scale from 1 (very dissatisfied) to 5 (very satisfied). A slider is positioned at 3. Below the slider is a text box for comments: 'We'd love to know why you selected that score - please let us know here...'. There are two input fields for 'Origin' and 'Destination', and a purple 'Send' button at the bottom.

## Listening to your feedback: We've launched a new way of gathering your feedback.

By visiting [www.c2c-online.co.uk](http://www.c2c-online.co.uk), you can click on the 'rate us' tab. This tab will allow you to leave feedback and let us know whether you're ranting or raving about us.

We take customer feedback seriously at c2c and use this information to help understand and improve your experience when travelling with us.

# Improving your experience

## What we've done:



**New website:** We've created a new website to make planning your journey and travelling with us easier. The new website has a number of new features including:

- **Help centre** - where you can search for a topic or ask a question.
- **Service alterations calendar**, which is easier to use so you know when we are planning essential maintenance work.
- **Capacity calculator** - This calculator estimates how busy our trains are likely to be running into London on a typical weekday morning.



### Station transformation:

We have rebuilt the Platform 1 ticket office and the station entrance at Upminster station, which opened in December 2018. This work improved the ticket facilities and waiting facilities for customers. A new coffee shop in the area has also now opened.



### Rolling Stock improvements:

An overhaul of the on board air conditioning and heating equipment commenced at the beginning of 2019 and we are currently a third of the way through the fleet. We have also completed a number of reliability enhancements across the fleet to improve their performance.



### Cleaning:

A new cleaning strategy has been implemented, which aims to deliver improved cleanliness at our stations and on our trains.

## 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:** At c2c we are investing over £17m in your stations over the next three years. These projects will improve the facilities we have on offer for customers and our staff. Every station will see some improvements made.

As of July 2019, works are underway at Grays and Ockendon station. This will be followed by other stations as we go through the year including the remodelling and redecoration of Grays station toilets. We are also reviewing station information and directional signage, which will be replaced later in the year.

**Air conditioning:** An overhaul of this equipment will continue throughout 2019, and completion is planned for the end of 2020. In addition to the overhaul, the original equipment manufacturer is working at our East Ham depot to expedite repairs.

**Train toilets:** From October 2019, we will be commencing a full overhaul of toilet equipment to bring our facilities back to the standards of reliability you expect.

**Enhanced on board information:** We're working on new processes and technology to ensure we provide you with up to date information while travelling on our network. Part of this includes additional communication tools between our control room and stations during times of disruption.



**Improving our digital channels:** We will be launching a new mobile app, which will make it easier for you to buy your tickets and plan your journeys. Here's what you can expect from our new mobile app:

- In-app ticket purchase (you won't be pushed to a website to purchase a ticket)
- Buy daily tickets, Seasons, Flexi-Season (and eventually Senior Rover tickets)
- All your important Smartcard features in one place (including Automatic Delay Repay and Loyalty Points)
- Live journey tracker
- Live departures and arrivals
- Personalised notifications when our service is disrupted.

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

## Our offers

Here are some of the promotions that have saved customers money in the last year.

- If you're planning ahead save up to 40% off weekday tickets and 20% off at the weekend when you buy our off-peak tickets three or more days in advance.
- Over 65s can hop on and off all day long from as little as £6 for a Senior Rover ticket.
- During the school holidays and weekends the kids can travel for only £2.
- Customers can save up to a third during off-peak hours and weekends when travelling with a group. Larger groups such as schools can also access special discounted fares.
- Students with a c2c Smartcard can save up to a third off season tickets.
- The 26-30 Railcard can save up to a third on most rail fares for £30 a year.
- Southend Days Out Deals bring you top offers on local attractions.
- 2FOR1 offers at top attractions in London.
- Special offers including 1/3 off the price of fares with National Railcards.
- Mums and Dads travel free on Mother's Day and Father's Day.

## Delay Repay 15/Automatic compensation

### Compensation from 15minutes and a Automatic from two

The amount of compensation that passengers automatically receive increases with the length of their delay. For example, compensation for delays of as little as two minutes start at 3p increasing by a further 3p for every additional minute's delay up until 29 minutes. If delayed by more than 30 minutes, customers receive 50% off the price of their single journey.

Last year we launched Delay Repay 15, which offered customers a new tier of compensation for delays between 15 and 29 minutes. This built on our existing compensation scheme and open to everyone, but is 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.

## c2c Smartcard

c2c Smartcard holders have benefited from the following advantages 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. In 2018, we paid Automatic Delay Repay compensation of over £100,000 to over 14,500 customers.



**Flexi-Season tickets:** Our Flexi-Season tickets are ideal 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.

**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.

**Loyalty points:** Collect loyalty points when purchasing c2c Smartcard tickets online.

**A card you can rely on:** We have made a number of improvements to the technology that makes the Smartcard system run so you can use the card with confidence. Other improvements include child Smartcards (5-15 year olds) and if you're over 16 and studying in South Essex, you may be eligible for our Student Smartcard too.



## Coming soon to the c2c Smartcard

**Local card issuance:** This year, you'll be able to walk into a c2c station and pick up a Smartcard from our ticket offices with a fully activated ticket, which is ready for immediate use for your journey.

**Interoperability:** Also this year you will be able to use your c2c Smartcard on other national rail routes outside of the c2c network. Your whole journey can be completed on a c2c Smartcard without the need to have a paper ticket.

**Faster loading:** We'll continue to make improvements to the Smartcard technology, which means that tickets can be activated faster.

# 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 thousands in cash and free tickets towards local good causes. Just some of the schemes and initiatives we have been involved with include:

## Cycling for charity

Our 2018 Christmas cycling challenge at Fenchurch Street raised over £5,000 for the Samaritans, Cancer Research and the RNIB and to fund new defibrillators at our stations. The amount raised took our three year total to over £10,000!

## Mo: A Day on the Train book

We launched a rail safety book for children in partnership with Southend community group Turning Tides and the British Transport Police.

## 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.

## Remembrance Day

We commemorated the centenary of Armistice Day by officially naming a train after the 88 local railwaymen who died in the First World War and raised over £1,500 for the Royal British Legion from our special edition poppy pin.

## Christmas appeal

Our Christmas appeal saw staff donate gift bags to help a number of local homeless charities as well as women's refuges, rape crisis charities and social services.

**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 needs, 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 recommended to book ahead as staff may have to finish other duties first.

We have also launched new 'sunflower' assistance lanyards for customers with a hidden disability. The lanyards also act as a discreet sign to our staff to recognise a passenger may need additional help or support. They can be picked up from our ticket offices or by emailing [contact@c2craail.co.uk](mailto:contact@c2craail.co.uk)

## Try the Train days

In conjunction with Essex County Council, we held a Try the Train day for disabled South Essex pupils, introducing them to the idea and practicalities of travelling by train.

# 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 we can reduce our consumption and emissions.

## Carbon Emissions

(Traction) Target vs Result 2018/19



**+32%**  
Better than target

## Carbon Emissions

(Non-Traction) Target vs Result 2018/19



**+41%**  
Better than target

## Water Consumption

Target vs Result 2018/19



**+5%**  
Better than target

## Total Non-Hazardous Waste

Target vs Result 2018/19



On Target

## Site Energy

(Total non-traction kWh MAA Reduction Target) Target vs Result 2018/19



**-6%**  
Worse than target

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

- Completing the installation of PV Panels at Pitsea station
- Rectified water leaks at two stations resulting in the reduction in water consumption
- Sent zero non-hazardous waste to landfill

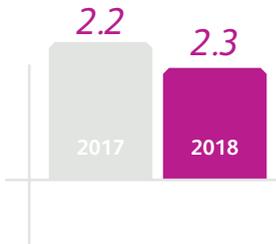
### Over the next year, we'll be continuing to explore ways to reduce our environmental impacts:

- Phase 2 of our LED lighting installation at stations to further reduce electricity usage across the route
- Installation of PV Panels at East Ham Depot.

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

## Reported customer injuries

Per million journeys

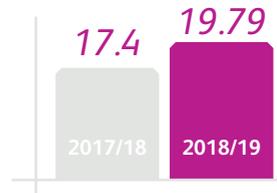


Here's what we did last year to make our stations safer:

- Focused on slip, trip and fall accident hotspot locations and developed suitable mitigation strategies
- Continued with our programme of resurfacing platforms and improving station lighting
- Trained our staff in conflict avoidance techniques
- Increased partnership working with the British Transport Police and our mobile onboard Security teams taking a proactive approach to targeting crimes using a data led system to tasking activities
- Held security awareness events at key locations

## Total crime incidents

Per million passenger journeys



We have maintained Secure Stations accreditation at all of our stations for 2018/19

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

All of our customer car parks have been certified with **Park Mark accreditation**, which is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles.

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

### Making our Stations Safer

- **Safeguarding** - We will be working with The Railway Children and British Transport Police to further enhance knowledge and understanding of vulnerable persons on the railway.
- **Secure Station Accreditation and Park Mark** - We will continue to maintain our accreditations.

# 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://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; and
- Aim to 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 our 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.



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](https://www.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/help-and-contact/customer-relations/get-in-touch/](https://www.c2c-online.co.uk/help-and-contact/customer-relations/get-in-touch/)

### 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 2020.

### 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](mailto:passengerpanel@c2craill.co.uk).

## Customer Relations

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](mailto:contact@c2craill.co.uk)

**Phone:** 03457 44 44 22, select option 6

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