

## Passenger Panel Minutes

Wednesday 1<sup>st</sup> May 2019 at 18:30 – Cutlers Court (c2c Rail Head Office)

Panel members present:

<b>Panel member:</b>	<b>Representing:</b>
<i>Jill Allen-King O.B.E (Chairperson)</i>	<i>Chalkwell</i>
<i>Alan Newing</i>	<i>Pitsea</i>
<i>Daniel Pepper</i>	<i>Laindon</i>
<i>Shana Doherty</i>	<i>Westcliff</i>
<i>Christopher Gorman</i>	<i>Thorpe Bay</i>

c2c representatives present:

<b>c2c representative:</b>	<b>Representing:</b>
<i>Commercial Director</i>	<i>c2c Rail</i>
<i>Engineering Director</i>	<i>c2c Rail</i>
<i>Head of Performance and Planning</i>	<i>c2c Rail</i>
<i>Timetable Strategy Manager</i>	<i>c2c Rail</i>
<i>Smart Ticketing Manager</i>	<i>c2c Rail</i>
<i>Customer Experience Manager (Note taker)</i>	<i>c2c Rail</i>

Apologies received:

<b>Panel member:</b>	<b>Representing:</b>
<i>Anthony Finn</i>	<i>Purfleet</i>
<i>Bola Odunlami</i>	<i>Basildon</i>
<i>Alex Boulwood</i>	<i>Stanford-le-Hope</i>
<i>Stuart Rigby</i>	<i>Stanford-le-Hope</i>
<i>Polly Mansfield</i>	<i>Benfleet</i>

Meeting commenced: 18:30

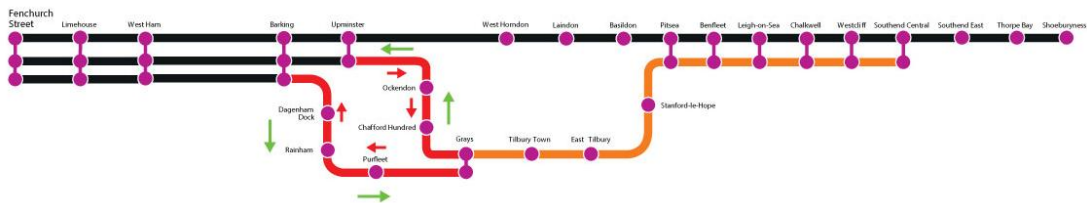
Agenda item	Welcome; apologies and introductions
<b>No 1:</b>	
	<ul style="list-style-type: none"> <li>● The Chairperson welcomed everyone to the meeting, noted the apologies that were received.</li> </ul>

	<ul style="list-style-type: none"> <li>No panel resignations have been received.</li> </ul>
<b>Agenda item</b>  <b>No 2:</b>	<b>Minutes of the last meeting held on Wednesday 9th January 2019 including Action Tracker and Minutes Arising</b>
	<ul style="list-style-type: none"> <li>The minutes from the previous meeting were agreed.</li> <li>Action tracker item: the vegetation at Ditton Court Road (Westcliff) requires attention after recent growth due to good weather.</li> <li>Action tracker item: the stepping distance between the new trains and the platforms will be discussed during agenda item 3.</li> <li>Action tracker item: The condition of the pathway at Ditton Court requires attention. Whilst this area does not belong to c2c, c2c will contact the council and encourage resolution of this issue.</li> <li>Action tracker item: The water puddles after rainfall on the platforms at Pitsea has been reraised as a concern. It has been noted that the stair works that have been undertaken at Pitsea have been well received.</li> <li>Action tracker item: Station Transformation update. The works at Ockendon and Grays station are underway.</li> <li>Action tracker item: Government funding has been secured for lifts at Chalkwell and Southend East.             <ul style="list-style-type: none"> <li>JAK- has noted that the works should be completed within 5 years.</li> </ul> </li> </ul>
<b>Agenda item</b>  <b>No 3:</b>	<b>c2c Focus Group: New Trains</b>
	<ul style="list-style-type: none"> <li>A discussion took place regarding the New Trains that will be arriving on the c2c route from December 2020.</li> <li>Regarding the footstep on the train, there were two options.             <ul style="list-style-type: none"> <li>One was a narrower option</li> <li>One was a wider option</li> <li>c2c confirmed that the wider option has been selected for the Class 720 units.</li> </ul> </li> <li>In terms of the units arriving on the route, the supplier making the trains are dealing with technical software challenges. This has the potential to cause a delay in meeting the delivery schedules.</li> <li>In September, Greater Anglia will have 10 carriage Class 720 units on the route. We will arrange to visit these units once they are in operation.</li> </ul>

	<ul style="list-style-type: none"> <li>● JAK - raised a question regarding the handrails on the new trains. Are they horizontal?             <ul style="list-style-type: none"> <li>○ This has been taken away and will be confirmed at the next panel meeting.</li> </ul> </li> <li>● DP - Will the new trains have fire extinguishers?             <ul style="list-style-type: none"> <li>○ c2c confirmed that the new trains will have the correct on board equipment inline with current legislation.</li> </ul> </li> <li>● c2c advised that the new 10 carriage trains will consist of 3 toilets. 1 universal toilet and 2 standard toilets. c2c also confirmed that there will not be tables on the Aventra trains.             <ul style="list-style-type: none"> <li>○ JAK advised that this was not helpful for people doing work on the train.</li> </ul> </li> <li>● c2c advised that the 10 carriage trains are fixed formation and cannot be split. The 10 carriage Aventra units are the same length as the 12 carriage 357 and 387 units.</li> <li>● CG - The 387 pull down tables behind seats are popular and handy. Would like to see this on the new trains.             <ul style="list-style-type: none"> <li>○ c2c confirmed that these will not be on the new trains.</li> </ul> </li> <li>● DP - Would like for the new seats to be comfier on the new Aventra trains.</li> <li>● DP - Asked if the testing on the track has been completed. The track in the Bow area is tight and wondered if the new trains would run alongside the current units safely.             <ul style="list-style-type: none"> <li>○ c2c confirmed that detailed modeling work has been undertaken to ensure that all the necessary safety requirements have been met to ensure that we can successfully accommodate the new units.</li> </ul> </li> <li>● CG - Will Wifi be available on the new trains?             <ul style="list-style-type: none"> <li>○ c2c confirmed there will be Wifi on the new trains.</li> </ul> </li> </ul>
<p><b>Agenda item</b></p> <p><b>No 4:</b></p>	<p><b>c2c Focus Groups: Timetable changes update</b></p>
	<ul style="list-style-type: none"> <li>● c2c confirmed that there will be express services introduced at weekends. It will be 1 service per hour and these will be seen from June onwards. Whilst these will officially launch when the new Timetable changes in May, you will not see the express services until June due to engineering works. The express services will call at all stations from Shoeburyness to Benfleet and then fast to West Ham. This will mean a journey time of 46 minutes from Southend Central to Fenchurch Street and 55 minutes from Shoeburyness to Fenchurch Street. This express service will be monitored and reviewed for any future timetable changes.</li> <li>● JAK - Will there be faster services added to the weekday timetable as this is a regular complaint?             <ul style="list-style-type: none"> <li>○ c2c confirmed that there will not be changes to the weekday timetable.</li> </ul> </li> <li>● DP - Will there be additional announcements at weekends? It seems that at weekends</li> </ul>

there are not as many announcements? How will this be communicated out??

- c2c confirmed that we published this information 12 weeks in advance. c2c will take an action away to look at adding additional announcements as not all customers read the information boards.
- CG - Will the split to Fenchurch Street and Liverpool Street still be two each per hour?
  - c2c confirmed that the new fast train will be an additional service meaning two trains per hour will run from Liverpool Street and three trains per hour will run from
- c2c explained that there will be a route blockade for 16 days from 20th July to 4th August. This due to engineering works being undertaken to accommodate TfL's new train line to Barking Riverside.
  - The temporary timetable includes circular services in the peak periods. There are not any direct trains (PM peak) from London to Ockendon via Upminster, but the service from London will run to Grays via Rainham and then continue back to Fenchurch Street via Ockendon.
- In red areas of the image below, these are where services are only running in one direction with significantly extended journey times. The red areas are from Grays to Barking (via Dagenham Dock) and Barking to Grays (via Ockendon)
- In amber areas, this is where service levels are reduced with some increase in journey times (Southend Central to Grays in both directions)
- In black areas, this is where peak services will be retimed but no significant changes to frequency or journey time (Shoeburyness to Fenchurch Street via Basildon).



- c2c confirmed that bus replacement services will be in operation. The direction of travel will determine whether it will be quicker to use the train or a replacement bus.
- SD - Expressed concern that if we were to split the inconvenience, would we not be inconveniencing more passengers across multiple lines rather than fewer passengers on one line?
- The panel expressed that they are not happy with the alteration plans and have objected.
- c2c have acknowledged that complaints will be received. c2c do not get any benefit

	<p>from the works being completed. TfL receive full benefit from the works once completed and c2c do not have a choice in this matter. The works have been done during the quieter Summer months and into the school holidays to try and affect as few people as possible.</p> <ul style="list-style-type: none"> <li>● SD - Not everyone is off during the Summer months or school holidays             <ul style="list-style-type: none"> <li>○ c2c agrees, but footfall is lower during this time than it would be in September.</li> </ul> </li> <li>● JAK - Has this been communicated out?             <ul style="list-style-type: none"> <li>○ c2c published the communication pieces at 100 days to go. The communication for this will be ramped up as we have an obligation to tell all of our customers.</li> </ul> </li> <li>● JAK - Could this be communicated out on the radio             <ul style="list-style-type: none"> <li>○ c2c will review this.</li> </ul> </li> <li>● The panel have requested a full explanation as to why and how the service alteration plan has been made. The panel have requested that this explanation is added to the Q+A section on the website.</li> <li>● JAK - Could these works be extended beyond 16 days?             <ul style="list-style-type: none"> <li>○ c2c have confirmed that this will not be happening.</li> </ul> </li> <li>● JAK - Will the replacement buses be accessibility friendly?             <ul style="list-style-type: none"> <li>○ c2c confirms that they will be accessibility friendly.</li> </ul> </li> </ul>
<p><b>Agenda item</b>  <b>No 5:</b></p>	<p><b>Review of emails to Passenger Panel</b></p>
	<ul style="list-style-type: none"> <li>● All emails have been replied to.</li> <li>● Email was received requesting an update on the Stanford-le-Hope Smartcard Validator installation.             <ul style="list-style-type: none"> <li>○ The 4G router on site is not providing enough bandwidth. The signal strength is poor and is this currently being worked on by our I.T team. We are hoping to resolve this as soon as possible.</li> </ul> </li> </ul>
<p><b>Agenda item</b>  <b>No 6:</b></p>	<p><b>A.O.B</b></p>
	<ul style="list-style-type: none"> <li>● JAK - did anyone else receive an email on 28th February with an update of what is happening at c2c?             <ul style="list-style-type: none"> <li>○ The panel have not received this email and c2c will look into sharing it with the panel.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● JAK - is concerned that when the rebuild of Fenchurch Street occurs, that the bus service will not be easy to get to. This is an accessibility concern.             <ul style="list-style-type: none"> <li>○ c2c will seek an update from the Property and Asset team on this.</li> </ul> </li> <li>● CG - Noted that the Gateline coverage has improved and staffing the gates has really worked well.</li> <li>● CG - Also noted a Driver that receives excellent praise on the c2c Customers page.             <ul style="list-style-type: none"> <li>○ c2c will ensure that the Driver is made aware of the praise.</li> </ul> </li> <li>● DP - Could Drivers make quiet coach announcements?             <ul style="list-style-type: none"> <li>○ c2c will raise this with the Drivers team.</li> </ul> </li> <li>● SD will be leaving the Passenger Panel and 1st May 2019 will be her last meeting.             <ul style="list-style-type: none"> <li>○ SD was thanked for her valued contribution to the panel and for her feedback and comments.</li> <li>○ SD - thanked c2c for being part of the panel and asked us all to keep up the hard work.</li> </ul> </li> <li>● DP- Reported that Laindon ticket barriers are not controlled in the evening peak between 18:30 and 19:30. It was noted that the morning peak is covered far better.             <ul style="list-style-type: none"> <li>○ c2c will look into this internally.</li> </ul> </li> <li>● c2c advised that there is a new Delivery Director in the business. Laura McEwen joined the business in the middle of April.</li> <li>● DP - raised concerns that the stairs down to the Tower Hill exit of Fenchurch Street are starting to degrade due to heavy usage.             <ul style="list-style-type: none"> <li>○ c2c will investigate.</li> </ul> </li> <li>● DP - suggested that Smartcard advisory messages should be added to the website whilst there are issues online and at stations.             <ul style="list-style-type: none"> <li>○ c2c confirmed that all stations will be updated with a new system which enables Smart retailing. This will be rolled out from June/July 2019. There will be an option to issue a card at your local station and also use the card on local buses with the PlusBus ticket.</li> </ul> </li> <li>● c2c advised the group that during the month of April, c2c performed 1st in the country for Public Performance Measure (PPM - arrival within 5 minutes), On-time (arrival within 1 minute) and Right time arrivals.</li> </ul>
<b>Agenda item</b>  <b>No 7:</b>	<b>Date, time and venue of the next meeting</b>
	Wednesday 3rd July 2019 at 18:30 - Cutlers Court (c2c Head Office)