

## Passenger Panel Minutes

Wednesday 6<sup>th</sup> November 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>Daniel Pepper</i>	<i>Laindon</i>

c2c representatives present:

<b>c2c representative:</b>	<b>Representing:</b>
<i>Commercial Director</i>	<i>c2c Rail</i>
<i>HR Director</i>	<i>c2c Rail</i>
<i>Customer Experience Manager</i>	<i>c2c Rail</i>
<i>Head of Revenue and Security</i>	<i>c2c Rail</i>
<i>Smart Ticketing Manager</i>	<i>c2c Rail</i>
<i>BTP Tasking Team</i>	<i>c2c Rail</i>

Apologies received:

<b>Panel member:</b>	<b>Representing:</b>
<i>Alan Newing</i>	<i>Pitsea</i>
<i>Bola Odunlami</i>	<i>Basildon</i>
<i>Anthony Finn</i>	<i>Purfleet</i>
<i>Christopher Gorman</i>	<i>Thorpe Bay</i>

Meeting commenced: 18:30

<b>Agenda item</b>	<b>Welcome; apologies and introductions</b>
<b>No 1:</b>	
	<ul style="list-style-type: none"> <li>● The Chairperson welcomed everyone to the meeting.</li> <li>● No panel resignations have been received.</li> </ul>
<b>Agenda item</b>	<b>Minutes of the last meeting held on Wednesday 3<sup>rd</sup> July 2019 including Minutes Arising</b>
<b>No 2:</b>	

	<ul style="list-style-type: none"> <li>• The minutes from the previous meeting were agreed.</li> </ul>
<b>Agenda item</b>  <b>No 3:</b>	<b>Revenue Protection Strategy</b>
	<ul style="list-style-type: none"> <li>• c2c Revenue Protection and Security team created a mission statement to cover 6 different sections: <ul style="list-style-type: none"> <li>• <i>Vulnerable People</i> – This is designed to review how work is collaborated with BTP to help vulnerable people across the route</li> <li>• <i>Revenue Protection</i> – This will review how to improve revenue protection across the route working with both BTP and Staff</li> <li>• <i>Confidence</i> – This will review how we improve confidence for people traveling with us</li> <li>• <i>Community</i> – This will review how our teams work with Schools, Samaritans and various other stakeholders. This includes involvement in Charity Events, and the creation of a Youth Passenger Panel</li> <li>• <i>Compliance</i> – This will review how we score, and improving passenger awareness of their safety in stations</li> <li>• <i>Crime</i> – This will look at how we review BTP trends across the route to reduce trespassing, and other known behavior such as Gangs &amp; County Lines</li> </ul> </li> <li>• BTP Team highlighted engagement events that have been completed in 2019 at Fenchurch Street, Limehouse and Barking stations.</li> <li>• Further events planned in 2020 such as Brew Monday (20/01/2020) where Samaritans will be visiting stations offering tea. Noted the Samaritans work in Partnership with Network Rail to offer a 24/7 service across Basildon &amp; Southend.</li> <li>• BTP &amp; c2c have been working together on a book called ‘ Mo’ which has been designed for schools to create confidence for Children travelling by Train. 6,000 books have been delivered to all schools in Basildon with a further 2,000 books delivered to schools across Southend.</li> </ul>
<b>Agenda item</b>  <b>No 4:</b>	<b>Ticket Office Opening Hours Consultation</b>
	<ul style="list-style-type: none"> <li>• Noted that c2c Ticket Office Opening Hours have not been reviewed/updated in 20 years, with the consultation being completed as changes in customer behavior evolves.</li> <li>• All Stations will remain open, and these amendments to the opening times are still in</li> </ul>

	<p>consultation with Trade Unions and under going Public Consultation.</p> <ul style="list-style-type: none"> <li>• A mobile customer services team which is currently in operation will be increased from 4 days to 7 days availability. JAK requested that these staff have full disability training – c2c confirmed this is the case, additionally more staff are undertaking First Aid Training, whilst the number of defibrillators has been increased.</li> <li>• DP requested that monitoring of the machines is vital during quieter periods to ensure customers can still purchase tickets.</li> </ul>
<b>Agenda item</b>  <b>No 5:</b>	<b>Passenger Panel Action Tracker</b>
	<ul style="list-style-type: none"> <li>• <b>Action tracker item:</b> Ockendon and Grays Ticket Offices have now both been opened with some further refurbishment work ongoing with Ockendon for the main booking hall. Benfleet, Chalkwell, Chafford Hundred &amp; Tilbury Town are all undergoing improvement works.</li> <li>• <b>Action tracker item:</b> Accessibility concern regarding Fenchurch Street way finding will be completed once a full review is in place. Currently undergoing a draw &amp; design phase, with a full review to be undertaken once completed.</li> <li>• <b>Action Tracker item:</b> Noted that due to delays of Anglia Trains the visit will be delayed with a look to organise this in early 2020</li> <li>• <b>Action tracker item:</b> Recruitment – 13 Passenger Panel applicants have been received and will be reviewed in January 2020</li> </ul>
<b>Agenda item</b>  <b>No 6:</b>	<b>Review of Emails</b>
	All emails have been replied to.
<b>Agenda item</b>  <b>No 7:</b>	<b>A.O.B</b>
	<ul style="list-style-type: none"> <li>• JAK confirmed that funding has been secured for the Chalkwell Access for All Scheme which will look at introducing a lift to Chalkwell Station</li> <li>• Barking Station – Noted that the development is still in design phase</li> <li>• Question raised over the repainting of Southend Central – noted that a plan was currently being designed – noting the involvement of Network Rail as key due to</li> </ul>

	<p>overhead wires and the connectivity to local depots</p> <ul style="list-style-type: none"><li>• Noted request for c2c to review control management at Events being held at Fenchurch Street</li></ul>
<b>Agenda item</b>	<b>Date, time and venue of the next meeting</b>
<b>No 8:</b>	
	Wednesday 22 <sup>nd</sup> January 2020 - 18:30 - Cutlers Court (c2c Head Office).