

Annual Customer Report  
August 2020

# Your Annual c2c Report

*What's been happening with your  
railway over the past year*



c2c

## Before You Travel

### How we have performed:

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, customers have ranked c2c among London's most popular commuter services:

NRPS Results	c2c Autumn 2019	c2c Spring 2020	London & South East 2020 average
Overall satisfaction with the station	86%	82%	82%

### How we have improved your journey

We have completed the roll-out of our new single ticketing system across all retail channels. This includes the new c2c Travel app, which makes it easier than ever to plan your journey, manage your account and buy your ticket before you leave the comfort of your home.

### What we have done to support you during Coronavirus

We launched our **Travel Safe, Travel Smart, Keep Apart** information campaign including dedicated website content and social media promotion to help you plan your journey ahead.

## At Our Stations

### How we have performed:

The National Rail Passenger Survey results from the past year shows that while c2c is performing better than the London and South East average in some areas, there are other factors where we need to look to enhance the experience we provide to our customers:

NRPS Results	c2c Autumn 2019	c2c Spring 2020	London & South East 2020 average
Overall satisfaction with the station	73%	74%	80%
Provision of information about train times/platforms	83%	86%	85%
Upkeep/repair of the station buildings/platforms	68%	65%	72%
Availability of seating	61%	53%	52%
Availability of Wi-Fi	48%	46%	36%

### Mystery Shopper score 2019-20

Stations experience	82%
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c2c runs an independent mystery shopper programme to assess the quality of the experience that customers receive at every touch point of the c2c journey, including their experience at stations:

### How we have improved your journey

Our new single ticketing system across all retail channels includes new ticket vending machines at every station, and new equipment for our ticket office staff. This means our team can help you and answer your query, even if you originally bought your ticket online. We have also conducted a recruitment campaign for new ticket office staff, and changed the opening hours to help ensure we have more people available at the times when you are using the station.

### What we have done to support you during Coronavirus

We have improved the cleaning regime at our stations, using a new disinfectant that is proven to kill the Covid-19 virus. We also provide free hand sanitiser at every station, and have provided extensive information to remind customers they are required to wear a face covering unless they have a specific exemption.

# Onboard Our Trains

## How we have performed:

The rail industry has three different measures of punctuality. The most commonly-used is the Public Performance Measure (PPM), which examines arrival time at the train's final destination within five minutes. Right Time assesses the arrival time at the final destination within one minute. On Time is the most stringent target, which assesses arrival time at every scheduled station stop within one minute.

c2c is the UK's top-performing operator under the On Time metric, and London's best commuter operator under the PPM measure.

### Punctuality scores – July 2019 - June 2020

**95.1%**  
PPM

95.1%  
July 2018 - June 2019

**76.7%**  
Right Time

77.3%  
July 2018 - June 2019

**82.8%**  
On Time

83.2%  
July 2018 - June 2019

**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

The National Rail Passenger Survey results from 2020 are set out on the next page. For on-train factors, c2c performs well in comparison to the London and South East average on a significant number of categories. We are the top-performing train operator in the country for satisfaction with punctuality and reliability.

# Onboard Our Trains

NRPS Results	c2c Autumn 2019	c2c Spring 2020	London & South East 2020 average
Overall satisfaction with the train	82%	80%	78%
Frequency of the trains on that route	80%	81%	76%
Punctuality/reliability (i.e the train arriving/departing on time)	87%	89%	74%
Upkeep and repair of the train	82%	83%	75%
Cleanliness of the inside	83%	82%	77%
How well train company deals with delays	50%	56%	38%

### Mystery Shopper score 2019-20

On-train experience 91%

Our independent mystery shopper programme also assesses the quality of the experience that our customers receive onboard our trains:

## How we have improved your journey

We continue to focus on providing you with a punctual journey that you can rely on. This led to c2c winning the rail industry's Golden Whistle award for delivering the best operational performance of all London commuter train operators, in addition to the successes highlighted above.

## What we have done to support you during Coronavirus

c2c was the first train operator to restore our full weekday timetable, maximising the space available for customers to maintain social distancing. We also publish detailed information on the busiest times of travel and the most-crowded trains we operate, to help you plan your journey and avoid crowded trains where possible.

# After Your Journey

## How we have performed:

Our independent mystery shopper programme also assesses the quality of the experience that our customers receive through our after-sales care provided by our Customer Relations team:

Mystery Shopper score 2019-20	
Social Media interactions	94%
Customer Relations telephone calls	88%
Customer Relations written correspondence	81%

We also measure a range of environmental statistics, to track the impact of our operation on the local environment we operate in:

Environmental performance stats	
<b>Carbon Emissions - Traction</b> MAA Target versus result, 2019/20	<b>50% better than target</b>
<b>Carbon Emissions - Non-Traction</b> MAA Target versus result, 2019/20	<b>47% better than target</b>
<b>Water Consumption</b> MAA Target versus result, 2019/20	<b>42% better than target</b>
<b>Total Non-Hazardous Waste</b> Target versus result, 2019/20	<b>On Target</b>
<b>Site Energy</b> Total non-traction kWh MAA reduction target Target versus result, 2019/20	<b>-1% below target</b>

# After Your Journey

## How we have improved your journey

We asked for your feedback on what issue our new Customer and Community Infrastructure Fund (CCIF) should invest in. Over two-thirds of customers who responded to our poll voted for supporting a plastics-free initiative on c2c.

This means we will spend the fund to help you reduce the amount of single-use plastic you consume when travelling with c2c. This will include providing public water-refill points at key stations, and offering reusable bottles and coffee cups for free to c2c customers.

Now that you have voted for your choice, we will roll the fund out over the next two years.

## What we have done to support you during Coronavirus

Our Customer Relations team processed over £8m of refunds to customers who no longer needed their tickets due to lockdown. We also extended the window for backdating refunds to 56-days during this period, and brought in additional staff and volunteers to help process your refund requests faster.

# 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:

We will acknowledge your comment or feedback within one working day, and we will provide a response to you within 20 working days.

## 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.



@c2c\_rail



c2c rail



@c2c\_rail

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/about-c2c/our-policies/social-media/](https://www.c2c-online.co.uk/about-c2c/our-policies/social-media/)



### c2c-online.co.uk

You can also get in touch through our website.

Visit [c2c-online.co.uk/contact-us/](https://www.c2c-online.co.uk/contact-us/)

### Customer Relations

is available from 08.00 to 20.00 Monday to Friday and 0900 to 1600 on Saturdays, Sundays and Bank Holidays (except Christmas and Boxing Day when we will be closed). You can reach them by:

**Email:** [contact@c2crail.co.uk](mailto:contact@c2crail.co.uk)

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

c2c Customer Relations,  
FREEPOST ADM3968,  
Southend, SS1 1ZS



### Tweet the Manager

Our 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@c2crail.co.uk](mailto:passengerpanel@c2crail.co.uk).