

Annual Customer Report
September 2021

Your Annual c2c Report

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



c2c

Before You Travel

How we have performed:

The rail industry's official National Rail Passenger Survey (NRPS) is run by the independent passenger watchdog Transport Focus and is normally carried out twice a year. However because of the pandemic, the survey has not been run in the past year. This means the latest results remain those from the survey in early 2020:

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

We also participate in the rail industry's Wavelength customer satisfaction survey. This research project is still in early days, and the sample size is currently quite limited. However it does provide more recent opinion on customer satisfaction rates:

Wavelength survey: January-August 2021		
	c2c	London & South East
Buying tickets ahead	7.8 / 10	8 / 10

How we have improved your journey:

c2c is one of the few train operators who provide a single ticketing system across all our different retail channels – ticket offices, ticket machines, online and via our app. This gives you maximum freedom to manage your own travel, by using the c2c Smartcard and managing your account through the c2c Train Travel app. For the first time, you can buy your ticket online and then “download” it straight to your c2c Smartcard using new functionality on our app – so you can leave home secure in the knowledge that you have already collected your ticket. Combining the c2c Smartcard with the c2c Train Travel app also enables you to beat ticket office queues; to collect and manage loyalty points; and to track your Auto Delay Repay compensation.

Re-building your confidence to travel:

We know that some commuters are only now returning to the office, for the first time in 18 months or more. We have produced bespoke online guides for commuters, bringing all our useful information and advice into a single place.

We are also running a “Dynamic Duo” marketing campaign this autumn to build customer awareness of the benefits of using a c2c Smartcard in tandem with the c2c Train Travel app.

At Our Stations

How we have performed:

The National Rail Passenger Survey results from 2020 showed that c2c was performing better than the London and South East average in some areas, but that overall station satisfaction was below average:

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%

The more-recent Wavelength survey results show that satisfaction rates for c2c customers while waiting at the station are in line with the average among London rail passengers.

Wavelength survey: January-August 2021		
Waiting at the station	c2c	London & South East
	7.7 / 10	7.7 / 10

How we have improved your journey

Following feedback from a number of customers, we have rolled out software improvements to our self-service ticket machines. These machines were initially installed in 2019, and we have taken steps to improve the customer experience by reducing the number of steps required to buy a ticket, and improve the system stability and reliability. We also rolled out the new nationwide Flexi Season ticket in 2021, replacing the previous c2c-only ticket, to provide a new ticket aimed at passengers who no longer commute to the office every day.

Re-building your confidence to travel:

We have made a number of changes at our stations during the pandemic, to provide reassurance and clear safety guidance for our customers. This includes extensive signage and an information campaign which reinforced the relevant rules at each stage of the pandemic, plus the provision of free hand sanitiser throughout. We also created one-way walking routes at several of our busier stations to improve passenger flow through the station and ease congestion.

Onboard Our Trains

How we have performed:

The rail industry uses a number of different metrics to assess the punctuality of trains, but under each of these measures c2c scores highly as one of the most punctual train operators in the country:

c2c punctuality, September 2020 - August 2021	
On Time Arrivals within 60 seconds at each scheduled stop	84.6%
Time to 3 Proportion of station stops that were within 3 minutes of schedule	95.5%
Public Performance Measure Arrivals within 5 minutes at final destination station	95.5%
Cancellations Proportion of services that were cancelled	1.2%

The National Rail Passenger Survey results from 2020 showed that c2c was performing noticeably better than the London and South East average for most elements of the onboard journey:

Train facilities	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%

Onboard Our Trains

The more-recent Wavelength survey results also show that in general c2c customers are marginally happier than those travelling with other London train operators:

Wavelength survey: January-August 2021		
	c2c	London & South East
Travelling on the train	7.7 / 10	7.6 / 10

How we have improved your journey:

We understand how important it is for your train service to be punctual and reliable, and we work hard with our colleagues at Network Rail to deliver this on a regular basis.

Over the past year c2c has won the rail industry's Golden Whistle award for delivering the best operational performance of all London commuter train operators, and also the Golden Spanner award for delivering the most reliable train fleet.

Re-building your confidence to travel:

We have worked hard during the pandemic to maintain a dependable service that provides sufficient capacity, despite facing the same challenges as every business of staff absences at short notice. We also need to demonstrate value for taxpayers money, at a time when passenger numbers remain significantly down on pre-Covid levels.

We have made several changes to our timetable during the course of the pandemic. As of September 2021, we are operating 85% of pre-Covid daily services which is in line with the national

average among all train operators. We are also operating all our carriages at peak times, running every service as a minimum 8-carriage train to provide the maximum possible capacity onboard.

To assist customers who are returning to commuting for the first time, we have also published an online guide providing information on what has changed. This includes our "busy trains tool", which provides data on each peak-time service to help customers work out when best to travel.

After Your Journey

How we have performed:

The Wavelength survey asks customers to appraise their journeys, and c2c performs in line with the average satisfaction rate among London train operators.

Wavelength survey: January-August 2021

	c2c	London & South East
Appraising your journey	7.5 / 10	7.45 / 10

When things do go wrong, our Customer Relations team work hard to address the problem and to provide a resolution. Over the past year, 100% of complaints have received a full initial response within the rail regulator's requirement of working days. This is a significant improvement on the previous year.

We also participate in the rail regulator's satisfaction survey among customers who registered a complaint; in 2020/21 29% of complainants said they were happy with the outcome of the process, up +6% on the previous year. This brings us closer to the industry average satisfaction rate of 32%.

We also understand that our impact is not related to the daily service we provide customers alone, but also how we affect wider society in the area we serve. We measure our performance annually on a range of environmental criteria:

Environmental performance stats

Carbon Emissions - Traction MAA Target versus result, 2020/21	37% better than target
Carbon Emissions - Non-Traction MAA Target versus result, 2020/21	50% better than target
Water Consumption MAA Target versus result, 2020/21	13% better than target
Total Non-Hazardous Waste Target versus result, 2020/21	On Target
Site Energy Total non-traction kWh MAA reduction target Target versus result, 2020/21	-3% below target

After Your Journey

How we have improved your journey

Over the past 12 months, we have completed the installation of photo-voltaic (solar) panels at both Barking station and East Ham depot. We have also rectified a significant water leak at Shoeburyness depot, which has resulted in reducing our water consumption levels. We also sent zero non-hazardous waste to landfill.

We have also resumed work on providing public water-refill points at key stations using our new Customer and Community Infrastructure Fund (CCIF), after this project was initially suspended during the pandemic.

Re-building your confidence to travel:

We have extended refund windows on Advance tickets and waived administration fees on daily ticket refunds where appropriate during the pandemic, in line with the industry-wide instructions we have received from the Department for Transport.

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 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

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.

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