

**Date of meeting:** Wednesday 12th January 2022

**Time:** 18:30-20:00

**Location:** Virtual online meeting and Cutlers Court, London.

**Attendees:**

**Passenger Panel members present:**

Jill Allen-King  
Chris Gorman

**Train operator representation present:**

Amandeep Sogi  
Jeff Baker  
Laura McEwen  
Savannah Lawrence (minute taker)

**Apologies and resignations:**

Alan Newing  
Anthony Finn  
Bola Odunlami  
Daniel Pepper

**Agenda item 1 - Approval from previous minutes**

- There were no additional changes or comments to the previous minutes.

**Agenda item 2 - Updates**

- In regards to the most recent updates relating to Covid, the most recent lockdown has seen the number of customers using rail and other transport services decline. The railway industry is working to accommodate staff absence due to Covid and the winter flu. In addition, surveys are being done to reach customers about improving journeys during this time and after.
- Our fleet update includes the new trains that are due to be released onto the route. These are the 720/6 class. A small recap about the history of this purchase is that in 2017, we purchased 10 fixed car units that should have been delivered in 2021. This order followed GA for the same formation type. As years progressed, they were changed to a 5 car unit. Negotiations took place in May 2021 for two five car 720 units. There will now be 12 trains coming and not just 6. These are still fabricated in Darby with plans to release in late July.

- There are a variety of features with the new trains including two toilets on the trains with one universal toilet and one space saving toilet. There will be no gangway doors, each seat has a USB charger as well as four bike racks.
- The first train was in production November 21 and there will be a series of tests the trains will need to go through. This will include running in and out of depots and once approved then they will be moved to East Ham depot. Two trains will be done in advance for station preparedness to be done.
- c2c trains will be benchmarked with the Greater Anglia class 720 unit with a 93% read across. Currently, the supply chain has been disrupted by Covid but is under control. Unfortunately, one shipment from China has been delayed.
- Once type testing has been completed then network testing can begin.
- The training for the new trains is aligned to the planned delivery schedule with work in progress to create the training material and rosters. Driver training has been planned in advance of unit acceptance so that the trainers are ready for when c2c units start to arrive.
- The station platform surveys are now complete as well as the new stop car marker positions have been completed. New wheelchair ramps requirements have been confirmed and will be available in readiness.
- Both depots have been surveyed and orders placed for additional/new stop car markers. Installation of these markers are to be undertaken during February 2022. Approval has been received from Network Rail for the use of MK 2.
- Some of the equipment for servicing the new trains are in the wrong position and it will take a £21 million enhancement program to fix them in East Ham depot.
- JAK commented that the handlebars in the new trains do not meet accessibility standards for totally blind individuals as they are not available for access and exit to the train. It was confirmed that the accessibility feature testing were undertaken by Greater Anglia with their Accessibility Manager and a person with lived experience of disability.

### Agenda item 3 - Service Quality Regime Update

- c2c's new service quality regime launched on the 22nd August 2021 and is a key part of our contract with the DfT. The goal of the regime is to enhance customer experience through the rigorous assessment of the quality of our customer facing areas and staff. It also seeks to hold c2c accountable for any issues, with tight timescales for the rectification of any reported failures.
- Within assessing the stations, this includes car parks, seating, quality of lighting, lifts, escalators, toilets and cleanliness & graffiti.
- JAK commented that toilets at stations are not up to standards and it was confirmed that toilets are part of the service quality regime resolution and any that do not meet compliance standards will need to be improved.
- When assessing our customer service, mystery shoppers will go to a station and make an enquiry from an approved list of questions. They will assess the response from the staff member based on their accuracy.
- JAK asked about taxis being charged when parking outside of Chalkwell station. ACTION - investigate this further and resolve.

#### Agenda Item 4 - Timetable Update

- Currently, there is a fairly steady timetable running. However, since Omicron passenger numbers have dropped dramatically. Staff sickness numbers have also been affected due to the variant and it has been challenging to cover. Work with DfT was done to decide what an appropriate level to reduce services to.
- 8% of pre-covid timetable is in place with work with driver teams to ensure that services run smoothly. This is expected to run to the end of February but if government advice remains then it may be extended. Due to this, Ockendon and Rainham services will be reduced and some 12 car units will be going down to 8 cars.

#### Agenda Item 5 - Roundtable

- JAK asked about the lifts at Chalkwell and when they were being built. It was confirmed that surveys have been done and the release date is still 2024.
- It was asked if there will be additional members recruited into the Passenger Panel and plans are being made for recruitment. There was also the question about whether we will stay remote or meet in the office. It was confirmed that it would depend on government advice.

Next meeting date: