

# c2c Customer Report

March 2023



c2c



# Contents

- 4-5 Introduction**  
An introduction from Abu Siddeeq, Customer Experience Director
- 6-10 Our Performance**  
Operational statistics  
How we have improved our performance  
Planned activities to improve performance
- 11-12 Customer Survey Results**  
At the station  
On the train  
After your Journey
- 13 Our Stations**  
Passenger Assistance  
Our Ticket Offices
- 14-15 Customer Relations**  
Customer complaints  
Reporting faults
- 16 Environmental Performance**  
The latest statistics on our environmental performance
- 17 Improving your stations**
- 18 Engage with us**  
How to raise an issue, share feedback and contact us



## An update from Abu Siddeeq, Customer Experience Director



As a recent addition to the c2c team, the one thing that strikes me already is the ambition and determination to make things better for our customers. Of course, the industry has wrestled with well-documented challenges on a national level over the last few years but the one thing clear to me is that it is better customer experience that will bring new customers and more journeys onto our route.

Among some of the improvements we're focusing on, we're continuing to invest in our stations and are particularly excited about the changes we'll soon be seeing at our very busiest stations, London Fenchurch Street and Barking. We're giving both stations a total refresh, offering our customers and colleagues a more pleasant environment and we're working hard to attract new and exciting retailers to help bring to life our vision for stations to be destinations in their own right. We want c2c customers and our neighbours to visit our stations and enjoy the retail experience which should rival other stations across the country with similar footfall.

We're currently in the process of testing and bringing in 12 new trains – the Aventra fleet, which are currently

being developed with our partners, to go alongside our ever reliable 357 Electrostars. The additional capacity should help reduce overcrowding on the busiest peak services, which has been a longstanding challenge here.

We're also enhancing our Digital customer experience by continuing to offer a range of excellent technology-based solutions to buying and managing tickets. This includes adding more ticket vending machines to our stations and expanding the range of products they can sell, as well as continuing to invest in our highly-rated mobile app. We'll soon start to offer barcode ticketing, which means that customers will be able to buy and use their tickets by scanning them onto the gateline readers resulting in a totally digital and frictionless experience.

Looking ahead we're excited to be working with TfL to roll out Contactless Pay as You Go (CPAY) across our entire route, to sit alongside the current Oyster PAYG offer.

We're really pleased that our efforts have been recognised by the Department for Transport, who recently awarded an extension of two years to our National Rail Contract (NRC), with the potential to extend for a further two years. This commitment allows us to focus on our longer term customer-focused plans and I look forward to sharing even more successes in future.

**Abu Siddeeq,**  
**Customer Experience Director at c2c**

# Our Performance

The rail industry uses a number of different measures to assess train punctuality and performance. Under each of these metrics, c2c is consistently one of the most punctual train operators in the country.

Below are some key metrics to illustrate our operational performance since the last Customer Report.

|  | Mean Average<br>October 22 - March 23 | Mean Average<br>April 22 - March 23 |
|--|---------------------------------------|-------------------------------------|
|--|---------------------------------------|-------------------------------------|

|                 |        |        |
|-----------------|--------|--------|
| Cancellations   | 1.9 %  | 1.93 % |
| Short Formation | 0.38 % | 1 %    |

|   | Latest Figures<br>October 22 - March 23 | Latest Figures<br>April 22 - March 23 |
|---|---|---------------------------------------|
| <b>Time to 3:</b><br>% of recorded station stops called at within 2 minutes and 59 seconds of the planned time.   | 92.95 %                                 | 92.5 %                                |
| <b>On Time:</b><br>& the lateness at a particular recorded Station Stop within 59 secs                            | 77.64 %                                 | 77.59 %                               |
| <b>Time to 15:</b><br>% of recorded station stops called at within 14 minutes and 59 seconds of the planned time. | 99.62 %                                 | 99.55 %                               |

Our performance figures for the most recent period demonstrate the numerous challenges we, and the rail industry as a whole, have been facing. In Summer 2022 the UK experienced the hottest temperatures ever recorded, putting incredible pressure on the railway. This impact continued to be felt well into Autumn as we were impacted by a number of infrastructure defects relating to soil moisture deficit which led to several

speed restrictions being imposed on our route. We were also impacted by some very cold weather conditions at the start of winter, leading to further disruption related to infrastructure defects.

Performance this period has also been heavily impacted by industrial action, causing disruption for customers and impacting the service we can offer.

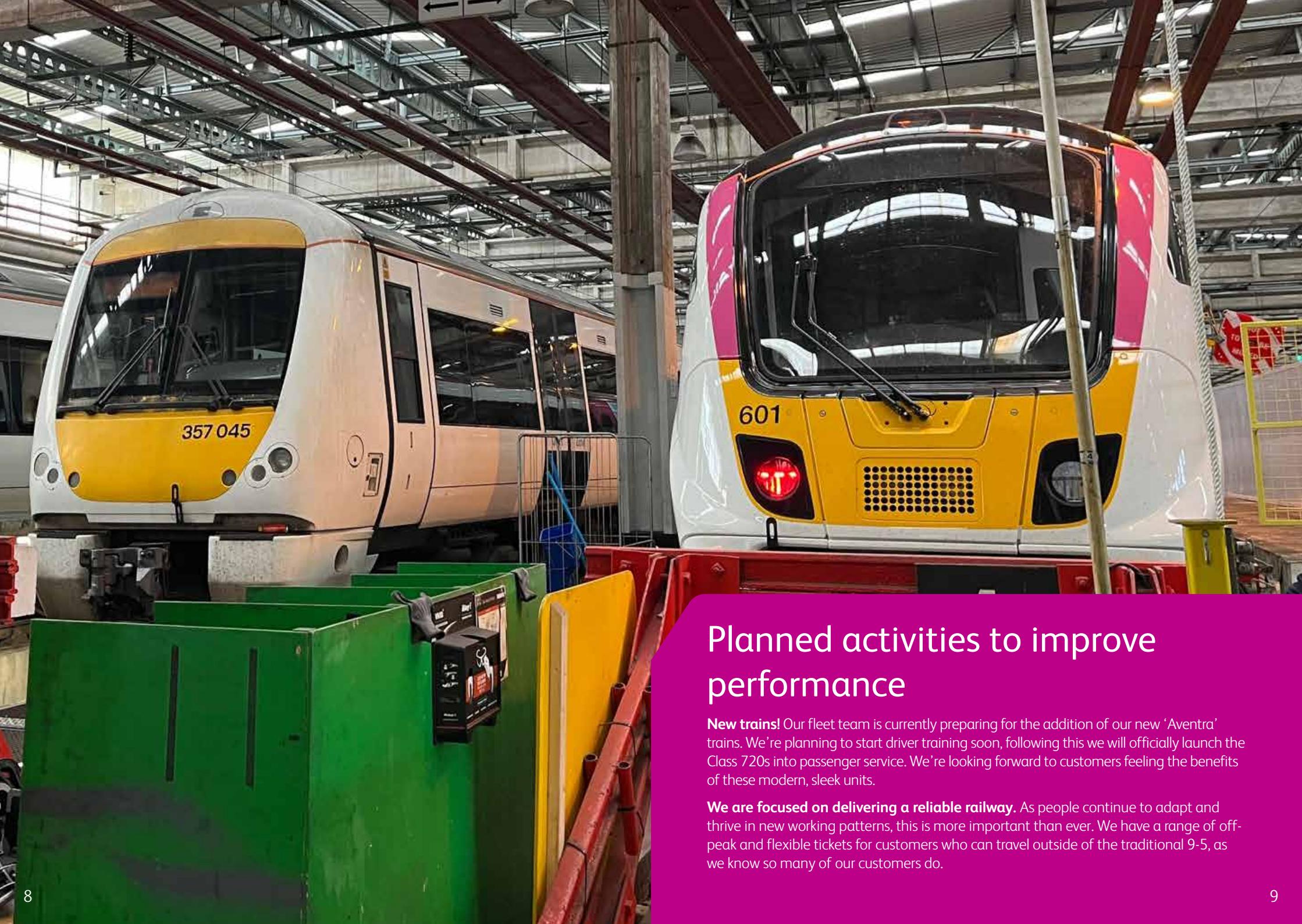
## How we have improved our performance

We have a joint performance plan with Network Rail to ensure our focus on increasing the number of trains that run on time and reduce delays. There are a number of initiatives in this plan dedicated to improving customer journeys. These include:

**Track renewals:**  
Network Rail is renewing track and pointwork across the route during the spring and summer. This will modernise assets and make them less prone to failure, which will improve reliability across our network.

**Overhead line improvements:**  
Network Rail is continuing to replace several kilometres of life-expired overhead lines between Dagenham Dock and Pitsea. This will reduce the number of infrastructure faults across our network which will allow us to provide a more reliable service.

**Preventing trespass and disruption**  
to the network by continuing our close working partnership with the British Transport Police (BTP). Our Serrano Safeguarding Officers also undertook 392 covert patrols focusing on 'spotting' groups intent on causing antisocial behaviour on trains and at stations. We look to do similar activity in 2023.



## Planned activities to improve performance

**New trains!** Our fleet team is currently preparing for the addition of our new 'Aventra' trains. We're planning to start driver training soon, following this we will officially launch the Class 720s into passenger service. We're looking forward to customers feeling the benefits of these modern, sleek units.

**We are focused on delivering a reliable railway.** As people continue to adapt and thrive in new working patterns, this is more important than ever. We have a range of off-peak and flexible tickets for customers who can travel outside of the traditional 9-5, as we know so many of our customers do.



**Security is key.** Our security staff and revenue protection teams are there to support customers; you may see them at some of our busier stations as crowding can sometimes cause delays. Of course, with our plain clothed revenue protection officers - you may not see them! We are also working closely with local schools and education providers to share guidance on safe rail travel for children using the railway to get to school. Also of note, all 26 c2c stations have recently been re-awarded Secure Station Accreditation. This is really good news, covering how we work with the BTP and wider partners to reduce crime and help protect vulnerable people.

We have enhanced our Serrano **security officer training** over the past year, to include Safeguarding as a core element of their role, relaunching them as Serrano Safeguarding Officers. These officers have undergone training through our partnership with the Samaritans, to assist in managing suicidal contacts, plus what signs to look for should someone be a victim of trafficking or exploitation.

### Partnering with 'Missing People'

**charity:** We are proud to be part of their Safeguarding Briefing Network. This sees us receive notifications of people who have gone missing either locally or nationally, that may have links with our route in some way. These are passed to our teams with what to do should they come into contact with someone. [www.missingpeople.org.uk](http://www.missingpeople.org.uk)

Our Tasking Team of **British Transport Police (BTP) officers**, provide a dedicated policing resource solely deployed on c2c. This, coupled with the core BTP resource, see us proactively engage in a wide range of activity to keep customers safe and secure, ranging from Passenger Security Awareness events, to covert intelligence led deployments.

As a clear sign of our commitment to provide a safe, secure railway we have 'wrapped' train number 357-016 in the Railway Guardian App - which we encourage all our customers to download.

We continue to work closely with Network Rail to ensure that ongoing and future engineering projects deliver the benefits for our customers, as well as our performance.

# Customer Survey Results

**Feedback from our customers is crucial to operating a better railway and as such, c2c participates in the rail industry's Wavelength customer satisfaction survey. In addition Transport Focus, an independent watchdog for transport users, also carries out regular surveys among train passengers.**

With no recent National Rail Passenger Survey (NRPS) data, we have used Wavelength and Transport Focus surveys to understand how our customers think we are performing.

- The Transport Focus results are from surveys carried out between 26 August 22 and 05 February 23
- The Wavelength data comes from surveys undertaken between 21 August 22 and 04 February 23, and is scored out of 10



### At the Station:

The Transport Focus survey shows that 86% of c2c customers are satisfied with stations, which remains above the average across other train operators in London & the South East.

| Transport Focus Survey                |     |                     |
|---------------------------------------|-----|---------------------|
|                                       | c2c | London & South East |
| Overall satisfaction with the station | 86% | 81%                 |

The most recent Wavelength data comes from surveys undertaken between 21 August 2022 and 4 February 2023. The data shows c2c is matching the performance of our colleagues at other train operators in London and the South East, when it comes to customer satisfaction at our stations.

| Wavelength survey                         |     |                             |
|---|-----|-----------------------------|
|   | c2c | London & South East Average |
| The station feels like a nice environment | 75% | 73%                         |
| The status of my train is visible         | 82% | 82%                         |
| I can sit or stand comfortably            | 77% | 77%                         |
| Wi-Fi is available at the station         | 72% | 72%                         |

# Our Stations



## On the Train:

Transport Focus is an independent watchdog for transport users and regularly undertakes surveys of train passengers.

The latest data from Transport Focus is from surveys undertaken between August 2022 to February 2023. The feedback below shows 84% of c2c customers were satisfied with train facilities, and that c2c performed better on all key measures of satisfaction with the train facilities.

| Transport Focus Survey   |     |                             |
|--|-----|-----------------------------|
| Train facilities   | c2c | London & South East Average |
| Overall satisfaction with the train                                    | 84% | 80%                         |
| Frequency of the trains on that route                                  | 78% | 72%                         |
| Punctuality/reliability (i.e the train arriving and departing on time) | 85% | 79%                         |
| Level of crowding on the train   | 83% | 73%                         |
| Cleanliness of the inside  | 83% | 80%                         |

## After Your Journey:

The Wavelength survey asks customers to appraise their journeys, and c2c continues to perform slightly ahead of the average satisfaction rate among London train operators.

| Wavelength survey       |     |                     |
|-------------------------|-----|---------------------|
|                         | c2c | London & South East |
| Appraising your journey | 73% | 71%                 |



## Passenger Assist

The railway is open to all and we want to make sure everyone who travels with us feels welcome at our stations and on our trains. If you are disabled, have a non-visible impairment, or are elderly you can pre-book assistance with our Passenger Assist Team for support with your journey.

We encourage customers to book assistance in advance, as this helps us prepare for their arrival, but we understand booking in advance is not always possible.

We measure how we are performing with regards to 'booked assistance' and 'unbooked assistance.' Measuring our performance allows us to better understand if we are meeting the needs of our customers.

### Booked Passenger Assist

**98.98%**

Completed successfully

### Unbooked Passenger Assist

**99.25%**

Completed successfully

To book assistance, or for further information on Passenger Assist, please visit our website [www.c2c-online.co.uk/help-feedback/passenger-assist/](http://www.c2c-online.co.uk/help-feedback/passenger-assist/)

*Statistics for the period (18 September 2022 - 4 March 2023)*



## Our Ticket Offices

We strive to maintain a great service for customers who use our ticket offices. During the period of this report, our ticket office hours were open 93.8% of the core hours that we cover.

For more information about our ticket office opening hours, fares and the c2c Smartcard, please visit our website.  
[www.c2c-online.co.uk/tickets-and-fares/at-the-station/](http://www.c2c-online.co.uk/tickets-and-fares/at-the-station/)

# Customer Relations

## Customer complaints

If things do go wrong with our service, our central Customer Relations team works hard to address the problem and to provide a resolution for customers.

We were proud to see c2c recognised in the latest UK Customer Satisfaction Index (CSI) for how well we handle customer complaints, alongside a number of national and global brands.

While no business wants complaints, we are really proud to be recognised for how well we deal with issues when they arise, as well as being the only rail operator to feature in the report from The Institute of

Customer Service for January 2023. The UK CSI is published twice a year and serves as the national barometer for customer satisfaction, described as an independent, objective benchmark of customer satisfaction on a consistent set of measures on 281 organisations and organisation types in 13 sectors.



The Office of Rail and Road (ORR) collects data on passenger complaints and response times against the 20 working day target. Historic data and the latest ORR data can be found in the data portal on their website: [dataportal.orr.gov.uk/](http://dataportal.orr.gov.uk/)

**ORR data:** Complaint volumes for Q4 c2c, 2022-23 830 and change from 2021-22 - 2300 down 63.7%

**830** -63.7%  
2022-23 Q4      2021-22 Q4

**ORR data:** Percentage of complaints responded to within 20 working days by c2c, Q4 2022-23 100% and from Q4 2021-22 100% no change

**100%**      **0%**  
2022-23 Q2      2021-22 Q4

# Fault Reporting

|                      | Station          |                  | On train               |                  |                  |
|----------------------|------------------|------------------|------------------------|------------------|------------------|
|                      | Up to March 2022 | Up to March 2023 |                        | Up to March 2022 | Up to March 2023 |
| <b>Car Parking</b>   | 22               | 6                | <b>Lighting</b>        | 0                | 0                |
| <b>Ticket Buying</b> | 211              | 137              | <b>Heating</b>         | 4                | 5                |
| <b>Lighting</b>      | 1                | 4                | <b>Train condition</b> | 29               | 4                |
| <b>Quality</b>       | 27               | 19               | <b>Plug sockets</b>    | 0                | 0                |
| <b>Toilets</b>       | 7                | 9                | <b>Wi-Fi</b>           | 1                | 10               |
| <b>Other</b>         | 12               | 39               | <b>Toilets</b>         | 20               | 51               |
|                      |                  |                  | <b>Other</b>           | 7                | 7                |
| <b>Total:</b>        | <b>280</b>       | <b>214</b>       | <b>Total:</b>          | <b>55</b>        | <b>77</b>        |

Of the above 317 "faults" below is a breakdown of how we were alerted to them:

|                            |     |
|----------------------------|-----|
| <b>Email</b>               | 164 |
| <b>Letter/Comment Form</b> | 5   |
| <b>Telephone</b>           | 63  |
| <b>Webform</b>             | 58  |
| <b>Other</b>               | 1   |

# Environmental Performance

Our environmental impact is not solely related to the daily train service we provide customers, but it is inextricably linked to how we affect wider society in the areas we serve. We measure our performance annually on a range of environmental criteria. The next full year results are due in the summer of 2023 - we will share them in the September Customer Report.

## Environmental performance stats (2021/22 Results)

|   |                        |
|---|------------------------|
| Carbon Emissions – Traction Electricity       | 7% better than target  |
| Carbon Emissions – Infrastructure Electricity | 15% better than target |
| Carbon Emissions – Infrastructure Gas         | 59% better than target |
| Traction Electricity                          | 0.4% worse than target |
| Infrastructure Electricity                    | 7% better than target  |
| Infrastructure Gas                            | 59% better than target |
| Water Consumption                             | 45% better than target |
| Zero Non-Hazardous Waste to Landfill          | On target              |

### Over the past 12 months, we have:

- Commenced with our project to set science-based targets for our carbon emissions with a target to be net zero by 2050.
- Completed three months of air quality monitoring at all c2c stations and depots.
- The c2c ISO14001 environmental management system and ISO 50001 energy management systems have been recertified by LRQA.



## Improving your stations

We are working on numerous projects across the route to upgrade and improve our stations. Over the coming months customers will see tangible results from this programme of work, including the upgrades of two key c2c stations:

**Fenchurch Street station:** Customers travelling through our London portal will have noticed the addition of M&S recently, as well as hearing lots of work taking place behind hoardings in recent years. The station has been getting a makeover, with the new and improved Fenchurch Street set to be lighter and more open than ever before. Floor space is being reworked to give customers more space and with two new retail units coming soon, we'll be proudly offering a safer, less-cluttered experience.

**Barking station:** is nearing the end of a huge redevelopment project: after 13 months of intensive behind-the-scenes engineering - without interrupting the trains passing underneath - the first phase of a £9m overhaul of Barking station is close to completion. In the top 20 busiest stations in the country, we're looking forward to customers experiencing the improved gateway to their local area with the historic building brought up-to-date.

**Upminster bridge upgrade:** the country-end footbridge at Upminster station will be reopened imminently after an extensive refurbishment project, giving customers better connectivity between platforms serving c2c as well as London Underground and Overground services. The improvement work was needed due to the age and condition of the old structure and in order to protect the safety of those using the bridge and the trains operating below.

# 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



@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://c2c-online.co.uk/about-c2c/our-policies/social-media/)

## 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 2023.

## 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@c2craig.co.uk](mailto:passengerpanel@c2craig.co.uk)

## c2c-online.co.uk

You can also get in touch through our website. Visit [c2c-online.co.uk/contact-us/](https://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@c2craig.co.uk](mailto:contact@c2craig.co.uk)

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

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

**c2c**