

Information in support of a Statutory Consultation regarding a Major Change Proposal in accordance with Clause 6-18 (1), of the Ticketing and Settlement Agreement (TSA)

This document contains data and other information for Statutory Consultees about a proposal by Trenitalia c2c Limited. This proposal would change how tickets are sold at the following stations:

- London Fenchurch Street
- Limehouse
- Barking
- Upminster
- Dagenham Dock
- Rainham
- Purfleet
- Ockendon
- Chafford Hundred
- Grays

Introduction - why changes are being proposed

Making train tickets simple and easy

By the end of 2023, c2c will facilitate tap contactless bankcard and mobile pay-as-you-go available across the entire route. The process will be very easy. Passengers will simply tap in and out at the ticket barriers. That removes the need to buy paper tickets or electronic tickets in advance for most journeys.

Passengers will also benefit from daily and weekly fares capping.

For National Rail journeys off the c2c network; or if you are entitled to a discount, such as Railcard savings, the c2c app and self service ticket machines will work out the best fare for you, based upon your travel needs.

Existing arrangements within the London Travelcard Zones will continue to apply.

Making Essex Thameside services financially sustainable

From time to time, it is important to check that the way customers are served matches demand and provides sustainable value for money. For example, shops change how customers are served, based around busyness and trends such as increased online shopping.

The global COVID-19 Pandemic has had a devastating impact on public transport income. UK rail and c2c are no different. UK rail passenger income has reduced from £10.2 billion a year before the pandemic, to £6.5 billion in 2021/22. Trenitalia c2c's underlying net loss for 2021/22 financial year was (£74.2m), in other words revenue was £74.2m less than costs.

UK rail faces a multi billion pound funding gap. HM Treasury and DfT are unwilling to continue funding that under any circumstances or ownership model. That difficult position is because of essential calls upon the public purse, like the NHS.

The significant cost efficiency achievable from this proposal, is essential for the future viability of local Essex Thameside rail services.

c2c has a duty to consult about these proposed changes. This duty is explained by the Ticket and Settlement Agreement (TSA).

Ensuring demand matches supply

c2c is proposing to meet TSA obligations using digital and self service methods at most stations, with ticket offices remaining at certain key locations outlined in this document. That means ticket offices would close at some stations, and at other stations ticket office opening hours would change. In some cases staff will be redeployed to help and support customers and will be located outside of ticket offices.

Today, between 35.8% of c2c customers bought their ticket from ticket offices over the 12 months to June 2023, down from 39.6% (Jan-Feb 2022) and 56.1% before COVID.

c2c has robust sales data from industry systems. This proposal demonstrates that widespread access to ticket sales would be maintained.

LENNON is the railway industry ticket sales database. It shows sales by station in 15-minute blocks, including Oyster transactions. c2c has used 8 weeks' worth of data from 8th January 2023 to 4th March 2023 to analyse this proposal because:

This was a typical period unaffected by engineering work, staff shortages and bank holidays.

During this period c2c ticket offices were open for more than 90% of their advertised hours.

There are some exceptions to this we would like to draw your attention to. c2c has not been able to provide ticket office staff cover at the following stations:

- Dagenham Dock
- Purfleet
- Limehouse (Saturday only)

This is because of sickness and prioritising overtime towards the stations and times of day that are busiest. Those stations have been operating using Oyster and TVMs successfully without incident. We believe this demonstrates no inconvenience would be created were the ticket offices to become closed.

Improving cost effectiveness

The TSA requires that any proposed changes improve cost effectiveness.

Incurring cost to open ticket offices which account for 35.8% of transactions is not cost effective, especially when tickets can be purchased using other means. c2c's proposal addresses this cost inefficiency, contributing to the financial sustainability of the railway.

Ensuring continued, easy and widespread access to rail products

The TSA requires that c2c's proposal maintains widespread and easy access to rail tickets. This proposal ensures continued, easy and widespread access to rail products.

Our analysis demonstrates that 100% of ticket transactions at these stations, during the period we have used, will continue to be easily available and people will still have widespread access to rail products.

This consultation is about ticket sales. However, c2c recognises wider concerns about staff availability. The busiest stations will have staff on duty from first train to last train. Almost all stations will have staff on the ticket gateline during both morning and evening peaks.

Freeing staff to focus on assistance

The introduction of tap contactless bankcard and mobile pay-as-you-go across the entire network will, based on c2c's existing experience in the Oyster Zone, massively reduce ticket office transactions.

This creates an opportunity for station staff to be redeployed. Compared to today, staff would be more visible, plus:

- have more time to focus on resolving customer problems
- have more time to maintain the station environment, keeping it clean
- have more time to assist customers who need the most help.

c2c would continue to provide you with access to a member of staff called Floorwalkers, who are fully trained in train fares at advertised times and places. They would be on hand, we will advertise the hours and at the locations that Floorwalkers will be available to provide you with advice and support.

The proposed hours for those staff are outlined below, which explains the hours that there would be a c2c staff presence, and the hours that c2c ticket experts would be available for ticketing advice (called Floor Walker):

c2c's proposed station staffing hours

| Station | Monday-Friday | | | Saturday | | | Sunday | | |
|---|----------------------------------|------------------------------|--------------------------|-----------------------------|------------------------------|--------------------------|-----------------------------|------------------------------|--------------------------|
| | Current Ticket Office Hours | Proposed Floorwalker Hours * | Station Presence Hours + | Current Ticket Office Hours | Proposed Floorwalker Hours * | Station Presence Hours + | Current Ticket Office Hours | Proposed Floorwalker Hours * | Station Presence Hours + |
| Barking | 05:15 23:00 | 05:00 20:00 | 24 Hrs | 05:15 22:45 | 06:00 20:00 | 24 Hrs | 06:15 23:00 | 06:00 20:00 | 24 Hrs |
| Chafford Hundred | 06:00 18:30 | 06:00 13:00 | 06:00 01:00 | 08:45 18:30 | 08:00 15:00 | 04:00 01:00 | 09:00 14:45 | 10:00 17:00 | 06:00 00:00 |
| Dagenham Dock | 06:10 09:45 | n/a | n/a | Closed | n/a | n/a | Closed | n/a | n/a |
| Fenchurch Street = (retained ticket office) | 06:15 20:30 | 06:00 22:30 | 24 hours | 06:45 19:30 | 07:00 22:00 | 24 hours | 08:30 17:00 | 09:00 16:00 | 24 hours |
| Grays = (retained ticket office) | 05:30 19:00 | 06:00 19:30 | 06:00 02:15 | 07:00 19:00 | 08:30 15:30 | 04:00 02:00 | 08:15 18:00 | 08:30 15:30 | 06:00 01:00 |
| Limehouse | 07:00 10:45 15:45 18:15 | n/a | 04:45 01:00 | 08:45 12:45 | n/a | 04:00 01:00 | Closed | n/a | 05:00 01:00 |
| Ockendon | 06:30 10:00 | n/a | 06:00 01:00 | 09:00 13:30 | n/a | 06:00 00:00 | Closed | n/a | 08:00 16:00 |

| | | | | | | | | | |
|-----------|----------------|----------------|----------------|----------------|----------------|--------|----------------|-----|--------|
| Purfleet | 06:15 09:45 | n/a | n/a | Closed | n/a | n/a | Closed | n/a | n/a |
| Rainham | 06:15 09:45 | n/a | 06:00 10:00 | Closed | n/a | n/a | Closed | n/a | n/a |
| Upminster | 05:30 20:15 | 06:00 20:00 | 24 Hrs | 06:15 20:15 | 06:00 20:00 | 24 Hrs | 06:45 20:00 | n/a | 24 Hrs |

Staffing hours do not form part of our Schedule 17 commitment and may change in future years, but this information is supplied to help you evaluate the impact of c2c's proposal on your journey.

Explanation:

*Floor Walker staff would have the same knowledge as ticket office staff today. Other station staff have and would continue to have a less detailed knowledge of railway fares.

+ This includes all types of c2c staff, including ticket office (or under the proposal Floor Walkers), ticket barrier staff, platform staff security guards and other contractors. It only includes staff who are permanently located at each station, not mobile teams. Mobile Teams will patrol stations without dedicated staff.

= Denotes a station where there will still be a ticket office

How do you recommend I buy a ticket at the station?

Most journeys from the stations this consultation covers are within the TfL Oyster Zone. Within the Oyster area we advise people to take advantage of Oyster products such as contactless pay-as-you-go.

For journeys that don't start and end within the Oyster Zone, on the c2c network you would be able to take advantage of extended contactless pay-as-you-go. Alternatively, and for journeys elsewhere on National Rail, you might choose to buy train tickets using the c2c website or c2c ticket app, which we describe below.

You may also decide to purchase most ticket types from self service ticket machines at every c2c station. At least one machine at every station accepts both cash and credit/debit cards.

Boundary Fares are available from c2c's self service machines in a simplified way when compared to some other train companies.

A small number of tickets aren't available via self service machines and from c2c's website or app. We have highlighted those below and explained how they will still be easy and widespread to purchase.

How access to rail tickets would remain widespread:

| Alternative provision (if a ticket is marked as self-service ticket machine, it can be bought via web/app too) | Method |
|--|---|
| FIRST SINGLE | Self-service cash & card ticket machine |
| FIRST RETURN | Self-service cash & card ticket machine |
| FIRST REDUCED | Self-service cash & card ticket machine |
| FIRST ADVANCE PURCHASE | Self-service cash & card ticket machine |

| | |
|----------------------------------|---|
| STANDARD SINGLE | Self-service cash & card ticket machine |
| STANDARD RETURN | Self-service cash & card ticket machine |
| SAVER | Self-service cash & card ticket machine |
| SUPERSAVER | Self-service cash & card ticket machine |
| NETWORK AWAYBREAK/STAYAWAY | Self-service cash & card ticket machine |
| APEX SINGLE/RETURN | Self-service cash & card ticket machine |
| SUPER ADVANCE SINGLE/RETURN | Self-service cash & card ticket machine |
| OTHER REDUCED SINGLE/RETURN | Self-service cash & card ticket machine |
| OTHER ADVANCE PURCHASE SGL/RTN | Self-service cash & card ticket machine |
| CHEAP DAY SINGLE | Self-service cash & card ticket machine |
| FIRST CHEAP DAY RTN/DAY TRVLCARD | Self-service cash & card ticket machine |
| STD CHEAP DAY RTN/DAY TRVLCARD | Self-service cash & card ticket machine |
| FIRST SEASONS WEEKLY | Self-service cash & card ticket machine |
| FIRST SEASONS UP TO 90 DAYS VB1 | Self-service cash & card ticket machine |
| FIRST SEASONS 91-180 DAYS VB2A | c2c ticket app and website |
| FIRST SEASONS 180-359 DAYS VB2B | c2c ticket app and website |
| FIRST SEASONS ANNUAL | c2c ticket app and website |
| STD SEASONS WEEKLY | Self-service cash & card ticket machine |
| STD SEASONS UP TO 90 DAYS VB1 | Self-service cash & card ticket machine |
| STD SEASONS 91-180 DAYS VB2A | c2c ticket app and website |

| | |
|-------------------------------|--|
| STD SEASONS 180-359 DAYS VB2B | c2c ticket app and website |
| STD SEASONS ANNUAL | c2c ticket app and website |
| REFUNDS BY FLOW ORDINARY | Staff at Basildon, Benfleet, Grays, London Fenchurch St and Southend Central |
| REFUNDS BY FLOW SEASONS | Staff at Basildon, Benfleet, Grays, London Fenchurch St and Southend Central |
| SLEEPER SUPPLEMENT | Staff at Basildon, Benfleet, Grays, London Fenchurch St and Southend Central |
| RAILCARD SALES | Railcard website or Trainline |
| INCLUSIVE TOURS | c2c ticket app and website |
| ROVER TICKETS | Self-service cash & card ticket machine |
| BRITRAIL/CONTINENTAL | Trainline |
| CAR PARKING | Self-service cash & card ticket machine |
| EXCESS/PENALTY FARES | Staff at Basildon, Benfleet, Grays, London Fenchurch St and Southend Central |
| NON PASSENGER/RAIL TRAVEL | Staff at Basildon, Benfleet, Grays, London Fenchurch St and Southend Central |
| MISCELLANEOUS | Staff at Basildon, Benfleet, Grays, London Fenchurch St and Southend Central |
| NON SPECIFIC SPG | Staff at Basildon, Benfleet, Grays, London Fenchurch St and Southend Central |

Oyster

If you're travelling only around London Zones (1 – 6) and extended Oyster PAYG area (i.e. the stations in this consultation), then using an Oyster card, Contactless bank card, or mobile payments is quicker and easier already.

You can use the pink ticket machines at our London Zones 1 – 6 and extended Oyster PAYG stations to top up your Oyster card, buy daily and season Travelcards, and check balances. There is at least one ticket machine that accepts cash at each of our stations to make payment as easy as possible.

You can also use Oyster ticket stops to manage your Oyster card. If you wish to get a new Oyster card, you will need to use other vendors such as a local newsagent or via TfL.

For any assistance on issues with your Oyster card purchases you will need to contact TfL directly as our staff will not be able to sell you Oyster card tickets at our ticket office windows. They'll be able to point you towards a pink ticket machine to help you top up instead.

For travel in and around London Zones 1 – 6 you can use a Contactless bank card instead of Oyster – look for the yellow Oyster card reader and don't forget to touch in and out. You'll be charged exactly the same fare.

Contactless will be extended across the whole c2c network by December 2023 and **this proposal won't proceed until it has been introduced.**

Contactless pay-as-you-go

By the end of 2023, c2c will make tap contactless bankcard and mobile pay-as-you-go available across the entire route. The process will be very easy. Passengers will simply tap in and out at the ticket barriers. That removes the need to buy paper tickets or electronic tickets in advance for most journeys. You will be able to keep track of your journeys via an account and benefit from daily and weekly fares capping.

Ticket Vending Machines

c2c has invested over £10m in new ticket-selling technology.

More c2c customers than ever before are choosing to buy their ticket using self service machines, in line with broader retail trends, like self service supermarket check-outs. Replacement upgraded self service machines have been rolled out across the entire c2c network.

Every c2c station has a self service ticket machine that accepts both cash and card. Attention has been paid to important details, for instance cash will be recycled, ensuring there is always change available. We would increase the number of tickets machines as well. During the advertised hours staff would be available to assist customers.

c2c's ticket machines are remotely monitored. Any problems are automatically flagged and because all systems within the machines are web based, they can be reset remotely. If necessary, an engineer is sent. This means our machines work more fully and reliably than ticket machines in the past. During the first three months of 2023, these machines had 98% availability. c2c has developed a user-friendly self-service interface in partnership with Voodoo Park and Inviqa, leading digital design and User Experience agencies. This means customers can search for their journey by time, making sure they always get the best value ticket, which the machine recommends to users.

Among other things, customers are able to:

- Buy tickets for immediate travel
- Buy tickets for the future
- Buy advance purchase tickets
- Buy season tickets
- Buy tickets to/from any station
- Make seat reservations
- Pay for car parking
- Plan a journey with live journey
- Update customer account information

The machines issue tickets to paper or c2c smartcards. Within the Travelcard Zone they also sell Oyster Top Up and Travelcards (including seasons) to Oyster. c2c staff, including those on gatelines, would receive further training and briefings about the machines and their full functionality.

Not all tickets can be purchased from self-service machines, or on occasion self-service machines may not work, and sometimes ticket office windows aren't open due to resource issues. Under this proposal, existing customer arrangements would continue to apply, as c2c is not proposing any changes.

c2c ticket app

c2c has also introduced a convenient passenger app which has been in proven operation since June 2021. Key features of this include:

Loading tickets directly onto your Smartphone: The c2c app allows you to load tickets into the “wallet” on your phone. Those tickets have a barcode. Irrespective of this consultation, Barcode Tickets will be in use across the c2c route during 2023, allowing concessions such as Railcard users, child tickets, groups and more to travel using these.

Loading tickets directly to your Smartcard in the app: The c2c app uses technology in smartphones (it's known as NFC, near-field communication technology) to read and load tickets onto customers' Smartcards instantly. There is no need to wait two hours anymore before customers can head to the ticket gates. Customers simply open the c2c Train Travel App, hold their Smartcard against their phone to load and go.

No booking fees: Unlike some companies, there are no hidden booking fees, or fees at all, when you buy train tickets through the c2c app or website. Plus, the app makes it easy to search, compare and buy the cheapest ticket. It will automatically recommend the best value fare for your travel needs, all for no fees.

Manage Smartcards: Customers can hold their Smartcard against their phone to view and manage your tickets.

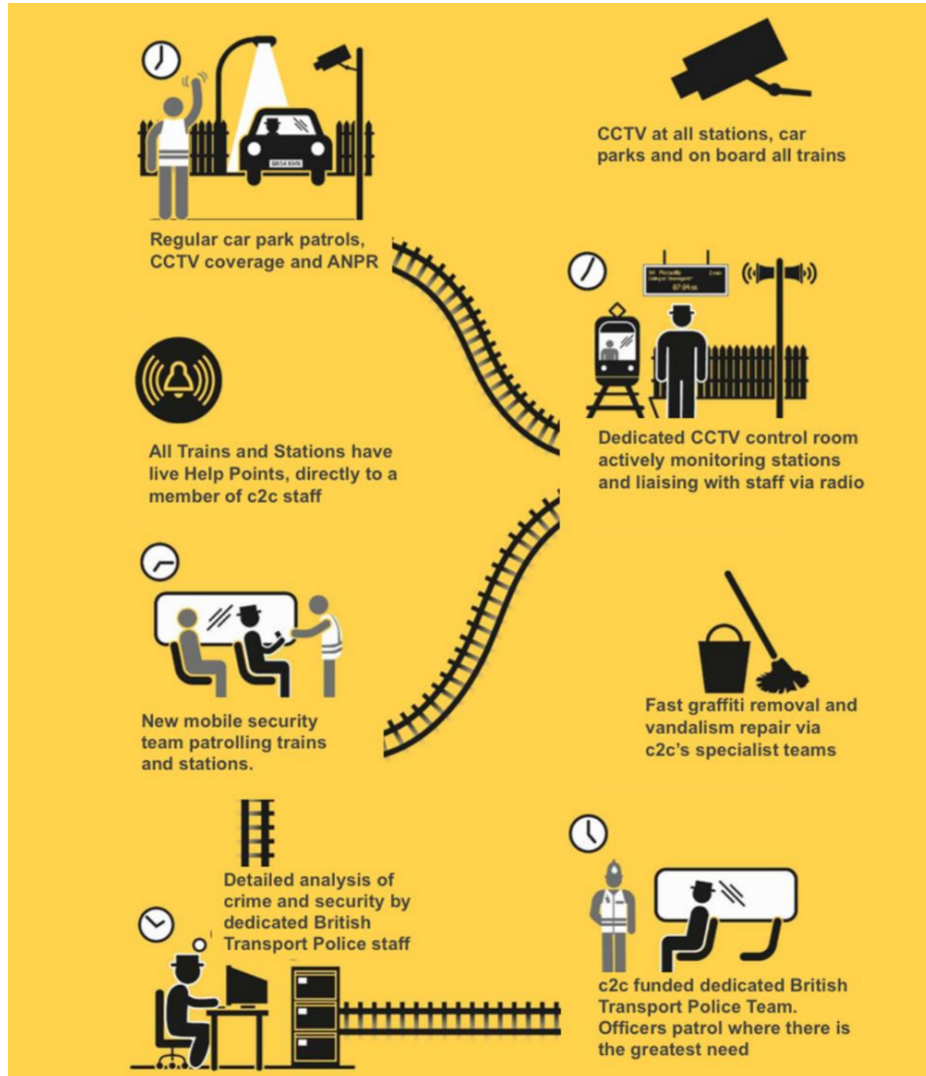
Plan your journeys easily: Get live travel information for all UK rail journeys, plus find out which platform trains leave from and track journeys in real time.

Ticket Offices

Ticket Offices will be capable of selling the full range of tickets that are available from c2c ticket offices today so that staff at Benfleet, Basildon, Grays, London Fenchurch St and Southend Central will be able to retail tickets in the rare event that that are not available via self-service means.

Ensuring a safe and secure journey

c2c will continue to offer comprehensive security arrangements.



c2c would continue to have:

- Secure Stations Accreditation (SSA) for all 25 of c2c's managed stations
- A team of dedicated British Transport Police (BTP) officers funded by c2c
- Weekly tasking meetings with the dedicated BTP team to tackle issues and deploy resources more effectively
- Park Mark security accreditation at all of c2c's car parks
- Upgraded lighting and surveillance at stations to create a safer environment
- Easy-to-use help points on platforms and on trains where customers can get up-to-date information
- A dedicated CCTV suite which monitors our stations 24/7
- Mobile security teams 7 days a week, dedicated to patrolling stations and trains within dedicated groups of stations. These staff are Security Industry Authority (SIA) accredited.

First to last staffing would be continued at the following stations:

- Barking
- Basildon
- Benfleet
- Grays
- Laindon
- Limehouse
- London Fenchurch St
- Southend Central
- Upminster
- West Ham

At other stations the newly introduced mobile security teams make regular patrols, to supplement police patrols and live CCTV monitoring.

There are references above to:

- HALO
- Mobile Security Teams
- First to Last

These three subjects are not part of this consultation, which is about changes to Ticket Office Opening Hours. This background information is being provided to assist you assess how this consultation's proposals would impact on your journey.

Maintaining other services

Accessible Travel Policy (ATP)

None of c2c's ATP commitments would change as a result of this proposal. c2c will fulfil their commitments using station staff; mobile security teams and if necessary staff from neighbouring stations.

Advice for turn up and go customers regarding their point of contact would be unchanged. Station staff, mobile teams or neighbouring station staff would be deployed to assist, as is the case now.

Ensuring access to station facilities is maintained

c2c is not proposing to change access to waiting rooms or customer toilets as a result of this consultation. Access to these facilities would be ensured by a combination of Station Staff, Mobile Security Teams and CCTV coverage. c2c monitors access to these facilities in light of vandalism and anti-social behaviour data. This practice would continue.

The table below shows how the tasks would be divided:

| Task | How delivered at Dagenham Dock, Rainham & Purfleet | How delivered at Other stations |
|--|--|--|
| Providing information to customers | CIS/Help Point/Leaflets | Floor walker/Gateline staff/CIS/Help Point/Leaflets |
| Key for/availability of disabled toilets | NA | Floor walker/Gateline Staff |
| Key for/availability of general toilets | NA | Floor walker/Gateline Staff |
| Key for/availability of waiting rooms | NA | Floor walker/Gateline Staff |
| Opening/availability of lifts | Mobile team | Floor walker/Gateline Staff |
| TVM replenishment, support and maintenance | Mobile team | Floor walker/Gateline Staff |
| Cold weather procedures | Mobile team | Floor walker/Gateline Staff |
| Litter clearance and recycling | Mobile team | Floor walker/Gateline Staff |
| Phone charging points for access to emergency contacts | NA | NA |
| Complaints about the service/experience | CIS/Help Point/Leaflets | Floor walker/Gateline Staff |
| Emergency response to incidents | CIS/Help Point/Leaflets | Floor walker/Gateline Staff |
| Identifiable location for getting help | CIS/Help Point/Leaflets | Floor walker/Gateline Staff |
| Visible staff presence for real and perceived safety and security benefits | Mobile team, British Transport Police and CCTV | Floor walker/Gateline Staff plus Mobile Teams, British Transport Police and CCTV |

Promoting the consultation to customers

This consultation is governed by the rules set out in the “Ticketing and Settlement Agreement”, which requires us to display a poster at all stations impacted by the proposal. Appendix C shows a copy of the posters being used.

What is subject to consultation

This consultation is governed by the rules set out in the “Ticketing and Settlement Agreement”. Therefore only changes to ticket office opening hours (i.e. closure) are subject to consultation.

c2c has provided background information about a wider range of topics. These include references to:

- Mobile Security Teams
- Floorwalkers
- Self service ticket machines
- c2c app
- Tap and Go

c2c has provided this information to help you evaluate how the proposed ticket office closures might impact on your journey. c2c plans to, or already has, introduced the above, irrespective of any changes to Schedule 17 Ticket Sale Arrangements.

c2c will introduce the proposed changes to the way train tickets can be purchased (i.e. closing Ticket Offices in some cases), subject to the outcome of this consultation.

Questions and Answers

How will the railway remain inclusive?

c2c is committed to being inclusive. General assistance for those who need it would still be available without notice and in person, during the staffing hours outlined. In fact, we expect our staff will be more free and available to help.

There are already circumstances when staff are not immediately available to assist. c2c's existing processes have been consulted with such circumstances in mind. All of our platforms and trains have a help point, which is linked to a member of c2c staff in our control room throughout all operating hours. These are also linked to 999 for emergencies.

The Assisted Travel telephone service will remain unchanged, so if you need assisted travel at the station outside of staffing hours, existing arrangements will apply. That is because when creating these arrangements, c2c consulted accessibility representatives, the public and the rail regulator and highlighted that there will not always be a member of staff available at all stations during all hours. This gives us confidence that our policies and procedures are suitable. Please give two hours notice and c2c will arrange for a member of staff to meet you.

c2c has been successfully using mobile teams to provide assistance at some stations since 2020. This means we will have a member of staff available to assist customers that require this.

I need to arrange assisted travel. How can I do this?

We encourage customers to book in advance when requiring assistance. We do offer a turn up and go service at staffed stations. Simply speak to a member of staff. At unstaffed stations, please use the help point and a member of staff will be arranged to assist you (this may not be the next timetabled train).

Please see <https://www.c2c-online.co.uk/help-feedback/passenger-assist/> which explains all the different ways you can arrange assistance and be certain it will be there for you.

None of c2c's ATP commitments would change as a result of this proposal. c2c will fulfil their commitments using station staff; mobile security teams and if necessary staff from neighbouring stations.

Won't this increase fare evasion? Why should I pay my fare?

Staffed ticket gates would remain, and 100% of tickets sold during the period we have reviewed would be available, with cash and card payment possible at stations and staff able to give help and advice during the times we describe.

We have invested significantly in staffing and technology to target those who do not want to pay for their journey.

The c2c app and website give easy access to tickets and recommend the best fares based on your journey needs, plus the c2c app allows you to download to a c2c smartcard instantly. As such there would be no excuse for not buying a ticket and staffed ticket barriers would remain.

Will this proposal leave stations unstaffed for long periods of time, especially at night

Our staff would continue to be on duty at the vast majority of stations at the busiest times. We already have resources to target anti-social behaviour at all of our stations.

At times when we don't have staff permanently located at the station, we continue to use mobile security teams targeted where they are needed, making regular visits to all of our stations. They are supported by the upgrades

we have made to our CCTV equipment, which is monitored live from our control centre, and regular British Transport Police patrols on our route.

This is likely to disproportionately affect the digitally disadvantaged. How can that be justified?

We recognise that people may continue to pay with cash. That will remain possible at every c2c station.

Customers who are less familiar with purchasing train tickets, but who can't access online services, would still be able to ask c2c staff for advice at the stations and hours listed within this consultation document. The full range of advance and discounted tickets would remain available for sale at c2c stations, where cash and card payment would be accepted.

Because more time and support to help those who are least familiar is proposed, plus discounted tickets and cash payment would be maintained.

For people travelling alone, staff are a reassuring presence. How can I feel confident travelling alone if these changes are made?

At times when we don't have staff permanently located at the station, we have mobile security teams who make regular patrols and our station help points are also available.

This is additionally supported by our CCTV equipment, which is monitored live from our control centre, and regular British Transport Police patrols on our route. Our station information points have a direct button, which links you to 999.

Won't this likely lead to an increase in anti-social behaviour?

We already have robust plans in place to address anti-social behaviours at our stations and on our trains. Our mobile security teams make regular patrols at stations to supplement police patrols and live CCTV monitoring. We have also increased our investment in security personnel across our railway.

c2c would continue to have:

- Secure Stations Accreditation (SSA) for all 25 of c2c's managed stations
- A team of dedicated British Transport Police (BTP) officers funded by c2c
- Weekly tasking meetings with the dedicated BTP team to tackle issues and deploy resources more effectively
- Park Mark security accreditation at all of c2c's car parks
- Upgraded lighting and surveillance at stations to create a safer environment
- Easy-to-use help points on platforms and on trains where customers can get up-to- date information
- A dedicated CCTV suite which monitors our stations 24/7

If I have a question, who can I ask?

Floorwalkers would be available to help during the staffed hours outlined for any ticketing enquiries, however our platform and concourse-based staff are available to assist with journeys and any questions customers may have.

Our help points are available on all c2c platforms and trains. These are staffed 24hrs a day.

I don't always have the funds available to pay using a card, how can I still buy a ticket?

Every c2c station has a self-service ticket machine that accepts cash. You would be able to continue to use this. Our machines sell a wide range of tickets, including advance purchase and other discounts fares.

I don't have internet access, how could I buy a discounted ticket?

Every c2c station has self-service ticket machines that accept both cash and card. You can buy the full range of advance purchase tickets that offer discounted prices, wherever advance purchase tickets are available. So, you

will be able to buy these tickets in person at your local c2c station, throughout all station opening times, paying with either cash or card.

We will have floorwalkers available during advertised station opening times for any assistance you may require.

I find train tickets confusing. I need a staff member to help me select the best ticket.

c2c's floorwalkers are trained to help you buy the ticket that is right for you and are available during advertised station opening times.

Alternatively, c2c's ticket sales app and website automatically recommends the best fare for you as do other websites or National Rail Enquiries contact centre.

I use a Canvey Card, how do I buy one in the future?

Canvey Card is available on all c2c self service ticket machines.

How will I be able to buy a railcard?

Railcards are issued by the Rail Delivery Group. Our floorwalker staff would be able to give you advice about which railcard is right for you.

For more information, visit www.railcard.co.uk.

What if I can't buy the ticket I want at my station?

The vast majority of tickets can still be bought at our stations via our ticket machines, our website and app. Our staff will be able to advise you on which ticket is right for you and how to purchase it. We will make it easy to purchase your ticket and promise you will be able to travel with minimal inconvenience.

There are not enough ticket machines at my station. Will c2c be adding more?

We have recently already installed an additional five ticket vending machines on the c2c route to make it easier for you to purchase your ticket.

We will closely monitor demand and expect customers to switch to contactless payment when this is rolled out across the c2c route later this year.

Have your say

If you would like to comment on these proposals contact London TravelWatch - the independent transport watchdog for London, by Wednesday 26 July 2023 using the details below by Wednesday 26th July:

Email: consultations@londontravelwatch.org.uk

Freepost: RTEH-XAGE-BYKZ, London TravelWatch, PO Box 5594, Southend-on-Sea, SS1 9PZ.

For more information about how to have your say visit londontravelwatch.org.uk

Please see separate document/files for:

Appendix 1: Example station posters

Appendix 2: Lost hours report

Appendix 3: TSA Major Change TOC Input Template - Retail Service Provision

Appendix 4: TSA Major Change TOC Input Template - Non Retail Service Provision

Appendix 5: TSA Major Change TOC Input Template - Proposal Data

Appendix 6: TSA Major Change TOC Input Template - Safety & Accessibility

Appendix 7: TSA Major Change TOC Input Template - Proposal Information