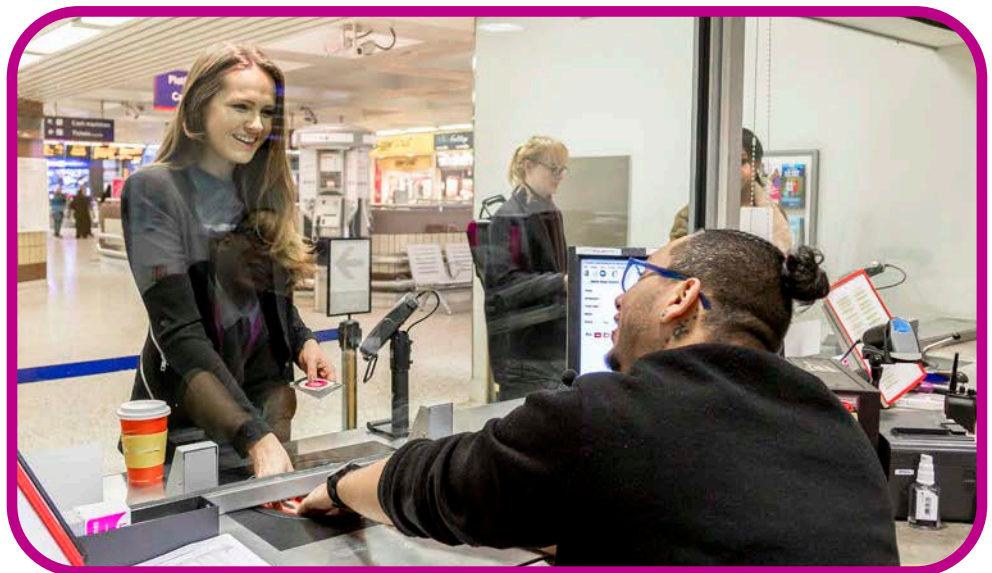
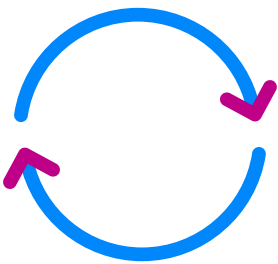


Easy
Read

Changes to ticket offices

What do you think?



Easy Read



This is an Easy Read version of some information. It may not include all of the information, but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.

Bold ←
words

Some words are in **bold** – this means the writing is thicker and darker.

This word means...

There are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.

Links

Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this booklet	4
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About this booklet

The logo for c2c, consisting of the lowercase letters 'c2c' in a bold, purple, sans-serif font, enclosed within a rounded purple rectangular border.

This is information from c2c.



We run train services and train stations in the south-east of England.



We are making changes to ticket offices at our stations.



We would like to know what you think about this.



You need to tell us what you think before 11.59pm on Friday 1 September 2023.

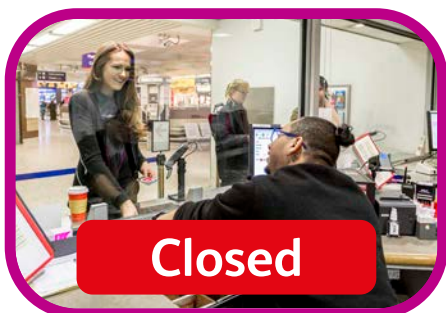
Our plan for ticket offices



We are planning to change how we support customers at our stations.

The main parts of the plan are:

- Creating new jobs for our station staff, called Floor Walkers.



- Closing ticket offices at 20 stations



- Making changes to when ticket offices are open at 5 stations.



This is because a lot fewer people use ticket offices than in the past.

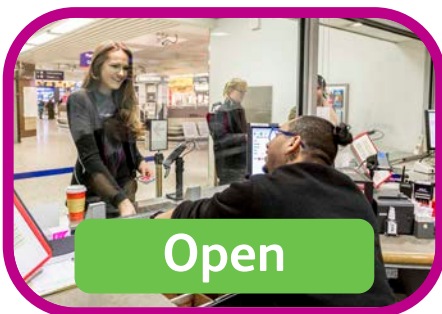
What are we planning to change



We are planning to close ticket offices at 20 stations out of the 25 we have.



Staff will be at these stations for less time than they are the moment.



We are keeping ticket offices open at 5 stations, but the times they are open will change.

These stations are:

- Fenchurch Street
- Benfleet
- Basildon
- Grays
- Southend Central

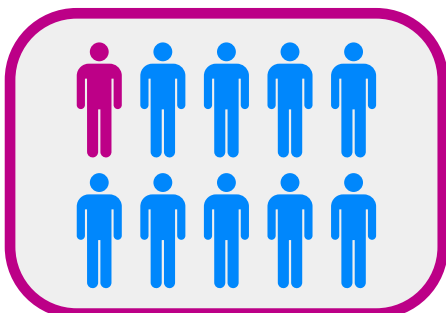
Why we need to change



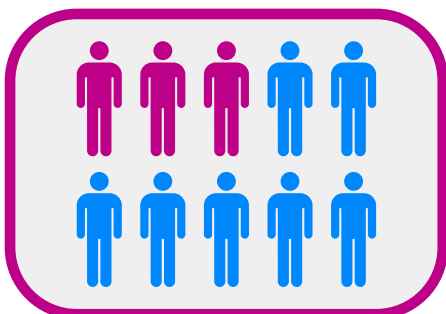
People have changed how they buy things. Many people now buy their train tickets online or use apps on their phone.



We expect more people to buy their train tickets this way.



Around the country, 1 in 10 people buy their train ticket at a ticket office.



On c2c services, 3 in 10 people buy their train ticket at a ticket office.

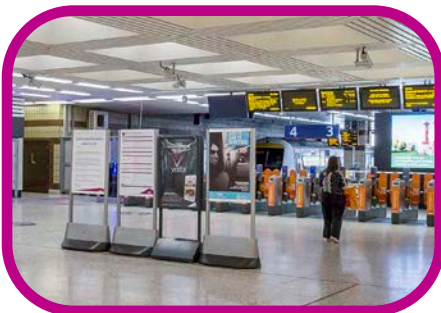


We need to change how we sell tickets because customers are changing how they buy them.

Supporting our customers



We help thousands of people get from Essex to London. We think about how we can help in every part of our days.



We will make sure that our train stations support our customers better.

As part of these plans, we are not changing:



Train times



Station opening times



How we provide assistance on and off the train.

Buying tickets



We will give people different ways of buying tickets.



Customers will be able to buy tickets at:

- Ticket machines at all stations. You can buy tickets with your bank card or cash.
- On our website. You can buy tickets with your bank card.
- The 5 stations that have ticket offices open. You can buy tickets with your bank card or cash.



When they are at the station, our Floor Walkers will help customers buy tickets online or at ticket machines.

Checking the changes are fair



We are checking that the changes will not be unfair to any group of people.



We are asking people if our changes are fair.



Please tell us about any ways that the changes might be unfair to you or different groups of people.



You can use our contact details on page 17 to tell us.

Supporting people who need extra help



People who need support to travel on trains will still be able to get support.



Many stations will have staff available at late hours who can support customers to get on and off the train.



We have mobile units who assist customers at unstaffed stations.



You can still book assistance you need at least 2 hours before you travel.

Our staff



Our staff will carry on giving a great service to our customers.



All our staff who work at stations without ticket offices will be called Floor Walkers.



Floor Walkers will help customers every way they can, including helping them on and off our trains.

Safe stations



We have car park patrols and CCTV cameras at all stations, car parks and on trains.



All trains and stations have live help points to talk to staff for emergencies and to get information.



Mobile security teams on trains and stations, who show the public they are safe.



British Transport Police officers, who show the public they are safe.



First to last staffing at the following stations:

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

How to tell us what you think



If you use these stations please contact Transport Focus before 11:59pm on Friday 1st September 2023:

- Basildon
- Benfleet
- Chalkwell
- East Tilbury
- Laindon
- Leigh on sea
- Pitsea
- Shoeburyness
- Southend Central
- Southend East
- Stanford-le-Hope
- Thorpe Bay
- Tilbury Town
- West Horndon
- Westcliff



You can tell us what you think by:

- Email: TicketOffice.c2c@transportfocus.org.uk
- Post: RTEH-XAGE-BYKZ, Transport Focus, PO Box 5594, Southend on Sea, SS1 9PZ



You do not need to use a stamp.



If you use these stations, please contact London Travelwatch before 11:59pm on Friday 1st September 2023:

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



You can tell us what you think by:

- Email: c2c.consultation@londontravelwatch.org.uk
- Post: RTEH-XAGE-BYKZ, London TravelWatch, PO Box 5594, Southend-on-Sea, SS1 9PZ.



You do not need to use a stamp.



If you want to tell us about a certain station, please write the name of the station in your email or letter. If you would like our documents in different formats like large print, Easy Read, voice recording or braille, please contact us by:

- Email: contact@c2crail.com
- Phone: 0345 744 4422
- Post: FREEPOST ADM3968, Southend, SS1 1ZS
- You do not need a stamp.
- To find out more, you can look at your website here: <https://www.c2c-online.co.uk/consultation/>