

c2c Customer Report

September 2023



c2c



Contents

- 4-5 Introduction**
An introduction from Rob Mullen,
Managing Director, c2c
- 6-10 Our Performance**
 - Operational statistics
 - How we have improved our performance
 - Planned activities to improve performance
- 13-14 Customer Survey Results**
 - At the station
 - On the train
 - After your journey
- 15 Our Stations**
 - Passenger Assistance
 - Our ticket offices
- 16 Customer Relations**
 - Customer complaints
 - Reporting faults
 - Customer survey
- 18 Environmental Performance**
The latest statistics on our environmental performance
- 19 Asset Projects**
- 20 Engage with us**
How to raise an issue, share feedback and contact us



An update from Rob Mullen, Managing Director, c2c



To our valued customers,

I hope you are in the best of spirits as we head into the last quarter of 2023. I'm pleased to share the September edition of our bi-annual Customer Report.

This summer we have seen a nationwide Ticket Office Consultation, held to ensure that any changes we make support both the current and future needs of our customers. The consultation closed on Friday 1 September, following the 5-week extension announced in July, and independent passenger bodies, London TravelWatch and Transport Focus, are now reviewing the feedback. I'd like to

thank everyone who took the time to respond as part of this process. Your input is invaluable to us as we constantly strive to improve and meet your expectations. Rest assured, this feedback is being meticulously reviewed, and we are committed to incorporating your views into our future plans, which have our excellent colleagues at the centre. Together, we can work to ensure that the c2c experience continues to cater to and support the local communities we serve.

Our nation's railways face further challenges as industrial action continues across the industry. During the summer the train driver's union, ASLEF, announced the results of new ballots for strike action on passenger services in England and on London Underground, with c2c members balloted for the first time since the dispute began last year. Unfortunately, we are unable to run any trains on an ASLEF strike day and must run a reduced service on action short strike days (ASOS). We must be officially informed by ASLEF of any dates where

formal industrial action is called, with a minimum of 14 days' notice required.

It is really disappointing that we haven't yet been able to reach national agreement with our Trade Unions; I know the impact of this ongoing action is significant for our customers and colleagues, and will be felt further with our ASLEF colleagues now part of this dispute. We will ensure we keep our customers fully up to date if any further strike dates are called.

In more positive news, we're pleased to have recently been named one of the top scoring train operators in the country for overall satisfaction, achieving a 94% score amongst passengers. Our teams across the route work really hard to run a safe and efficient service for customers, so these latest results are welcomed.

We are also in the process of introducing our new Class 720 trains to service. This long-awaited fleet will support the capacity challenges felt at pinch

points along the route as we deploy them across our network. These state-of-the-art trains bring with them a host of advanced features, ensuring an even more comfortable and enjoyable journey for our passengers.

And finally, I'm proud to share that more than 200 people have already signed up to participate in our charity Ultra Marathon run which is taking place next year in aid of [The Railway Children](#). The level of enthusiasm and dedication for this brand new charity run is truly inspiring; we're looking forward to this Essex Riviera event becoming a regular feature in calendars for customers and businesses across the route. To find out more about the Ultra Marathon or to book your place, [click here](#).

I hope you enjoy this latest edition of our Customer Report and I look forward to seeing you on the route soon.

Our Performance

The rail industry uses a number of different measures to assess train punctuality and performance. Under each of these metrics, c2c consistently remains 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 October 22 - March 23	Mean Average April 23 - August 23
Cancellations	1.9%	1.2%
Short Formation	0.38%	0.4%

	Latest Figures October 22 - March 23	Latest Figures April 23 - August 23
Time to 3: % of recorded station stops called at within 2 minutes and 59 seconds of the planned time.	92.95%	94.06%
On Time: & the lateness at a particular recorded Station Stop within 59 secs.	77.64%	80.82%
Time to 15: % of recorded station stops called at within 14 minutes and 59 seconds of the planned time.	99.62%	99.62%

Our performance figures have shown a year-on-year improvement following ongoing collaboration with Network Rail to ensure that summer readiness works were completed ahead of the critical summer period. This involved Network Rail dropping a significant amount of additional ballast across certain parts of the route in order to reduce the impact of speed restrictions being imposed as a result of Soil Moisture Deficit.

We continue to be impacted by Industrial Action and have developed a suite of robust plans to ensure that we are able to run a reliable service depending on which type of action is called. As a result, some of our best performing days have been when Industrial Action has taken place.

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 has renewed track and pointwork across the route during the spring and summer, with further renewal works planned this autumn and during the Christmas period. This will modernise assets and make them less prone to failure, which will improve reliability across our network.

Overhead line improvements: Network Rail will soon complete the renewal of several kilometres of life-expired overhead lines between Dagenham Dock and Pitsea, and will shortly start works to renew overhead lines between Fenchurch Street and Upminster. This will reduce the

number of infrastructure faults across our network which will allow us to provide an even more reliable service.

We continue to work alongside the British Transport Police (BTP) to prevent and reduce reported incidents of trespass and disruption on the network. Since the start of April our Serrano Safeguarding Officers have carried out over 2000 on train patrols. We work in partnership with Network Rail to reduce the number of reported cases of trespass and disruption, focusing on a data led approach to tackling issues and proactive checks throughout the route.



Planned activities to improve performance

New trains: Our fleet team is busy preparing for the introduction of our new Aventura Class 720 trains. Driver training for these new trains is well underway and our live launch is imminent. Keep an eye out!

As well as being more environmentally friendly, these modern, British-built state-of-the-art Aventura Class 720 trains will provide:

- Increased seating and standing capacity
- Additional designated wheelchair spaces
- Improved, easy access cycle storage areas
- USB and power charging points at each seat
- Air conditioning
- Enhanced passenger information screens
- WiFi
- Increased aisle space

We remain fully focused on delivering a reliable railway and continue to work closely with Network Rail to ensure that assets are properly maintained and opportunities provided to renew ageing infrastructure across our route, ensuring customers receive a safe and reliable service.

Safeguarding people on our railway is a high priority. A full audit of c2c's progress against the Safeguarding on Rail Scheme (SRS) criteria took place between 22 and 30 May. The Safeguarding on Rail Audit is the tool used to measure rail sector organisations on their work to protect vulnerable children and adults at risk on rail transport. This measures elements over five specific areas:

- Senior Leadership and Commitment
- Safeguarding Communication
- Responding to Vulnerability
- Staff Recruitment, Roles and Responsibility
- Training



Following this audit, c2c has been awarded full SRS accreditation status.

We were proud to see the below comments in the assessor's report:

"The words 'caring and curious enough to ask' were often spoken about and were very much visible in reality when I visited Fenchurch Street and Benfleet stations."

"The staff at Fenchurch Street were incredibly compassionate." The assessor added that he was also particularly impressed with the management of the station and the integration of Amulet security staff. It was stated that all staff, whether from Amulet or c2c, came across as kind, interested in their passengers and in many cases willing to go the extra mile: "The community engagement carried out by c2c is exemplary, and this was echoed in the interviews with the various councils c2c works in partnership with."

Our security staff and revenue protection teams remain in place to support customers; you may see them at some of our busier stations at peak times as overcrowding can sometimes cause delays. Of course, they work alongside our plain clothed revenue protection officers, who you may not see so easily!

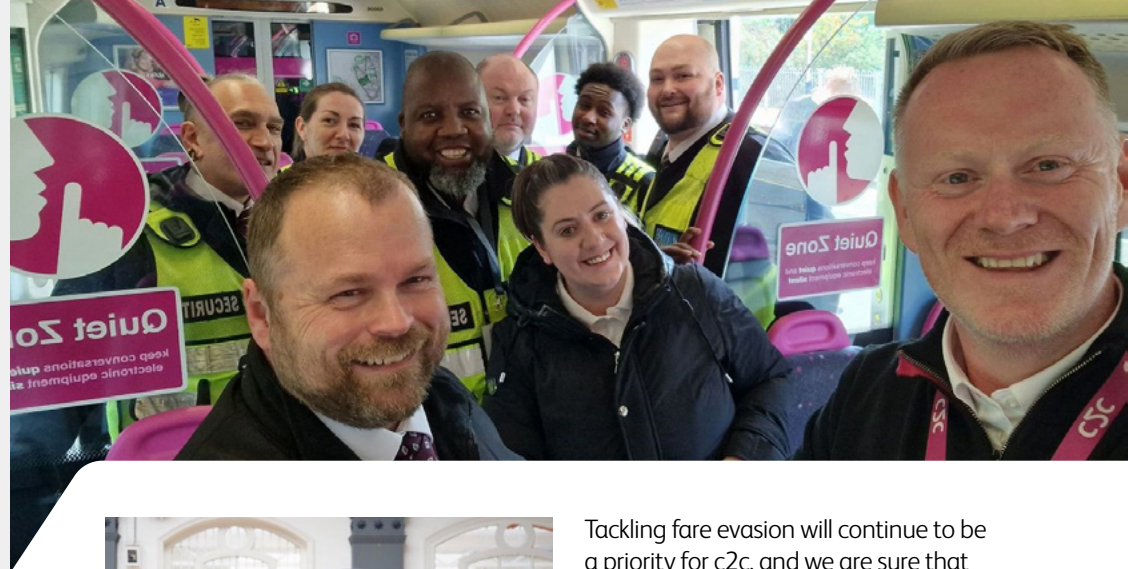
c2c is also a partner of **Rail Safe Friendly**, a campaign that delivers rail safety messages through live and on-demand digital platforms into classrooms and school assembly halls via the Learn Live platform.

As part of our ongoing commitment to safeguarding, we actively participated in 'Operation Henderson' alongside The Essex Safeguarding Children Board, and also ran our own **day of action** to raise awareness of child exploitation on public transport. We were also proud to host a training session for 60 attendees from across Essex, and are now planning for the next day of action in October.



Our partnership with the 'Missing People' charity continues and we are proud to be part of their Safeguarding Briefing Network. This sees us receive notifications regarding people who have gone missing, either locally or nationally, that may have links to our route and services in some way. This information is passed on to our teams along with details of what to do should they come into contact with someone.

www.missingpeople.org.uk



Our Tasking Team of British Transport Police (BTP) officers provide a dedicated policing resource deployed solely on c2c services. Showcasing c2c as part of the community sees us working with Essex Police and businesses throughout the Southend area under the banner of Operation Union. The picture above shows our teams out and about at Southend Central station and meeting with the Chief Constables of BTP and Essex Police.

This, coupled with our core BTP resource, sees us proactively engage in a wide range of activities to keep our customers safe and secure. The initiatives we take part in range from Passenger Security Awareness events to covert intelligence led deployments, and we are delighted that all c2c managed stations remain accredited under the Secure Station Scheme.

Tackling fare evasion will continue to be a priority for c2c, and we are sure that this priority is also shared by our genuine customers. We recently launched Operation Beach at Grays Station which is designed to tackle fare evasion through a range of overt and covert practices. After a successful trial, 'Op Beach' may be coming to a station near you soon! Therefore, please ensure you always have a valid ticket for the entirety of your journey when you travel. Don't ever risk a penalty charge or, potentially, a criminal record.

Safeguarding and Security is not all about enforcement; it's also about fostering better community relations and we have recently linked with businesses and residents in the Thurrock and Chafford Hundred areas to improve passenger behaviour. Operation Nightowl is one of our internal programmes of work which has seen senior leaders from c2c assisting frontline teams late at night. Whether that has been supporting revenue protection activities or engaging with customers on trains, we know that visibility of staff and building and maintaining relationships is vitally important.



We also like to raise funds with the support of our partners. We've recently played a charity football match with a number of our partners and are now looking forward to getting on our bikes at Fenchurch Street Station in December for a charity ride.

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 3 February 2023 and 20 August 2023
- The Wavelength data comes from surveys undertaken between 5 February 2023 and 19 August 23, and is scored out of 10



At the Station:

The Transport Focus survey shows that 82 % of c2c customers are satisfied with stations, which is in line with the average across other train operators in London and the South East.

Transport Focus Survey

	c2c	London & South East
Overall satisfaction with the station	82 %	82 %

The most recent Wavelength data comes from surveys undertaken between 5 February 2023 and 19 August 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	74 %	74 %
The status of my train is visible	82 %	83 %
I can sit or stand comfortably	78 %	79 %
Wi-Fi is available at the station	77 %	73 %



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 3 February 2023 and 20 August 2023. The feedback below shows that c2c customers were very satisfied with punctuality of trains serving the route and the levels of crowding on those trains when compared to other services in the London & Southeast region.

Transport Focus Survey		
Train facilities	c2c	London & South East Average
Overall satisfaction with the train	78 %	80 %
Frequency of the trains on that route	74 %	73 %
Punctuality/reliability (i.e the train arriving and departing on time)	88 %	80 %
Level of crowding on the train	84 %	73 %
Cleanliness of the inside	81 %	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	76 %	73 %

We have recently launched our own customer satisfaction survey to gain more feedback from customers who travel on our services. The survey focuses on key customer touch points throughout the journey and offers a platform for customers to give specific feedback around parts or all of their journey. We will then use the feedback to make improvements across our touch points based on what customers are telling us. Results will be shared in the next Customer Report.

Our Stations



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%
Completed successfully

Unbooked
Passenger Assist

99%
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/

Statistics for the period (5 March 2023 - 19 August 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 91 % 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/

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.

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:

<https://dataportal.orr.gov.uk>



The average response time for complaints is 5 days

ORR data: Complaint volumes for Q2 c2c, 2023-24 and change from 2022-23 - 1297 down 31 %

894 **-31%**
2023-24 Q2 2022-23 Q2

ORR data: Percentage of complaints responded to within 20 working days by c2c, Q2 2023-24 100 % and change from 2022-23 no change

100% **0%**
2023-24 Q2 2022-23 Q2

Fault Reporting

01-04-2023 - 16-09-2023
(Periods 1 - 6)

Station		On train	
Car Parking	8	Lighting	0
Ticket Buying	234	Heating	502
Lighting	0	Train condition	17
Quality	90	Plug sockets	0
Toilets	26	Wi-Fi	84
Other	46	Toilets	21
		Other	42
Total:	404	Total:	666

Of the above 1070 "faults" below is a breakdown of how we were alerted to them:

Email	202
Letter/Comment Form	4
Telephone	16
Webform	848
Other	0

Environmental Performance

Our environmental impact is not solely related to the daily train service we provide to 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. Our performance against these targets for 2022/2023 are shown in the table below.

Environmental performance stats (2022/23 Results)	
Carbon Emissions – Traction Electricity CO2e/ vehicle mile	10% above target
Carbon Emissions – Infrastructure Electricity CO2e	7% above target
Carbon Emissions – Infrastructure Gas CO2e	24% above target
Traction Electricity kWh/vehicle mile	1% above target
Infrastructure Electricity kWh	3% below target
Infrastructure Gas kWh	24% above target
Water Consumption m3	1.6% above target
Zero Non-Hazardous Waste to Landfill	On target
Total non-hazardous waste - tonnes	6.5% above target
Total non-hazardous waste recycled	7% above target

Over the past 12 months, we have:

- Pledged a commitment with the Science-Based Targets initiative (SBTi) to set near-term and net-zero science based targets.
- 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.



Asset Projects

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 major upgrades to two key c2c stations:

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. As one of 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.

Fenchurch Street station: Customers travelling through our London portal are enjoying the addition of M&S to the lower ground floor, as well as seeing and hearing lots of work taking place behind hoardings close to the main concourse. The station is receiving a complete 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 additional space and with two new retail units coming soon, there will be places to eat, drink and relax before you travel or move on to your next location.

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://www.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@c2crail.co.uk

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