

Date of meeting: Wednesday 28th February 2023

Time: 18:30-20:00

Location: Virtual online meeting and Cutlers Court, London.

Attendees:

Passenger Panel members present:

CG
AB
GP
AP
DP
BO
JAK

Train operator representation present:

AS
AS
JH
IP
SL (minute taker)

Apologies and resignations:

AN
AF
JAK

Agenda Item 1: Terms of Reference

- A new terms of reference was sent through to all panel members due to the panel refresh.
- A panel refresh was required as numbers had declined severely over the pandemic and fresh outlooks on c2c were necessary. The refresh looked to include people from all over the route, including drives towards recruitment at the Thameside area as there was lack of representation from there.
- A number of new panel members were selected and invited to this passenger panel.
- Each member of the panel is the the face of their area which includes feedback from other passengers.
- There are items that we cannot change such as fares as they are DfT linked.
- A panel member was unsure about the terms of reference due to not being sure about the limits of critique. The panel member was reassured that critique is welcomed but it needs to be respectful.

- A panel member said that the terms of reference was very generic and needs to be more specific. Policy needs to be broadened and very specific. In addition, expectations for privacy needs to be added in the event that minutes are put online. A live document would be beneficial for everyone to add to.
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Agenda Item 2: Business Updates

- Safety was a key item from our customer surveys. We find that the survey was not specific enough and feedback is required from the panel.
- CCTV projects are underway as a major safety project as well as the release of the Guardian app which can be downloaded.
- A panel member asked about the power that they would have and how often they could be part of more projects in the company.
- A panel member asked how they could get more involved with safety but not . A c2c representative confirmed that information is key and apps like the Guardian app can allow reports to sent to BTP.
- A panel member asked if QR codes would be introduced for the Guardian app. A c2c representative confirmed that plans were in the works.
- The UK satisfaction index presented their results and this happens twice a year. This was across all sections and we were in the top ten for complaint handling which was part of Amazon and Netflix.
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Agenda Item 3: Station Updates

- Our new Head of Stations is determined to deliver products and services to stations that are attainable.
- Station managers gave a list of what they wanted to see which were: they wanted to be loved by the community, they wanted passengers to want to travel with us, we want to do things right and safety and performance are paramount.
- A panel member asked if staff were going to be reduced. A c2c representative confirmed that staff were still going to be available but at certain stations, a number of staff members had moved on.
- A panel member brought up a news article that showed Laindon station having massive queues. A c2c representative confirmed that there is multiple promotions which as resulted in short staffing at Laindon. We have added rotational staff to reduce crowding.
- A panel member asked about the TVM location change and that there was no communication. A c2c representative confirmed that the bridge will be removed as it is at end of life.
- A panel member asked when Fenchurch Street will be rebuilt? A c2c representative confirmed that works are underway but comms are needed to properly show and bring passengers on the journey with us.
- There is a newly restructured team focused on delivering customer experience improvements for passengers.
- A new area manager for Essex has joined the team.
- Ensuring that the team are better equipped to support passengers like new mobile phones, customer maps, body worn videos and uniform refresh.

- There is a deep clean taking place trialling machines to remove chewing gum.
- Back to back radios and twitter communication between stations.
- Enhanced conflict management training for our revenue protection teams.
- Procurement of knife arches for joint operations with BTP and Amulet.
- Reducing workplace violence group
- Operation Beach - Grays Gateline enhancements
- Operation Matilda - Student ASB enforcement at Chalkwell and Upminster.
- A panel member asked about school age children not having tickets. A c2c representative confirmed that operation matilda was one of these programmes which includes doubling the amount of gateline and crowd control measures. Certain students can be banned if they display bad behaviour like vandalism.
- A panel member asked about Amazon workers fare evading? A c2c representative confirmed that there is continuous reporting but it is decreasing.

Agenda Item 4: AOB

- A panel member asked about Basildon smokers when it could be something like a coffee shop. Action for JH to check boundary lines and get people to visit.
- A panel member asked about putting a warning system for multiple ticket purchases with more than 5 tickets.
- A panel member asked about why people are not being penalty fared or selling penalty fare tickets. A c2c representative confirmed that we would not penalty fare if there is a legitimate reason as to why a ticket wasn't purchased.
- A panel member asked if there was reduced BTP or revenue protection staff. A c2c representative confirmed there is no short staffing.
- A panel member asked about purchasing next day tickets. A c2c representative confirmed that they should be able to sell tickets and will look into it.
- A panel member asked about the staircase at FST which is blocked off during rain. A c2c representative confirmed that this is an area that is being looked at.
- A panel member said that disruption comms are not great to find out about disruption. A c2c representative confirmed that this is an area that is being looked at. Minimum standards have been implemented from ORR and improvements continued.
- A panel member asked about anti-social behaviour on trains.